



**Attachment to Data Center Services  
Multisourcing Service Integrator  
Master Services Agreement**

DIR Contract No. DIR-DCS-MSI-MSA-001

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Between

**The State of Texas, acting by and through  
the Texas Department of Information Resources**

*and*

**Capgemini America, Inc.**

**Attachment 4-F  
Form of Invoice**

December 28, 2011

## Vendor Logo

## XYZ Corporation

**Please direct inquiries  
and correspondence to:**  
XYZ Corporation  
Person's Name  
Street Address  
City, State and Zip Code

**Phone Number**  
XXX.XXX.XXXX

**Installed At:**  
State of Texas  
Texas Department of Information Resources  
Various Locations

**Terms:**  
Payment due 30 days from receipt

Late payment fees may apply if payment received after the due date as per the contract terms

**Please Remit Wire Transfer Payment to:**  
XYZ Corporation  
Street Address  
City, State and Zip Code  
ABA Routing # XXXXXXXXXX  
Bank Account # XXXXXXXXXX

**Invoice  
Number**  
XXXXXX

**Invoice  
Date**  
September 15, 2010

**Customer Number**  
XXXXXXXX

**Invoice to:**  
State of Texas  
Texas Department of Information Resources  
Accounts Payable Department  
PO Box 13564  
Austin, TX 78711-3564  
Attn: Delores Williams

**Customer Reference:**  
Purchase Order # XXXXXX

**Comments:**  
Please reference the invoice number and customer number on your payment.

**NOTE: This is a sample. The enterprise invoice must be aligned with the final billing and SLA structures.**

## Agreement for Services

*Master Services Agreement between the State of Texas, Acting by and through the Texas Department of*

*Information Resources and XYZ Company*

<b>Services for August 1 - 31, 2010</b>	<b>Base Monthly Charges</b>	<b>ARC/RRC Charges</b>	<b>Other Charges and Credits</b>	<b>Total Charge</b>
<b>Base Services</b>				
MSI Services	\$3,153,195	\$5,345		\$3,158,540
				\$0
				\$0
				\$0
Mainframe Services				\$0
Print-Mail Services				\$0
Server Services				\$0
				\$0
				\$0
				\$0
<b>Subtotal - Base Services</b>	<b>\$3,153,195</b>	<b>\$5,345</b>	<b>\$0</b>	<b>\$3,158,540</b>
<b>Other</b>				
Transiiton and Transformation Charge			\$100,000	\$100,000
<b>Taxes</b>				
<b>Original Invoice - Current Month Charges</b>	<b>\$3,153,195</b>	<b>\$5,345</b>	<b>\$100,000</b>	<b>\$3,258,540</b>



Description	Base Units	Resource Baseline Unit	Resource Actual Unit	ARC/RRC Units	ARC/RRC Unit Rate	Base Monthly Charges	ARC/RRC Charges	Total Charges to DIR	ECA Charges	Total Charges to DIR w/ECA
Gold										
Silver										
Bronze										
<b>Tier Subtotal</b>						\$0	\$0	0	\$0	\$0
<b>Utility Servers</b>										
Email Accounts - Consolidated										
Email Accounts - Non-Consolidated										
Consolidated File and Print										
<b>Utility Subtotal</b>						\$0	\$0	0	\$0	\$0
<b>Storage Consolidated Data Centers (ADC/SDC)</b>										
Enterprise Storage										
Tier 1 - Mission Critical - High Speed										
Tier 2 - Business Critical										
Tier 3 - Archive - Online, Long Term Retention										
Tape and Backup										
Server Tape Stored - TSM										
Offsite Tape Storage										
<b>Storage Non-Consolidated</b>										
Disk Storage										
Allocated Disk Storage - Dedicated and Shared										
Tape and Backup										
Server Tape Stored - TSM										
Server Tape - Other										
Offsite Tape Storage										
Other Storage										
Optical Storage										
<b>Storage Subtotal</b>						\$0	\$0	0	\$0	\$0
<b>Miscellaneous Server Services</b>										
Hardware Services Charges (HSC)										
Software Charge (SSC)										
Hardware Maintenance - DIR Customer-Owned STM Servers										
<b>Miscellaneous Server Services Subtotal</b>						\$0	\$0	0	\$0	\$0
<b>TOTAL SERVER SERVICES CHARGES</b>						\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>TOTAL MONTHLY BASE CHARGES</b>						\$3,153,195.36	\$5,344.73	\$3,158,540.09	\$83,244.36	\$3,241,784.45

