

EXHIBIT H – PRINT SERVICES SERVICE LEVEL AGREEMENTS (SLAS)

The definition of each area of an SLA used in the creation of this Exhibit is shown on the following table:

SLA Definition Chart

Service Area	Contains the number, title and of topic of the SLA.
Effective Date	The date the SLA becomes effective.
Roles & Responsibilities	Provides an overview of the Contractor and Consortium responsibilities necessary to support the Service Level Agreement.
Escalation	Process by which Consortium and Contractor can focus resources on a problem considered outside of the normal operating range.
Performance Measures	Detailed methodology used to determine if the Service Level Agreement has been achieved.
Failures & Nonexclusive Remedies	The failure of the CALSAWS System or the Contractor, as applicable, to perform specific Service Level that are defined in the Failures section of the SLA and that may result in the application of remedies, including but not limited to the Nonexclusive Remedies. Possible remedies in the Agreement as a result of Failures. Specific examples of Nonexclusive Remedies for specific Failures are described in each Service Level Agreement.
Exceptions	Listing of exceptions that will be applied to the Failures & Nonexclusive Remedies.
Monitoring	Definition of the tools and processes that will be utilized to track and generate the necessary supporting data to compare against the Service Level Agreement.
Reporting	Listing of the reports and / or information that will be generated from the Monitoring tools and processes.
LIQUIDATED DAMAGES	Prime Liquidated Damages associated with the SLA. Not all SLAs have Liquidated Damages.

Service Level Agreement #1: Security Incident Notification and Corrective Action

Service Area	Security Management Performance Requirements
SLA #1 – Security Incident Notification and Corrective Action	Contractor shall notify the Consortium within one (1) hour following the identification of any potential or actual security incident, including any breach, any attack, or the introduction of any Disabling Device, related to the CALSAWS. Furthermore, Contractor shall take corrective action within two (2) hours following the identification of each potential or actual security incident.
Effective Date	August 28, 2021
Roles & Responsibilities	<p><u>Consortium</u></p> <ul style="list-style-type: none"> • Review monthly performance report provided by Contractor • Monitoring and management of the CalSAWS network for potential security related issues • CALSAWS Application system support and maintenance • Project Office support • Batch Processing • On-line availability of batch processing output <p><u>Contractor</u></p> <ul style="list-style-type: none"> • Infrastructure maintenance and support for all Print Facilities • Print Facility Site Services delivery • Delivery of printed output not designated for mailing
Escalation	Monitoring and management of the Host Intrusion Detection HID and/or other security management process or procedures as defined in the Print Services M&O Plan to the appropriate personnel.
Performance Measures	<ul style="list-style-type: none"> • Notification to the Consortium within one (1) hour following the identification of any potential or actual security incident including any breach, any attack, or the introduction of any Disabling Device, related to the Contractor's facilities and services. • Take corrective action (which may be satisfied by submission of a corrective action plan for actions that may extend beyond two (2) hours) within two (2) hours following the identification of each potential or actual security incident.
Failures & Nonexclusive Remedies	Failure to notify Consortium of Intrusions and threats within 1 hour and failure to take corrective action or submit a corrective action plan within 2 hours.
Exceptions	N/A
Monitoring	<ul style="list-style-type: none"> • HIDs, network/server, firewall and other logs generated by the Contractor's infrastructure and/or application software. • Contractor's Helpdesk tickets that indicate any security related incidents or denial of service. • Facility security related incidents reported by Contractor's Security Monitoring Systems

Reporting	A monthly performance report with input from Contractor will provide the daily statistics for a given calendar month. The following fields, at a minimum, will be reported on: <ul style="list-style-type: none"> • Number of potential or actual security incidents detected per month • Notifications • Security log auditing via log monitoring tools • Performance against SLA
Liquidated Damages	\$5,000 per incident where notification did not occur within one hour following identification.

