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TOLL COLLECTION SYSTEMS IMPLEMENTATION AND MAINTENENCE

Request for Proposals (RFP) No. 92700-13-100214

Addendum Number: 02 Dated: June 19, 2013

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Proposal Responses Due: **July 31, 2013 1:00 PM EST**

The following information is made a part of this RFP:

1. Appendix D, Performance Requirements and SLA's Table dated May 17, 2013 is deleted in its entirety and replaced with SRTA RFP Appendix D, Performance Requirements and SLA's Table Addendum 2, 06/19/2013. The revised Appendix D Table is attached to this Addendum and the updates are indicated in red text. The Microsoft excel version of the SLA table is available in the "Official Procurement Documents/Addendum #2 061913" folder of the ftp site, which shall be utilized as part of your proposal. The originally issued Appendix D, Performance Requirements Terms and Conditions is still current and in effect.
2. Appendix F, Toll Network Infrastructure Design Guide v1.6 is deleted in entirety and replaced with SRTA RFP Appendix F, Toll Network Infrastructure Design Guide v1.7 06/19/13. The redline version is available in the "Official Procurement Documents / Addendum #2 061913" folder of the ftp site
3. Appendix N, Contract – The contract as issued with Addendum #1 is deleted in entirety and replaced with SRTA RFP Appendix N Contract Addendum #2 06/19/13. Two PDFs, a clean version and a redline version, are available in the "Official Procurement Documents / Addendum #2 061913" folder of the ftp site

Note: Review Carefully!

To the extent any provisions of this Addendum are inconsistent with, conflict with, or vary from the provisions of the RFP, the provisions of this Addendum shall control. Except as specifically modified and amended by this Addendum, the terms and conditions set forth in the RFP shall otherwise remain in full force and effect.

NOTE: A signed acknowledgment of this addendum (this page) should be attached to your RFP response.

Firm Name

Signature

Typed Name and Title

Date

Appendix D – Performance Requirements and SLA's

Addendum #2 June 19, 2013

Terms and Conditions

1 Overview

The Agreement obliges the TSI Contractor to meet certain defined levels of performance in the execution of the Scope of Work. This Appendix D which includes the SLA Table, attached hereto and incorporated herein, describes the minimum performance requirements the TSI Contractor must meet. The TSI Contractor is responsible for demonstrating that the performance requirements of the RFP and as otherwise described herein can be met or exceeded prior to Final System Acceptance. The measurement of these key performance parameters and levels of service shall be automated where possible and shall be straightforward and data-driven, as reasonably determined by SRTA. The performance requirements are intended to be consistent with the written requirements of the Contract Documents.

The TSI Contractor shall develop reports that compare actual results to the requirements as defined in this Appendix and shall submit these reports to SRTA within seven (7) business days of each month end. The methods and results of the measurement process shall be fully subject to independent audit and shall be utilized by the TSI Contractor to trigger timely action to correct any deficiencies and failures in order to meet required accuracy and availability requirements.

Actual performance shall be defined and measured against the requirements and time periods in the SLA table in order to assess the overall quality, reliability, integrity and value of the delivered system. This Appendix addresses requirements for the following major areas of performance and levels of service:

1. Availability;
2. Accuracy;
3. Time Constraints; and
4. Maintenance (Response/Repair timing).

2 Reports and Record Keeping

The TSI Contractor shall provide monitoring reports that shall be generated on a monthly basis and submitted to SRTA by the 7th business day following month end. The TSI Contractor shall maintain all corresponding supporting data in compliance with the data retention policies outlined in the RFP and shall be made available to SRTA upon request. The TSI Contractor shall be subject to Liquidated Damages as described in the SLA Table for failure to provide the required reports within the specified timeframe or if reports are not accurate or complete.

3 Key Performance Requirements

3.1 Availability Requirements

Availability requirements are specified in the SLA Table. Availability shall be measured using the methods described below. These requirements shall be initially applied at the start of the Warranty Phase. After 12 months and once SRTA has certified Systems Acceptance, the Project shall transition to the Maintenance Phase. The monthly warranty fee or maintenance fee, as applicable,

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shall be subject to monthly assessment of availability and reliability measurement, as well as other criteria as set forth in the SLA Table, and applicable damages for failure to meet such criteria.

Performance Reviews

SRTA will review the TSI Contractor's performance on a monthly basis, using required system reports provided by the TSI Contractor including reports generated and created by MOMS. Performance reviews shall begin one (1) month after commencement of the Warranty Phase and shall include evaluation of the previous month of operation. SRTA may elect to waive or impose damages during the first four (4) months of the Warranty Phase.

Availability Requirements

The Availability requirements as specified in the SLA Table shall be measured during the Systems Acceptance Test and monthly thereafter. The availability requirements will not measure approved scheduled preventive maintenance activities.

The availability calculation will not include downtime during any period when SRTA/GDOT does not allow the TSI Contractor to close a lane or otherwise work along the roadway unless such failure to approve is the result of the TSI Contractor not following GDOT's procedures in making the request.

Chargeable and Non-Chargeable Failures

For purposes of calculating Availability performance requirements for testing and for maintenance performance chargeable and non-chargeable failures are defined as follows:

Chargeable Failures

Chargeable failures include any failures that are not specifically identified as non-chargeable below, including but not limited to:

1. A malfunction which prevents the Electronic Toll Collection System (hardware or software) from performing its designated function, when used and operated under its intended operational and environmental conditions as detailed in this Scope of Work.
2. A malfunction that poses a threat to the safety of the Electronic Toll Collection System components, Toll Collection System customers, employees or others.
3. An occurrence where data is not successfully transmitted between the Toll Zone Locations and the Facility Host System unless the failure is already accounted for as a separate performance failure (e.g., if the Zone Controller is not functioning and does not transmit data to the Facility Host System, the zone would be charged for the failure but the System would not).
4. Any failure of equipment or software that allows revenue loss to occur on the Electronic Toll Collection System that is not already accounted for as a separate performance failure.
5. Major software anomalies and bugs that affect the performance and operation of the Electronic Toll Collection System.
6. Shutdown or unavailability of a Toll Zone or Facility Host System unless specifically directed.
7. Failure to properly register or transmit a transaction record from a Toll Zone Location to the Facility Host System.
8. Failure to properly reconcile the Electronic Toll Collection System.
9. Failure to transmit a transaction's correct toll amount to SRTA's BOS.

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10. Failure to transmit the correct toll amounts to the CMS within the required time period.
11. Loss of data either at the lane or Facility Host level including failure to meet data retention requirements.
12. Failure to electronically send or receive transaction information.
13. Failure to generate the reports required to reconcile and audit the system.

Non-Chargeable Failures

Non chargeable failures shall include:

1. Force majeure, as defined in the Agreement.
2. Vandalism.
3. System component failures caused by environmental or operating conditions outside of the design standards of the equipment.
4. Failures of expendable and consumable items in operation beyond their intended useful life in testing. (However, under the maintenance requirements of this Scope of Work, as TSI Contractor shall be responsible for preventive maintenance and shall be responsible for the regular replacement of consumables, such failures shall be considered chargeable if they affect system operation or performance).
5. Failures that are customer or user induced.

