Activity: Creating a Registered Service Provider Agreement

Goals

1. Identify the elements in a registered service provider agreement that are important to your program

2. Create a draft registered service provider agreement to share with program leadership

Prerequisites

It's recommended to complete Resources Activity: Vendor/Service Provider Landscape Analysis. This activity assumes that your program has identified service providers to work with.
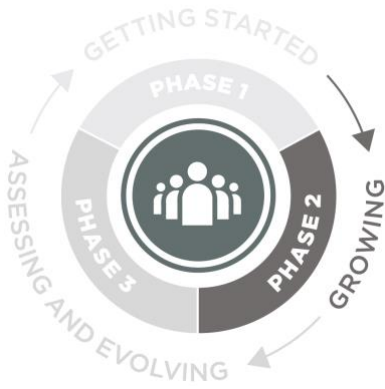
Who Should Participate?

Program management (tactical)

Length

60-90 minutes

Activity Instructions

1. Review the tables of benefits and obligations below and note whether the benefit/obligation is one your program will or will not include in an RSP agreement. Feel free to add additional elements to the table.

2. For those benefits/obligations that are included, discuss what that will look like for your program; discussion prompts include:

   a. Are there limitations on the benefit or obligation? For example, if a benefit is receiving technical support, is there a ceiling on the number of hours?

   b. Are the benefits limited to RSPs or are they available to others? For example, may everyone using the platform participate in governance, or only members / contributors?

3. Compile the benefits and obligations into a single document to share with program leadership, legal, and fiscal counsel.

   o Note: Keep any draft registered service provider agreement as simple as possible - the more tiers, parameters, and requirements added increase the administrative burden for both organizations and make it less likely that potential RSPs will see the benefit in becoming "official."
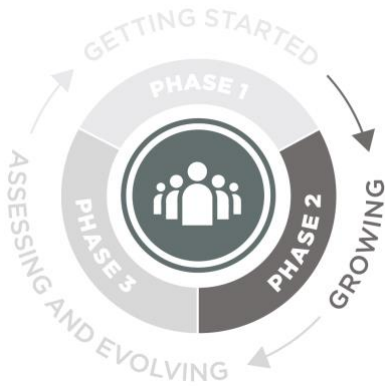
Activity: Name

Benefits provided to RSP by Program / Organizational Home

Benefits	Will have	Won't have	N/A
Access to documentation (developer, and/or end user)			
Access to listservs and other engagement platforms			
Access to technical support			
Eligible to participate in governance			
Able to use program's logo and/or branding			
Official listing as RSP on program website, other CE platforms			
Certification / credentials (i.e., RSP can say they are certified by the program's home organization)			

Registered Service Provider Obligations

Obligations	Will have	Won't have	N/A
Fees • Tied to anything? Size, in-kind contributions, # of members recruited, etc. • How often are fees paid? One-time? Annually?			
Custom code contributed back to program (program not obliged to accept)			
Open-source licensing			
Limit outreach to certain domains/locations			

Activity: Name

RSP Services Provided

Your program may decide that they would like to limit registered service providers to certain services, or only work with providers that support certain services. In that case, use the following table to note which services your program would / would not like an RSP to provide.

Service	Must Have	Must not Have
Installation and configuration		
Data conversion and migration		
Software design and development		
Integration development/support		
Reporting and analytics		
Cloud hosting and/or SaaS		
On-premises support		
Consulting and analysis		
Training		
Customized solutions		