DC STaR2 Contract
Managed by CAI

Contract Program Overview
Supplier Meeting

Presented by CAI
February 19th, 2025

Meeting Logistics

➢ Please put your phones on mute and if you must take a call please go outside the room

➢ A copy of the presentation will be uploaded to the program website: https://www.cai.io/services/contingent-workforce-solutions/dc

➢ We will have a break after each section of the presentation for questions

   ➢ We will attempt to answer all questions but may hold questions for additional follow up

➢ Post meeting questions can be submitted to help desk: DC.Help@cai.io

Agenda

➢ Introductions – CAI Team

➢ Introduction – DSLBD

➢ Introduction – OCTO Staff

➢ Brief overview of DSLBD and services that they provide to DC businesses

➢ Overview of OCTO's Mission

➢ Overview of STaR2

   ➢ T&M and FPP Offerings

   ➢ Overview of Process

   ➢ Compliance

   ➢ Best Practices

   ➢ Commitment to DC's Return to work strategy

➢ Q&A

Introductions – CAI Team

➢ Linda Leiby – Director MSP

➢ Scott Edwards - Service Delivery Manager

➢ Todd Grimmett – Sr Account Manager DC STaR2

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➢ Adasia Clark - Account Manager DC STaR2

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➢ Matiynia Lumpkin - Contract Coordinator

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Overview of CAI

About CAI

CAI is a global services firm with over 9,000 associate worldwide and a yearly revenue of $1.3 billion+. We have over 40 years of excellence in uniting talent and technology to power the possible for our clients, colleagues, and communities. As a privately held company, we have the freedom and focus to do what's right—whatever it takes. Our tailor-made solutions create lasting results across the public and commercial sectors, and we are trailblazers in bringing neurodiversity to the enterprise. Learn how CAI powers the possible at www.cai.io

Contingent Workforce Solutions

Our CWS practice works with commercial and public sector clients to help them acquire talent and manage IT projects. We manage a network of suppliers that align with our client's mission and use of staff. We work in various markets to build a network of suppliers with a wide range of IT capabilities to address IT projects to help clients accomplish their goals.

https://www.cai.io/services/contingent-workforce-solutions

https://www.cai.io/services/contingent-workforce-solutions/dc

Introductions – Office of the Chief Technology Officer

➢ **Stephen Miller – Chief Technology Officer**

➢ **Tehsin Faruk – Chief Operating Officer (OCTO)**

     STaR2 Contract Administrator

➢ **Nicolette Bazel – Enterprise Contracts and Licensing Team (OCTO)**

     STaR2 Contract Administrator

➢ **Chris Yi - Enterprise Contracts and Licensing Team (OCTO)**

     STaR2 Contract Administrator

DC Office of the Chief Technology Officer

The Office of the Chief Technology Officer (OCTO) is the central technology organization of the District of Columbia Government. OCTO develops, implements, and maintains the District's technology infrastructure; develops and implements major enterprise applications; establishes and oversees technology policies and standards for the District; provides technology services and support for District agencies, and develops technology solutions to improve services to businesses, residents and visitors in all areas of District government.

https://octo.dc.gov/

OCTO's mission is direct the strategy, deployment, and management of DC Government technology with an unwavering commitment to IT excellence, efficiency, and value for government, residents, businesses and visitors.

https://techplan.dc.gov/

https://octo.dc.gov/release/mayor-bowser-signs-order-defining-dc%E2%80%99s-ai-values-and-ai-strategic-plan

Director Rosemary Suggs-Evans

Strategic Leadership: Director Rosemary Suggs-Evans of the DC Department of Small and Local Business Development (DSLBD), provides strategic leadership to advance the mission of supporting small businesses. Her diverse executive background equips her to lead with innovative approaches to foster economic growth within the District.

Diverse Sector Expertise: Having worked in the for-profit, nonprofit, and governmental sectors, Director Rosemary Suggs-Evans brings a wealth of diverse sector expertise to her role. This versatility allows her to address the unique needs and challenges faced by small businesses from various angles.

Inclusive Economic Growth: Director Suggs Evans's unwavering dedication to uplifting the small business community and fostering inclusive economic growth is evident in her extensive background and career choices. Her leadership makes her a prominent and respected public servant in the District, actively contributing to the sustainable development and success of small businesses.

