**Description**

This section is comprised of required SLAs from various solicitations, fact sheets, and market research activities. While there are constant items across all categories, there are specific considerations for each category. These specifics are highlighted in yellow in the auto generated requirements document (to be explained next).

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| **Recommended Service Level Agreements** |
| Maintain a redundant e-mail and collaboration infrastructure in geographically disparate locations to ensure access for employees in the event of failure at one provider location |
| Include effective contingency planning - including backup and recovery capabilities |
| Provide 99.9% availability with an acceptable applied penalty schedule |
| Provide email and collaboration services that are dependable and provide response rates that are consistent with industry standards |
| Prevent the loss of data, service degradation, and/or service disruption in the event of planned or unplanned outage |
| Provide 24 hours per day, seven days a week, 52 weeks a year troubleshooting service and support for inquiries, outages, and issue resolutions |
| Comply with Federally mandated IPv6 requirements for public facing services |
| Meet the National Archives Records Administration (NARA) requirements for records management, and requirements for the Secret Enclave delivery model |
| Provide Scalability-on-Demand |
| Provide mandatory deliverability, strictly following legal guidelines and receipt reporting better than or equal to USPS certified mail |
| Provide best-in-class option to exchange billing, increase office efficiencies, and decrease the billing cycle |
| Shorten the notification time from months to days and provide receipt reporting better than or equal to USPS certified mail, or whatever represents the mandated timeline for delivery |
| In addition to the above specific requirements, recommend vendor provide description of the following industry best practices for Email as a Service:  **1. Technical Support**  • Disaster Recovery  • Restoration  • Public/Personal Mailbox Size Limits  • Email Volume Limits  • Inactive/Disabled Account Policy  **2. Support and Other Services**  • Systems Support  • End-User Support  • Account Administration  • Wireless Service Support  **3. Optional Support Services**  • Application Development  • Form Design  • Data Migration  **4. Service Levels/Penalties**  • Application Service Availability  • Network Availability  • Mail Server Availability  • Exchange Hosting  • Mail Delivery Times  • Protection against Viruses  • Security  • Data Retention  • Penalty for Non-Compliance/Availability  • Maximum Aggregate Credits/Penalties  **5. General Provisions** |