

Pool % Weight	Category	SubCategory	Performance Metric	Description	Service Level/Response Time (TBD during Negotiations)	Performance Target (TBD during Negotiations)	Calculation	Frequency of Review
	Candidate Selection	Candidate review and selection - Legacy and Core	Round 1 - Resume Submittal Cycle Time	Measures cycle time of: requisition received by the Supplier Network, Supplier provides candidate resumes to MSP, MSP pre-screening of candidate resumes and receipt of 3-5 resumes by the Agency.	3 Business Days	98%	Total number of requisitions released to the vendor network through the end of the quarter minus the total number of requisitions through the end of the quarter for which the first Round of resumes WERE NOT forwarded to hiring manager for review within SLA / Total number of requisitions released to the vendor network through the end of the quarter. Calculations are cumulative for contract term.	Review weekly; reported quarterly
	Candidate Selection	Candidate review and selection - Legacy and Core	Round 2 - Resume Submittal Cycle Time	Measures the cycle time of: MSP is notified that Round 1 has been rejected; and Agency receipt of 3-5 Round 2 candidate resumes.	2 Business Days	98%	For Round 2 numbers only: Total number of requisitions released to the vendor network through the end of the quarter minus the total number of requisitions through the end of the quarter for which the second Round of resumes WERE NOT forwarded to hiring manager for review within SLA / Total number of requisitions released to the vendor network through the end of the quarter. Calculations are cumulative for contract term.	Review weekly; reported quarterly
	Candidate Selection	Candidate review and selection	Standard Fill Rate	Measures MSP's ability to satisfactorily fulfill non-urgent Staff Aug requisitions within two rounds: indicates how many requisitions had to be sent to the exception process (after two rounds)	N/A	95%	Total number of positions filled through the end of the quarter / total number of requisitions filled through the end of the quarter plus the number of positions sent to the exception process, because of failure to meet this SLA, through the end of the quarter. Calculations are cumulative for contract term.	Review weekly; reported quarterly
	Candidate Selection	Candidate review and selection	Normal Round 1 Fill Rate	Measures MSP's ability to satisfactorily fulfill non-urgent Staff Aug requisitions within first round of resumes submitted to requestor (normal requisitions)	N/A	95%	Total number of filled positions through the end of the quarter minus the total number of filled positions resulting from the second round of resumes through the end of the quarter / total number of requisitions filled through the end of the quarter. Calculations are cumulative for contract term.	Review weekly; reported quarterly
	Candidate Selection	Candidate review and selection	Urgent Request Response Time	Measures cycle time of: URGENT requisition received by the Supplier Network, Supplier provides candidate resumes to MSP, MSP pre-screening of candidate resumes and receipt of 3-5 resumes by the Agency. "URGENT" is defined as the candidate start date is within 5 business days of release of the	TBD	TBD	Total number of URGENT requisitions released to the vendor network through the end of the quarter minus the number of URGENT requisitions through the end of the quarter which DID NOT receive first batch of resumes for review within SLA of release to the the vendor network / total number of URGENT requisitions released to the vendor network through the end of the quarter. Calculations are cumulative for contract term.	Monthly Review, Not measured for SLA's
	Candidate Selection	Candidate review and selection	Urgent Request Fill Rate	Measures MSP's ability to satisfactorily fulfill URGENT Staff Aug requisitions within two rounds: indicates how many requisitions had to be sent to the exception process (after two rounds). "URGENT" is defined as the	TBD	TBD	Total number of URGENT requisitions filled through the end of the quarter / total number of URGENT requisitions filled through the end of the quarter plus the number of URGENT positions sent to the exception process within the quarter. Calculations are cumulative for contract term.	Monthly Review, Not measured for SLA's

