

SCS Service	SLA Number	Deliverable	Performance Metric	Financial Consequence There is no cap to the financial consequences unless otherwise stated herein.	SLA Details, Measurement and Performance Criteria
Category 1 - Unified Communications (Single-tenant, multi-tenant, and LAN support)	SLA-1	Service Installation	1 to 100 Stations: Service installed within 30 days  101 to 400 Stations: Service installed within 45 days  401 to 1000 Stations: Service installed within 75 days  Over 1000 Stations: Service installed within 90 days	1 to 100 Stations: 10% of service Monthly Recurring Charge (MRC) or the purchase price if delay > 30 days 25% of service MRC or the purchase price if delay > 35 days 50% of service MRC or the purchase price if delay > 40 days 100% of service MRC or the purchase price if delay > 45 days  101 to 400 Stations: 10% of service MRC or the purchase price if delay > 45 days 25% of service MRC or the purchase price if delay > 50 days 50% of service MRC or the purchase price if delay > 55 days 100% of service MRC or the purchase price if delay > 60 days  401 to 1000 Stations: 10% of service MRC or the purchase price if delay > 75 days 25% of service MRC or the purchase price if delay > 80 days 50% of service MRC or the purchase price if delay > 85 days 100% of service MRC or the purchase price if delay > 90 days  Over 1000 Stations: 10% of service MRC or the purchase price if delay > 90 days 25% of service MRC or the purchase price if delay > 95 days 50% of service MRC or the purchase price if delay > 100 days 100% of service MRC or the purchase price if delay > 105 days	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB. If there is a purchase price and an MRC, the financial consequence will be based on whichever is greater.
			Dedicated IP access installed within 60 days	Credit of \$200 for each incident per day up to 100% of the MRC	SLA is subject to availability of network access at the customer location.  The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB. This SLA shall not apply to special construction orders. See attachment A - Statement of Work (SOW) Section 3.17
			Dedicated IP access requiring special construction installed within the time frame in the CSAB order.	Credit of \$200 for each incident per day up to 100% of the MRC	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the Customer agreed upon installation date provided in the CSAB order.
	SLA-2	New Individual Feature Installation	New individual feature installation within 10 business days	10% of the MRC of feature ordered per business day	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date the feature is installed and accepted in CSAB.  For this SLA to apply, Customer must have Vendor Management.
			Move, add, change, or deletion affecting five devices or fewer within three Business Days	5% of the purchase price or MRC of Service ordered, whichever is greater, per day	For a Customer order for a move, add, and/or change, the SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB. For a Customer order for a deletion, the SLA clock start and stop times will be validated using the date the CSAB order was accepted by the Contractor and the date the order is closed by the Contractor in CSAB.

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	SLA-3	Operational Services	Move, add, change, or deletion affecting six devices or more within the customer and vendor mutually agreed upon timeframe	5% of the purchase price or MRC of Service ordered, whichever is greater, per day	The move, add or change must be completed within the customer and vendor mutually agreed upon timeframe. If the Contractor or Customer cannot reach a mutually agreed upon timeframe, the dispute shall be decided by the Department's Contract Manager. The deletion must be completed within the Customer requested due date as stated in CSAB. For Customer orders for a move, add, and/or change, the SLA clock start and stop times will be validated using a the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB. For Customer orders for a deletion, the SLA clock start and stop times will be validated using the date the CSAB order was accepted by the Contractor and the date the order is closed by the Contractor in CSAB
			System Programming scheduled within five Business Days	5% of the MRC of Service ordered per day	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date the change is scheduled as verified by the Department.  System programming includes, but is not limited to: new SBC, new gateways, new PSTN access method (trunk migration), adding a failover, and/or adding redundancy.
			Notification of Outages to impacted Customer and Suncom NOC/SOC within 30 minutes	5% of the MRC of Service per incident	The SLA clock start and stop times will be validated using the Contractor's proposed service monitoring tools and the email transmission timestamp for the notification sent to the impacted customers and SUNCOM NOC/SOC.  This SLA applies to Managed Services only.
	SLA-4	Call Service Quality	VoIP R-Factor of 80 or more for 95% of total monthly calls or meet the Mean Opinion Score for applicable ITU-T codec(s) offered by Contractor for 95% of total monthly calls	20% off the MRC for affected customers during the affected month	The SLA will be validated using the Contractor's proposed service monitoring tools. Each call has its own score. SOW section 3.6 contains the applicable standards for the various codecs offered by Contractor. This SLA will not apply for call service quality issues due to Customer provided LAN and Customer provide WAN.
	SLA-5	Service Installation	Complete provisioning of SIP Trunk to customer premises equipment within 30 business days after receipt of order	Credit of \$200 for each incident per day	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB.
			New telephone numbers assigned within 15 business days	Credit of \$200 for each incident per day	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB.
			Provision additional call paths for an existing SIP Trunk within 15 business days after acceptance of order	Credit of \$200 for each incident per day	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB.

