Agenda

- Introductions
- Corporate Overview
- Pipeline Program Overview
- Program Components
- Roles and Responsibilities of CBEs
- Supplier Best Practices
- Questions
Introductions

Todd Grimmett
Pipeline Contingent Labor Manager

Maggie Hunter
Pipeline Contingent Labor Manager

Bonnie Browning
Pipeline Program Manager
Introductions – Special Guests

Lindsey Parker
OCTO Acting CTO

Tehsin Faruk
OCTO Deputy Chief of Staff
CAI Corporate Overview

- Founded in 1981, HQ-Allentown, Pennsylvania (USA)
- Employs 2,000 Associates
- More than 600 million in annual revenue
- Over 30 Offices in the USA
- 4 USA Development, Test and Service Centers
- 9 International offices and Centers in India and the Philippines
- Widespread Public and Commercial Sector Presence
- Privately Held Organization
- Founded on engineering principles
  - “CEO – We are the Productivity People”
- Process & Metrics Driven with ITIL, CMMI, and Agile Capabilities
Pipeline Program Overview

• **98%** CBE Revenue Utilization – Pipeline Total Contract Value
• **50+** Labor Categories with Corresponding Position Descriptions on Pipeline Rate Card
• **551** Engagements Through 1/23/2019
• **24** District Agencies With Pipeline Engagements Through 1/23/2019
• **114** Vendors With Pipeline Engagements Through 1/23/2019
• **89** CBEs Enrolled in Pipeline
Key Program Components – Labor Categories

- Labor Categories built to meet the needs of the District
  - Includes categories such as:
    - Application Developer
    - IT Consultant
    - Enterprise Architect
    - Program Manager, Project Manager
- Categories are further broken down into 4 levels: Entry Level, Journeyman, Senior Level, and Master Level
  - Levels are determined by experience, skills, and technologies utilized
- Each category/level has a corresponding not-to-exceed bill rate
  - These rates were determined utilizing Economic Research Institute (ERI) data for the D.C. economic market
  - CAI has developed rate cards for each of its MSP programs using the same methodology
Key Program Components – VMS Workflow

CAI’s VMSP Requisition Workflow Process

1. Consult
   CAI consults with Agency and qualifies need.

2. Create
   Agency creates the order in the PeopleFluent® System.

3. Validate
   CAI validates the requirement for completeness and submits to supplier network.

4. Submit
   Suppliers submit candidates within 5 business day submittal window.

5. Qualify
   Following closing of submittal window, CAI screens candidates’ résumés and forwards qualified candidates to Agency within 3 business days.

6. Select
   Agency reviews qualified candidates and selects interviewees.

7. Coordinate
   CAI coordinates the interview and on-boarding process.

8. On-board
   Supplier facilitates background checks, screenings, and signing of non-disclosure and other conditional documents. Reports sent to CAI.

9. Start Work
   Candidate is engaged and begins assignment.

10. Evaluate
    CAI consults with Agency to review resource work and completes evaluation in PeopleFluent® for Supplier feedback.
Key Program Components – Candidate Representation

CAI’s MSP Right to Represent Control Process

Supplier submits candidate in PeopleFluent® System.

Supplier emails candidate position details and E-RTR template.

Candidate updates template with position specifics (name, supplier name, req, name and number).

Candidate emails completed RTR to designated RTR mailbox from personal email address listed in PeopleFluent®.

If candidate is selected for screening, CAI AM checks RTR mailbox for email from candidate.

If RTR is in mailbox from candidate’s personal email address and is filled out correctly, CAI AM will phone screen candidate.

If RTR is not in mailbox from candidate’s personal email address, or is not filled out correctly, CAI AM will reject candidate.

CAI forwards qualified candidates to Agency following phone screening.

CAI AM uploads E-RTR emails from forwarded candidates into each candidate’s PeopleFluent® profile for secure storage.
Key Program Components – Background Check

CAI’s Background Check Process

CAI will use the Compliance Manager function of the proposed VMS, Peoplefluent, to ensure the successful completion of background checks for Key Personnel and any support personnel that become part of the delivery team during the period of performance.

1. District PM (Project Manager) selects from standard compliance items for each candidate (requisition) within the VMS. Non-standard items can be added from the Compliance Items library.

2. CAI AM (Account Manager) sends a request for compliance item(s) via the VMS to the vendor in order for candidate to begin an engagement.

