**ATTACHMENT A**

**SOLICITATION NO. 2650000377**

This Solicitation is a Contract Document and is a request for proposal in connection with the Contract awarded by the Office of Management and Enterprise Services as more particularly described below. Any defined term used herein but not defined herein shall have the meaning ascribed in the General Terms or other Contract Document.

The Contract is awarded on behalf of the Oklahoma State Department of Education (OSDE). The OSDE is seeking a qualified vendor for the facilitation, development, implementation, testing, and maintenance of a statewide, web-based technical solution for a Special Education System. This transactional system will be implemented statewide to serve 120,000 students and eventually expanded to serve 180,000 students statewide.

**1.** **Contract Term and Renewal Options**

The initial Contract term, which begins on the effective date of the Contract, is one year and there are [ten] one-year options to renew the Contract.

**2.** **Specifications**

A relational overview of the proposal and technical specifications are detailed below and incorporated herein. Attachments are to be completed and returned with your proposal.

# Specifications

## Overview

The electronic Special Education system will not only be a service to Oklahoma educators who serve special needs students (ages 0-22), but the system will also accommodate general educators, district and site administrators, related service providers, and State administrators. The following elements must be included in the Special Education System:

* Individual Family Service Plan (IFSP) – An IFSP is a plan that only applies to children from birth to three years of age with developmental delays. It is similar to an IEP, but it is only used for students who are too young to attend public school and therefore are not entitled to the same services provided to a public school student. The IFSP looks and behaves similarly to the IEP, but only a limited set of fields are required in order for an IFSP to be complete. Once a child turns 3, an IEP is put into place.
	+ Section 504 Plan - The 504 Plan is a plan written in accordance with Section 504 of the Rehabilitation Act for Students developed to ensure that a child who has a disability identified under the law and is attending an elementary or secondary educational institution receives accommodations that will ensure their academic success and access to the learning environment
	+ Individual Education Program (IEP) – An IEP is a document developed to ensure that a child who has a disability identified under the law and is attending an elementary or secondary educational institution receives specialized instruction and related services.
* Individual Service Plan (ISP) - An ISP is written when a public school places a student in a private school and designs a program for the child to be served at the private school. It is similar to the IEP but the placement is different.
	+ School Based Health Services (SBHS) – A program designed to ensure that school districts are able to participate in Medicaid billing for school based services through appropriate logging of services, tracking of services, and billing of services.
	+ Goal Progress Monitoring Services – A program to assist schools with developing plans, monitoring student performance, and managing data to support results-driven instruction at district and state levels.
* Behavior Intervention and Management – This is a program designed to ensure that students receive appropriate behavioral interventions and supports through the development of a behavior intervention plan. Behavior Management functionality should allow schools to develop functional behavior assessments (FBAs) and behavior intervention plans (BIPs), track and document occurrences of challenging student behaviors, and progress monitor the occurrence of challenging and positive behaviors.
	+ Seclusion and Restraint Management – A program designed to ensure that instances of seclusion and restraint are adequately documented and reported.
	+ Federal and State Reporting Management – A program or tool designed to allow the OSDE to perform data validations prior to submission to the USDoE EdFacts Data collection tool.

The OSDE is looking for a web hosted application. The Special Education system must be compliant with applicable federal laws (including the Individuals with Disabilities Education Act), State statutes, and Oklahoma State Board of Education rules located at: <https://sde.ok.gov/administrative-rules>.

## Background

Currently the State uses a single statewide web-based solution to maintain Special Education student data. The OSDE would like to continue with a single system.

The State currently has a Student Information System (SIS) maintained by the State that receives nightly feeds from all schools districts on their Student Demographics, Class Schedules, Teacher Assignments, etc. This system is working toward operating on the SIF interoperability standard and Common Education Data Standards (CEDS) to receive this data on a real-time basis. Most of the data elements for student demographic information are directly imported into the single system from the SIS on a daily basis. The OSDE would like to continue to make a connection between these two systems to decrease duplication of entry by the school districts.

