

**Appendix 1 to
Second Amendment of
Master Service Agreement**

June 25, 2012



**Attachment to Data Center Services
Service Component Provider
Master Services Agreement**
DIR Contract No. DIR-DCS-SCP-MSA-002

Between

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

and

Xerox State & Local Solutions, Inc.

**Attachment 3-A
Service Level Matrix**

June 25, 2012

INTRODUCTION

This Attachment 3-A to Exhibit 3 (Service Levels) sets forth the following:

1. For Critical Service Levels (Attachment 3-B):

- the numeric measurements for Minimum Service Levels and Expected Service Levels;
- the timing regarding the commencement of obligations for each Critical Service Level
- a cross-reference to Attachment 3-B (SLA Definitions-Tools-Methodologies) where the qualitative description of the Performance Category and the associated Critical Service Level can be found

2. For Key Measurements (Attachment 3-B):

- the numeric measurements for Minimum Service Levels and Expected Service Levels;
- a cross-reference to Attachment 3-B (SLA Definitions-Tools-Methodologies) where the qualitative description of the Performance Category and the associated Key Measurement can be found

3. For One Time Deliverables (Attachment 3-C):

- the timing regarding the commencement of obligations for each One Time Deliverable
- a cross-reference to Attachment 3-C (Critical Deliverables) where the qualitative description of the One Time Deliverable can be found
- designation in columns H through M with an "x" indicating to which Service Component(s) of the RFO a One Time Critical Deliverable will apply

4. For Recurring Deliverables (Attachment 3-C):

- the timing regarding the commencement of obligations for each Recurring Deliverable
- a cross-reference to Attachment 3-C (Recurring Deliverables) where the qualitative description of the Recurring Deliverable can be found
- designation in columns I through N with an "x" indicating to which Service Component(s) of the RFO a Recurring Critical Deliverable will apply

Critical Service Level Matrix - SERVER

At-Risk Amount	10%
Pool Percentage Available for Allocation	200%

200% <- Checksum - must equal Pool Percentage

Ref	Service Level Categories	Comm + mos ⁽¹⁾	Expected	Minimum	Measurement Window	SLA Type	Share Type	Allocation	% of Invoice
1.1	Availability								
	Allocation of Pool Percentage:	84%							
S1.1.1	Servers - Platinum Tier Availability	0	99.95%	99.90%	Monthly	CSL	S	10.00%	0.84%
S1.1.2	Servers - Gold Tier Availability - Consolidated	0	99.90%	99.80%	Monthly	CSL	S	19.00%	1.60%
S1.1.3	Servers - Silver Tier Availability - Consolidated	0	99.85%	99.75%	Monthly	CSL	S	17.00%	1.43%
S1.1.4	Servers - Bronze Tier Availability - Consolidated	0	99.75%	99.65%	Monthly	CSL	S	17.00%	1.43%
S1.1.5	Servers - Gold Tier Availability - Non-Consolidated	0	99.85%	99.75%	Monthly	CSL	S	12.00%	1.01%
S1.1.6	Servers - Silver Tier Availability - Non-Consolidated	0	99.80%	99.70%	Monthly	CSL	S	10.00%	0.84%
S1.1.7	Servers - Bronze Tier Availability - Non-Consolidated	0	99.70%	99.60%	Monthly	CSL	S	10.00%	0.84%
S1.1.8	Federal Application Availability	0	99.90%	99.90%	Monthly	CSL	S	5.00%	0.42%
								Checksum ->	100.00%
1.2	Incident and Problem								
	Allocation of Pool Percentage:	32%							
R1.2.1S	Resolution Time - Sev 1 - Server	0	97.50%	96.00%	Monthly	CSL	R	40.00%	1.28%
R1.2.2S	Resolution Time - Sev 2 - Server	0	97.50%	96.00%	Monthly	CSL	R	40.00%	1.28%
R1.2.3S	Resolution Time - Sev 3 and 4 - Server	0	97.50%	96.00%	Monthly	CSL	R	20.00%	0.64%
								Checksum ->	100.00%
1.3	Cross Functional								
	Allocation of Pool Percentage:	63%							
R1.3.1S	Service Request Fulfillment - Server	0	95.00%	90.00%	Monthly	CSL	R	18.00%	1.13%
R1.3.2S	Solution Proposal Delivery - Server	2	95.00%	90.00%	Monthly	CSL	R	18.00%	1.13%
R1.3.3S	Solution Implementation - Server	0	95.00%	90.00%	Monthly	CSL	R	18.00%	1.13%
R1.3.4S	CMDB Accuracy - Server	4	98.00%	95.00%	Monthly	CSL	R	18.00%	1.13%
R1.3.5S	License and Maintenance Renewal Timeliness - Server	0	99.00%	98.00%	Monthly	CSL	R	10.00%	0.63%
R1.3.6S	Invoice Dispute Resolution - Server	0	95.00%	90.00%	Monthly	CSL	R	18.00%	1.13%
								Checksum ->	100.00%
1.4	Other Service Delivery								
	Allocation of Pool Percentage:	21%							
U1.4.1S	Successful Backups - Consolidated - Server	0	99.00%	97.00%	Monthly	CSL	U	40.00%	0.84%
U1.4.2S	Successful Backups - Non-Consolidated - Server	0	97.00%	95.00%	Monthly	CSL	U	25.00%	0.53%
U1.4.3S	Successful Recoveries - Server	0	99.00%	98.00%	Monthly	CSL	U	35.00%	0.74%