3.2 Accuracy Requirements

Accuracy requirements for the Project are specified in the SLA Table.

3.3 Time Constraint Requirements

Time Constraint requirements for the Project are specified in the SLA Table.

3.4 Maintenance Service Level Requirements

The TSI Contractor shall provide sufficient personnel, tools and other necessary resources to meet the service level requirements defined in the SLA Table.

3.4.1. Maintenance Support Requirements

Maintenance response time shall be measured from the time when the TSI Contractor receives notification of the maintenance event or failure and ending when the maintenance technician arrives at the site of the problem or acknowledges the associated alarm or alert in the MOMS application.

Repair time shall be measured from the time when the technician arrives at the site or when the technician acknowledges the failure to the time when the failure condition is corrected and the system is returned to normal operation. If access to the equipment in question is denied to the TSI Contractor based on SRTA policy, the repair time shall be measured beginning when SRTA has allowed the TSI Contractor access to the equipment.

Both the response time and the repair time shall be registered in the MOMS. Failure to meet the required response and repair times shall be monitored through MOMS reports.

3.4.2. Routine Maintenance Activities Requirements

The TSI Contractor shall perform routine maintenance activities in accordance with the approved Maintenance schedule.

3.4.3. Stop Clock Conditions

The TSI Contractor may be excused from its obligation to meet the performance and service level requirements set forth above under certain conditions that shall be referred to as "Stop Clock Conditions." Only the time during which such conditions are present shall be excluded from the timeframes used to measure the TSI Contractor's performance as set forth below:

- A. The TSI Contractor will exclude from its availability calculations the time arising from any of the following "Stop Clock Conditions":
 1. Loss of connectivity to all GDOT provisioned roadside Hub buildings if the loss of connectivity to all Hubs is caused by a third party not under the direct or indirect control of TSI Contractor and not reasonably preventable by TSI Contractor, including, but not limited to, fiber cuts not caused by the TSI Contractor. For purposes of this provision, TSI Contractor's employees, affiliates, subsidiaries, tel/data services providers, agents, suppliers or subcontractors shall be deemed to be under the control of TSI Contractor with respect to the equipment, services, or facilities to be provided under this Agreement.
 2. The following SRTA or GDOT contact/access problems, provided that TSI Contractor makes reasonable efforts to contact SRTA's Project Manager immediately upon the commencement of the Stop Clock period:
 - (i) Access necessary to correct the problem at a SRTA or GDOT owned site is not available because access is improperly denied or not arranged by the site contact or SRTA representative, provided that TSI Contractor properly scheduled the visit or access beforehand, if advance notice was required.
 - (ii) GDOT construction activities that prevent TSI Contractor from performing previously scheduled maintenance or repair of In-Lane equipment or systems.
 - (iii) Incorrect site contact information which prevents access, provided that TSI Contractor takes reasonable steps to notify immediately SRTA's Project Manager of the improper contact information and takes reasonable steps to obtain the correct information.

If it is determined later that the cause of the problem was not SRTA's fault or responsibility; or in the event of denied access, if the reason was determined to be proper, then the Stop Clock Condition shall not apply.
 3. Routine Scheduled Maintenance provided such schedule was provided to and approved by SRTA's Project Manager in advance and in writing; provided however, that in no event shall the Stop Clock Condition time period be extended beyond the standard routine scheduled maintenance time period.
 4. Force Majeure events.
- B. Notwithstanding any other provision of the Contract Documents to the contrary, Stop Clock Conditions do not apply to:
 1. TSI Contractor's response time performance requirements as set forth in the RFP generally and Appendix D specifically.
 2. Testing or maintenance initiated by TSI Contractor outside of routine scheduled maintenance windows.

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3. Power fluctuations caused by electrical utility providers, common carriers, TSI Contractor, TSI Contractor’s affiliates, subsidiaries, data services providers, or subcontractors.
 4. Time period during which SRTA has made reasonable efforts to notify TSI Contractor’s Project Manager of a problem, but TSI Contractor’s Project Manager was not available or reachable.
 5. Failure of the TSI Contractor to provide adequate facilities (including cabinets, sunshields, etc.) to ensure delivery of the contracted services will not be considered a valid Stop Clock Condition to the extent such failure of TSI Contractor contributed to the Stop Clock Condition.
 6. Any other reason or cause not expressly listed in above for which the TSI Contractor is responsible.
- C. If TSI Contractor asserts Force Majeure or failure of SRTA/GDOT provided equipment as an excuse to performance, TSI Contractor shall have the burden of: (i) proving sole proximate cause to SRTA’s satisfaction, (ii) that TSI Contractor took reasonable steps to minimize the delay and damages caused by events when known or should have been known, and (iii) that TSI Contractor timely notified SRTA of the actual occurrence which is claimed as grounds for a defense under this clause (if any).

3.4.4. Help Desk Support Requirements

The TSI Contractor shall supply personnel with expertise in the support of the system hardware, software and database management system(s) during SRTA working hours (to be determined during the system design phase) to provide a help desk function for all TSI Contractor-supplied systems and subsystems. The help desk is intended to act as a central point of contact for all technical support, including hardware and software questions, installation of updated versions of software, networking, network connection requests, and troubleshooting.

3.5 Miscellaneous

3.5.1 Single Event Causing Cumulative Liquidated Damages.

If the TSI Contractor can prove to SRTA’s reasonable satisfaction that a single event causes the TSI Contractor to fail to meet more than one SLA, cumulative Liquidated Damages shall not be imposed, but instead the highest applicable Liquidated Damages relative to such occurrence shall apply.

3.5.2 Calculation of Damages

For the purpose of calculating liquidated damages, all timeframes stated in the *Damages* column of the following chart shall be the time stated or any portion thereof. By way of example and not by limitation, if in SLA #2, the Zone Controller fails to meet the SLA by 31 minutes for one lane of peak travel hours, then the Liquidated Damages assessed for failure to meet this SLA will be \$1,200. Likewise, if the Zone Controller fails to meet the SLA by 2 minutes for one lane of peak travel hours, then the Liquidated Damages assessed for failure to meet this SLA will be \$600.

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SLA Response Instructions

The TSI shall respond to requirements contained in Appendix D according to the following procedure. In all instances, ***the TSI shall complete all highlighted cells*** in the SLA table (the following spreadsheet).

For all SLA items in the table, the TSI should:

1. In column M of the table (with the heading "Will the TSI comply with the performance requirements (Y/N)?"), fill in "Y" or "N" ***for EACH SLA item***, to indicate if the TSI will or will not comply with the SLA requirement.
2. A ninety (90) day stabilization period is provided for. This allows a separate SLA level to be identified for the periods of days 1 through 90 (commencing with the start of the Warranty phase - this is identified in column D "Minimum Performance Level Open to Tolling Days 1 Thru 90") and then days 91 through the end of the contract term (in column F "Minimum Performance Level Day 91 and Beyond"). SRTA has provided the minimum acceptable SLA performance levels for each SLA in the table. In columns E and G, for each SLA item, the TSI Contractor will fill in the performance level to which they commit. The TSI Contractor can indicate any performance level that is ***equal to or higher better*** than SRTA's prescribed minimum levels. Indicating a performance level higher than the minimum may result in a higher proposal evaluation score as it results to Appendix D.
3. In column I of the table ("Measurement Method"), if a cell is marked "TSI Contractor to propose their solutions", the TSI Contractor will describe how the SLA will be measured and reported upon. SRTA understands the measurement of some SLAs will vary based on a TSI Contractor's particular system design, so this approach allows the TSI Contractor to propose the most effective, efficient measurement process as it relates to their implementation.
4. The TSI Contractor will not edit/alter any other cells in the spreadsheet.