The State Department of Health tracks the actual services provided whereas OSDE only tracks the services that were promised. In an effort to capture a complete picture of a student’s special needs services the proposed system would need to interface with the OSDH’s PHOCIS system to capture the dates of services provided, the timeframe they were provided, and any provider notes that are associated with that session.

## Mandatory Requirements

### System must provide a state monitoring component to be used by the OSDE.

### System must provide Plan Management/ Case Management for IEPs, IFSPs, ISPs, 504 Plans, Special Education Data Management, and School Based Health Services Management.

### System must provide an evaluation component to evaluate eligibility of services.

### System must provide a behavior intervention and management component.

### System must provide a seclusion and restraint management component.

### System must provide an IFSP service record component.

### System must provide reporting mechanisms for both district and state personnel.

### System must provide system access to district and state personnel.

### System must be operable on multiple web browsers and operating systems.

### System must provide history and archiving of records.

### System must be working toward alignment with the Common Education Data Standards.

### System must provide a high quality graphical user interface.

### System must provide a method to connect to the State’s student information system using SIF 2.0r1 specification.

### System must provide a full reporting capability in support of State, Federal, and ad-hoc reporting.

### System must be capable of receiving scanned and faxed documents.

### System must provide an electronic signature capability.

### System must provide web enabled, role-based access to student records as defined by the OSDE.

### System must update student enrollment based on current status in the State’s student information system using SIF 2.0r1.

### System must be Family Education Rights and Privacy Act (FERPA) compliant.

### System must be Health Insurance Portability and Accountability (HIPPA) compliant.

### System must be in accordance with applicable portions of Chapter 11, Section 5 of the Oklahoma Special Education Handbook and Policies. Handbook can be located at the following:

### [https://sde.ok.gov/sites/ok.gov.sde/files/documents/files/Oklahoma%20Special%20Education%20Handbook%20(live).pdf](https://sde.ok.gov/sites/ok.gov.sde/files/documents/files/Oklahoma%20Special%20Education%20Handbook%20%28live%29.pdf)

### System must be 508 compliant.

### System must be in compliance with the Student Data Accessibility, Transparency and Accountability Act of 2013 (O.S. 70 §3.168).

### **Architectural Requirements** - section must address each of the following in the given order:

* + - 1. Bidder must specify the hardware and software requirements, in detail, for end users.
			2. Bidder must offer a hosted solution.
			3. Bidder must specify the scalability of the solution proposed, and what activities would be required to expand increased usage.
			4. Bidder must specify the policies and practices to ensure coding techniques.
			5. Bidder must specify the policies and practices to ensure optimal system performance.
			6. Bidder must specify the change control process the selected solution would utilize during implementation and post implementation of maintenance. (If the system is chosen to reside in the state’s data center, the contractor will be required to follow the State change control procedures in addition to their own.
			7. Bidder must specify the release process and schedule.
			8. Bidder must specify the approach to data migration services.
			9. Bidder must allow multiple databases including at minimum a test environment, training environment, and production environment.
			10. Bidder must specify their disaster recovery plan in detail including the recovery of data.

## Non-Mandatory Requirements

### Non-Mandatory requirements and all components identified below are capabilities, functions, and/or standards that are desired or preferred in a proposed system. Non-mandatory requirements and identified components are considered value added, additional points will be added to the initial evaluation scores.

### System should generate notifications through email when a service plan meeting is scheduled to needed participants.

### System should provide a method to document the requester for evaluation.

### System should be integrated with the current OSDE Single Sign On system. The access within the system can be managed at a local level.

### Supplier should provide various reports or studies related to the system.

## State Monitoring Component

The State Monitoring Component will be used by State officials and designees in the pursuit of compliance investigations, compliance monitoring, and data collection. Data access will include aggregate views and calculations as well as the ability to view individual student records for the purpose of monitoring. This will provide a management interface for reporting and an alert system to enable special education administrators, service providers, and their supervisors, to monitor compliant processes.

### System should monitor key indicators and alert specified staff when indicators are not met, as specified by the OSDE.

### System should provide the ability to drill down from state level reports to county, district, sites, educator, and student level information.

