APPENDIX F – SERVICE LEVEL AGREEMENTS

Performance Metric	Offeror Goal	Performance Target	Description	Calculation	Frequency of Review
Requisition Confirmation Response time	4 business hours	92% or higher	Measures average response time from receipt of request to confirmation of request receipt.	Number of requisitions which received confirmation within 4 hours / total number of requisitions	Monthly
Resume Submittal Response time	4 business days	92% or higher	Measures average response time from receipt of request to delivery of first three candidates' resume	Number of requisitions which received first batch of resumes for review within 96 hours / total number of requisitions	Monthly
Normal Fill Rate	100%	92% or higher	Measures Offeror's ability to satisfactorily fulfill requisitions: Indicates how many requisitions are open	Total number of filled positions at month end / total number of requisitions which have been in place over 2 weeks	Monthly
Normal Round 1 Fill Rate	100%	80% or higher	Measures Offeror's ability to satisfactorily fulfill requisitions within first round of resumes submitted to requestor (normal requisitions)	Total number of filled positions resulting from the first round of resumes / total number of requisitions filled	Monthly
Urgent Flagged Submittal Response time	2 business days	92% or higher	Measures average response time from receipt of URGENT request to delivery of first candidate's resume	Number of URGENT requisitions which received first batch of resumes for review within 48 hours / total number of URGENT requisitions	Monthly
Urgent Fill Rate	100%	92% or higher	Measures Offeror's ability to fulfill requisitions: Indicates how many requisitions are open	Total number of URGENT filled positions at month end / total number of requisitions which have been in place over 2 weeks	Monthly
Urgent Round 1 Fill Rate	100%	90% or higher	Measures Offeror's ability to fulfill requisitions within first round of resumes submitted to requestor (urgent requisitions)	Total number of URGENT filled positions resulting from the first round of resumes / total number of requisitions filled	Monthly
Attrition Rate	0%	5% or lower	Measures resource turnover due to unplanned situations which are not caused by COPA, not including inadequate performance, death, serious illness, etc.	Number of unplanned turnovers / total number of resources	Monthly
Performance Removal	0%	3% or lower	Measures resource turnover due to inadequate resource performance	Number of turnovers (due to inadequate performance) / total number of resources	Monthly
Offering Opportunity to the Network	100%	50% or higher	Measure of how many resource resumes, provided to COPA after requisition, are from the Offeror's subcontractor network.	Total number of resumes provided to COPA from subcontractor resource pools / total number of resumes provided to COPA	Monthly
Usage of Network	100%	30% or higher	Measure of how many subcontractor resources are selected by COPA	Number of subcontractor resources selected within period / Total number of resources selected within period	Monthly
Customer Service Survey Results	Monthly survey of the satisfaction of the agency requestor with the resource(s) placed at that agency by the Offeror. Survey will highlight positive and negative points about the Offeror's processes and resources in order to identify areas for improvement. COPA Contract Manager will review and include overall results as part of the scorecard. All metrics must be submitted to the DGS Contract Manager no later then 10 days past the end of the month that is being reported on.				