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	Candidate Selection	Candidate review and selection	Urgent Round 1 Fill Rate	Measures MSP's ability to satisfactorily fulfill URGENT Staff Aug requisitions within first round of resumes submitted to requestor (normal requisitions). "URGENT" is defined as the candidate start date is within 5 business days of release	TBD	TBD	Total number of URGENT requisitions filled through the end of the quarter minus the total number of URGENT requisitions filled resulting from the second or third round of resumes within the quarter / total number of URGENT requisitions filled. Calculations are cumulative for contract term.	Monthly Review, Not measured for SLA's
	Candidate Selection	Candidate Review and Selection - Mission Critical	Resume Submittals for Mission Critical related technology. (Mission Critical as defined by contracted technology categories of Legacy, Core, MC and Emerging)	Measures cycle time of: requisition received by the Supplier Network, Supplier provides candidate resumes to MSP, MSP pre-screening of candidate resumes and receipt of 2 resumes by the Agency.	5 Business Days	98%	(Total number, through the end of the quarter, of MC requisitions where Agency received 2 resumes within 5 business days) / Total number, through the end of the quarter, of MC requisitions released to the vendor network. Calculations are cumulative for the contract term.	Quarterly
	Candidate Selection	Candidate Review and Selection	Candidate Interview Confirmed	Measures the cycle time of notification to MSP by COV of requested interviews, MSP responding to COV.	2 Business Days	97%	Total number of interview responses within 2 business days) / (Total number of Interviews requested). Calculations are cumulative for the contract term.	Quarterly
25%	Candidate Selection							
	Cost Management	Cost Reduction/Cost Avoidance	Prompt Payment of Vendors	Measures the timeliness of payment to vendors per sub-contract payment terms.	N/A	99%	Total number of vendor invoices paid through the end of the quarter minus the total number of correct and complete invoices received from the vendor through the end of the quarter that were NOT PAID according to sub-contract terms/ Total number of vendor invoices paid through the end of the quarter. Calculations are cumulative for contract term.	Quarterly
	Cost Management	Invoicing/Billing	Accurate Billing	Measures the accuracy of billing	N/A	97%	Number of accurate invoices / total number of invoices. Calculations are cumulative for contract term.	Monthly
	Cost Management	Invoicing/Billing	On-Time Invoicing	MSP is invoicing staff augmentation per contract terms	5 business days from the close of the previous month	100%	Total number of invoices minus total number of invoices that DID NOT meet this SLA / total number of invoices. Calculations are cumulative for contract term.	Quarterly
	Cost Management	Cost Reduction/Cost Av	Staff Aug	fill orders at X% of the contract rates	80% of contract rate	90%	total requisitions filled minus the total number or requisitions filled that do NOT meet this SLA / total number of requisitions filled. Calculations are cumulative for contract term.	Quarterly
25%	Cost Management							
	Customer Satisfaction	Quality of Candidate	Unplanned Turnover	Measures resource turnover due to unplanned situations that are not caused by the Commonwealth, excluding inadequate performance, death, serious illness, etc.	N/A	5% or lower	Number of workers not reaching assignment end date or job completion / total number of resources engaged through the end of the quarter including SLA exempt resources. Calculations are cumulative for contract term.	Quarterly

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	Customer Satisfaction	Quality of Candidate	Resource Dismissal	Measures number resources dismissed due to inadequate resource performance	N/A	3% or lower	Number of turnovers through the end of the quarter due to inadequate performance / total number of resources engaged through the end of the quarter including SLA exempt resources. Calculations are cumulative for contract term.	Quarterly
	Customer Satisfaction	Quality of Candidate	Contractor "Fit".	Ratio of candidates who are released prematurely due to performance	60 days	3% or lower	For people in the service level number of days: Number of turnovers through the end of the quarter due to inadequate performance / total number of resources engaged through the end of the quarter including SLA exempt resources. Calculations are cumulative for contract term.	Quarterly
	Customer Satisfaction	Quarterly Business Reviews	This monthly SLA measures MSP's on time delivery of quarterly business reviews.	MSP will deliver regular Quarterly Business Reviews to <Customer>'s program management team and executives covering items such as program metrics and analysis, key initiatives, successes and challenges, and other topics to be determined by both MSP and <Customer> (including contractor end reasons/attrition, contractor	MSP delivers quarterly business review within 30 business days following the end of the previous quarter, unless mutually agreed	100%	number of quarterly business reviews conducted / number of quarterly business reviews planned. Calculations are cumulative for contract term.	Quarterly
	Customer Satisfaction	Customer Service	New Engagement Process Satisfaction Surveys	Survey Hiring Managers of new engagements.	Survey received by Mngr within 3 business days of new engagement start date	100%	Total number of engagements through the end of the quarter minus the total number of surveys NOT sent to the hiring manager within the SLA through the end of the quarter / total number of engagements through the end of the quarter. Calculations are cumulative for contract term.	monthly
	Customer Satisfaction	Customer Service	Engagement Completion - Satisfaction Surveys	Survey Hiring Managers of completed engagements.	Survey received by Mngr within 3 business days of engagement end date	100%	Total number of engagements through the end of the quarter minus the total number of surveys NOT sent to the hiring manager within the SLA through the end of the quarter / total number of engagements through the end of the quarter. Calculations are cumulative for contract term.	monthly
10%	Customer Satisfaction							
	Issue Management	Issue Response – Routine Issues	This monthly SLA measures MSP's time to respond for routine issues.	MSP will respond to <Customer> managers on routine issues that need to be resolved. Routine issues are those which have a minimal impact on a business process. Routine issues would not preclude someone from starting, finishing a job or getting paid.	1 business hour from receipt of routine issue	99%	(I / T) where, for a given calendar month: "I" is the total number of routine issues responded to within the SLA. "T" is the total number of routine issues logged. Measurement Notes: MSP will monitor and measure all issues received. The time to respond is the amount of time from when an issue is received by MSP, to the time that MSP sends a response back to the customer. Calculations are cumulative for contract term.	monthly

