

Attachment 5

SERVICE LEVEL (SL) METRICS AND MEASURES

Table 1: Service Level (SL) Metrics and Measures

ID	Requirement	Description	Metrics	SL Measurement
1	System Availability	Connect Customer Portal, ConneCT Worker Portal, ImpaCT, BIP and AHCT HIX Customer and Worker Portal Availability	<ul style="list-style-type: none"> • ConneCT Customer Portal - (24*7) • ConneCT Worker Portal (until retired, 7:00am to 7:00pm) • ImpaCT (6:00am to 7:00pm) on Weekdays M-F and 8:00am to 5:00pm (Weekends) • AHCT HIX Customer (24*7) • AHCT HIX Worker Portal (7:00am to 5:30pm) • BIP (7:00 am to 7:00 pm) 	99% (monthly)
2	Batches	AHCT Batches 834 Outbound (Daily) 834 Inbound (Daily) Send to DSS (PDF Generation) (Daily) Batches (Generate, email and Print) (Daily)	Before 7 AM Processed every day before next run on outbound Before 6 AM Before 6 AM	Average monthly Batch Abend Rate should be < 1 %

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	Monthly 834 reconciliation (monthly)	The monthly 834 job is triggered following the successful processing of the 834 Inbound files received on the 15th of the month before COB 16 th .	
	Reporting Database Sync (daily)	DCR's that update data need to ensure triggers/fields are updated accurately for data sync	
AHCT HIX Notices			
	MA 60 Day Renewal Notices (monthly)	Generated by 60 th day	Average monthly Batch Abend Rate should be < 1 %
	MA30 Day Reminder Notices (monthly)	Generated (+/- 3 days)	
	MA 15 Day Notice (monthly)	Generated not earlier than 15th day and not later than 12 days	
	90 Days Term (daily)	Run every day without any constraints(so that terms happen on 90th day)	
ConneCT Batches			
	CP online submission PDF	Before 7 AM	Average monthly Batch Abend Rate should be < 1 %
	CP Online Submissions FileNet	Before 7 AM	

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		1348 Consolidated PDF Adobe	Before 7 AM	
		1348 Consolidated PDF FTP	Before 7 AM	
		Scan-Optics Document Intake FTP	Before 7 AM	
		Scan-Optics Document Intake FileNET	Before 7 AM	
		ImpaCT Batches (<i>Reference Attachment 1A, the HHS Enterprise Systems Operations and Maintenance Manual for Priority A and Priority B Batch Job definitions</i>)		
		1. This will be applicable to the following. 1.) ImpaCT priority A batch jobs. 2.) ImpaCT priority B batch jobs.	Before 6 AM	- Average monthly Batch Abend Rate should be < 1 %
3	Severity 1 / Critical Issues	An issue that severely and adversely affects production or system usage;	Response Time <= 15 minutes Begin resolution with conference bridge <= 15 minutes	99% of critical issues responded to within 15 minutes and resolved within 2 hours of notice (monthly)

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		significant performance degradation, corrupt, lost, misrepresented, or unrecoverable data; system crash, critical business functions not being available leading to loss of worker productivity.	<p>Updates every 30 minutes</p> <p>Resolution Time (2 hours from report of incident) – Completion of the steps required to bring the System to regular operation mode. Maintenance page must be brought down and notification sent to the Case Worker team to begin normal operation.</p>	
4	Severity 2 / High priority Issues	An issue that adversely affects functionality or usability; product malfunction or failure that impacts business operation;	<p>Response Time <= 30 minutes</p> <p>Begin resolution <= 30 minutes</p> <p>Resolution Time (24 hours from report of incident) – Completion of the steps required to bring the System to regular operation mode. Notification to the Case Worker team to begin normal operation. If a workaround is approved as resolution for the Incident, then next steps on the permanent fix must be provided and approved by State. Note: State approved workaround will also be considered as a resolution of the incident. In such situations, notifications to the Case Worker must include</p>	95% of high priority issues responded to within 30 minutes and resolved within 24 hours (monthly)

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			workaround information	
5	Severity 3 Issues/ Medium/Average	An issue due to which the system experiences a minor degradation with minimal impact to workers/customers and does not hinder business operations if an identified workaround is deployed to allow business operations to continue.	MTTR(Mean Time for Ticket Resolution) – Triage and appropriately dispositioned as Defect, Worker etc.- 3 days	90% of Severity 3 Incidents to be addressed and dispositioned <=3days
6	Severity 4 Issues - Low	Issues with minimal or no system or user impact; user hardware issues that do not disrupt workflow. An issue that has little to no impact on the customer or worker, but should be resolved to improve the customer’s experience.	MTTR(Mean Time for Ticket Resolution) – Triage and appropriately dispositioned as Defect, Worker etc.- 5 days	90% of Severity 4 Incidents to be addressed and dispositioned <=5days

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Table 2: Service Level Objectives and Associated Costs for Service Level Non-Compliance

The table below describes the associated costs with not achieving a SL in the event a SL is not achieved for a particular month. If the Contractor consecutively fails to meet a SL the costs will be doubled for each consecutive month after Contractors first failure to attain the SL.

Costs will be assessed as a percentage of the invoice related to the month of service where the SL was not met. In the event that the invoice has been paid prior to Department notice of the deficiency, the costs will be applied as a credit on the following invoice. Should there be any outstanding non-compliance SL costs at the conclusion of this Statement of Work, the Department will invoice the Contractor for the amount.

ID	Requirement	SL Measurement Objective	SL Measurement Achieved	Failure to meet SL Objectives (per month)
1	System Availability	99% Application Availability (monthly)	≥ 98% and < 99%	2% of the monthly invoice amount, or \$5,000, whichever is greater.
			≥ 97% and < 98%	3% of the monthly invoice amount, or \$10,000, whichever is greater.
			≥ 95% and < 97%	5% of the monthly invoice amount, or \$15,000, whichever is greater.
			≥ 90% and < 95%	10% of the monthly invoice amount, or \$20,000, whichever is greater.
			< 90%	15% of the monthly invoice amount, or \$25,000, whichever is greater.
2	Batches and Other Metrics (i.e., ImpaCT Ad-hoc Refresh)	No more than 2 incomplete daily critical batch cycles (monthly)	Abend Rate ≥1% and ≤5%	2.5% of the monthly invoice amount.
			Abend Rate >5%	5% of the monthly invoice amount.

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3	Severity 1 / Critical Issues	99% of critical issues responded to within 15 minutes and resolved within 2 hours of notice (monthly)	≥ 95% and < 99%	2.5% of the monthly invoice amount.
			≥ 90% and < 95%	5% of the monthly invoice amount.
			< 90%	10% of the monthly invoice amount.
4	Severity 2 / High Issues	95% of high priority issues responded to within 15 minutes and resolved within 24 hours (monthly)	≥ 90% and < 95%	1% of the monthly invoice amount.
			< 90%	2.5% of the monthly invoice amount.
5	Severity 3 Issues/ Medium/Average	90% of Severity 3 Incidents to be addressed and dispositioned ≤3days	≥ 85% and < 90%	1% of the monthly invoice amount.
			< 85%	2.5% of the monthly invoice amount.
6	Severity 4 Issues - Low	90% of Severity 3 Incidents to be addressed and dispositioned ≤5days	≥ 85% and < 90%	1% of the monthly invoice amount.
			< 85%	2.5% of the monthly invoice amount.