

# **DAS Enterprise Asset Management**

## **Surplus Property Program**

### **Service Level Agreement (SLA)**

# Name of document:

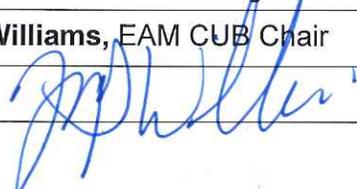
*Surplus Property Service Level Agreement 1.1*

## Approved by:

### **DAS Representative**

Sven Anderson, Surplus Property Program Manager	11/12/2014
	11/12/14

### **EAM Customer Utility Board**

Marc Williams, EAM CUB Chair	11/12/2014
	11/12/14

## Document Changes:

Date of approval	Version	DAS Representative	EAM CUB Representative	Description of changes
9/11/2013	1.0	Sven Anderson, Surplus Property Program Manager	Marc Williams, EAM CUB Chair	<ul style="list-style-type: none"> <li>First version of SLA document approved by the EAM CUB.</li> </ul>
11/12/2014	1.1	Sven Anderson, Surplus Property Program Manager	Marc Williams, EAM CUB Chair	<ul style="list-style-type: none"> <li>Modified specifications for performance measures #4 (IT asset data erasure) and #1 (vehicle disposition).</li> <li>Set agreed upon performance targets for measures #1, #3 and #5.</li> </ul>

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## **1. Introduction.**

### **1.1. Background.**

The Department of Administrative Services has four Service Enterprises, each governed by a Customer Utility Board (CUB). Each CUB acts as a governing board for the services provided by the associated Service Enterprise that have been designated as utility services.

The CUB's have four primary responsibilities:

- a) Approving general service level agreements.
- b) Approving rate-setting methodologies and resulting rates.
- c) Reviewing business plans and annual financial statements.
- d) Settling unresolved service complaints.

One of the key responsibilities assigned to CUB's is the approval of Service Level Agreement (SLA) documents. CUB's are responsible for reviewing and approving the content of these documents, ensuring the defined service levels are commensurate with the rates charged for each service.

CUB's are also responsible for approving the process to be followed for the development, approval and amendment of SLA documents. They assign members to specific workgroups created to conduct and oversee this work, and ensure participating representatives from customer agencies can clearly articulate the needs of the customers.

### **1.2. Objectives and purpose of SLA.**

The objective of this Service Level Agreement document is to ensure both the Surplus Property Program staff and customers understand and agree how the services will be performed and the responsibilities and expectations of each party.

The SLA will:

- a) Describe the services provided by Surplus Property.
- b) Identify service level objectives and performance targets for the services, agreed upon between Surplus Property and its customers.
- c) Identify responsibilities of each party.
- d) Document the following service management processes agreed upon between DAS and customer representatives from all four CUB's:
  1. Performance tracking and reporting to customers.
  2. Review and amendment of the SLA document.
  3. Service-related dispute resolution.

This SLA document is not meant to be static, but a working document that will reflect the continuous change in services delivered by DAS, service delivery operating processes, and service level expectations agreed between Surplus Property and its customers.

**1.3. Identification of Surplus Property Program.**

**1.3.1. Short description of Surplus Property’s Program and mission.**

Surplus Property facilitates the reuse of surplus property for state, local, and federal government. We minimize the number of items that enter the waste stream, save agencies money, and return funds to state and local government. As authorized providers of this service, we ensure a clear audit trail documenting the disposal of government assets and through a centralized program; we eliminate duplication of resources and workload across the enterprise. Surplus also manages an E-waste disposal program for use by state agencies, counties and cities.

**1.3.2. Applicable statutes, rules and policies.**

Statute, Rule or Policy	Summary
<p><b><u>Oregon Revised Statute: 279</u></b>  <b>(Oregon Public Contracting Code)</b></p>	<ul style="list-style-type: none"> <li>• <a href="http://www.leg.state.or.us/ors/279a.html">http://www.leg.state.or.us/ors/279a.html</a></li> <li>• Sales proceeds should cover Surplus Property Program costs.</li> <li>• Remaining funds go back to state and local government.</li> </ul>
<p><b><u>Oregon Administrative Rule</u></b>  <b><u>125.50</u></b></p>	<p>States agencies must follow Surplus Property Program guidelines when removing, transferring, recycling, scrapping or otherwise disposing of property in their possession that was purchased with state funds per Oregon Accounting Manual Policy 15.55.00.PO or other state policy</p>
<p><b><u>Oregon Administrative Rule:</u></b>  <b><u>125.35</u></b></p>	<p>The department of Administrative Services, State of Oregon, is authorized by ORS 279.820 to acquire, warehouse and distribute federal surplus property from the Government of the United States per 41 CFR Ch. 101-44.206.</p>

<p><b>Oregon Accounting Manual: 15.55.00</b></p>	<ul style="list-style-type: none"> <li>• <a href="http://www.oregon.gov/DAS/FCO/SARS/pages/oam_toc.aspx">http://www.oregon.gov/DAS/FCO/SARS/pages/oam_toc.aspx</a></li> <li>• Non-Capital Assets: Applies to tangible non-capital assets including laptop computers, cell phones and firearms. <ul style="list-style-type: none"> <li>○ Refers to IT policy 107-004-010</li> <li>○ State agencies must use Surplus Property Program guidelines in disposition of property in their possession that was purchased with state funds.</li> </ul> </li> </ul>
<p><b>Oregon Accounting Manual: 10.55.00</b></p>	<p>PR All personal property (including both capital and non-capital assets): State agencies must use Surplus Property Program Guidelines in disposition of Property in their possession that was purchased with state funds.</p>
<p><b>Oregon Accounting Manual: 15.60.10</b></p>	<p>Capital assets: When disposing of capital assets agencies must use Surplus property program guidelines.</p>
<p><b>Information Technology Asset Inventory and Management Policy 107.004.010</b></p>	<ul style="list-style-type: none"> <li>• <a href="http://www.oregon.gov/DAS/OP/docs/pdf/107-004-014.pdf">http://www.oregon.gov/DAS/OP/docs/pdf/107-004-014.pdf</a></li> <li>• Establishes an IT Asset Management System.</li> <li>• Requires disposition to be done according to Surplus Property Program per Sustainable Acquisition and Disposal of Electronic Equipment (A-waste/Recovery) 107-009-005.</li> </ul>
<p><b>Sustainable Acquisition and Disposal of Electronic Equipment (E-waste/Recovery) 107-009-005</b></p>	<ul style="list-style-type: none"> <li>• <a href="http://www.oregon.gov/DAS/OP/docs/107-009-0050_%20E-Waste%20Policy_Final.pdf">http://www.oregon.gov/DAS/OP/docs/107-009-0050_%20E-Waste%20Policy_Final.pdf</a></li> <li>• Defines e-waste and authorized vendors and disposal criteria.</li> <li>• DAS through the Surplus Property Program has authority for disposal of e-waste.</li> </ul>

## 2. Service Catalog.

The Service Catalog lists and describes the main services Surplus Property provides to its customers. The following criteria were considered in order to identify and describe the services included in the Service Catalog:

- The intent of the Service Catalog is to identify and describe services **from the customer's point of view**. This helps to emphasize and explain the **benefits, outcomes and deliverables that the customers receive** when purchasing a service, as opposed to describing the whole set of internal support processes and activities executed by Surplus Property staff in order to deliver these services. As a result, business support processes and functions, such as account management or help desk functions, are not meant to be systematically captured or thoroughly explained in this catalog.

- The services included in this Service Catalog are those **available to Surplus Property customers today**. Service descriptions reflect the different features and options currently available to Surplus Property customers, enabling customers and Surplus Property staff to know what to expect and not to expect from a service. Clearly defined services inform customers about service offerings, including what each service does and does not include, service boundaries, how to request services, and how to get help, as well as other factors influencing the extent to which they can be currently enjoyed by Surplus Property customers. Consequently, all narrative about future service features and offerings has been purposefully removed from the description of services included in this Catalog.
- In order to identify and describe services with the right level of detail, consideration has been given to describing **services or offerings that can be purchased in stand-alone mode**. If a given service needs to be purchased as part of a packaged offering, the package will be described in its own Service Catalog sheet and the individual service will be described in the "What's included" section of the packaged offering Service Catalog sheet.
- The purpose of the Service Catalog is to describe the **standard services and terms of service delivery**, not the exceptional services or service terms that can be offered to a given customer under special circumstances.

## 2.1. List of services provided by Surplus Property.

A brief description of each service is included in the section below. For detailed description about the services available to Surplus Property customers, consult the Surplus Property Service Catalog sheets in appendix 8.1 of this SLA document.

Service	Summary
<b>Disposition of Vehicles</b>	Sale and liquidation of used, excess, abandoned, seized and/or obsolete vehicles, facilitating the reuse of surplus property for state, local, and federal government entities, ensuring a clear audit trail by documenting the disposal of government assets and helping to eliminate duplication of resources and workload across the Enterprise.
<b>Disposition of Personal Property</b>	Professional and comprehensive solutions for the liquidation of excess, abandoned, seized, obsolete and otherwise "surplus" personal property.  We minimize the number of items that enter the waste stream, save agencies money, and return maximum funds to state and local government.
<b>Disposition of IT Assets</b>	Environmentally friendly disposal or recycling of IT assets, ensuring secure disposal of IT assets with personal data.
<b>Access to Federal Surplus Property</b>	Access to low cost federal surplus property for eligible customers.

