

Exhibit A

Service Level Agreement

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 B2**. 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 B2**, 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.

2. 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.

3. 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.

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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 has the right to invoke the Termination for Default clause.