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Note: TSI's shall provide responses within all cells which are highlighted yellow on this worksheet See SLA response instructions												
SLA #	Service Level KPIs	Definition	Minimum Performance Level Days 1 Thru 90	TSI Proposed SLA Level Days 1 thru 90	Minimum Performance Level Day 91 and Beyond	TSI Proposed SLA Level Day 91 and Beyond	Measured Unit	Measurement Method	System Acceptance Test Measurement Requirement	Operations Measurement Period/Sample	Damages*	Will the TSI comply with the performance requirements (Y/N)?
* All time periods shall be calculated based on the time frame indicated or a portion thereof-See Performance Requirements and SLAs/Terms and Conditions Section 3.5.2 for more details.												
Availability												
AV1	Gantry Tolling Equipment – AV1	Gantry AV1 infrastructure is considered available if it is able to accurately read transponders per the SLAs pertaining to AV1 Operation.	99.90%	TSI Contractor to propose their performance level.	99.90%	TSI Contractor to propose their performance level.	minutes available / total minutes in measured time period	TSI Contractor to propose their solutions.	During entire SAT time period, availability to be measured/reported by TSI Contractor.	Measured Monthly for entire time period	Direct damages.	
AV2	Gantry Tolling Equipment – AVC	Gantry AVC infrastructure is considered available if it is able to accurately detect and classify vehicles per the SLAs pertaining to vehicle detection/classification.	99.90%	TSI Contractor to propose their performance level.	99.90%	TSI Contractor to propose their performance level.	minutes available / total minutes in measured time period	TSI Contractor to propose their solutions.	During entire SAT time period, availability to be measured/reported by TSI Contractor.	Measured Monthly for entire time period	Direct damages.	
AV3	Gantry Tolling Equipment – VES	Gantry VES infrastructure is considered available if it is able to accurately capture images of vehicles per the SLAs pertaining to image capture.	99.90%	TSI Contractor to propose their performance level.	99.90%	TSI Contractor to propose their performance level.	minutes available / total minutes in measured time period	TSI Contractor to propose their solutions.	During entire SAT time period, availability to be measured/reported by TSI Contractor.	Measured Monthly for entire time period	Direct damages.	
AV4	Gantry Tolling Equipment - DVAS	Gantry DVAS infrastructure is considered available if it is able to accurately record traffic video and correlate video to transactions to transaction records per the SLAs pertaining to VAS.	99.00%	TSI Contractor to propose their performance level.	99.00%	TSI Contractor to propose their performance level.	minutes available / total minutes in measured time period	TSI Contractor to propose their solutions.	During entire SAT time period, availability to be measured/reported by TSI Contractor.	Measured Monthly for entire time period	For every 2 hours below the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 1% of the monthly maintenance/warranty fee.	
AV5	Zone Controller	Zone Controller infrastructure is considered available if it is receiving, processing and sending transactions to the Facility Host. This applies to the Zone Controller redundant pair as a whole and is not measured individually. This also includes the AVI, AVC and VES systems being available.	99.95%	TSI Contractor to propose their performance level.	99.95%	TSI Contractor to propose their performance level.	minutes available / total minutes in measured time period	TSI Contractor to propose their solutions.	During entire SAT time period, availability to be measured/reported by TSI Contractor.	Measured Monthly for entire time period	For every 30 minutes below the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of \$600 per travel lane affected during peak hours, and \$200 per travel lane affected during off peak hours.	
AV6	Facility Host Hardware	Facility Host Hardware is considered available if at least one Facility Host installation is able to respond to network monitoring queries. Facility Host hardware includes all Facility Host installations in the Active Redundant cluster as a whole and does not apply individually.	99.30%	TSI Contractor to propose their performance level.	99.90%	TSI Contractor to propose their performance level.	minutes available / total minutes in measured time period	TSI Contractor to propose their solutions.	During entire SAT time period, availability to be measured/reported by TSI Contractor.	Measured Monthly for entire time period	For every 0.2% below the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 3% of the monthly maintenance/warranty fee.	
AV7	Facility Host Applications, including Trip Building, Image Processing, Dashboards, External Interfaces, MOMS, CCTV (including DVAS)	A Facility Host Application (including but not limited to those listed) will be considered available if it is functioning per the system design requirements.	99.00%	TSI Contractor to propose their performance level.	99.50%	TSI Contractor to propose their performance level.	minutes available / total minutes in measured time period	TSI Contractor to propose their solutions.	During entire SAT time period, availability to be measured/reported by TSI Contractor.	Measured Monthly for entire time period	For each Facility Host application (to be defined during the Design phase) individually: for every hour below the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 2% of the monthly maintenance/warranty fee.	
AV8	Dynamic Pricing Facility Host Pricing Application	The Facility Host Pricing Application is considered available if it is calculating and posting toll rates to appropriate CMSs per SRTA business rules, and accurately assigning toll rates to trips per the toll rate SLA.	99.30%	TSI Contractor to propose their performance level.	99.90%	TSI Contractor to propose their performance level.	minutes available / total minutes in measured time period	TSI Contractor to propose their solutions.	During entire SAT time period, availability to be measured/reported by TSI Contractor.	Measured Monthly for entire time period	Direct damages or for every 30 minutes below the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 2% of the monthly maintenance/warranty fee during peak hours. 1% of the monthly maintenance/warranty fee during off peak hours.	
AV9	Network Connectivity (All LAN links provided or maintained by TSI Contractor - this includes all SRTA/GDOT fiber network links)	The ability of each LAN link delivered by TSI Contractor to transmit data.	99.90%	TSI Contractor to propose their performance level.	99.99%	TSI Contractor to propose their performance level.	minutes available / total minutes in measured time period	TSI Contractor to propose their solutions.	During entire SAT time period, availability to be measured/reported by TSI Contractor.	Measured Monthly for entire time period	For each individual VLAN: For every 0.1% below the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 2% of the monthly maintenance/warranty fee.	