Key Measurements Matrix - SERVER

Ref	Service Level Categories	Comm + mos ⁽¹⁾	Expected	Minimum	Measurement Window	SLA Type	Share Type
2.1	Incident and Problem						
R2.1.1S	Root Cause Analysis Delivery - Server	0	98.00%	96.00%	Monthly	KM	R
R2.1.2S	Corrective Actions - Server	0	95.00%	90.00%	Monthly	KM	R
2.2	Cross Functional						
R2.2.1S	Change Management Effectiveness - Server	0	96.00%	93.00%	Monthly	KM	R
R2.2.2S	DR Test Report Delivery - Server	0	95.00%	90.00%	Monthly	KM	R
R2.2.3S	DR Test Plan Objectives Met - Server	0	95.00%	90.00%	Monthly	KM	R

Critical Service Level Matrix - DATA CENTER

At-Risk Amount	10%
Pool Percentage Available for Allocation	100%

100% <- Checksum - must equal Pool Percentage

Ref	Service Level Categories	Comm + mos ⁽¹⁾	Expected	Minimum	Measurement Window	SLA Type	Share Type	Allocation	% of Invoice
1.1	Availability								
	Allocation of Pool Percentage:	30%							
S1.1.11	Data Center Availability	0	99.90%	99.75%	Monthly	CSL	S	100.00%	3.00%
								Checksum ->	100.00%
1.2	Incident and Problem								
	Allocation of Pool Percentage:	25%							
R1.2.4D	Resolution Time - Sev 1/2/3/4 - Data Center	0	97.50%	96.00%	Monthly	CSL	R	100.00%	2.50%
								Checksum ->	100.00%
1.3	Cross Functional								
	Allocation of Pool Percentage:	20%							
R1.3.1D	Service Request Fulfillment - Data Center	0	95.00%	90.00%	Monthly	CSL	R	18.00%	0.36%
R1.3.2D	Solution Proposal Delivery - Data Center	0	95.00%	90.00%	Monthly	CSL	R	18.00%	0.36%
R1.3.3D	Solution Implementation - Data Center	0	95.00%	90.00%	Monthly	CSL	R	18.00%	0.36%
R1.3.4D	CMDB Accuracy - Data Center	4	98.00%	95.00%	Monthly	CSL	R	18.00%	0.36%
R1.3.5D	License and Maintenance Renewal Timeliness - Data Center	0	99.00%	98.00%	Monthly	CSL	R	18.00%	0.36%
R1.3.6D	Invoice Dispute Resolution - Data Center	0	95.00%	90.00%	Monthly	CSL	R	10.00%	0.20%
								Checksum ->	100.00%
1.4	Other Service Delivery								
	Allocation of Pool Percentage:	25%							
U1.4.4D	Off-Site Media Management - Data Center	0	95.00%	90.00%	Monthly	CSL	U	100.00%	2.50%
								Checksum ->	100.00%

