



RFP 2026-1600-0073

Attachment 5: Service Level Agreements (SLAs)

Each service authorization (SA) service level agreement (SLA) presented in this attachment establishes the performance standards required by the State for this contract. The offeror should provide performance reporting for each high-level category below, as specified in this RFP.

Failure to achieve any performance standard may, at the discretion of the State, result in financial offsets applied to the monthly operating fee on which the infraction occurred.

Monthly Reporting

The offeror is wholly responsible for monitoring performance against the SLAs within this RFP. This report is due on the 10th business day of each month and must provide monthly reporting for the prior month's performance. The offeror must make available all reports and/or data used in the determination of SLA compliance and the calculation of performance. If necessary, the offeror may provide clarifying comments about their performance for the State's review and consideration. The offeror must submit a Corrective Action Plan (CAP) to the State for review and approval of any performance standard missed for two consecutive months. CAPs must be submitted within ten (10) business days of the missed SLA.

| ID | CATEGORY | PERFORMANCE STANDARD | LIQUIDATED DAMAGES |
|-------|---------------------|---|--|
| SLA01 | System Availability | <p><u>System Downtime Notification - Scheduled</u></p> <p>The offeror shall notify the State at least seventy-two (72) hours prior to all Scheduled Downtimes that occur outside of the agreed upon scheduled maintenance window that affect any of the platforms necessary to meet contract requirements.</p> | <p>\$5,000 per occurrence in which the standard was not met.</p> <p>Performance will be measured monthly.</p> |
| SLA02 | System Availability | <p><u>System Downtime Notification - Scheduled</u></p> <p>The offeror's SA solution shall be available twenty-four (24) hours per day, seven days a week except for regularly scheduled maintenance. If the downtime exceeds twenty-four (24) hours, the offeror shall deploy a backup system. Once the back-up system is available the outage is considered over.</p> | <p>The State shall assess the liquidated damages as specified below for failure to meet the Performance Standard timeframe:</p> <ul style="list-style-type: none"> - \$5,000 per hour after the first 4 hours of outage through 72 hours. - \$6,000 per hour from 72 hours through 168 hours - \$7,000 per hour from beyond/169 hours |
| SLA03 | System Availability | <p><u>System Downtime Notification - Unscheduled</u></p> <p>The offeror shall notify the State immediately on discovery of any downtime of the offeror's system that affects any of the platforms necessary to meet contract requirements. This does not include scheduled maintenance Downtime for which the State has received prior notice in accordance with the terms of the Contract.</p> <p>At a minimum, the notification shall include the start of the system downtime, expected recovery time, high-level impact analysis, and an initial explanation of the issue and what has been done to prevent future occurrences. The offeror shall provide regular updates as to the status and will report immediately upon system restoration.</p> | <p>The State shall assess the liquidated damages as specified below for failure to meet the Performance Standard timeframe:</p> <ul style="list-style-type: none"> - \$5,000 per hour after the first 4 hours of outage through 72 hours. - \$6,000 per hour from 72 hours through 168 hours - \$7,000 per hour from beyond/169 hours |
| SLA04 | Security | <p>The offeror shall notify the Department within one (1) hour following the identification of any potential or actual Security Incident, including any physical or system breach, any attack, or the introduction of any disabling device, related to the Solution.</p> | <p>The Offeror shall pay the Agency the actual damage incurred by the Agency related to a breach or Security Incident. \$2,000 per hour for failure notifying the Agency within one (1) hour following any potential or actual Security Incident.</p> |