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SLA #	Service Level KPIs	Definition	Minimum Performance Level Days 1 Thru 90	TSI Proposed SLA Level Days 1 thru 90	Minimum Performance Level Day 91 and Beyond	TSI Proposed SLA Level Day 91 and Beyond	Measured Unit	Measurement Method	System Acceptance Test Measurement Requirement	Operations Measurement Period/Sample	Damages*	Will the TSI comply with the performance requirements (Y/N)?
AV10	Network Connectivity (All WAN links provided or maintained by TSI Contractor)	The ability of each WAN link delivered by TSI Contractor to transmit data.	99.00%	TSI Contractor to propose their performance level.	99.90%	TSI Contractor to propose their performance level.	minutes available / total minutes in measured time period	TSI Contractor to propose their solutions.	During entire SAT time period, availability to be measured/reported by TSI Contractor.	Measured Monthly for entire time period	For each individual WAN link: For every 0.1% below the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 2% of the monthly maintenance/warranty fee.	
AV11	MDS Units	An MDS unit is considered available if it is accurately collecting and reporting traffic data per the SLA pertaining to MDS.	99.80%	TSI Contractor to propose their performance level.	99.80%	TSI Contractor to propose their performance level.	minutes available / total minutes in measured time period	TSI Contractor to propose their solutions.	During entire SAT time period, availability to be measured/reported by TSI Contractor.	Measured Monthly for entire time period	For every hour below the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 0.2% of the monthly maintenance/warranty fee.	
AV12	Toll Rate CMS	A Toll Rate CMS is considered available if the sign is correctly displaying messages per the SLA pertaining to CMS message display.	99.80%	TSI Contractor to propose their performance level.	99.90%	TSI Contractor to propose their performance level.	minutes available / total minutes in measured time period	TSI Contractor to propose their solutions.	During entire SAT time period, availability to be measured/reported by TSI Contractor.	Measured Monthly for entire time period	Direct damages	
AV13	Toll Rate CMS AVI systems	A Toll Rate CMS AVI system is considered available if it is able to accurately record/report transponder reads per the SLA pertaining to Toll Rate CMS AVI performance.	99.80%	TSI Contractor to propose their performance level.	99.80%	TSI Contractor to propose their performance level.	minutes available / total minutes in measured time period	TSI Contractor to propose their solutions.	During entire SAT time period, availability to be measured/reported by TSI Contractor.	Measured Monthly for entire time period	For every hour below the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 0.5% of the monthly maintenance/warranty fee.	
AV14	GP Lane AVI Systems	A General Purpose Lane AVI system is considered available if it is able to accurately record/report transponder reads per the SLAs pertaining to GP Lane AVI performance.	99.00%	TSI Contractor to propose their performance level.	99.00%	TSI Contractor to propose their performance level.	minutes available / total minutes in measured time period	TSI Contractor to propose their solutions.	During entire SAT time period, availability to be measured/reported by TSI Contractor.	Measured Monthly for entire time period	For each AVI Scan Site individually: every 4 hours below the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 0.5% of the monthly maintenance/warranty fee.	
AV15	Toll Rate CCTV Site	A Toll Rate CCTV site (individual cameras including related systems required for viewing the video at TOC locations) is considered available if it is able to accurately display real time CCTV camera images with no more than a 5 second delay.	99.90%	TSI Contractor to propose their performance level.	99.90%	TSI Contractor to propose their performance level.	minutes available / total minutes in measured time period	TSI Contractor to propose their solutions.	During entire SAT time period, availability to be measured/reported by TSI Contractor.	Measured Monthly for entire time period	For each camera installation individually: For every hour below the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 0.5% of the monthly maintenance/warranty fee.	
AV16	Non-Toll Rate CCTV Sites	A Non-Toll Rate CCTV site (individual cameras including related systems required for viewing the video at TOC locations) is considered available if it is able to accurately display real time CCTV camera images with no more than a 5 second delay.	99.00%	TSI Contractor to propose their performance level.	99.00%	TSI Contractor to propose their performance level.	minutes available / total minutes in measured time period	TSI Contractor to propose their solutions.	During entire SAT time period, availability to be measured/reported by TSI Contractor.	Measured Monthly for entire time period	For each camera installation individually: For every 2% below the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 1% of the monthly maintenance/warranty fee.	
AV17	Chronic Outage	A Chronic Outage is considered to be a series of 2 or more outages/issues which repeatedly affects the same system functionality or network circuit during a calendar month.	Three	TSI Contractor to propose their performance level.	Zero	TSI Contractor to propose their performance level.	Chronic outages	TSI Contractor to propose their solutions.	All outages will be tracked to the Chronic Outage SLA during SAT.	Measured Monthly for entire time period	For every instance that qualifies as a Chronic Outage, the TSI Contractor shall be subject to Liquidated Damages in the amount of 1% of the monthly maintenance/warranty fee.	
Accuracy												
AC1	Toll Zone Vehicle Detection *Note, AC1 - AC6 apply to all vehicles except motorcycles, traveling through a Toll Zone (whether completely in or straddling lanes and shoulders) that are separated from other vehicles in the same travel lane by a minimum of 6 feet, at speeds from stop and go to 85mph.	Each vehicle passing through a Toll Zone will be detected/reported once, and only once.	99.50%	TSI Contractor to propose their performance level.	99.90%	TSI Contractor to propose their performance level.	Vehicle detected? (Yes/No)	TSI Contractor to propose their solutions.	All lanes tested with a sample size sufficient to show an 80% confidence that the SLA is being met.	On a monthly basis, the TSI Contractor will audit a sample size sufficient to show an 80% confidence that the SLA is being met on all directions of travel on one sixth of the operational Project Toll Zones.	Direct damages	