3. Email request for a national criminal background check

   Vendor submits copy of completed background check in VMS. Compliance Manager notes date of completion and saves results.

   OR

   Failure to complete background check or candidate failure to pass is noted by Compliance Manager and candidate is rejected.

4. District PM views completion date and background check results within the VMS.

   If District PM does not have the proper security level to view the results, CAI PM will notify them of the results.

   Contractor is cleared to begin the engagement.

   Rejection email notification sent to District PM

   District PM and CAI AM discuss the next steps: select a different resource, reissue the CSR, or close the CSR.

   CAI  District  Vendor  Candidate
Key Program Components – Quality Control

CAI’s on site team conducts quality control for each requirement

- Validate the ERTR from the candidate is sent following proper process
- Reviews résumé content and computerized scores for submitted candidates
- Call candidates meeting requirements to review experience and accuracy of the information in the résumé.
  - Baseline information covered during call:
    - Validation of submitting firm
    - Location and availability for interview/start
    - Skills and communication validation
    - Current and prior experience
- Forward the profiles of only the most qualified candidates
Key Program Components – Invoicing and Payment

CAI ensures timely and accurate electronic payment to District suppliers to better ensure payroll processing especially for small suppliers.

**$WORKDAY IS HERE!!$$**

- CAI has transitioned our financial systems to Workday on January 1, 2019
- Allows PAPERLESS INVOICING as all invoices are now paid based on approved timesheets
- Invoices need to be sent to corporate for any labor prior to 1/1/2019
- All labor for 1/1/2019 and forward will be paid based on payment schedule on our portal (dc.compaid.com) – no invoices are needed
- Prompt time entry and approval inPASS is critical for payments to suppliers
- Any issues or questions on Workday should be directed to our corporate AP team at AccountsPayableQuestions@compaid.com
Roles and Responsibilities - CBE Suppliers

- Maintain industry standards for technical screening of candidates
- Perform pre-employment technical screening for quality control
- Respond to PeopleFluent requirements when posted by CAI
  - Submit qualified candidates
  - Ensure candidate submissions and documentation are compliant
- Ensure engaged resources submit PASS timesheets on time
- Pay resources in a timely manner
- Work with CAI to resolve any personnel issues
Supplier Best Practices

- **All** reqs are open for competition
  - Even if a req is listed as having an incumbent resource, reqs must be competed openly
- Educate your candidates on the process
  - Email critical job-specific details to candidate, so they are informed.
  - Validation requirements (both ERTR and during screening call)
  - Instill sense of Urgency
- Provide accurate candidate contact information
- Candidate Profile Data Integrity
  - Skills
    - Resume: Accurate, include position specific skills, check grammar, spelling and formatting. Fraudulent content will not be tolerated.
- Proactive recruiting for core District skill sets
- Be accessible
CAI Asks – Helpful Hints

Helpful Hints to increase your Pipeline Success

• **E-RTR** – “Electronic Right to Represent” – Follow the process to the letter. Include details in the subject, body and include, Position ID/Title, company name as it appears in PeopleFluent and the legal name of the candidate.

• **Questions about positions** – Email the contingent labor manager directly – if you put your questions into PeopleFluent, we cannot respond as quickly or completely. We want to answer all questions openly and to the best of our ability and then include them in PeopleFluent for all suppliers to see.

• **Submittal information** - Resumes must be on the Pipeline template, rates are ALL inclusive, and location on details tab all need to be complete and accurate.

• **Skills tab** - Please have your candidate answer these questions without prompting and only submit candidates who meet the minimum number of years and required skills to avoid rejection of your candidates.
Helpful Hints to increase your Pipeline Success Cont’d

• **Interest and Availability** - Please share full description with the candidate, including location, agency and compensation.

• **Resumes** - Please have your candidates review your submittal resume before you submit. If information is omitted or included in error it can lead issues during the process.

• **Ask Questions early** – Contact CAI Contingent Labor Managers as early as possible with questions and clarifications so we can be sure to get answers to you well before the last day of submittals.

• **Compliance** has two parts:
  - Compliance to meet agency requirement per the contract
  - Compliance to verify what was submitted on the resume
Recommended Compliance Companies

ScreenThem - http://www.screenthem.com/

HireRight - https://www.hireright.com/

AccurateNow - https://accuratenow.com/

Supplier Portal

- Process and procedural information and materials are posted on supplier-facing portal
  - Portal also contains contract and other relevant information
  - Please check monthly for new information
  - http://dc.compaid.com/
Questions