<b>Access to State Surplus Property</b>	Access to state surplus property for qualified customers to purchase products at low cost.
<b>Access to the Law Enforcement Support Office (LESO) Programs</b>	<p>Through the 1033 Program, Surplus Property allows law enforcement agencies (LEA's) to get free surplus property from the Federal Department of Defense (DOD) to support their programs, including materials often not available within their budgets (e.g.: rain gear, weapons, night vision goggles, tents, vehicles).</p> <p>Through the 1122 Program, Surplus Property gives LEA's access to Federal Government's preferred pricing agreements.</p>
<b>Storage</b>	Secure heated storage space for pallets or by the square foot.

### 3. Service Level Expectations.

#### 3.1. Performance metrics.

This subsection identifies the metrics that will be used to track quality of service delivery along timeliness and other service quality attributes.

These metrics are agreed upon by Surplus Property and customer representatives and approved by the EAM Customer Utility Board.

- **Performance Metric # 1: Timeliness of end-to-end vehicle disposition process.** Percentage of disposed vehicles reimbursed in the measurement period that have gone through the end-to-end disposition process in less than 70 calendar days. The vehicle disposition process starts when a vehicle is received by Surplus Property and ends when the reimbursement is issued by DAS Shared Financial Services.
- **Performance Metric # 2: Accuracy of surplus property inventory reports.** Percentage of accountable surplus property items located in physical inventory counts.
- **Performance Metric # 3: Compliance with agreed collection schedule for personal property.** Percentage of compliance with agreed upon collection or pickup schedule for personal property.
- **Performance Metric # 4: IT Asset data scrubbing audits.** Results of periodic audits conducted on state agency hard drives scrubbed by DAS's E-Waste vendor (Garten) to verify full erasure of hard-drive data.
- **Performance Metric # 5:** Percentage of customer with items on the Surplus Property Program "Want List" that have been contacted at least once every 45 days in the measurement period.

For detailed description about these performance metrics, consult the SLA measure dictionary sheets in appendix 8.2 of this SLA document.

### 3.2. Service levels/ performance targets.

Metric Number	Metric	Service or Process Measure Applies To	Metric explanation	Target
1	Timeliness of end-to-end vehicle disposition process	Disposition of Vehicles	Percentage of disposed vehicles reimbursed in the measurement period that have gone through the end-to-end disposition process in less than 70 calendar days.	80%
2	Accuracy of Inventory reports	Disposition of Personal Property	Percentage of accountable surplus property items located in physical inventory counts.	97%
3	Compliance with agreed collection schedule for personal property	Disposition of Personal Property	Percentage of compliance with agreed upon collection schedule for personal property	90%
4	IT Asset data scrubbing audits	Disposition of IT Assets	Results of periodic audits conducted on hard drives scrubbed by DAS's E-Waste vendor (Garten) to verify full erasure of hard-drive data.	100%
5	Timely communication with customers that have items on Surplus Property "Want List"	- Access to Federal Surplus Property - Access to State Surplus Property	Percentage of customer agencies with items on the Surplus "Want List" that are being contacted at least once every 45 days	90%

For detailed description about these performance metrics and targets, consult the SLA measure dictionary sheets in appendix 8.2 of this SLA document.

## 4. Financial processes.

### 4.1. Billing and reimbursement.

Customers pay Surplus Property service charges as listed for acquired items on their signed invoice. The typical billing cycle is that invoices are sent electronically for the preceding week's charges.

Storage customers are billed monthly through electronic invoices for the preceding month's charges.

Customer reimbursements are submitted to DAS Shared Financial Services every week, typically one to three weeks after the sales are completed. Reimbursements may take up to 30 days to process and are typically sent electronically.

## **4.2. Billing and reimbursement disputes.**

### **4.2.1. Billing disputes.**

Customers can contact Surplus Property at 503-378-6223 to resolve billing questions or to communicate disagreement with billed amounts.

Any billing amounts disputed in good faith may be deducted from the invoice with written approval from the Surplus Program manager or Assistant Program manager.

The remaining undisputed amount must be paid by the original due date. Within 30 days after final resolution of the disputed charges, all resolved disputed amounts must be paid by the customer.

### **4.2.2. Reimbursement disputes.**

Customers can contact the Surplus Property Program at 503-378-6223 to resolve reimbursement questions or to communicate disagreement with the reimbursement amount.

Any reimbursement amount disputed in good faith will be refunded to the customer with written approval from the Surplus Property Program manager or Assistant Program manager. Refunds are typically processed weekly through DAS financial services.

## **4.3. Payment.**

Customer agency credit cards may be used for immediate payment. Billed customer invoices are due and payable 30 days from receipt of invoice. DAS Surplus follows the process outlined in Oregon Accounting Manual ([http://www.oregon.gov/DAS/CFO/SARS/pages/oam\\_toc.aspx](http://www.oregon.gov/DAS/CFO/SARS/pages/oam_toc.aspx)) Chapter 35.70.10 for Billing and Payment and resolution of issues.

## **5. Service management processes.**

### **5.1. Performance measurement and reporting.**

The Surplus Property Program will be responsible for measuring service performance, as well as for reporting on compliance within the agreed SLE's or performance targets.

At a minimum, Surplus Property will develop and publish quarterly and annual performance reports as described below:

#### **5.1.1. Quarterly reports**

Quarterly reports will track the performance target and the actual performance for each measure identified in the SLA document. They will be posted electronically on Surplus Property website for all customers to review.

At a minimum, these reports will include the following information:

- 1. A comparison of actual performance results versus performance targets for the current period and at least the two previous periods.**

Quarterly reports can include other tables or graphs with additional views or analysis of performance along other dimensions relevant to Surplus Property. This may include a breakdown of performance results per geographic area, per customer group or per type or subtype of triggering event.

2. **A proposed action plan for each measure not in compliance with the agreed service level expectations or performance targets.**

An action plan will include:

- a. An analysis / statement of the **root causes/reasons** for not meeting the service level target(s).
- b. A description of **corrective actions identified and recommended** by Surplus Property in order to meet the agreed service level(s).
- c. A **timeframe** for the implementation of the corrective actions.

A measure will be considered not in compliance with the agreed performance target if either one of the following scenarios applies:

- a. If the SLE is measured monthly, when the performance is below target level for two consecutive months.
- b. If the SLE is measured quarterly, when the performance below target level in any given quarter.

3. **A report on customer-specific formal performance complaints received by Surplus Property over the previous quarter.** This report will:

- a. Identify number of complaints received by type.
- b. Describe each complaint/ performance incident and the affected customer(s).

In addition to being posted on Surplus Property website, quarterly performance reports will be delivered to the members of the EAM CUB. Surplus Property representatives will be present at the Customer Utility Board meeting every quarter to present the report for CUB members to review the last quarter's performance report and to present and receive feedback on the corrective action plans for the measures where performance is not in compliance with the agreed targets.

### 5.1.2. Annual performance reports

Surplus Property will develop and deliver a draft annual performance report, analyzing actual performance results achieved and corrective actions implemented during the previous year for each measure identified in the SLA document.

Based on the information shown on the draft annual performance report, members of the EAM CUB will have an option to review and provide feedback to any corrective actions recommended by Surplus Property to address non-compliance with performance targets, as well as to **monitor the implementation of the action plans agreed upon** with Surplus Property throughout the previous twelve months for the measures that did not show compliance with the established performance targets.

The annual performance report will include:

1. The same information as the quarterly performance reports for the performance of each measure identified in the SLA document over the last quarter of the year.

2. An additional section with follow up information about the corrective actions implemented and the results achieved for the measures where performance was not in compliance with the agreed SLE's in any given quarter within the year.

CUB members will use this Annual Report to conduct a yearly performance review, which will be deeper and broader than the regular performance reviews conducted every quarter between the CUB and Surplus Property. The recommendations and feedback provided by the CUB will be incorporated by Surplus Property into a final version of the annual performance report. The annual performance review process could lead to a review and/or amendment of the SLA document agreed between Surplus Property and its customers. The final report will be posted electronically on Surplus Property website.

## **5.2. SLA review and amendment.**

This Service Level Agreement is a living document, capable of being updated and amended over time with the agreement of both parties.

### **5.2.1. Ongoing SLA review.**

**SLA document reviews or amendments** will be considered as a result of any of the following:

1. A new service or a service enhancement is incorporated into service catalog, allowing for new associated SLE's to be developed and added to the SLA document.
2. Changes in Surplus Property's ability to perform as a result of:
  - a. Significant and sustained change in workload demands.
  - b. A significant and sustained increase or reduction in Surplus Property Program resources.
  - c. A need to conform to other unforeseen organizational constraints within DAS or within state government.
3. When customers' expectations and/or performance service level needs have changed.
4. Evolution in Surplus Property tools and processes, which allow for better metrics and/or evolved performance level targets.
5. Missing performance targets by 15% (whether actual performance is over or under the target) in more than 2 consecutive quarters.
6. When Surplus Property's corrective action recommends a reassessment in the performance targets agreed for a service.