Service Level Agreement #2: Security Incident Report – Major Incident

Service Area	Security Management Performance Requirements
SLA #2 Security Incident Report – Major Incident	The Contractor shall provide a written Security Incident Report including assessment of all actions taken concerning each identified security incident, breach, attack, or the introduction of any Disabling Device, to the Consortium. Major incident shall align to the description provided in the Maintenance and Operations Plan and/or System Security Plan. This report and assessment shall be provided within two (2) hours following the identification of the major security incident. The Consortium may require Contractor to update this report and assessment on an hourly or daily basis depending on criticality, status, and possible impact to the Consortium.
Effective Date	August 28, 2021
Roles & Responsibilities	<u>Consortium</u> <ul style="list-style-type: none"> • Review monthly performance report provided by Contractor • Monitoring and management of the CalSAWS network for potential security related issues • CalSAWS Application system support and maintenance • Project Office support • Batch Processing • On-line availability of batch processing output <u>Contractor</u> <ul style="list-style-type: none"> • Infrastructure maintenance and support for all the Print Facilities • Print Facility Site Services delivery • Delivery of printed output not designated for mailing
Escalation	Monitoring and management of the Host Intrusion Detection HID and/or other security management process or procedures as define in the Print Services Facility Security Plan deliverable to the appropriate personnel.
Performance Measures	Delivery of a Security Report to the Consortium within two (2) hours of the identification of the event.
Failures & Nonexclusive Remedies	Failures <ul style="list-style-type: none"> • For major incidents, any written communication that is delivered beyond the 2-hour timeframe
Exceptions	N/A

Monitoring	<ul style="list-style-type: none"> • HIDs, network/server, firewall and other logs generated by the Contractor's infrastructure and/or application software. • Contractor's Helpdesk tickets that indicate any security related incidents or denial of service. • Facility security related incidents reported by Contractor's Security Monitoring Systems
Reporting	<ul style="list-style-type: none"> • For major incidents, a written communication will be produced within the 2-hour timeframe to avoid Liquidated Damages as outlined below. • Contractor's monthly performance report to capture the performance against this SLA.
Liquidated Damages	\$500/hour and/or fraction of an hour past the two-hour reporting timeframe

Service Level Agreement #3: Security Incident Report – Minor Incident

Service Area	Security Management Performance Requirements
SLA #3 Security Incident Report – Minor Incident	The Contractor shall provide a written Security Incident Report including assessment of all actions taken concerning each identified security incident, breach, attack, or the introduction of any Disabling Device to the Consortium Director or designee for a minor security incident within twelve (12) hours of the identification of the security event. Minor event shall align to the description provided in the Maintenance and Operations Plan and/or System Security Plan. This report shall include, at a minimum, the current status, and potential impact(s) to Consortium of the security incident.
Effective Date	August 28, 2021
Roles & Responsibilities	<p><u>Consortium</u></p> <ul style="list-style-type: none"> • Review monthly performance report provided by Contractor • Monitoring and management of the CalSAWS network for potential security related issues • CALSAWS Application system support and maintenance • Project Office support • Batch Processing • On-line availability of batch processing output <p><u>Contractor</u></p> <ul style="list-style-type: none"> • Infrastructure maintenance and support for all the Print Facilities. • Print Facility Site Services delivery • Delivery of printed output not designated for mailing
Escalation	Monitoring and management of the Host Intrusion Detection HID and/or other security management process or procedures as defined in the Print Services Maintenance and Operations Plan deliverable to the appropriate personnel.
Performance Measures	Delivery of a Security Report to the Consortium within twelve (12) hours of the identification of the event.

