

PERFORMANCE STANDARDS

The following Performance Standards will apply to this RFP.

| Service Criteria | Acceptable Performance | Compensation/Damages |
|---|-------------------------------|---|
| Adherence to College Requirements | Reference all sections of RFP | Termination of Contract: Reference sections 27 and 28 of the RFP. This termination clause will apply for the insufficient performance of services by vendor at the sole discretion of the University of Arkansas State University Beebe. |
| Adherence to Commitments in Service Level Agreement | Reference all Sections of RFP | Termination of Contract: Reference sections 27 and 28 of the RFP. This termination clause will apply for the insufficient performance of services by vendor at the sole discretion of the University of Arkansas State University Beebe. |