Key Measurements Matrix - DATA CENTER

Ref	Service Level Categories	Comm + mos ⁽¹⁾	Expected	Minimum	Measurement Window	SLA Type	Share Type
2.1	Incident and Problem						
R2.1.1D	Root Cause Analysis Delivery - Data Center	0	98.00%	96.00%	Monthly	KM	R
R2.1.2D	Corrective Actions - Data Center	0	95.00%	90.00%	Monthly	KM	R
2.2	Cross Functional						
R2.2.1D	Change Management Effectiveness - Data Center	0	96.00%	93.00%	Monthly	KM	R
R2.2.2D	DR Test Report Delivery - Data Center	0	95.00%	90.00%	Monthly	KM	R
R2.2.3D	DR Test Plan Objectives Met - Data Center	0	95.00%	90.00%	Monthly	KM	R

Critical Service Level Matrix - NETWORK

At-Risk Amount	10%
Pool Percentage Available for Allocation	100%

100% <- Checksum - must equal Pool Percentage

Ref	Service Level Categories	Comm + mos ⁽¹⁾	Expected	Minimum	Measurement Window	SLA Type	Share Type	Allocation	% of Invoice
1.1	Availability								
	Allocation of Pool Percentage:	30%							
S1.1.10	Network Availability	0	99.99%	99.95%	Monthly	CSL	S	100.00%	3.00%
							Checksum ->	100.00%	
1.2	Incident and Problem								
	Allocation of Pool Percentage:	25%							
R1.2.4N	Resolution Time - Sev 1/2/3/4 - Network	0	97.50%	96.00%	Monthly	CSL	R	100.00%	2.50%
							Checksum ->	100.00%	
1.3	Cross Functional								
	Allocation of Pool Percentage:	45%							
R1.3.1N	Service Request Fulfillment - Network	0	95.00%	90.00%	Monthly	CSL	R	15.00%	0.68%
R1.3.2N	Solution Proposal Delivery - Network	0	95.00%	90.00%	Monthly	CSL	R	15.00%	0.68%
R1.3.3N	Solution Implementation - Network	0	95.00%	90.00%	Monthly	CSL	R	15.00%	0.68%
R1.3.4N	CMDB Accuracy - Network	4	98.00%	95.00%	Monthly	CSL	R	20.00%	0.90%
R1.3.5N	License and Maintenance Renewal Timeliness - Network	0	99.00%	98.00%	Monthly	CSL	R	10.00%	0.45%
R1.3.6N	Invoice Dispute Resolution - Network	0	95.00%	90.00%	Monthly	CSL	R	5.00%	0.23%
R1.3.7N	Change Management Effectiveness - Network	0	96.00%	93.00%	Monthly	CSL	R	20.00%	0.90%
							Checksum ->	100.00%	

Key Measurements Matrix - NETWORK

Ref	Service Level Categories	Comm + mos ⁽¹⁾	Expected	Minimum	Measurement Window	SLA Type	Share Type
2.1	Incident and Problem						
R2.1.1N	Root Cause Analysis Delivery - Network	0	98.00%	96.00%	Monthly	KM	R
R2.1.2N	Corrective Actions - Network	0	95.00%	90.00%	Monthly	KM	R
2.2	Cross Functional						
R2.2.2N	DR Test Report Delivery - Network	0	95.00%	90.00%	Monthly	KM	R
R2.2.3N	DR Test Plan Objectives Met - Network	0	95.00%	90.00%	Monthly	KM	R

