

## Exhibit B - Performance Service Standards

Performance Metric	Description	Standard	Performance Target	Calculation	Frequency of Review
Resume Submittal Response Time	Measures average response time from receipt of request to delivery of candidate resumes	3 business days*	90% or higher	Number of requisitions which received first batch of resumes for review within 72 hours / total number of requisitions	Monthly
Normal Request Fill Rate	Measures Supplier's ability to satisfactorily fulfill requisitions: indicates how many requisitions are open.	100%	92% or higher	Total number of filled positions at month end / total number of requisitions which have been in place over 2 weeks	Monthly
Normal Round 1 Fill Rate	Measures Supplier's ability to satisfactorily fulfill within first round of resumes submitted to requestor (normal requisitions)	N/A	90% or higher	Total number of filled positions resulting from the first round of resume / total number of requisitions filled	Monthly
Urgent Request Response Time	Measures average response time from receipt of URGENT request to delivery of candidate resumes	24 hours	90% or higher	Number of URGENT requisitions which received first batch of resumes for review within 24 hours / total number of URGENT requisitions.	Monthly
Urgent Request Fill Rate	Measures Supplier's ability to fulfill requisitions: indicates how many requisitions are open.	N/A	92% or higher	Total number of URGENT filled positions at month end/ total number of requisitions which have been in place over 2 weeks.	Monthly
Urgent Round 1 Fill Rate	Measure Supplier's ability to fulfill requisitions within first round of resumes submitted to requestor (urgent)	N/A	90% or higher	Total number of URGENT filled positions resulting from the first round of requisitions filled	Monthly
Resource Dismissal	Measures number resources dismissed due to inadequate resource performance	N/A	5% or lower	Number of turnovers (due to inadequate performance) / total number of resources	Monthly

Fill rate is defined as Supplier offering a resource that was acceptable to the hiring manager, was ordered by the hiring manager and actually reported to for work.

\* Unless otherwise agreed by the hiring manager in work request.