1) **When does this new relationship take effect?**
   The Contract was signed on July 16, 2012. The implementation of the process and setup of Peoplefluent will be complete on October 5, 2012 and all new requests for staff augmentation must go through the CAI managed services process beginning on this date. The transition of the majority of currently contracted staff will occur by July 15, 2013. Transition will occur at the end of their one year contract and potentially earlier.

2) **What happens to all existing contracts with the State of Iowa?**
   The State of Iowa expects the majority of existing consultants will transition to the CAI contract by July 15, 2013. Any exception to this process requires approval by the State CIO and may require other approvals from executive management in Iowa government. The CAI Account representative will prepare a transition plan for each department or agency and review the plan with departmental CIO.

3) **Will the vendors be able to see the results of the submissions (freedom of information act)?**

   Summary data on all submission and placements will be published Quarterly in a generic format. Specific candidate feedback information is available to the submitting vendor (see question 2). Vendors can request feedback on results with the CAI team as needed.   As the State of Iowa is not the custodian of the document, information contained in the CAI Peoplefluent system would not be subject to the freedom of information act.

4) **Will the vendors be able to see the results of their own submissions (feedback)?**

   Yes, Peoplefluent includes functionality to enable feedback on submissions and the CAI team is available to consult with firms as needed.

5) **Will the State be able to see a list of all submissions and not just the top 3?**
   Part of the desired result expected by the State of Iowa with the implementation of managed services is that CAI will screen and evaluate resumes for the State. We want to save State staff the time from having to evaluate a large number of resumes. A state hiring manager may indicate in their requisition that they want to see 5 resumes or 10 resumes but it is unlikely that a manager will want to see every resume submitted.   There is a setting to enable a manager to review all candidates submitted,

6) **Will CAI provide scoring matrix for each submission?**
   See questions 3 and 4 above.

7) **Will CAI provide a monthly/qrtrly/ or yearly report showing vendor activity?**
   Yes, a dashboard will be published to http://iowa.compaid.com quarterly.

8) **Is it left up to the hiring manager to select how interviews are conducted (i.e. top 3 candidates can do phone/video conference/face to face)?**
   Yes, it is the individual hiring manager that will make the decision about the interview process. In most cases the interview will be in person or by phone call. If a department wants to conduct a video conference interview the department will designate the video conferencing medium. As

an alternative CAI has software to facilitate the web camera interviews from the agency manager's desktop so a video conference system is not needed.

9) **If video conference is an option will this be on the ICN/Skype/Vaddio/Cisco solution or other?**
Agencies have a variety of solutions including the ICN and Polycom. CAI currently uses iLinc for webinars and web camera interviews.

10) **What happens to the ITQ vendor list?**
The ITQ process has been replaced by the CAI Managed Services contract so the ITQ process no longer exists. The DAS website will be updated by October 5th to reflect this change.

11) **Can the vendor submit resumes at a higher rate than what is in the schedule?**
No, this is a fixed rate contract.

12) **If for any reason CAI does not pay the subcontractors; does the State of Iowa guarantee the payment?**
No, Section 6.3 of the master agreement mandates CAI to pay subcontractors on a timely basis.

13) **Is there a difference in the selection process between Federal and State funded projects?**
No there is no difference in the candidate selection process between Federal and State funded projects. Each department will establish their own selection criteria for the positions they post through Peoplefluent.

14) **Grading - is there any additional points awarded to Iowa based companies?**
Firms meeting the definition of an Iowa business "an entity that has it's principal place of business in Iowa ", 11 IAC 105.21(8A), are included in Tier 1. CAI will verify the company is registered with the Iowa Secretary of State's office, has a physical mailing address in Iowa and receives written confirmation from the vendor that their principal place of business is in Iowa. Firms meeting this definition will receive the job requirements twelve hours before Tier 2 Suppliers.

15) **Are there any departments outside of the CAI contract? (Justice Department?)**
Only executive branch departments are mandated the use of the managed services contract. Since the managed services contract is a MASTER contract it is available to be used by all branches of government including the Judicial Branch and elected officials. Interest has been expressed in the contract by several entities outside the executive branch because of the ease of requesting and managing resources.

16) **What is the role of ITE in the future?**
Waiting for clarification from vendor on what they are asking.

17) **What will be the role of DAS in the future as it pertains to IT Staffing/ Projects/ Maintenance?**
DAS will refer all requests for staff augmentation to the managed services contract. A project approved by the State of Iowa or the Office of the CIO for the development of a specific software solution requiring a bid v.s hourly supports is not part of the CAI contract.

18) **Does the contract require CAI to screen the candidates technically prior to presenting them to the hiring manager?**

The contract (MPF – 5) requires CAI to "provide qualified candidate resumes," and section (MPF-4) of the contract describes the screening criteria.   In addition, Section 18.2 of the subcontractor agreement states: "subcontractor will use industry best practices testing mechanisms to validate and verify employee's technical skills as described in their respective resume.

19) **Outside of the insurance requirements required by CAI are there any additional requirements to be met to sign up as a subcontractor?**

Review the "Criteria for Joining" link on http://iowa.compaid.com for enrollment details.

20) **Can we see how the CAI account executive receives, reviews, catalogs, ranks, and then submits the top 3 candidates to the hiring manager?**

Section MPF 4 defines the screening criteria, additional information can be found in the vendor presentation published at iowa.compaid.com

21) **Will CAI or State of Iowa provide required documentation as requested by the INS for H1-B contractors?**

CAI has a standard process developed by immigration legal counsel for providing this type of documentation.