The **SLA amendment process** will be as follows:

1. The request to review and modify the SLA document can be initiated by Surplus Property or any customer represented at the CUB.
2. Based on the nature or scope of the SLA modification request, the CUB and Surplus Property may undertake the modification and approval of the amended SLA document in the course of a regular CUB meeting or choose to create a SLA review team/workgroup for this purpose.
3. If an SLA review team is created, the workgroup will review and draft the recommended changes/updates to the content of the SLA document.
4. The draft amended SLA document will be submitted to the CUB for review and approval.

### **5.2.2. Biennial SLA review.**

**The Service Level Agreement will be reviewed at least once per biennium** to ensure service levels are adjusted and remain both appropriate for the services the provider delivers and commensurate with the rates charged for each service.

The **biennial SLA review** will be as follows:

1. The CUB and Surplus Property will designate a SLA review team consisting of customer and Surplus Property representatives. Customer representation will include, at a minimum, a member from the CUB.
2. The SLA review team will conduct an analysis and evaluation of the SLA agreement and identify any potential amendments to the SLA document. To do so, the SLA review team will:
  - a. Conduct an analysis of the SLE's against the actual performance results achieved in the last two years, identifying opportunities and/or needs to readjust service level expectations or performance targets.
  - b. Conduct a review of previous and potential performance issues that may affect services.
  - c. Conduct an evaluation of the success in the adoption, acceptance and commitment to the SLA by both parties:
    - i. How successful has the SLA been - has it made a difference?
    - ii. Has it been used by Surplus Property staff, and if not, why?
    - iii. Have customers used it or adhered to it, and if not, why?
    - iv. Has it helped manage customers' expectations?
    - v. What barriers/problems have there been and what other feedback has Surplus Property received?
3. The SLA team will review and make recommended changes/updates to the content of the SLA document
4. The draft amended SLA document will be submitted to the CUB for review and approval.

### **5.3. Incident management.**

Surplus Property has developed an incident response process in order to support the prompt and satisfactory resolution of service incidents.

- a) In the event of a service disruption, failure to meet commitments, or if a customer has concerns with the level of service received, the customer agency can report the problem by calling (503) 378-6020.
- b) Customers need to provide a description of the problem and their contact data.
- c) Surplus will categorize the problem and forward to the appropriate staff member.
- d) The staff member will contact the customer within 1 business day from receipt of notification about the incident.
- e) If the incident is not resolved or the staff member is not available the customer will be contacted by the Assistant Manager for resolution.
- f) If the Assistant Manager is unable to remedy the situation the Program Manager will be contacted.

## 5.4. Complaint resolution and remediation.

### 5.4.1. Principles.

Performance complaints should be addressed and resolved at the lowest common level, collaboratively between the customer and representatives of Surplus Property.

If performance is below customer's expectations, an informal approach often offers the quickest solution. If circumstances permit, DAS customers should talk with the DAS employee or unit involved in the situation to seek resolution to any performance dispute—explain the problem and ask for assistance. If this informal approach does not resolve the issue, or if at any given time Surplus Property customers are not satisfied with the levels of utility services received, they may submit a formal performance complaint to Surplus Property via the formal complaint intake process described below.

Resolution of formal performance complaints raised by individual customers will be done in accordance with the following principles:

1. All complaints submitted using the process outlined below in 5.4.2 will be considered formal, and they will be logged, documented and published by Surplus Property.
2. Formal complaints shall only be considered resolved when:
  - a. Surplus Property and the affected customer (s) **have agreed on an action plan to solve/ correct the problem;** and
  - b. **Applicable remedies** to compensate and/or exact reparation to the affected customer (s) **have been agreed** to the satisfaction of both parties.
3. In the event a customer is not satisfied with either the action plan or the remedies offered by Surplus Property, complaints can be escalated by the customer to the next level in the escalation path within DAS for resolution.

### 5.4.2. Raising and recording formal complaints.

Performance complaints will be submitted to Surplus Property via the following complaint intake email inbox: [complaint.surplus@state.or.us](mailto:complaint.surplus@state.or.us)

All complaints submitted via this process will be considered formal complaints.

Formal complaints should include:

1. A summary description of the complaint. This description may include a customer's desired resolution of the matter.
2. Identification of affected customer(s).
3. If applicable, a description of aggravating circumstances (incident severity, repeated problems, estimated financial loss incurred or savings not materialized by the customer as a result of the performance incident, etc.)

All formal complaints received will be documented in Surplus Property's complaints log file, and responsibility will be assigned to staff within Surplus Property to follow up and seek resolution.

The information in the complaints log file will be used to develop the customer-specific performance complaints report that will be published as part of Surplus Property's quarterly performance report.

### 5.4.3. Complaint escalation process.

In the first instance complaints will be assigned to a supervisor of the functional unit affected by the complaint. After investigation and consultation with the staff involved, the supervisor will seek resolution by offering to the complainant both:

1. **An action plan to solve/ correct the problem**, which at a minimum will consist of:
  - a. A description of corrective actions identified and recommended by Surplus Property to solve/ correct the problem.
  - b. A timeframe for the implementation of the corrective actions.
2. **Applicable remedies** to compensate and/ or exact reparation to the affected customer.

A customer who has not obtained satisfactory resolution to their formal complaint can escalate the dispute to the next level in the escalation path within DAS, until remedial measures and an action plan to solve the performance issue are agreed to the satisfaction of both customer and DAS representatives. At each step in the escalation process, the customer needs to describe why the prior proposal by DAS was not satisfactory. The steps in the escalation path after seeking resolution with the unit directly involved in the problem are the following:

- Surplus Property Program Manager. If unresolved, escalate to
- EAM Service Enterprise administrator. If unresolved, escalate to
- Deputy Director of DAS. If unresolved, escalate to
- EAM CUB.

At the end of the escalation process, the CUB will provide a last resort resolution forum to discuss and settle unresolved performance complaints.

### 5.4.4. Remedies.

As part of resolving performance complaints, the following remedial actions can be offered to the complainant by Surplus Property:

1. A clear explanation for the performance incident will be offered in all instances to any customer raising a complaint.
2. A credit / discount on the service charges corresponding to the period when the performance incident occurred may be awarded in appropriate circumstances (based on aggravating factors such as incident severity, financial losses incurred by the customer as a result of the performance issue, etc.).
3. A customer may be granted the ability to change providers for a specific service. This remedial measure will be reserved for exceptional circumstances in which resolution of a customer-specific performance issue has proved historically elusive, combining severe non-compliance with agreed SLE's or performance targets and repeated failure to implement corrective actions agreed between Surplus Property and customer to fix the underlying performance problem.

## 6. Glossary: Acronyms & Definitions.

### 6.1. Acronyms.

- **CUB:** Customer Utility Board.
- **DAS:** Department of Administrative Services.
- **FAQ:** Frequently Asked Questions.

- **FTE:** Full-Time Equivalent. This is the number of working hours that represents one full-time employee during a fixed time period, such as one month or one year.
- **EAM:** Enterprise Asset Management.
- **EM:** Entrepreneurial Management.
- **LESO:** Law Enforcement Support Office.
- **PDR:** Property Disposition Request. Form used to track surplus assets.
- **SA:** Service Agreement.
- **SFMA:** Statewide Financial Management Application. This is the accounting IT system in use by most state agencies of Oregon state government.
- **SFS:** DAS Shared Financial Services (see definitions).
- **SLA:** Service Level Agreement.
- **SLE:** Service Level Expectation.

## 6.2. Definitions.

- **Billing dispute:** A customer billing dispute is any alleged inaccuracy, omission or error in relation to a service charge or reflected on a service bill.
- **Complaint (a.k.a. Performance or Service Complaint):** A formal expression of dissatisfaction with the quality of service received by a customer.

Formal complaints will be those raised by customers using a dedicated complaint intake email inbox that will be created by each service provider for this purpose.

A formal complaint can be motivated by one or many unresolved service incidents, an unresolved billing dispute or, generally speaking, by any perceived lack in the quality of operations or in the quality of services received by a customer.

- **Eligibility:** In order to purchase Surplus property from the Federal program a buyer must meet the requirements specified in OAR 125-035-0045.
- **Entrepreneurial Management:** Innovative public management model that uses customer choice, competition, and policy/service separation to increase service satisfaction.
- **Electronic waste (E-waste):** Term used to designate electronic products that have become unwanted, non-working or obsolete, and have essentially reached the end of their useful life.
- **Incident (a.k.a. Performance or Service incident):** Any event which is not part of the standard operation of a service which causes, or may cause, an interruption to, or a reduction in, the quality of that service. A service incident can be communicated by a customer or can be detected by the service provider.
- **Incident management:** Process for dealing with service incidents and restoring normal service operation as quickly as possible, minimizing the adverse impact on business operations.

