

**WTD Printing Products RFSO Annex I - Liquidated Damages**

<b>WTD Printing Products Availability, Service Management, and Service Implementation Service Level Targets and Liquidated Damages</b>											
LD /SLT Ref #	Service Level Name	Reference Statement of Work (SOW) section(s)	Service Level Description	Standing Offer	Service Level Objective (2 decimal places)	Metric for Calculating Service Credit	Service Credit Calculation Period	Reporting Frequency	Amount of Service Credit when Service Level Target is not met within Calculation Period.	Reporting- Dashboard: Source - Frequency	Service Credit (Discount) Application
<b>Availability</b>											
SLT-CR-01 LD-CR-01	Service Portal Availability	2.13.3.1 Service Level Target Values	Contractor must maintain a Service Portal Availability 99.5% in all zones 24 x 7 x 365	NMSO DISO	99.50%	Month's time (minutes) service was unavailable.	Monthly by Minutes	Monthly	Reporting requirement, service credit not applicable.	Offeror Primary Report - SSC Monthly (Comparative) Secondary Reporting - Client	N/A
SLT-DM-01 LD-DM-01	Fleet Availability	3.7.7.5 DISO MPS Service Level Target Values	Percentage of time the fleet functionality of a Service Delivery Point (SDP) had no Outage in a 3-month rolling average.	DISO MPS	Zone A: 99.00% Zone B: 98.00% Zone C: 95.00% Zone D: 90.00%	Rolling quarter's time (minutes) service was unavailable. Caclucated independently by fleet within zone.	Monthly by Rolling Quarterly Average	Monthly on a Quarterly Rolling Average	Within each zone 1% of the Client's MPS enabled devices FMR (60-month equivalent FMR at purchase date for purchased devices) total for each percentage range (e.g. for Zone A 98.00-98.99%) of 1% within the zones not attaining the monthly SLT by quarterly rolling average for the zone. The service credit maximum is 5% of the FMR per device per calendar month.	Offeror Primary Report - Client Secondary Reporting - SSC Consolidated Monthly (Comparative)	Client Specific MPS Devices Service Credit
<b>Service Management</b>											
SLT-CR-02 LD-CR-02	Help Desk Response Time	2.13.3.1 Service Level Target Values	Call answered within 60 seconds.	NMSO DISO	95%	Percentage of calls answered within response target time.	Quarterly	Monthly on a Quarterly Rolling Average	Reporting requirement, service credit not applicable.	Offeror Primary Report - SSC Monthly Rolling Average (Comparative)	N/A
SLT-CR-03 LD-CR-03	Invoice Accuracy	2.13.3.1 Service Level Target Values	Invoices submitted in a compliant manner (e.g. on-time and accurate).	NMSO DISO	90% Equivalent of 11 out of 12 monthly invoices	Percentage of accurate and on-time invoices in the period.	Monthly	Monthly	Reporting requirement, service credit not applicable.	Offeror Primary Report - SSC (NMSO), Client (DISO) Monthly (Comparative) Secondary Reporting - SSC (NMSO and DISO's Combined) Monthly (Comparative)	N/A
SLT-CR-04 LD-CR-04	Maximum Time to Restore Service to a Normal State - Standard	2.13.3.1 Service Level Target Values	Maximum standard time to resore the service for a Hardware device outage event.	NMSO (applicable for devices with CPI) DISO Devices (wCPI) DISO MPS	95% Zone A: 8 hrs Zone B: 12 hrs Zone C: 24 hrs Zone D: 10 FGWD	Percentage of events restored in the contracted time. SLO and Service Credit is applied by zone.	Monthly	Monthly	1% of the Client's effected devices FMR (60-month equivalent FMR at purchase date for purchased devices) total for each percentage range (e.g. 94.00 to 94.99%) of 1% not attaining the monthly SLT by quarterly rolling average for the zone. The service credit maximum is 5% of the FMR per device per calendar month.	Offeror Primary Report - SSC (NMSO), Client (DISO) Monthly (Comparative) Secondary Reporting - SSC (NMSO and DISO's Combined) Monthly (Comparative)	Client Service Credit
SLT-CR-05 LD-CR-05	Faulty Device Replacement	2.13.3.1 Service Level Target Values	Maximum time allowed to replace a faulty device at Service Delivery Point.	NMSO (applicable for warranty and devices with CPI) DISO Devices	100% Zone A: 5 FGWD Zone B: 5 FGWD Zone C: 7 FGWD Zone D: 15 FGWD	Number of events where Faulty Device Replacement is not completed in the contracted time. SLO is cumulative across zones.	Monthly	Monthly	Reporting requirement, service credit not applicable.	Offeror Primary Report - SSC (NMSO), Client (DISO) Monthly (Comparative) Secondary Reporting - SSC (NMSO and DISO's Combined) Monthly (Comparative)	N/A
SLT-CR-06 LD-CR-06	Consumables Delivery	2.13.3.1 Service Level Target Values	Maximum time allowed for Offeror to process order and have the order picked up by shipper.	NMSO (wCPI) DISO Devices (wCPI) DISO MPS	100% All Zones 1 FGWD	Number of events where consumables are not process and picked up by shipper within the contracted time.	Monthly	Monthly	Reporting requirement, service credit not applicable.	Offeror Primary Report - SSC (NMSO), Client (DISO) Monthly (Comparative) Secondary Reporting - SSC (NMSO and DISO's Combined) Monthly (Comparative)	N/A

