

## APPENDIX D, SERVICE LEVEL AGREEMENTS – IBM MIDRANGE SERVERS AND RELATED SERVICES

SLA #	Performance Metric	Performance Target	Definition	Frequency of Review	Penalty for Failure to Perform
1	Agency Inquiry Response Time	95%	<p>The Awarded Supplier must return phone calls or respond to emails regarding the initial request, queries and problems within a maximum of 4 business hours after a phone call is placed or an email is received.</p> <p>Response on each Incoming Request returned <b>after</b> 4 hours (240 minutes) = Missed Response.</p>	Quarterly	If the Awarded Supplier fails to meet the SLA for 3 months within a calendar year, the Awarded Supplier will be ineligible to receive orders from any agency in the Commonwealth for 6 months.
2	Quote response time for Equipment and Services	100%	<p>The Awarded Supplier must provide quotes within 5 business days for Equipment and Services currently in the Awarded Supplier's catalog to the requesting agency.</p> <p>Each requested Quote for Standard Catalog Equipment and Services delivered <b>after</b> 5 business days = Missed Quote.</p>	Per Order	5% discount to the agency on the order resulting from the quote.
3	Order Delivery for Equipment and Services	100%	<p>The Awarded Supplier must make the required delivery time within 30 business days after receipt of an order. Dates outside of the 30-business day delivery window must be agreed upon in writing between the agency and Awarded Supplier.</p> <p>Each Order Delivered <b>after</b> the standard fulfillment time of 30 business days, unless otherwise agreed upon = Missed Order.</p>	Per Order	5% discount to the agency on the order.
4	Incorrect shipment to the Commonwealth agency.	100%	<ul style="list-style-type: none"> <li>Corrected within 10 business days</li> <li>Corrected within 10 to 30 business days</li> <li>Corrected within 30 to 60 business days</li> </ul>	Per Order	<ul style="list-style-type: none"> <li>1% discount off the invoice; the total cost of the order</li> <li>3% discount off the invoice; the total cost of the order</li> <li>5% discount off the invoice; the total cost of the order</li> </ul>
5	Quarterly Reports submitted on time per V. Reports and Project Controls of the Specifications of IFB 6100063328	100%	The Awarded Supplier must provide the Commonwealth with quarterly reports detailing equipment, service, maintenance and warranty, purchasing activity, and performance. The reports must be provided to the Commonwealth no later than 15 business days after the end of the quarter.	Quarterly	If the Awarded Supplier fails to meet the SLA for 2 quarters within a calendar year, the Awarded Supplier will be ineligible to receive orders from any agency in the Commonwealth for 6 months.

If the Awarded Supplier fails to meet a performance target as described in the Service Level Agreement for three consecutive months, the Commonwealth will require the Awarded Supplier to submit a corrective action plan to meet the Service Level Agreement. The Commonwealth reserves the right to terminate the Contract according to the terms of the contract.