- **Rate (Service rate):** A price that incorporates the costs of delivering the service at the service levels agreed to by both parties.
- **REUSE:** Surplus inventory system of record.
- **Remediation (a.k.a. Remedies or Remedial actions/ measures):** In the event of a formal complaint raised by a customer, remediation refers to the list of actions/ measures DAS or any of its service delivery units can take or offer to compensate and/or exact reparation to the affected customer(s) above and beyond agreeing on an action plan to correct the underlying service problem.
- **Service:** A bundle of activities and resources (processes, people and IT resources) combined to provide a clear business outcome or output/ deliverable received by the customer.
- **Service Agreement:** A document, signed by service provider and a single customer, reflecting customer-specific information such as choice of services from service catalog, specific operational procedures between the parties, or contact information for critical information systems or processes, etc.
- **Service Catalog:** A description of the services and service offerings provided by a service provider. This can be a multi-level set of information with linked and discrete hierarchies of services, child services and specific 'offerings' (specific tasks) available for these services, and will typically describe service terms, standards, packages (if available), exclusions (if applicable), etc.
- **Service Level Agreement (SLA):** A document, specific per service provider, which includes the following core elements: (1) A service catalog; (2) A set of agreed SLE's (performance targets); (3) A statement of responsibilities of service provider and customers; and (4) A description of key service management processes. All of these elements help improve service delivery, manage expectations, clarify responsibilities and facilitate communication between the service provider and its customer base.
- **Service Level Expectation (SLE):** Written, measureable target for a service or a process performance agreed between service provider and customers.
  - a. For any given service with an SLE, service performance targets will be common to all customers (concept of utility services).
  - b. If a service offering includes different packages/ levels of service, different packages of the same service can have different performance targets but these will be common to all customers of the same package/ level of service.
- **Service rate:** A price that incorporates the costs of delivering the service at the service levels agreed to by both parties.
- **SFS:** DAS Shared Financial Services (SFS) is a Program within the DAS / Enterprise Goods and Services Division that provides budgeting, accounting and other financial services to client agencies. This Program is responsible for issuing reimbursement to DAS customer agencies for vehicles sold by or disposed of through DAS Surplus Property.

- **Utility Service:** DAS Utility services are those most efficiently provided through DAS in order to maximize efficiency or capture economies of scale—where it makes economic sense to have a single supplier for all users for any of the following reasons: economies of scale; policy reasons; the need for one integrated system; or a strong need for uniformity.

Customers of utility services are local government entities, individual state agencies and other public entities that may choose how much to purchase, but for any of the reasons cited above the choice of supplier is limited to a single designated source.

**7. Contact Data.**

Focus Area	Contact Name	Contact Number (503)-XXX-XXXX
<b>Management</b> Program Manager Assistant Manager	Sven Anderson John Cody	378-6057 378-6222
<b>General information</b>	Sven Anderson	378-6020
<b>Accounts Payable and Agency Reimbursements</b>	Abby Natvig	378-6223
<b>Internal Program Policies and Procedures</b>	Carla Jeannette	378-6053
<b>On Line sales coordination</b>  Feedback, re-list  Posting  Fulfillment - shipping	Darren Kennedy  Rhonda Mann  Dan Kuykendall	378-6022  378-2195  378-3650
<b>Program Related</b>  Agency Sales  Eligibility  Federal Titles  State Titles  Federal Transfers	Jeff Royer  Carla Jeannette  Abby Natvig  Abby Natvig  Abby Natvig	378-4089  378-2753  378-6223  378-6223  378-6223

Federal Reports	Abby Natvig	378-6223
DMV Reports	Abby Natvig	378-6223
Intergovernmental Agreements	Bob LaDuke	378-4077
Want List	Jeff Royer	378-4089
LESO	Steve Smith	378-6051
Fixed Price Vehicles	Steve Smith	378-6051
Federal Screening	Steve Smith	378-6051
<b>Scheduling</b>		
Incoming deliveries and agency pick-ups	Bob LaDuke	378-4077
GSA sales	Jennifer Beyer	378-6046

Staff contacts information by job description:

[http://www.oregon.gov/DAS/EAM/SURPLS/Pages/contact\\_us\\_directory.aspx](http://www.oregon.gov/DAS/EAM/SURPLS/Pages/contact_us_directory.aspx)

## 8. Appendixes.

### 8.1. Service Catalog sheets.

1- DISPOSITION OF VEHICLES	
1. What is the service?	Description
a. Service Summary	Sale and liquidation of used, excess, abandoned, seized and/or obsolete vehicles including heavy equipment, cars, trucks, buses, ATVs, motorcycles, watercraft, and trailers, facilitating the reuse of surplus property for state, local and federal government entities, ensuring a clear audit trail by documenting the disposal of government assets and helping to eliminate duplication of resources and workload across the Enterprise.
b. What is included / detailed description of the features and benefits of the service	<ul style="list-style-type: none"> <li>• Access to state property online database/system, which provides ability to obtain inventory reports/ checks and audit trail guarantee for vehicle items provided by state agencies, local governmental and qualified non-profit organizations.</li> <li>• Vehicle items for sale are posted on the internet to increase visibility and offer options to buying customers.</li> <li>• Our experience which includes our sales policies and after-the-sale support for consumers (shipment tracking, damage claims, listing discrepancies, property removal logistics, etc.), allows agencies to remove themselves from many potential time/effort absorbing situations associated with property sales to public.</li> <li>• Surplus staff collects payment and completes title paperwork and sells customer applicable trip permit to ensure smooth asset transfer.</li> </ul>
c. Description of what is not included in the service	<ul style="list-style-type: none"> <li>• Choice of reimbursement frequency.</li> <li>• Choice of format of reimbursement reports.</li> <li>• Insurance coverage for customers to test drive vehicles.</li> </ul>
d. Offerings and options	<p>Choice of sales method: Sold on Site or sold at Surplus warehouse <u>For Sold on Site vehicles, customers</u></p> <ul style="list-style-type: none"> <li>○ Provide a minimum of 12 pictures of vehicles for sale; displaying different views of the vehicles (see <a href="#">SOS Tutorial</a> for details).</li> <li>○ Answer customer questions via email, phone and in person</li> <li>○ Agency staff makes vehicles available for customer inspection.</li> <li>○ Agency staff coordinates with buyer to remove vehicle item</li> <li>○ Decal removal</li> <li>○ Additional marketing options</li> </ul>

	<p><u>For vehicles sold at the Surplus Warehouse a staff member will:</u></p> <ul style="list-style-type: none"> <li>○ Take a minimum of 12 pictures of vehicles for sale, displaying different views of the vehicles.</li> <li>○ Answer customer questions via email, phone and in person</li> <li>○ Makes vehicles available for customer inspection.</li> <li>○ Coordinates with buyer to remove vehicle item</li> </ul> <p><u>Other options available to customers:</u></p> <ul style="list-style-type: none"> <li>● Request specific sales venue (e.g. online auction, list in industry specific advertisement).</li> <li>● Specify or restrict the potential buyers to a specific segment (e.g., other state agencies only vs. anyone interested).</li> <li>● Set minimum bid.</li> <li>● Request limited service and repair (battery, fix-a-flat, locksmith, etc).</li> <li>● Request Surplus order salvage titles through DMV.</li> </ul>
e. Service prerequisites	For customers making their initial request for assistance, please call (503) 378-6020 to get set-up to use the Surplus Asset Management (SAM) system.
f. (Service-specific) Customer and provider responsibilities	<p><b>Customer responsibilities:</b></p> <ul style="list-style-type: none"> <li>● Report excess vehicle property to DAS Surplus through SAM via a completed PDR</li> <li>● Deliver signed off title to Surplus warehouse</li> </ul> <p><b>DAS Surplus Property responsibilities:</b></p> <ul style="list-style-type: none"> <li>● Collects payment and completes title paperwork and sells customer applicable trip permit (regular vs. heavy equipment)</li> <li>● Reports all sales to DMV.</li> </ul>
<b>2. How is the service requested?</b>	<b>Description</b>
a. How is this service requested?	Customers will submit a Property Disposition Request (PDR) through SAM ( <a href="http://surplus.oregon.gov/default.aspx">http://surplus.oregon.gov/default.aspx</a> )
b. What forms are used/ needed to request this service?	It is an online, electronic system, there are no hardcopy forms.
c. When can you expect to have your service request fulfilled?	Once a completed PDR is submitted, the sale is normally completed within 30 days. There are special circumstances that can make the process longer (influxes of vehicles, vehicles that have been in accidents require a salvage title, etc.). Reimbursement may take up to 45 days after the sale.
<b>3. How do I get help? How does DAS Surplus Property</b>	<b>Description</b>

<b>provide support to customers?</b>	
a. Self-service support	<ul style="list-style-type: none"> <li>• For help with entering assets into SAM see the SAM tutorial at <a href="http://www.oregon.gov/DAS/EAM/SURPLS/docs/sam.pdf">http://www.oregon.gov/DAS/EAM/SURPLS/docs/sam.pdf</a>.</li> <li>• For help on Sold-on-Site descriptions and picture requirements see the Sold-on-Site tutorial at <a href="http://www.oregon.gov/DAS/EAM/SURPLS/docs/sos.pdf">http://www.oregon.gov/DAS/EAM/SURPLS/docs/sos.pdf</a>.</li> <li>• For help on getting your title ready to send to Surplus see the Car Title Instructions, For help with entering assets into SAM see the SAM tutorial at <a href="http://www.oregon.gov/DAS/EAM/SURPLS/docs/Titles.pdf">http://www.oregon.gov/DAS/EAM/SURPLS/docs/Titles.pdf</a></li> </ul>
b. How to request support	Call (503) 378-6020
c. When can you expect to get a response?	Within one business day.

