

TSDS Training and Support Vendor Letter of Intent

To: Texas Education Agency
TSDS 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].

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| <input type="checkbox"/> TSDS Incident Management System (TIMS)* | <input type="checkbox"/> Early Childhood Data System (ECDS) |
| <input type="checkbox"/> Unique ID (UID)* | <input type="checkbox"/> Residential Facility Tracker (RFT) |
| <input type="checkbox"/> Operational Data Store (ODS)* | <input type="checkbox"/> State Performance Plan Indicator 14 (SPPI-14) |
| <input type="checkbox"/> Public Education Information Management System (PEIMS) | <input type="checkbox"/> Class Roster (CR) |
| | <input type="checkbox"/> Special Education Language Acquisition (SELA) |
| | <input type="checkbox"/> Charter School Waitlist (CSW) |

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; andNo 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; andAn 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; andAn 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; andDeferred maintenance is acceptable.Response in 5 business days.

Signature, Agent of Entity/Title

Date