

APPENDIX H: SERVICE LEVEL AGREEMENTS

Serving as an MSP in other states has given CAI the experience to propose SLAs which may also be of value to the State of Iowa. Therefore, CAI agrees to the following Service Level Agreements (SLAs) for the IT Staff Augmentation Contract. We will present SLA performance in the quarterly meeting with calculations over the three months in the quarter. CAI will work with the State to determine additional service levels, if CAI and the State deem it appropriate.

PERFORMANCE METRIC	PERFORMANCE TARGET	DESCRIPTION	CALCULATION	FREQUENCY OF REVIEW*
Availability of the VMS software	99% or higher	Measures the “up-time” or availability of the VMS software.	As reported by the VMS.	Quarterly
Normal Round 1 Fill Rate	80% or higher	Measures ability to satisfactorily fulfill requisitions within first round of resumes submitted to requestor where the State determines the number of resumes in a round is between three and five.	Total number of filled positions resulting from the first round of resumes when the State determines the number of resumes in a round/total number of requisitions filled.	Quarterly
Resume Submittal Response Time – Three (3) resumes	4 business days; 90% or higher	Measures average response time from receipt of request to delivery of first three resumes.	Number of requisitions which received first three resumes for review within 4 business days/total number of requisitions.	Quarterly
Attrition Rate	8% or lower	Measures resource turnover due to unplanned situations which are not caused by the State, not including inadequate performance, death, serious illness, etc.	Number of unplanned turnovers/total number of resources.	Quarterly
Performance Removal	5% or lower	Measures terminations due to inadequate resource performance.	Number of turnovers (due to inadequate performance)/total number of resources.	Quarterly

* **Frequency of Review:** Official reports and review will occur quarterly. However, information on SLAs will be available on an ongoing basis.

Explanations of the SLAs

System Availability: Measures the reliability and “up-time” of the VMS software.



Resume Submittal Response Time: Measures average response time from receipt of requirement to delivery of first candidate's resume. CAI must forward one qualified candidate to the State within four business days.

Normal Round 1 Fill: Measures CAI'S ability to fill normal requirements within the first round of three to five resumes submitted to the State. CAI recognizes that the State may choose to define a round to be between three (3) and 20 resumes.

CAI will endeavor to provide resumes within five (5) business days to those Agencies requesting between six (6) and 20 resumes. However, CAI cannot guarantee that the quality level of such candidates will meet the level provided by the first five resumes.

Attrition: Measures resource turnover due to unplanned situations which are not caused by the State, not including inadequate performance, death, or serious illness. The attrition rate is impacted by market conditions; for example, candidates engaged in a job search may receive offers for permanent employment during the term of their Staff Augmentation engagement and decide to leave their engagement early to accept the permanent offer.

Performance Removal: Measures resource turnover due to poor performance.

Service Level Objectives

CAI and Iowa agree to the following Service Level Objectives.

PERFORMANCE METRIC	PERFORMANCE TARGET	DESCRIPTION	CALCULATION	FREQUENCY OF REVIEW*
Customer Service Survey (Sent when the resource is engaged)	80% or higher	On-line survey form sent to State after the resource has been placed.	As reported by the VMS.	Quarterly
Customer Service Survey (Sent at the end of the engagement)	80% or higher	Online survey form sent to State after the end of an engagement.	Measures satisfaction with the placement process.	Quarterly

Explanation of the Service Level Objectives

Customer Service Survey Results: CAI and the State of Iowa will work to determine the most effective way to summarize client satisfaction at the candidate level. CAI will also report the client satisfaction results of the surveys of the employees' performance to its subcontractors during the quarterly vendor meeting. CAI will create a standard survey template to be used by any Iowa agency and customize surveys for individual agencies, if appropriate. Over time, these surveys will generate additional client satisfaction metrics for historical reporting.