



FY 2016 Service Level Agreement

Between the
Department of Administrative Services and the
Agency

AGREEMENT PERIOD

This agreement commences on July 1, 2015, and expires June 30, 2016.

PURPOSE OF AGREEMENT

This Service Level Agreement (SLA) defines the services and products to be provided by the Department of Administrative Services (DAS) to (Agency). This document also defines the partnership, agreement of cooperation, and commitment between DAS and the Agency to achieve the objectives and goals of both agencies and to ensure the appropriate services are delivered in the most successful manner possible.

DAS MISSION

DAS delivers support services of the highest quality and best value to government agencies and the public.

DAS VISION

DAS will be the preferred and most trusted provider of products, services, and innovative solutions to meet customer needs.

CONTACT INFORMATION

DAS: Kim Hood
Office Phone: 801-538-1056
Email: khood@utah.gov

DAS/Agency Service Liaison: Ken Hansen
Office Phone: 801-538-3777
Cell Phone: 801-656-8189
Email: khansen@utah.gov

Agency: Kim Hood
Email: khood@utah.gov

RESPONSIBILITIES OF DAS

- Provide the services described in this SLA and any other services outlined in the service catalog that the Agency requests
- Meet appropriate performance associated with each service as defined in the service catalog
- Comply with all statutory requirements pertaining to each service
- Create rules, when necessary, to implement services required by statute
- Provide above-market value services as defined by annual private sector benchmarking
- Provide service reports tailored to specific users (such as executive directors and administrative managers) as requested
- Hold quarterly meetings with a Governance Committee comprised of user agencies to review and advise DAS on rates, services, and policies
- Incorporate feedback from the Governance Committee in rates, services, and policies

- Respond to Agency inquiries within 24 hours
- Resolve concerns through mutual cooperation between the liaisons of DAS and the Agency
- Meet with the Agency at least once per year to review service delivery and performance
- Coordinate with the Agency regarding GRAMA requests for Agency information held by DAS

RESPONSIBILITIES OF AGENCY

- Provide an Agency contact to respond to issues or concerns
- Provide timely communication of needs, expectations, and concerns
- Notify DAS liaison of issues or concerns with performance or service
- Respond to requests for information in a timely manner
- Pay bills by requested invoiced due date
- Agree to Division-specific conditions outlined in **Addenda A through E**
- Comply with DAS rules relating to services
- Provide honest feedback through customer surveys and meetings

PERFORMANCE, TRACKING AND REPORTING

DAS recognizes that the Agency has unique requirements necessary for the success of the Agency’s business objectives. DAS is committed to providing those skills and services necessary to enable the Agency’s success at a reasonable rate.

DAS also recognizes the importance of security and confidentiality and will take steps necessary to protect information given to or created by DAS that is private, protected, or controlled. DAS will notify the Agency in the event there is a GRAMA request concerning the Agency.

SERVICE CATALOG

The service catalog attached to this Agreement as **Appendix** contains descriptions of services provided by DAS as well as corresponding rates, methods of service provision, and performance measurement.

VERIFICATION AND AGREEMENT

DAS and the Agency agree to the responsibilities described in this Service Level Agreement, DAS Division-specific Service Level Agreement Addenda, and building specific service level agreements from the Division of Facilities Construction and Management. DAS agrees to provide the products and services, current as of the date of this agreement, for the Agency as specified in the service catalog at legislatively approved rates and for the period specified.

Agency Representative			
Signature:		Date:	
Name (Printed):		Title (Printed):	Executive Director

DAS Representative			
Signature:		Date:	
Name (Printed):	Kimberly K. Hood	Title (Printed):	Executive Director



FY 2016 Service Level Agreement

Addendum A Division of Administrative Rules

RESPONSIBILITIES OF THE DIVISION OF ADMINISTRATIVE RULES

- Comply with rulemaking requirements (See [Title 63G, Chapter 3](#), [Title R15](#), and [Executive Order EO/013/2011](#))
- Maintain the eRules application to allow the Agency to file rules 24/7 from any location with an internet connection, a VPN connection, and UMD login
- Provide training opportunities for the Agency administrative rules coordinator and rule filers (general training is scheduled quarterly; on-demand training is available upon request)
- Publish rule filings in the *Utah State Bulletin* on the 1st and 15th of each month
- Post monthly updates to the *Utah Administrative Code*
- Notify the Agency of rules due for review at least 180-days prior to the review due date
- Provide resources to help the Agency understand the rulemaking process and comply with legal requirements (<http://www.rules.utah.gov/agencyresources.htm>)
- Respond to requests for information and assistance within 24 hours