<b>2-DISPOSITION OF PERSONAL PROPERTY</b>	
<b>1. What is the service?</b>	<b>Description</b>
a. Service Summary	Professional and comprehensive solutions for the liquidation of excess, abandoned, seized, obsolete and otherwise "surplus" property. We minimize the number of items that enter the waste stream, save agencies money, and return maximum funds to state and local government. As authorized providers of this service, we ensure a clear audit trail documenting the disposal of government assets and through a centralized program; we eliminate duplication of resources and workload across the enterprise.
b. What is included / detailed description of the features and benefits of the service	<ul style="list-style-type: none"> <li>• Access to state property online database/system, which provides ability to obtain inventory reports/ checks and audit trail guarantee for personal property items provided by state agencies, local governmental and qualified non-profit organizations.</li> <li>• Identification of items that are prohibited, or require special handling or permits.</li> <li>• Evaluation of personal property to determine the number and variety of goods to be sold and, if necessary, the fair market value of unique items.</li> <li>• Our experience which includes our sales policies and after-the-sale support for consumers (shipment tracking, damage claims, listing discrepancies, property removal logistics, etc.), allows agencies to remove themselves from many potential time/effort absorbing situations associated with property sales to public.</li> </ul>
c. Description of what is not included in the service	<ul style="list-style-type: none"> <li>• Choice of reimbursement frequency</li> <li>• Choice of format of reimbursement reports.</li> </ul>

<p>d. Offerings and options</p>	<p>Options for handling items under \$100 in value:  <a href="http://www.oregon.gov/DAS/EAM/SURPLS/docs/100dollars.pdf">http://www.oregon.gov/DAS/EAM/SURPLS/docs/100dollars.pdf</a></p> <p>Choice of sales method:  Sold on Site or sold at Surplus warehouse  <u>For Sold on Site, customers will:</u></p> <ul style="list-style-type: none"> <li>○ Provide pictures of items, displaying different views</li> <li>○ Answer customer questions via email, phone and in person</li> <li>○ Agency staff makes items available for customer inspection.</li> <li>○ Agency staff coordinates with buyer to remove item</li> </ul> <p><u>For items sold at the Surplus Warehouse a staff member will:</u></p> <ul style="list-style-type: none"> <li>○ Take pictures of item.</li> <li>○ Answer customer questions via email, phone and in person</li> <li>○ Makes item available for customer inspection.</li> <li>○ Coordinates with buyer to remove item</li> </ul> <p><u>Other options available to customers:</u></p> <ul style="list-style-type: none"> <li>● Request specific sales venue (e.g., online auction, list in industry specific advertisement).</li> <li>● Specify or restrict the potential buyers to a specific segment (e.g., other state agencies only vs. anyone interested).</li> <li>● Request limited service and repair (e.g. locksmith for safe).</li> <li>● Pickup and transportation services for customers who want to sell items at Surplus Warehouse.</li> <li>● Ability to set minimum bid.</li> <li>● Provide limited services and repair (battery replacement or locksmith services, etc) as a pass through.</li> <li>● Request additional marketing options.</li> </ul>
<p>e. Service prerequisites</p>	<p>For customers making their initial request for assistance, please call (503) 378-6020 to get set-up to use the Surplus Asset Management (SAM) system  <a href="http://surplus.oregon.gov/default.aspx">http://surplus.oregon.gov/default.aspx</a> )</p>
<p>f. (Service-specific)  Customer and provider responsibilities</p>	<p><b>Customer responsibilities:</b></p> <ul style="list-style-type: none"> <li>● Customers will report excess personal property to DAS Surplus through SAM by completing a PDR (Property Disposition Request).</li> </ul> <p><b>DAS Surplus Property responsibilities:</b></p> <ul style="list-style-type: none"> <li>● Provide a secure warehouse to protect the assets.</li> <li>● Properly display assets.</li> <li>● Determine service charge/value or asset.</li> <li>● Perform Federal compliance audits as needed.</li> </ul>

2. How is the service requested?	Description
a. How is this service requested?	Customers will submit PDR through SAM ( <a href="http://surplus.oregon.gov/default.aspx">http://surplus.oregon.gov/default.aspx</a> )
b. What forms are used/ needed to request this service?	It is an online, electronic system, there are no hardcopy forms.
c. When can you expect to have your service request fulfilled?	<ul style="list-style-type: none"> <li>• Once a complete PDR is submitted, the sale is normally completed within 30 days.</li> <li>• There are special circumstances that can make the process longer (influx of property, staffing, etc.).</li> <li>• Reimbursement may take up to 45 days after the sale.</li> </ul>
3. How do I get help? How does DAS Surplus Property provide support to customers?	Description
a. Self-service support	<ul style="list-style-type: none"> <li>• For information on options for items worth \$100 or Less see \$100 or Less Options and \$100 or Less Examples at <a href="http://www.oregon.gov/DAS/EAM/SURPLS/docs/100dollars.pdf">http://www.oregon.gov/DAS/EAM/SURPLS/docs/100dollars.pdf</a></li> <li>• For help with entering assets into SAM see the SAM tutorial at <a href="http://www.oregon.gov/DAS/EAM/SURPLS/docs/sam.pdf">http://www.oregon.gov/DAS/EAM/SURPLS/docs/sam.pdf</a>.</li> <li>• For help on Sold-on-Site descriptions and picture requirements see the Sold-on-Site tutorial at <a href="http://www.oregon.gov/DAS/EAM/SURPLS/docs/sos.pdf">http://www.oregon.gov/DAS/EAM/SURPLS/docs/sos.pdf</a>.</li> </ul>
b. How to request support	Call (503) 378-6020
c. When can you expect to get a response?	One business day.

3- DISPOSITION OF IT ASSETS	
1. What is the service?	Description
a. Service Summary	Environmentally friendly destruction or recycling of IT assets, ensuring secure disposal of IT assets with personal data.
b. What is included / detailed description of the features and benefits of the service	<ul style="list-style-type: none"> <li>• Sanitization of hard drives and storage devices according to Department of Defense security standards, including post-clearance audit of items to verify sanitization using industry leading software.</li> <li>• Destruction of data storage devices that fail the sanitization process.</li> <li>• Recycling of items with no reuse or resale value.</li> </ul>
c. Description of what is not included in the service	<ul style="list-style-type: none"> <li>• Choice of vendor.</li> <li>• Reimbursement.</li> </ul>

d. Offerings and options	<ul style="list-style-type: none"> <li>Option to get certificate of "destruction" from QRF vendor.</li> <li>Secure pickup and transportation services for customers who can't deliver IT assets to Garten warehouse are available at a cost.</li> </ul>
e. Service prerequisites	Completed PDR in SAM ( <a href="http://surplus.oregon.gov/default.aspx">http://surplus.oregon.gov/default.aspx</a> ).
f. (Service-specific) Customer and provider responsibilities	<p><b>Customer responsibilities:</b></p> <ul style="list-style-type: none"> <li>Customer needs to presort items to make sure only computer items are delivered to Garten.</li> <li>Customers are also responsible for assembling properly sorted computer-only pallets.</li> </ul> <p><b>DAS Surplus Property responsibilities:</b></p> <ul style="list-style-type: none"> <li>Provider ensures current contract with qualified provider and that contract requirements are met including DOD audits and cost reporting.</li> </ul>
<b>2. How is the service requested?</b>	<b>Description</b>
a. How is this service requested?	<ul style="list-style-type: none"> <li>For additional information or questions about e- waste, call or email DAS Surplus Property at (503) 378-4077 or you can contact William Posegate at Garten Services at (503) 581-4472 ext. 3309 or <a href="mailto:wposegate@garten.org">wposegate@garten.org</a>.</li> <li>To arrange a pick-up or transfer of items please call (503) 581-4472 ext. 3198 or email a request to <a href="mailto:pickup@garten.org">pickup@garten.org</a></li> </ul>
b. What forms are used/ needed to request this service?	It is an online, electronic system (SAM), there are no hardcopy forms. ( <a href="http://surplus.oregon.gov/default.aspx">http://surplus.oregon.gov/default.aspx</a> )
c. When can you expect to have your service request fulfilled?	Within one week
<b>3. How do I get help? How does DAS Surplus Property provide support to customers?</b>	<b>Description</b>
a. Self-service support	<ul style="list-style-type: none"> <li>Instructions can be found on <a href="http://www.oregonsurplus.com">www.oregonsurplus.com</a> under E-Waste.</li> <li>A copy of the E-Waste policy is also available at <a href="http://www.oregonsurplus.com">www.oregonsurplus.com</a> under E-Waste.</li> </ul>
b. How to request support	Call the Surplus office at (503) 378-6020 or Call Garten at (503) 581-4472 ext. 3309.
c. When can you expect to get a response?	Within one business day

