

REQUEST FOR QUOTE SERVICE-LEVEL AGREEMENT MATRIX

This matrix provides the service-level agreements (SLA) for the Division of Housing and Community Renewal (DHCR) Rent Regulation System Modernization (RRSM) project that the selected Respondent must adhere to after award.

RFQ INFORMATION
Title: Rent Regulation System Modernization
RFQ Number: 221110

The selected Respondent must meet the performance standards set out in table below. Any failures to meet the required performance standards will result in a service credit equal to the amount calculated in accordance with the metrics provided in the Service Level and Credit columns. Metrics will be calculated per month.

Credits can accumulate from multiple incidents in the same month, but the total amount of service credits to be paid by the Contractor in a single calendar month will not exceed the total monthly invoice for the month that gave rise to the service credits. DHCR, at its sole discretion, may elect to waive any credits based upon precipitating events, such as catastrophic failure, multiple simultaneous failures, and/or an acknowledgement of the Contractor’s best effort to restore service. Any disputes regarding the services provided shall be managed using the dispute resolution procedure established in Section H of the RFQ.

RRSM SERVICE-LEVEL AGREEMENTS			
ID	Performance Standard	Service Level	Credit
SLA-01	The contractor must acknowledge all service desk calls, emails, and tickets and respond to the user within 15 minutes of receipt during the standard business hours of 6:00 AM to 8:00 PM Eastern Time (ET) on business days. This excludes weekends and state holidays.	97% – 99% of responses within 15 minutes	1% of monthly invoice
		95% – 96.99% of responses within 15 minutes	1.5% of monthly invoice
		< 95% of responses within 15 minutes	2% of monthly invoice
SLA-02	The contractor must provide 24-hour service desk support for the duration each of critical and/or emergency issue.	97% – 99% of responses within 15 minutes	1% of monthly invoice
		95% – 96.99% of responses within 15 minutes	2.5% of monthly invoice
		< 95% of responses within 15 minutes	5% of monthly invoice
SLA-03	The contractor must provide hourly reports to DHCR for the duration of each critical and/or emergency issue.	97% – 99% of reports within hourly cadence	1% of monthly invoice
		95% – 96.99% of reports within hourly cadence	2.5% of monthly invoice
		< 95% of reports within hourly cadence	5% of monthly invoice
SLA-04	The contractor must maintain all inbound and outbound interfaces with DHCR or third-party systems.	97% – 99% of files post as required	1% of monthly invoice
		95% – 96.99% files post as required	2.5% of monthly invoice
		< 95% of files post as required	5% of monthly invoice
SLA-05	Response times for all real-time transactions for users accessing the system must not average greater than five (5) seconds.	97% – 98% of transactions within five seconds	1% of monthly invoice
		95% – 96.99% of transactions within five seconds	2% of monthly invoice

RRSM SERVICE-LEVEL AGREEMENTS			
ID	Performance Standard	Service Level	Credit
		< 95% of transactions within five seconds	3% of monthly invoice
SLA-06	The system must be available at least 99.5% of the time during any full calendar month in the production environment. This excludes scheduled maintenance and/or upgrades that have received prior approval from DHCR.	98.5% – 99.49% availability	5% of monthly invoice
		97% – 98.49% availability	10% of monthly invoice
		< 97% availability	20% of monthly invoice
SLA-07	The Contractor must complete and provide all deliverables, reports, and required documentation as stated in the Deliverables Matrix and the Requirements Matrix and in accordance with DHCR-approved schedules.	97% – 99% of items delivered as required	2.5% of monthly invoice
		95% – 96.99% of items delivered as required	5% of monthly invoice
		< 95% of items delivered as required	10% of monthly invoice
SLA-08	The Contractor must complete the agreed-upon backlog and release all resulting updates by the end of each sprint.	98% – 99% of required items completed and released	5% of monthly invoice
		95% – 97.99% of required items completed and released	10% of monthly invoice
		< 95% of required items completed and released	20% of monthly invoice
SLA-09	The Contractor must provide verbal notification within 1 hour and written notification within 24 hours of all confirmed security incidents of a severity level of medium or high (per the NYS ITS Cyber Incident Response Standard).	98% – 99% of incidents reported as required	5% of monthly invoice
		95% – 97.99% of incidents reported as required	10% of monthly invoice
		< 95% of incidents reported as required	15% of monthly invoice
SLA-10	The Contractor must provide immediate verbal notification and written notification within 24 hours of any breach or suspected breach.	98% – 99% of breaches reported as required	5% of monthly invoice
		95% – 97.99% of breaches reported as required	10% of monthly invoice
		< 95% of breaches reported as required	15% of monthly invoice