

Attachment E: SLA's, Performance Standards and Contract Remedies

SLAs, Performance Standards, and Contract Remedies

ID	SLA Subject Areas	Performance Standards	Contract Remedies
1.	Deliverables	Due dates for acceptance of deliverables will be agreed upon by PRMP and the vendor and finalized in the vendor's work plan once formally approved by PRMP. The dates for completion of these deliverables will be used as checkpoints for performance monitoring and vendor payments. The vendor's status reports will provide information on progress toward meeting these deliverable dates.	PRMP shall assess up to \$100 per calendar day per deliverable from the agreed-upon deliverable acceptance date until the date each deliverable receives acceptance from PRMP.
2.	Deliverable Corrections	The vendor shall turn in deliverables within the agreed-upon timeframe. Upon receipt of the vendor's deliverable, the MFP Project Lead reserves the right to review it. The vendor shall address any requested corrections or modifications within one week (calendar days) of receipt of feedback from the MFP Project Lead,	PRMP shall assess up to \$100 per calendar day per deliverable from the agreed-upon deliverable acceptance date until the date each deliverable receives acceptance from PRMP.

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		unless otherwise specified by the MFP Project Lead.	
3.	Turnover	Turnover and Closeout Management Plan defines the vendor's responsibilities related to turnover. Turnover will not be considered complete until the Turnover and Closeout Management Plan and its associated deliverables are accepted by PRMP.	PRMP shall assess up to \$500 per calendar day for each day after the due date that an acceptable Turnover and Closeout Management Plan is not submitted. PRMP shall assess up to \$500 per calendar day for each day after 30 calendar days from the date of the turnover of operations that the Turnover Results Report is not submitted.
4.	Turnover Documentation/ Data Handoff	<p>The vendor must provide to PRMP or its designee, within seven (7) business days of notice of termination the following information:</p> <ul style="list-style-type: none"> • Copies of all subcontracts and third-party contracts executed in connection with the services included in this contract. • A list of services provided by subcontractors, including the 	PRMP shall assess up to \$500 for each calendar day beyond the seven (7) business days that all required materials are not delivered by the vendor.

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		<p>names and contact information for the subcontractors.</p> <ul style="list-style-type: none"> Other documentation as defined by PRMP, as evaluation materials, raw data, research information, and others. 	
5.	<p>Email Triage and Acknowledgment</p>	<p>The vendor must triage all inquiries received from PRMP. All emails received must be acknowledged within twenty-four (24) hours of receipt and resolved within three (3) business days unless otherwise approved by PRMP.</p> <p>The vendor must forward to the designated PRMP staff within one (1) calendar day those inquiries that are either:</p> <ol style="list-style-type: none"> Determined to be outside the response scope for the vendor. Should be handled by PRMP staff. <p>Compliance and Calculation:</p>	<p>\$100 per occurrence of an email not being acknowledged within twenty-four (24) hours.</p> <p>\$100 per occurrence of an email resolution not received within three (3) business days.</p> <p>\$100 per occurrence of any emails forwarded to outside the response scope of the vendor within one (1) calendar day.</p>

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		<ul style="list-style-type: none"> • Acknowledge all emails received within twenty-four (24) hours and resolve all emails within three (3) business days. • Forward to PRMP staff within one (1) calendar day emails that are determined to be outside of the vendor's response scope. 	
6.	Key Staff	During the entire duration of the contract, key staff commitments made by the vendor must not be changed without thirty (30) days prior written notice to PRMP unless due to legally required leave of absence, sickness, death, resignation, or mutually agreed-upon termination of employment of any named individual.	Up to a maximum of \$1,000 per occurrence shall be assessed for each key staff person proposed who is changed without proper notice and approved by PRMP for reasons other than legally required leave of absence, sickness, death, or termination of employment.
7.	Key Staff Replacement	The vendor will replace key staff in a timely fashion. Replacement of key staff will take place within thirty (30) calendar days of removal unless a	PRMP shall assess up to \$200 per business day for each business day after the initial thirty (30) calendar days allowed in which an acceptable

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		longer period is approved by PRMP's authorized representative.	replacement for that key staff position is not provided.
8.	Meeting Agendas	The vendor will prepare agendas and distribute each agenda and any documents to be addressed at the meeting at least one (1) Business Days before the meeting, unless waived by PRMP.	PRMP shall assess up to \$200 per calendar day for each day an acceptable meeting agenda is not timely received.
9.	Meeting Minutes	The vendor will publish the meeting minutes it attends no later than two (2) Business Days after the meeting, unless waived by PRMP.	PRMP shall assess up to \$200 per calendar day for each day acceptable meeting minutes are not timely received.
10.	Bi-weekly Status Reports	The vendor must provide bi-weekly reports identifying the current status of the activities, including any issues.	PRMP shall assess up to \$200 per calendar day for each day an acceptable bi-weekly report is not timely received. If the report is received on time but the information reported is inaccurate or incomplete, PRMP shall assess up to \$200 per day until an acceptable report is received.

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11.	Reporting Timelines	The vendor must comply with the agreed timelines between PRMP and vendor for the various types of reports.	In the event the vendor fails to meet the agreed reporting timelines performance standard, PRMP shall assess up to \$300 per day.
12.	Final Assessment Report	The vendor must provide the Final Assessment Report in the established date by the MFP Project Lead.	In the event the vendor fails to meet the agreed Final Assessment Report, PRMP shall assess up to \$1,000 per day.

*PRMP reserves the right to modify at its discretion. Any changes will be communicated to all relevant parties in a timely manner.

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