

Exhibit B

Performance Metrics

Performance Metrics

A Performance Metric is a measure of an organization's activities and performance. Performance metrics should support a range of stakeholders' needs from customers to shareholders, to employees. A metric will include:

1. Critical Process/Customer Requirement
2. Developmental measurements
3. Targets which the result can be scores against
4. An actionable remedy if the metric is not met with the agreed upon timeline

The targeted metric deliverables were developed as tool to evaluate compliance to the Service Level Agreement in **Exhibit B1**. These metrics can be changed by the State as deemed necessary with prior notice to the Contractor.

The Contractor shall capture these metrics as designed as well as any additional metric presented from the State over the life of the contract. In doing so, the Contractor shall facilitate and monitor the performance of all Service Level Agreements identified in **Exhibit B1**.

1. Quantitative Metrics

Contractor will report on a quarterly basis the quantitative metrics as outlined in the description and calculation.

A. Report Turnaround

- i. Description: Contractor shall provide the standard reports as outlined in the contract in a timely manner.
- ii. Calculation: Number of days between day the report is requested and day the report is submitted to State requestor.
- iii. Performance Standard: By (2) Business Days

B. Ad hoc Report Turnaround

- i. Description: Contractor shall provide any non-standard reports not outlined in the contract in a timely manner.
- ii. Calculation: Number of days between day the report is requested and day the report is submitted to State requestor.
- iii. Performance Standard: By (5) Business Days

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C. Problem Resolution Time

- i. Description: Customer inquiries shall be resolved within one interaction with the Contractor's Customer Service Call Center.
- ii. Calculation:
- iii. Performance Standard: 98.0%

D. Pricing Accuracy

- i. Description: Pricing must be accurate to what is reflected in the contract.
- ii. Calculation:
- iii. Performance Standard: 100.0%

E. Invoice Correction Turnaround

- i. Description: The accuracy of the information provided on the State invoice must be accurate. Corrected invoices will be provided within one day of notification of the invoice error.
- ii. Calculation: Date of error notification-Date of correction
- iii. Performance Standard: (1) Business Day from error identified

2. Qualitative Metrics

Metrics A-I are related to qualitative responses and will be scored with the Contractor Performance Survey. The survey is measured on the below scale.

- 1=Never Meets Expectations
- 2= Rarely Meets Expectation
- 3=Sometimes Meets Expectations
- 4=Meets Expectations
- 5=Sometimes Exceeds Expectations
- 6=Frequently Exceeds Expectations
- 7=Always Exceeds Expectations.

A. Consistent and Reliable Service

- i. Survey Question: How consistent and reliable is the service Contractor is providing?
- ii. The target: 100% of returned responses with a minimum rating of 4=Meets Expectations.

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B. Responsiveness

- i. Survey question: How responsive is the Contractor service on issues, when applicable?
- ii. The target: 100% of returned responses with a minimum rating of 4=Meets Expectations

C. Professionalism

- i. Survey Question: How would you rate the professionalism of the employees with Contractor?
- ii. The target: 100% of returned responses with a minimum rating of 4=Meets Expectations.

D. Service Delivery

- i. Survey Question: How would you rate the Contractor agreement service delivery?
- ii. The target: 100% of returned responses with a minimum rating of 4=Meets Expectations.

E. Invoice Accuracy

- i. Survey Question: How would you rate the Contractor agreement Invoice Accuracy?
- ii. The target: 100% of returned responses with a minimum rating of 4=Meets Expectations.

F. Overall Employee Customer Support Satisfaction

- i. Survey Question: Overall, are you satisfied with the employees that support the Contractor agreement?
- ii. The target: 100% of returned responses with a minimum rating of 4=Meets Expectations.

G. Compared to prior vendors, rate Service Quality

- i. Survey Question: Compared to prior vendors, how would you rate the Contractor agreement service quality?
- ii. The target: 100% of returned responses with a minimum rating of 4=Meets Expectations.

H. Compared to prior vendors, rate Customer Service

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- i. Survey Question: Compared to prior vendors, how would you rate the Contractor agreement customer service?
- ii. The target: 100% of returned responses with a minimum rating of 4=Meets Expectations.

I. Company Recommendation

- i. Survey Question: How likely are you to recommend the Contractor agreement to other departments/people you know?
- ii. The target: 100% of returned responses with a minimum rating of 4=Meets Expectations.

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3. Contractor Performance Survey

Contractor Performance Survey											
Contractor Name:											
Quarter/ Period of Review: <small>(MM/YY-MM/YY)</small>				Agency:							
CONTRACTOR SATISFACTION SCALE											
1 NEVER MEETS EXPECTATIONS	2 RARELY MEETS EXPECTATIONS	3 SOMETIMES MEETS EXPECTATIONS	4 MEETS EXPECTATIONS	5 SOMETIMES EXCEEDS EXPECTATIONS	6 FREQUENTLY EXCEEDS EXPECTATIONS	7 ALWAYS EXCEEDS EXPECTATIONS					
Satisfaction Review											
Please insert a check mark in corresponding scale box				1	2	3	4	5	6	7	
1. How consistent and reliable is the service being provided?											
2. How responsive is our company?											
3. How would you rate the professionalism of the employees at our company?											
4. How would you rate our customer support and response time?											
5. How would you rate our invoice accuracy?											
6. Overall, how do you rate our services, and did they meet your needs and expectations regarding quality and performance?											
7. How likely are you to recommend our quantity purchase agreement (QPA) to other departments/people you know?											
Totals											
Contract Performance Review											
FINANCIAL PERFORMANCE											
# of Billing discrepancies: (#)				Additional Comments							
INCIDENT REPORTING											
# of incidents reported (#)				Additional Comments							
Reviewed by: <small>(Agency Representative Name)</small>											
Signature									Date:		

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