

If, within the criteria, a calendar day falls on a Saturday, Sunday, or Federal or State Holiday, the next business day is used when calculating the number of calendar days.

QA Contract SLAs						
SLA Number	Category	Topic / Item	RFP Section	SLA Description	Criteria (When this condition is met ...)	Liquidated Damages (LD)
SLA-01	Code Review	Code Review Plan	4.1.9.2	Code Review Plan shall be updated within 30 calendar days of the Department's request.	Updated plan is not received by the Department request date plus 30 calendar days.	\$500 per calendar day the Code Review Plan is overdue.
SLA-02	Staffing	QA Staff Vacancies	4.2.4	Time period to replace any staff member type, Key, Additional or Supplemental, exceeds 45 business days.	The vacancy date of a staff member plus 46 business days.	\$500 per business day, each position is vacant beyond 45 business days.
SLA-03	Staffing	QA Staff Management Plan Requested Update	4.2.4	Staff Management Plan shall be updated within 5 business days of the Department's request.	Updated plan is not received by the Department request date plus 5 business days.	\$500 per day for each business day the plan is overdue.
SLA-04	Status Reports	QA Status Reports	4.3	Status reports are due monthly and quarterly, within 5 business days of the last day of the previous month or calendar quarter. All updates to the schedule/cadence shall be included in the monthly and quarterly Status Reports.	Date received is greater than five (5) business days after the end of a calendar month or calendar quarter, for quarterly reports.	\$ 500 per business day the status report is overdue.
SLA-05	Transition	Transition Plan Update before contract end	4.6	The transition plan will be updated 4 months (120 calendar days) prior to contract expiration.	No later than 4 months, (120 calendar days) before contract expiration. Contract end date minus 120 calendar days, is the due date of the Updated Transition Plan. If the plan is not submitted, liquidated damages will be assessed for each business day the plan is not received.	\$ 500 <u>per business day</u> the Transition Plan is not updated prior to 120 calendar days before identified contract end date.
SLA-06	Transition	Transition Weekly Status meetings	4.6	At a minimum, weekly Transition status meetings are held with the Department staff, starting 120 days before the contract expiration.	No later than 4 months (120 days) before contract expiration, the QA Team and Department will begin weekly Transition Status meetings.	\$ 1000 <u>per week (5 business days), beginning 4 months (120 calendar days) prior to contract expiration, where</u> the contractor does not meet with the Department on status of Transition activities, unless otherwise approved by the Department.
SLA-07	Staff Roster	Current Staff Roster	4.3.2.2	A current, up to date staff roster is to be submitted with monthly invoice. The roster shall contain start dates, and projected and actual end dates for each staff member.	Monthly invoice is missing the current staff roster or the staff roster is incorrect.	\$ 500 per business day the status report is overdue.
SLA-08	Payment	Invoices	4.7	Timely receipt of Invoices - Invoices are to be received within thirty (30) days from the close date of the preceding month.	Invoices received 30 or more calendar days after the close date of the preceding month.	5% of preceding month invoice amount.
SLA-09	Payment	Invoices	4.7	Accuracy of Invoices - Department rejected invoice due to material issue.	Department rejected invoice due to a material issue.	0.5% of the invoice amount.
SLA-10	Payment	Invoices	4.7	Accuracy of Invoices - Department rejected invoice for 2nd time, or more, due to material issue	Second rejection (or more) of invoice with material issue.	2% of the invoice amount.

