

Request Timeframes and Response Times per RFP § 1.1.3.1 and RFP § 1.1.3.2 and RFP § 1.1.3.4

| Request Timeframes and Response Times for On-Site Categories Requests | | | | | | | | |
|---|---|----------------------|----------------------------|----------------------|-----------------------------|----------------------|---------------------------|---------------------------|
| Category of Services | Longer Term Request | Response Time | Medium Term Request | Response Time | Shorter Term Request | Response Time | Expedited Request* | Emergency Request* |
| On-Site (Category I) | 30 Days or > | 5 Days | 6 - 29 Days | 2 Days | 3 - 5 Days | 1 Day | < than 72 Hrs. Notice | Within 24 Hrs. Notice |
| On-Site CART (Category II) | 30 Days or > | 5 Days | 6 - 29 Days | 2 Days | 3 - 5 Days | 1 Day | < than 72 Hrs. Notice | Within 24 Hrs. Notice |
| Request Timeframes and Response Times for Off-Site Categories Requests | | | | | | | | |
| VRI (Category III) | The Primary Contractor will receive the Assignment first. If the Primary is unavailable or does not respond within the required timeframe stated on the request, the Secondary Contractor will receive the award. | | | | | | | |
| Remote CART (Category IV) | The Primary Contractor will receive the Assignment first. If the Primary is unavailable or does not respond within the required timeframe stated on the request, the Secondary Contractor will receive the award. | | | | | | | |

Note: Days are Calendar Days. If no Contractor is available in the Region, the request may go to all remaining Contractors who have awards in other Regions and be fulfilled by the first Contractor to respond.

*Verbal requests allowed with a written follow-up within 5 days