### System should provide a method to display the following pieces of information for each site in each district: number of IEPs for that site, percentage timely, and percentage untimely based on user controlled business rules.

### System should provide a display method for each site the number of IEPs/ISPs, the number of 504s, the number of assessments provided by the type provided, the number of students assessed, but not placed on an IEP or 504.

### For each site the system should provide a way to display the number of students with delinquent reviews, reviews due in the current month, and reviews due in the immediate future months.

### System should provide a method to associate a compliance person to specific districts.

## Plan Management and Individual Components

### The Plan Management is used primarily for managing various processes for individual student records. Through Plan Management, teachers can create caseloads for the purpose of conducting evaluations, preparing and finalizing IEPs, IFSPs, ISPs, 504 plans, Behavior Intervention Plans, and School Based Health Services Management (SBHS), reviewing historical documentation, entering service data, monitoring progress and producing documentation. System will present historical student records to users with valid access. The Plan Management component uses the parameters established in the IEP and allows the entry of data regularly to chart student progress.

### The Case Management component should provide for the establishment of a caseload so that the educators can find the student’s record and add to it over time to monitor progress.

### Behavior Management functionality should allow schools to develop functional behavior assessments (FBAs) and Behavior Intervention Plans (BIPs), track and document occurrences of challenging student behaviors, and progress monitor the occurrence of challenging and positive behaviors.

### School Based Health Services functionality should allow for school districts to document school based health services received by students and submit valid claims for Medicaid reimbursement.

### Seclusion and Restraint Management functionality should enable school districts to ensure that instances of seclusion and restraint are adequately documented and reported.

### System should allow for the creation of an IEP/IFSP/ISP/504/Behavior/SBHS with all mandatory sections and any optional sections provided.

### System should allow for the electronic storage of an IEP/IFSP/ISP/504/Behavior/SBHS associated with a specific student.

### System should allow for the updated of an existing IEP/IFSP/ISP/504/Behavior/SBHS record while retaining a historical copy of the original and all subsequent edits.

### System should allow for electronic review of an existing IEP/IFSP/ISP/504/Behavior/SBHS by any authorized user.

### System should allow for the closure of an IEP/IFSP/ISP/504/Behavior/SBHS. This will include an end date to any current services and an end date to the overall plan. This must also include a reason for the closure.

### System should not allow deletion of an IEP/IFSP/ISP/504/Behavior/SBHS once it is past the draft phase. IEP’s must be closed and archived, not deleted.

### System should allow students to move from an IFSP to either an IEP or a 504.

### System should allow students to move from an IEP to 504 or vice versa.

### System should track all goals/accommodations for each student independent of the document in which the goal was created.

### System should provide a method to document when a goal has been met without deleting the goal. This method must include date and reason for closure.

### System should provide a method to document when an accommodation is no longer required without deleting the accommodation. This method must include date and reason for closure.

### System should provide a method to indicate if an accommodation is for testing purposes.

### System should provide a method to generate a printed copy of the document using the state standards.

### System should not allow users to alter the printed document.

### System should provide a method to allow users to update an accommodation. This method must include a date and reason for the change.

### System should provide a method to display all goals and accommodations. There must be a way to view all active goals and accommodations, all historical goals and accommodations and both active and historical accommodations.

### System should not allow a student to be on more than one kind of plan at any one time. For example, a student cannot have an active 504 plan and an active IEP at the same time.

### System should not allow the plan to enter the final status until the parent’s signature have been obtained, once it is marked as final it is logged and filed.

### System should track student transfers whether for emergency, IEP Service Transfer, or on and Open Transfer.

### System should put the status of the plan either in Draft or Final when the plan is printed.

### System should not allow multiple people to make changes to a plan at the same time.

### System should not allow different forms for each district, but after OSDE has approved the form. Any forms created for one district will then be available to all other districts as optional forms.

### System should allow the district to set their school calendar to be able to calculate the service plan dates. (each district will be different)

### System should expand textboxes in the system when printed out to show all language.

### System should allow a user to print out blank service plan forms.

### System should automatically populate when the service plan reviews should occur based on the date when the service plan was finalized and the number of days thresholds established by OSDE.