AGENCY RESPONSIBILITIES

- Comply with rulemaking requirements (See [Title 63G, Chapter 3](#), [Title R15](#), and [Executive Order EO/013/2011](#))
- Contact Administrative Rules for assistance with filings at the beginning of the process
- Respond to requests for clarifying or additional information within 24 hours in order to keep rule filings on schedule
- Provide alternative contact information if the person who files rules is going to be unavailable for three weeks following the filing of a rule
- Notify Administrative Rules of problems with the eRules application
- Support Agency administrative rules coordinators and rule filers attendance at administrative rulemaking trainings
- Notify Administrative Rules of changes in personnel assigned rulemaking responsibilities



FY 2016 Service Level Agreement

Addendum B Division of Archives and Records Service

RESPONSIBILITIES OF THE DIVISION OF ARCHIVES AND RECORDS SERVICE

- Certify records officers through online training and notify records officers when they need to re-certify
- Maintain Agency records officers contact information online to facilitate open records requests
- Provide secure storage of Agency inactive records in the State Records Center
- Retrieve records for custodial Agency from the State Records Center and return (through State Mail) within three business days of request
- Fulfill disposition of obsolete records through destruction of non-permanent records or transfer of permanent records to Archives' custody
- Administer the Utah Public Notice Website, and provide assistance in its use, where public notices and public materials are posted by Agency public bodies, if required to do so

AGENCY RESPONSIBILITIES

- Appoint a records officer to manage the Agency's records, certify in open records request/management mandates, and receive training and assistance from the State Archives in records management
- Provide series documentation and box inventory of records upon delivery of boxes in approved containers to the State Records Center
- Retain box inventory to facilitate records retrieval and return records for storage with appropriate documentation provided by State Records Center
- Provide timely approval of authority to the State Records Center's notification for destruction of non-permanent, obsolete records
- Provide timely notice of all records on hold for litigation to the State Records Center
- If required to post notices or public materials on the Utah Public Notice Website, assign an owner to assign access rights, maintain public body information, and review public notices



FY 2016 Service Level Agreement

Addendum C Division of Finance

RESPONSIBILITIES OF THE DIVISION OF FINANCE

- Maintain statewide accounting policies and procedures
- Maintain the statewide accounting chart of accounts
- Provide the statewide central accounting system, FINET
- Provide the statewide payroll system, including the Payroll Employee Self-Service (ESS) Portal
- Provide the statewide financial data warehouse including standard reports and queries
- Pay vendors every business day for payments properly approved in FINET
- Pay employees, employee benefit providers, and taxing entities every two weeks
- Provide a payment tracking system which provides the State's bank with payment information to ensure only authorized payments are cleared through the bank
- Provide bank reconciliation services and monitor Agency bank reconciliations
- Prepare the Comprehensive Annual Financial Report (CAFR) for the State
- Prepare the combined Statement of Expenditures of Federal Awards and footnotes for the statewide Single Audit report
- Provide guidance, training, and a calendar for assignments and due dates for the Agency to follow for fiscal year start-up and close-out, the CAFR, and the Single Audit
- Monitor and approve Agency credit card acceptance and self-assessments, and provide consultations to help ensure compliance with Payment Card Industry (PCI) standards
- Provide the State's financial transparency website and upload state agency expenditure, revenue, and employee compensation information to the website
- Provide online, remote, and in-person training on how to use FINET and other systems provided by Finance
- Provide a help desk for system issues during business hours
- Provide periodic Accounting Coordination Team (ACT) and Budget and Accounting Officers meetings throughout the year to provide a forum and training for Agency customers
- Review and authorize any accounting system developed or purchased by the Agency
- Review, authorize, coordinate, and assist agencies requesting interfaces to Finance systems, and provide processing services for approved interfaces
- Provide a loan system and loan servicing and related accounting services for agencies that elect or are required to have these services through Finance
- Provide consultations with the Agency on accounting, budgeting, internal control, and related financial issues
- Administer the State's purchasing card program (P-Card)
- Operate the FINDER system that intercepts portions of income tax refunds and returns the amounts to agencies and customers where appropriate
- Operate the Office of State Debt Collection which provides both in-house and outsourced collection services to collect on old debts owed to state agencies and other customers

- Post-audit Agency payments for validity and compliance with statewide accounting and purchasing policies
- Provide an internal control self-assessment program and periodically review internal controls with the Agency
- Provide emergency warrant issuance services for agencies for vendor and employee payments, also issue 1099s and W-2s
- Provide miscellaneous other accounting services for state agencies
- Execute separate service level agreements for each Agency obtaining services from DAS Consolidated Budget and Accounting Group (CBA)