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	Issue Management	Issue Response – Critical Issues	This monthly SLA measures MSP's time to respond for critical issues	MSP will respond to <Customer> managers on critical issues that need to be resolved. Critical issues preclude someone from starting, finishing a job or or getting paid.	1 business hour from MSP receipt of critical issue	99%	(I / T) where, for a given calendar month: "I" is the total number of critical issues responded to within the SLA. "T" is the total number of critical issues logged. Measurement Notes: MSP will monitor and measure all critical issues received. The time to respond is the amount of time from when an issue is received by MSP, to the time that MSP sends a response back to the customer. Calculations are cumulative for contract term.	monthly
5%	Issue Management							
	On-boarding/Off-boarding	On-boarding and off-boarding	On-boarding Checklist Completion	Measures the completion of on-boarding checklists for each engagement	checklist completed prior to starting engagement	100%	Total number of engagements in the quarter minus the total number of on-boarding checklists NOT completed within the quarter / total number of engagements in the quarter. Calculations are cumulative for contract term.	Monthly
	On-boarding/Off-boarding	On-boarding and off-boarding	Off-boarding Checklist Completion	Measures the completion of off-boarding checklists for each engagement	checklist completed at the end of engagement - within 2 business	100%	Total number of disengagements in the quarter minus the total number of off-boarding checklists NOT completed in the quarter / total number of disengagements in the quarter. Calculations are cumulative for contract term.	Monthly
5%	On-boarding/Off-boarding							
	Requisitioning	Requisition to Approval	Requisition Posting Cycle Time	Measures cycle time of: MSP receipt and confirmation of Agency submitted requisition, MSP approval of requisition and posting of requisition to the supplier network or sending back to the Agency for needed corrections.	30 minutes	95%	(Total number of submitted requisitions MINUS the number of requisitions which failed to meet the SLA) / (Total number of submitted requisitions). Calculations are cumulative for contract term.	Quarterly
5%	Requisitioning							
	SOW	SOW - Supplier Selection and distribution of requirements	MSP response to Agency SOW request	Measures cycle time of: MSP receipt and confirmation of Agency submitted SOW, MSP approval of SOW and posting of SOW to the supplier network, or sending back to the Agency for needed	2 Business Hours	95%	Total number of SOW requisitions submitted through the end of the quarter minus the number of SOW requisitions which were not responded to within the SLA / total number of SOW requisitions submitted through the end of the quarter. Calculations are cumulative for contract term.	Review weekly; reported Quarterly
	SOW	SOW - review and selection	Submittal Response Time	Measures average response time in delivering vendor responses	4 Business Hours from the due date	95%	Total number of SOW requisitions released to the vendor network through the end of the quarter minus the total number of SOW requisitions through the end of the quarter for which the vendor responses WERE NOT forwarded to hiring manager for review within SLA after SOW due date / total number of SOW requisitions released to the vendor network through the end of the quarter. Calculations are cumulative for contract term.	Review weekly; reported Quarterly

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10%	SOW							
	Technical Support	Technical Support	Site Availability	Measures the uptime of the VMS site.	The system is available for COV use with down-time scheduled during non-	99%	Measurement of (System Uptime / scheduled Total System Availability). Scheduled System Downtime must be scheduled during non-business hours. Calculations are cumulative for contract term.	Quarterly
5%	Technical Support							
	Transitions	Staff Aug	The SLA measures the number of staff aug sub-contractors with engagements as of June 1, 2010 that transition from the current contract to the new one	Transition of existing suppliers with engagements under contract to the new MSP, under contract	1-Jul-10	93%	As of June 1, 2010: Number of suppliers with engagements transitioned / Number of suppliers with current engagements	
0%	Transitions							
	Vendor Management	Supplier Diversity	SWaM Spend Commitment	Measures the SWaM Spend generated through the contract	MSP meets SWaM commitments of a minimum X% total spend dollars	40%	Total net SWaM vendor spend through the end of the quarter / total Agency spend through the end of the quarter. Calculations are cumulative for contract term.	Monthly
	Vendor Management	Supplier Diversity	Supplier Diversity	The initial release of a requisition to the SWaM vendor network.	N/A	100%	Total number of requisitions released to the vendor network through the end of the quarter minus the number of requisitions through the end of the quarter NOT released to SWaM vendors / total Number of requisitions released to the vendor network through the end of the quarter. Calculations are cumulative for contract term.	Quarterly
	Vendor Management	Vendor Performance Management		Ensure a varied pool of suppliers is available for each labor category	At least 2 suppliers are represented in resumes forwarded to Agencies for any new requisition	95%	Total number of requisitions received minus total number of requisitions received WITHOUT 2 or more suppliers / Total number of requisitions received. Calculations are cumulative for contract term.	Quarterly
10%	Vendor Management							