



IT Staff Augmentation MSP

Managed by CAI

Supplier Webinar

Presented by Computer Aid, Inc.
Wednesday, October 18th, 2017

Agenda

- Introductions
- Contract Overview
- Supplier Overview
- Portal Site Overview
- Requirement Release Overview
- Best Practices
- CAI Contact Information

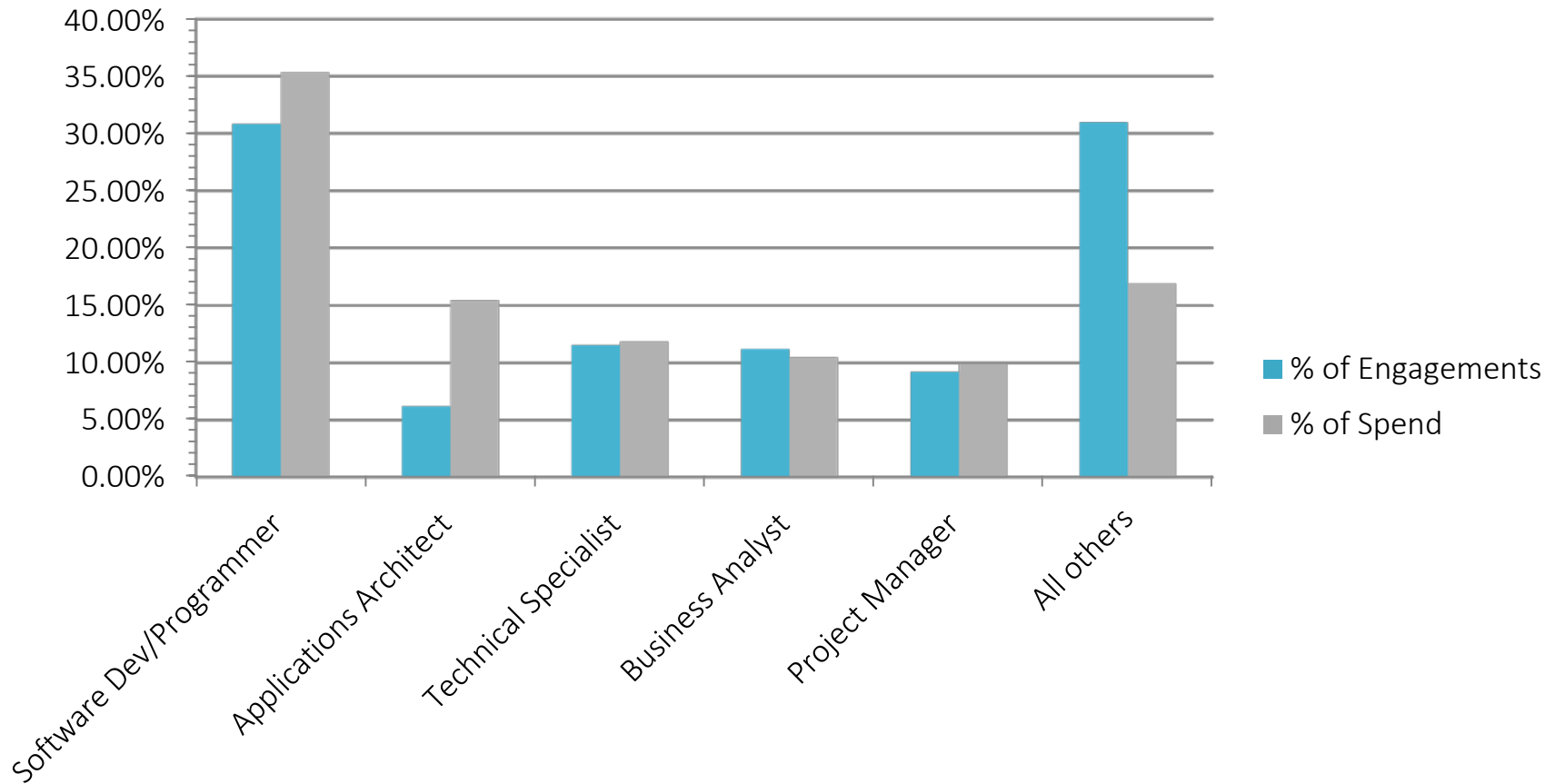
Contract Overview

- CAI is contractually obligated to meet the following Service Level Agreements:
 - Must present three qualified candidates to the hiring manager within four business days of releasing the requisition to the network
 - Reqs. should be filled by a person from the first round of three candidates
 - Engaged candidates are expected to perform well and finish their assignments
- With the help of a dedicated supplier network, the goals are being exceeded:

Measurement	Target	FY17 Q4	Contract to Date
Resume Submittal Response	90% or higher	100%	96.42%
Round 1 Fill Rate	70% or higher	94.74%	94.14%

Contract Overview – Job Title Usage

The chart below shows the Contract to Date usage and spend percentages of the top five most utilized titles (ranked by spend), compared to all others.



Supplier Overview

- 38 competitive reqs. were released to the network between January 1st and June 30th, 2017
- 1,136 candidates were reviewed by the CAI Account Managers
- 144 candidates were forwarded to the Agency hiring managers
- An average of 48 Candidates submitted per req
- 31 candidates were selected for engagement against these reqs. as of 7/26/17
- Vendor Performance Results can be viewed at Iowa.Compaid.com – Performance Dashboard

Portal Site Overview

- Portal contains relevant contract information, including:
 - Subcontractor Agreement/Addendum
 - FAQs
 - Helpful Hints
 - Job Titles
 - Resume Template
 - E-RTR Template
 - Background Check Overview
 - Invoicing Processes
 - Performance Dashboards

