DEPARTMENT OF VETERANS AFFAIRS
Veterans Health Administration (VHA)
Office of Veterans Access to Care (OVAC)
Veterans Point of Service (VPS0

APPENDIX A

Veterans Point of Service (VPS) Service Level Agreement (SLA)

Performance Objective	Performance Standard	Acceptable Quality Level
Operating Hours	24 hours each day, except for Federal Holidays based on Eastern Standard Time	Must meet 100%
Staffing	O&M positions are staffed for the entire review period	100% of O&M positions staffed for the entire review period
Reporting	Provide multiple reports regarding operations, outages, capacity, security, etc. Below are the list of ongoing Service Desk reports • Monthly SLA Report • Weekly Service Desk Ticket Report • Daily Report of Online/Offline Kiosks • 100% of reports delivered	• 100% reports are delivered on-time based on the project plan • 95% of reports are accurate and free of mathematical, grammatical, and formatting errors
System Availability	The system is available during hours of operation	• Available 99.7% during hour of operation. Available 99.7% during equipment uptime

Performance Objective	Performance Standard	Acceptable Quality Level
Telephone Answer Time	Telephones shall be answered within 20 seconds	95% of the time as measured on a monthly basis
Response to Voicemail	Respond to all voicemails within 30 minutes of receipt	95% of the time as measured on a monthly basis
Response to Email/Portal submission	Provide automatic response within 30 minutes of receiving an email	100% of the time as measured on a monthly basis
Tier 1 Resolution of Issues	Resolve or clear Tier 1 tickets within 12 hours of receipt of notification or assignment	95% of the time as measured on a monthly basis
Tier 1 Support Escalation to Tier 2/3	Escalate tickets that cannot be resolved at Tier 1 to Tier 2/3 support within one (1) hour of discovery	100% of the time as measured on a monthly basis
Tier 1 Resolution Issue	Contact VA COR, VA PM, and stakeholder within 8 hours of not resolving an open ticket within the stated timeframes, and provide an estimated time for resolution	• 100% of the time as measured on a monthly basis • No more than 5% of open Tier 1 tickets
Tier 2/3 Assignment of Resources	Assign ticket or direct notification from VA VPS staff to Tier 2 or 3 resources within one (1) hour of receipt of notification	100% of the time as measured on a monthly basis
Communication with Stakeholder	Tier 1/2/3 Service Desk staff shall provide daily (by 4:00pm EST) status updates regarding open tickets. Status updates can be provided via email.	95% of the time as measured on a monthly basis
Tier 2 Support Escalation to Tier 3	Escalate tickets that cannot be resolved at Tier 2 to Tier 3 support within one (1) hour of discovery	100% of the time as measured on a monthly basis
Tier 2 Support Resolution	Resolve or clear Tier 2 tickets within 48 hours of	95% of the time as measured on a monthly basis

Performance Objective	Performance Standard	Acceptable Quality Level
	receipt of notification or assignment	
Tier 2 Resolution Issue	Contact VA COR, VA PM, and stakeholder within 8 hours of not resolving an open ticket within the stated timeframes, and provide an estimated timeframe for resolution	• 100% of the time as measured on a monthly basis • No more than 5% of open Tier 2 tickets
Tier 3 Support Resolution	Resolve or clear Tier 3 tickets within 96 hours of receipt of notification.	95% of the time as measured on a monthly basis
Tier 3 Resolution Issue	Contact VA COR, VA PM, and stakeholder within 8 hours of not resolving an open ticket within the stated timeframes, and provide an estimated time for resolution	• 100% of the time as measured on a monthly basis • No more than 5% of open Tier 3 tickets
Tier 2/3 Assignment for Critical Tickets	Respond to emergency calls or critical tickets (as identified in the ticket submission) within one (1) hour. A critical ticket is defined as affecting 75% of VPS users	100% of the time as measured on a monthly basis
Tier 2/3 Support Resolution for Critical Tickets	Resolve or clear emergency or critical tickets within 24 hours of notification.	100% of the time as measured on a monthly basis
Hardware Ticket Remote Resolution	Provide remote resolution within 24 hours of notification	95% of the time as measured on a monthly basis
Hardware Ticket On-site Repair/Replacement	Provide onsite repair within 5 days of notification. Provide replacement within 10 days of approval from the VA PM	95% of the time as measured on a monthly basis 100% of the time as measured on a monthly basis

Performance Objective	Performance Standard	Acceptable Quality Level
Software Defect Repair[1]	Software defect repair is considered a Tier 3 issue and software resolution shall be measured as such. Resolution will not include the testing and release patch work, or release documentation	100% of the time as measured on a monthly basis.
Software Defect Repair Release	All documentation shall comply with the PMAS requirements and VA template standards. Release planning and testing shall comply with the release schedule and plan which shall be submitted for approval 5 days before the release process begins. Test cases and test information shall be shared at least 3 days in advance of UAT or other test situations. Documentation shall be submitted to VA or and other vendors at least 3 days in advance of submission for IOC, ORR, or other VA release approval dates	• 100% reports are delivered on-time based on the project plan and release delivery requirements • 95% of reports are accurate and free of mathematical, grammatical, and formatting errors

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[1] Software Defects does include identifying changes for improving the current operations of the VetLink System. However, these improvements and related extensive changes may require additional development not covered by the O&M contract. If the VetLink Systems operations becomes less effective or latency increases due to releases or other changes to the VetLink software, the Contractor shall make all changes as this should have been identified during release or testing.