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SLT-CR-07 LD-CR-07	Hot Swap Service	2.13.3.1 Service Level Target Values	Maximum time allowed to deliver the replacement components to Service Delivery Point	NMSO DISO	100% Zone A: 1 FGWD Zone B: 2 FGWD Zone C: 3 FGWD Zone D: 10 FGWD	Number of events where Hot Swap Services are not delivered in the contracted time. SLO is cumulative across zones.	Monthly	Monthly	Reporting requirement, service credit not applicable.	Offeror Primary Report - SSC (NMSO), Client (DISO) Monthly (Comparative) Secondary Reporting - SSC (NMSO and DISO's Combined) Monthly (Comparative)"	N/A
SLT-DM-02 LD-DM-02	Maximum time to Restore Service to a Normal State - Enhanced	3.7.7.5 DISO MPS Service Level Target Values	Maximum enhanced time to restore the service for a hardware device outage event.	DISO MPS (via specific service call-up)	95% Zone A: 4 hrs	Percentage of events restored in the contracted time.	Monthly	Monthly	1% of the Client's effected devices FMR (60-month equivalent FMR at purchase date for purchased devices) total for each percentage range (e.g. 94.00 to 94.99%) of 1% not attaining the monthly SLT by quarterly rolling average for the zone. The service credit maximum is 5% of the FMR per device per calendar month.	Offeror Primary Report - Client (DISO) Monthly (Comparative) Secondary Reporting - SSC DISO's Combined Monthly (Comparative)	Client Service Credit
SLT-DM-03 LD-DM-03	Proactive Consumables Deliveries	3.7.7.5 DISO MPS Service Level Target Values	Number of events where automated system generated consumables delivery is utilized.	DISO MPS	100%	Number of client events where consumables are not available at the device.	Monthly	Monthly	Reporting requirement, service credit not applicable.	Offeror Primary Report - Client (DISO) Monthly (Comparative) Secondary Reporting - SSC DISO's Combined Monthly (Comparative)	N/A

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<b>Service Implementation</b>											
SLT-CR-08 LD-CR-08	On-Time Delivery	2.13.3.1 Service Level Target Values	On-time delivery of goods and services and installation (when applicable) at Service Delivery Point in all zones.	NMSO DISO	100%	Number of deliveries and installations (when applicable) not completed in the contracted time.	Monthly	Monthly	SSC's NMSO and DISO deliverables are subject to the following cumulative service credits per client: Up to 2 missed deliverables per month= \$0.00 3-5 missed deliveries = \$100 6-10 missed deliveries = \$500 10+ missed deliverables = \$1000 Client is subject to cumulative service credits, each level is invoked as it is achieved (e.g. missing 7 deliverables in a month would invoke a \$600 service credit consisting of \$100 for the first 3rd - 5th missed deliveries and \$500 for the 6th and 7th missed delivery).	"Offeror Primary Report - SSC (NMSO), Client (DISO) Monthly (Comparative) Secondary Reporting - SSC (NMSO and DISO's Combined) Monthly (Comparative)"	Client Discounted Invoice