IA IT Staff Augmentation MSP
Managed by CAI

Home Process Supplier information Portals

Serving as Iowa's Contingent Labor Solution

Iowa's IT Managed Services Contract is available to all government branches procuring hourly T&M resources through the State's Department of Administrative Services. It streamlines and standardizes IT procurement while allowing the State to leverage its buying power as a single entity.

CAI is the contract's full-service Managed Service Provider, overseeing all service delivery tasks including:

- Agency consultation
- Response management
- Candidate evaluation and validation
- Interview facilitation
- Invoice processing
- Help desk support
- Performance oversight

Learn More

Please use the links below to access contract information, including a fact sheet, job titles document and a skills matrix. These documents are provided for reference for both current suppliers and those desiring more information regarding CAI's MSP programs.

- Fact Sheet
- FAQs
- Job Titles
- Travel & Expense Policy
- Master Agreement

Join

The documents and links below provide current and prospective suppliers with the Criteria for Participation, the Subcontractor Agreement, any Addendums that have been released and any other relevant information regarding program participation.

- Criteria for Participation
- Subcontractor Agreement & Rates
- Targeted Small Business Program

Succeed

CAI is dedicated to the success of all suppliers participating in the MSP programs. The documents and links contained within this section offer additional information regarding the program's processes, policies and best practices to ensure the success of your company.

- Helpful Hints
- Resume Template
- DCI Background Check Process
- DCI Background Check Billing Form
- DCI Background Check Request Form
- Invoicing Process
- E-RTR Process Overview
- E-RTR Templates