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SLA #	Service Level KPIs	Definition	Minimum Performance Level Days 1 Thru 90	TSI Proposed SLA Level Days 1 thru 90	Minimum Performance Level Day 91 and Beyond	TSI Proposed SLA Level Day 91 and Beyond	Measured Unit	Measurement Method	System Acceptance Test Measurement Requirement	Operations Measurement Period/Sample	Damages*	Will the TSI comply with the performance requirements (Y/N)?
AC2	Toll Zone Vehicle Classification	Each vehicle passing through a Toll Zone will have their classification (per SRTA's axle-based classification scheme) associated with the vehicle. At least 97% of the vehicles will be two axle and the remaining 3% will be vehicles with more than two axles.	98.00%	TSI Contractor to propose their performance level.	99.80%	TSI Contractor to propose their performance level.	Axes	TSI Contractor to propose their solutions.	All lanes tested with a sample size sufficient to show an 80% confidence that the SLA is being met.	On a monthly basis, the TSI Contractor will audit a sample size sufficient to show an 80% confidence that the SLA is being met on all directions of travel on one sixth of the operational Project Toll Zones.	Direct damages	
AC3	Toll Zone AVI Read/Correlation	Each vehicle passing through a Toll Zone will have all required transponder information, for up to two transponders (issued by SRTA or by interoperable agencies) properly mounted in/on the vehicle, accurately detected, reported and correlated with the correct vehicle. If a vehicle has more than one IAG or eGo Plus transponder mounted, this SLA does not apply.	First transponder read: 99.5% Second transponder read: Best Efforts	TSI Contractor to propose their performance level.	First transponder read: 99.95% Second transponder read: Best Efforts	TSI Contractor to propose their performance level.	Transponder read? (Yes/No)	TSI Contractor to propose their solutions.	All lanes tested with a sample size sufficient to show an 80% confidence that the SLA is being met.	On a monthly basis, the TSI Contractor will audit a sample size sufficient to show an 80% confidence that the SLA is being met on all directions of travel on one sixth of the operational Project Toll Zones.	Direct damages	
AC4	Image Capture/Correlation	Each vehicle passing through a Toll Zone will have all required images captured and correlated with the correct vehicle.	99.80%	TSI Contractor to propose their performance level.	99.90%	TSI Contractor to propose their performance level.	Images captured? (Yes/No)	TSI Contractor to propose their solutions.	All lanes tested with a sample size sufficient to show an 80% confidence that the SLA is being met.	On a monthly basis, the TSI Contractor will audit a sample size sufficient to show an 80% confidence that the SLA is being met on all directions of travel on one sixth of the operational Project Toll Zones.	Direct damages	
AC5	Express Lane Vehicle Speed	Each vehicle passing through a Toll Zone will have its speed captured and correlated with the correct vehicle.	Reported speed is plus or minus 5mph of actual speeds	TSI Contractor to propose their performance level.	Reported speed is plus or minus 3 mph of actual speeds	TSI Contractor to propose their performance level.	Miles Per Hour	TSI Contractor to propose their solutions.	All lanes tested - 30 samples per lane per site.	On a monthly basis, the TSI Contractor will audit 30 samples per lane on all directions of travel on one sixth of the operational Project Toll Zones.	For each toll zone (direction of travel including all lanes at a gantry location) individually: For every 5 mph outside of the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 1% of the monthly maintenance/warranty fee.	
AC6	Express Lane Vehicle Direction	Each vehicle passing through a Toll Zone will have its direction of travel (North or South) captured and correlated with the correct vehicle.	99.95%	TSI Contractor to propose their performance level.	99.99%	TSI Contractor to propose their performance level.	Direction (North or South)	TSI Contractor to propose their solutions.	All lanes tested with a sample size sufficient to show an 80% confidence that the SLA is being met.	On a monthly basis, the TSI Contractor will audit a sample size sufficient to show an 80% confidence that the SLA is being met on all directions of travel on one sixth of the operational Project Toll Zones.	For each toll zone (direction of travel including all lanes at a gantry location) individually: For every .02% below the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 1% of the monthly maintenance/warranty fee.	
AC7	GP Scan Site AVI Read	Each vehicle passing through a GP Lane AVI Scan Site will have all required transponder information, for up to two transponders (issued by SRTA or by interoperable agencies) properly mounted in/on the vehicle, accurately detected and reported (but not necessarily correlated with a vehicle).	95%	TSI Contractor to propose their performance level.	97%	TSI Contractor to propose their performance level.	Transponder read? (Yes/No)	TSI Contractor to propose their solutions.	All lanes tested with a sample size sufficient to show an 80% confidence that the SLA is being met.	On a monthly basis, the TSI Contractor will audit a sample size sufficient to show an 80% confidence that the SLA is being met on one sixth of the operational Project GP Scan Sites.	For each GP Scan site (including all lanes at a particular installation) individually: For every 3% below the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 0.5% of the monthly maintenance/warranty fee.	
AC8	GP Lane Vehicle Speed	Each vehicle passing through a GP lane measurement point will have its speed captured and reported.	Per-direction, per-lane and per-vehicle average speed accuracy: 92% (no more than +/- 8% error in speed calculation)	TSI Contractor to propose their performance level.	Per-direction, per-lane and per-vehicle average speed accuracy: 95% (no more than +/- 5% error in speed calculation)	TSI Contractor to propose their performance level.	Miles Per Hour	TSI Contractor to propose their solutions.	All MDS sites tested (including each lane at each site) - 30 samples per lane per site.	On a monthly basis, the TSI Contractor will audit 30 samples per lane on one sixth of the operational Project MDS sites. Not Applicable	Direct damages Not Applicable	

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AC9	GP Lane Vehicle Volume	The number of vehicles passing a GP lane measurement point.	Per-direction volume accuracy: 90% Per-lane volume accuracy 85%	TSI Contractor to propose their performance level.	Per-direction volume accuracy: 95% Per-lane volume accuracy 90%	TSI Contractor to propose their performance level.	Number of vehicles per sample per lane.	TSI Contractor to propose their solutions.	All MDS sites tested (including each lane at each site) - 30 samples per lane per site.	On a monthly basis, the TSI Contractor will audit 30 samples per lane on one-sixth of the operational Project MDS sites. Not Applicable	Direct damages Not Applicable	
AC10	Toll Rate CMS AVI Read	Each vehicle passing through a Toll Rate CMS AVI Read Zone (lanes defined in Section 3 of RFP) will have all required transponder information, for all transponders (issued by SRTA or by interoperable agencies) properly mounted in/on the vehicle, accurately detected and reported (but not necessarily correlated with a vehicle or a lane).	95%	TSI Contractor to propose their performance level.	97%	TSI Contractor to propose their performance level.	Transponder read? (Yes/No)	TSI Contractor to propose their solutions.	All lanes tested with a sample size sufficient to show an 80% confidence that the SLA is being met.	On a monthly basis, the TSI Contractor will audit a sample size sufficient to show an 80% confidence that the SLA is being met on one sixth of the operational Project Toll Rate CMS AVI Sites.	Direct damages	
AC11	ALPR Automation	Double blind OCR matching VSR of all plates at the stated accuracy level (AC11). (Excluding missing, temporary, and obstructed plates where characters are covered, and damaged plates where characters are not visible. Includes plates with frames that do not touch the plate characters.)	20%	TSI Contractor to propose their performance level.	70%	TSI Contractor to propose their performance level.	Image requires manual review? (Yes/No)	TSI Contractor to propose their solutions.	System report showing total number of images and number of images sent to manual review.	System report showing total number of images and number of images sent to manual review.	For each sample set, for every 2% (or less) below the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 1% of the monthly maintenance/warranty fee.	
AC12	ALPR Accuracy	Outcome of combined OCR and VSR automation processes measured as the number of all license plates (characters, and state jurisdictions) correctly identified by the system. (Excluding missing, temporary, and obstructed plates where characters are covered, and damaged plates where characters are not visible. Includes plates with frames that do not touch the plate characters.)	99.90%	TSI Contractor to propose their performance level.	99.95%	TSI Contractor to propose their performance level.	License plate numbers and state jurisdiction correct?	TSI Contractor to propose their solutions.	Minimum sample of 1000 images per lane.	Minimum sample of 1000 images per lane every 6 months or as requested.	For each sample set, for every .1% (or less) below the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 2% of the monthly maintenance/warranty fee.	
AC13	Image Readability	Rear: For this purpose, a "readable image" means an image produced by the VES in which both plate numbers and issuing jurisdiction, and vehicle image can be reliably read electronically or by the human eye. Front: For this purpose, a "readable image" means an image produced by the VES in which both plate numbers and issuing jurisdiction can be reliably read electronically or by the human eye. (Both front and rear exclude missing, temporary, and obstructed plates where characters are covered, and damaged plates where characters are not visible. Includes plates with frames that do not touch the plate characters.)	Rear: 99.8% Front: 85.00%	TSI Contractor to propose their performance level.	Rear: 99.95% Front: 90.00%	TSI Contractor to propose their performance level.	Image readable? (Yes/No)	TSI Contractor to propose their solutions.	Minimum sample of 1000 images per lane.	Minimum sample of 1000 images per lane every 6 months.	For each sample set, for every 0.1% (or less) below the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 1% of the monthly maintenance/warranty fee.	
AC14	Trip Building	The percentage of individual Toll Zone Transactions correctly assembled into Express Lane Trips per SRTA's Business Rules.	99.99%	TSI Contractor to propose their performance level.	99.99%	TSI Contractor to propose their performance level.	Transaction correctly assembled into trip? (Yes/No)	TSI Contractor to propose their solutions.	Minimum sample of 5,000 AVI and 5,000 image (non AVI) transactions monitored through trip building process. To include all lanes/directions.	On a monthly basis, the TSI Contractor will monitor 1,000 AVI and 1,000 image (non AVI) transactions through trip building process. To include all lanes/directions.	For each sample set, for every 0.1% below the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 2% of the monthly maintenance/warranty fee.	
AC15	Trip Toll Rate Assignment	The percentage of Trips assigned the correct toll rate based on SRTA business rules.	99.95%	TSI Contractor to propose their performance level.	99.95%	TSI Contractor to propose their performance level.	Correct toll rate assigned to trip? (Yes/No)	TSI Contractor to propose their solutions.	Include this verification during AC14 process.	Include this verification during AC14 process.	For each sample set, for every 0.1% below the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 2% of the monthly maintenance/warranty fee.	

