

ITCL Staff Augmentation Process

The VITA ITCL Contract brings a standardized ordering process for all Commonwealth agencies through the SMSA supplier, Computer Aid. The following details supplements the Process Flow Diagram illustrated on page 3 of this document.

Step 1: Agency Hiring Manager determines the job classification for the resource needed with the assistance from CAI, the SMSA vendor.

Step 2: Hiring Manager obtains verbal funding approval for obtaining resource.

Step 3: Hiring Manager determines budget based on the ~~not-to-exceed~~ hourly rate for the determined job classification and the number of hours needed for the engagement.

- If the Hiring Manager uses eVA, the order is entered into eVA and obtains appropriate approvals and notes the Purchase Order (PO) number assigned in eVA. The PO is automatically sent to CAI via eVA process.
- If the Hiring Manager doesn't use eVA, the PO is obtained via the appropriate process. The PO must be faxed to CAI at 717-651-3202.

Step 4: The Hiring Manager will log into the Peopleclick (Peoplefluent) online tool and create a new requirement, completing the Requirement Detail as follows:

- Enter the Purchase Order number and line item number assigned in either eVA or from other PO process (from Step 3) in the Purchase Order field.
- Customize the generic job description to specifically reflect the need
 - Indicate within the description if a phone or in-person interview is required
 - Eliminate tasks in the generic description that will not be required for this need
 - Give precise details on the tasks the candidate will be required to do as well as specific names and versions of software being used, applications being supported, database platforms, etc.
- Customize the Required/Desired Skills
 - Add any unique details or tasks that are not mentioned in the generic description
 - Make sure the following information is included (where applicable) indicating required or desired and number of years of experience required
 - Top 3 tasks (a day in the life of this individual)
 - Network Platform and version
 - Operating System and version
 - Software and version
 - Database and version

Step 5: In anticipation of upcoming interviews, the Hiring Manager will block off time on his/her calendar to accommodate these interviews.

Step 6: The requirement created by the Hiring Manager will be routed to the CAI ITCL Account Manager for review. The CAI ITCL Account Manager will notify the Hiring Manager that they have received the request, review the requirement for completeness, and submit any

questions back to the Hiring Manager for clarification. When the CAI ITCL Account Manager has confirmed all information, the requirement will be approved via the Peopleclick tool.

Step 7: Subcontractors will receive the request from the CAI ITCL Account Manager via Peoplefluent, and review the requirements. If the subcontractor has resources who they feel fit the description of the need, they will submit the resource's resume to the online tool with all required information. The subcontractors will be required to follow the appropriate procedures, time and quantity limits for submittals. The subcontractor may direct questions to the CAI ITCL Account Manager which will be re-directed to the Hiring Manager as appropriate.

Step 8: The CAI ITCL Account Manager checks the status of the online requirement and reviews all submitted resumes from the subcontractors.

Step 9: The CAI ITCL Account Manager will review the resumes and will forward 3 to 5 resumes on to the Hiring Manager based on skill and experience match, availability, and vendor rate. Any special requirements will also be evaluated to ensure an appropriate fit.

Step 10: The Hiring Manager reviews the group of resumes and selects an appropriate number of resources to interview/conduct skills assessments.

Step 11: The Hiring Manager requests interviews with the selected candidates through the CAI ITCL Account Manager, referring to the time they previously blocked out in their email calendar.

Step 12: The Hiring Manager selects a candidate by completing an Engagement Request within Peoplefluent, specifying start date and time or requests additional resumes. If additional resumes are requested, return to step 10.

Step 13: The CAI ITCL Account Manager is notified via Peoplefluent (Engagement Request). The CAI ITCL Account Manager notifies the subcontractor pool that a candidate has been selected, and notifies the appropriate subcontractor that their individual candidate was selected.

Step 14: The subcontractor who manages the approved candidate notifies the candidate of selection and provides all job details to the candidate. The subcontractor facilitates the candidate in receiving the appropriate background checks or other pre-work.

Step 15: The Hiring Manager, the CAI ITCL Account Manager and subcontractor complete the on-boarding tasks to ensure the candidate has all necessary accesses, hardware, software, etc. to begin working.

