



## Comsys VMS Program – State of Wisconsin It Services Supplier Service Level Agreements

SLA Number	PERFORMANCE MEASURED	SLA	DEFINED	METRIC
1	Effectiveness/Quality	Interviewing Percentage	Number of candidates interviewed vs. total number of submissions.	TBD
2	Effectiveness/Quality	Hiring Percentage	Number of candidates hired vs. total number of interviews.	TBD
3	Responsiveness	Candidate Availability	Submitted candidates will be available for assignment a minimum 2 weeks after submission date.	90%
4	Vendor Management	MBE Business Reporting	Contractor is to submit MBE Reports to the VMO/DOA.	Quarterly by 15 <sup>th</sup> day after end of quarter
5	Contractor Management	Contractor Compliance	Contractors compliance with the on boarding guidelines	100%
6	Contractor Management	Unplanned Turnover	For all Contracted Personnel turnover, percent due to the candidates or Contractor's termination prior to project completion	<10%
7	Contractor Management	Time Reporting Compliance	Timesheets are submitted within the program guidelines	100%
8	Customer Satisfaction Survey	Hiring Manager completes customer satisfaction survey during the first 60 days of the assignment. Satisfaction of 90% or better.	Reported Quarterly	90%
9	Long-term Assignment Turnover	For all long-term assignments defined in the job requirement to last over six (6) months in duration, 95% of the contractors filling these long-term assignments will have a minimum tenure of at least six (6) months, exclusive of any early assignment termination or cancellation.	Annually	95%