

RFP 2025-1600-0286 SERVICE LEVEL AGREEMENT (SLA) REQUIREMENTS

The State seeks to ensure that the selected vendor has a comprehensive Service Level Agreement (SLA) that defines performance expectations, service standards, and accountability for the services provided under this contract. The use of Key Performance Indicators (KPIs) are referenced in the SLA below and must be supported by the offeror's solution. The SLA provided by the offeror must align with the project scope and requirements outlined in this RFP.

The SLA will not be used as part of the proposal evaluation process but will serve as a basis for future contract negotiations and vendor accountability. The final agreed upon SLA will be incorporated into the contract. The highest ranked offeror will be required to provide their SLAs in accordance with the below requirements within one business day of request using Submittal Form F. The SLA will be reviewed during contract negotiations.

Table 1. SLAs

ID	SLA Name	Phase
SLA-001	Data Quality	Operations
SLA-002	Solution Availability	Operations
SLA-003	Security and Compliance	Operations
SLA-004	Operations Issue Management	Operations
SLA-005	Solution Enhancements	Operations

Table 2. SLA Terms and Definitions

SLA-001: Data Quality
<p>Description</p> <p>Data Quality Service Level is defined as the overall utility of the dataset(s) as a function of the ability of its qualitative and quantitative variables to be easily and accurately processed and analyzed.</p>
<p>Performance Standards</p> <p>Alaska must rely on the solution to provide data that is accurate, complete, consistent, accessible, and easily analyzed by the State.</p> <ol style="list-style-type: none">1. Provide defined metrics indicating the time period for reporting and resolving data discrepancies to the State following discovery,2. Provide defined metrics indicating the time period for applying agreed upon corrections,3. Provide defined metrics indicating all required data is available and complete,4. Provide defined metrics indicating that data is up-to-date,5. Provide defined metrics indicating that data is unique and unduplicated,6. Provide defined metrics indicating that data conforms to required formats and standards. <p>Note: Specific performance metrics, definitions, and timeframes will be finalized during the contract negotiation phase.</p> <p>KPIs – Reporting</p> <p>Quarterly, the offeror is to report on these KPIs as follows:</p> <ol style="list-style-type: none">1. Provide a summary report of the above six (6) metrics to the State. <p>Compliance and Calculation</p> <ol style="list-style-type: none">1. Provide suggested remedies for failure to meet this performance metric due to offeror solution data quality or access issues, including service credits, penalties, or other corrective measures.

SLA-002: Solution Availability

Description

The Solution Availability Service Level is defined as the percentage of possible uptime in a month that the solution is available to authorized users or to perform in a backup capacity, including all weekends and holidays. Negotiated downtime for system maintenance during off-peak hours is not included in the calculation of solution availability.

Performance Standard

The solution shall be available to end users a minimum of 99.5% of the time, 24 hours a day, seven days a week, excluding solution approved planned downtime.

KPI Reporting

Quarterly, the offeror is to report as follows:

- Performance % = [Uptime outside of scheduled maintenance] ÷ [Minutes in the quarter not including scheduled maintenance] X 100

Compliance and Calculation

1. Provide suggested remedies for failure to meet agreed upon performance metrics, including service credits, penalties, or other corrective measures.

SLA-003: Security and Compliance

Description

The Security and Compliance Incident Notification Service Level is defined as the offeror's documented response approach/plan for handling any potential threats to data, data breaches, or privacy incidents as well as taking appropriate action when the source of the intrusion or incident at a third party is traced back to the organization. The offeror should notify the State of any incidents or breaches.

Performance Standards

The Offeror shall provide notification to DOH within twenty-four (24) hours following the identification of any data security incident.

KPIs – Reporting

The offeror is to report on these KPIs as follows:

1. Within 24 hours of discovery of an incident, a report of the problem to the State;
2. Within five (5) business days of discovery of an incident, a preliminary root cause analysis report to the State;
3. Within ten (10) business days of discovery of an incident, a full root cause analysis to the State;
4. The State must be notified within one (1) business hour of all critical security patches, and these must be applied within 72 hours of critical patch availability.

Compliance and Calculation

1. Provide suggested remedies for failure to meet agreed performance metrics, including service credits, penalties, or other corrective measures.

SLA-004: Operations Issue Management

Description

Operations Issue Management Service Level is defined as the approach, policies, and procedures used by the offeror to manage issues with the solution as they occur.

Performance Standards

1. Provide descriptions of the priority levels of issues used by the offeror for performance monitoring.
2. Provide defined metrics for response times for each defined priority level.
3. Provide a description of the offeror's issue escalation procedures.

KPIs – Reporting

1. Report quarterly to the State:
 - a) Previous quarter's overall performance to include issue resolution as measured against the agreed upon metrics.
 - b) Issue Report for previous quarter's priority level issues to include:
 - Affected area of the solution
 - Date of report
 - Date of issue
 - Reference number
 - Issue start time
 - Issue end time
 - Issue type
 - Impact severity
 - Detailed description of the issue
 - Description of the immediate resolution
 - Description of the permanent resolution
 - Party responsible for the resolution

Compliance and Calculation

1. Provide suggested remedies for failure to meet agreed performance metrics, including service credits, penalties, or other corrective measures.

SLA-005: Solution Enhancements

Description

The Solution Enhancement Service Level is defined as the offeror's documented response approach/plan for handling any enhancements to the EVV solution. The offeror should notify the State of any EVV solution enhancements.

Performance Standards

1. Notify the State of planned solution enhancements including a summary of each enhancement with planned release at least 15 days date prior to beginning development of each enhancement.
2. Notify the State of Solution Enhancement testing results in the test environment at least 15 days prior to release to production.
3. Notify and provide release note documentation, user guides, and training materials to solution participants and the State at least 30 days prior to release.
4. Notify the State of any reported issues with the solution enhancements within 24 hours of identification.

KPIs - Reporting

Report quarterly to the State:

1. Provide Solution Enhancement report including activities and materials related to Solution Enhancements.

Compliance and Calculation

1. Provide suggested remedies for failure to meet agreed performance metrics, including service credits, penalties, or other corrective measures.

SPECIAL NOTES:

- The SLA provided by the offeror must align with the project scope and requirements outlined in this RFP.
- **The submission of an SLA is a mandatory requirement for the offeror selected for the negotiation phase.**
- The final SLA and nonperformance conditions/criteria for payment reductions will be negotiated with the selected vendor and incorporated into the contract as a binding document.