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SLA #	Service Level KPIs	Definition	Minimum Performance Level Days 1 Thru 90	TSI Proposed SLA Level Days 1 thru 90	Minimum Performance Level Day 91 and Beyond	TSI Proposed SLA Level Day 91 and Beyond	Measured Unit	Measurement Method	System Acceptance Test Measurement Requirement	Operations Measurement Period/Sample	Damages*	Will the TSI comply with the performance requirements (Y/N)?
AC16	CMS Messaging	The accuracy of CMS messages sent by the Electronic Toll Collection System to the Toll Rate CMS subsystems, and displayed on the CMS panels, as they relate to correctly representing the pricing of the trips described on the respective Toll Rate CMSs.	99.99%	TSI Contractor to propose their performance level.	99.99%	TSI Contractor to propose their performance level.	Toll Rate CMS message = Toll Rate calculated for appropriate Trip and timeframe? (Yes/No)	TSI Contractor to propose their solutions.	Minimum sample of 1000 messages reported upon, to include messages to all CMS locations.	On a monthly basis, the TSI Contractor will audit a minimum sample of 250 messages, to include messages to all CMS locations.	Direct damages	
AC17	Time Synchronization	For all time-aware systems delivered by TSI Contractor, the deviation from NIST time and system clock time. This will be measured per individual system (not averaged among systems).	2 seconds	TSI Contractor to propose their performance level.	2 seconds	TSI Contractor to propose their performance level.	Seconds	TSI Contractor to propose their solutions.	Include in monthly report the time deviation for all equipment on the 15th and 30th days of month.	Report time deviation for all equipment on 15th and 30th days of SAT.	For each sample set, for every second, the average reported time of all devices is outside the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 0.5% of the monthly maintenance/warranty fee.	
Time Constraints												
TC1	AVI-based Trip Building	For trips which can be created from 100% transponder-based transactions: the timeframe between the latest-occurring transaction in the trip and the trip being completely built and available for transmission to SRTA's BOS. Note this timeframe is exclusive of any SRTA-configurable dwell/holding period.	6 hours	TSI Contractor to propose their performance level.	4 hours	TSI Contractor to propose their performance level.	Hours	TSI Contractor to propose their solutions.	Include this verification during AC14 process.	Include this verification during AC14 process.	For each sample set's times taken as an average, for every 4 hours outside the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 1% of the monthly maintenance/warranty fee.	
TC2	Image-based Trip Building	For trips which must be created involving at least one image-based transaction: the timeframe between the latest-occurring Image Processing System result (AFTER any applicable ALPR or manual review is completed) for each image-based transaction in the trip and the trip being completely built and available for transmission to SRTA's BOS. Note this timeframe is exclusive of any SRTA-configurable dwell/holding period.	6 hours	TSI Contractor to propose their performance level.	4 hours	TSI Contractor to propose their performance level.	Hours	TSI Contractor to propose their solutions.	Include this verification during AC14 process.	Include this verification during AC14 process.	For each sample set's times taken as an average, for every 4 hours outside the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 1% of the monthly maintenance/warranty fee.	
TC3	CMS Messaging	The timeframe between the prescribed transmission time of a Toll Rate CMS message and the actual time the CMS message was displayed on the CMS.	5 seconds	TSI Contractor to propose their performance level.	5 seconds	TSI Contractor to propose their performance level.	Seconds	TSI Contractor to propose their solutions.	Include this verification during AC16 process.	Include this verification during AC16 process.	For every 5 seconds outside the SLA for each occurrence, the TSI Contractor shall be subject to Liquidated Damages in the amount of 1% of the monthly maintenance/warranty fee.	
TC4	Images Available for Review	For Toll Zone transactions with images that require review: the timeframe between the transaction occurring in the lane and the time when the image is available to the Image Processing System.	2 hours	TSI Contractor to propose their performance level.	2 hours	TSI Contractor to propose their performance level.	Hours	TSI Contractor to propose their solutions.	Minimum sample of 10,000 image sets reported upon.	On a monthly basis, the TSI Contractor will report upon a minimum of 3000 image sets.	For every 2 hours outside the SLA for the average of all images in each calendar day of the measurement period, the TSI Contractor shall be subject to Liquidated Damages in the amount of 1% of the monthly maintenance/warranty fee.	
TC5	Non-Image Review System Response	Pertains to navigation between screens in the Facility Host and all other systems developed under the scope of the Project, excluding the image review workstations. Also pertains to error notifications being displayed on the screen in the Facility Host and all other systems developed under the scope of the Project. Wildcard searches, such as "5%", or open field (no search criteria entered), inadvertent or deliberate that require a full database table scan are omitted from this measurement.	Within 4 seconds 100% of the time and within 2 seconds 95% of the time.	TSI Contractor to propose their performance level.	Within 4 seconds 100% of the time and within 2 seconds 95% of the time.	TSI Contractor to propose their performance level.	Seconds	TSI Contractor to propose their solutions.	Response time samples of at least 20 5 minute time periods during peak system load times.	On a monthly basis, response time samples of at least 10 5 minute time periods during peak system load times.	For each sample set's times taken as an average, for every 5 seconds outside the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 0.5% of the monthly maintenance/warranty fee.	
TC6	Image Review System Response	Pertains to the display of an image or image set for manual review, on an image review workstation, and the system being able to accept user input.	Within 1 second 100% of the time and within 0.5 seconds 95% of the time.	TSI Contractor to propose their performance level.	Within 1 second 100% of the time and within 0.5 seconds 95% of the time.	TSI Contractor to propose their performance level.	Tenths of seconds	TSI Contractor to propose their solutions.	Response time samples of at least twenty 5 minute time periods during peak system load times.	On a monthly basis, response time samples of at least ten 5 minute time periods during peak system load times.	For each sample set's times taken as an average, for every 2 seconds outside the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 0.5% of the monthly maintenance/warranty fee.	