#### 4 – ACCESS TO FEDERAL SURPLUS PROPERTY

1. What is the service?	Description
a. Service Summary	Access to low cost federal surplus property for eligible customers.
b. What is included / detailed description of the features and benefits of the service	<ul style="list-style-type: none"> <li>• Access to online Federal property information system (<a href="http://gsaccess.gov/">http://gsaccess.gov/</a> ) which includes               <ul style="list-style-type: none"> <li>○ Ability to screen federal property inventory</li> <li>○ Ability to request a freeze on property for up to 21 days.</li> </ul> </li> <li>• Ability to return items within 30 days from receipt, full credit will be given. If property is returned between 30 and 60 days from receipt, half credit will be given. After 60 days, no credit will be given.</li> <li>• Access to warehouse 8:00 AM - 5:00 PM Monday through Friday to shop or pickup purchased items.</li> <li>• Customers can submit a "Want" request via <a href="http://www.oregon.gov/DAS/EAM/SURPLS/docs/Want_List_Intercept.pdf">http://www.oregon.gov/DAS/EAM/SURPLS/docs/Want List Intercept.pdf</a> . Surplus manages this list and will contact customers when like items are located.</li> <li>• Assistance with loading items on buyer's vehicle.</li> </ul>
c. Description of what is not included in the service	Instantaneous ownership of items acquired – they belong to the federal government until the compliance period is completed.
d. Offerings and options	<ul style="list-style-type: none"> <li>• Transportation – delivery of purchased property to customer designated locations.</li> <li>• Offering a variety of property removal assistance options (carry-out, parcel shipments, forklift loading up to 30,000 lbs., dock level forklift/trailer entry to 6,000 lbs.).</li> <li>• Payment options: Cash, cashier's check, money order (not Western Union), debit, or credit card.</li> <li>• Can bill state, local government and non-profit items.</li> </ul>
e. Service prerequisites	<ul style="list-style-type: none"> <li>• For Federal property must be an eligible buyer: <a href="http://www.oregon.gov/DAS/EAM/SURPLS/docs/eligibility.pdf">http://www.oregon.gov/DAS/EAM/SURPLS/docs/eligibility.pdf</a></li> </ul>
f. (Service-specific) Customer and provider responsibilities	<p><b>Customer responsibilities</b></p> <ul style="list-style-type: none"> <li>• Federal rules require that received items be placed in use within a calendar year and remain in use for the purpose acquired during the compliance period. The compliance period ranges from 1 year to perpetuity based on the acquisition value and/or the source of the item.</li> </ul> <p><b>DAS Surplus Property responsibilities:</b></p>

	<ul style="list-style-type: none"> <li>• Maintain authorized signer list and work with customers to invoice out inventory.</li> <li>• Maintain customer "want list" and notify them when like items are available.</li> <li>• Provide a secure warehouse to protect the assets.</li> <li>• Display assets.</li> <li>• Determine service charge/value or asset.</li> <li>• Perform Federal compliance audits as needed</li> </ul>
<b>2. How is the service requested?</b>	<b>Description</b>
a. How is this service requested?	<ul style="list-style-type: none"> <li>• In person at the Property Distribution Center at 1655 Salem Industrial Dr. NE, Salem, OR 97301.</li> <li>• By phone at (503) 378-6020.</li> </ul>
b. What forms are used/ needed to request this service?	Surplus Property program completes invoice and the customer signs the invoice before receiving merchandise.
c. When can you expect to have your service request fulfilled?	<ul style="list-style-type: none"> <li>• If an item is available the transaction can usually be completed same day. If there has been a lapse in agency eligibility the item will be placed on hold for 5 days while eligibility is re-established.</li> <li>• If two agencies want the same item it is subject to the following hierarchy – state agencies, municipalities, and non-profits.</li> </ul>
<b>3. How do I get help? How DAS Surplus Property provide support to customers?</b>	<b>Description</b>
a. Self-service support	<ul style="list-style-type: none"> <li>• Federal property FAQ's, Eligibility forms and other information are available at <a href="http://www.oregon.gov/DAS/EAM/SURPLS/docs/screener/FAQ.htm">http://www.oregon.gov/DAS/EAM/SURPLS/docs/screener/FAQ.htm</a>.</li> </ul>
b. How to request support	Call the Surplus Office at (503) 378-6020.
c. When can you expect to get a response?	Within one business day.

<b>5 – ACCESS TO STATE SURPLUS PROPERTY</b>	
<b>1. What is the service?</b>	<b>Description</b>
a. Service Summary	Access to state surplus property for qualified customers to purchase products at low cost.
b. What is included / detailed description of the features and benefits of the service	<ul style="list-style-type: none"> <li>• Access to online State property information system (<a href="http://surplus.oregon.gov/default.aspx">http://surplus.oregon.gov/default.aspx</a>) to screen state property inventory.</li> </ul>

	<ul style="list-style-type: none"> <li>• Access to warehouse 8:00 AM - 5:00 PM Monday through Friday to shop or pickup purchased items.</li> <li>• Customers can submit a "Want" request via <a href="http://www.oregon.gov/DAS/EAM/SURPLS/docs/Want_List_Intercept.pdf">http://www.oregon.gov/DAS/EAM/SURPLS/docs/Want List Intercept.pdf</a> . Surplus manages this list and will contact customers when like items are located.</li> <li>• Assistance with loading items on buyer's vehicle.</li> <li>• After-the-sale support for consumers (shipment tracking, damage claims, listing discrepancies, property removal logistics, etc.).</li> </ul>
c. Description of what is not included in the service	Ability to return purchased items for refund or credit.
d. Offerings and options	<ul style="list-style-type: none"> <li>• Transportation – delivery of purchased property to customer designated locations.</li> <li>• Offering a variety of property removal assistance options (carry-out, parcel shipments, forklift loading up to 30,000 lbs., dock level forklift/trailer entry to 6,000 lbs.).</li> <li>• Payment options: Cash, cashier's check, money order (not Western Union), SPOTS card.</li> <li>• Can bill state, local government and non-profit items on 30 days net.</li> </ul>
e. Service prerequisites	<ul style="list-style-type: none"> <li>• Must pay before item is removed from warehouse if not an authorized signer.</li> <li>• Must be authorized signer for state, local government or non-profit items in order to take item from warehouse and be invoiced for sale.</li> </ul>
f. (Service-specific) Customer and provider responsibilities	<p><b>Customer responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Must put item into service for its intended purpose</li> </ul> <p><b>DAS Surplus Property responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Maintain authorized signer list and work with customers to invoice out inventory.</li> <li>• Maintain customer "want list" and notify them when like items are available.</li> <li>• Provide a secure warehouse to protect and display assets.</li> <li>• Determine service charge/value of asset.</li> </ul>
<b>2. How is the service requested?</b>	<b>Description</b>
a. How is this service requested?	<ul style="list-style-type: none"> <li>• In person by visiting the Surplus Warehouse at 1655 Salem Industrial DR NE Salem, OR. 97301.</li> <li>• Online through auction (<a href="http://www.oregonsurplus.com">www.oregonsurplus.com</a>).</li> <li>• By phone (503) 378-6020.</li> </ul>

b. What forms are used/ needed to request this service?	DAS Surplus Property program completes invoice and the customer signs the invoice before receiving merchandise.
c. When can you expect to have your service request fulfilled?	<ul style="list-style-type: none"> <li>• If two agencies want the same item it is subject to the following hierarchy – state agencies, municipalities, non-profits, and public.</li> <li>• If an item is available the transaction can usually be completed same day. If there has been a lapse in agency eligibility the item will be placed on hold for 5 days while eligibility is re-established.</li> </ul>
<b>3. How do I get help? How does DAS Surplus Property provide support to customers?</b>	<b>Description</b>
a. Self-service support	<ul style="list-style-type: none"> <li>• State property FAQs are located at <a href="http://www.oregon.gov/DAS/EAM/SURPLS/docs/surplus_101.htm">http://www.oregon.gov/DAS/EAM/SURPLS/docs/surplus_101.htm</a></li> <li>• General store FAQ's and other information are available on <a href="http://www.oregonsurplus.com">www.oregonsurplus.com</a> on the Agency Resource page. A sample of the inventory can viewed at <a href="http://sam.das.state.or.us/">http://sam.das.state.or.us/</a></li> </ul>
b. How to request support	Call the Surplus Office at (503) 378-6020
c. When can you expect to get a response?	Within one business day.

