

# TSDS Training and Support Vendor Letter of Intent

To: Texas Education Agency  
Training & Deployment Team  
1701 North Congress Avenue  
Austin, Texas 78701-1494

From: [Entity Name] \_\_\_\_\_  
[Entity Address] \_\_\_\_\_

It is the intent of [Entity Name] \_\_\_\_\_ to provide training and customer support for the following TSDS components from [Begin Date] \_\_\_\_\_ through [End Date] \_\_\_\_\_.

- ☐ TSDS Incident Management System (TIMS)\*
- ☐ Unique ID\*
- ☐ Operational Data Store (ODS)\*
- ☐ Public Education Management System (PEIMS)
- ☐ Early Childhood Data System (ECDS)
- ☐ Residential Facility Tracker
- ☐ SPPI-14
- ☐ Class Roster
- ☐ Special Education Language Acquisition (SELA)
- ☐ Charter School Waitlist

Estimated number of staff members you intend to send to TEA for certification? \_\_\_\_\_ (Required\*)

**It is our understanding that we will be responsible for providing Customer Support from 7:00 AM to 6:00 PM (CT) Monday through Friday with the following incident response times:**

Severity Category	Criteria & Conditions of Incident
<b>Severity 1</b>	<ul style="list-style-type: none"><li>• The system, component, or application is down and unusable;</li><li>• Critical Services and Schedules will be impacted;</li><li>• The result is a negative LEA-wide Impact to activities; and</li><li>• No alternative or bypass is available.</li><li>• Needed LEA resources must be available to assist with incident resolution until the incident is resolved.</li><li>• Initial response to the ticket in <b>4 business hours</b>.</li></ul>
<b>Severity 2</b>	<ul style="list-style-type: none"><li>• The system, component, or application is down or unusable;</li><li>• Critical Services and Schedules will be impacted;</li><li>• The result is a negative LEA-wide Impact to Activities; and</li><li>• An alternative or bypass is available.</li><li>• Needed LEA resources must be available to assist with incident resolution until the incident is resolved.</li><li>• Response within <b>8 business hours</b>.</li></ul>
<b>Severity 3</b>	<ul style="list-style-type: none"><li>• New tickets are Severity 3 by default.</li><li>• The system, component, or application is degraded or difficult to use;</li><li>• There is no critical LEA-wide Impact to Activities; and</li><li>• An alternative or bypass is available.</li><li>• Response in <b>24 business hours</b>.</li></ul>
<b>Severity 4</b>	<ul style="list-style-type: none"><li>• The system, component, or application is usable but causes some loss of capability;</li><li>• There is no critical LEA-wide Impact to Activities; and</li><li>• Deferred maintenance is acceptable.</li><li>• Response in <b>5 business days</b>.</li></ul>

\_\_\_\_\_  
Signature, Agent of Entity/Title

\_\_\_\_\_  
Date