

APPENDIX M, SERVICE LEVEL AGREEMENTS

Performance Metric	Performance Measure	Performance Target	Definition	Calculation	Frequency of Review	Service Credit
Delivery of Equipment	Within fifteen (15) business days.	100%	Equipment is delivered within fifteen (15) business days or on a date agreed to by the Commonwealth following the date the order is placed. Issues outside of the control of the Contractor shall not be considered a violation.	% Timeliness = ((total number of orders placed for completion - number of orders received on time) / (total number of orders placed)) * 100	Quarterly	2% of the total value of the late delivery
Incorrect shipment to the Commonwealth	Corrected within ten (10) business days.	100%	Incorrect shipments are identified and corrected within ten (10) business days or on a date agreed to by the Commonwealth following the date the incorrect order is identified. Issues outside of the control of the Contractor shall not be considered a violation.	% Timeliness = ((total number of orders placed for completion - number of orders received on time) / (total number of orders placed)) * 100	Quarterly	2% of the cost of the order.
Support Response Time	Mission Critical	100%	Phone response within 15 minutes of issue notification. Technician on site within 4 hours.	Time from the initial call until the response is received. (number of occurrences where the target is not met within one (1) month)X (.05)X(total cost of the equipment/installation)	Quarterly	5% of equipment/installation cost up to total cost of equipment/installation.
Support Response Time	Non-Mission Critical	100%	Phone response to all requests within 8 hours of issue notification. Technician arrival time will be advised to and agreed upon by the reporting agency.	Time from the initial contact until the response is received. (number of occurrences where the target is not met within one (1) month)X (.05)X(total cost of the equipment/installation)	Quarterly	2% of equipment/installation cost up to total cost of equipment/installation.
Issue Response Time	Trouble Tickets Resolved	95%	Within 12 business hours from the time the Commonwealth submits as trouble ticket to the Contractor, to the time the equipment is returned to full and complete	%Fix Rate = ((Total number of trouble tickets placed for resolution – number of trouble tickets resolved on time) / (total number of trouble tickets placed)) * 100	Quarterly	If the Contractor fails to meet the SLA for two (2) consecutive months or three (3) months within a calendar year, the Contractor may be ineligible to receive

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						orders from any agency in the Commonwealth for six (6) months.
Delivery and Repair Reports	No later than fifteen (15) business days after the end of the quarter.	100%	Quarterly reports detailing delivery metrics, response/fix-time metrics, and the status of outstanding issues.	Number of instances that the delivery of the report exceeds fifteen (15) business days from the end of the reporting period.	Quarterly	If the Offeror fails to meet the SLA for two (2) consecutive months or three (3) months within a calendar year, the Contractor may be ineligible to receive orders from any agency in the Commonwealth for six (6) months.
Purchase and Performance Reports	No later than fifteen (15) business days after the end of the quarter.	100%	Quarterly reports detailing purchasing activity, performance and customer satisfaction.	Number of instances that the delivery of the report exceeds fifteen (15) business days from the end of the reporting period.	Quarterly	If the Offeror fails to meet the SLA for two (2) consecutive months or three (3) months within a calendar year, the Contractor may be ineligible to receive orders from any agency in the Commonwealth for six (6) months.

The Commonwealth may request a Corrective Action Plan (CAP), at its sole discretion, based on the selected Offeror’s non-compliance with the SLAs as agreed upon.

The Commonwealth shall not invoke more than one (1) SLA if more than one (1) SLA is in non-compliance for a single incident.

“Service Credit” shall mean an amount equal to the pro-rata annual recurring service charges (i.e., all annual recurring charges) for one (1) day of Service.