

### Attachment C: Performance Standards

CRITERIA	STANDARD	DAMAGES
Implementation	New (not used or refurbished) and undamaged CMCR System components are delivered and installed at AETN facilities.	<p>10% of the One-Time Implementation Fee invoice amount for each occurrence whereby the Contractor delivers or installs a used, refurbished, or damaged CMCR System component at the AETN facility or \$150.00 per occurrence should no implementation fee be listed on the Official Bid Price Sheet.</p> <p>Contractor will credit the damages applied to the One-Time Implementation Fee invoice or to the first submitted monthly invoice should no implementation fee be listed on the Official Bid Price Sheet.</p>
	The CMCR System is fully operational and completely implemented by the Go-Live Date as specified in the RFP or other Go-Live Date as determined necessary by AETN.	<p>\$150.00 per calendar day for each calendar day past the Go-Live Date as specified in the RFP or other Go-Live Date as determined by AETN whereby the Contractor fails to have a fully operational and completely implemented CMCR System in place at AETN.</p> <p>Contractor will credit the damages applied to the One-Time Implementation Fee invoice amount or to the first submitted monthly invoice should no implementation fee be listed on the Official Bid Price Sheet.</p>

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	<p>Project Manager is available and responsive to AETN personnel daily throughout the Implementation Period.</p>	<p>\$50.00 per day for any day during the Implementation Period whereby the Project Manager is unavailable or unresponsive to AETN personnel.</p> <p>Contractor will credit the damages applied to the One-Time Implementation Fee invoice amount or to the first submitted monthly invoice should no implementation fee be listed on the Official Bid Price Sheet.</p>
	<p>Project Manager provides CMCR System training as specified in the RFP prior to the Go-Live Date.</p>	<p>\$100 per calendar day for each calendar day past the Go-Live Date whereby the Project Manager fails to provide CMCR System training to AETN Personnel.</p> <p>Contractor will credit the damages applied to the One-Time Implementation Fee invoice amount or to the first submitted monthly invoice should no implementation fee be listed on the Official Bid Price Sheet.</p>
Program Streams	<p>Contractor maintains continual operation of all four (4) of AETN's program streams during the Implementation Period and throughout the contract term(s).</p>	<p><u>During the Implementation Period:</u></p> <p>10% of One-Time Implementation Fee for any one (1) or more instance during the Implementation Period whereby the Contractor fails to maintain continual operation of any one (1) or more of AETN's four (4) program streams.</p> <p>Contractor will credit the damages applied to the One-Time Implementation Fee</p>

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		<p>invoice amount or to the first submitted monthly invoice should no implementation fee be listed on the Official Bid Price Sheet.</p> <p><u>After Go-Live throughout the contract term(s):</u></p> <p>10% of monthly invoice amount for any one (1) or more instance during the month whereby the Contractor fails to maintain continual operation of any one (1) or more of AETN's four (4) program streams.</p> <p>Contractor will credit the damages amount to the monthly invoice applicable to the month the standard was not met.</p>
Monitoring	<p>Contractor monitors AETN's four (4) program streams for discrepancies and interruptions and notifies AETN via email and telephone immediately upon knowledge of a discrepancy or interruption in any one (1) or more of AETN's four (4) program streams.</p>	<p>10% of monthly invoice for any failure during the month by the Contractor to monitor all four (4) of AETN's program streams.</p> <p>10 % of monthly invoice for any failure by the Contractor to notify AETN via email and telephone immediately upon knowledge of a discrepancy or interruption in any one (1) or more of AETN's four (4) program streams.</p> <p>Contractor will credit the damages amount to the monthly invoice applicable to the month the standard was not met.</p>

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Maintenance/Service	Contractor repairs or replaces a defective or malfunctioning CMCR System Component and/or provides maintenance and repair services as required to provide AETN with a fully functional CMCR System within 24 hours of request from AETN.	<p>10% of monthly invoice amount whereby the Contractor fails to repair or replace a defective or malfunctioning CMCR System Component and/or provide maintenance and repair services as required to provide AETN with a fully functional CMCR System within 24 hours of request by AETN.</p> <p>\$150 for every 24-hour period after the initial 24 hours whereby the Contractor fails to repair or replace a defective or malfunctioning CMCR System component or to provide maintenance and repair services required to provide AETN with a fully functional CMCR System.</p> <p>Contractor will credit damages payment to the monthly invoice for which the damages apply.</p>
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