AGENCY RESPONSIBILITIES

- Comply with Finance's statewide Accounting Policies and Procedures
- Ensure appropriate internal controls are implemented at the Agency
- Use the FINET system properly to account for revenues, expenditures/expenses, fixed assets, federal programs, receivables, inventories, etc., as required by statewide policies
- Properly use the payroll system and Payroll Employee Self-Service (ESS) portal to record and approve employee time, and to account for leave and other benefits and pay for employees
- Process transactions in an accurate and timely manner to reduce the need for emergency warrant issuances
- Interface Agency payment information, for both paper warrants and electronic payments, to the Finance Payment Tracking System (PTS)
- Periodically, at least annually, review Agency user access to Finance systems (FINET, Payroll, etc.) to ensure Agency users only have access to systems as needed
- Complete tasks and assignments in a timely manner according to the Finance calendar for fiscal year start-up, close-out, CAFR, and single audit preparation
- Ensure Payment Card Industry (PCI) compliance
- Remit interfaces or files of Agency debt information as applicable to the FINDER and/or OSDC programs as prescribed
- Cooperate with Finance for post-audit, internal control assessments, and other miscellaneous requests
- Obtain approval from the Director of the Division of Finance before purchasing or creating a separate accounting system as required by Utah Code 63A-3-202(2).



FY 2016 Service Level Agreement

Addendum D Division of Fleet Operations

RESPONSIBILITIES OF THE DIVISION OF FLEET OPERATION

- Purchase replacement vehicles for the Agency according to current replacement schedules
- Provide training and support for Agency fleet contacts using the fleet information system
- Provide on-line web reports, forms, and tools for Agency use in tracking and managing leased vehicles, drivers, and fuel transactions; reporting accidents; and booking travel
- Provide underutilization analysis based on mileage standards and time used; make recommendations on when a state vehicle should be turned in
- Carry capital credits for the Agency when appropriate
- Provide a maintenance schedule for each vehicle that is based on anticipated usage
- Provide a 24/7 call center service for maintenance, repair, and roadside assistance approvals for all leased vehicles
- Provide a fuel card to each state vehicle and a PIN to each authorized state employee
- Coordinate, with the division Risk Management, the collision repairs of leased vehicles through a network of state auto body vendors
- Replace promptly “totaled” leased vehicles and provide temporary vehicles until delivery
- Verify driver license status of all active state drivers once per week and notify the Agency fleet contact if a driver license is not in a “valid” status
- Provide annual registration documents to the Agency fleet contact once the required safety and emission documents are received from the Agency
- Conduct yearly lease rate comparisons with the private sector to ensure vehicle lease rates are competitive with private market lease rates
- Provide replacement fuel cards and support services during normal business hours
- Ensure state fuel sites are in working order with scheduled maintenance service periods and provide 24/7 response if there is a dispensing problem via the DTS help desk
- Provide emergency fueling services to first responders at strategic fuel sites around the state
- Ensure compliance with state and federal underground storage tank regulations
- Track all Gascard fuel transactions and provide transaction level data to the Agency
- Provide business travel booking services to the Agency during normal business hours and 24/7 emergency travel services for state travelers needing assistance
- Provide on-site training of state business travel policies as requested by the Agency

RESPONSIBILITIES OF THE AGENCY

- Provide a contact for DFO correspondence concerning state leased vehicles
- Maintain vehicles according to preventative maintenance service intervals
- Complete all recall notices from vehicle manufacturers in a timely manner and provide written documentation to DFO from the local dealer that the recall was completed

- Complete all maintenance and repair through an approved maintenance and repair vendors found at <https://webapps.utah.gov/VendorSites/VendorList.jsp>
- Report all damage to DFO that occurs to the leased vehicle within 24 hours
- Establish an Accident Review Committee, conduct at least quarterly preventable/non-preventable reviews of all damage to state vehicles, and report findings to DFO
- Investigate all complaints received from the public and provide a written response to DFO within 10 days of the receipt of the driver/ vehicle complaint
- Provide DFO the physical address and primary use of all state vehicles
- Turn in or reallocate underutilized state vehicles that do not meet the minimum mileage (or time) standard set by DFO
- Demonstrate to DFO through a cost benefit analysis the value to the Agency of all vehicles that are identified as underutilized but required by the Agency to complete its mission
- Submit, by October 1st each year, to DFO the fleet “energy and cost efficiency” accomplishments made the previous fiscal year, as well as new goals for the current year per Utah Code
- Ensure the security of fuel cards, PINs, and travel cards assigned to employees; report lost or stolen cards; and report abuse or misuse of cards
- Train employees on state travel policies and ensure proper management approval for travel