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TC7	Report Generation (< 1,000,000 records in the report)	Report Generation pertains to the display of non ad-hoc reports generated on the Facility Host and all other systems developed under the scope of the Project, measured from the time the user completes the report request in the UI to the time the report is displayed on the screen or generated as a .csv file.	Within 45 seconds 100% of the time and within 15 seconds 95% of the time.	TSI Contractor to propose their performance level.	Within 45 seconds 100% of the time and within 15 seconds 95% of the time.	TSI Contractor to propose their performance level.	Seconds	TSI Contractor to propose their solutions.	Response time sample of at least 100 reports during peak system load times.	On a monthly basis, response time sample of at least 30 reports during peak system load times.	For each sample set's times taken as an average, for every 1 minute outside the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 0.5% of the monthly maintenance/warranty fee.	
TC8	Report Generation (>= 1,000,000 records in the report)	Report Generation pertains to the display of non ad-hoc reports generated on the Facility Host and all other systems developed under the scope of the Project, measured from the time the user completes the report request in the UI to the time the report is displayed on the screen or generated as a .csv file. For measurement of this SLA, no more than three queries that will result in 1,000,000+ records returned will be conducted simultaneously.	Within 5 minutes for every 1,000,000 records included in the report.	TSI Contractor to propose their performance level.	Within 5 minutes for every 1,000,000 records included in the report.	TSI Contractor to propose their performance level.	Minutes	TSI Contractor to propose their solutions.	Response time sample of at least 10 reports during peak system load times.	On a monthly basis, response time sample of at least 3 reports during peak system load times.	For each sample set's times taken as an average, for every 5 minutes outside the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 0.5% of the monthly maintenance/warranty fee.	
TC9	Submission of Monthly SLA Report	The monthly SLA report, accurately detailing system performance relative to all Project SLAs, shall be submitted to SRTA each month.	Report submitted each month by the 15th calendar day of the month.	TSI Contractor to propose their performance level.	Report submitted each month by the 7th calendar day of the month.	TSI Contractor to propose their performance level.	Days	TSI Contractor to propose their solutions.	N/A	Monthly	For each monthly report, for every 1 day outside the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 1% of the monthly maintenance/warranty fee.	
TC10	CMS Out of Synch Alert	The amount of time between an error/outage occurring which affects a Toll Rate CMS to the time the issue is reported to SRTA's designated contact via an automated email.	15 minutes	TSI Contractor to propose their performance level.	15 minutes	TSI Contractor to propose their performance level.	Minutes	TSI Contractor to propose their solutions.	At least 10 samples.	On a monthly basis, at least 10 samples.	For each individual instance, for every 20 minutes outside the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 0.5% of the monthly maintenance/warranty fee.	
TC11	Transaction Data Available to SRTA BOS	The amount of time between a Trip being built and the time the Trip is transmitted to SRTA's Back Office System. This is not inclusive of any SRTA specified dwell time.	40 minutes	TSI Contractor to propose their performance level.	20 minutes	TSI Contractor to propose their performance level.	Minutes	TSI Contractor to propose their solutions.	System report detailing/summarizing trip timing, for all trips.	System report detailing/summarizing trip timing, for all trips submitted with monthly SLA report.	For each sample set's times taken as an average, for every hour outside the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 0.5% of the monthly maintenance/warranty fee.	
TC12	Transaction Images Available to SRTA BOS	The amount of time between a Trip being built and the time the images related to the trip are transmitted to SRTA's Back Office System. This is not inclusive of any SRTA specified dwell time.	8 hours	TSI Contractor to propose their performance level.	4 hours	TSI Contractor to propose their performance level.	Hours	TSI Contractor to propose their solutions.	System report detailing/summarizing trip timing, for all trips.	System report detailing/summarizing trip timing, for all trips submitted with monthly SLA report.	For each sample set's times taken as an average, for every 4 hours outside the SLA, the TSI Contractor shall be subject to Liquidated Damages in the amount of 1% of the monthly maintenance/warranty fee.	
Response & Repair Timing												
	Priority 1 Definition	Any failure that will result in: loss of ability to accurately collect revenue; inability to accurately create Trips from traffic traveling in the Express Lanes; lane closure; safety hazard; or loss of auditability.										
RR1	Priority 1 Response (Weekday Peak Hours 6AM - 7PM)	Maintenance response time shall be measured from the time when the TSI Contractor receives notification of the maintenance event or failure and ending when the maintenance technician arrives at the site of the problem or acknowledges the associated alarm or alert in the MOMS application.	15 minutes	TSI Contractor to propose their performance level.	15 minutes	TSI Contractor to propose their performance level.	Minutes	Measured via MOMS	MOMs will be utilized to report all events for this category during the test time period.	All events submitted Monthly. LD applies to individual events.	For every 20 minutes outside the SLA per event, the TSI Contractor shall be subject to Liquidated Damages in the amount of \$100.	
RR2	Priority 1 Repair (Weekday Peak Hours 6AM 7PM)	Repair time shall be measured from the time when the TSI Contractor receives notification of the maintenance event or failure and ending when the failure condition is corrected and the system is returned to normal operation.	3 hours	TSI Contractor to propose their performance level.	3 hours	TSI Contractor to propose their performance level.	Minutes	Measured via MOMS	MOMs will be utilized to report all events for this category during the test time period.	All events submitted Monthly. LD applies to individual events.	For every 20 minutes outside the SLA per event, the TSI Contractor shall be subject to Liquidated Damages in the amount of \$200.	

