

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)*
- ☐ PEIMS
- ☐ Early Childhood Data System (ECDS)
- ☐ Residential Facility Tracker
- ☐ SPPI-14
- ☐ Class Roster

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

Signature, Agent of Entity/Title

Date