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Category Two - SIP Trunking			Dedicated IP access installed within 60 days	Credit of \$200 for each incident per day up to 100% of the MRC	SLA is subject to availability of network access at the customer location.  The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB. This SLA shall not apply to special construction orders. See SOW Section 3.17
			Dedicated IP access requiring special construction installed within the time frame in the CSAB order.	Credit of \$200 for each incident per day up to 100% of the MRC	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the Customer agreed upon installation date provided in the CSAB order.
	SLA-6	Call Service Quality	VoIP R-Factor of 80 or more for 95% of total monthly calls or meet the Mean Opinion Score for applicable ITU-T codec(s) offered by Contractor for 95% of total monthly calls	20% off the MRC for affected customers during the affected month	The SLA will be validated using the Contractor's proposed service monitoring tools. Each call has its own score. Attachment A - Statement of Work (SOW) section 3.6 contains the applicable standards for the various codecs offered by Contractor. This SLA will not apply for call service quality issues due to Customer provided LAN and Customer provide WAN.
	SLA-7	System Installation	Individual case basis as agreed to by Customer and Contractor	Credit of 25% of the NRC if more than one day past the agreed upon date. An additional credit of 25% of the NRC is applicable for each additional week past the agreed upon date. If no NRC, then credits apply to MRC and are not capped.	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB.
			Dedicated IP access installed within 60 days	Credit of \$200 for each incident per day up to 100% of the MRC	SLA is subject to availability of network access at the customer location.  The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB. This SLA shall not apply to special construction orders. See SOW Section 3.17
			Dedicated IP access requiring special construction installed within the time frame in the CSAB order.	Credit of \$200 for each incident per day up to 100% of the MRC	The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the Customer agreed upon installation date provided in the CSAB order.

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Category 3 Contact Center (Single-tenant and multi-tenant)	SLA-8	IVR Service	Service interruptions must not exceed one minute. Times are measured cumulatively	> 1 30 minutes to < 1 hour per month 1% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month 1 hour to < 4 hours per month 5% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month 4 hours to < 8 hours per month 10% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month 8 hours to < 12 hours per month 25% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month 12 hours to < 24 hours per month 50% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month > 24 hours per month 100% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month Cap of 100% per month	For this SLA, a service interruption occurs when the IVR service is unable to receive or process incoming calls. The SLA will be validated using the Contractor's proposed service monitoring tools that demonstrate when the IVR service stopped and resumed receiving or processing incoming calls.
	SLA-9	Interaction Routing Service Availability	Service interruptions must not exceed one minute. Times are measured cumulatively.	> 1 30 minutes to < 1 hour per month 1% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month 1 hour to < 4 hours per month 5% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month 4 hours to < 8 hours per month 10% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month 8 hours to < 12 hours per month 25% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month 12 hours to < 24 hours per month 50% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month > 24 hours per month 100% credit for all charges during the month of service off the MRC if outage off the MRC credit during the affected month Cap of 100% per month	For this SLA, a service interruption occurs when the interaction routing service is unable to receive or process incoming calls. The SLA will be validated using the Contractor's proposed service monitoring tools that demonstrate when the interaction routing service stopped and resumed receiving or processing incoming calls.

