

SECTION II – PERFORMANCE STANDARDS AND LIQUIDATED DAMAGES

STANDARDS	LIQUIDATED DAMAGES	REIMBURSEMENTS
		<p>the Contractor will be compensated based upon the Contractor's overall performance level. Such performance level will be established based upon a sample error rate applied to a defined universe or via examination of a defined universe through system reports or other methods of review. The Contractor will be compensated based upon the following method:</p> <ul style="list-style-type: none"> A. For a performance level of 100%, the Contractor will receipt full compensation; or, B. For a performance level of 95.0%-99.9%, the Contractor will be compensated based upon the performance level achieved (for example; an achieved timeliness performance level of 97% would correspond to 97% [97% / 100%]) compensation; or, C. For a performance level of less than 95.0%, the Contractor's compensation will be reduced by two times the error rate for the performance level achieved (for example; an achieved timeliness performance level of 90% would correspond to compensation of 80% [100%-90%=10% error rate; 10%x2=20% reduction or compensation of 80%]).
<p>7. Output Delivery: 100% Timely, Accurate and Complete</p>		
<p>7.A.1 Output Delivery to the Department (e.g., Data File Transmissions, Image Tapes, Reports, Tax Filings, etc.) – 100% Timeliness</p> <p>Note: all times referenced are EST.</p> <p>All data, image control records and reports, are to be delivered to the Department as follows:</p> <ul style="list-style-type: none"> • Sales and Use Tax – daily, by 5:00 a.m., 	<p>Liquidated damages of \$1,000 for initial failure to meet the standard.</p> <p>Corrective action will be identified and a timetable specified by the Department. Additional liquidated damages of \$500 will be assessed for each Business Day</p>	

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<p>Monday through Friday;</p> <ul style="list-style-type: none"> • Estate Tax – weekly, by 5:00 a.m., on Mondays; and • IFTA – weekly, by 5:00 a.m., on Mondays. <p>All associated image media (LTO2), banking documents and any unprocessable (back to state) documents, are to be delivered to the Department as follows:</p> <ul style="list-style-type: none"> • Sales and Use Tax – daily, by 12:00 p.m., Monday through Friday; • Estate Tax – weekly, by 12:00 p.m., on Mondays; and • IFTA – weekly, by 12:00 p.m., on Mondays. <p>All fully processed tax filings must be delivered, as follows:</p> <ul style="list-style-type: none"> • Sales and Use Tax, with the exception of the Sch CTs and the Sch NJs (see below) - to the Department at such time that a full pallet is available; • Sales Tax Schedule NJs – to the Department daily, by 12:00 p.m.; • Estate Tax – to the Department weekly, on Mondays; • IFTA – to the Department weekly, on Mondays. <p>Any data, image control records and reports, required by Connecticut (pursuant to Section VI – Sales and Use Tax, D.1.2, D.6.3 and Exhibit 1-B) must be transmitted to Connecticut on the same day as the wired deposit (see Section II, 5.A.5). All Schedule CTs (processed or unprocessed) and image media must be delivered to Connecticut the day following the required wired deposit.</p> <p>Any image control records, reports and image media must be delivered to the IFTA Lockbox Jurisdictions the day following the required transmission of data to NY DTF.</p>	<p>implementation of the corrective action is late. Liquidated damages will be assessed daily from the date the Contractor is notified in writing that the correction action is not acceptable. Liquidated damages will not accrue during the Department’s review period(s).</p> <p>For repeated offenses of the same violation in the same audit period, the applicable fee will double (\$1,000 increases to \$2,000; \$500 increases to \$1,000).</p>	
<p>7.A.2. Output Delivery to the Department (e.g. Data File Transmission, Image Tapes and Reports, etc.) – 100% Accuracy</p> <p>All output (e.g., data file transmissions, image tapes and reports) must be processed in accordance with program requirements and procedures. The Contractor must provide output to the Department which is accurate and complete.</p>	<p>Liquidated damages of \$1,000 for initial failure to meet the standard.</p> <p>Corrective action will be identified and a timetable specified by the Department. Additional liquidated damages of \$500 will be assessed for</p>	

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	<p>each Business Day implementation of the corrective action is late. Liquidated damages will be assessed daily from the date the Contractor is notified in writing that the corrective action is not acceptable. Liquidated damages will not accrue during the Department's review period(s).</p> <p>The Contractor will correct reports and images at the Contractor's expense.</p> <p>For repeated offenses of the same violation in the same audit period, the applicable fee will double (\$1,000 increases to \$2,000; \$500 increases to \$1,000).</p>	
<p>7.A.3. Tax Filing Image Quality The Contractor must provide the Department with accurate, complete and legible images of Tax Filings. The image quality (readability) must be as good as or better than the Tax Filing document.</p>	<p>Liquidated damages of \$500 for initial failure to meet the standard.</p> <p>Corrective action will be identified and a timetable specified by the Department. Additional liquidated damages of \$250 will be assessed for each Business Day implementation of the corrective action is late. Liquidated damages will be assessed daily from the date the Contractor is notified in writing that the corrective action is not acceptable. Liquidated damages will not accrue during the Department's review period(s).</p> <p>For repeated offenses of the same violation in the same audit period, the applicable fee will double (\$1,000 increases to \$2,000; \$500 increases to \$1,000).</p>	