ATTACHMENT F

ARMAC Project Performance Standards

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Outcomes

The vendor will deliver a final web application that meets or exceeds the project requirements in the RFP and as agreed upon in project planning meetings with Special Education Unit staff members.

Leading up to the final product delivery, the below minimal performance standards and monitoring will be in effect.

Minimal Performance Standards

The final web application will be setup and run on ADE servers, free of errors.

Performance Monitoring and Corrective Actions

The vendor will devise a project plan that includes milestones and meeting dates. At each of the milestone meetings, product demonstrations may be made to the team. Feedback from these meetings will allow the vendor to make any necessary modification to action items to complete the project as agreed upon by both parties.

Penalties

A penalty of upward to 5% of the total contract cost may be applied for failure to meet these performance standards.