






FY 2018-2019 Procurement Service Level Agreement (SLA) Dashboard*

Metrics Reported On

Days Specified in SLA

Average Number of Days From Start to Finish

Total Number of Contracts

Metrics Reported On	Days Specified in SLA	Average Number of Days From Start to Finish	Total Number of Contracts
 <p>C. ITB Construction Invitation To Bid</p>	<p>168 Days</p> <p>Percentage Expected to Perform within SLA 90%</p>	<p>101 Days</p> <p>Percentage Performed within SLA 89%</p>	<p>72 Total Contracts</p> <p>Number of Times Procurement Exceeded SLA 8</p>
 <p>G&S RFP Goods & Services Request for Proposal</p>	<p>308 Days</p> <p>Percentage Expected to Perform within SLA 90%</p>	<p>161 Days</p> <p>Percentage Performed within SLA 86%</p>	<p>7 Total Contracts</p> <p>Number of Times Procurement Exceeded SLA 1</p>
 <p>G&S ITB Goods & Services Invitation to Bid</p>	<p>108 Days</p> <p>Percentage Expected to Perform within SLA 90%</p>	<p>27 Days</p> <p>Percentage Performed within SLA 97%</p>	<p>204 Total Contracts</p> <p>Number of Times Procurement Exceeded SLA 6</p>
 <p>PTE RFP Professional, Technical, and Expert Request For Proposal</p>	<p>274 Days</p> <p>Percentage Expected to Perform within SLA 90%</p>	<p>120 Days</p> <p>Percentage Performed within SLA 97%</p>	<p>35 Total Contracts</p> <p>Number of Times Procurement Exceeded SLA 1</p>
 <p>D. PTE Professional, Technical, and Expert Direct Contract</p>	<p>122 Days</p> <p>Percentage Expected to Perform within SLA 90%</p>	<p>31 Days</p> <p>Percentage Performed within SLA 98%</p>	<p>50 Total Contracts</p> <p>Number of Times Procurement Exceeded SLA 1</p>