Access to Procurement Opportunities: With her prior role as a senior advisor for the DC Deputy Mayor for Greater Economic Opportunity, Director Rosemary Suggs-Evans spearheads programs and initiatives aimed at expanding access to local procurement opportunities for small businesses in the District, creating a more level playing field for small and local businesses.

Equitable Small Business Initiatives: Director Suggs-Evans's experience as a program analyst at the DC Department of General Services underscores her commitment to equitable opportunities for local enterprises. She initiated a groundbreaking small business program that ensures fair access to contracts and opportunities, thus directly benefiting small businesses in the District.

Business Opportunities

The Business Opportunities division helps CBEs and local businesses better position themselves to participate in contracting opportunities offered by the District and Federal Governments, as well as by the private sector. Our team of business development professionals also specialize in providing technical assistance to build credit, access capital and manage business finances.

Initiatives:

- Workshops

- Build A Dream

- Grant Opportunities

- District Connect

- Technical Assistance

- Small Biz Assist
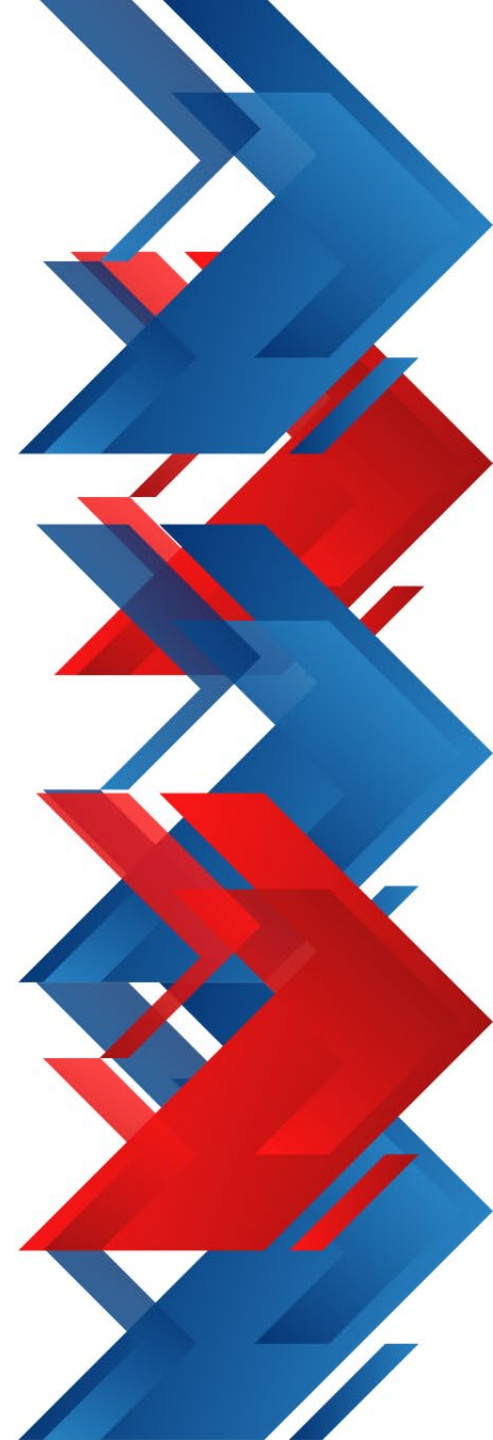
Overview - Department of Small Local Business Development (DSLBD)

The Department of Small and Business Development (DSLBD) is dedicated to supporting, promoting, advocating to hold the door open to District Government opportunities for small and local businesses.

DSLBD manages a program to certify companies in the DC community that have a presence in DC and are committed to working within the District of Columbia to provide services to our residents, other business and our visitors. The Certified Business Enterprise program is a critical element to the STaR2 program and CAI is committed to partnering with this community to bring IT capabilities to DC Agencies.

https://dslbd.dc.gov/

DSLBD offers support to DC businesses to help them be successful in bringing services within the District and the surrounding communities.