Failures & Nonexclusive Remedies	Failures <ul style="list-style-type: none"> For minor incidents, any written communication that is delivered beyond the 12-hour timeframe
Exceptions	N/A
Monitoring	<ul style="list-style-type: none"> HIDs, network/server, firewall and other logs generated by the Contractor's infrastructure and/or application software. Contractor's Helpdesk tickets that indicate any security related incidents or denial of service. Facility security related incidents reported by Contractor's Security Monitoring Systems
Reporting	<ul style="list-style-type: none"> For minor incidents, a written communication will be produced within the 12-hour timeframe to avoid Liquidated Damages as outlined below. Contractor's monthly performance report to capture the performance against this SLA.
Liquidated Damages	Not applicable.

Service Level Agreement #4: Batch Processing Delivered to USPS

Service Area	General Performance
SLA #4 Batch Processing Delivered to USPS	<p>The Contractor shall ensure that CalSAWS batch processing output designated for mailing, as specified by Consortium is delivered to the appropriate local United States Postal Service or representative by midnight the same day* that the print files were received by the Contractor from CalSAWS (e.g., Notices of Actions, letters, forms, redetermination packets).</p> <p>* The "day the print files were received by the Contractor from CalSAWS" will typically be on the day following the start of the batch run. For instance, if the batch run started on January 3rd, the files would normally be received by the Contractor on January 4th.</p>
Effective Date	August 28, 2021
Roles & Responsibilities	<p><u>Consortium</u></p> <ul style="list-style-type: none"> Review monthly performance report provided by Contractor CalSAWS Application system support and maintenance Project Office support Batch Processing <p><u>Contractor</u></p> <ul style="list-style-type: none"> Infrastructure maintenance and support for the Print Facilities Print Facility Site Services delivery Delivery of output designated for mailing
Escalation	<ul style="list-style-type: none"> A Downtime incident occurs Escalate to the appropriate CalSAWS Helpdesk support personnel for research if any batch process CalSAWS Print files are not delivered to the Print Facilities by the expected

	<p>delivery time.</p> <ul style="list-style-type: none"> CalSAWS batch processing output that is designated for mailing, as specified by COUNTY, is NOT delivered to the appropriate local United States Postal Service or representative by midnight the same day that the print files were received by the Contractor from CalSAWS.
Performance Measures	<p>CalSAWS batch processing output that is designated for mailing, as specified by the Consortium is delivered to the appropriate local United States Postal Service or representative by midnight the same day that the print files were received by the Contractor from CalSAWS.</p> <p>Percent of automated processed output not delivered on time = Late automated processed mail pieces/Total automated processed mail pieces</p> <ul style="list-style-type: none"> Late automated processed mail pieces = Count of automated processed mail pieces* for the file receipt date that are not delivered within the timing described above Total automated processed mail pieces = Count of automated processed mail pieces for the file receipt date associated with the Late automated processed mail pieces <p>*Does not include files or individual pieces that are on hold for research with the CalSAWS project team or County(ies)</p>
Failures & Nonexclusive Remedies	<p>Failures</p> <p>More than 0.5% of the CalSAWS batch processing output per file receipt day that is designated for mailing, as specified by Consortium, is NOT delivered to the appropriate local United States Postal Service or representative by midnight the same day that the print files were received by the Contractor from CalSAWS.</p>
Exceptions	<ul style="list-style-type: none"> Scheduled downtime or maintenance A telecommunications outage or delay caused by the service provider County Holidays A Disaster is declared by the Consortium Print Volume exceeds daily Print Facilities capacity Print files are transmitted after 3:00 am Pacific time on the day they are due to be mailed Days on which the United States Postal Service is closed for commercial mailing
Monitoring	<p>CalSAWS batch software will store the completion dates and start and end times for the CalSAWS batch processing of print files designated for mailing, as specified by the Consortium. CalSAWS batch software will store the date and start and end times for the print jobs.</p> <p>Date and time the batch processing output that is designated for mailing as specified by the Consortium, is delivered to the</p>

