

Request for Proposal No. DTI210043-IT_MSP
Managed Service Provider for IT Staff Augmentation
Appendix A – Exhibit 1 Service Level Agreements

Service Level Agreements (SLA) are outlined in the tables below. Table A-1 applies to the Contractor's performance. However, Contractor is fully responsible for the performance of itself and its Subcontractors as specified under this SLA. In the Performance Target column, the Contractor must enter the percentages they will commit to meeting. Remedies for failure to meet the SLAs is outlined at the end of this Exhibit.

Contractor SLA

- These SLAs apply to job requirements released under the contract.
- They do not apply to engagements that transition from other contracts. Those incumbent engagements are managed "as-is" for SLA and rates.
- These SLAs will be applied to the Contractor based on the performance of their subcontractors.

Performance Standard	Description	Performance Target	Calculation	Frequency
Resume Submittal Response Time	Measures response time from approved request to delivery of candidate resumes	92%	Average number of requisitions which received first batch review within four business days	Quarterly
Round One Fill Rate	Measures ability to satisfactorily fulfill request with first round of resumes submitted to requestor	92%	Total number of filled positions resulting from the first round of resumes / total number of requisitions filled	Quarterly
Retention Rate	Measures the percentage of resources that leave before the end of their engagement, not at the direction of the State	3% or lower	Number of turnovers leaving before the end of their engagement on a quarterly basis.	Quarterly

Performance Standard	Description	Performance Target	Calculation	Frequency
Resource Dismissal	Measures number of resources dismissed due to inadequate resource performance	1% or lower	Number of turnovers (due to inadequate performance) / total number of resources engaged through end of the quarter including SLA exempt resources	Quarterly
Accurate Billing	Monthly invoice is complete and correct, submitted on time	99%	Number of invoices accepted by agency / total number of invoices	Quarterly
Resource Evaluation	For staff augmentation online survey provided weekly at point of time approval. For SOW engagements, online survey provided at end of the SOW	100%	Online survey provided after first quarter of weekly at point of time approval	Accessible weekly in dotStaff – Delivered Quarterly
Customer Service Response Time: System Generated	Confirmation and estimated resolution time for inquiry by system incident report to be provided within one (1) hour during business hours.	100%	Number of inquiries meeting response time requirement / total number of inquiries	Quarterly
Customer Service	Confirmation and estimated	100%	Number of inquiries	Quarterly

Performance Standard	Description	Performance Target	Calculation	Frequency
Response Time: Manually Generated	resolution time for inquiry by email, phone or within four (4) business hours during business hours.		meeting response time requirement / total number of inquiries	
System Availability	VMS is available to hiring managers and subcontractors	99%	Measured with 24/7 with exception of announced down times	Monthly
Resource's meeting Technical Criteria	Measures quality of resources submitted to manager. Resumes need to meet technical requirements	99% or higher	Number of resumes meeting technical requirements by score submitted to manager / total numbers of resumes submitted to manager	Quarterly
Contractor Satisfaction Survey	State will conduct satisfaction survey to measure agency satisfaction with VMS performance	80%	Number of satisfactory responses / total number of responses	At State's discretion
Attrition Rate	Measures resource turnover due to unplanned situations that are not caused by the State of Delaware, excluding inadequate	5% or lower	Number of unplanned turnovers within the quarter / total number of resources engaged through end of the quarter including SLA	Quarterly

Performance Standard	Description	Performance Target	Calculation	Frequency
	performance, death, serious illness, etc.		exempt resources	
Candidates Interviewed	Measures the number of candidates who fulfill interview requests	80%	Number of candidates interviewed / total number of candidates requested for interview	Quarterly
Timely Invoices	Contractor to submit invoices by no later than the 15th of the following month the services were provided	95%	Number of invoices submitted after the 15th	Monthly
Candidates fulfilling offers of engagement / failure to start	Measures the number of candidates who start engagements after offer acceptance. Measures false starts	95%	Number of candidates starting engagements / total number of candidates accepting offers of engagement	Quarterly

Remedies for Failure to Meet SLA

Knowledge Services, by itself or through its Subcontracts, will meet or exceed the service levels detailed in the tables above. In the event Knowledge Services or our Subcontractors fail to meet the service levels, Knowledge Services agrees to the following remedies:

Knowledge Services agrees to identify and calculate all credits due for outages, performance failures or failure to meet any service level. All service levels will be computed on the basis detailed in the tables above. The SLAs will be reviewed quarterly by the State and Knowledge Services to identify any issues that may need immediate attention.

Service Level Credits will be quantified at the end of every 3 monthly invoice periods and the Credit amount will be disclosed to the State within 15 days. Service Level

Credits will be issued no later than 30 days after the conclusion of an impacted 3-month period and will be reflected on the then current monthly invoice. Knowledge Services will ensure that all credits due to the State are provided automatically without requiring the State to submit a claim or request and are clearly identified on the credit note to which they are posted (including specifically identifying on the credit note the failure to which the service credit applies). The escalation of Service Level Credits (as shown in the table below), associated with not meeting Performance Targets will reset for each invoice period (monthly).

Service Level Escalation Table:

	Service Level Performance Target not met. First occurrence in a 3-month period (3 monthly invoices)	Service Level Performance Target not met. Second occurrence in a 3-month period (3 monthly invoices)	Service Level Performance Target not met. Third occurrence in a 3-month period (3 monthly invoices)	Service Level Performance Target not met. Fourth and any additional occurrence in a 3-month period (3 monthly invoices)
Amount Credited back to the State	Warning only. No credit required.	1% of monthly invoice	2% of monthly invoice	3% of monthly invoice