Critical Service Level Matrix - MAINFRAME

At-Risk Amount	10%
Pool Percentage Available for Allocation	100%

100% <- Checksum - must equal Pool Percentage

Ref	Service Level Categories	Comm + mos ⁽¹⁾	Expected	Minimum	Measurement Window	SLA Type	Share Type	Allocation	% of Invoice
1.1	Availability								
	Allocation of Pool Percentage:	30%							
S1.1.9	Mainframe Availability	0	99.90%	99.70%	Monthly	CSL	S	100.00%	3.00%
								Checksum ->	100.00%
1.2	Incident and Problem								
	Allocation of Pool Percentage:	15%							
R1.2.4M	Resolution Time - Sev 1/2/3/4 - Mainframe	0	97.50%	96.00%	Monthly	CSL	R	100.00%	1.50%
								Checksum ->	100.00%
1.3	Cross Functional								
	Allocation of Pool Percentage:	35%							
R1.3.1M	Service Request Fulfillment - Mainframe	0	95.00%	90.00%	Monthly	CSL	R	18.00%	0.63%
R1.3.2M	Solution Proposal Delivery - Mainframe	0	95.00%	90.00%	Monthly	CSL	R	18.00%	0.63%
R1.3.3M	Solution Implementation - Mainframe	0	95.00%	90.00%	Monthly	CSL	R	18.00%	0.63%
R1.3.4M	CMDB Accuracy - Mainframe	4	98.00%	95.00%	Monthly	CSL	R	10.00%	0.35%
R1.3.5M	License and Maintenance Renewal Timeliness - Mainframe	0	99.00%	98.00%	Monthly	CSL	R	18.00%	0.63%
R1.3.6M	Invoice Dispute Resolution - Mainframe	0	95.00%	90.00%	Monthly	CSL	R	18.00%	0.63%
								Checksum ->	100.00%
1.4	Other Service Delivery								
	Allocation of Pool Percentage:	20%							
U1.4.1M	Successful Backups - Consolidated - Mainframe	0	99.00%	97.00%	Monthly	CSL	U	50.00%	1.00%
U1.4.3M	Successful Recoveries - Mainframe	0	99.00%	98.00%	Monthly	CSL	U	50.00%	1.00%

Key Measurements Matrix - MAINFRAME

Ref	Service Level Categories	Comm + mos ⁽¹⁾	Expected	Minimum	Measurement Window	SLA Type	Share Type
2.1	Incident and Problem						
R2.1.1M	Root Cause Analysis Delivery - Mainframe	0	98.00%	96.00%	Monthly	KM	R
R2.1.2M	Corrective Actions - Mainframe	0	95.00%	90.00%	Monthly	KM	R
2.2	Cross Functional						
R2.2.1M	Change Management Effectiveness - Mainframe	0	96.00%	93.00%	Monthly	KM	R
R2.2.2M	DR Test Report Delivery - Mainframe	0	95.00%	90.00%	Monthly	KM	R
R2.2.3M	DR Test Plan Objectives Met - Mainframe	0	95.00%	90.00%	Monthly	KM	R

One Time Critical Deliverables

Attachment 3-C Section Reference	Critical Deliverable Description	Final Due Date ⁽¹⁾	Acceptance Review Period	Deliverable (\$s) ⁽²⁾	Frequency Credit Applied	An "x" indicates the Service Component a Recurring Deliverable will apply to ⁽²⁾					
						MSI	Mainframe	Server	Print & Mail	Data Center	Network
1.1	Complete Asset Inventory and CMDB Initial Data Population	+ 4	30 days after final due date	\$75,000	monthly	x	x	x	x	x	x
1.2	Transition Readiness Plan	- 1	7 days after final due date	\$50,000	weekly	x	x	x	x	x	x
1.3	Transition Plan	(1) Effective + 2 (2) August 19, 2012	30 days after final due date	\$60,000	monthly	x	x	x	x	x	x
1.4	Transformation Plan	(1) Effective + 4 (2) + 4	30 days after final due date	\$75,000	monthly	x	x	x	x	x	x
1.5	Service Management Manual	(1) Effective + 2 (2) - 0.5 (2b) + 1.5 (3) + 6	30 days after final due date	\$45,000	monthly	x	x	x	x	x	x
1.6	New Customer Integration Plan	+ 12	30 days after final due date	\$5,000	monthly	x	x	x	x	x	x
1.7	Updated Disaster Recovery Plans	(1) + 0 (2) + 6	30 days after final due date	\$45,000	monthly	x	x	x	x	x	x
1.8	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
1.9	Consolidated Data Center Network Improvement Plan	(1) - 2 (2) January 1, 2013 (3) April 1, 2013 (4) According to Attachment 20A	30 days after final due date	N/A	monthly	x	N/A	N/A	N/A	N/A	x

Notes:

(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due

(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

Recurring Deliverables

Attachment 3-C Section Reference	Recurring Deliverable Description	Final Due Date ⁽¹⁾	Acceptance Review Period	Deliverable (\$s) ⁽²⁾	Frequency Credit Applies	An "x" indicates the Service Component a Recurring Deliverable will apply to ⁽²⁾					
						MSI	Mainframe	Server	Print & Mail	Data Center	Network
2.1	Annual Technology Plan	Annually on January 15th	30 days after final due date	\$50,000	monthly	x	x	x	x	x	x
2.2	Annual Transformation Plan	Annually on May 1st	30 days after final due date	\$55,000	monthly	x	N/A	x	N/A	N/A	x
2.3	Technology Roadmap for Equipment and Software	Annually on June 15th	30 days after final due date	\$50,000	monthly	x	x	x	x	x	x
2.4	Annual Equipment & Software Refresh Plan	Annually on January 15th	30 days after final due date	\$50,000	monthly	x	x	x	x	x	x
2.5	Annual Security Plan	Annually on October 1st	30 days after final due date	\$50,000	monthly	x	x	x	x	x	x
2.6	Security Assessment Remediation	In accordance with <u>Attachment 17-C</u>	30 days after final due date	\$50,000	monthly	x	x	x	x	x	x
2.7	CMDB Configuration Item Reconciliation	Upon first anniversary of Commencement; Annually on July 1st thereafter	30 days after final due date	\$50,000	monthly	x	x	x	N/A	N/A	x
2.8	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
2.9	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
2.10	Customer Satisfaction Improvement Plan	Three (3) months after completion of 2.9	30 days after final due date	\$50,000	monthly	x	x	x	x	x	x
2.11	Disaster Recovery Test Plan and Schedule	Three (3) months after Commencement and annually thereafter	30 days after final due date	\$57,000	monthly	x	x	x	x	x	x
2.12	Security Patch Compliance Report	Three (3) months after Commencement; on October 1st annually thereafter	30 days after final due date	\$50,000	monthly	x	N/A	x	N/A	N/A	x

Notes:

(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due

(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

One Time Critical Deliverables

Attachment 3-C Section Reference	Critical Deliverable Description	Final Due Date ⁽¹⁾	Acceptance Review Period	Deliverable Credit ⁽²⁾	Frequency Credit Applied	An "x" indicates the Service Component a Recurring Deliverable will apply to ⁽²⁾					
						MSI	Mainframe	Server	Print & Mail	Data Center	Network
1.1	Complete Asset Inventory and CMDB Initial Data Population	+ 4	30 days after final due date	\$15,000	monthly	x	x	x	x	x	x
1.2	Transition Readiness Plan	- 1	7 days after final due date	\$7,500	weekly	x	x	x	x	x	x
1.3	Transition Plan	(1) Effective + 2 (2) August 19, 2012	30 days after final due date	\$8,000	monthly	x	x	x	x	x	x
1.4	Transformation Plan	(1) Effective + 4 (2) + 4	30 days after final due date	\$15,000	monthly	x	x	x	x	x	x
1.5	Service Management Manual	(1) Effective + 2 (2) - 0.5 (2b) + 1.5 (3) + 6	30 days after final due date	\$8,000	monthly	x	x	x	x	x	x
1.6	New Customer Integration Plan	+ 12	30 days after final due date	\$4,000	monthly	x	x	x	x	x	x
1.7	Updated Disaster Recovery Plans	(1) + 0 (2) + 6	30 days after final due date	\$8,000	monthly	x	x	x	x	x	x
1.8	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
1.9	Consolidated Data Center Network Improvement Plan	(1) - 2 (2) January 1, 2013 (3) April 1, 2013 (4) According to Attachment 20A	30 days after final due date	N/A	monthly	x	N/A	N/A	N/A	N/A	x

Notes:

(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due

(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

Recurring Deliverables

Attachment 3-C Section Reference	Recurring Deliverable Description	Final Due Date ⁽¹⁾	Acceptance Review Period	Deliverable Credit ⁽²⁾	Frequency Credit Applies	An "x" indicates the Service Component a Recurring Deliverable will apply to ⁽²⁾					
						MSI	Mainframe	Server	Print & Mail	Data Center	Network
2.1	Annual Technology Plan	Annually on January 15th	30 days after final due date	\$12,500	monthly	x	x	x	x	x	x
2.2	Annual Transformation Plan	Annually on May 1st	30 days after final due date	N/A	monthly	x	N/A	x	N/A	N/A	x
2.3	Technology Roadmap for Equipment and Software	Annually on June 15th	30 days after final due date	\$12,500	monthly	x	x	x	x	x	x
2.4	Annual Equipment & Software Refresh Plan	Annually on January 15th	30 days after final due date	\$12,500	monthly	x	x	x	x	x	x
2.5	Annual Security Plan	Annually on October 1st	30 days after final due date	\$12,500	monthly	x	x	x	x	x	x
2.6	Security Assessment Remediation	In accordance with <u>Attachment 17-C</u>	30 days after final due date	\$12,500	monthly	x	x	x	x	x	x
2.7	CMDB Configuration Item Reconciliation	Upon first anniversary of Commencement; Annually on July 1st thereafter	30 days after final due date	N/A	monthly	x	x	x	N/A	N/A	x
2.8	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
2.9	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
2.10	Customer Satisfaction Improvement Plan	Three (3) months after completion of 2.9	30 days after final due date	\$12,500	monthly	x	x	x	x	x	x
2.11	Disaster Recovery Test Plan and Schedule	Three (3) months after Commencement and annually thereafter	30 days after final due date	\$15,000	monthly	x	x	x	x	x	x
2.12	Security Patch Compliance Report	Three (3) months after Commencement; on October 1st annually thereafter	30 days after final due date	N/A	monthly	x	N/A	x	N/A	N/A	x