FY 2016 Service Level Agreement

Addendum E

Division of Purchasing and General Services

RESPONSIBILITIES OF THE DIVISION OF PURCHASING AND GENERAL SERVICES

- Provide training opportunities for Agency purchasing officers and contract officers
- Provide best-value state cooperative contracts to meet procurement needs of the Agency
- Ensure Department of Technology Services involvement for Agency technology-related purchases
- Provide outreach coordination services to assist Agency with procurement needs
- Complete procurements in compliance with law and rules
- Provide standard templates and checklists to assist with procurement processes and procedures
- Respond to requests for information and assistance within 24 hours

AGENCY RESPONSIBILITIES

- Support Agency purchasing officers and contract officers attendance at Purchasing trainings
- Review best-value state cooperative contracts on website to determine if procurement needs can be met through an existing contract
- For technology related purchases, obtain the Department of Technology Services approval prior to sending to Purchasing
- Contact Purchasing for assistance with procurement at the beginning of the process
- Involve Purchasing in developing solicitations to ensure compliance with statute and rules
- Utilize standard templates and checklist tools available on the Purchasing website
- Respond to requested information in a timely manner (preferably within 24 hours) in order to keep procurement on schedule

RESPONSIBILITIES OF STATE MAIL & DISTRIBUTION SERVICES

- Provide a full-service mail processing and distribution center
- Provide pickup, sorting, and delivery of inbound and outbound United States Postal Service (USPS) mail
- Provide pickup, sorting, and delivery of inbound and outbound interagency mail
- Assist agencies in taking advantage of postage and freight discount programs
- Assist agencies in minimizing mail finishing costs
- Provide customer assistance and training for mail design, postal regulations, and applicable topics
- Process mail pieces in compliance with USPS rules and regulations
- Attend USPS trainings and conferences to stay current of new requirements or pricing, keeping agencies informed of any changes
- Conduct annual rate comparisons with the private sector to ensure rates are competitive

AGENCY RESPONSIBILITIES

- Appoint an Agency contact for billing and a coordinator to oversee the usage of the Agency's State Mail Account Card; notify State Mail of any changes in these positions
- Notify State Mail of changes to mailstop locations or FINET billing codes
- Involve the Mail Design Analyst in the designing of mail pieces to ensure USPS specifications are met
- Request approval to use State Mail's mail permit number before applying to mail pieces
- Utilize the User Guide found on State Mail's website
- Give State Mail enough time to process mail to meet your timeline; inform State Mail of upcoming large mailings
- Respond to requested information in a timely manner in order to meet mailing deadlines

RESPONSIBILITIES OF PRINT SERVICES

- Assist the Agency in managing essential document production services
- Ensure awarded vendor performs contracted responsibilities
- Provide a secure print center for the production of high-quality digital printing and related publishing services; services offered include high volume black and white or color impressions, bindery, and finishing
- Provide print services for print jobs containing sensitive data; services for non-sensitive print jobs may be obtained from Utah Correctional Industries (UCI)
- Provide free pickup and delivery along the Wasatch Front
- Conduct yearly rate comparisons with the private sector to ensure rates are competitive
- Offer walkup copier management to agencies statewide, delivering a hassle-free copying environment enabling agencies to focus on other core responsibilities
- Assist agencies in determining copier needs and specifications
- Provide full service maintenance through the manufacturer or its local representative
- Order copier consumables (paper, toner, developer, etc.) on behalf of agencies
- Provide continued support for copier, consumables, and obtaining monthly meter readings
- Intercede on behalf of agencies when issues arise with vendors

AGENCY RESPONSIBILITIES

- Determine whether a document is considered sensitive and allowed to be printed by Print Services
- Appoint an Agency representative which Print Services can contact for meter readings or other copier related issues
- Notify Print Services when a copier needs to be relocated
- Notify Print Services of changes to FINET billing codes
- Respond to requested information in a timely manner in order to meet print deadlines

RESPONSIBILITIES OF SURPLUS PROPERTY

- Confirm and list property for sale, schedule for delivery approved SP1s within 3 business days, or both
- Complete electronic waste by processing an SP3 (authorization to dispose of onsite) within 3 business days
- Price vehicle submissions on SP1 in accordance with National Automobile Dealers Association (NADA) when applicable
- Review other SP1 submissions such as donations, trade-ins and disposals
- Provide coordination, training, and support of all Federal/1033 requests
- Maintain all records for property received under each program

