

Appendix G

PACSES Network Service Level Agreement - Revised

Appendix G- Performance Standards/Service Level Agreements

Performance Metric	Performance Target	Definition	Calculation	Frequency of Review	Service Credit
Network Availability	99.99% or higher (excluding periods of approved down time)	This Service Level measures the percentage of time the PACSES network is available during the applicable month.	Percentage of time in which the network is available as compared to the amount of time in which the network is required to be available.	Monthly	99.0% - 99.98% compliance= 0.5% of monthly service charge 98.0% - 98.99% compliance = 1.0% of the monthly service charge 95.0% - 97.99% = 3.0% of the monthly service charge <95.0% = 6.0% of the monthly service charge
Network Unavailability Notification	100% of notifications within two hours	The selected Offeror must notify the Commonwealth of any network outage within two hours of discovering or receiving notice of network unavailability.	Time from discovering or receiving notice of network unavailability until notification is sent to the Commonwealth.	Continual	.5% of monthly service charge per instance.
Level Two Problem Resolution Time of support requests under RFP Part I, Section I-6.I.12	1-Resolve Urgent Priority within two hours of report 2-Resolve High Priority within one business day of report 3-Resolve Standard Priority within one business week of report	The time required for resolution after reporting a level two problem.	Percentage of the timely resolutions of all problems and incidents in a month as compared to all problems and incidents in the month.	Monthly	Equal to or less than 90% compliance = 5% of monthly service charge

	4-Resolve Low Priority within one calendar month of report				
Disaster Recovery	100%	The selected Offeror must restore network functionality statewide or at a specific DRS within 24 hours following a disaster event, or on a timeline agreed upon with BCSE if 24 hours isn't feasible.	Date functionality is restored – (date of the event + one day or other time as approved by BCSE) = number of days of unavailability	Continual	5.0% of the monthly service charge per day or beyond 24 hours or other time as approved by BCSE.

Definitions:

Service Level Credit: credit available to the Commonwealth should the service provider fail to meet minimum service levels.

Maximum at Risk Amount: A service credit per instance shall not exceed 100% of the cost of the service listed for that duration.

Priorities:

- 1-Urgent Priority – Business critical issue that prevents multiple sites or users from doing their work with no acceptable workaround.
- 2-High Priority – Non-critical issue that prevents one or more staff from working with no acceptable workaround.
- 3-Standard Priority – Non-critical issue that affects one or more users with an acceptable work around.
- 4-Low Priority – Minor issue that doesn't prevent users from working and may have an acceptable workaround (if appropriate).