### System must transfer all records for a student when the student moves from one district to another.

## Evaluation and Eligibility Component

### System should provide a method to document when a child has been determined eligible.

### System provide a method to track eligibility from the request through completion.

### System should provide a method to alert users when an eligibility determination is due based on OSDE established time frames.

### System should provide a method to document all evaluations used in determining a student's eligibility.

### System should provide a method to allow OSDE to establish which evaluations are valid for use with each age and grade level

### System should provide a method to indicate that a child has been identified for assessment and possible eligibility.

### System should provide a method to document when a parental request for evaluation is being refused including a reason

### System should provide a method to document when an independent educational evaluation has been completed and the results of that evaluation.

### System should provide a method to document both a medical diagnosis and an educational diagnosis.

### System should provide a method to limit diagnosis to specific approved choices.

### System should provide a method using business rules for OSDE to manage the possible choices of diagnosis.

### System should provide a method to ensure that diagnosis information remains secure and meets all possible HIPPA regulations.

### System should provide a method to update a diagnosis if it changes.

### System should tracks when a student has been referred but not yet placed, for those students who are being monitored but not actually placed on a plan.

### System should allow users to upload documentation that is part of the evaluation process, such as medical documentation, school psychologist written reports, etc.

## Report Component

The Reports Component provides both state and district level users with a set of canned reports as well as ad-hoc and on-demand reporting capabilities and database query capabilities at the State level. Users should have access to appropriate data based on user roles and be able to run reports on such data. Querying of the database and report generation must allow simultaneous multi-user access and processing. Third party reports must be print friendly, exportable, and support drill-down capabilities at the administrative level.

### System should provide a method to allow users with appropriate security to create ad hoc reports on any data collected.

### System should provide a minimum of 20 standardized reports with the capability of additional reports being created as needed.

### System should provide a method to allow for access to the data for statistical and trend analysis

### System should have the ability for a user to create a report locally and share with other users.

## IFSP Service Record Component

As a use case scenario, an occupational therapist may see children 30 minutes at a time. Following therapy, she may open her service caseload and log or confirm the delivery of the service as planned in the Phocis system. The Phocis system would send a file either in real-time or at predefined time intervals to update the students IFSP record. This log is used to verify service delivery and to pass to a billing agency to submit to Medicaid for funding.

### The system should provide a way to upload in an automated fashion the IFSP service record information from the Health Departments system.

### The system should collect the dates of the services provided, the timeframe they were provided and any provider notes that are associated with that session.

### The system should not allow a user in the system to modify these notes or information pertaining to their service record received from the Health Department.

## Technical Specifications

All work done under the resulting contract will meet all technical, security, accessibility and privacy standards in effect with the OSDE at the time of implementation including but not limited to those outlined below.

### Security

The successful contractor will develop software in accordance with established security and privacy policies of the OSDE. Attention to security of user accounts and account information shall include the considerations outlined in the requirements section below.

### Accessibility

 **A.10.2.1** System should run on multiple operating systems including, including standard desktop and mobile operating systems.

 **A.10.2.2** System should support access for a large number of users at any given time (minimum of 15000 concurrent users).

 **A.10.2.3** System should support be a thin client application with no or minimal downloads required on user machines.

 **A.10.2.4** System should provide a method for a student to be associated to more than one district and or site.

 **A.10.2.5** System should provide a method for associating an educator to more than one site or district.

 **A.10.2.6** All access should be managed through the use of business rules and administrative users.

 **A.10.2.7** System should provide an administrative screen or portal used to manage business rules.

 **A.10.2.8** System should work with the latest version of any plug-in required to operate (Java, Adobe, etc.).

 **A.10.2.9** System should use role based or federated identity for security.

 **A.10.2.10** System should be able to pass and receive security tokens.

 **A.10.2.11** Systems should employee minimum security measures such as SSL data encryption and system should time out after periods of non-use.

