This document is an exhibit to the Contract and is deemed to be attached to and incorporated within the Contract by reference. Any inconsistency, conflict, or ambiguity between this exhibit and the Contract shall be resolved by giving precedence and effect to the Contract.

**Service Level Agreement**

A Service Level Agreement (“SLA”) defines the service expectations between a Contractor and the State that are tracked over the course of the contractual term. It outlines how service will be measured and identifies what actions will be taken if expectations are not met.

The contractor agrees to meet the minimum service requirements as outlined in the performance metrics in **Exhibit D**. The State will utilize the Contractor Performance Survey to measure these metrics as well as other methods deemed appropriate. These metrics are used to represent both qualitative and quantitative information. The Contractor shall monitor and fulfill all associated service levels through continuous tracking, surveys, and State account management interaction. These SLAs will then be directly evaluated during the Quarterly Business Review.

1. **Contractor Performance Survey**

Once per quarter, the contractor is responsible for obtaining the Contractor Performance Survey, as outlined in **Exhibit D**, from key State stakeholders. The intent of the survey is to obtain real, recurrent feedback on the Contractor’s performance as it relates to the Contract. The person completing the survey should be someone who utilizes the agreement on a continuous basis and is answering the survey on behalf of their State Agency. Completed surveys must be signed by the State stakeholders.

The Contractor will then compute and report on the results in the Quarterly Business Review. The Contractor will not round up on any numerical data. The data must be represented as actual statistical information and not presented as averages. The Contractor must be able to provide all original, supporting documentation to the IDOA Vendor Manager.

It is mutually agreed upon that the State may enlist a third party to assist in evaluating Contractor compliance regarding the performance evaluation. If at such time a third-party evaluation system will be used, the Contractor will be notified by the State. The State will then make the third party results available to the Contractor at the Quarterly Business Review.

1. **SLA Implementation**

The Contractor shall be allowed a ninety days (90) day grace period during the implementation phase of the contract to ramp up services without scoring on the performance metrics. The service levels shown in this contract must be followed during the initial implementation phase of the contract but will not be tracked.

1. **SLA Corrective Action Plan**

In addition to the other terms and conditions of this Contract, if the State deems that the Contractor has failed to meet the standards contained in the Service Level Agreement, or its associated and embedded exhibits, the State reserves the right to ask the Contractor for a Corrective Action Plan (“CAP”). The State has the discretion to request multiple Corrective Action Plans from the Contractor over the life of the contract, if deemed appropriate.

The State will review the qualitative results at a more detailed level by following up with the individual to determine if the respondent has made a fair assessment of the services provided by the Contractor before issuing a CAP.

If the State elects to request a Corrective Action Plan, the Contractor shall have (5) business days to provide the CAP detailing the actionable cure for remedying the issue(s) of each performance metric in need of correction. Upon Corrective Action Plan receipt, the State shall review and advise of any questions. If the State has no objections to the plan, the plan shall be implemented within (24) hours. From that point, the Contractor will have the agreed upon timeline as determined by the State to cure the issues.

If the Contractor still is not meeting the minimum acceptable level for the issue associated with the failure that led to the Corrective Action Plan by the end of the timeline, the State shall obtain a credit of $2,500 from the Contractor in the form of a check. At any point, the State has the right to invoke the Termination for Default clause outlined in section 46 of the contract.

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**Performance Metrics**

A Performance Metric is a measure of an organization’s activities and performance. Performance metrics should support a range of stakeholders’ needs from customers to shareholders, to employees. A metric will include:

1. Critical Process/Customer Requirement
2. Developmental measurements
3. Targets which the result can be scores against
4. An actionable remedy if the metric is not met with the agreed upon timeline

The targeted metric deliverables were developed as tool to evaluate compliance to the Service Level Agreement in **Exhibit C.** These metrics can be changed by the State as deemed necessary with prior notice to the Contractor.

The Contractor shall capture these metrics as designed as well as any additional metric presented from the State over the life of the contract. In doing so, the Contractor shall facilitate and monitor the performance of all Service Level Agreements identified in **Exhibit C.**

1. **Quantitative Metrics**

Contractor will report on a quarterly basis the quantitative metrics as outlined in the description and calculation.

* 1. **Report Turnaround**
     1. Description: Contractor shall provide the standard reports as outlined in the contract in a timely manner.
     2. Calculation: Number of days between day the report is requested and day the report is submitted to State requestor.
     3. Performance Standard: By (2) Business Days
  2. **Ad hoc Report Turnaround**
     1. Description: Contractor shall provide any non-standard reports not outlined in the contract in a timely manner.
     2. Calculation: Number of days between day the report is requested and day the report is submitted to State requestor.
     3. Performance Standard: By (5) Business Days
  3. **Problem Resolution Time**
     1. Description: Customer inquiries shall be resolved within one interaction with the Contractor’s Customer Service Call Center.
     2. Calculation:
     3. Performance Standard: 98.0%
  4. **Pricing Accuracy**
     1. Description: Pricing must be accurate to what is reflected in the contract.
     2. Calculation:
     3. Performance Standard: 100.0%
  5. **Invoice Correction Turnaround**
     1. Description: The accuracy of the information provided on the State invoice must be accurate. Corrected invoices will be provided within one day of notification of the invoice error.
     2. Calculation: Date of error notification-Date of correction
     3. Performance Standard: (1) Business Day from error identified

1. **Qualitative Metrics**

Metrics A-I are related to qualitative responses and will be scored with the Contractor Performance Survey. The survey is measured on the below scale.