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RR3	Priority 1 Response (All other times)	Maintenance response time shall be measured from the time when the TSI Contractor receives notification of the maintenance event or failure and ending when the maintenance technician arrives at the site of the problem or acknowledges the associated alarm or alert in the MOMS application.	15 minutes	TSI Contractor to propose their performance level.	15 minutes	TSI Contractor to propose their performance level.	Minutes	Measured via MOMS	MOMs will be utilized to report all events for this category during the test time period.	All events submitted Monthly. LD applies to individual events.	For every 20 minutes outside the SLA per event, the TSI Contractor shall be subject to Liquidated Damages in the amount of \$200.	
RR4	Priority 1 Repair (All other times)	Repair time shall be measured from the time when the TSI Contractor receives notification of the maintenance event or failure and ending when the failure condition is corrected and the system is returned to normal operation.	4 hours	TSI Contractor to propose their performance level.	4 hours	TSI Contractor to propose their performance level.	Minutes	Measured via MOMS	MOMs will be utilized to report all events for this category during the test time period.	All events submitted Monthly. LD applies to individual events.	For every 20 minutes outside the SLA per event, the TSI Contractor shall be subject to Liquidated Damages in the amount of \$300.	
	Priority 2 Definition	Failure of a system component that will result in a degradation of system performance or results in the loss of redundancy in a key system component, but does not qualify as a Priority 1 event.										
RR5	Priority 2 Response (Weekday Peak Hours 6AM - 7PM)	Maintenance response time shall be measured from the time when the TSI Contractor receives notification of the maintenance event or failure and ending when the maintenance technician arrives at the site of the problem or acknowledges the associated alarm or alert in the MOMS application.	30 minutes	TSI Contractor to propose their performance level.	30 minutes	TSI Contractor to propose their performance level.	Minutes	Measured via MOMS	MOMs will be utilized to report all events for this category during the test time period.	All events submitted Monthly. LD applies to individual events.	For every 20 minutes outside the SLA per event, the TSI Contractor shall be subject to Liquidated Damages in the amount of \$100.	
RR6	Priority 2 Repair (Weekday Peak Hours 6AM 7PM)	Repair time shall be measured from the time when the TSI Contractor receives notification of the maintenance event or failure and ending when the failure condition is corrected and the system is returned to normal operation.	6 hours	TSI Contractor to propose their performance level.	6 hours	TSI Contractor to propose their performance level.	Minutes	Measured via MOMS	MOMs will be utilized to report all events for this category during the test time period.	All events submitted Monthly. LD applies to individual events.	For every 20 minutes outside the SLA per event, the TSI Contractor shall be subject to Liquidated Damages in the amount of \$200.	
RR7	Priority 2 Response (All other times)	Maintenance response time shall be measured from the time when the TSI Contractor receives notification of the maintenance event or failure and ending when the maintenance technician arrives at the site of the problem or acknowledges the associated alarm or alert in the MOMS application.	30 minutes	TSI Contractor to propose their performance level.	30 minutes	TSI Contractor to propose their performance level.	Minutes	Measured via MOMS	MOMs will be utilized to report all events for this category during the test time period.	All events submitted Monthly. LD applies to individual events.	For every 20 minutes outside the SLA per event, the TSI Contractor shall be subject to Liquidated Damages in the amount of \$200.	
RR8	Priority 2 Repair (All other times)	Repair time shall be measured from the time when the TSI Contractor receives notification of the maintenance event or failure and ending when the failure condition is corrected and the system is returned to normal operation.	10 hours	TSI Contractor to propose their performance level.	10 hours	TSI Contractor to propose their performance level.	Minutes	Measured via MOMS	MOMs will be utilized to report all events for this category during the test time period.	All events submitted Monthly. LD applies to individual events.	For every 20 minutes outside the SLA per event, the TSI Contractor shall be subject to Liquidated Damages in the amount of \$300.	
	Priority 3 Definition	Minor failure of the equipment, network or software or an indication that an event may occur that would result in a malfunction or degradation of the system.										
RR9	Priority 3 Response (Weekday Peak Hours 6AM - 7PM)	Maintenance response time shall be measured from the time when the TSI Contractor receives notification of the maintenance event or failure and ending when the maintenance technician arrives at the site of the problem or acknowledges the associated alarm or alert in the MOMS application.	30 minutes	TSI Contractor to propose their performance level.	30 minutes	TSI Contractor to propose their performance level.	Minutes	Measured via MOMS	MOMs will be utilized to report all events for this category during the test time period.	All events submitted Monthly. LD applies to individual events.	For every 20 minutes outside the SLA per event, the TSI Contractor shall be subject to Liquidated Damages in the amount of \$100.	
RR10	Priority 3 Repair (Weekday Peak Hours 6AM 7PM)	Repair time shall be measured from the time when the TSI Contractor receives notification of the maintenance event or failure and ending when the failure condition is corrected and the system is returned to normal operation.	24 hours	TSI Contractor to propose their performance level.	24 hours	TSI Contractor to propose their performance level.	Minutes	Measured via MOMS	MOMs will be utilized to report all events for this category during the test time period.	All events submitted Monthly. LD applies to individual events.	For every 20 minutes outside the SLA per event, the TSI Contractor shall be subject to Liquidated Damages in the amount of \$200.	
RR11	Priority 3 Response (All other times)	Maintenance response time shall be measured from the time when the TSI Contractor receives notification of the maintenance event or failure and ending when the maintenance technician arrives at the site of the problem or acknowledges the associated alarm or alert in the MOMS application.	30 minutes	TSI Contractor to propose their performance level.	30 minutes	TSI Contractor to propose their performance level.	Minutes	Measured via MOMS	MOMs will be utilized to report all events for this category during the test time period.	All events submitted Monthly. LD applies to individual events.	For every 20 minutes outside the SLA per event, the TSI Contractor shall be subject to Liquidated Damages in the amount of \$200.	
RR12	Priority 3 Repair (All other times)	Repair time shall be measured from the time when the TSI Contractor receives notification of the maintenance event or failure and ending when the failure condition is corrected and the system is returned to normal operation.	24 hours	TSI Contractor to propose their performance level.	24 hours	TSI Contractor to propose their performance level.	Minutes	Measured via MOMS	MOMs will be utilized to report all events for this category during the test time period.	All events submitted Monthly. LD applies to individual events.	For every 20 minutes outside the SLA per event, the TSI Contractor shall be subject to Liquidated Damages in the amount of \$300.	

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Addendum #2 - June 19, 2013

SLA #	Service Level KPIs	Definition	Minimum Performance Level Days 1 Thru 90	TSI Proposed SLA Level Days 1 thru 90	Minimum Performance Level Day 91 and Beyond	TSI Proposed SLA Level Day 91 and Beyond	Measured Unit	Measurement Method	System Acceptance Test Measurement Requirement	Operations Measurement Period/Sample	Damages*	Will the TSI comply with the performance requirements (Y/N)?
RR13	Automated Issue Notification	The time it takes to notify SRTA's designated contact via an automated email of Priority 1 and 2 issues/outages that occur. This time period begins when the maintenance technician responds to a Priority 1 or 2 issue notification.	15 minutes	TSI Contractor to propose their performance level.	15 minutes	TSI Contractor to propose their performance level.	Minutes	Measured via MOMS	MOMs will be utilized to report all events for this category during the test time period.	Monthly	For every 5 minutes outside the SLA per event, the TSI Contractor shall be subject to Liquidated Damages in the amount of \$300.	
	Help Desk Response	For SRTA-initiated Help Desk requests, the TSI Contractor will respond to requests based on the following priority levels and timeframes.										
HD1	Help Desk Priority 1 Response	The issue affects more than one individual or is mission critical and there is no workaround available.	30 minutes	TSI Contractor to propose their performance level.	30 minutes	TSI Contractor to propose their performance level.	Minutes	Measured via TSI-provided issue reporting/tracking system	Help Desk ticket system will be utilized to report all events for this category during the test time period.	Monthly	For every 30 minutes outside the SLA per event, the TSI Contractor shall be subject to Liquidated Damages in the amount of \$300.	
HD2	Help Desk Priority 2 Response	Affects at least one individual and impacts his ability to perform primary work tasks with no workaround available.	1 hour	TSI Contractor to propose their performance level.	1 hour	TSI Contractor to propose their performance level.	Minutes	Measured via TSI-provided issue reporting/tracking system	Help Desk ticket system will be utilized to report all events for this category during the test time period.	Monthly	For every 30 minutes outside the SLA on average for all events in the reporting period, the TSI Contractor shall be subject to Liquidated Damages in the amount of \$300.	
HD3	Help Desk Priority 3 Response	Affects at least one individual but workaround is available.	8 hours	TSI Contractor to propose their performance level.	8 hours	TSI Contractor to propose their performance level.	Minutes	Measured via TSI-provided issue reporting/tracking system	Help Desk ticket system will be utilized to report all events for this category during the test time period.	Monthly	For every 30 minutes outside the SLA on average for all events in the reporting period, the TSI Contractor shall be subject to Liquidated Damages in the amount of \$300.	