 **A.10.2.12** System should have security protocols such that users can only see the data applicable to their role in the system.

 **A.10.2.13** System should provide security functions to limit access to authorized users only.

 **A.10.2.14** System should retain user preferences even when a system update is completed.

### History and Archiving

 **A.10.3.1** System should provide a method for automatic archival of all documents created. Archived copies may be available for review.

 **A.10.3.2** System should document using at time/date stamp and user ID, anyone who creates, views or updates a document.

 **A.10.3.3** System should provide a method for authorized users to review document audit trails.

 **A.10.3.4** System should provide a method for viewing for all current and historical documents, demographic information and any other available data.

 **A.10.3.5** System should provide an audit trail including user ID, date, time and action each time a document is accessed.

### Data Specifications

 **A.10.4.1** Data should be stored in a non-proprietary data base.

 **A.10.4.2** Data schemas should be based on the national standards (SIF, CEDS) SIF is the preferred schema. If an element is not included in SIF or CEDS, it must comply with the OSDE Data Dictionary.

 **A.10.4.3** System should allow users to set preferences for how items in a list are sorted or displayed.

 **A.10.4.4** System should allow data masks to assist with making sure information entered into a field is in the appropriate format.

 **A.10.4.5** System should provide dropdown fields where a limited set of standard answers or codes are the only acceptable answers. The answers will be managed using business rules.

 **A.10.4.6** System should provide a method to search by student name, student testing number, educator, site, district, county, type of disability, diagnosis, and data of birth, age, assessment type, status code and services provided at a minimum.

 **A.10.4.7** OSDE owns all of the data in the system. Upon request, all system data must be provided to the OSDE in a data schema based on a national/open data standard (CEDS, SIF, ED-FI) within 30 days of the request.

 **A.10.4.8** The proposed solution should be required to utilize the Teacher Certification Number and the STN (Student Test Number) as identifiers.

 **A.10.4.9 The** solution should integrate with individual school calendars.

 **A.10.4.10** Student records must electronically transfer when the student moves schools in order to allow administrative accounts from the sending school to continue to access historical records while particular accounts from the receiving school will have historical access and the ability to add to the student’s record.

### Interface Specifications

 **A.10.5.1** System should provide a commercial quality graphic user interface developed using industry standard usability guidelines.

 **A.10.5.2** System should provide a method for generation and printing of all forms and documents in .pdf, .doc or another generally available format.

### Student Information Interface Specifications

 **A.10.6.1** System should integrate student records with the Oklahoma Student Testing Number to allow for matching with existing student data systems.

 **A.10.6.2** System should integrate with the Health Department SoonerStart system (PHOCIS).

 **A.10.6.3** System should provide a method to auto populate data when the data already exists in one of the integrated systems.

 **A.10.6.4** System should provide a method to interface with the existing Student Information Systems (SIS) in all districts.

 **A.10.6.5** System should provide a method to interface with the Wave, which is the State’s SIS and operations on a SIF standard.

### Data Conversion

 **A.10.7.1** The proposed solution should be able to engage in data migration activities to ensure continuity from the current system to the proposed solution.

 **A.10.7.2** System should provide a method of importing all existing IEP, 504, IFSP, assessment and diagnosis data from either the current systems or a batch file.

 **A.10.7.3** System should provide a method to link students using their Student Testing Number to existing documents.

 **A.10.7.4** System should provide a method to update existing records to match the data directory schema used by the system if different.

### Configurability

 **A.10.8.1** Configurability items should be specific to Oklahoma and how they process their plans, and may require configuration on the out of the box software in order to function.

 **A.10.8.2** System should allow OSDE to establish mandatory sections on all documents.

 **A.10.8.3** System should allow OSDE to establish mandatory questions on all documents.

 **A.10.8.4** System should allow districts to establish mandatory sections on all documents.

 **A.10.8.5** System should allow districts to establish mandatory questions on all documents.

 **A.10.8.6** Districts should not be able to change the sections made mandatory by OSDE.

 **A.10.8.7** System should allow sites to establish mandatory sections on all documents.

 **A.10.8.8** System should allow sites to establish mandatory questions on all documents.

 **A.10.8.9** Sites should not be able to change the sections made mandatory by the District or OSDE.

 **A.10.8.10** System should provide a method to require all mandatory sections be completed prior to marking the document complete.

