

Total Potential Performance FEE Rate: _____ % / Dollars\$ _____						
Service Level Description		Minimum Service Level Standard	Percent of Performance Fee Available	Monthly Measurement Window	Semi-annual Measurement Window	Potential Award Term Option Evaluation Points
1	Subjective Satisfaction Rating		40%			40
	1.1 / 1.2 Subjective Satisfaction Rating	Average composite score of 3.0 on the Technical Monitor and Business Mgmt Surveys			✓	
2	Applications Maintenance		30%			30
	2.1 Application Availability					
	2.1.1 Tier 1 Applications	99.80%	10%	✓		
	2.1.2 Tier 2 Applications	99.50%	2%	✓		
	2.2 Application Security Compliance					
	2.2.1 Application Security Findings Compliance	99%	2%		✓	
	2.2.2 Application Security Annual Deliverables	99%	1%		✓	
	2.3 Incident Resolution Time					
	2.3.1 Severity 1 - Resolved within 4 Hours	99%	5%	✓		
	2.3.2 Severity 2 - Resolved within 8 Primary Business Hours	98%	3%	✓		
	2.3.3 Severity 3 - Resolved within 24 Primary Business Hours	96%	1%	✓		
	2.3.4 Severity 4 - Resolved within 8 Business Days	94%	1%	✓		
	2.4 Master Data - On-Time Completion Rates					
	2.4.1 Master Data Emergency - Resolved within 1 Business Day	99%	1%	✓		
	2.4.2 Master Data Changes - Resolved within 2 Business Days (excluding Master Data Emergency & Master Data - Exceptions)	98%	1%	✓		
	2.4.3 Master Data - Exceptions Resolved within 8 Business days.	96%	1%	✓		
	2.5 Applications Maintenance On-Schedule Delivery	99%	2%	✓		
3	Applications Enhancement		30%			30
	3.1 Applications Enhancement On-Schedule Delivery	98%	14%	✓		
	3.2 Application Enhancement On-Schedule Delivery for Strategic Initiatives	98%	16%		✓	
		Total	100%			

Average of Composite TM Surveys and Business Management Rating	Percent of Performance Fee Earned
6	100%
5.66 – 5.99	98%
5.33 – 5.65	96%
5.00 – 5.32	93%
4.66 – 4.99	90%
4.33 – 4.65	83%
4.00 – 4.32	75%
3.66 – 3.99	64%
3.33 – 3.65	59%
3.00 – 3.32	50%
0.00 – 2.99	0%