Step 16: The candidate begins work.

Step 17: The candidate enters timesheets (and expenses if allowed) into Peoplefluent by noon each Monday for the prior week (Sunday through Saturday work week).

Step 18: The Hiring Manager approves all required Peoplefluent timesheets by CoB on Tuesday each week.

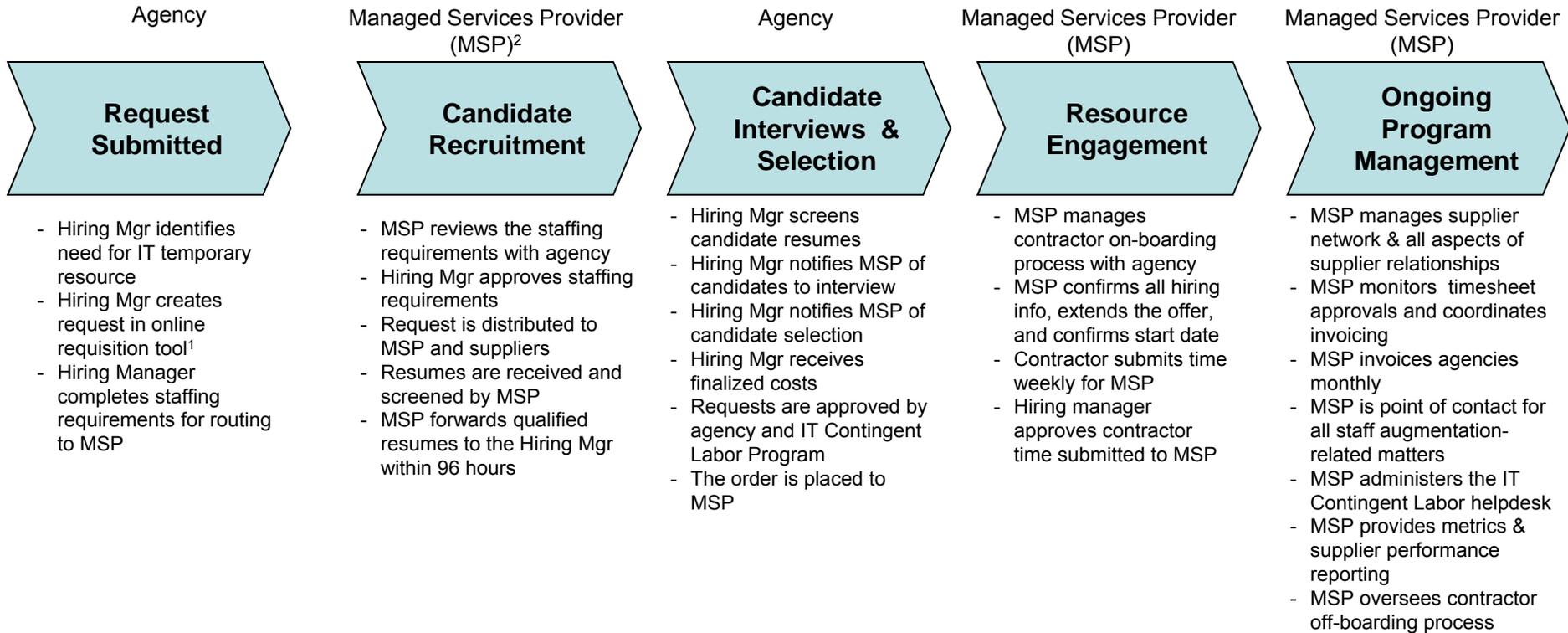
Step 19: Invoices are processed monthly and sent to the "Bill To" name and address listed on the PO for review, approval, and payment.

Step 20: The Hiring Manager processes payment to CAI.

Step 21: CAI processes payments to the subcontractor.



ITCL Staff Augmentation (SA) Request Process



¹The online requisition tools are eVA and Peopleclick VMS

² Computer Aid, Inc. (CAI) is the selected Managed Service Provider (MSP).