

## **Appendix J – Service Level Agreements**

To ensure that the best service is provided to the Commonwealth, several service level agreements have been developed to hold the Contractor accountable for their actions when service expectations are not met.

Reports detailing compliance with service level agreements (SLAs) must be provided to the Commonwealth monthly, unless otherwise noted in the SLA. The report shall include the specific data requested to demonstrate compliance for each service level agreement. The monthly report shall include all data and documentation necessary to establish compliance or evidence of noncompliance.

**[This Appendix J will be negotiated with the awarded Contractor as part of final negotiations]**