



TEXAS DEPARTMENT OF INFORMATION RESOURCES

P.O. Box 13564 ♦ Austin, TX 78711-3564 ♦ www.dir.texas.gov

Tel: (512) 475-4700 ♦ Fax: (512) 475-4759

KAREN W. ROBINSON
Executive Director

December 17, 2014

— ♦ —
DIR BOARD OF
DIRECTORS

Ms. Rose Navejas
Information Services
Public Utility Commission of Texas
1710 N. Congress Avenue
Austin, Texas 78711

— ♦ —
CHARLES BACARISSE
Chair

Re: Specialized Service Agreement (SSA) DIR-CTS-SSA-473-105

RICHARD S. MOORE

P. KEITH MORROW

ROBERT E.
PICKERING, JR.

Dear Ms. Navejas:

WANDA ROHM

ARTHUR TROILO III

CYNTHIA VILLA

BRAD LIVINGSTON
Ex Officio

Enclosed is your fully executed copy of the above-referenced Specialized Service Agreement between the Department of Information Resources (DIR) and Public Utility Commission of Texas.

MELODY PARRISH
Ex Officio

If you have any questions, please contact me by telephone at 512-475-0517 or by e-mail at joanne.severn@dir.texas.gov.

GEORGE RIOS
Ex Officio

Sincerely,

A handwritten signature in blue ink, appearing to read "Joanne Severn".

Joanne Severn, CTCM
Data Center Services - Contract Administrator
Department of Information Resources

Enclosures



Texas Department of Information Resources
Public Utility Commission
SPECIALIZED SERVICE AGREEMENT DIR-CTS-SSA-473-105

This Specialized Service Agreement is authorized between the Public Utility Commission – (PUC) and the Department of Information Resources/ Communications Technology Services Division (DIR/CTS) to provide data transport into the Austin Data Center (ADC) and to the San Angelo Data Center (SDC). It is the intent of the parties to comply with the requirements of the Interagency Cooperation Act, Chapter 771, of the Texas Government Code.

This new Specialized Service Agreement terminates and replaces DIR-SSA-015 in its' entirety.

Changes to this specialized service agreement must be represented in writing and approved by both parties prior to their effectiveness.

I. DIR/CTS Responsibilities

- 1.1 DIR/CTS will provide Customer with access to resilient 10Gbps data transport into ADC and SDC.
- 1.2 DIR/CTS will provision, manage, maintain and monitor data transport into ADC and SDC.
- 1.3 DIR/CTS will handle trouble issues on State Data Center connections.
- 1.4 DIR/CTS will assist and advise Customer in determining most efficient connectivity options.
- 1.5 DIR/CTS will review customer bandwidth utilization on a semi-annual basis and adjust rates based on significant changes (25% variance) in average peak utilization, but no more than two times per fiscal year. DIR will notify customer 30 days prior to adjustment.
- 1.6 DIR/CTS will bill monthly for services and respond to inquiries regarding Customer's bill. DIR/CTS shall commence billing for services as they are provisioned, but not later than execution of this Agreement.

II. Customer Responsibilities

- 2.1 Customer shall comply with the DIR rules applicable to the Communications Technology Services Division, 1 TAC Chapter 207, as may be amended from time to time.
- 2.2 Customer will procure, configure, manage and maintain customer's on-premise equipment.
- 2.3 Customer is wholly responsible for operation and security of customer's on-premise equipment.
- 2.4 Customer is responsible to pay for average peak utilization billed monthly as a part of the TEX-AN invoice.

III. Term

The term of this Service Agreement is month to month.



Texas Department of Information Resources
Public Utility Commission
SPECIALIZED SERVICE AGREEMENT DIR-CTS-SSA-473-105

IV. Billing

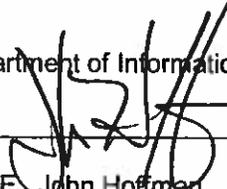
- 4.1 Upon receipt of 30 days advance written notice to telecom.solutions@dir.texas.gov, DIR/CTS will cease billing the services provided for in this Agreement.
- 4.2 In compliance with Title I, Chapter 207, Rule 207.11, of the Texas Administrative Code: customer's billing dispute timing and payment obligations shall track those found in the Prompt Payment Act, Chapter 2251, Texas Government Code. DIR is hereby authorized to present unpaid invoices to the Comptroller for collection pursuant to Section 771.008, Texas Government Code.

V. Pricing

- 5.1 The charge for the services described herein is \$5.00 per Mbps. Customers are charged for the utilization at each of the State Data Centers.
- 5.2 DIR/CTS will review customer bandwidth utilization on a semi-annual basis and adjust rates based on significant changes (25% variance) in average peak utilization, but no more than two times per fiscal year. DIR will notify customer 30 days prior to adjustment.

SSA Approved

Public Utility Commission
 BY: 
 NAME: Michael H. Phillips
 TITLE: CFO
 DATE: 11/24/14

Department of Information Resources
 BY: 
 NAME: John Hoffman
 TITLE: Director Communications Technology Services
 DATE: 12/03/2014
 LEGAL: 