



**State of Ohio Non-IT Staff Augmentation
Supplier Service Level Agreements
Contract RSC013736**

Performance Metric	Performance Target	Description	Calculation	Frequency of Review
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. Does not include performance removal data.	Number of unplanned turnovers / total number of resources working on contract. <i>Reasons must be included in the report.</i>	Monthly
Performance Removal	5% or Lower	Measures resource turnover due to inadequate resource performance. Does not include attrition rate data.	Number of turnovers (due to inadequate performance) / total number of resources	Monthly
Urgent/STAT Fill Rate	92% or Higher	Measures Vendor's ability to fulfill Urgent/STAT requisitions. Indicates how many requisitions are open. NOTE: When Vendor fills the original position/shift, Vendor is responsible for Urgent/STAT backfills if they filled the shift originally.	Total number of Urgent/STAT filled positions at month end / total number of requisitions that have been in place over two weeks	Monthly