Notes:

(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due

(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

One Time Critical Deliverables

Attachment 3-C Section Reference	Critical Deliverable Description	Final Due Date ⁽¹⁾	Acceptance Review Period	Deliverable Credit ⁽²⁾	Frequency Credit Applied	An "x" indicates the Service Component a Recurring Deliverable will apply to ⁽²⁾					
						MSI	Mainframe	Server	Print & Mail	Data Center	Network
1.1	Complete Asset Inventory and CMDB Initial Data Population	+ 4	30 days after final due date	\$3,000	monthly	x	x	x	x	x	x
1.2	Transition Readiness Plan	- 1	7 days after final due date	\$2,000	weekly	x	x	x	x	x	x
1.3	Transition Plan	(1) Effective + 2 (2) August 19, 2012	30 days after final due date	\$3,000	monthly	x	x	x	x	x	x
1.4	Transformation Plan	(1) Effective + 4 (2) + 4	30 days after final due date	\$3,000	monthly	x	x	x	x	x	x
1.5	Service Management Manual	(1) Effective + 2 (2) - 0.5 (2b) + 1.5 (3) + 6	30 days after final due date	\$2,000	monthly	x	x	x	x	x	x
1.6	New Customer Integration Plan	+ 12	30 days after final due date	\$1,000	monthly	x	x	x	x	x	x
1.7	Updated Disaster Recovery Plans	(1) + 0 (2) + 6	30 days after final due date	\$3,000	monthly	x	x	x	x	x	x
1.8	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
1.9	Consolidated Data Center Network Improvement Plan	(1) - 2 (2) January 1, 2013 (3) April 1, 2013 (4) According to Attachment 20A	30 days after final due date	\$8,000	monthly	x	N/A	N/A	N/A	N/A	x

Notes:

(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due

(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

Recurring Deliverables

Attachment 3-C Section Reference	Recurring Deliverable Description	Final Due Date ⁽¹⁾	Acceptance Review Period	Deliverable Credit ⁽²⁾	Frequency Credit Applies	An "x" indicates the Service Component a Recurring Deliverable will apply to ⁽²⁾					
						MSI	Mainframe	Server	Print & Mail	Data Center	Network
2.1	Annual Technology Plan	Annually on January 15th	30 days after final due date	\$3,500	monthly	x	x	x	x	x	x
2.2	Annual Transformation Plan	Annually on May 1st	30 days after final due date	\$3,500	monthly	x	N/A	x	N/A	N/A	x
2.3	Technology Roadmap for Equipment and Software	Annually on June 15th	30 days after final due date	\$5,000	monthly	x	x	x	x	x	x
2.4	Annual Equipment & Software Refresh Plan	Annually on January 15th	30 days after final due date	\$3,500	monthly	x	x	x	x	x	x
2.5	Annual Security Plan	Annually on October 1st	30 days after final due date	\$3,500	monthly	x	x	x	x	x	x
2.6	Security Assessment Remediation	In accordance with <u>Attachment 17-C</u>	30 days after final due date	\$5,000	monthly	x	x	x	x	x	x
2.7	CMDB Configuration Item Reconciliation	Upon first anniversary of Commencement; Annually on July 1st thereafter	30 days after final due date	\$3,500	monthly	x	x	x	N/A	N/A	x
2.8	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
2.9	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
2.10	Customer Satisfaction Improvement Plan	Three (3) months after completion of 2.9	30 days after final due date	\$3,500	monthly	x	x	x	x	x	x
2.11	Disaster Recovery Test Plan and Schedule	Three (3) months after Commencement and annually thereafter	30 days after final due date	\$4,000	monthly	x	x	x	x	x	x
2.12	Security Patch Compliance Report	Three (3) months after Commencement; on October 1st annually thereafter	30 days after final due date	\$5,000	monthly	x	N/A	x	N/A	N/A	x