<b>6 – ACCESS TO LAW ENFORCEMENT SUPPORT OFFICE (LESO) PROGRAMS</b>	
<b>1. What is the service?</b>	<b>Description</b>
a. Service Summary	<p>Through the 1033 Program, Surplus Property allows law enforcement agencies (LEA's) to get free surplus property from the Federal Department of Defense (DOD) to support their programs, including materials often not available within their budgets (e.g.: rain gear, weapons, night vision goggles, tents, vehicles).</p> <p>Through the 1122 Program, Surplus Property gives LEA's access to Federal Government's preferred pricing agreements.</p>
b. What is included / detailed description of the features and benefits of the service	Provides LEAs access to free surplus for use in drug interdiction and antiterrorism activities, including materials often not available within their budgets (e.g.: rain gear, weapons, night vision goggles, tents, vehicles).
c. Description of what is not included in the service	Shipping and handling.

d. Offerings and options	<ul style="list-style-type: none"> <li>Demilitarized b-f items (weapons, night vision, laser sights, etc) are available for use. These items require an annual inventory report. Must be returned to DOD or destroyed if LEA no longer needs them.</li> <li>Demilitarized a-q6 items (clothing, raingear, office supplies, etc) must be put into use for one year before they are released to the LEA.</li> </ul>
e. Service prerequisites	Must be a law enforcement agency as defined by DLA directive 4160.10 whose compensated officers has the powers of arrest and apprehension.
f. (Service-specific) Customer and provider responsibilities	<p><b>Customer responsibilities:</b></p> <ul style="list-style-type: none"> <li>Pay annual program dues.</li> <li>Responsible to track inventory: <ul style="list-style-type: none"> <li>Demilitarized b-f items (weapons, night vision, laser sights, etc) are available for use. These items require an annual inventory count to be taken and the report sent to the state coordinator. Must be returned to DOD or destroyed if LEA no longer needs them.</li> <li>Demilitarized a-q6 items (clothing, raingear, office supplies, etc) must be put into use for one year before they are released to the LEA.</li> </ul> </li> </ul> <p><b>DAS Surplus Property responsibilities:</b></p> <ul style="list-style-type: none"> <li>Coordinate state application process</li> <li>Coordinate yearly inventory reporting to DOD</li> </ul>
<b>2. How is the service requested?</b>	<b>Description</b>
a. How is this service requested?	LEAs will search, view, and request excess DOD property on-line at <a href="https://www.dispositionservices.dla.mil/rtd03/leso/index.shtml">https://www.dispositionservices.dla.mil/rtd03/leso/index.shtml</a>
b. What forms are used/ needed to request this service?	LEA will apply for the program (Application for Participation) through the State Coordinator. Once approved they will receive access to search, view, and request excess DOD property on-line at <a href="https://www.dispositionservices.dla.mil/rtd03/leso/index.shtml">https://www.dispositionservices.dla.mil/rtd03/leso/index.shtml</a>
c. When can you expect to have your service request fulfilled?	Initial application process takes 2 business days. Individual requests are self-serve and may take 1-10 business days.
<b>3. How do I get help? How does DAS Surplus Property provide support to customers?</b>	<b>Description</b>
a. Self-service support	None.

b. How to request support	Call (503) 378-6051.
c. When can you expect to get a response?	Within one business day

**7 – STORAGE**

<b>1. What is the service?</b>	<b>Description</b>
a. Service Summary	Secure heated storage space for pallets or by the square foot.
b. What is included / detailed description of the features and benefits of the service	<ul style="list-style-type: none"> <li>• Space available for storage within a state owned facility.</li> <li>• Industrial setting: Warehouse offers commercial dock leveler forklift/trailer entry to 6,000 lbs.</li> <li>• Low cost and heated storage.</li> </ul>
c. Description of what is not included in the service	<ul style="list-style-type: none"> <li>• Access to stored items 24 x 7.</li> <li>• Inventory management of stored items.</li> <li>• Customer access to material handling equipment (forklift and pallet jack).</li> </ul>
d. Offerings and options	<ul style="list-style-type: none"> <li>• Transportation to and from the warehouse.</li> <li>• Recycling service.</li> <li>• Trained warehouse staff with proper equipment to handle stored material (forklift and pallet jack).</li> </ul>
e. Service prerequisites	Space needs to be available.
f. (Service-specific) Customer and provider responsibilities	<p><b>Customer responsibilities</b></p> <ul style="list-style-type: none"> <li>• Customer maintains inventory of items within their pallet or storage space.</li> </ul> <p><b>DAS Surplus Property responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Provider maintains inventory of number and location of pallets.</li> </ul>
<b>2. How is the service requested?</b>	<b>Description</b>
a. How is this service requested?	Call (503) 378-6020
b. What forms are used/ needed to request this service?	If it is short term pallet storage, there is not a form. For long term pallet or space storage a DAS facilities space lease agreement is used and is coordinated by a DAS Leasing Agent.
c. When can you expect to have your service request fulfilled?	Surplus will notify customer if space is available within one business week. If space is available a lease agreement will take approximately two weeks. Surplus will work with the

	customer to receive property within one week of a signed lease agreement.
<b>3. How do I get help? How does DAS Surplus Property provide support to customers?</b>	<b>Description</b>
a. Self-service support	None.
b. How to request support	Call the Surplus office at (503) 378-6020.
c. When can you expect to get a response?	Within one business day.

## 8.2. SLA measure dictionary sheets.

This section includes a description of the performance metrics and the associated service levels expectations (performance targets) agreed between customers and Surplus Property.

### SLA Metric #1: **Timeliness of end-to-end vehicle disposition process**

- **Description:** Percentage of vehicles disposed and reimbursed in the measurement period in less than 70 calendar days. The vehicle disposition process starts when a vehicle is received in Reuse (Surplus Property inventory information system) for sale by Surplus Property and ends when the reimbursement is issued by DAS Shared Financial Services.
- **Purpose:** This metric was selected in an attempt to measure timeliness of end-to-end vehicle disposition and reimbursement process, which was identified by Surplus Property customers as one of the most critical quality attributes associated with the delivery of vehicle disposition services.

It is expected that tracking and reporting on this measure will assist DAS & Surplus Property management and customer members of the EAM Customer Board to understand and make data-driven decisions regarding:

- DAS vehicle disposition and reimbursement workflow / processes.
- Management of customer expectations.
- Resource/ workload balancing.
- **Comparability:** None identified at this time.
- **Metric calculation formula:**
  - **A = (B/C)\*100**
  - **B (Numerator)** = Number of disposed vehicles for which reimbursement has been issued in the measurement period that have gone through the end-to-end vehicle disposition process in less than 70 calendar days.

- For each vehicle for which reimbursement has been issued in the measurement period, a check will be performed to verify the following condition is met:  **$(B_2 - B_1) \leq 70$  calendar days**, where:
      - **B<sub>1</sub>**= Date the vehicle is received in REUSE (Surplus Property inventory information system) for sale by Surplus Property.
      - **B<sub>2</sub>**: Date on which reimbursement is issued by DAS Shared Financial Services.
    - **C (Denominator)** = Total number of disposed vehicles for which reimbursement has been issued in the measurement period.
    - The amount of time elapsed between the date a vehicle was received in Reuse for sale by Surplus Property and the date on which reimbursement was issued by DAS Shared Financial Services will be tracked for each vehicle for which reimbursement has been issued in the measurement period. This will help determine whether DAS was able to meet the established service level standard (end-to-end disposition process in less than 70 calendar days).
  - **Detailed measure definition/ clarification:**
    - **Numerator:**
      - The time elapsed between the date a vehicle is received by Surplus Property in Reuse and the date reimbursement is issued by DAS SFS will be tracked in number of calendar days.
    - **Denominator:**
      - The only vehicles that will be included in the denominator of this measure for a given measurement period will be those vehicles for which reimbursement was issued in the measurement period.
    - **Exclusions**
      - For the avoidance of doubt, if a vehicle has been sold/ removed from the Surplus inventory but reimbursement has not occurred yet in a measurement period, it will not be included in the denominator or the numerator of this performance measure for the measurement period.
  - **Baseline:** The average number of days for the end-to-end vehicle disposition process for the 2013-2014 fiscal year was 72.9 calendar days.
  - **SLE (Service Level Expectation)/ performance (quantitative) target: 80%**
  - **Frequency of reporting / timeliness:** Quarterly.

**SLA Metric #2: Accuracy of surplus property inventory reports.**

- **Description:** Percentage of accountable surplus property items located in physical inventory counts.
- **Purpose:** This metric was selected in an attempt to measure the extent to which the accountable property in the DAS Warehouse subject to physical inventory was located during a physical inventory count.

Ultimately, this measure is a reflection of the accuracy of the inventory records maintained by the Surplus Property Program and an indicator of inventory shrinkage due to loss, destruction, damage or theft of inventory items.

- **Comparability:** National average value for inventory accuracy is 98%  
<http://www.crim.ufl.edu/research/srp/srp.html>
- **Metric calculation formula:**
  - **A = (B/C)\*100** = Percentage of surplus inventory items accounted for.
  - **B (Numerator)** = Total number of accountable surplus property items that were found during the physical inventory count.
  - **C (Denominator)** = Total number of accountable surplus property items. This is defined as:
    - **C = C<sub>1</sub> - C<sub>2</sub>, with**
      - **C<sub>1</sub>** = Total number of items listed in the inventory information system of record on the day the physical inventory count is performed.
      - **C<sub>2</sub>** = Adjustments made to the list of all items in the inventory systems of record.
- **Detailed measure definition/ clarification:**
  - Surplus Property will perform a full physical inventory at least once every quarter. This full inventory will consist of a comparison between:
    - A full logical inventory count (an extraction of a complete list of items from the inventory information system of record) to establish the list of accountable surplus property items.
    - A physical search and count of accountable surplus property items located in the DAS Warehouse.
  - **Denominator:**
    - The number of accountable surplus property items is the total number of items listed in the inventory information system of record on the day the physical inventory count is performed minus the following adjustments made by Surplus Property staff:
      - Sold on site items (items on surplus inventory system that are maintained in customer agency premises) will be removed from the list of accountable property items.
      - Entries made into the inventory system for billing purposes will be removed from the list of accountable property items. In order to be able to invoice, some entries need to be made to the inventory system for items such as a) Pick and delivery fees, b) Buyer premium fees, c) Fedex fees (for vehicle titles sent via Fedex).
  - **Numerator**
    - Although the logical inventory count needs to be taken before the last day of the measurement period, the physical inventory count (the search of items that will be tallied up as "found" on the numerator of this performance measure) and the reconciliation of inventory system could last more than one day and be concluded after the last day of the measurement period.

