

DC STaR2 Contract - Fact Sheet

The District of Columbia STaR2 Contract provides the District with the ability to engage skilled IT resources for assignments lasting up to twelve months. Computer Aid, Inc. (CAI) oversees the STaR2 Contract and is responsible for all service delivery tasks, including:

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

The STaR2 Contract has stringent quality control measures and robust back-office support. CAI's Contract Managers and Help Desk personnel work to manage all aspects of the program and ensure satisfaction.

The STaR2 Contract utilizes a wide range of IT-related job titles, as well as a not-to-exceed rate card developed using economic data for the District's economic market.

ROLES AND RESPONSIBILITIES

Computer Aid, Inc.:

- Consult with agencies to understand initiatives and assist with creation of job requirements
 - Review and post requirements to the supplier network
- Resume and Candidate screening
- Manage supplier network
 - Documentation tracking
 - Ongoing training and coaching opportunities
 - Supplier performance
- Manage the engagement process
 - Administer the offers of engagement
 - Onboard and off-board resources
- Payment of suppliers
- VectorVMS Administration
 - Maintain service desk for VectorVMS users
- Reporting / metrics

Program Managers:

- Make sure VectorVMS job requirement is as detailed as possible
 - Provide a complete list of tasks and responsibilities
 - List all required/desired skills and corresponding experience levels
 - Note work week specifics (days per week, hours per week)
 - Provide the exact work location, work posture (onsite/hybrid/remote) and specify any travel requirements.
- Ensure that PASS requisition has been entered and funding approved prior to submitting requirement in VectorVMS
 - CAI will verify with OCTO STaR2 Contract Administration Team that a PASS requisition has been entered and funding approved prior to approving requirement
- Conduct interviews within two business days after receiving the candidates.
 - Provide CAI with interview dates/times even before the req. is released
 - Enter interview feedback into VectorVMS internal comments within one day of interview or provide feedback to CAI contract management team via email.
- Select candidate for engagement
 - CAI will facilitate on-boarding procedure with the selected supplier once notified by Program manager.
 - Initiate Agency onboarding tasks as soon as compliance is completed with prospective candidate.
- Allow candidate to Start as soon as possible after background check completion and PO receipt
 - The labor market is tight, and candidates aren't available for long
- Prepare for candidate's first day
 - Procure space and equipment
 - Ensure onboarding tasks are completed for resource according to any agency-specific requirements (Includes Badge and credentials for access to all applications, facilities and systems deemed necessary by PM)
 - Train candidate on PASS time entry (https://dcgov.service-now.com/esc?id=kb_article_view&table=kb_knowledge&sysparm_article=KB0010761)
- Manage engaged resource's daily tasks and performance
 - Ensure engaged resources meet performance standards
- Approve time in PASS by 5 PM on Tuesday
 - Status reports can be attached to timesheets
- Use VectorVMS to complete scheduled candidate evaluations

- Evaluations remain in VectorVMS for future reference
- Evaluations are requested at ten-day, 60 day, and 180 day intervals, as well as the end of the engagement.

Suppliers:

- Maintain industry standards for technical screening of candidates
 - Perform pre-employment technical screening for quality control
- Respond to VectorVMS requirements when posted by CAI
 - Submit quality candidates that meet the technical requirements, are willing to work at the designated location, and have been closed on a rate
 - Ensure that all candidates are provided a detailed description of the position, that the information provided in submission is accurate and has current information.
- Ensure that engaged resources submit PASS timesheets by noon on Monday
- Pay resources within ten business days of receiving payment from CAI
- Work with CAI to resolve any personnel issues with engaged resources
- Ensure all compliance and onboarding items are complete and current
- Maintain VectorVMS org and keep company/contact information current
 - CAI does not have the ability to make changes to supplier orgs, including password resets
 - Ensure all accounts for VectorVMS org have a user name, email address and phone number
 - Ensure all accounts information is for the supplier of record and not another company

CAI CONTACT POINTS

CAI's onsite Contract Management personnel are available Monday through Friday (excluding District holidays), from 8:30 AM – 5 PM.

CAI Contract Management Team

Todd Grimmatt:

CAI Email: todd.grimmatt@cai.io

OCTO Email: Todd.Grimmatt@dc.gov

Desk Phone: 202-741-8548

Mobile Phone: 202-550-7951

Margaret Hunter:

CAI Email: margaret.hunter@cai.io

OCTO Email: Margaret.Hunter@dc.gov

Desk Phone: 202-478-5966

Mobile Phone: 202-550-1723

Matiynia Lumpkin

CAI Email: Matiynia.lumpkin@cai.io

OCTO Email: Matiynia.lumpkin@dc.gov

Desk Phone: 202-442-4023

Mobile Phone: 202-368-8847

VectorVMS, Reporting, and Invoicing Questions

Email: MSP.Analytics@cai.io

General Questions, New Users or Account Updates

Email: DC.Help@cai.io