Presentations and Reports

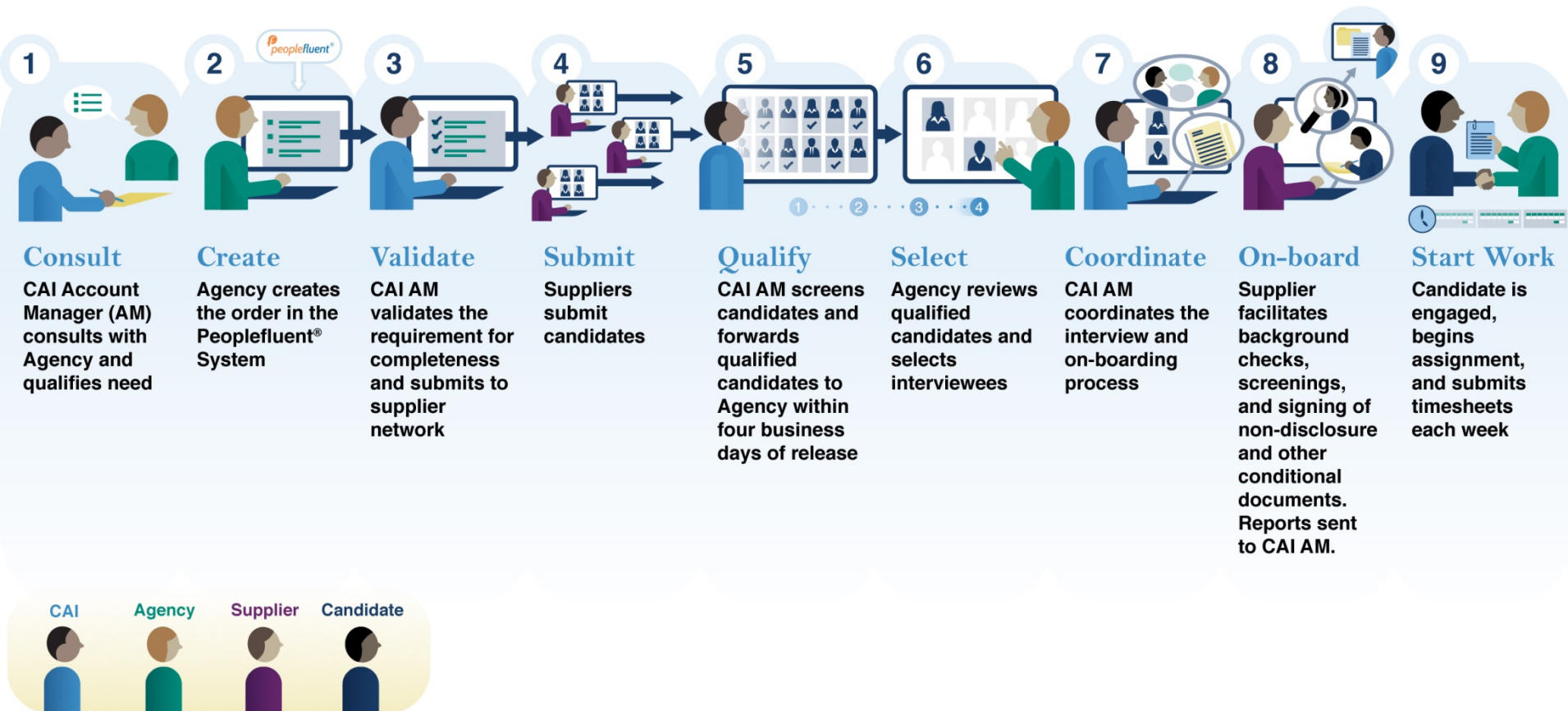
- Performance Dashboard (7/1/14 - 12/31/14)
- Performance Dashboard (1/1/14 - 6/30/14)

Please direct all general contract questions to our Help Desk at MSPNetwork_Help@compaid.com or 800-635-5138

Please note: Questions regarding specific opportunities and candidates should be directed to our Account Management Team.

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Requirement Release Overview



Best Practices

- **Don't ignore emails entitled "Peopleclick VMS Notification"**
 - Requisition releases (Create date is not the same as release date)
 - Updates on current reqs.
 - Request for additional information/candidates
 - Information on upcoming needs
- **Look for weekly updates from the AM team, also sent via Peoplefluent**
 - These updates will provide information on upcoming opportunities, as well as information about currently-open requisitions
 - Use them to set recruiting priorities and manage job postings
 - Focus on the requisitions that still need resumes (those showing "Open")