AGENCY RESPONSIBILITIES

- Approve SP1 at Agency, for non-exempt agency¹, before submitting to Surplus Property
- Submit a minimum of two pictures for each property item identified on a SP1
- Provide property location, contact person, viewing and pickup times, good descriptions including condition
- Contact the Department of Technology Services (DTS) prior to submitting electronic waste to contracted vendor for devices capable of storing data
- Follow SP1 requirements for non-exempt Agency vehicle submissions onsite including year, make, model, serial number or vehicle identification number, milage or hours, and title or Manufacturer's Statement of Origin (MSO)
- Follow SP1 requirements for exempt Agency vehicles to be processed at surplus property including year, make, model, serial number or vehicle identification number, milage or hours, and title or Manufacturer's Statement of Origin (MSO)
- Obtain Surplus Property authorization prior to removal of property from Agency
- Maintain Federal /1033 eligibility
- Screen and request Federal surplus items online through GSAXCESS and Defense Logistics Agency (DLA) External Business Portal

¹ An exempt agency has been granted an exemption pursuant to Utah Code Subsection 63A-2-401(3) from using surplus property contractors because of "(i) a security issue; (ii) the need for restricted public access to the state surplus property; (iii) a lack of adequate storage space; and (iv) an issue specific to the state agency, as approved by the purchasing director."



FY 2016 Service Level Agreement

Addendum F Division of Risk Management

RESPONSIBILITIES OF THE DIVISION OF RISK MANAGEMENT

- Provide property, liability, workers compensation, and auto insurance for the Agency as well as any other insurance determined to be appropriate
- Provide a coverage policy to the Agency at the beginning of each fiscal year describing coverage, exclusions, and deductibles in detail
- Provide appropriate certificates of insurance on behalf of the Agency
- Determine premium based upon Agency-specific risk information
- Provide training for Agency personnel on applicable topics
- Set up claims within seven days of receipt
- Provide superior quality claims processing as determined by an annual independent audit
- Make reasonable recommendations to the Agency for loss prevention.

AGENCY RESPONSIBILITIES

- Appoint an Agency risk coordinator who will be the liaison with Risk Management and who has authority to identify, evaluate, and resolve risk exposures for the Agency
- Appoint a Risk Control Committee which will meet at least quarterly to review Agency risks, analyze claims, and implement mitigation efforts; and submit minutes to Risk annually
- Comply with reasonable risk-related recommendations and requests made by the risk manager
- Participate in risk management training activities conducted or sponsored by the risk manager
- Include insurance and liability provisions, prescribed by the risk manager, in all state contracts
- Give written notice to Risk Management of a claim, with accompanying documentation, as soon as practicable
- Forward to Risk Management any suit, demand, notice, summons or other process received by the Agency, employee or volunteer for covered claims and assist in settlements
- Complete the annual self-inspection survey for Agency buildings by June 1st
- Annually review, update, and submit a Statement of Values before July 1st
- Report any personal property additions greater than \$35,000 and any real property acquisitions greater than \$250,000 within 90 days of acquisition
- Follow Risk Management's recommendations for loss prevention.



FY 2016 Service Level Agreement

Service Catalog of DAS Internal Service Fund (ISF)

Division of Facilities Construction and Management

ISF	Service	Rate	Method of Service Provision	Performance Standard	Performance Measure	CSS Measure/ SUCCESS
Facilities Management	Facility Operation and Maintenance	Varies by building based on actual costs of utilities, maintenance, and custodial services	Provided through a statewide operation consisting of geographically managed facility groups. Most service is provided by division employees, with specialized service provided through contracted vendors.	<ul style="list-style-type: none"> • Rate comparison with industry standards. • Audit standards adopted by the State Building Board. • 90% or better rating by facility customers 	<ul style="list-style-type: none"> • Maintenance cost per square foot • Facility audit results • Customer survey results 	

Division of Finance

ISF	Service	Rate	Method of Service Provision	Performance Standard	Performance Measure	CSS Measure/ SUCCESS
Finance	Purchasing Card Contract Rebates	Variable				
Budget and Accounting	Basic Accounting and Transactions (per hour)	\$34.00	All accounting and budgeting services will be provided to each division to take care of all business operational and management needs	Hours Tracked by Division/Program	Customer survey results	
Budget and Accounting	Financial Management (per hour)	\$60.00	All accounting and budgeting services will be provided to each division to take care of all business operational and management needs	Hours Tracked by Division/Program	Customer survey results	

