

Attachment E

SP-19-0060 Commercial Card Services

Performance Standards

Performance Standard Number	Service Criteria	Acceptable Performance	Damages
1	Certificates of Insurance	Contractor provides Certificates of Insurance as requested during the contract term(s) for insurances specified in the IFB.	\$100.00 for each Business Day Certificates of Insurance not received by deadline stated in IFB.
2	New Card Distribution	Contractor mails new cards per deadline as stated in the IFB.	\$100.00 for each Business Day past distribution deadline.
3	Replacement Cards	Contractor issues and mails non-emergency card replacements and emergency card replacements per deadline as stated in the IFB.	\$100.00 for each Business Day past distribution deadline.
4	Customer Service Availability	Customer service representative available to Cardholders 24 hours per day, 365 days per as stated in IFB.	\$100.00 for each reported occurrence of unavailability.
5	Account Manager and Account Coordinator Availability	Response to inquiries received within time frame as stated in the IFB.	\$250 for each occurrence of late response. \$100 for each additional one (1) hour late.
6	Resolution of Disputed Transactions	Resolution of Disputed Transaction within timeframes as stated in the IFB.	\$250 for each occurrence of late response. \$100 per day for each one (1) day late past deadline.
7	Disputed Transactions Report	Report provided by deadline as stated in the IFB.	\$250 for each Business Day late.

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8	Privacy and Security	Maintains compliance with PCI DSS and provides evidence of compliance as stated in the IFB.	\$500 for each occurrence of non-compliance as evidenced in the documentation requested from OSP.
9	Rebate Calculations	100% Accuracy	\$1,000.00 for each occurrence of inaccuracy.
10	Rebate Payment Submission	Payment submitted to OSP by deadlines stated in IFB.	\$1,000.00 for each Business Day late.
11	Rebate Calculations Report	Report provided by deadline containing calculations used to calculate rebates as stated in IFB.	\$1,000 for each Business Day late.
12	Quarterly Usage/Rebate Report	Report provided by deadline as stated in the IFB.	\$1,000 for each Business Day late.
13	Delinquency Report	Report provided by deadline as stated in the IFB.	\$500 for each Business Day late.
14	Quarterly Liaison Report	Report provided by deadline as stated in the IFB.	\$250 for each Business Day late.
15	Transition and Implementation	Initiate and coordinate transition of services per time frame of approved implementation plan and completed by Go Live deadline.	As agreed upon when final Implementation plan is approved.
16	Transition Upon End of Contract	Cooperate with State in transitioning to new contractor, including timely migration of historical data.	To be determined at time of approved transition/implementation plan.