

ATTACHMENT J-4  
Service Level Standards

## 1.0 Service Level Standards

The Contractor's performance for Enterprise Applications Service Technologies (EAST), as explained in Attachment **J-1**, *Performance Work Statement (PWS)*, and Section **B**, will be evaluated using Service Level Standards. The term Service Level refers to both Critical Service Levels (CSL) and Key Performance Indicators (KPI). Attachment **J-4**, *Service Level Standards*, is comprised of the following three component sections:

- Attachment **J-4A**, *Service Level Method*
  - Defines the responsibilities and the procedures for calculating Price Deductions for Failure to Meet Service Levels
  - Establishes the maximum monthly percentage of Price that can be deducted
- Attachment **J-4B**, *Service Level Matrix*
  - Defines the Minimum and Expected Service Level Targets for all Critical Service Levels and all Key Performance Indicators
  - Establishes Price Deduction Percentage allocated to each Service Level
  - Service Levels include 90% specific performance standards and 10% customer satisfaction evaluation
- Attachment **J-4C**, *Service Level Surveillance Plan*
  - Describes each Critical Service Level and Key Performance Indicator
  - Defines the measurement approach for each Service Level