**RFP-22-68786**

**ATTACHMENT H**

**SERVICE LEVEL AGREEMENTS (SLA)**

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 | Turnaround Time – Quote Request Acknowledgement | Contractor shall acknowledge receipt of a quote request by 5:00 PM Eastern time of the following business day. | 5:00 PM Eastern Time, following business day. | Y | SHI’s standard acknowledgement time is 2-4 business hours. |
| 2 | Turnaround Time – Price Quotes for Software in Contractor’s Catalog | For software that is currently in the Contractor’s catalog, the Contractor shall provide the pricing quote by 5:00 PM Eastern time of the following business day. | 5:00 PM Eastern Time, following business day. | Y | Customers can create a quote from their SHI catalog without reaching out to their dedicated inside team, as well. |
| 3 | Turnaround Time – Price Quotes and Communication for Software not in the Contractor’s Catalog | For software that is not currently in the Contractor’s catalog, Contractor shall provide the pricing quote within three (3) business days. If the quote will take longer than three (3) business day to compile, communication regarding the nature of the delay, along with a reasonable revised turnaround time request, must be sent within the three (3) business days window. | Three (3) business days | Y | SHI sends customer’s updates for their request every 24 hours. |
| 4 | Turnaround Time – Information Request Acknowledgement | Contractor shall acknowledge receipt of an information request by 5:00 PM Eastern time of the following business day. | 5:00 PM Eastern Time, following business day. | Y | SHI’s standard acknowledgement time is 2-4 business hours. |
| 5 | Turnaround Time – Information Request Fulfillment and/or Communication Regarding Delays | Contractor shall provide the requested information within five (5) business days. If the information will take longer than five (5) business day to compile, communication regarding the nature of the delay, along with a reasonable revised turnaround time request, must be sent within the five (5) business days window. The inquiring entity will approve the revised turnaround time or begin issue escalation procedures. | Five (5) business days | Y | SHI sends customer’s updates for their request every 24 hours. |
| 6 | Notice of special discounts from publishers | Contractor shall provide notice of special discounts from publishers within forty-eight (48) hours of the information being received by the Contractor | Forty-eight (48) hours | Y |  |
| 7 | Troubleshooting with Eligible Entities | Contractor shall provide assistance to Eligible Entities who are unable to download or install software within four (4) hours of problem notification. | Four (4) hours | Y | SHI’s standard acknowledgement time is 2-4 business hours. |
| 8 | Maintenance Expiration | Contractor shall notify Eligible Entity ninety (90) days in advance of any maintenance expiration, along with renewal options, and monthly thereafter until an order is placed, the Eligible Entity confirms that they do not wish to renew the maintenance services, or the expiration date has passed. | Ninety (90) days | Y | We generally quote within at least 60 days but we have a pro renewal timeline that’s available for our customers via a login. We can also provide reporting of upcoming renewals. |
| 9 | Product Delivery Timeframe | For products that require physical delivery, calculation of delivery from the date of order receipt by Contractor to the date when the product is physically at the delivery location and address indicated on the order. | Fifteen business days | Y |  |
| 10 | Replacement of any defective or incorrectly delivered media | Contractor shall provide overnight delivery at the Contractor’s expense for the replacement of any defective or incorrectly delivered media, if requested by the Eligible Entity. | Overnight | Y |  |
| 11 | 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 |  |
| 12 | 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 1.4.7 (A) during business hours of 7AM – 6PM EST, Monday through Friday. | 95% | Y |  |
| 13 | Account Management Website and Data System – System “Up Time” | Percentage of time the system is accessible and usable during business hours of 7AM – 6PM EST, Monday through Friday. | 99% | Y |  |
| 14 | Account Management Website and Data System – Accuracy of Information | Percentage of time the information on the dedicated website is accurate and correctly performs all functions listed in RFP Section 1.4.7 (B) during business hours of 7AM – 6PM EST, Monday through Friday. | 95% | Y |  |
| 15 | Report Turnaround – Monthly Spend Reports | Calculation of report due date from last date of month to when report is received by the State. | Seven (7) business days | Y |  |
| 16 | Report Turnaround – Ad Hoc Report | Calculation of report due date from last date of quarter to when report is received by the State. | Forty-eight (48) hours, excluding weekends and State holidays | Y |  |
| 17 | Invoice – Accuracy and Timeliness | Contractor shall submit error-free invoices (per the purchase order instructions) within five business days of product delivery. | 99% | Y |  |
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