Division of Fleet Operations

ISF	Service	Rate	Method of Service Provision	Performance Standard	Performance Measure	CSS Measure/ SUCCESS
Motor Pool	Vehicle Lease	((Model Year 2013 contract price - Salvage value) / current adjusted life cycle) + Admin. Fee + MIS Fee + AFV Fee + Mileage Fee	Vehicles owned by the Division are leased to state agencies based on anticipated lifetime usage according to set replacement mileage standards. Lease payments cover the cost of the replacement vehicle. If an agency desires to terminate a lease prior to the completion of the lease term, DFO will allow a capital credit for the vehicle for 5 years after it is turned in.	Determining the lowest cost vehicle leasing option for state agencies	Benchmark monthly lease rates to private sector providers. The comparison would be made over the average lifecycle of the state vehicle	Dollar amount DFO is under lease rates offered from the private sector
Motor Pool	Administrative Fee	\$48.57	Covers payroll, travel, state cost allocations, insurance and current expenses of the motor pool program. Services include: <ul style="list-style-type: none"> • Driver eligibility license validation checks • Periodic driver education courses • Review of take home vehicles • Monitoring of manufacturer recalls • Loss prevention and accident coordination 	Accurate database of take-home vehicles. All recalls closed out within 90 days. Accidents reviewed in timely manner	<ul style="list-style-type: none"> • Average miles between work orders • 100% of fleet operators current on driver training • % of recalls closed out in 90 days 	Agency vehicle count, under-utilized vehicles, lease savings
Motor Pool	Management Information System (MIS) Fee	\$2.72	Efficient fleet management through usage data such as mileage, fuel usage, and costs. Reports are then shared with agencies to increase efficiencies and make the best fleet decisions.	Complete and accurate fleet data capture.	Data consistency reports and audits. Customer satisfaction survey.	
Motor Pool	Alternative Fuel Vehicle (AFV)	\$3.63, or \$8.18 for season owned (not leased) vehicles	Provide fuel efficient and alternative fuel vehicles to state agencies along the Wasatch Front	Reduce particle emissions	Aggregate Vehicle Smog Score for the state fleet	Alternative Fuel Vehicle Count
Motor Pool	Mileage fee (per vehicle class)	(Maintenance, repair, and fuel costs) / total miles	A customized preventative maintenance schedule is placed in each vehicle as a reference to the driver to maintain the vehicle properly. Drivers can call the DFO service center to receive network vendor options for vehicle services.	Vehicles maintained according to set schedules	% of vehicles within preventative maintenance compliance	Miles traveled, percent of vehicles within maintenance compliance standards

ISF	Service	Rate	Method of Service Provision	Performance Standard	Performance Measure	CSS Measure/ SUCCESS
Motor Pool	Telematics for state vehicles	Actual monthly cost of the cellular service from the vendor	DFO staff will provide training to the agency on the use and function of the web-based telematics monitoring and notification software.	Professional one-on-one training to the agency representative	Training will be provided within 1 week of the request to DFO	Vehicle speeding, aggressive driving, and incident of unauthorized use
Fuel Network	Charge per gallon	\$0.065	The state fuel network provides a fuel card that may be used in over 650 retail fueling locations across the state and 130 state fuel sites including biodiesel and CNG.	Fuel is always accessible and available at a reasonable cost.	Fuel site up-time and fuel cost-per-gallon compared to retail providers.	Gallons of Fuel consumed and average price per gallon below commercial fuel
Fuel Network	Transaction Fee (percentage of transaction)	3%				
Travel	Travel Agency Service	Booking fees range from \$15.00 to \$25.00	Contracted travel agents are available to book hotel, airline, bus, and car reservations for state travelers	Agent availability and Airline rates compared to the national average domestic ticket pricing	Percent of time customers call and are helped within 2 hours and percent of national average ticket pricing	Tickets Purchased and airline fare savings
Travel	Short Term Rental	WSCA contract pricing	When a vehicle is needed so infrequently that a long term lease is imprudent, a short term vehicle rental is provided through a partnership with Enterprise Rent-a-Car. Enterprise offers a competitive rate, and locations throughout the state, thus minimizing cost and improving vehicle availability. If an agency has a frequent need of short term vehicles, an agency may establish a pool using its monthly-lease vehicles. A reservation system is provided by DFO for this purpose and any revenue generated from the reservations is credited to the agency.	Lowest Cost Vehicle Rental Option for State Agencies	Compare contractor pricing to other vendors in the short-term industry.	Volume of short-term vehicle rentals, annual POV reimbursements and Enterprise contract savings

