

RFP 21-67147
SERVICE LEVEL AGREEMENTS (SLA)
ATTACHMENT H

Instructions: Please indicate your ability and willingness to meet each draft Service Level Agreement. If you would like to offer an enhancement or modification to the Service Level Agreement, please describe. Respondents may also offer additional Service Level Agreements not included in the list for the State’s consideration. This list may be modified to include commitments agreed to during the course of the RFP process and will be updated during contract finalization. The Contractor will be required to track and report performance related to each Service Level Agreement. If a space is left blank, you will be implying that your company cannot meet the minimum Service Level Agreement(s), and your proposal will be evaluated accordingly.

	SLA	Service Level Agreement Description	Minimum SLA	Agree? (Y/N)	Offered Enhancement or Modification to Minimum SLA
1	Requisition Confirmation Response Time	Measures average response time from receipt of request to confirmation of request receipt. Calculated by dividing the number of requisitions which received confirmation within 4 business hours by the total number of requisitions.	4 business hours 92% or more	Y	
2	Resume Submittal Response Time	Measures average response time from receipt of request to delivery of first candidate's resume. Calculated by dividing the number of requisitions which received first batch of resumes for review within 72 hours by the total number of requisitions.	4 business days 92% or more	Y	Calculation within “Service Level Agreement Description” should be revised to match <i>4 business days</i> “Minimum SLA” language, e.g., Calculated by dividing the number of requisitions which received first batch of resumes for review within 4 business days by the total number of requisitions.
3	Normal Fill Rate	Measures the Contractor's ability to satisfactorily fill requisitions. Indicates how many requisitions are open. Calculated by dividing the total number of filled positions at month’s end by the total number of requisitions over the past month.	92% or more	Y	
4	Urgent Flagged Submittal Response Time	Measures average response time from receipt of URGENT request to delivery of first candidate's resume. Calculated by dividing the number of URGENT requisitions that received first batch of resumes for review within 8 business hours by the total number of URGENT requisitions.	8 business hours 92% or more	Y	

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5	Urgent Fill Rate	<p>Measures the Contractor's ability to satisfactorily fill URGENT requisitions. Indicates how many requisitions are open.</p> <p>Calculated by dividing the total number of filled positions at month's end by the total number of URGENT requisitions over the past month.</p>	92% or more	Y	
6	Attrition Rate	<p>Measures resource turnover.</p> <p>Calculated by dividing the number of resources that have left during the report period by the average number of available resources during that same report period.</p>	8% or less	Y	
7	Performance Removal	<p>Measures resource turnover due to inadequate resource performance.</p> <p>Calculated by dividing the number of turnovers (due to inadequate performance) by the total number of resources.</p>	5% or less	Y	
8	Customer Service Survey Results	<p>Monthly survey of the satisfaction of the Hiring Manager. Survey will highlight positive and negative points about the Hiring Manager's experience in order to identify areas for improvement. Results of surveys will be compiled for State review every reporting period.</p>		Y	
9	Usage of Network	<p>Measure of how many subcontractor resources are selected by the State.</p> <p>Calculated by dividing the number of subcontractor resources selected within period by the total number of resources.</p>	90% or more	Y	

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10	VMS Uptime	Measures the reliability of the VMS as a function of time the VMS is working and available. Calculated by dividing the amount of time (in minutes) the system is down by the amount of time (in minutes) the system is being monitored.	99.9% or more	Y	
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