# ATTACHMENT #6: SERVICE LEVEL AGREEMENTS

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **SLA ID** | **SLA Metric Name** | **PWS**  **Section (s)** | **Required Service** | **Desired Outcomes** | **Performance Measure Definition / Standard** | **Minimum Acceptable Performance Level (MAPL)** | **Evaluation Frequency** | **Surveillance Method** | **Credits/ Penalties** |
| SLA-1 | Customer |  | Project | High Levels of customer | 90% or better of customers surveyed rate | Positive trend in customer | Semi- | PMO |  |
| Satisfaction |  | Management | satisfaction with applicable | services as satisfactory | Satisfaction survey(s). | Annually | Contractor |
| Survey | information technology |
| Results | services |
| SLA-2 | SLA  Performance |  | Performance Management | Effective performance monitoring of service fulfillment levels | Number of services/SLAs where agreed service levels are fulfilled. | 100% of SLAs | Monthly | MPR |  |
| SLA-3 | Services Migration |  | Phase In | Orderly migration of services from the current contract during the defined transition period. | Orderly migration of services from the current contract during the defined transition period. Contractor shall execute migration activities in accordance with the approved Phase-In Migration Plan. | 100% Completion | Monthly (Transition Period) | Government |  |
| SLA-4 | Contractor Staff Clearances |  | Phase In | Orderly migration of services from the current contract during the defined transition period. | Contractor shall submit paperwork necessary for security clearance/approval of key Contractor staff within 20 working days of contract award. | 100% Completion | Monthly (Transition Period) | Government |  |
| SLA-5 | Phase Out Plan |  | Phase Out | Orderly migration of services from the current contract during the defined transition period. | Contractor shall submit a Migration Phase Out Plan to the government for approval and ensure that phase out activities are completed per the approved Phase-Out Migration Plan. | Submitted Phase Out Plan within 15 days of request. Phase Out Activities in accordance with the approved plan. | Monthly (Transition Period) | Government |  |
| SLA-6 | Uptime Metric |  | Delivered Capacity Storage Uptime | Ensure availability of All Storage capacity delivered environments | Contractor shall provide consistent availability (e.g. uptime) of capacity delivered environments | Uptime Objective is 99.999% | Report for each calendar month in the Monthly Progress Report | Contractor |  |

| **SLA ID** | **SLA Metric Name** | **PWS**  **Section (s)** | **Required Service** | **Desired Outcomes** | **Performance Measure Definition / Standard** | **Minimum Acceptable Performance Level (MAPL)** | **Evaluation Frequency** | **Surveillance Method** | **Credits/ Penalties** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| SLA-7 | Maintenance Window |  | Scheduled Maintenance Window | The Contractor's notification of scheduled maintenance to the government | The Contractor shall notify the VA PM of regularly scheduled maintenance windows. | Within 48 hours, with a window not to exceed four (4) hour period between Midnight and 4 am EST not to exceed once per week. | Report for each event | Contractor |  |
| SLA-8 | Disaster Recovery & Availability |  | Delivered capacity environments Availability and Monitoring | Provide a secure network solution to facilitate the connectivity between the primary/secondary Delivered capacity environments sites and the VA networks. | The Contractor shall provide network between primary/secondary Delivered capacity environments and the VA networks that is redundant and supports 99.999% availability (SLA-6). | Upon Contractor's identification of a primary system failure, failover to the secondary site shall occur within 15 minutes of initiation. The Contractor shall provide 24x7x365 Networking Monitoring and also notify the VA PM within 15 minutes of the abnormal system operation, or failure of the Delivered capacity environments |  | Contractor |  |
| SLA-9 | Security Encryption – Hosted Storage |  | Delivered capacity environments Availability and Monitoring | The Contractor shall provide and monitor availability of any future solution which VA and the Contractor deem an appropriate means of connecting the VA Storage environment. | 1. Connection is defined as the encrypted link between VA's boundary controller and the Contractor's boundary controller. The Contractor is required to maintain the encrypted link on the Contractor-managed end of the connection. 2. Contractor controlled security perimeter. 3. Demonstrate ability to encrypt data at rest and in transit | Ensure the contractor-managed end of the connection is available 99.99% of the time and that the contractor implemented security perimeter is available 100% of the time. | Average Per month | Contractor |  |
| SLA-10 | Engineering Response Time |  | Engineering Response | The response time of the Contractor to government requests | Response/Acknowledgment time is measured from Contractor Notification | Initial response -4 hours upon notification; fully operational - 24 hours upon notification | As event occurs | Contractor |  |
| SLA-11 | Support Response Time |  | Support Response | The response time of the Contractor to government requests | Response/Acknowledgment time begins when monitoring alerts are discovered and validated or when the Contractor receives a support request from VA. Severity Level A - Critical Impact notification received from VA by phone Severity Level B - Major Impact notification received from VA by phone Severity Level C - Minor Impact notification varies - either by phone, e- mail or ticket submission  Severity Level D - No Impact notification varies depending on the project work associated with the request | Support Response Times: Severity Level A - Critical Impact: within 15 minutes  Severity Level B - Major Impact: within 30 minutes  Severity Level C - Minor Impact: within twenty-four (24) hours Severity Level D - No Impact: varies depending on the project work associated with the request | As event occurs | Contractor |  |
