**Instructions:** Please indicate your ability and willingness to meet each minimum Service Level Agreement. If you would like to offer an enhancement to the Service Level Agreement, please describe offered enhancement. Respondents may also offer additional Service Level Agreements not included in the list of minimums for the State’s consideration. This list may be modified to include commitments agreed to during the course of the RFP process and will be updated during contract finalization. The Contractor will be required to track and report performance related to each Service Level Agreement. If a space is left blank, you will be implying that your company cannot meet the minimum Service Level Agreement(s), and your proposal will be evaluated accordingly.

This section sets forth the performance specifications for the Service Level Agreements (SLA) to be established between the Contractor and the State that are applicable to any work associated with this Contract.

This section contains the tables and descriptions that provide the State framework and requirements relating to service level commitments.

The Contractor will be required to comply with the following performance management and reporting mechanisms for all Services within the scope of this RFP and will provide these reports to the State on a no less frequent than quarterly basis.

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **#** | **Performance Metric** | **Description** | **Calculation** | **Frequency of Review** | **Minimum SLA** | **Agree?(Y/N)** | **Offered Enhancement to Minimum SLA** |
| **General** | | | | | | | |
| 1 | Network System “Up Time” | Percentage of hours the system is accessible during business hours | Hours the System is Available/Hours the Business is Open | Quarterly | 99.0% | **Y** |  |
| 2 | State Rejection Rate | Percentage of background checks rejected due to legibility or incomplete demographic data | Number of Prints Rejected/ Total Number of Prints During Period | Quarterly | 2.0% | **Y** | We have maintained our rejection rate for the State Police well under 1%, throughout the full year 2020 our State police rejection rate average was .56%. |
| 3 | FBI Rejection Rate | Percentage of background checks rejected due to legibility or incomplete demographic data | Number of Prints Rejected/ Total Number of Prints During Period | Quarterly | 5.0% | **Y** | We have maintained our rejection rate for the FBI well under 1%, throughout the full year 2020 our FBI rejection rate was .50%. |
| **Customer Service** | | | | | | | |
| 4 | Applicant Typing | Percentage of applicant registrations coded incorrectly (specifically background check type and requesting agency) | Number of Registrations Containing Errors / Total Number of Registrations During Period | Quarterly | 5% | **Y** | Under the new contract IDEMIA USA will move from a drop down selection scheduling platform to one that requires a unique Service Code (per Card Type) to be entered by the Applicant, virtually eliminating Applicant Typing issues. |
| 5 | Response Time to Vendor Contract Manager/State Representative | Account Manager response time to IDOA Vendor Contract Manager for communications | Date of Original Communication – Date of Response | Quarterly | Within one business day of contact | **Y** |  |
| 6 | Average Call Wait  Time | Time a caller spends  waiting for a call center representative to answer a call while placed in a hold status | Time Placed on Hold- Time Removed from Hold | Quarterly | >2 Minutes | **Y** |  |
| 7 | IVR Queue Time | Time a caller spends in the IVR queue before connecting to a live agent | Call Initiation Time – Connection Time to Live Agent | Quarterly | <6 Minutes | **Y** |  |
| 8 | Abandon Call Rate | Percentage of inbound phone calls abandoned by the customer before speaking to a live agent | Number of Abandoned Calls / Total Number of Calls | Quarterly | <5% | **Y** |  |
| 9 | Customer Service | Amount of business days until a problem is resolved | Date Issue Resolved - Date Contractor was Notified of Issue | Quarterly | 2 Business days | **Y** |  |
| 10 | Customer Satisfaction | Initial customer service levels will be baselined within the first 6 months of the contract. Each additional Customer Service Reporting period will show incremental improvement in customer service levels | Average survey response Score = Sum of scores received / # of survey responses | Semi-Annual | 4 | **Y** |  |
| **Reporting** | | | | | | | |
| 11 | Reports | Contractor must submit reports to State or provide a means to access reports | Number of Reports Provided/Number of Reports Requested | Quarterly | 100% | **Y** |  |
| 12 | Monthly Report Turnaround | Amount of days from month end to provide required standard reports | Date of Report Receipt – First Day of the Month | Quarterly | 2 business days | **Y** |  |
| 13 | Ad Hoc Report Turnaround | Amount of days from request to generate an ad-hoc report request | Date of Original Request – Date of Report Receipt | Quarterly | 2 weeks | **Y** |  |
| **Locations** | | | | | | | |
| 14 | Service Location Coverage: Urban | Applicants residing in Counties identified as Metropolitan or Micropolitan Statistical Areas, as established by the US Bureau of the Census, shall have a radius of no greater than thirty (30) miles from the residing county seat to the enrollment center location. | Distance in Miles from the Site Location to the County Seat < = 30 Miles | Quarterly | Minimum of 2 site locations within 30 miles of residing county seat | **Y** | IDEMIA USA will work with IDOA and user agencies to meet the geographic requirements of the RFP, based on the criteria in Attachment M of the RFP. |
| 15 | Service Location Coverage: Rural | Applicants residing in Counties identified as non-Metropolitan or Micropolitan Statistical Areas, as established by the US Bureau of the Census, shall have a radius of no greater than 50 miles from the residing county seat to the enrollment center location. | Distance in Miles from the Site Location to the County Seat < = 50 Miles | Quarterly | Minimum of 1 site locations within 50 miles of residing county seat | **Y** | IDEMIA USA will work with IDOA and user agencies to meet the geographic requirements of the RFP, based on the criteria in Attachment M of the RFP. |
| 16 | Notice of Closures | IDOA, ISP and affected applicant’s notification of any unexpected site closures | Time of Closure – Time of ISP and Applicant Notification | Quarterly | 1 hour | **Y** |  |
| 17 | Operator No-shows | Instances during period in which fingerprinting site is not closed but operator is not present for scheduled appointments. | Number of Documented Instances | Quarterly | Maximum of 1 | **Y** |  |
| **Equipment Repair and Maintenance** | | | | | | | |
| 18 | Equipment Repair/Replacement Resolution | The number of hours until an equipment problem is resolved | Hour the Equipment Problem is Resolved - Hour the Contractor was Notified of the Issue | Monthly | 48 hours | **Y** |  |
| **Invoicing** | | | | | | | |
| 19 | Pricing Accuracy | Number of instances duplicate prints are inaccurately charged to the State | # Instances of Duplicate Prints Charged to the State / Total # of Duplicate Prints | Quarterly | 0% | **Y** |  |
| 20 | Invoicing Errors | When an inaccuracy is found the Contractor must correct and reissue a new invoice 100% of the time within 2 business days. | Date of Notification – Date of Receipt of Corrected Invoice | Quarterly | 2 business days | **Y** |  |
| 21 | Invoicing | Provide accurate invoicing by the contractually agreed date of every month. | (Total # Of Invoices Received Monthly – Total # Of Accurate Invoices Received Monthly)/ Total # Of Invoices Received Monthly | Quarterly | 100% | **Y** |  |
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