Overview of STaR2 Program

The District of Columbia (DC) executed the Strategic Teaming and Resources Contract as a cooperative agreement with the Virginia Information Technology Agency's contract VA-210625-CAI. The contract is a five (5) year contract with the base year ending in December of 2022. That means the current STaR2 program is currently in Option year 3 (1/1/2025 - 12/31/2025). STaR2 provides a managed service that enables DC agencies to engage the supplier network for staff augmentation and fixed price projects that focus on information technology. Its overall usage from its implementation in June of 2022 through December 31st, 2024, is summarized in the table below:

Contract Summary – 06/01/2022 – 12/31/2024	
# of engagements	3157
# of Agencies w/engagements	34
# of Vendors w/ engagements	102
Total Agency Expenditure	$239,113,220.22
Total Subcontractor Expenditure	$231,556,953.31
Total Prime Contractor Expenditure	$7,556,266.90
Contract to Date CBE Commitment	96.32%

STaR2 – Overview of the Process

1. Consult
CAI Account Manager (AM) consults with Agency and qualifies need

2. Create
Agency creates the request in the VectorVMS System

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

4. Submit
Suppliers submit candidates

5. Qualify
CAI AM screens candidates and forwards top qualified candidates to Agency within four business days of release

6. Select
Agency reviews qualified candidates and selects interviewees

7. Coordinate
CAI AM 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 AM

9. Start Work
Candidate is engaged, begins assignment, and submits timesheets each week

10. Evaluate
CAI AM consults with Agency to review resource work and completes evaluation in the VectorVMS System for Supplier feedback

Key
Agency CAI Supplier Candidate

T&M and FFP Offerings

- ➤ **STaR2 – Strategic Teaming and Resourcing 2 Contract**
  - ➤ STaR2 Task Order Contract Number: CW95481
  - ➤ Fixed Price Project (FPP) program in addition to existing T&M job titles
    - ➤ FPP Program expands our ability to bring IT services to the District
    - ➤ We have executed 3 FPP engagements and have one active
  - ➤ Same system – VectorVMS
    - ➤ Job titles in VectorVMS for new contract will begin with "STaR2"
    - ➤ FPP Opportunities will be on the Services Tab of Current Activity section of the Dashboard
  - ➤ Same login credentials
  - ➤ PASS still used for resource time entry
  - ➤ Option Year 3 Period of Performance is from 1/1/2025 – 12/31/2025

Compliance Requirements

- Compliance Items Must Be Managed For All Resources and Vendors

  - All resource compliance items must be uploaded into the compliance tab.

    - Compliance items are to be uploaded with dates of completion and expiration date of 1 year out.

    - Credit, Criminal, CJIS Training (If necessary) and FBI Fingerprints must be updated every 12 months.

    - The remaining compliance items must remain in the compliance tab

  - Resource Background Check Reports

    - All criminal reports must include the details for the **local, state, and Federal court records** for each resource

    - Each criminal background check should go back 7 years

    - Moving forward education needs to be verified for the highest degree obtained

    - **Please do not omit degrees to avoid Education to be verified**

  - Resource Employment Verification

    - I-9 must be uploaded for all resources who are employees

    - The Consultant tax forms must be uploaded for nonemployees.

Compliance continued

➢ **Additional Resource Special Compliance items**

  ➢ CJIS Level 4 Security Training – Administered by CAI for resources who access or work with Criminal Justice Information

  ➢ TB Tests will be administered and managed by DCPS for their resources

  ➢ Child Protection Register will be administered and managed CFSA for their resources

  ➢ Candidate Information Form will be filled out and completed for each engaged resource.

➢ **Vendor Compliance**

  ➢ All vendors are responsible for managing their VectorVMS orgs. This includes accounts for vendor staff with access to VectorVMS. All accounts should include an email and a phone number.

  ➢ All vendors must have an active Certified Business Enterprise designation by the DC Department of Small and Local Business Development.

  ➢ All vendors must have a current Certificate of Insurance.

  ➢ All vendors are responsible for uploading these requirements into the CAI Supplier Management Portal: https://cai.service-now.com/sm.

Best Practices

➢ **Candidate Onboarding**

  ➢ Upload ALL compliance as soon as its completed and **Alert** the CAI Contract Manager

  ➢ Confirm and communicate any notice period the candidate needs to give as early as possible.