1=Never Meets Expectations

2= Rarely Meets Expectation

3=Sometimes Meets Expectations

4=Meets Expectations

5=Sometimes Exceeds Expectations

6=Frequently Exceeds Expectations

7=Always Exceeds Expectations.

* 1. **Consistent and Reliable Service**
     1. Survey Question: How consistent and reliable is the service Contractor is providing?
     2. The target: 100% of returned responses with a minimum rating of 4=Meets Expectations.
  2. **Responsiveness**
     1. Survey question: How responsive is the Contractor service on issues, when applicable?
     2. The target: 100% of returned responses with a minimum rating of 4=Meets Expectations
  3. **Professionalism**
     1. Survey Question: How would you rate the professionalism of the employees with Contractor?
     2. The target: 100% of returned responses with a minimum rating of 4=Meets Expectations.
  4. **Service Delivery**
     1. Survey Question: How would you rate the Contractor agreement service delivery?
     2. The target: 100% of returned responses with a minimum rating of 4=Meets Expectations.
  5. **Invoice Accuracy**
     1. Survey Question: How would you rate the Contractor agreement Invoice Accuracy?
     2. The target: 100% of returned responses with a minimum rating of 4=Meets Expectations.
  6. **Overall Employee Customer Support Satisfaction**
     1. Survey Question: Overall, are you satisfied with the employees that support the Contractor agreement?
     2. The target: 100% of returned responses with a minimum rating of 4=Meets Expectations.
  7. **Compared to prior vendors, rate Service Quality**
     1. Survey Question: Compared to prior vendors, how would you rate the Contractor agreement service quality?
     2. The target: 100% of returned responses with a minimum rating of 4=Meets Expectations.
  8. **Compared to prior vendors, rate Customer Service**
     1. Survey Question: Compared to prior vendors, how would you rate the Contractor agreement customer service?
     2. The target: 100% of returned responses with a minimum rating of 4=Meets Expectations.
  9. **Company Recommendation**
     1. Survey Question: How likely are you to recommend the Contractor agreement to other departments/people you know?
     2. The target: 100% of returned responses with a minimum rating of 4=Meets Expectations.

1. **Contractor Performance Survey**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Contractor Performance Survey** | | | | | | | | | | | | | | | |
| Contractor Name: | | | | |  | | | | | | | | | | |
| Quarter/ Period of Review:  (MM/YY-MM/YY) | | | | |  | | | Agency: | | |  | | | | |
| Contractor Satisfaction Scale | | | | | | | | | | | | | | | |
| 1  Never Meets Expectations | 2  Rarely Meets Expectations | 3  Sometimes Meets Expectations | | 4  Meets Expectations | | | 5  Sometimes Exceeds Expectations | | | 6  Frequently Exceeds Expectations | | | 7  Always Exceeds Expectations | | |
| **Satisfaction Review** | | | | | | | | | | | | | | | |
| Please insert a check mark in corresponding scale box | | | | | | **1** | | **2** | **3** | | **4** | **5** | **6** | | **7** |
| 1. How consistent and reliable is the service being provided? | | | | | |  | |  |  | |  |  |  | |  |
| 2. How responsive is our company? | | | | | |  | |  |  | |  |  |  | |  |
| 3. How would you rate the professionalism of the employees at our company? | | | | | |  | |  |  | |  |  |  | |  |
| 4. How would you rate our customer support and response time? | | | | | |  | |  |  | |  |  |  | |  |
| 5. How would you rate our invoice accuracy? | | | | | |  | |  |  | |  |  |  | |  |
| 6. Overall, how do you rate our services, and did they meet your needs and expectations regarding quality and performance? | | | | | |  | |  |  | |  |  |  | |  |
| 7. How likely are you to recommend our quantity purchase agreement (QPA) to other departments/people you know? | | | | | |  | |  |  | |  |  |  | |  |
| Totals | | | | | |  | |  |  | |  |  |  | |  |
| **Contract Performance Review** | | | | | | | | | | | | | | | |
| **FINANCIAL PERFORMANCE** | | | | | | | | | | | | | | | |
| # of Billing discrepancies: (#) | | | Additional Comments | | | | | | | | | | | | |
|  | | |  | | | | | | | | | | | | |
| **INCIDENT REPORTING** | | | | | | | | | | | | | | | |
| # of incidents reported (#) | | | Additional Comments | | | | | | | | | | | | |
|  | | |  | | | | | | | | | | | | |
| Reviewed by:  (Agency Representative Name) | | |  | | | | | | | | | | | | |
| Signature | | |  | | | | | | | | | Date: | |  | |