Best Practices

- **Communicate with your candidates**
 - Inform them of specifics of the requisition and confirm interview availability
 - Let them know that they may receive a phone call from CAI during SLA window (4 days)
 - Candidate must validate your company during the call
 - Finalize all compensation details **prior** to submittal
 - After submission, remain in contact with your candidates
 - Change their status to “Reject – Not Available” if they are no longer on the market
 - Similarly, inform candidates if they are no longer being considered
- **Make yourself available to the CAI Account Managers**
 - You will be contacted via the contact points in the Vendor Contact Information section of the candidate submittal if information is needed or an interview is requested
 - Notify CAI Account Managers immediately if any issues or concerns arise following submittal
- **Manage your engagements**
 - Make sure candidates submit time into PeopleFluent
 - Resource is required to submit a weekly time report every Monday by noon
 - Resource must enter a zero hour timesheet even if they do not work

Best Practices

- **Upon release, review the PeopleFluent requisition carefully**
 - The requisition contains important information related to day to day tasks, work location, travel requirements, work schedule, projected duration, parking costs, etc.
 - The “Required/Desired Skills” section lists the technical and professional skills essential for the assignment
- **Submit your top three candidates**
 - Ensure candidate’s full, legal name is used during submission
 - Candidate’s personal email address must be also entered in Peoplefluent during the submission process
 - Provide valid phone numbers for your candidates
 - Ensure “Required/Desired Skills” section is filled out **Accurately and Honestly**
 - Use Resume Template (on portal site) when submitting candidate
 - Reference the rate card (located in your subcontractor agreement)
 - The CAI Account Team will include the rate into the Question section, and you will need to answer Yes to the question when submitting your candidate
 - Send candidate the E-RTR template (on portal site)
 - E-RTR must be in IA_RTR mailbox and filled out correctly in order for candidate to be considered
 - Candidate must send the RTR from THEIR PERSONAL email.

Candidate Submittal and Resume Creation Tips

Customize the resume to the requisition

- Be sure it contains experience/skills that are listed in the req. in the body of the resume under an applicable job title, not just in a general summary
- Hiring managers often look for these key words first
- Check the resume for formatting, spelling and grammar

ABC Co, Anytown, USA (January 2012 – July 2012)
Project: Offer Treatment Services
Role: Technology Analyst
Description:
Offer Treatment Services is a domain centric application involving the development of new services for the card customers like Offering Balance transfer facilities, etc. The project involves the development of new functionality to the current set of services or creating entirely new services. The project is a large and maintenance project involving requirements elaboration, design, build and test. The project system will be maintained in iterative release using agile methodology.

Responsibilities:

- Working as a Designer / Developer for this application.
- **Used PL/SQL for writing various procedures**
- Developed Web Services using SOA architecture to communicate with external systems.
- Extensively used BEA Weblogic Integration tool for developing Web Services.
- Created JSPs, JWS's, JPD's, EJB's, Xqueries, Transformations, Content Handlers, etc. The developer is familiarized with Workshop, Workflow and WLI interfaces.
- Worked on **Spring** 2.5.x and Weblogic 10.3 framework for migrating the existing application to Weblogic 8.1 workshop. Use of Dependency Injection and AOP for cross cutting concerns.
- Installation and configured Weblogic Integration Server and

- **Good exposure to Internet Technology.**
 - **Exhaustive experience in Project implementation, Upgrades, Oracle Database Administration, Oracle/ATG database administration, implementation and product support, performance tuning and monitoring, data and user security, and development tools.**
 - **Excellent ability to communicate with functional users and management as well as mentor technical staff members.**
 - **Project Management based functions:**
 - **Managed teams of 6 to 125 people to include Project Leaders, DBAs, and Developers**
 - **Used MS Project to assure target dates are understood and being met.**
 - **Used MS Project to view a day-by-day work plan and added tasks and delegated tasks to others on the team.**
 - **Kept project progress information up to date by setting auto-accept features to automatically update**



Candidate Submittal and Resume Creation Tips

Summary Qualifications

- This is optional.
- Only include a few key sentences that are pertinent to the requirement. Do not copy and paste the Candidates Summary of Experience from Their Resume.