  ➢ Schedule a first day call with your candidate on the day they start work

  ➢ NO TIME ENTRY IN VECTORVMS **EVER.**

  ➢ Time entry in PASS must occur by 12:00 PM Monday for the previous week – this includes zero-hour timesheets

  ➢ Coordinate shipping of equipment for remote candidates with CAI Contract Manager by providing address and contact information of your candidate

➢ **Attention To Detail Is Important**

  ➢ When using 3rd parties to source candidates, they should not be logging into VectorVMS using your login credentials

  ➢ Review **ALL** resumes with candidates **before** you submit in VectorVMS

  ➢ The "Employment" tab of the candidate submission must include the name of the sub-contract firm, when applicable

  ➢ Do not submit candidates before they are fully locked-down on all details, including compensation

  ➢ Make sure the POC from your firm listed in the employer tab has **both** an email and phone number

➢ **Communication Is Paramount To Success**

  ➢ Always go through ALL position details with candidates

  ➢ Ask any questions about the description/skill requirements **early** in the submission window

  ➢ Properly prepare the candidates for interviews (proper attire, be ON TIME, and be clear and concise in answering questions

  ➢ Share feedback with candidates

Best Practices Continued

➢ Sourcing

    ➢ Finding quality candidates through traditional methods (job boards, resume databases or by relying on responses to postings) is difficult

    ➢ Instead, rely on referrals from your resources and perhaps offer referral incentives to your current employees

    ➢ Maintain a pipeline of quality candidates that have skills that are hired in different DC Government Agencies

    ➢ Monitor frequently sought skills for each agency to assist with proactive recruiting efforts

    ➢ Only include points of contact in your VectorVMS org from **your company** . As the enrolled supplier, we must communicate directly with you.

➢ Candidate Submission Details

    ➢ Include a concise summary on the "Details" tab. Include pronunciation of the name phonetically. Include the city/state where they live, ny relevant education/certifications, and highlight skills relevant to the role. Keep it under 800 characters (max is 1024).

    ➢ Include the correct location in the dropdown as we report those items to the DC Client. Northern Virginia is not the District of Columbia.

    ➢ Make sure the phone number is accurate, and the email in the "Skills" tab matches the candidate RTR response uploaded in the reference tab.

    ➢ Name the resume as follows **Firstname.Lastname-VectorVMS ID.(file ext)** PDF or Word are both fine.

➢ Growing Your Business

    ➢ Check in with your engaged resource(s) regularly to get an idea of what initiatives are coming

    ➢ Follow DC Agency Social Media accounts to learn about initiatives

    ➢ Monitor DC.gov to stay abreast of strategic plans and new initiatives

    ➢ Keep a list of past performance in different technical areas for Fixed Price Service Opportunities.

Best Practices Continued

➢ **Time Entry**

    ➢ We want to emphasize that under no circumstance time is to be entered directly into VectorVMS. Time is only entered into PASS

    ➢ Time is uploaded into VectorVMS from a file that is supplied by the PASS team to CAI

    ➢ If you do not see time in the VectorVMS system for an engaged resource by Friday morning, please reach out to your resource first to see if time was entered and approved in PASS

    ➢ If time was entered and approved, then request a PDF printout of the timesheet from PASS and share this with CAI

    ➢ If the resource took time off, please have them submit zero hours into PASS.

Commitment to Local Candidates

➤ **DC's focus on Local Businesses**

  ➤ Our STaR2 Contract has a 95% commitment to Certified Business Enterprises

  ➤ This is part of an overall strategy to engage local businesses and ultimately local talent to the DMV area.

  ➤ Local talent will be considered before resources requiring relocation

  ➤ Stress this strategy with your sourcing partners as it will help you grow your business

➤ **Leveraging Your Sourcing With DC Government For Additional Business**

  ➤ As you build your pipeline of local talent, you will find leads into companies that are local who use contractors

  ➤ Reference checks are the engine of a good staffing operation (DO YOUR OWN REFERENCES)

  ➤ Look at some of the non-profit organizations and private businesses as potential client targets.

Q&A