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Initial QA Plans and Artifacts						
SLA #	Category	Plan Name	RFP Section	SLA Description	Criteria (When this condition is met ...)	Liquidated Damages (LD)
SLA-11	Overall Quality Assurance Approach	Quality Assurance Management Plan	4.1.2	The initial Quality Assurance Plan is updated and delivered to the Department within 45 days after contract start date.	Today's date is greater than Contract start date + 45 calendar days	\$1000 per calendar day for each calendar day the plan is overdue.
SLA-12	Communication Plan	Communication Management Plan and Matrices	4.1.3	The Initial Communication Management Plan and Matrices are delivered to the Department within 70 days of contract start date.	Today's date is greater than Contract start date + 70 calendar days	\$500 per calendar day for each calendar day the plan is overdue.
SLA-13	Risk	Risk Management Plan, including SWOT Analysis	4.1.4	The Initial Risk Management Plan is delivered to the Department within 70 days of contract start date.	Today's date is greater than Contract start date + 70 calendar days	\$500 per calendar day for each calendar day the plan is overdue.
SLA-14	QA Schedule	QA High-level Schedule or Cadence Report	4.1.2	The initial schedule/cadence report is due in conjunction with the Quality Assurance Management Plan. Therefore the initial Schedule/Cadence report is due no later than 45 days after contract start date.	Today's date is greater than Contract start date + 45 calendar days	\$500 per calendar day for each calendar day the plan is overdue.
SLA-15	Code Review	Initial Code Review Plan	4.1.9.2	Initial Code Review Plan is due 270 calendar days (9 months) after contract start date.	Today's date is greater than Contract start date + 270 calendar days	\$500 for each calendar day the initial Code Review Plan is overdue.
SLA-16	Staffing	Initial Staff Management Plan	4.2	The initial staff management plan is due 45 calendar days after contract start date.	Today's date is greater than contract start date +45 calendar days	\$500 per calendar day for each calendar day the plan is overdue.
SLA-17	Transition	Initial Transition Plan	4.6.1	Initial Transition Plan is due 180 calendar days after contract start date.	Today's date is greater than Contract start date + 180 calendar days	\$500 for each calendar day the initial Transition Plan is overdue.

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Updated QA Plans and Artifacts						
SLA #	Category	Plan Name	RFP Section	SLA Description	Criteria (When this condition is met ...)	Liquidated Damages (LD)
SLA-18	Overall Quality Assurance Approach	Quality Assurance Management Plan	4.1.4	The quality assurance management plan shall be updated and submitted to the Department on the first business day of the calendar quarter (Jan, Apr, Jul, and Oct) and updated quarterly thereafter.	Today's date is greater than Quarterly due date. Quarterly due dates are the first business day of each of the following months: Jan, Apr, Jul, and Oct.	\$500 per calendar day for each calendar day the plan is overdue.
SLA-19	Communication Plan	Communication Management Plan and Matrices	4.1.5	An updated Communication Management Plan and Matrices shall submitted to the Department on the first business day of the calendar quarter (Jan, Apr, Jul, and Oct) and updated quarterly thereafter.	Today's date is greater than Quarterly due date. Quarterly due dates are the first business day of each of the following months: Jan, Apr, Jul, and Oct.	\$500 per calendar day for each calendar day the plan is overdue.
SLA-20	Risk	Risk Management Plan, including SWOT Analysis	4.1.6	An updated Risk Management Plan is due quarterly shall be updated and submitted to the Department on the first business day of the calendar quarter (Jan, Apr, Jul, and Oct) and updated quarterly thereafter.	Today's date is greater than Quarterly due date. Quarterly due dates are the first business day of each of the following months: Jan, Apr, Jul, and Oct.	\$500 per calendar day for each calendar day the plan is overdue.
SLA-21	Code Review	Annual Code Review Plan Update	4.1.9.2	The Code Review Plan shall be updated annually.	Initial Code Review Plan approval date plus 365 calendar days and each annual anniversary date of the Initial Code Review Plan approval date.	\$500 per calendar day Code Review Plan is overdue.
SLA-22	Staffing	Staff Management Plan	4.2.4	The staff management plan shall be updated quarterly.	Today's date is greater than Quarterly due date. Quarterly due dates are the first business day of each of the following months: Jan, Apr, Jul, and Oct.	\$500 per business day for each calendar day the plan is late.
SLA-23	Transition	Annual Transition Plan Update	4.6	The Transition Plan shall be updated annually.	Initial Transition Plan approval date plus 365 calendar days and each annual anniversary date of the Initial Transition Plan approval date.	\$500 per calendar day Transition Plan is overdue.