

Appendix D to DIR Contract No. DIR-SDD-1854

Customer Service Agreement

Example: Identity Management Implementation Assistance

_____, 201_

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Introduction

Purpose: The XX Agency is in the process of _____. The objective is to _____. This agreement covers the period of _____, 201_ to _____, 201_.

Project Objectives

We will assist XX with _____ by performing the following supporting activities:

1. xxxx
2. yyyy
3. zzzz.

Customer Requirements and Assumptions:

XX will be responsible for providing the following items during the effort:

- XX identified Project Liaison:
- Logistics and physical resources needed to complete the project
- Equipment and access needed to complete the project
- XX is responsible for supporting the project, and for providing the appropriate resources. XX and Deloitte & Touche, LLP Project Management team will work together to confirm these resources are appropriate for the assigned tasks and they are dedicating a sufficient amount of time to this project
- XX and Deloitte & Touche, LLP will mutually agree upon the tools to be utilized throughout the project.
- Deloitte & Touche, LLP will not be responsible for delays or costs associated with unavailability of necessary XX's resources, but will communicate any such perceived, anticipated, or actual delays to XX's designated Project Manager.
- Deloitte & Touche, LLP is not responsible for project delays or additional scope that result from other projects XX may have in progress. Deloitte & Touche, LLP management will work with XX to minimize negative impact of other projects on this project.
- With the concurrence of XX Project Manager, Deloitte staff may work on this engagement from a remote location.

Schedule

Deloitte & Touche, LLP will provide needed assistance for this project as needed by XX with estimated start date upon receipt of purchase order by Deloitte & Touche, LLP _____, 201_ to _____, 201_. Estimated date of receipt of purchase order by Deloitte is early to mid-September.

Constraints to a timely completion of our responsibilities:

- Lack of availability of XX resources for interviews and/or collecting, and providing requested documentation or feedback in a timely manner
- Lack of access to systems and applications required to complete the work

Estimate and Resources

Fees for this project will be in accordance with Schedule C, Pricing Schedule, to DIR Contract No. DIR-SDD-1854 and billed as the work progresses. Invoices and payments will be in accordance with Sections 6.B. and C. of Appendix A to DIR Contract No. DIR-SDD-1854. A break out by level of this estimate has been provided in the following chart:

Period of service: ____, 201_ to _____ ____, 201_

Level	Rate	Est. Hours	Est. Cost
Partner/Director			
Manager			
IAM Consultants			
TOTALS			

With the concurrence of the XX project manager and/or sponsor, we may deliver the hours with a Level mix different than that provided in the preceding tables.

During the term of this engagement, XX may request that Deloitte & Touche, LLP perform additional services that are not encompassed by this customer service agreement. Deloitte & Touche, LLP may perform such additional security services upon receipt of a separate signed customer service agreement.

The following resources will be assigned to this project:

XXXXXX

Other experience staff members will be leveraged as needed for this project.

Terms and Conditions

In the event of a conflict between the additional terms and conditions contained in this Customer Service Agreement and the DIR Contract No. DIR-SDD-1854, the DIR contract controls.

This Customer Service Agreement is governed by the terms and conditions set forth in the DIR Contract No DIR-SDD-1854 executed between the Texas Department of Information Resources and Deloitte & Touche, LLP.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed by their undersigned, duly authorized representatives as of the date of the last party to sign.

XXX Agency

Deloitte & Touche, LLP

BY _____

BY _____

NAME _____

NAME _____

TITLE _____

TITLE _____

DATE _____

DATE _____