

**SERVICE LEVEL AGREEMENT (SLA) REQUIREMENTS**  
**Attachment #7**  
**RFP # 2026-1600-0063**  
**(SAMHSA) UNIFIED PERFORMANCE REPORTING TOOL (SUPRT)**

Each service level requirement presented establishes the performance standards (Service Level Agreement or SLA) expected by the State in this application/system. Failure to achieve any performance standard may, at the discretion of the State, result in financial offsets applied to the operating fees.

**Monthly Reporting**

The Offeror is responsible for monitoring performance against the SLAs within this RFP. Beginning in the second month after award, the selected vendor will provide a small monthly \*report (see below). Report is due at the end of the month. The Offeror must make available all report and/or data used in the determination of SLA compliance and the calculation of performance to DBH.

If necessary, the Offeror may provide additional explanation related to application/system performance for the State's consideration. The Offeror must submit a Corrective Action Plan to the State for review and approval of any performance standard missed for two consecutive months. Corrective Action Plans must be submitted within ten (10) business days of the missed SLA.

**Service Level Requirements**

- The application/system will maintain 99.5-99.9% uptime, excluding scheduled maintenance, measured monthly.
- The Offeror will communicate planned downtime due to upgrades or routine maintenance to DOH fifteen (15) calendar days prior to downtime.
- The system must be available for processing to meet all production schedules, and for user data submissions, inquiry, and updates, twenty-four (24) hours per day, seven days a week except for regularly scheduled maintenance.
- The Offeror's SPARS batch upload interface will submit all completed SUPRT entries within seven (7) calendar days after the Providers' submission.
- DOH and the Offeror will mutually develop representative operational batch upload interface for SPARS upload. Specifically, this is batch upload notification and error resolution for rejected/failed Alaska SUPRT data to SPARS (includes correction of idiosyncratic errors and identification of systematic errors for correction). During the Clarification Period, Offeror will run and report on these performance expectations automatically each day to verify/validate that the system response times are acceptable for end-users.
- The Offeror must verify that all critical security patches are applied within seventy-two (72) hours of critical patch availability.
- The Offeror must establish and maintain on a weekly basis an adequate and secure back-up for all databases, systems and user documentation when pooling SUPRT's for SPAR's submission.

## Survey Deletion and Return Codes

The time necessary to correct data discrepancies will depend on the size and complexity of rejected/failed Alaska SUPRT data. The resolution period begins once the details of the requested update have been finalized between DOH and the Offeror.

- Error resolution for rejected/failed Alaska SUPRT data to SPARS will be reported to DOH by the Offeror within (7) business days.

## System Failures and Modifications

- The Offeror will notify DOH of application/system problems within forty-eight (48) hours of identification of the problem.
- The Offeror shall notify the DOH and submit a Statement of Work (SOW) for any major proposed application or system modifications. The Offeror must provide the DOH with a minimum of fifteen (15) calendar days advance written notice prior to implementing any non-emergency application changes.

## Amendments

The Service Level Requirements may be amended by mutual written agreement from both parties.

\*

<b>* Monthly Submissions Report</b>	
<b>Measurement</b>	<b>Quantity</b>
SOR survey deletion and return codes	
Surveys batch upload	
Error corrections or identification	