

ATTACHMENT 10



Department of
Civil Service

**PERFORMANCE GUARANTEES
RFP ENTITLED:
“New York State Health Insurance
Program Decision Support System”**

Offeror Name: _____

DSS Implementation Guarantee: The Offeror proposes to permanently forfeit ____ percent of the dollar amount of the Ongoing Operations Monthly Fee for each month, or part thereof, after the Offeror’s proposed Implementation Completion Date, but not later than the Implementation Period of 135 days, that any of the Implementation activities listed above, in Section 3.2 remain incomplete. The minimum percent an Offeror may propose is 100%.

DSS Availability Guarantee: For each hour, or part thereof, in which the DSS is not available in its entirety to Users Monday-Friday between 8:00 a.m.- 5:00 p.m. E.T., except for previously agreed to scheduled outages and State Holidays, the Offeror shall forfeit \$ _____. The minimum amount an Offeror may propose is \$250.

DSS Update Guarantee: For each twenty-four (24) hour period, or part thereof, beyond fifteen (15) Business Days from receipt of data from a Data Provider, in accordance with the submitted schedule, that the data is not loaded into the DSS and fully accessible to all Users, the Offeror proposes to forfeit \$ _____. The minimum amount an Offeror may propose is \$1,000.