

## TSDS Training and Support Vendor Letter of Intent

To: Texas Education Agency  
 Training & Deployment Team 4-148  
 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)\*
- studentGPS® Dashboards
- PEIMS
- Early Childhood Data System (ECDS)

Estimated number of staff members TSDS certification by TEA? \_\_\_\_\_ (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>

## TSDS Training and Support Vendor Letter of Intent

Listed below are the Legal and limited Legal Authorities for [Entity Name].

Executive Name? \_\_\_\_\_ (\*Required)

Title? \_\_\_\_\_ (\*Required)

Email? \_\_\_\_\_ (\*Required)

Limited Authority (back-up)? \_\_\_\_\_ (\*Required)

Email? \_\_\_\_\_ (\*Required)

**TEA defines Legal Authority as an individual with the authority to act as an approver for authorized TSDS certified employees for your organization, granting said employees access to TSDS components for which they're certified.**

**\*\*In the event the Legal Authority for your organization changes, please submit changes on the signed Letter of Intent: Legal Authority addendum and email to [Tsd\\_training@tea.state.tx.us](mailto:Tsd_training@tea.state.tx.us).**

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Print, Agent of Entity/Title

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Signature, Agent of Entity/Title

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Date