Reporting	<p>appropriate local United States Postal Service.</p> <p>Monthly performance report will provide the daily statistics for a given calendar month. The following fields, at a minimum, will be reported on:</p> <ul style="list-style-type: none"> • The number of daily processing outputs that are designated for mailing by the Consortium, that are delivered to the appropriate local United States Postal Service or representative by midnight the same day that the print files were received by the Contractor from CalSAWS. • The number of daily processing outputs that are designated for mailing by Consortium, that are NOT delivered to the appropriate local United States Postal Service or representative by midnight the same day that the print files were received by the Contractor from CalSAWS. • Performance against SLA
Liquidated Damages	<p>\$1,000 per file receipt day that 0.5% of the CalSAWS batch processing output that is designated for mailing, as specified by Consortium, is NOT delivered to the appropriate local United States Postal Service or representative.</p>

Service Level Agreement #5: Performance Monitoring Reports

Service Area	General Performance
SLA #5 Performance Monitoring Reports	<p>The Contractor shall provide the required Consortium-approved performance monitoring report for performance requirements defined in the SLAs. These reports shall be available at a credentialed online site and/or in hard copy and electronic formats, as specified by Consortium. In support of the monthly performance report, a reconciliation listing showing the number of mail pieces transmitted from CalSAWS and the number of mail pieces processed by batch date with corresponding file receipt date will be provided. These reports shall include:</p> <ul style="list-style-type: none"> • Daily detail and summary generated by the end of business on the business day following the day of the report data. • Monthly detail and summary – On or before the 5th business day of the month following the month of the report data.
Effective Date	August 28, 2021
Roles & Responsibilities	<p><u>Consortium</u></p> <ul style="list-style-type: none"> • Review and provide feedback on the report <p><u>Contractor</u></p> <ul style="list-style-type: none"> • Provide Automated tools to maintain accurate data for all Print Services • Submit the Report • Update Report following Consortium review as required
Escalation	<ul style="list-style-type: none"> • A Service Delivery Incident Occurs • Contractor submits corrective action plan to the Consortium

Performance Measures	<ul style="list-style-type: none"> Daily report generated before end of business on the business day following the day of report data Monthly report submitted before end of business on the 5th business day of the month following the month of the report data
Failures & Nonexclusive Remedies	<p>Failures</p> <ul style="list-style-type: none"> Daily Report generated after the end of business on the business day following the day of the report data. Monthly Report submitted after the end of business on the 5th business day of the month following the month of the report data. Any report missing data or containing erroneous or outdated data according to the reporting format agreed with the Consortium
Exceptions	Any days for which SLA exceptions have been defined following implementation of the Disaster Recovery Plan.
Monitoring	<ul style="list-style-type: none"> HIDs, network/server, firewall and other logs generated by the Contractor's infrastructure and/or application software. Any manual logs required to track Print Services. Contractor's Helpdesk tickets that indicate any related incidents, or deficiencies. Facility security related incidents reported by Contractor's Security Monitoring Systems
Reporting	N/A
Liquidated Damages	<p>Daily report failure - \$100 per file receipt day per County up to a maximum of \$15,000 in a single calendar month</p> <p>Monthly report failure - \$500 per business day on or after the 7th business day</p> <p>Error correction failure – Not applicable</p>

Service Level Agreement #6: Manual Processing Delivered to USPS

Service Area	Performance Requirement Measurements
SLA #6 Manual Processing Delivered to USPS	The Contractor shall ensure that CalSAWS manual processing output designated for mailing, as specified by Consortium is delivered to the appropriate local United States Postal Service or representative by midnight the same day (e.g., Notices of Actions, letters, forms, redetermination packets).
Effective Date	August 28, 2021
Roles & Responsibilities	<p><u>Consortium</u></p> <ul style="list-style-type: none"> Submits processing request by pre-defined deadline Provides/defines required materials Review monthly performance report provided by Contractor Project Office support <p><u>Contractor</u></p> <ul style="list-style-type: none"> Provides and Manages skilled staffing required to complete the request