Division of Purchasing and General Services

ISF	Service	Rate	Method of Service Provision	Performance Standard	Performance Measure	CSS Measure/SUCCESS
Central Mail	Business Reply/Postage Due	\$0.09	Services include picking-up, sorting and delivering inbound United States Postal Service mail, interagency mail, outbound United States Postal Service mail and special service inter-agency delivery of forms, supplies and parcels. State Mail offers state of the art inserting, folding and associated services. In addition, our customers benefit from our trackable inter-office delivery service (MailTrac), which provides proof of delivery.	Service Rate Competitiveness. Rates are benchmarked against other private sector providers and other governments.	<ul style="list-style-type: none"> • Customer Satisfaction Survey of a sampling of internal customers on a quarterly basis. • Number of pieces of mail misdelivered (including missorts and misdelivered) • Number of tasks per man hour • Internal Service Fund Breakeven Ratio 	<ul style="list-style-type: none"> • Pieces of mail processed • Savings from freight and postage
Central Mail	Special Handling/Labor (hr)	\$50.00				
Central Mail	Auto Fold	\$0.01				
Central Mail	Label Generate	\$0.022				
Central Mail	Label Apply	\$0.019				
Central Mail	Auto Tab	\$0.016				
Central Mail	Meter/Seal	\$0.017				
Central Mail	Federal Meter/Seal	\$0.014				
Central Mail	Optical Character Reader	\$0.017				
Central Mail	Mail Distribution (per Piece)	\$0.065				
Central Mail	Accountable Mail	\$0.18				
Central Mail	Task Distribution Rate	\$0.012				
Central Mail	Intelligent Inserting	\$0.025				

ISF	Service	Rate	Method of Service Provision	Performance Standard	Performance Measure	CSS Measure/ SUCCESS
Cooperative Contracts	Cooperative Contracts	Up to 1.0%	Purchasing uses its collective knowledge of public procurement, contract analysts to lead, write, direct, solicit, award, negotiate and manage over 800 Statewide and multistate contracts.	Service Rate Competitiveness. Rates are benchmarked against other private sector providers and other governments.	<ul style="list-style-type: none"> • Voluntary usage and spend analysis to determine the value of the contracts. • Internal Service. Fund Breakeven Ratio 	Use of State Contracts
	Writing Solicitation Documents	Hourly rate of \$50.00			<ul style="list-style-type: none"> • Number of solicitations written. • Customer Satisfaction Survey after the procurement is conducted. 	Number of repeat requests from the same entity.
Print Services	Contract Management (per impression)	\$0.005	The consolidated print center provides black and white, color high speed copying and finishing services. Free pick-up and delivery are available for those jobs in hard copy form and completed print jobs. Print jobs are also transmitted to the center electronically.	Service Rate Competitiveness. Rates are benchmarked against other private sector providers and other governments.	<ul style="list-style-type: none"> • Customer Satisfaction Survey of a sampling of internal customers on a quarterly basis. • Internal Service. Fund Breakeven Ratio 	<ul style="list-style-type: none"> • Number of Jobs • Number of jobs completed on time
Print Services	Debt Elimination (per impression)	\$0.005				
Print Services	Self Service Copy Rates	(Depreciation + Maintenance + Supplies) / Impressions + copy multiplied impressions results	Purchase and installation of copier(s), delivery of supplies, training of staff on copier operation, and maintenance of copiers. Costs are paid from an agency's operating budget based on a cost per copy.		<ul style="list-style-type: none"> • Customer Satisfaction Survey • Percent of customers renewing their accounts • Number of new accounts • Percent of copier capacity utilized 	
State Surplus	Electronic/ Hazardous Waste Recycling Fees	Actual Cost	Coordinating with the appropriate vendor for the type of disposal needed.	Items processed under this category are accounted for as waste.	Supporting documentation sent to disposing agency.	Documents received from vendor are verified with supporting documentation kept by state surplus.

ISF	Service	Rate	Method of Service Provision	Performance Standard	Performance Measure	CSS Measure/ SUCCESS
State Surplus	Vehicles and Heavy Equipment	\$100.00 plus 6.5% of net sales price	Establishing the best method of sale such as retail sale, live auction, Sealed bid or On-line Auction.	Obtain the highest sale price for the type of equipment being disposed of regardless of disposal method.	Pricing in comparisons to value establish by National Automobile Dealer Association (NADA)	Percentage of value received for sale based on established value.
State Surplus	Processing Rates - On-site sale away from USASP yard	7% of net sale price maximum negotiable	List items and or catalog items for an online auction listing and or a live auction.	Where applicable a minimum of two pictures per listing. And proper description of item(s)	Number of questions about the listing received.	Number of re-listings due to incorrect listing.
Federal Surplus Donation Program & 1033 Law Enforcement Program	Federal shipping and handling charges	Not to exceed 20% of federal acquisition cost plus freight/shipping charges	Services provided in conjunction with General Services Administration (GSA), Law Enforcement Support Office (LESO/1033) both federal government programs. Property is screened, requested, and approved online through GSAXCESS and Defense Logistics Agency (DLA) External Business Portal. Property regulations are adhered to through the Federal Property/1033 Management System.	Performance established by onsite audits with GSA and LESO.	Customer satisfaction, savings to the donee or Law Enforcement Agency (LEA) and increase in participation. Donations in 2015 saved agencies \$2,098,259.	Number of repeat requests from the same agencies.