- **Baseline:** The average percentage of items accounted for during Surplus inventory counts in the 2013-2014 fiscal year was 97%.
- **SLE (Service Level Expectation) / performance (quantitative) target:** 97%.
- **Frequency of reporting / timeliness:** Quarterly.
- **Attachments:** None.

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**SLA Metric #3: Compliance with agreed collection schedule for personal property.**

- **Description:** Percentage of times in which collection/pick-up of surplus personal property occurs within the timeframe agreed upon with the customer.
- **Purpose:** This metric was selected in an attempt to measure timeliness of the property collection services offered by Surplus Property, which was identified by Surplus Property customers as one of the most critical quality attributes associated with the delivery of personal property disposition services.

It is expected that tracking and reporting on this measure will assist DAS & Surplus Property management and customer members of the EAM Customer Board to understand and make data-driven decisions regarding:

- Surplus Property personal property disposition workflow / processes.
- Management of customer expectations.
- Resource/ workload balancing.
- **Comparability:**
  - As part of its SLA, another Program in DAS (Publishing and Distribution) tracks and reports on the same performance metric for this Program's "Delivery" service, which will allow for comparability of performance between Programs. The expectations in the contract with Garten (E-Waste contractor) for removal of E-Waste property from state agency premises are:
    - 3 business days for collections in Marion/ Polk County.
    - 7 business days for collections in Multnomah, Clackamas, Washington, Lane, Linn, and Benton Counties.
- **Metric calculation formula:**
  - **A= (B/C) \*100** = Percentage of personal property collections/pick-ups that occur within agreed upon timeframe.
  - **B (Numerator)** = Number of personal property collections/pick-ups made in the measurement period that occurred within the timeframe agreed upon with the customer agency.
  - **C (Denominator)** = Total number of personal property collections/pick-ups made in the measurement period.
- **Detailed measure definition/ clarification:**

- **Denominator:**
    - This measure applies only to collection/ pickups of personal property performed by Surplus Property staff in the measurement period.
  - **Numerator:**
    - A collection/ pick up will be reported as meeting the agreed upon timeframe if it takes place on the agreed upon date.
  - **Exclusions:**
    - Collections of E-Waste property performed by E-Waste contractor will be excluded from the calculation of this measure.
    - Collections scheduled but not performed yet in a given measurement period will be excluded from the calculation (from both the denominator and the numerator) of this performance measure for the measurement period.
- **Baseline:** Average percent of compliance for the 2013-14 fiscal year was 94%.
  - **SLE (Service Level Expectation) / performance (quantitative) target:** 90%
  - **Frequency of reporting / timeliness:** Quarterly.
  - **Attachments:** None.

**SLA Metric #4: IT asset data scrubbing audits.**

- **Description:** Results of periodic audits conducted on state agency hard drives scrubbed by DAS's E-Waste vendor (Garten) to verify full erasure of hard-drive data.
- **Purpose:** This metric was selected in an attempt to verify the vendor performance in terms of data sanitization of IT assets disposed by state agencies.

Ultimately, DAS and the State of Oregon want to prevent the unauthorized disclosure of agencies' confidential information that could possibly be contained in state-owned computer hard-drives that are wiped and resold by the E-Waste vendor. For this purpose, DAS and the EAM CUB have designed a process in partnership with the E-Waste vendor aimed at providing the State of Oregon assurance about the data wiping processes performed by the vendor prior to selling the refurbished IT assets.

- **Comparability:** None identified at this point.
- **Metric calculation formula:**
  - **A = (B/C) \* 100** = Percentage of hard-drives selected for audit scrubbed by E-Waste vendor to verify full erasure of data.
  - **B (Numerator)** = Number of hard-drives analyzed in the measurement period that had been successfully wiped by the E-Waste vendor.
  - **C (Denominator)** = Number of hard-drives analyzed in the measurement period.
- **Detailed measure definition/ clarification:**

- DAS and the EAM CUB have designed a process in partnership with DAS E-Waste vendor aimed at providing the State of Oregon assurance about the data wiping processes performed by the vendor.
    - Once the vendor has received the E-Waste assets from state agencies (PC's, and other assets such as laptops, printers, peripherals, etc.), and before these assets go through the recycling process, hard drives from the state PC's would be marked and identified as originating from a state PC prior to being wiped.
    - A state employee will go every month and collect a sample of scrubbed hard drives from the identified scrubbed stock of state hard drives to ensure full erasure of hard drive data has occurred
  - **Denominator:**
    - DAS (or a different agency appointed by the EAM CUB) will select a randomized and representative sample of hard drives previously scrubbed by the E-Waste vendor every quarter.
      - This sample will be picked up from the vendor premises.
      - Minimum sample size to ensure a confidence level of 95%. It is estimated the size of this sample will be 20-30 hard drive units every month.
      - Sample hard drives will be selected in a randomized manner from the stock of scrubbed state agencies' hard drives, which will be marked by the E-waste vendor to avoid
  - **Numerator:**
    - A hard-drive will be considered as being successfully wiped if no data is found during the data erasure verification procedure performed by DAS (or a different agency appointed by the EAM CUB)
  - **Exclusions:**
    - This measure will track successful wiping of data from state agency hard-drives only. Hard-drives scrubbed by the E-Waste vendor that came from a PC owned by any other organization (political subdivisions, school districts, private entities, etc.) are explicitly excluded from the scope of this measure or the related hard-drive data erasure verification process.
- 
- **Baseline:** No baseline data is available yet, as the process to collect hard-drive samples and verify hard drive data erasure is expected to be implemented in the fall of 2014.
  - **SLE (Service Level Expectation/ performance (quantitative) target): 100%.**
  - **Frequency of reporting / timeliness:** Quarterly.
  - **Attachments:** None.

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**SLA Metric #5: Percentage of customers with items on the Surplus Property Want List that have been contacted at least once every 45 days in the measurement period.**

- **Description:** Measurement of the percentage of customers with items on the Surplus Property Want List that are being contacted by Surplus Property at least once every 45 days to be informed that they are still on the Want List, to check to see if they desire to remain on the Want List and to find out if they have any additional surplus property needs.
- **Purpose:** This metric was selected in an attempt to measure the frequency and timeliness of contact and follow up with customers who have items on the Surplus Property Want List, which was identified by Surplus Property customers as one of the most critical quality attributes associated with the provision of access to State Surplus Property and Federal Property.

It is expected that tracking and reporting on this measure will assist DAS & Surplus Property management and customer members of the EAM Customer Board to understand and make data-driven decisions regarding:

- Surplus Property Want List workflow / processes.
  - Staff training needs
  - Management of customer expectations.
  - Resource/ workload balancing.
- **Comparability:** None identified at this time.
  - **Metric calculation formula:**
    - **A = (B/C)\*100** = Percentage of customer organizations with any item on the Surplus Want List that have been contacted at least once every 45 days.
    - **B (Numerator)** = Total number of customer organizations with any item on the Surplus Property Want List with which Surplus Property staff has made a successful contact at least once every 45 days in the measurement period.
    - **C (Denominator)** = Total number of customer organizations with any item on the Surplus Property Want List on the last day of the measurement period.
  - **Detailed measure definition/ clarification:**
    - **Numerator:**
      - A contact attempt with a customer organization will be considered successful in any of the following circumstances:
        - If the person from the customer organization contacted by the Surplus Property staff member is reached and a conversation can take place, or
        - If Surplus Property sends an email to the customer organization with a status report about the customer's "Wish List" items and a request to confirm if they are still interested or want to add anything to their wish list.
      - A list of contact names and associated phone numbers and e-mail addresses will be maintained by Surplus Property for each customer organization that adds an item to the Surplus Want List, which will be used by Surplus Property staff to send email communications and status reports to customer organizations about their Want List items.

- **Exclusions:**
  - Missed calls or voicemails alone will not be considered successful contact attempts.
- **Baseline:** The average percentage of Want List customer organizations that have been contacted once every 45 days about their Want List items during the 2013-2014 fiscal year was 46%, but the methodology used to report a successful contact attempt with a customer organization was different in the beginning of the year.
- **SLE (Service Level Expectation/ performance (quantitative) target): 90%**
- **Frequency of reporting / timeliness:** Quarterly.
- **Attachments:** None.

### 8.3. Rate methodologies.

The program receives funding through charges for services. The charges for selling Surplus property are based on usage and on the levels of activity and DAS services during the previous biennium. If activities or levels of service change, DAS or the Agency may request renegotiation of this agreement to ensure continued uninterrupted service and cost recovery to DAS.

Surplus keeps a minimum service charge and a percentage of the vehicle and personal property sales proceeds for the items that are sold up to a maximum amount. Rates are approved by the CUB. Other service charges include material handling, storage, and certain sales expenses.

Link to current rates: <http://www.oregon.gov/DAS/EAM/SURPLS/docs/Ratesmemo2011-2013.pdf>