**Allocation of Base Charges for Chargeback**

Description	Total Charge	Prior Period Adjustment	Chargeback Total (Total Charge + Prior Period Adjustment)
<b>MSI Services</b>			
CPU Hour	\$182,137		\$182,137
STM Server Instances	\$1,169,079		\$1,169,079
Print Images	\$180,475		\$180,475
DIR Customer Support	\$493,640		\$493,640
Chargeback Users	\$173,239		\$173,239
Remedy Licenses	\$222,053		\$222,053
SCP Service Level Measures	\$347,807		\$347,807
Program Management	\$473,354		\$473,354
<b>TOTAL MSI SERVICES</b>	<b>\$3,241,784</b>	<b>\$0.00</b>	<b>\$3,241,784</b>

<b>Mainframe Services</b>			
<b>IBM</b>			
IBM Application CPU Hour - General Processing			
IBM Mainframe Allocated Application DASD			
IBM Application Tapes in Storage - VTS			
IBM Offsite Tape Storage			
<b>TOTAL MAINFRAME SERVICES</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

<b>Print-Mail Services</b>			
<b>Print-Mail</b>			
Print Images			
Mailing Insertions			
<b>TOTAL PRINT-MAIL SERVICES CHARGES</b>	<b>\$0.00</b>	<b>\$ -</b>	<b>\$ -</b>

<b>Server Services</b>			
<b>Tier Consolidated Data Centers (ADC/SDC)</b>			
Intel (Wintel, Novell, Linux, non-Unix)			
Gold			
Silver			
Bronze			
UNIX			

Resource Units - Current Month	DIR modified RU's - Current Month	Resource Units - Current Month (Chargeback)	Blended Rate	Comments
5,000		5,000	36.43	
5,000		5,000	233.82	
17,578,560		17,578,560	0.01	
1		1	493,639.79	
162		162	1,069.38	
100		100	2,220.53	
93		93	3,739.86	
1		1	473,354.11	

<b>Mainframe Services</b>				
<b>IBM</b>				

<b>Print-Mail Services</b>				
<b>Print-Mail</b>				

<b>Server Services</b>				
<b>Tier Consolidated Data Centers (ADC/SDC)</b>				





Company Logo

Invoice Number

XXXXXX

Invoice Date

September 15, 2010

### Reimbursement Credits

DIR Customer Name	DIR Customer Number	3rd Party Reimbursement Credits	Other Credits	Total Credits
OAG	3020000810			\$ -
OAGCS	302CS00810			\$ -
TFC	3030000810			\$ -
TSLAC	3070000810			\$ -
SOS	3070000810			\$ -
DIR	3130000810			\$ -
DIR (CO-LOC)	313C000810			\$ -
DIR-E	313E000810			\$ -
TWC	3200000810			\$ -
TVC	4030000810			\$ -
TDLR	4520000810			\$ -
TDI	4540000810			\$ -
TDI (CO-LOC)	454C000810			\$ -
RRC	4550000810			\$ -
TABC	4580000810			\$ -
PUC	4730000810			\$ -
HHSCA	529A000810			\$ -
HHSCE	529E000810			\$ -
DFPS	5300000810			\$ -
DSHS	5370000810			\$ -
DARS	5380000810			\$ -
DADS	5390000810			\$ -
TDA	5510000810			\$ -
TWDB	5800000810			\$ -

TCEQ	5820000810			\$	-
TxDOT	6010000810			\$	-
TYC	6940000810			\$	-
TDCJ	6960000810			\$	-
TEA	7010000810			\$	-
THECB	7810000810			\$	-
TPWD	8020000810			\$	-
BP (CO-LOC)	COLOBP0810			\$	-
NG (CO-LOC)	COLONG0810			\$	-
TXO	313T000810			\$	-
<b>Total</b>		\$	-	\$	-

Company Logo

Invoice Number  
XXXXXX

Invoice Date  
September 15, 2010  
July 10 Base Service Charges:

**Service Level Credits**

At Risk Amount  
At Risk Percentage X%

	Service Level Categories	Current Mode Operation			X%		Allocation of Pool Percentage	Service Level Credit Allocation Percentage	% of Invoice	Service Level Credit (Jul-10)	Service Level Credit - Earnback (Jul-09)	Total Service Level Credit
		Expected	Minimum	Achievement								
1.1	<b>Availability related SLAs</b>											
1.1.1	Critical Application Infrastructure Availability	99.950%	99.90%						\$0.00		\$0.00	
1.1.2	Critical - Single Application Infrastructure Outage not to Exceed	1	2						\$0.00		\$0.00	
1.1.3	Servers - Gold Tier Server Infrastructure Availability	99.90%	99.80%						\$0.00		\$0.00	
1.1.4	Servers - Gold Tier Single Infrastructure Outage not to Exceed	2	4						\$0.00		\$0.00	
1.1.5	Servers - Silver Tier Infrastructure Availability	99.80%	99.70%						\$0.00		\$0.00	
1.1.6	Servers - Silver Tier Single Infrastructure Outage not to Exceed	3	6						\$0.00		\$0.00	
1.1.7	Servers - Bronze Tier Infrastructure Availability	99.70%	99.60%						\$0.00		\$0.00	
1.1.8	Servers - Bronze Tier Infrastructure Outage not to Exceed	4	8						\$0.00		\$0.00	
1.1.9	Servers - Gold Tier 7x24 Server Infrastructure Availability	99.90%	99.80%						\$0.00		\$0.00	
1.1.10	Mainframe LPAR Infrastructure Availability	99.90%	99.70%						\$0.00		\$0.00	
1.1.11	Mainframe Single Infrastructure Outage not to Exceed	2	4						\$0.00		\$0.00	
1.1.12	Federal Application Infrastructure Availability	99.90%	99.90%						\$0.00		\$0.00	
1.2	<b>Incident &amp; Problem Resolution related SLAs</b>											
1.2.1	Resolution Time - Severity 1 Problem	97.50%	96.00%						\$0.00		\$0.00	
1.2.2	Resolution Time - Severity 2 Problem	97.50%	96.00%						\$0.00		\$0.00	
1.2.3	Resolution Time - Severity 3/4 Problem	97.50%	96.00%						\$0.00		\$0.00	
1.3	<b>Cross-Functional related SLAs</b>											
1.3.1	Solution Request Fulfillment Within Committed Timeframes	95.00%	90.00%						\$0.00		\$0.00	
1.3.2	Standard Service Request Fulfillment Within Committed Timeframes	95.00%	90.00%						\$0.00		\$0.00	
1.3.3	Completion of Project/Solution Phase Within Committed Timeframes	95.00%	90.00%						\$0.00		\$0.00	
1.3.4	Solution and Procurement Proposals Delivered Within Committed Timeframes	95.00%	90.00%						\$0.00		\$0.00	
1.3.5	CMDB Content Accuracy and Timeliness	98.00%	95.00%						\$0.00		\$0.00	
1.3.6	Software License Renewal Timeliness	99.90%	99.50%						\$0.00		\$0.00	
1.3.7	Resolution of Invoice Dispute	95.00%	90.00%						\$0.00		\$0.00	
1.4	<b>Other Service Delivery SLAs</b>											
1.4.1	Successful Backups	97.00%	96.00%						\$0.00		\$0.00	
1.4.2	Successful Recoveries	99.00%	98.00%						\$0.00		\$0.00	
1.4.3	On time Completion of Daily Mailings	99.95%	99.90%						\$0.00		\$0.00	
1.4.4	Quality of Critical Infrastructure Mail Output	99.99%	99.90%						\$0.00		\$0.00	
<b>Service Level Credit TOTAL</b>									\$0.00	\$0.00	\$0.00	
<b>Service Level Credit DUE</b>									\$0.00	\$0.00	\$0.00	

\*\* For Single Application Infrastructure Outage Not to Exceed Achievement Format is as follows: XXE / YYM means that XX number of outages missed the Expected target and YY number of outages missed the Minimum Target







Company Logo

**Charges for Angelo State University**

Description	Number of Units	Blended Rate	Total Charges for ASU	Proposed Allowance	Total Allowance	Delta Over Allowance
Tier Consolidated Data Centers (ADC/SDC)						
Intel (Wintel, Novell, Linux, non-Unix)						

**Transition / Transformation Services**

	<b>Milestone</b>	<b>August 2010 Year X</b>
1	TnT Milestone	<b>100,000</b>
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		