	<ul style="list-style-type: none"> • Manages materials inventory and advises Consortium of inventory status • Infrastructure maintenance and support for the Print Facilities • Print Facility Site Services delivery • Delivery of output designated for mailing
Escalation	Proactive logistics monitoring for staff, facility space and inventory
Performance Measures	<p>Manual processing output that is designated for mailing, as specified by the Consortium is delivered to the appropriate local United States Postal Service or representative by midnight the same day that the print files were received by the Contractor from CalSAWS.</p> <p>Percent of Manual output not delivered on time = Late manual processed mail pieces/Total manual processed mail pieces</p> <ul style="list-style-type: none"> • Late manual processed mail pieces = Count of manual processed mail pieces* for the file receipt date that are not delivered within the timing described above • Total manual processed mail pieces = Count of manual processed mail pieces for the file receipt date associated with the Late manual processed mail pieces <p>*Does not include files or individual pieces that are on hold for research with the CalSAWS project team or County(ies)</p>
Failures & Nonexclusive Remedies	<p>Failures</p> <p>More than 1.0% of the manual processing output that is designated for mailing, as specified by Consortium, is NOT delivered to the appropriate local United States Postal Service or representative by midnight the same day that the print files were received by the Contractor from CalSAWS.</p>
Exceptions	<ul style="list-style-type: none"> • County Holidays • A Disaster is declared by the Consortium • Manual processing volume exceeds maximum capacity demand defined by the Consortium • Print files are transmitted after 3:00 am Pacific time on the day they are due to be mailed. • Days on which the United States Postal Service is closed for commercial mailing
Monitoring	<p>Contractor will record the start and end date and time for the Manual processing designated for mailing, as specified by the Consortium.</p> <p>Date and time the manual processing output that is designated for mailing as specified by the Consortium, is delivered to the appropriate local United States Postal Service or representative</p>
Reporting	<p>Monthly performance report will provide the daily statistics for a given calendar month. The following fields, at a minimum, will be reported on:</p> <ul style="list-style-type: none"> • The number of manual processing outputs that are

	<p>designated for mailing by the Consortium, that are delivered to the appropriate local United States Postal Service or representative by midnight the same day.</p> <ul style="list-style-type: none"> The number of manual processing outputs that are designated for mailing by Consortium, that are NOT delivered to the appropriate local United States Postal Service or representative by midnight the same day. Performance against SLA
Liquidated Damages	\$1,000 per file receipt day that more than 1.0% of the manual processing output that is designated for mailing, as specified by Consortium, is NOT delivered to the appropriate local United States Postal Service or representative.

Service Level Agreement #7: Print Center Business Continuity

Service Area	Performance Requirement Measurements
SLA #7 Print Center Business Continuity	The Contractor shall have the ability to redistribute print jobs to an alternate print center in ninety (90) minutes or less following an event which results in a print center being unable to complete assigned print jobs.
Effective Date	August 28, 2021
Roles & Responsibilities	<p><u>Consortium</u></p> <ul style="list-style-type: none"> Validate redistribution procedures Review weekly status report in which an event occurs where Contractor is unable to redistribute print jobs. <p><u>Contractor</u></p> <ul style="list-style-type: none"> Infrastructure maintenance and support for Print Facilities Create the redistribution recovery procedures and tests Print Services delivery Delivery of printed output not designated for mailing Security for Print Facilities when in use as defined in the requirements
Escalation	Same as failure criteria
Performance Measures	Annual testing for the redistribution procedure or provision of documentation evidencing use of the redistribution procedure during the calendar year.
Failures & Nonexclusive Remedies	<p>Failures</p> <p>Failure of periodic tests or failure to provide documentation to demonstrate that print jobs can be redistributed.</p>
Exceptions	N/A
Monitoring	The performance of redistribution tests and the results of those tests or the provision of documentation evidencing use of the redistribution procedure will serve as the monitoring tools for this Service Level Agreement.
Reporting	The Weekly Project Status Report will document each incident.
Liquidated Damages	Not applicable.