Division of Risk Management

ISF	Service	Rate	Method of Service Provision	Performance Standard	Performance Measure	CSS Measure/ SUCCESS
Risk Management	Property and Contents Insurance	(Building value at insured date x Marshall & Swift Valuation Service rates as of March 2014 associated with. Building Construction Class, Occupancy Type, Building Quality, & Fire Protection Code) + Discounts (up to 21%) - Surcharges (up to 20%)	<ul style="list-style-type: none"> • Update insured values as reported on Statements of Value • Regular update and issuance of insurance policy • Conduct prompt, professional claim intake • Conduct thorough, professional loss investigations • Certificates of Insurance available • Assist insured in understanding and identifying hazardous conditions via inspections, consultations, and training • Public comment and approval through a Rate Committee 	<ul style="list-style-type: none"> • Timely submission of rate and insurance information • Review open claim files monthly • Annual independent audit 	<ul style="list-style-type: none"> • Loss value compared to insured value • Time to process claim • Rates compared to Industry standards and benchmarks • Compliance rating by independent auditor 	<ul style="list-style-type: none"> • Claims opened and closed • Claim Payments • Loss prevention activities • Seven day claim set-up • Inventory adjustments included in invoice
Risk Management	Liability Insurance	Varies by Institution or Agency as determined by an annual actuarial valuation of claims and budget	<ul style="list-style-type: none"> • Perform an actuarial review of claims and premiums based on loss history. • Conduct prompt, professional claim intake without jeopardizing notice requirements of Government Immunity Act • Conduct thorough, professional loss investigations • Provide Certificates of Insurance as requested • Assist insured in understanding and identifying hazardous conditions 	<ul style="list-style-type: none"> • Review open claim files monthly • Annual independent audit 	<ul style="list-style-type: none"> • Rates compared to Industry standards and benchmarks • Compliance rating by independent auditor 	<ul style="list-style-type: none"> • Claims opened and closed • Claim Payments • Loss prevention activities
Risk Management	Automobile Property Insurance (per vehicle per year)	\$50.00 to \$200.00 depending on vehicle and loss history	<ul style="list-style-type: none"> • Conduct prompt, professional claim intake • Perform an actuarial review of claims and premiums based on loss history, vehicle type, and uses. • Conduct thorough, professional loss investigations • Provide organization-specific liability awareness training • Assist insured in understanding and identifying hazardous conditions 	<ul style="list-style-type: none"> • Review open claim files monthly • Annual independent audit 	<ul style="list-style-type: none"> • Rates compared to Industry standards and benchmarks • Compliance rating by independent auditor 	<ul style="list-style-type: none"> • Claims opened and closed • Claim Payments • Auto inventory adjustment included in invoice • Loss prevention activities

ISF	Service	Rate	Method of Service Provision	Performance Standard	Performance Measure	CSS Measure/SUCCESS
Risk Management	Workers Compensation	0.88%, 1.41%, or 4.5% of Salary depending on loss history	<ul style="list-style-type: none"> • Provide a guaranteed-premium policy covering work-related injury claims for all state employees • Train agency workers' compensation administrators to manage workers' compensation claims • Consult with agency claim managers and confer with adjusters from the Workers Compensation Fund (WCF) to foster the expeditious and fair handling of employee claims • Provide an effective disability prevention program • Provide ergonomic assessments/worksites modification recommendations to reduce work-related disabilities • Assist in developing and maintaining effective return to work programs • Assist insured in understanding and identifying hazardous conditions 	<ul style="list-style-type: none"> • Consistently tracking of claims • Assessment of claim management • Collaborate with WCF to provide relevant, effective training for agency claim managers • Attend all depositions and hearings in contested matters • Research relevant subject matter literature weekly 	<ul style="list-style-type: none"> • Reply to all communication by the end of the next business day • Achieve a rating of 4+ (scale of 1 - 5) on all training seminars • Hold annual risk control meetings with agencies to review claim causes, trends, treatment issues, return to work programs, and effective corrective measures • Meet at least quarterly with each agency's claim manager and WCF adjusters to track time-loss claims • Meet twice per year with WCF adjusters to track claim causes, trends, treatment modalities, return to work programs, and effective corrective measures 	<ul style="list-style-type: none"> • Workers Compensation Claim Costs and back-to-work data • Loss prevention activities