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	SLA-10	Availability of Notify Service	Service interruptions must not exceed one minute. Times are measured cumulatively	> 30 minute to < 1 hour per month 1% credit for all charges during the month of service 1 hour to < 4 hours per month 5% credit for all charges during the month of service 4 hours to < 8 hours per month 10% credit for all charges during the month of service 8 hours to < 12 hours per month 25% credit for all charges during the month of service 12 hours to < 24 hours per month 50% credit for all charges during the month of service > 24 hours per month 100% credit for all charges during the month of service Cap of 100% per month	For this SLA, a service interruption occurs when the notify service is unable to send outbound messages (text, email, fax, voice calls, etc.) The SLA will be validated using the Contractor's proposed service monitoring tools that demonstrate when the notify services stopped and resumed sending outbound messages.
	SLA-11	Call Service Quality	VoIP R-Factor of 80 or more for 95% of total monthly calls or meet the Mean Opinion Score for applicable ITU-T codec(s) offered by Contractor for 95% of total monthly calls	20% off the MRC for affected customers during the affected month	The SLA will be validated using the Contractor's proposed service monitoring tools. Each call has its own score. Attachment A - Statement of Work (SOW) section 3.6 contains the applicable standards for the various codecs offered by Contractor. This SLA will not apply for call service quality issues due to Customer provided LAN and Customer provide WAN.

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Category 4 -Centrex	SLA-12	Timely Service Installation	When adding Centrex Lines to an existing Centrex system, 1-3 Lines delivered and installed within 3 business days 4-9 Lines delivered and installed within 5 business days 10-24 Lines delivered and installed within 7 business days Above 25 Lines delivered and installed within 30 business days.  When adding Centrex lines to a new Centrex system, delivered and installed within 30 business days  PRIs installed within 30 calendar days	100% credit of installation charges	SLA is subject to the availability of contractor facilities at the customer location. SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date service is installed and accepted in CSAB.  If the Contractor needs to install additional facilities to provide a PRI, the PRI will be installed within a total of 75 calendar days before this SLA is imposed.
	SLA-13	Toll Fraud Notification	Report suspected Toll Fraud to the Department Contract Manager or delegate within 30 minutes of detection	\$1,000 per incident reported on a monthly basis. There is no cap.	To be validated using the Contractor's proposed tools and reports for monitoring, detecting, and remediating Toll Fraud.
	SLA-14	Local and International Exchange Delivery	Must be able to deliver calls in all domestic and international exchanges	\$100 per incident, when unable to deliver calls in all domestic and international exchanges	To be validated using the Contractor's proposed tools and reports.
	SLA-15	Detailed Call Records	Upon written request by the Department or Customer, provide call records for local, long-distance, and toll-free, including the minimum information required, within ten business days	\$100 per day until the call records are provided	The SLA clock starts upon Contractor's receipt of a written request from the Department or Customer for detailed call records and stops when the requestor receives a detailed call record which conforms with SOW sections 4.17,4.18, and 4.19. The SLA clock is on hold when the requestor reviews.  This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met. This SLA does not apply to Category 4 services. Contractor is, however, required to provide long distance and toll free billing records required in SOW Sections 4.18 and 4.19.
	SLA-16	Timely Billing	Substantially complete and accurate invoices must be submitted within the agreed upon timeframe.	\$1,000 per day until a substantially complete and accurate invoice is submitted	The SLA clock is based upon the timestamp for when the substantially complete and accurate electronic billing file is submitted to the Department. The invoice submission timeframe will be established in accordance with SOW Section 4.9. This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.
	SLA-17	End-of-Life Refresh	Upgrade or refresh hardware and software before OEM no longer offers support because the software or hardware is end-of-life	\$1000 per day for customer equipment not upgraded or refreshed	The SLA clock start times will be validated using the manufacturer's End of Life dates. SLA stop times will be validated through Service Acceptance in CSAB.  This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.

