

ATTACHMENT E-RFP SP-18-00401

Performance Standards

Objective	Performance Requirement	Measurement
Online banking systems must be reliable and available.	Downtime must be minimal.	Systems should be available 99.9% of the time.
Sensitive member data must be protected with strong security.	Periodic security assessments, tests or reviews. Timely reporting of incidents and follow up to APERS management.	Provide copies of security assessments, tests or reviews annually. Notify APERS management of incidents within 72 hours of discovery.
Provide timely and efficient customer service.	Respond to critical technical support issues within 4 hours. Respond to account services issues within (1) business day.	Response time(s).
Accurate and timely processing of incoming and/or outgoing ACH files.	Files are processed as scheduled and accurately.	Any combination of missed deadlines or file errors totaling 5 incidents annually may result in below standards rating and be cause for non-renewal of contract.

Note: APERS may be open to negotiations of Performance Standards prior to contract award, prior to the commencement of services, or at times throughout the contract duration.