 **A.10.8.11** All business rules should be managed by users (OSDE or local) at an appropriate security level.

 **A.10.8.12** System should provide an online help file that can be updated by users at the appropriate security level.

 **A.10.8.13** System should provide for business rules to establish guidelines on data entered into particular fields.

 **A.10.8.14** System should allow for error messages established by users at the appropriate security level.

 **A.10.8.15** System should allow OSDE to manage the creation, assignment and deletion of security roles through users at an appropriate security level.

 **A.10.8.16** System should use the State mandated forms for all documents.

 **A.10.8.17** All alerts and notices should be managed using business rules to establish when they should be issued and what the content will be.

 **A.10.8.18** System should allow all Drop down entries must be managed by users at an appropriate security level

 **A.10.8.19** System should allow all codes to be managed by users at an appropriate security level unless established recognized federal codes.

 **A.10.8.20** System should allow an escalation process for missed deadlines and incomplete documentation.

 **A.10.8.21** Escalation processes (who is notified and when) should be managed by OSDE users at an appropriate security level

 **A.10.8.22** System should allow multiple users to be notified at each step of the escalation process.

 **A.10.8.23** System should allow for establishment of multiple escalation process for each process.

## Work Plan and Project Management

The work plan must describe in detail the specific methods, tasks, and activities proposed to be undertaken in order to fulfill the scope of work described in this RFP. Any anticipated theoretical or practical problems associated with the completion of the project must be discussed. Solutions, alternatives, or contingency plans related to these problems must also be proposed if appropriate. Additionally, the work plan must include task initiation and completion schedules and respondent’s proposed staff assignments. In addition, the respondent shall list and identify subcontractors, if any, and delineate their role(s) in relation to the work plan. Describe the project management methodology that will be used through this implementation.

Provide a sample project plan with anticipated timelines.

The work plan must also identify any additional components that may be included in the electronic IEP that were not articulated as specific requirements in this RFP.

The contractor will be required to provide periodic checkpoints to the Director of Special Education at the OSDE and the Project Manager at the OMES throughout the planning and development cycle to best utilize end user feedback, for workflows, user interfaces, graphics, screen layouts, and quality and assurance testing.

## Training

The proposed solution must include all training that is available to each end user; to include any alternatives. The cost for the training must be broken out accordingly, in the pricing section.

If the solution is hosted in the state data center the contractor must provide on-site training direct to technical staff, including server, database, and network personnel to include system setup, maintenance, and disaster recovery.

### The bidder must provide on-site staff training direct to staff or through train-the-trainer model.

### Training must include administrative training, in-house user support training, and user training.

### The contractor must provide comprehensive training materials to district users and state administrators.

### After initial training describe how training will be handled for new staff at both the district and state. Delivery methods may include:

 **A.12.41** Face-to-face at Oklahoma sites,

 **A.12.4.2** Online via the Internet,

 **A.12.4.4** On-site at contractor’s office,

 **A.12.4.5** Via computer-based i.e. tutorial or another training method.

### Specify the maximum number that can attend each training type

### Specify options regarding the amount of training

### Distinguish the advantages of each successive option

### Bidders shall describe training alternatives such as:

 **A.12.8.1** Train-the-trainer,

 **A.12.8.2** Contractor-provided trainers.

### Bidders shall describe training for the following audiences:

 **A.12.9.1** District Special Education Directors,

 **A.12.9.2** State Special Education Support Staff,

 **A.12.9.3** Guidance counselors, teachers, and special education personnel.

## Maintenance and Support

The bidder must describe the ongoing maintenance and support at all levels. Both scenarios must be identified; state hosted solution or contractor hosted solution.