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	SLA-18	Timely SLA Compliance Report	Beginning the third full month after Contract execution, within ten business days from the start of the calendar month, provide the SLA Compliance Report to the Department Contract Manager	\$100 per day for each day the report is not complete and accurate and accepted by the Department	<p>Beginning the third full month after Contract execution, the SLA clock starts each month on the first day of the month and stops when the Department accepts the deliverable. The SLA clock is on hold while the Department reviews the final report.</p> <p>This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.</p>
	SLA-19	Timely Application of SLA Credits	Apply each credit within the second available applicable billing cycle after the credit has been determined. Application and determination of credits must be in accordance with SOW Section 4.21	\$1,000 for each credit for each month a credit is not applied in accordance with SOW section 4.21	<p>The SLA clock start and stop times will be validated by the Department based on information contained in CSAB.</p> <p>The applicable billing cycle is a reference to the invoice for the applicable impacted service(s) for which the SLA credit shall be applied.</p> <p>This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.</p>
	SLA-20	Timely Application of Billing Credits	Apply each credit within the second available applicable billing cycle after the credit has been determined.	\$1,000 for each credit for each month a credit is not applied	<p>The SLA clock start and stop times will be validated by the Department based on information contained in CSAB.</p> <p>The applicable billing cycle is a reference to the invoice for the applicable impacted service(s) for which the billing credit shall be applied.</p> <p>This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.</p>
	SLA-21	Updates to 911/E911 Location Database	Update accurate Customer number and location information within 3 business days after receipt of request from the Department	\$100 per day for each calendar day the address is not updated and closed in CSAB	<p>The SLA clock start and stop times will be validated using the date the CSAB order was received by the Contractor in CSAB and the date closed in CSAB.</p> <p>The SLA will only apply to existing locations and will be applied to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.</p>
	SLA-22	Timely Answering of Calls by NOC	Calls shall be answered within a monthly average of thirty (30) seconds or less	5% of the reporting months total invoiced payments for all services being reported.	<p>The SLA will be validated using the Contractor's proposed service monitoring tools. Inbound customer calls received by the NOC shall be answered by a live agent within the specified target time threshold. Target time threshold is measured from time the call is presented in the call queue for an agent and stops when the call is answered by an agent.</p> <p>This SLA will apply to the Service Category(ies) being reported that is provided in the reporting month.</p>

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Business and Operational (All Categories)	SLA-23	Maintains HA/HR Design Characteristics of the SCS infrastructure components dedicated to the State of Florida	Maintains the capacity of the SCS infrastructure components dedicated to the State of Florida at levels sufficient to obtain normal operational functionality	\$5,000 per day	<p>An infrastructure review is conducted during each monthly meeting. Review is based on Contractor's operational tools. Each review consists of five measurements taken five minutes apart. Normal operational functionality is less than 35% capacity of any pair of redundant connections that are components of the Contractor's network and are dedicated to SCS. When the average of five consecutive measurements exceeds 35%, The Department will notify the Contractor in writing of the required remediation. The Contractor has will have 45 days from the date of the Department's written notice to complete remediation to the satisfaction of the Department. If the Contractor's remediation has not been accepted by the Department within 45 days of the Department's written notice of remediation, financial consequences will be imposed until remediation has been accepted by the Department.</p> <p>This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.</p>
	SLA-24	Reason for Outage Documentation	The Final RFO report must be submitted to the Department within 10 business days of the trouble ticket being closed.	\$1,000 per 24-hour period	<p>The SLA clock start and stop times will be validated using the Contractor's ticket system as well as the SUNCOM trouble ticket system and the time the RFO report is submitted to the Department.</p> <p>This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.</p>
	SLA-25	Repairs for Outages	Repairs for service outage or service degradation without dispatching a representative to the impacted site completed within four hours. Repairs for ervice outage or service degradation where dispatch to the impacted site is required or requested by the Department completed within eight hours .	<p>Without Dispatch 10% of applicable Service Category MRC if outage &gt; 4 hours 25% of applicable Service Category MRC if outage &gt; 8 hours 50% of applicable Service Category MRC if outage &gt; 12 hours 100% of applicable Service Category MRC if outage &gt; 24 hours</p> <p>With Dispatch 10% of applicable Service Category MRC if outage &gt; 8 hours 25% of applicable Service Category MRC if outage &gt;12 hours 50% of applicable Service Category MRC if outage &gt; 16 hours 100% of applicable Service Category MRC if outage &gt; 24 hours</p>	<p>The SLA will be validated using the Contractor's proposed service monitoring tools.</p> <p>The SLA will be applied unless the Contractor provides root cause analysis indicating that the Contractor (or any of its subcontractors) was not the root cause of the outage or service degradation.</p> <p>A service outage occurs when service is completely unavailable for all users at any customer location.</p> <p>Service degradation occurs when one or more critical business functions (e.g., voicemail, auto attendant, dial tone, toll free, unified communications) of the application is unavailable - affecting 52% or more of the lines at an agency location.</p> <p>This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.</p>