| SLA-12 | Order Response Time | 4.7.3 | Order Summary | The response time of the contractor to government capacity order requests | Response and acknowledgement time begins when orders have been approved through procurements process and COR of the order. The contractor shall make the capacity available to the Government and report on the capacity adds within 30 days of successful sign off of acceptance to capacity availability by government. | Order Response times:   * Critical immediate order – 24 hour acknowledgment of order with a 72 hour process of order and a maximum 15 day delivery * Normal Capacity order – 72 hour acknowledgement with a 5 day order process and a maximum of 30 day delivery | As event occurs | Contractor |  |
| SLA-13 | Incident Reporting |  | Incident Reporting for Disaster Recovery and Continuous Monitoring | Contractor incident reporting to VA that provides VA with visibility into the monitoring and operational status of VA's cloud resources | In the event of a service disruption, the Contract shall provide Event Update Reports, After Action Reports and Root Cause Analysis Reports in the Contractor’s report formats. | After Action Report (AAR) within 10 days of report in contractor format  Event Update Reports within 3 days of event in contractor format  Root Cause Analysis (RCA) Reports within 20 work days, unless approved otherwise by VA, in contractor format | As event occurs | Contractor |  |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **SLA ID** | **SLA Metric Name** | **PWS**  **Section (s)** | **Required Service** | **Desired Outcomes** | **Performance Measure Definition / Standard** | **Minimum Acceptable Performance Level (MAPL)** | **Evaluation Frequency** | **Surveillance Method** | **Credits/ Penalties** |
| SLA-14 | Tier 3 Support |  | Help Desk | The contractor will have the ability to provide expert level troubleshooting and analysis to assist VA with the research and solution development for new or unknown issues. | The Contractor shall provide Tier 3 support using the Contractor's existing help desk capability | Dedicated Tier 3 support as required by events/issues | As events occurs | Contractor |  |
| SLA-15 | IDS/IPS  Metric |  | Security Breaches | Incident response and mitigations in an effort to protect the integrity of the cloud environment and any data contained in the systems. | Detect, identify, react to and report security breaches on all supported VA environments. | 24x7  Initial report within 5 minutes of a breach  Incident Report within 3 business days | As event occurs / Monthly | Contractor |  |
| SLA-16 | Help Desk Reports |  | Help Desk Reporting |  | The Contractor shall provide in Contractor's format a Help Desk Usage Report | Monthly reporting on Help Desk usage in the Contractor's format is required. | Help Desk Usage Report due the 2nd Monday after the end of a calendar month  Help Desk SOP updates as required | Contractor |  |
| SLA-17 | Help Desk Ticketing, incident and outage reporting |  | Help Desk Reporting | The contractor will provide ticketing related data to the government. | The Contractor shall provide monthly ticketing data reports in the Contractor Format.  Incident and outage reporting will be provided via a Dashboard | Provide ticketing related data | Ticketing reports – monthly  Incident and outage reporting - as event occurs | Contractor |  |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **SLA ID** | **SLA Metric Name** | **PWS**  **Section (s)** | **Required Service** | **Desired Outcomes** | **Performance Measure Definition / Standard** | **Minimum Acceptable Performance Level (MAPL)** | **Evaluation Frequency** | **Surveillance Method** | **Credits/ Penalties** |
| SLA-18 | Continuous Monitoring Data Reporting |  | Continuous Monitoring | The availability of continuous monitoring data to be integrated with end-to-end performance monitoring data that will provide a complete view of the health of application business services. | Data must be continuously available in real-time to Government IT Security monitoring tools; e.g. SIEM (Security Information and Event Monitoring) and Tenable Security Center. | SNMP (Simple Network Management Protocol) polling should occur at least at 5- minute intervals. Application monitoring metrics should be displayed in 15-second intervals with numerous samples in a 15 sec period. | Report for each calendar month in the Monthly Progress Report | Contractor |  |
| SLA-19 | Change Notification |  | Configuration Management Support | Provide notification to VA of CM events that would impact USERs. | The Contractor shall notify designated VA POCs for all supported projects/initiatives of any scheduled service interruptions (outages). | Provide 10 day notification prior to any event that would impact USERs.  Provide another notification is sent out 3 days prior to the event.  Provide another the day of the event. | Report for each event | Contractor |  |
| SLA-20 | Help Desk Incident Response |  | Help Desk Response | Provide timely, scaled response to help desk issues | Provide problem management tracking for severity one, two, and three-level problem requests (SEV-1, SEV-2, and SEV-  3) and timely resolutions for infrastructure problems | SEV 1 Incident: first vendor response within 15 minutes (either e-mail or by phone) with near real time interactions beginning within 30 minutes (either e-mail or by phone)  SEV 2 Incident: first vendor response within 15 minutes (either e-mail or by phone) with near real time interactions beginning within 2 hours (either e-mail or by phone)  SEV 3 Incident: first vendor response within 1 day (either e- mail or by phone) with follow on interactions beginning within 2 days (either e-mail or by phone) |  |  |  |