| ID | CATEGORY | PERFORMANCE STANDARD | LIQUIDATED DAMAGES |
|-------|------------------|--|---|
| SLA05 | Security | The offeror shall take corrective action to mitigate the potential or actual Security Incident within two (2) hours following the identification of each potential or actual Security Incident. | \$2,000 per hour for failure to take corrective action or otherwise mitigate the potential issue within two (2) hours following the identification of each potential or actual Security Incident. |
| SLA06 | Security | The offeror shall provide a preliminary root cause analysis within five (5) business days of discovery of a problem and a full root cause analysis within ten (10) business days of discovery of a problem. | \$1,000 for each business day that the report is past due. |
| SLA07 | Implementation | The offeror shall deliver weekly project status reports to the Agency detailing implementation status, project risks, issues and decisions. | \$1,000 penalty per missed status report. |
| SLA08 | Implementation | If the offeror does not begin providing services as scheduled, the monthly payments to the offeror shall be reduced on a daily basis for each full day of delay, unless agreed to in writing. | \$10,000 penalty for each day on and after date of transition where the offeror is not providing services per the Contract. |
| SLA09 | Certification | The offeror's solution shall achieve CMS Certification within nine (9) months from the start of operations. If CMS does not certify the solution, or if the offeror is determined to be at fault for any delay in certification, the offeror shall reimburse the Agency costs incurred for operating a non-CMS Certified System during the period CMS does not certify the System. | Failure to successfully certify the service authorization system within 9 months of the start of operations the offeror shall reimburse the Agency an amount equal to the difference between the seventy-five percent (75%) Federal Financial Participation Rate for a CMS Certified System and the fifty percent (50%) Federal Financial Participation Rate the Agency incurred for operating a non-CMS Certified System during the period the System is not certified by CMS. |
| SLA10 | Customer Service | The offeror shall ensure 95% of calls are transferred to live assistance at the customer service call center in less than two hundred forty (240) seconds of the request to transfer (excluding speed of answer). | 0.25% reduction of the monthly operating fee. |
| SLA11 | Customer Service | The offeror shall complete 99% of provider call backs within one (1) business day. | 0.25% reduction of the monthly operating fee. |
| SLA12 | Customer Service | The offeror shall respond to 99% email provider inquiries within one (1) business day of receipt. | 0.5% reduction of the monthly operating fee. |

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|-------|------------------|---|--|
| SLA13 | Customer Service | The offeror shall respond to 99% of telephone provider inquiries within one (1) business day of receipt. | 0.5% reduction of the monthly operating fee. |
| SLA14 | Customer Service | The offeror shall document 100% of service authorization communications with an identified member or provider in the contact management tool. | 0.5% reduction of the monthly operating fee. |
| SLA15 | Call Center | The offeror shall ensure that no more than two percent (2%) of all calls per month per dedicated line, as reported by the offeror's call management software or telecommunications vendor (subject to independent verification by the Agency), are abandoned. | \$1,000 per month in which the standard is not met. Performance will be measured monthly. |
| SLA16 | Call Center | Hours of operation for the dedicated toll-free number for members and providers shall be no less than 7 a.m. to 6 p.m. Alaska Time, Monday through Friday, excluding state-observed holidays. | \$100 per quarter hour (15 minutes) that the Call Center is not operational during 7:00 a.m. to 6:00 p.m., Alaska Time, on all State business days Monday through Friday (excluding State holidays). |
| SLA17 | SA Processing | The offeror shall complete all expedited, as defined by DOH, service authorization (SA) requests within seventy-two (72) hours of receiving electronic, telephonic, or fax requests one hundred percent (100%) of the time. | \$1,000 per Calendar Day per request which does not comply with the performance standard. |
| SLA18 | SA Processing | The offeror shall complete all standard requests within seven (7) calendar days, one hundred percent (100%) of the time | \$1,000 per Calendar Day each day the standard SA request queue has any SAs aging past seven (7) days. |
| SLA19 | | Removed. | |
| SLA20 | | Removed. | |
| SLA21 | | Removed. | |

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|-------|---------------|--|--|
| SLA22 | SA Processing | <p>A. A random sample of twenty-five (25) auto-decisioned SAs will be reviewed by the Offeror annually. The SAs will be reviewed to ensure the SAs were processed in accordance with established quality measures based upon the rules established for the specific SA type. A 96% accuracy rate is required for passing the SLA.</p> <p>B. A random sample of twenty-five (25) manually processed SAs will be reviewed by the Offeror each month. The SAs will be reviewed to ensure the SAs were processed in accordance with established quality measures based upon the rules established for the specific SA type. A 96% accuracy rate is required for passing the SLA.</p> | <p>A. For instances where the accuracy rate falls below 96%, the Offeror will not be able to participate in the incentive program outlined in Section 4.09 of the RFP.</p> <p>B. For instances where the accuracy rate falls below 96% there will be a 0.5% reduction of the monthly operating fee for manually processed SAs.</p> |