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	SLA-26	Service Availability	Fully operational with full service outage(s) not exceeding 22 cumulative minutes per month	10% credit for applicable Service Category charges during the month of affected services for full service outage(s) that cumulatively exceeds 22 minutes in a calendar month. An additional 10% credit for applicable Service Category charges during the month of affected service for each additional full service outage(s) that cumulatively exceed 30 minutes in a calendar month. Capped at 200% of the applicable Service Category charges during the month of affected service	<p>The SLA will be validated using the Contractor's proposed service monitoring tools.</p> <p>A full service outage is one where there is a 100% service failure.</p> <p>This financial consequence will be imposed for outages that cumulatively exceed 22 minutes in a calendar month and will continue to be imposed for every additional 30 minutes of cumulative outage thereafter. For example, for multiple outages lasting a total of 54 minutes, this financial consequence would be imposed twice, once for outages in excess of 22 minutes, and the second for outages exceeding 30 minutes.</p> <p>This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.</p>
	SLA-27	Response to repairs for an outage or degradation	Response to repairs for major service outage or degradation, i.e. the outage or degradation result in 10% call failure or feature failure in an hour	10% credit for all applicable Service Category charges during the month of service if response > 4 hours 25% credit for all applicable Service Category charges during the month of service if response > 8 hours 50% credit for all applicable Service Category charges during the month of service if response > 12 hours 100% credit for all applicable Service Category charges during the month of service if response > 24 hours	<p>The SLA will be validated using the Contractor's proposed service monitoring tools, as well as the SUNCOM and Contractor's trouble ticket systems</p> <p>A major service outage or degradation is one where the outage or degradation results in more than 10% call failure or feature failure in an hour, or loss of tool functionality.</p> <p>A response to repair shall be when a technician is assigned.</p> <p>This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.</p>
	SLA-28	Response to repair for an outage or degradation	Response to repairs for minor service outage or degradation	20% credit for all applicable Service Category charges during the month if response > 24 hours	<p>The SLA will be validated using the Contractor's proposed service monitoring tools, as well as the SUNCOM and Contractor's trouble ticket systems</p> <p>A minor service outage or degradation is one where the outage or degradation results in less than 10% call failure or feature failure in an hour.</p> <p>A response to repair shall be when a technician is assigned.</p> <p>This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.</p>

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	SLA-29	Timely respond to Customer work orders	Customer work orders rejected by the Contractor within three (3) business days	\$100 per day until the order is rejected	<p>The SLA clock starts upon the Contractor's receipt of a Customer work order in CSAB and stops when the Contractor rejects the Customer work order in CSAB.</p> <p>If the Contractor, in lieu of rejecting the work order, chooses to perform the requested services to completion and acceptance by the Customer and does not reject the Customer work order, this SLA will not apply.</p> <p>This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.</p>
	SLA-30	Timely close out Customer work orders	Close Customer work order within five (5) business days of installation and acceptance by the Customer.	\$100 per day until the order is closed.	<p>The SLA clock starts upon installation and Customer acceptance of the work order and stops when the Contractor has uploaded the Customer signed Service Acceptance Checklist in CSAB and closed the Customer work order in CSAB.</p> <p>Customer acceptance of the work order is evidence by the Customer's execution of the Service Acceptance Checklist.</p> <p>This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.</p>
	SLA-31	Functionality of Contractor's proposed Customer facing service monitoring tools	Outage or Functionality of Contractor's proposed Customer facing service monitoring tools restored within 4 hours	<p>\$100 per hour that Contractor's proposed Customer facing service monitoring tools are not functional</p> <p>Credit is not capped</p>	<p>An SLA violation occurs when functionality or outage of any of Contractor's proposed Customer facing service monitoring tools is not restored to normal operation within 4 hours or a loss of functionality or outage as reported by a Customer or the Department.</p> <p>Customer facing service monitoring tools are the tools required in the SOW to be provided for the Department's or Customer's use.</p> <p>The SLA clock starts when a trouble ticket is open in either the Contractor's or Department's ticketing system and stops when the Contractor has restored the outage or functionality as reported in the trouble ticket for the particular outage.</p> <p>The Department reserves the right to validate the Contractor's provided information and, where conflicting information exists regarding the time of tool restoration, such disputes shall be resolved in the favor of the Department.</p> <p>This SLA will apply to the Service Category invoice(s) for those Service Category(ies) where the performance metric was not met.</p>
	SLA-32	Project Management: Project Management Plan	A project management plan is due to the Department within 4 weeks of Contract execution, per SOW section 3.44	\$1,000 per business day	<p>The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.</p>