### Bidder shall describe the annual software maintenance to include any required programming that must comply with future Oklahoma State legislative, Oklahoma Code, or OSDE reporting changes. All changes must be completed within a timeline that meets any deadline associated with any required change. Contractor must provide description of change process and specific data on turnaround time. Contractor must describe the process for calculating costs for enhancements.

### Bidder shall describe the process of software configuration, potentially new software releases, and any software patches and updates.

### Software upgrade must be provided as part of annual software maintenance.

### Bidder shall list the frequency of product upgrades and patches made to the current platform.

## Customer Service Support

The vendor must provide real-time technical assistance.

### Bidder shall describe the following:

 **A.14.1.1** Help desk support model that is offered to all customers.

 **A.14.1.2** Means of customer contact to the help desk.

 **A.14.1.3** Hours of support/service,

 **A.14.1.4** Request for details about open defaults, who reported, when reported etc.

### The bidder shall describe the knowledge level of the customer service representatives with regard to Oklahoma reporting,

### The bidder shall describe the procedures for incident management and problem escalation during the performance of the contract.

### Procedure must describe how the bidder will address problem situations as they occur and timeframes for resolutions and levels of escalation during the performance of the contract.

### Must describe Bidder’s process for establishing the existence of a problem,

### Must describe reporting methods and available options,

### Must describe the nature of feedback on resolution progress, including the frequency of feedback,

### Must provide identification of and contact information (name: title, address, phone & fax number, and e-mail address) for any technician, supervisor, manager, etc… that would become involved in resolving a system problem during normal business hours.

### Must provide contact information (same as above) for persons responsible for resolving issues after normal business hours (i.e. evenings, weekends, holidays, etc.) and on an emergency basis.

### Must describe escalation process for installation service dates and other commitments that are not met for and wireless services.

## Service Level Agreement

The successful contractor shall be responsible for developing and defining a Service Level Agreement (SLA) for the services included in this RFP which outlines the parameters of all IT services covered as they are mutually understood and applied during the performance of the contract. The Contractor shall provide the SLA for review to the OMES Contract Monitor within 14 working days following contract award.

The final agreement shall be signed by an authorized representative of the contractor and an authorized representative of The State of Oklahoma. Failure to achieve the defined levels of service may entitle the State to financial remedies.

SLA must identify the product and services supported, and include response times for problems, as well as establish the minimum amount of resources (equipment and personnel) dedicated to the support effort. Any additional pricing relative to service must be defined within the agreement.

The SLA shall demonstrate the contractor’s ability to provide and manage customized monitoring, reporting, and operations management systems. Contractor will monitor the provided services for chronic problems, which will be registered, analyzed, and reported during regular and scheduled service reviews, along with action plans for permanently resolving persistent, chronic, or severe problems.

### Agreement Goals and Objectives

The purpose of this agreement is to ensure that the proper elements and commitments are in place to provide consistent support and delivery to the State by the contractor.

 **A.15.1.1** Provide clear reference to service ownership, accountability, roles, and responsibilities.

 **A.15.1.2** Present a clear, concise and measurable description of service provision to the end user.

### Service Scope

 **A.15.2.1** SLA Rules to determine resolution time,

 **A.15.2.2** SLA Rules to distinguish priority requests by Requester, Department, or Category,

 **A.15.2.3** Track SLA compliance using automatic escalations (up to 4 levels) in case of SLA Violations at pre-define time intervals.

 **A.15.2.4** Service level performance measurements using SLA violation reports,

 **A.15.2.5** Technicians Notification at a pre-configured interval before the SLA is violated,

 **A.15.2.6** Response Time,

 **A.15.2.7** Escalation,

 **A.15.2.8** Mean Time to Repair-(MTTR) guaranteed minimum service level for mean time to repair (MTTR) — defined herein as: the measure of time it takes to resolve, to the satisfaction of the State any reported trouble whether detected by the monitoring system or by the State.

 **A.15.2.9** Mean Time to repair based on either or both of the items listed below-shall be defined in the SLA

#### Site type as agreed to by the customer,

#### A standard severity matrix,

 **A.15.2.10** Enhancement,

 **A.15.2.11** Cost of down time-Penalties for failure to respond.