Joanie is a local candidate with 10 yrs of extensive .Net experience. She just completed a similar role with Wells Fargo where she was responsible for the maintenance of several key C#/.Net applications which used an Oracle backend database.

~~Matthew is currently residing at Troy NY, can attend In-Person Interview and available with One Week Notice. He has 8+ years of experience in using Microsoft .NET Framework 3.0/3.5/4.0/4.5 with C#, VB.NET, ADO.Net, ADO.Net Entity Framework, ASP.Net, ASP.Net MVC, WCF, WebAPI(JSON), HTML, CSS, JavaScript, JQuery, KendoUI, Angular JS, Bootstrap, SQL, ORACLE PL/SQL, SSIS, SSRS. Worked extensively on server controls and implemented various user controls using both C#.NET and VB.NET. Experience in Developing User Interface UI Rich Web Applications using Front End/User Interface UI Technologies like HTML, JavaScript, JQuery, Angular JS, Bootstrap Framework.~~

More Best Practices

- **Keep all contract-related documentation up-to-date**
 - Provide CAI with updated insurance and TSB certificates
 - Set-up automatic insurance certificate renewal with your provider
 - If not possible, send certificates via the following methods before insurance lapses:
 - **Email:** MSP_VendorMgmt@compaid.com
 - **Mail:** CAI, Attn: MSP Operations, 3801 Paxton St, Harrisburg, PA 17111
 - Notify CAI of company address and/or name changes
- **Keep your Peoplefluent user list and contact information current**
 - Inactivate users no longer with the company
 - Make sure your company has more than one Admin user to reset passwords
 - Keep Peoplefluent Default User information correct
 - Click on Admin, Vendor Information, and then edit the Contact Information section
 - Will ensure that your users get the important notifications previously mentioned

Sub-Contractor Agreement

- **National Background Check**
 - Must be completed and uploaded into the VMS for all new Contractors prior to start
 - If run within 1 year, a new background check is not needed
 - Minimum lookback period is 7 years
 - Suggestions for Companies can be found at: iowa.compaid.com
- **E-Verify**
 - Must be used to verify eligibility for employment for selected resources prior to start
 - Results must be uploaded to Peoplefluent
- **Technical Screening**
 - It is the vendors responsibility per section 18.2 in the sub-agreement to "use industry best practices testing mechanisms to validate and verify employee's technical skills as described in their respective resumes".
- **Layering**
 - No more than 1 layer (this includes company holding a Visa if applicable)

More Best Practices

- **Invoice CAI correctly and in a timely manner**
 - Make sure the invoice is for a true month period (e.g. 5/1-5/31)
 - Instructions found at <http://iowa.compaid.com>, under “SUCCEED” column, Invoicing Process
 - Include the following information on each invoice:
 - Time period
 - Name of person(s)
 - Number of approved Peoplefluent timesheet hours and bill rate
 - Total amount charged for individual resource as well as a grand total
 - Submit invoices via email or mail – Email is **preferred**
 - **Email (PDF, Excel, or Word format)**: Iowa_Invoices@compaid.com
 - **Mail**: CAI, Attn: Emily Palubinski, 1390 Ridgeview Drive, Allentown, PA 18104
 - CAI also offers electronic payment through the ACH program
 - Contact AccountsPayableQuestions@compaid.com to sign-up
 - Use CAI’s on-line system to track payments
 - Website is <https://extranet.compaid.com/api/> (Note Invoices are paid according to the terms selected within your Subcontractor Agreement, and they are paid from the date CAI receives a correct invoice.)
 - Contact CAI’s MSP Help Desk (MSP_VendorMgmt@compaid.com) for help gaining access to the system
 - Questions about payment information should be directed to AccountsPayableQuestions@compaid.com

CAI Contact Information

- **Joanie Bond, Account Manager**
 - Phone: 515-314-8969
 - Email: joan_bond@compaid.com
- **MSP Help Desk**
 - Phone: 515-288-1598 (General Questions), 800-635-5138 (Documentation)
 - Email: MSP_VendorMgmt@compaid.com