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Contract and Project Management	SLA-33	Project Management: Project Charter	A project charter is due to the Department within 4 weeks of Contract execution, per SOW section 3.44	\$1,000 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-34	Project Management: Readiness Plan	A readiness plan is due to the Department within 6 weeks of Contract execution, per SOW section 3.44	\$1,000 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-35	Project Management: Communications Plan	A communications plan is due to the Department within 6 weeks of Contract execution, per SOW section 3.44	\$1,000 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-36	Project Management: Risk Management Plan	A risk management plan is due to the Department within 6 weeks of Contract execution, per SOW section 3.44	\$1,000 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-37	Project Management: Requirements Management Plan	A requirements management plan is due to the Department within 6 weeks of Contract execution, per SOW section 3.44	\$1,000 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-38	Project Management: Disaster Recovery Plan	A disaster recovery plan is due to the Department within 3 months of Contract execution, per SOW section 3.44	\$1,000 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-39	Project Management: Project Management Implementation Phase Schedule	After the acceptance of the Project Charter, a Project Management Implementation Phase Schedule is due to the Department bi-weekly, per SOW section 3.44	\$250 per business day	Beginning after acceptance of the Project Charter, the SLA clock starts on the first day of the two week period and stops when the Department accepts the deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-40	Project Management: Project Tracking Logs	After the Project Kickoff Meeting, Project Tracking Logs must be submitted to the Department bi-weekly, per SOW section 3.44	\$250 per business day the tracking logs are not submitted. There is no cap.	Beginning after the project kickoff meeting, the SLA clock starts on the first day of the two calendar weeks and stops when the Department receives the deliverable. The clock for this SLA resets every two weeks.
	SLA-41	Project Management: Project Status Reports	After the Project Kickoff Meeting, Project status reports must be submitted to the Department weekly, per SOW section 3.44	\$250 per business day the project status reports logs are not submitted	Beginning after the project kickoff meeting, the SLA clock starts on the first day of the two calendar weeks and stops when the Department receives the deliverable. The clock for this SLA resets every two weeks.

SCS Service	SLA Number	Deliverable	Performance Metric	Financial Consequence There is no cap to the financial consequences unless otherwise stated herein.	SLA Details, Measurement and Performance Criteria
	SLA-42	Contract Management: Operations Guides	Operation Guides must be provided to the Department within 3 months of Contract execution, per SOW section 3.44	\$250 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-43	Project Management: Project Closure Documentation	A project closure document must provided to the Department within one month from the close of the Project Implementation Phase, per SOW section 3.44	\$250 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-44	Project Management: Implementation-Plan	A project implementation plan must be provided to the Department within 6 weeks of Contract execution, per SOW section 3.44	\$1000 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-45	Project Management: Individual Customer Specific Migration Plans	A Individual Customer Specific Migration Plans must be provided to the Department within 4 weeks of written notification of the Contractor's receipt of requirement, per SOW section 3.44	\$500 per business day	The SLA clock starts upon contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-46	Project Management: Services Infrastructure Checklist	A services infrastructure checklist must have all items completed and be accepted by the Department within the timeline agreed in writing, per SOW section 3.45	\$10,000 per day	The SLA clock starts in accordance with the timeline in the final agreed Implementation Plan and stops when the Department accepts the infrastructure checklist as complete.
	SLA-47	Contract Management: Final Staffing Organization Chart	The final Staffing Organizational Chart shall be submitted to the Department no later than 30 days from Contract execution	\$1,000 per business day	The SLA clock starts upon Contract execution and stops when the Department accepts the final deliverable. The SLA clock is on hold when the Department reviews the document.
	SLA-48	Contract Management: Filling Vacancies in Required Key Staff Positions	Key Staff positions will be filled within 90 days of vacancy or within the timeframe established by the Department after a waiver of the 90 day allowance, per SOW section 2.1	\$250 per business day	The SLA clock starts upon vacancy of the key staff position, and stops when Contractor demonstrates to the Department the position is filled. The SLA clock is on hold in the event the Department invokes its right to review and approve a candidate to fill a vacant key staff position.
	SLA-49	Contract Management: Remedy Identified Staff Deficiencies	Contractor must remedy the Department identified staffing deficiencies within 90 days of receipt of notice receipt	\$250 per business day	The SLA clock starts upon Contractor's receipt of a written notice from the Department identifying staffing deficiencies and stops when Contractor demonstrates to the Department the position is filled. The SLA clock is on hold in the event the Department invokes its right to review and approve a candidate to fill a vacant key staff position.