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.

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| --- | --- | --- | --- | --- | --- |
|  | **SLA** | **Service Level Agreement Description** | **Minimum SLA** | **Agree?(Y/N)** | **Offered Enhancement to Minimum SLA** |
| 1 | Product Delivery Timeframe – Limited configuration or simple services added | Calculation of delivery from the date of purchase order receipt by Contractor to the date when the product is physically at the delivery location and address indicated on the purchase order. | Fifteen business days | N/A | Mi-Case feels that this is not an appropriate Service Level for the scope of services requested. If Mi-Case has misunderstood this requirement we encourage dialogue to fully understand what is required. |
| 2 | Product Delivery Timeframe – Complex configuration or complex services added | Calculation of delivery from the date of purchase order receipt by Contractor to the date when the product is physically at the delivery location and address indicated on the purchase order. SLA applies to the desktop, laptop, tablet, monitor, and printer product categories. | Twenty-five business days | N/A | Mi-Case feels that this is not an appropriate Service Level for the scope of services requested. If Mi-Case has misunderstood this requirement we encourage dialogue to fully understand what is required. |
| 3 | Configuration Accuracy | Contractor shall deliver error-free configured servers (per the quote and purchase order details). | 99% | Y |  |
| 4 | Part Delivery – New Products | Calculation of delivery from the time the part request is received by Contractor. | Six hours | N/A | Mi-Case feels that this is not an appropriate Service Level for the scope of services requested. If Mi-Case has misunderstood this requirement we encourage dialogue to fully understand what is required. |
| 5 | Part Delivery – Standard or Extended Warranty | Calculation of delivery from the time the part request is received by Contractor. | Forty-eight hours | N/A | Mi-Case feels that this is not an appropriate Service Level for the scope of services requested. If Mi-Case has misunderstood this requirement we encourage dialogue to fully understand what is required. |
| 6 | Dedicated Website – System “Up Time” | Percentage of time the system is accessible and usable during business hours of 7AM – 6PM EST, Monday through Friday. | 99% | Y |  |
| 7 | Dedicated Website – Accuracy of Information | Percentage of time the information on the dedicated website is accurate and correctly performs all functions listed in RFP Section 2.4 during business hours of 7AM – 6PM EST, Monday through Friday. | 95% | Y |  |
| 8 | Punch-Out Catalog – System “Up Time” | Percentage of time the system is accessible and usable during business hours of 7AM – 6PM EST, Monday through Friday. | 99% | Y |  |
| 9 | Punch-Out Catalog – Accuracy of Information | Percentage of time the information on the dedicated website is accurate and correctly performs all functions listed in RFP Section 2.4 during business hours of 7AM – 6PM EST, Monday through Friday. | 95% | Y |  |
| 10 | Quote Responsiveness | Calculation of time for Contractor to provide a quote (outside the dedicated website) from time the quote request is received by Contractor. | Twenty-four hours | Y |  |
| 11 | Invoice – Accuracy and Timeliness | Contractor shall submit error-free invoices (per the purchase order instructions) within five business days of product delivery. | 99% | Y |  |
| 12 | Report Turnaround – Quarterly Spend Report | Calculation of report due date from last date of quarter to when report is received by the State. | Ten business days | Y |  |
| 13 | Report Turnaround – Ad hoc Report | Calculation of report due date from request received by Contractor, unless the parties agree to a longer response period. | Fifteen business days | Y |  |
| 14 | Response Time | Contractor shall respond to all communications no later than next business day. | Next business day | Y |  |