

APPENDIX D
SERVICE LEVEL AGREEMENTS (SLA)

To ensure that the best service is provided to the Pennsylvania Liquor Control Board (PLCB) and the Commonwealth, Service Level Agreements (SLA) have been developed to hold the Contractor accountable for their actions when service expectations are not met.

Reports detailing compliance with SLAs must be provided to the PLCB quarterly. The report shall include the specific data requested to demonstrate compliance for the SLA, and any service level agreement violations. The quarterly report shall include all data and documentation necessary to establish compliance or evidence of noncompliance.

#	RFP AGREEMENT STANDARD	SERVICE LEVEL AGREEMENT (SLA)	PERFORMANCE LEVELS
1.	Delivery	Must be made within 28 calendar days of receipt of order by the Contractor	If the performance level for delivery is not met, and no agreement has been reached between the requesting agency and awarded Bidder, an email or other written communication from the PLCB requesting resolution of the deficiency. A resolution shall be sent to the requesting entity within 1 business day of receipt of notice. If the problem continues a performance notice/letter will be sent to the awarded Bidder and an entry will be made in the Commonwealth's Contractor Responsibility Program System (CRPS). The awarded Bidder will be required to provide the PLCB with a Corrective Action Plan, documenting how they will correct the performance. If the corrective action plan is accepted and the awarded Bidder fails to comply, an additional entry will be made in the Commonwealth's Contractor Responsibility Program (CRP) System. Continued failures to meet delivery requirements could result in termination of the contract.
2.	Out of Stock	Proper stocking levels must assure available stock	If the awarded Bidder is out of stock on an item, they are required to notify the ordering location within twenty-four (24) hours of receipt of an order. If the 24-hour period ends on a weekend or holiday, the awarded Bidder must notify the ordering location by 3:00 p.m. the next working day. If the problem continues a performance notice/letter will be sent to the awarded Bidder and an entry will be made in the Commonwealth's Contractor Responsibility Program System (CRPS). The awarded Bidder will be required to provide the PLCB with a Corrective Action Plan, documenting how they will correct the performance. If the corrective action plan is accepted and the awarded Bidder fails to comply, an additional entry will be made in the Commonwealth's Contractor Responsibility Program (CRP) System. Continued failures to meet delivery requirements could result in termination of the contract.

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3.	Addition/ Deletion of Products	Pre-approval of replacement products	<p>The awarded Bidder shall not substitute products which have not been pre-approved by DGS and PLCB in place of a discontinued or defective product. Failure to obtain DGS and PLCB pre-approval could lead to return of the unapproved product and the awarded Bidder held responsible for the costs associated with the return and replacement of the product. A performance notice/letter will be sent to the awarded Bidder and an entry will be made in the Commonwealth's Contractor Responsibility Program System (CRPS). The awarded Bidder will be required to provide the PLCB with a Corrective Action Plan, documenting how they will correct the performance. If the corrective action plan is accepted and the awarded Bidder fails to comply, an additional entry will be made in the Commonwealth's Contractor Responsibility Program (CRP) System. Continued failures to perform could result in termination of the contract.</p>