22) **Can CAI provide the state with staff augmentation resources?**

No. The RFP committee made a decision early on that we wanted a managed services vendor to provide only the administrative services and NOT directly provide any staff augmentation resources

23) **Can the agency reviewing the resumes submitted to them by CAI see the sub-contractor's company name?**

Yes

24) **Can the sub-contracted vendors see the notes about the candidates entered by CAI and State staff?**

Feedback about the candidates evaluation can be made available to vendor who proposed the candidate (information cannot be seen by other vendors).

25) **Tier 1 vendors (Iowa based businesses and Iowa registered targeted small businesses) receive notices of the opening 12 hours ahead of Tier 2 vendors (all others). In order to be considered a Tier 1 vendor do you need to be both Iowa based and a TSB?**

No, you can be either Iowa based OR an Iowa registered targeted small business. See Question 14 for definition of Iowa business.

26) **What is the candidate screening process?**

CAI will look to verify that the resume validates the requirements stated in the requisition. If the requisition is for a Software Programmer/Developer Level 4 and states a requirement for experience with Subversion SVN source control and Silverlight, does the resume show 11 years of experience and list any experience with SVN or Silverlight.

27) **What if no resources are available for the position?**
CAI targets getting 3 resumes to the state 5 days after the position is released to the vendor community. In some cases it may take longer to find the right resource. If the right resource is not found, CAI will review the requirements to determine if the correct job description or classification was used as the position may need to be reposted. Vendors are notified when a position is extended from the original timeframe or reposted. In rare instances, of the right resource still cannot be identified there is an exception process with the State CIO that can be requested.

28) **Will the State's contract with CAI be made public?**
Yes the contract will be posted to the DAS website and to the CAI website as soon as the contract is entered in I3. The financial managers are meeting on Thursday morning to review the setup of the contract in I3 so it is hoped the contract will be posted early next week.

29) **Is there a set aside for veteran owned companies?**
No, there are no set asides for any type of company.

30) **Can vendors get information from the Peoplefluent system about their performance under the contract?**
Yes, there is a report that will list all of the candidates submitted, candidates interviewed, placed and their evaluation scores.

31) **What are the CAI payment terms?**
60 days. There is also an expedited 15 day payment process with certain conditions.

32) **How often will rates be reviewed?**
The State intends to review the rates annually, 120 days in advance of the contract renewal (around the March timeframe) with current market information provided by CAI. The State wants to provide as much notice as possible to departments about any rate changes. Rates could go up or down depending on market conditions. There is the potential to review rates on a more frequent basis if there is an indication at the quarterly review with CAI that a specific position description (job category) is difficult to fill due to market conditions.

33) **When will existing staff need to be transitioned?**

The majority of existing staff will be transitioned by July 15, 2013. Staff will be transitioned over this period at the end of a current contract term or earlier by agreement with the agency and the vendor.

34) Will the ITQ remain in place?

No, the ITQ is replaced by the CAI managed services contract.

35) What is the process for retaining existing resources under the new staff augmentation contract with CAI?

If an agency needs to continue the service of an engaged resource, the agency can "transition" the engagement for that resource into the CAI staff augmentation program through a direct request for a named resource. The transition process begins with the CAI Account Manager having a conversation with the State of Iowa hiring manager responsible for the existing staff consultant. Together the CAI Account Manager and the State of Iowa hiring manager identify the Job Description (position) that most closely matches the work which needs to be performed.

The CAI Account Manager contacts the subcontracting vendor with the departments' decision about the classification of the position. Vendors should be aware the decision regarding the position requirements have been agreed to by the State hiring manager. Hiring managers are aware of the risks associated with rate changes and have considered the impact to their organization if a vendor does not agree to the staff transition for the defined position description. When CAI presents a transition plan for a specific position to the impacted vendor, the department hiring manager has thoughtfully evaluated the position and agreed to the transition.

The agency user will create a Peoplefluent job requirement and send it through the standard approval workflow. Once the requirement is approved, CAI will release the job requirement to the requested vendor. The vendor will have the opportunity to submit the requested candidate via Peoplefluent and CAI will screen the requested candidate for the position. Once the delivery order is received, CAI will engage the resource in Peoplefluent and the resource can enter time for the hours worked each week.

36) What is the opportunity for a vendor to request a review of position requirements; if they disagree with the classification they receive in Peoplefluent?

Vendors should be aware each of the job requirements released to them via Peoplefluent have been agreed to by the department hiring manager, and approved through the State's workflow approval process. Hiring managers are aware of the risks associated with rate changes and have considered the impact to their organization if a vendor does not agree to the staff transition for the defined position description.

When CAI approves the job requirement to the vendor for the specific resource, the department hiring manager has thoughtfully evaluated the position and agreed to the transition. Again, the hiring manager is aware there is the possibility a vendor may not agree to transition the current

resource and CAI will then provide the hiring manager with other resumes to fulfill the transition through the competitive process.

Transitions are sometimes difficult because the position description decision is made based on the required duties of the position and not on the skills of the individual consultant. This means there could be a PMP and MSCD certified consultant engaged as a developer in a position which is determined to be a Developer 4 position. The Developer 4 position does not require those additional skill sets.   While very unlikely, it may be possible the job duties associated with the work of the current resource changed over the course of the engagement and the hiring manager does not have current information regarding the additional assigned duties. If a vendor believes the assigned job duties (position description) does not accurately reflect the work assignment the vendor should convey the position responsibilities that may have been missed in the determination of the position directly to CAI.   Vendors with questions or concerns about the transition process should contact CAI.