

TEMPORARY EMPLOYMENT SERVICES FOR PRIORITY POPULATIONS

MAXIMUS US SERVICES, INC

CONTRACT ENGAGEMENT CONTACT INFORMATION:

Maximus US Services, Inc.
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PRICING

Position Category	Position Description	Administrative Fee %	Hourly Rate
Administrative Support	Office and Clerical	30%	\$29.06
Warehouse or Light Industrial		30%	\$28.66
Retail Staff		34%	\$23.23
Food Service Staff		33%	\$23.49
Events Staff		33%	\$24.19

PERFORMANCE STANDARDS – Negotiated at contract award but may be renegotiated at contract engagement. Additional performance standards may be added by the Purchasing Entity.

Performance Standards Criteria	Standard	Damages
Placement Timeliness	Provides qualified placements within three (3) weeks of service request as specified in Section 2.5 of the RFP.	If any requisitioned position remains unfilled for more than three (3) weeks from the date of requisition, the Purchasing Entity shall incur liquidated damages in the amount of \$100 per unfilled position, per month. Such liquidated damages shall be applied as a credit on the Purchasing Entity’s next monthly invoice. Notwithstanding the foregoing, the total liquidated damages assessed under this provision shall not exceed \$500 in any given calendar month. The calculation of liquidated damages shall reset at the beginning of each subsequent month, and under no circumstances shall the Purchasing Entity be entitled to credits exceeding \$500 per month for this Service Level Agreement.

Performance Standards Criteria	Standard	Damages
Replacement Timeliness	Replace unsatisfactory placements within one (1) business day (24 hours) of request.	If any position remains unreplaced for more than one (1) business day following the Purchasing Entity's vacancy notification, the Purchasing Entity shall incur liquidated damages in the amount of \$100 per unreplaced position, per month. Such liquidated damages shall be applied as a credit on the Purchasing Entity's next monthly invoice. Notwithstanding the foregoing, the total liquidated damages assessed under this provision shall not exceed \$500 in any calendar month. The calculation of liquidated damages shall reset at the beginning of each subsequent month, and under no circumstances shall the Purchasing Entity be entitled to credits exceeding \$500 per month for this Service Level Agreement.
Reporting Timeliness	Submit all required reports by their specified due dates.	If any required report remains unsubmitted beyond its stated due date, the Purchasing Entity shall incur liquidated damages in the amount of \$100 per late report, per month. Such liquidated damages shall be applied as a credit on the Purchasing Entity's next monthly invoice. Notwithstanding the foregoing, the total liquidated damages assessed under this provision shall not exceed \$500 in any calendar month. The calculation of liquidated damages shall reset at the beginning of each subsequent month, and under no circumstances shall the Purchasing Entity be entitled to credits exceeding the \$500 per month for this Service Level Agreement.
Purchasing Entity Satisfaction	Maintain a minimum 85% satisfaction rating from Participating Entities based on quality surveys.	In the event the satisfaction rating for any calendar quarter falls below eighty-five percent (85%), Contractor shall, at its sole expense, promptly develop and deliver a corrective action plan and implement all necessary service improvements to restore performance to the required standard. Such remedial measures shall be provided at no additional cost to the State or any Purchasing Entity.