

PRMP-NNPS-PACSS-002 SLAs

<p>Turnover</p>	<p>Turnover and closeout management plan defines the vendor’s responsibilities related to turnover. Turnover will not be considered complete until the turnover and closeout management plan and its associated deliverables are accepted by PRMP.</p>	<p>PRMP shall assess up to \$150 per calendar day for each day after the due date that an acceptable Turnover and Closeout Management Plan is not submitted. PRMP shall assess up to \$500 per calendar day for each day after thirty (30) calendar days from the date of the turnover of operations that the Turnover Results Report is not submitted.</p>
<p>Turnover Documentation/ Data Handoff</p>	<p>The vendor must provide PRMP or its designee, within seven (7) business days of notice of termination, the following information:</p> <ul style="list-style-type: none"> • Copies of all subcontracts and third-party contracts executed in connection with the services included in this contract. • A list of services provided by subcontractors, including the names and contact information of the subcontractors. • Other documentation as defined by PRMP as evaluation materials, raw data, research information, etc. 	<p>PRMP shall assess up to \$150 for each calendar day beyond the seven (7) business days that all required materials are not delivered by the vendor.</p>
<p>Key Staff</p>	<p>During the entire duration of the contract, key staff commitments made by the vendor must not be changed without a thirty (30) days prior written notice to PRMP unless due to legally required leave of absence, sickness, death, resignation, or mutually agreed-upon termination of employment of any named individual.</p>	<p>Up to a maximum of \$500 per occurrence shall be assessed for each key staff person proposed who is changed without proper notice and approval by PRMP for reasons other than legally required leave of absence, sickness, death, or termination of employment.</p>
<p>Key Staff Replacement</p>	<p>The vendor will replace key staff in a timely fashion. Replacement of key staff will take place within thirty (30) calendar days of removal unless a longer period is approved by PRMP’s authorized representative.</p>	<p>PRMP shall assess up to \$100 per business day for each business day after the initial thirty (30) calendar days allowed in which an acceptable replacement for that key staff position is not provided.</p>
<p>Email Triage and Acknowledgment</p>	<p>The vendor must triage all inquiries received from PRMP. All emails</p>	<p>\$50 per occurrence of an email not being acknowledged within twenty-four (24)</p>

	<p>received must be acknowledged within twenty-four (24) hours of receipt and resolved within three (3) business days unless otherwise approved by PRMP. The vendor must forward to the designated PRMP staff within one (1) calendar day those inquiries that are either:</p> <ol style="list-style-type: none"> 1. Determined to be outside the response scope of the vendor. 2. Should be handled by PRMP staff. <p>Compliance and Calculation:</p> <ul style="list-style-type: none"> • Acknowledge all emails received within twenty-four (24) hours and resolve all emails within three (3) business days. • Forward to PRMP staff within one (1) calendar day emails that are determined to be outside of the vendor’s response scope. 	<p>hours.</p> <p>\$50 per occurrence of any email not forwarded for being outside the response scope of the vendor within one (1) calendar day.</p>
CMS-64	Provide consulting services and technical aid in the analysis, revision and validation of the data to be reported in CMS-64	This analysis must be completed ten (10) days before the due date for the report. The vendor shall be fined \$50 for each day the report is not completed.
CMS-37	Provide consulting services and technical aid in the analysis, revision and validation of the data to be reported in CMS-37	This analysis must be completed ten (10) days before the due date for the report. The vendor shall be fined \$50 for each day the report is not completed.
Data Privacy	The vendor should protect the financial data and sensitive information, including taking all necessary security measures to safeguard PRMP data. Vendor must report all security breaches to PRMP. Vendor agrees to comply with the nondisclosure of PRMP financial data unless previously authorized.	<p>Failure to protect PRMPs financial data will incur in the vendor having to pay any fines or damages caused by a security breach.</p> <p>The PRMP shall assess up to \$2,000 for each day that a security breach attributed to the vendor goes unreported to PRMP after its discovery.</p>
Ownership	Ownership of work: PRMP retains ownership of the work products and financial information produced under this contract.	If the vendor illegally and without authorization retains any information or work product, PRMP shall assess a lump sum in damages valued in up to 100% of the final payment.
“Errors and	Vendor must acquire prior to the	If the vendor fails to acquire the policy

Omissions (E&O)” (also known as Professional Liability)	initiation of the contract and maintain through the duration of the same, an “Errors and Omissions (E&O)” (also known as Professional Liability) policy valued in at least \$100,000. Any changes to the policy must be notified within seven (7) calendar days to PRMP and the vendor must not surpass seven (7) calendar days without this policy in case of policy cancellation or policy change.	prior the commencement of the contract or fails to maintain it through the duration of the same, after seven (7) days the vendor shall be fined \$250 for each day that the policy is not in effect.
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