

<b>Process</b>	<b>Start and End Points for Measured SLAs</b>	<b>SLA</b>
<b>Contract and Amendment Review</b>	Into CPO-out of CPO	SLA is 14 days; average is 7 days
<b>RER</b>	Into CPO-out of CPO	SLA is 7 days; average is 3.5 days
<b>SCR</b>	Into CPO-out of CPO	SLA is 14 days; average is 6 days
<b>Amendment Request</b>	Into CPO-out of CPO	SLA is 3 days; average is 2 days
<b>RFPs/RFQs</b>	Receipt to Initial Review	SLA is 9 days; average is 4 days.
<b>SWC RFP/RFQ Internal Review</b>	From Initiation to first draft, then CPO can provide a solicitation schedule.	SLA is 163 days, average is 107 days
<b>SWC ITBs</b>	From Initiation to first draft, then CPO can provide a solicitation schedule.	SLA is 102 days, average is 48 days
<b>RFP/RFQ Schedule changes</b>	Initial Review to COT	1 day
<b>RFP/RFQ Amendments</b>	Initial Review to COT	SLA is 5 days; average is 3 days
<b>Req to Event</b>	Prior to approving reqs, sourcing reviews and works with agency on specifications and line items. Upon approval of Req, Sourcing has X number of days to submit event for approval.	SLA is 10 days; average is 3 days
<b>Open file to Contract or PO approval (ITB)</b>	Assuming no protest.	SLA is 17 days, average is 10 days
<b>Open file to Contract approval (RFP/RFQ)</b>	Assuming no protest.	SLA is 35 days, average is 20 days
<b>Protests</b>	Receipt of protest to CPO decision	60 calendar days
<b>Setting a Solicitation Schedule</b>	Upon Initial review, CPO will provide Agency with recommended Solicitation Schedule that includes further document review, and RFP Schedule.	No timeline: providing the Schedule is the new SLA.