Service Level Agreement #8: Disaster Recovery

Service Area	Performance Requirement Measurements
SLA #8 Disaster Recovery	The Contractor shall restore, as defined in the Central Print Services Maintenance and Operations Plan, all required services within Twenty-four (24) hours or less following a declaration of a disaster by the Consortium Executive Director.
Effective Date	August 28, 2021
Roles & Responsibilities	<u>Consortium</u> <ul style="list-style-type: none"> • Validate disaster recovery procedures and tests • Review weekly status report in which an event occurs and/or the semi-annual DR report provided by Contractor. • Provide reasonable participation in disaster recovery tests • Work with Contractor to declare disaster and type of event <u>Contractor</u> <ul style="list-style-type: none"> • Infrastructure maintenance and support for Primary and Backup Print Facilities • Create the disaster recovery procedures and tests • Print Services delivery • Delivery of printed output not designated for mailing • Security for Print Facilities when in use as defined in the requirements
Escalation	Same as failure criteria
Performance Measures	Semi-annual participation in the CalSAWS Disaster Recovery (DR) test will be executed and documented.
Failures & Nonexclusive Remedies	<p>Failures</p> <p>Failure of periodic tests to demonstrate the print services can be recovered within the specific time frame based on the type of event</p> <p>Failure to restore services within the prescribed time limit after a serious DR event.</p>
Exceptions	N/A
Monitoring	The performance of disaster recovery tests and the results of those tests will serve as the monitoring tools for this Service Level Agreement.
Reporting	The Weekly Project Status Report will document each incident. In addition, the semi-annual DR testing will be conducted and documented in a semi-annual report.
Liquidated Damages	Not applicable.

Service Level Agreement #9: Notification of Deficiency or Incident

Service Area	Performance Requirement Measurements
SLA #9 Notification of Deficiency or Incident	The contractor shall notify Consortium within one (1) hour of discovery of any Deficiency or Incident that may have an adverse effect on the operation or performance of Print Service's ability to meet SLA objectives.
Effective Date	August 28, 2021
Roles & Responsibilities	<u>Consortium</u> <ul style="list-style-type: none"> • Review monthly performance report provided by Contractor

	<ul style="list-style-type: none"> • CalSAWS Application system support and maintenance • Project Office support • Batch Processing • On-line availability of batch processing output <p><u>Contractor</u></p> <ul style="list-style-type: none"> • Create a help desk ticket and follow through to resolution • Infrastructure maintenance and support for Central Print Facility and • Backup Central Print Facility • Print Facility Site Services delivery
Escalation	<ul style="list-style-type: none"> • Monitor Contractor's Helpdesk tickets for response times and resolution progress.
Performance Measures	Contractor's Helpdesk tickets that indicate progress on resolution and any related incidents, or deficiencies
Failures & Nonexclusive Remedies	<p>Failures</p> <p>Failure to notify Consortium within 1 hour and 30 minutes from discovery of the event</p>
Exceptions	<ul style="list-style-type: none"> • SLAs may differ during execution of the Disaster Recovery procedures • Notifications that are related to CalSAWS batch processing that result in late file transmissions are not provided by Central Print operations
Monitoring Reporting	<p>Contractor's Help Desk Tickets</p> <ul style="list-style-type: none"> • Monthly performance report will document SLA breaches. • Monthly performance report will provide the daily statistics for a given calendar month. The following fields, at a minimum, will be reported on: <ul style="list-style-type: none"> • The number of deficiencies and incidents reported to the Consortium within the SLA • The number of deficiencies and incidents NOT reported to the Consortium within the SLA • Performance against SLA
Liquidated Damages	\$100 per hour, or fraction thereof, after the first 90 minutes until notification occurs

