

# **APPENDIX F**

## **SERVICE LEVEL AGREEMENTS**

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		<b>Performance Metric/Requirement</b>	<b>Performance Standard</b>	<b>Liquid Damages Assessment</b>
<b>1.</b>	<p><b>Implementation Plan</b></p> <p><i>Refer to Task A – Implementation Plan and Transition Activities</i></p>	<p>Selected Offeror shall meet all the milestone dates outlined in their Implementation Plan and as approved by PennDOT.</p>	100%	<p>Selected Offeror will be required to pay liquidated damages in the amount of the value of Year One of the Purchase Order divided by 365 days for each day or partial day when one or more of the milestones dates are not met.</p>
<b>2.</b>	<p><b>Training Site Availability</b></p> <p><i>Refer to Task F – Establish Program Training Sites</i></p>	<p>The selected Offeror must have all site agreements signed by February 1<sup>st</sup> and submitted to PennDOT.</p> <p>Selected Offeror is required to have 45 sites fully operational and offering courses by April 15<sup>th</sup> of each year.</p> <p>Selected Offeror is required to have a minimum of one (1) site per county fully operational by May 15<sup>th</sup> of each year unless specifically waived in writing by PennDOT for the Introductory course, all other courses must be available as deemed necessary by PennDOT.</p> <p>.</p>	100%	<p>Selected Offeror will be required to pay liquidated damages in the amount of the value of Year One or, if the infraction occurs in any year other than the first year, the subsequent Year of the Purchase Order divided by 67 counties and then divided by 365 days for each day or partial day for each county that is not operational or does not have a site agreement signed.</p>

<p><b>3.</b></p>	<p><b>Meeting Public Demand and Training Course Availability</b></p> <p><i>Refer to Task B &amp; J – Identify and/or Develop Curriculum and Provide Training</i></p>	<p>Selected Offeror must have a course schedule available for public scheduling on the website by February 15<sup>th</sup> of each year.</p> <p>Selected Offeror must meet public demand for all training courses. Public demand is measured by maintaining a next available open seat in each of the courses for each county and maintaining a standby list of zero OR maintaining a next available open seat in each of the courses for each county within 30 days of a class that has one or more individual on a standby list.</p> <p>.</p>	<p>100%</p>	<p>The selected Offeror will be required to pay liquidated damages in the amount of \$1,200 for each day that the course schedule is not on the website after February 15<sup>th</sup>.</p> <p>The selected Offeror will be required to pay liquidated damages in the amount of \$1,200 for each class when one or more individuals are on a standby list and the same course is not scheduled for a date within 30 days in that county.</p>
<p><b>4.</b></p>	<p><b>Training – Certified Instructors to Student Ratio</b></p> <p><i>Refer to Task B – Identify and/or Develop Curriculum and Provide Training</i></p>	<p>Selected Offeror must provide two (2) certified instructors to conduct range exercises when there are six (6) or more students in a class.</p>	<p>100%</p>	<p>Selected Offeror will retrain all students enrolled in the class at no cost to PennDOT or the student, if the student is an out-of-state student.</p>
<p><b>5.</b></p>	<p><b>Training Availability and Operability of Motorcycles</b></p> <p><i>Refer to Task B – Identify and/or Develop Curriculum and Provide Training</i></p>	<p>Selected Offeror must have a minimum number of motorcycles, in good working order, available at each site as indicated in the Strategic Replacement Plan and must have enough-motorcycles at each site as there are guaranteed student seats.</p>	<p>100%</p>	<p>Selected Offeror will be required to pay liquidated damages in the amount equal to the cost per student for the number of students without a motorcycle in good working order for that class.</p>
<p><b>6.</b></p>	<p><b>Training – Instructor Credentials</b></p>	<p>Selected Offeror shall not allow instructors to provide services without a valid Instructor Certification and CPR and First Aid Certification</p>	<p>100%</p>	<p>Selected Offeror will be required to pay liquidated damages in the amount equal to the cost per student by the number of</p>

	<i>Refer to Task C – Instructor Training Program</i>			students registered for that course. If PennDOT determines that retraining must occur, that retraining is at the expense of the selected Offeror.
7.	<b>Annual Pennsylvania State Police Criminal History Background Check and Driving Record Check for All Instructors</b>  <i>Refer to Task C – Instructor Training Program</i>	Selected Offeror must perform a Pennsylvania State Police criminal history check before instruction of student begins and each year thereafter at selected Offeror’s cost.  Selected Offeror must perform a driving record check each year prior to instruction at selected Offeror’s cost.	100%	If the selected Offeror does not have the required clearances and background checks in place for an instructor prior to the instructor teaching a class, the selected Offeror will be required to pay liquidated damages in the amount equal to the cost per student by the number of students registered for that class.
8.	<b>Web-based Class Scheduling and Registration System</b>  <i>Refer to Task J – Provide Web-based Class Scheduling and Registration System</i>	Selected Offeror must have a web-based scheduling and registration system available at all times except as prior approved by PennDOT for students to register for courses.	100%	Selected Offeror will be required to pay liquidated damages in the amount of \$500.00 per day or partial day the web-based course scheduling and registration system is not available.
9.	<b>Call Wait Times and Weekly Access Rate</b>  <i>Refer to Subtask J.2 – Provide Customer Service and Support</i>	The time callers wait in queue (average weekly speed of answer) before speaking with a CSR, must average no more than 4 minutes.  The average weekly access rate must be 95% or more.	100%	Selected Offeror will be required to pay liquidated damages in the amount of \$700.00 per week for each week that either requirement is not met.
10.	<b>Commonwealth Information Technology Policies (ITP) Compliance</b>  <i>Refer to Part I-28 Information and</i>	Selected Offeror must meet all the requirements in the Contract as it relates to Commonwealth ITP Compliance and Equipment and Systems Environment.	100%	Selected Offeror will be required to pay all costs of notification and/or credit monitoring or other actions required under applicable law in the event of a security breach.

	<i>Technology Policies and Part III-8 Equipment and Systems Environment</i>			
<b>11.</b>	<b>Notifications and Reports</b>  <i>Refer to Part III-7 Reports and Project Control</i>	Selected Offeror must provide all notifications and/or reports within the timeframes specified.	100%	Selected Offeror will be required to pay liquidated damages in the amount of \$50 per calendar day beyond the date the notification and/or report is due to PennDOT.
<b>12.</b>	<b>Turnover Plan for Successor Contract</b>  <i>Refer to Task L-Turnover Plan for Successor Contract</i>	Selected Offeror must submit their Turnover Plan to PennDOT for final review and approval no later than nine (9) months from the planned Notice-to-Proceed for the new Contract.  Selected Offeror must meet all the agreed upon completion dates set forth within the approved Turnover Plan.		Selected Offeror will be required to pay liquidated damages in the amount of \$1,000 per day for each day the Turnover Plan is either late or not accepted by PennDOT and for each day any of the agreed upon completion dates within the Turnover Plan are not successfully delivered.