Notes:

(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due

(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

One Time Critical Deliverables

Attachment 3-C Section Reference	Critical Deliverable Description	Final Due Date ⁽¹⁾	Acceptance Review Period	Deliverable Credit ⁽²⁾	Frequency Credit Applied	An "x" indicates the Service Component a Recurring Deliverable will apply to ⁽²⁾					
						MSI	Mainframe	Server	Print & Mail	Data Center	Network
1.1	Complete Asset Inventory and CMDB Initial Data Population	+ 4	30 days after final due date	\$30,000	monthly	x	x	x	x	x	x
1.2	Transition Readiness Plan	- 1	7 days after final due date	\$21,000	weekly	x	x	x	x	x	x
1.3	Transition Plan	(1) Effective + 2 (2) August 19, 2012	30 days after final due date	\$25,000	monthly	x	x	x	x	x	x
1.4	Transformation Plan	(1) Effective + 4 (2) + 4	30 days after final due date	\$25,000	monthly	x	x	x	x	x	x
1.5	Service Management Manual	(1) Effective + 2 (2) - 0.5 (2b) + 1.5 (3) + 6	30 days after final due date	\$10,000	monthly	x	x	x	x	x	x
1.6	New Customer Integration Plan	+ 12	30 days after final due date	\$5,000	monthly	x	x	x	x	x	x
1.7	Updated Disaster Recovery Plans	(1) + 0 (2) + 6	30 days after final due date	\$27,000	monthly	x	x	x	x	x	x
1.8	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
1.9	Consolidated Data Center Network Improvement Plan	(1) - 2 (2) January 1, 2013 (3) April 1, 2013 (4) According to Attachment 20A	30 days after final due date	N/A	monthly	x	N/A	N/A	N/A	N/A	x

Notes:

(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due

(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

Recurring Deliverables

Attachment 3-C Section Reference	Recurring Deliverable Description	Final Due Date ⁽¹⁾	Acceptance Review Period	Deliverable Credit ⁽²⁾	Frequency Credit Applies	An "x" indicates the Service Component a Recurring Deliverable will apply to ⁽²⁾					
						MSI	Mainframe	Server	Print & Mail	Data Center	Network
2.1	Annual Technology Plan	Annually on January 15th	30 days after final due date	\$25,000	monthly	x	x	x	x	x	x
2.2	Annual Transformation Plan	Annually on May 1st	30 days after final due date	N/A	monthly	x	N/A	x	N/A	N/A	x
2.3	Technology Roadmap for Equipment and Software	Annually on June 15th	30 days after final due date	\$25,000	monthly	x	x	x	x	x	x
2.4	Annual Equipment & Software Refresh Plan	Annually on January 15th	30 days after final due date	\$25,000	monthly	x	x	x	x	x	x
2.5	Annual Security Plan	Annually on October 1st	30 days after final due date	\$25,000	monthly	x	x	x	x	x	x
2.6	Security Assessment Remediation	In accordance with <u>Attachment 17-C</u>	30 days after final due date	\$25,000	monthly	x	x	x	x	x	x
2.7	CMDB Configuration Item Reconciliation	Upon first anniversary of Commencement; Annually on July 1st thereafter	30 days after final due date	\$25,000	monthly	x	x	x	N/A	N/A	x
2.8	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
2.9	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
2.10	Customer Satisfaction Improvement Plan	Three (3) months after completion of 2.9	30 days after final due date	\$25,000	monthly	x	x	x	x	x	x
2.11	Disaster Recovery Test Plan and Schedule	Three (3) months after Commencement and annually thereafter	30 days after final due date	\$27,000	monthly	x	x	x	x	x	x
2.12	Security Patch Compliance Report	Three (3) months after Commencement; on October 1st annually thereafter	30 days after final due date	N/A	monthly	x	N/A	x	N/A	N/A	x

Notes:

(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due

(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component