

**APPENDIX G, SERVICE LEVEL AGREEMENTS (SLA)**

SLA #	Performance Metric	Performance Target	Definition	Frequency of Review	Penalty for Failure to Perform
1	Agency Inquiry Response Time	95%	The Contractor must return phone calls or respond to emails within a maximum of 12 business hours after a phone call is placed or an email is received. Each Incoming Request returned after 12 hours = Missed Response.  Refer to the Specifications document, Section III.A.Personnel, and Section III.B.Pre-Sales and Customer Service, for detailed requirements.	Quarterly	If the Contractor fails to meet the SLA for three (3) months within a calendar year, the Contractor will be ineligible to receive orders from any agency in the Commonwealth for six (6) months
2	Quote response time for Equipment and Services	100%	The Contractor must provide quotes within five (5) business day for Equipment and Services currently in the Contractor’s catalog to the requesting agency. Each requested Quote for Standard Catalog Equipment and Services delivered <b>after</b> five (5) business day = Missed Quote	Per Order	5% discount to the agency on the order resulting from the quote
3	Order Delivery for Equipment and Services	100%	The Contractor must make the required delivery time within fifteen (15) business days after receipt of an order; or within the timeframe agreed upon by the Commonwealth agency and the contractor. Each Order Delivered after the standard fulfillment time of fifteen (15) business days or the agreed upon timeframe = Missed Order	Per Order	5% discount to the agency on the order.
4	Incorrect shipment to the Commonwealth agency	100%	The Contractor must make delivery within fifteen (15) business days after receipt of an order; or by the date agreed upon between the Commonwealth agency and Contractor	Per Order	5% discount to the agency on the order
5	Fix-time (Measured from the time the Commonwealth makes a service call to the Contractor, to the time the equipment is returned to full and complete working order during the original warranty period)	100%	The Contractor must resolve at least 95% of service calls made by the agency, each month, in a fix-time of no more than two (2) business days from the time the trouble ticket was submitted unless one of the following exceptions apply:  a.The required part(s) needed for the repair must be ordered and is not available within the Two Business Day Repair timeframe.  b. The Contractor, through documented attempts, cannot contact the end user via phone or email within the next business day response required timeframe.  c.Both the Contractor and the ordering agency agree otherwise due to conflicts resulting from the Commonwealth employee’s telework schedule.	Quarterly	If the Contractor fails to meet the SLA for three (3) months within a calendar year, the Contractor will be ineligible to receive orders from any agency in the Commonwealth for six (6) months.
6	Quarterly Reports submitted on time per section IV. Reports and Project Controls of the Specifications of IFB 6100063324	100%	The Contractor 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 fifteen (15) business days after the end of the quarter	Quarterly	If the Contractor fails to meet the SLA for 2 quarters within a calendar year, the Contractor will be ineligible to receive orders from any agency in the Commonwealth for six (6) months

If the Contractor fails to meet a performance target as described in the Service Level Agreement for three consecutive months, the Commonwealth will require the Contractor 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.