

**DCRL-2015-R-0100**  
**SACWIS MAINTENANCE, OPERATIONS AND ENHANCEMENTS**  
**ATTACHMENT J.10 SERVICE LEVEL AGREEMENT STANDARDS**  
**Service Level Agreement Standards**

<b>ID</b>	<b>Performance Metric</b>	<b>Measurement Period</b>	<b>Target Performance</b>	<b>Non-Compliance Target</b>
SL0001*	Average Resolution Time – Severity 1 Incidents**	Monthly	4 hours	8 hours
SL0002*	Average Resolution Time – Severity 2 Incidents	Monthly	16 hours	24 hours
SL0003*	Average Resolution Time – Severity 3 Incidents	Monthly	5 business days	8 business days
SL0004*	Average Resolution Time – Severity 4 Incidents	Per Release	All defects resolved and implement by the second scheduled release after assignment of the incident	All defects resolved and implement by the second scheduled release after assignment of the incident
SL0005	Defect ratio per release deployed to production system	Monthly	Less than 2 severity 1 & 2 incidents per release within 45 days	3 or more severity 1 & 2 incidents per release within 45 days
SL0006	Progress against plan to complete release work	Per Release	90% of the planned release items completed	80% of the planned release items completed
SL0007	Deliverables submitted on time	Monthly	100% of the deliverables due delivered on time	85% of the deliverables due delivered on time

*\* Includes fix and delivery to CFSA for testing; does not include time spent by CFSA staff*

*\*\*No severity 1 incident attributed to the maintenance vendor was opened during the last 12 months.*

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**Proposed Severity Levels\***

Level of Severity	Description of Severity
1	Complete loss of all FACES.NET service
2	Severe loss of FACES.NET service, where one or more (but not all) FACES.NET functional modules are not available or an application malfunction that disrupts the provision of essential services (e.g. including but not limited to the inability to record and process and intake properly). However, operation can continue in a restricted fashion.
3	An application malfunction that causes data, user entry, or serious display errors or partial loss of FACES.NET service, where portions of a functional module are not available, but the module is not completely out of service, resulting in a significant loss of productivity for workers.
4	No loss of FACES.NET service, where an incident results in a minor error, incorrect behavior, documentation issue, or cosmetic feature.

*\*Assumes that the incident was under control of the maintenance & operations vendor*

**Proposed Non-Compliance Action Plan**

ID	Non-Compliance	Liquidated Damages*	Action Response
NC0001	Failure to meet the performance measure for a Severity 1 Incident	5% of the vendor's monthly invoice per occurrence for the first 2 occurrences during a 12 month period  10% of the vendor's monthly invoice per occurrence for subsequent occurrences (after the first 2) during a 12 month period	Contractor will provide a non-compliance report to include root-cause analysis and proposed remediation plan within 3 business days of notification of non-compliance
NC0002	Failure to meet one of the performance metric other than NC0001 during the reporting period	N/A	Contractor will provide a non-compliance report to include root-cause analysis and proposed remediation plan within 5 business days of notification of non-compliance
NC0003	Failure to meet more than one of the performance metrics during the reporting period	Liquidated damages of 3% of the total invoice will be assessed.	Contractor will provide a non-compliance report to include root-cause analysis and proposed remediation plan within 5 business days of notification of non-compliance
NC0004	Failure to meet one of the performance metrics for two consecutive reporting periods	Liquidated damages of 5% of the monthly invoice will be assessed.	Contractor will provide a non-compliance report to include root-cause analysis and proposed remediation plan within 5 business days of notification of non-compliance

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ID	Non-Compliance	Liquidated Damages*	Action Response
NC0005	Failure to meet one of the performance metrics three of the last five reporting periods	Liquidated damages of 8% of the monthly invoice will be assessed. Possible contract cure procedures may be initiated	Contractor will provide a non-compliance report to include root-cause analysis and proposed remediation plan within 5 business days of notification of non-compliance

*\*Liquidated damages (LDs) are based on non-compliance with the proposed service level standards (SL0001 – SL0007) and will be capped at 10% per month. LDs will not be cumulative, for example failure to meet NC0004 will incur a 5% LD even though NC0003 would have been missed as well.*