



TEXAS

Health and Human Services

Exhibit R, Transition Staffing Schedule

Exhibit R

Transition Staffing Schedule

Contract: HHS0017021 – Service Desk and Deskside Support Services

Contractor: _____

Contract Effective Date: _____

Transition Period: Day 1 – Day 60

Date Submitted: _____

Transition Manager: _____

1. Purpose and Scope

This Transition Staffing Schedule describes how the Contractor will **staff, onboard, and maintain Managed Services Staff** during the sixty (60) Calendar Day Transition Phase to ensure continuity of **Tier 1 IT Service Delivery and Support Services (ITSDS)** and **Tier 2 Deskside Support Services (DSS)**.

This plan supports HHSC oversight and does not relieve the Contractor of any **performance, staffing, or service level obligations** during the Transition Phase.

2. Staffing Objectives

The objectives of this Transition Staffing Schedule are to:

- Provide **fifty-two (52) Managed Services Staff** within **thirty (30) days of contract execution**
 - Maintain continuity of service during transition
 - Ensure staffing aligns with **Exhibit O – Job Descriptions**
 - Prevent staffing shortfalls from resulting in service degradation
 - Support monthly staffing compliance requirements
-

3. Authorized Managed Services Staffing

The Contractor must staff the following positions during the Transition Phase in accordance with HHSC priorities and Exhibit O requirements.

Managed Services Staff by Role

Tier	Job Title	Authorized Positions
Tier 1 – ITSD	Enterprise Service Desk IT Support Specialist III	22
Tier 1 – ITSD	DFPS Service Desk IT Support Specialist III	10
Tier 1 – ITSD	TIERS IT Support Specialist III	5
Tier 2 – DSS	Deskside Support Systems Administrator II	14
Tier 2 – DSS	Deskside Services Team Lead	1
Total Managed Services Staff		52

4. Staffing Ramp Up Approach

Describe the Contractor’s approach to ramping up staffing during the Transition Phase.

Narrative (Contractor to complete):

5. Staffing Ramp Up Schedule

The table below identifies planned staffing levels during the Transition Phase.

Transition Period	Planned Staffed Positions	Cumulative Staffed	Notes
Day 1–7			
Day 8–14			
Day 15–21			
Day 22–30			

Transition Period	Planned Staffed Positions	Cumulative Staffed	Notes
Day 31–45			
Day 46–60			

6. Staffing Continuity and Risk Management

Describe how continuity will be maintained for critical roles and how staffing risks will be mitigated.

Risk	Impact	Mitigation Strategy
------	--------	---------------------

7. Vacancy and Replacement Management

The Contractor shall notify HHSC when proposed staff are unable to begin work as planned and shall provide **qualified replacement personnel** at no additional cost to HHS.

Replacement Approach:

8. Recruitment and Talent Bench Support

Describe how the Contractor will support staffing needs through recruitment and talent bench management during the Transition Period.

- Targeted recruitment efforts: _____
- Talent bench maintenance strategy: _____
- Texas based candidate sourcing approach: _____

9. Onboarding, Access, and Training Readiness

The Contractor shall ensure all Managed Services Staff:

- Meet background and eligibility requirements

- Complete required acknowledgements
- Submit access requests per HHS procedures
- Do not access systems until approvals are obtained

Onboarding Coordination Summary:

10. Contractor Submission Certification

The Contractor certifies that this Transition Staffing Schedule is accurate and reflects the Contractor's approach to meeting all staffing obligations during the Transition Phase.

Contractor Representative Name: _____

Title: _____

Signature: _____

Date: _____

11. HHSC Acceptance & Certification

HHSC certifies approval of the Transition Staffing Schedule.

HHSC Reviewer Name: _____

Title: _____

Signature: _____

Date: _____

12. Contractor Acceptance & Certification

Contractor certifies acknowledgment of HHSC's determination of approval.

Contract Representative Name: _____

Title: _____

Signature: _____

Date: _____