

ATTACHMENT J-4
Service Level Standards

1.0 Service Level Standards

The Contractor's performance for Enterprise Applications Service Technologies (EAST) 2, as explained in Attachment **J-1**, *Performance Work Statement (PWS)*, and Section **B**, *Supplies or Services and Prices/Costs*, will be evaluated using Service Level Standards. The term Service Level refers to Critical Service Levels (CSL). 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 the Percent of Performance Fee Available
 - Establishes the maximum semi-annual Performance Fee percentage of the established Percent of Performance Fee rate that can be earned
- Attachment **J-4B**, *Service Level Matrix*
 - Defines the Minimum Service Level Standard for all Critical Service Levels
 - Establishes Percent of Performance Fee Available allocated to each Critical Service Level
- Attachment **J-4C**, *Service Level Surveillance Plan*
 - Describes each Critical Service Level
 - Defines the measurement approach for each Critical Service Level for the Performance Fee