Service Level Agreement #10: Service Request Response

Service Area	Performance Requirement Measurements
SLA #10 Service Request Response	The Contractor shall provide a written response to an M&O Service Request, including all services and transaction-based costs, within ten (10) working days of Contractor's receipt of the M&O Service Request from Consortium.
Effective Date	August 28, 2021
Roles & Responsibilities	<p><u>Consortium</u></p> <ul style="list-style-type: none"> • Review monthly performance report provided by Contractor • Identify Print Related changes arising from CalSAWS Change Management Process • Review and approve County generated Ad Hoc Service Requests

	<ul style="list-style-type: none"> Review and approve Service Request resolution from Contractor Project Office support Submit Service Requests to Contractor <p><u>Contractor</u></p> <ul style="list-style-type: none"> Create Service Request Tickets Design, develop and Implement Print Service solutions Submit Service Requests to Consortium for approval Print Facility Site Services delivery.
Escalation	Monitor Help Desk tickets for progress of requests and for impact on other requests and general Print Services
Performance Measures	Contractor's Helpdesk tickets that indicate progress on resolution and any related incidents, or deficiencies
Failures & Nonexclusive Remedies	<p>Failures</p> <ul style="list-style-type: none"> Failure to submit a response to a Service Request within ten (10) working days. Submission of a response to a Service Request that is rejected by the Consortium
Exceptions	SLAs for Service Requests may be altered by the Consortium during a Disaster Recovery Scenario.
Monitoring	Contractor's Help Desk tickets for compliance progress of response
Reporting	<ul style="list-style-type: none"> Monthly performance report will provide the daily statistics for a given calendar month. The following fields, at a minimum, will be reported on: <ul style="list-style-type: none"> The number of Service Request responses submitted to consortium within the SLA The number of Service Request responses NOT submitted to Consortium within the SLA Performance against SLA
Liquidated Damages	\$1,000 per Service Request submitted after the 10 th working day after the first failure in a month, i.e. for the second and subsequent events in a calendar month

Service Level Agreement #11: Print Error Rate

Service Area	Performance Requirement Measurements
SLA #11 Print Error Rate	Contractor shall maintain an error rate (duplicated, missing and misprinted documents and inserts etc.) of less than or equal to 1.0% of total pieces from a single mailing. The error rate does not include items that are corrected prior to mailing. The error rate includes client correspondence with a targeted mailing date (non-same day) mailed after the target mailing date.
Effective Date	August 28, 2021
Roles & Responsibilities	<p><u>Consortium</u></p> <ul style="list-style-type: none"> Review service level reports provided by Contractor Review errors and assist in resolution Project Office support

	<u>Contractor</u> <ul style="list-style-type: none"> • Maintain a log of errors to be used in problem resolution • Notify Consortium of errors, as required, to collaborate on resolution • Re-print and/or re-process correspondence to meet SLA requirements • Print Facility Site Services delivery.
Escalation	N/A
Performance Measures	<p>Error rate = Mail pieces with errors/Total mail pieces</p> <ul style="list-style-type: none"> • Mail pieces with errors is the total number of mail pieces with errors not corrected prior to mailing from the applicable file receipt date • Total mail pieces is the total number of mail pieces associated with the same applicable file receipt date as the mail pieces with errors
Failures & Nonexclusive Remedies	Percentage of print errors in a day exceed the SLA
Exceptions	<ul style="list-style-type: none"> • SLAs may be altered by the Consortium during a Disaster Recovery Scenario • Print files are transmitted after 3:00 am Pacific time • Days on which the United States Postal Service is closed for commercial mailing
Monitoring	Review of Print error log to determine number of error's per type for problem resolution
Reporting	<ul style="list-style-type: none"> • Monthly performance report will provide the daily statistics for a given calendar month. The following fields, at a minimum, will be reported on: <ul style="list-style-type: none"> • The number of Print Errors resolved within the SLA. • The number of Print Errors NOT resolved within the SLA • Performance against SLA
Liquidated Damages	\$1,000 per file receipt day for exceeding the 1.0% error rate