



CAI

State of Florida

Managed Services Provider Contract
Program Overview for Providers

General Housekeeping Items

- All phone lines have been muted
 - Questions can be submitted via the Chat feature at any time
 - We will also review and answer questions following the presentation
- Presentation will be posted to our program website, <https://www.cai.io/msp/florida/>

Agenda

- Introductions
- Program Information
- Key Program Components
 - Rate Model
 - Time and Materials-based Requisition Workflow
 - Best Practices for Candidate Submittals
 - How to Read VectorVMS

Introductions

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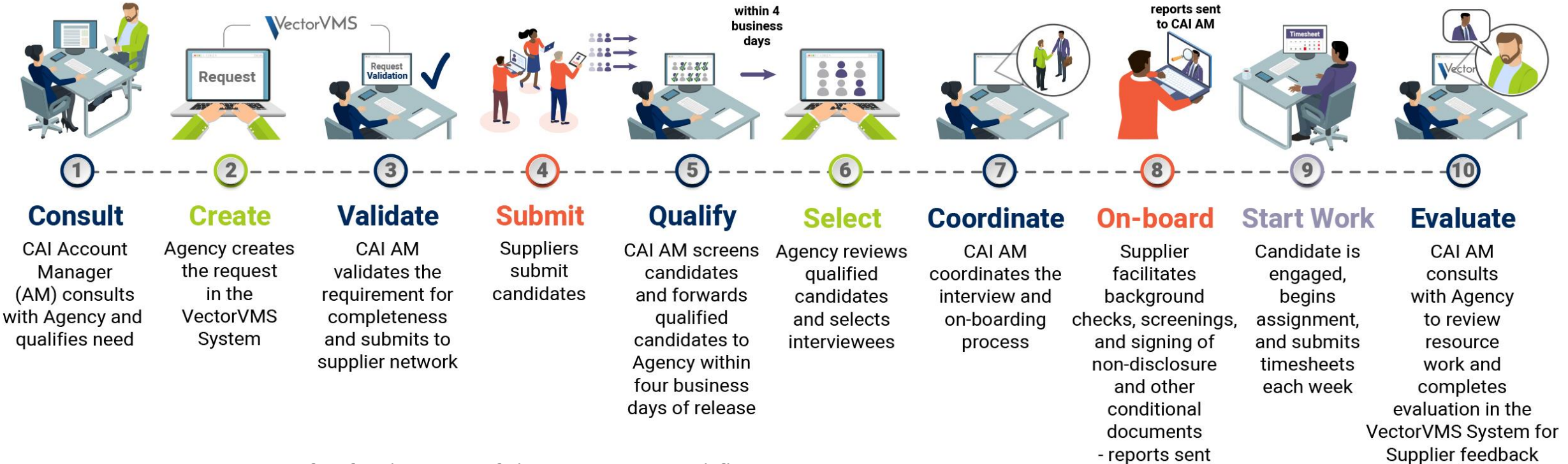
Program Information

- The program consists of:
 - Administrative/clerical staff augmentation
 - Light Industrial staff augmentation
 - Medical staff augmentation
- VectorVMS is utilized to facilitate the staff augmentation and project workflow process

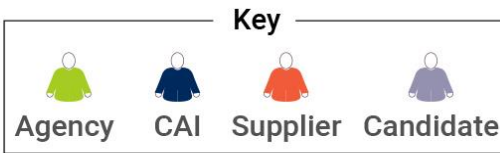
Program Information – Rate Model

- Move to “Pay Rate + Markup” is consistent with trends in the industry
- How it works:
 - Resource pay rate + markup = Provider rate
 - Client selects job classification with associated minimum and maximum pay rate range
 - Some clients may select specific pay rate within that range
 - Each job title/classification has provider markup of 30%
 - MSP and FL fees are applied independently of vendor rate
 - You do not pay the MSP fee
 - Resource pay rate should be the hourly rate of pay to your resource before deductions are taken
 - Resource must be paid at least the pay rate listed in the req
 - Providers may pay resource more than minimum pay rate, but must come out of 30% provider markup

Program Information – T&M-based Req Workflow



- CAI uses VectorVMS for facilitation of the contract workflow process
- We have partnered with VectorVMS (formerly PeopleFluent) for over 17 years



Best Practices for Candidate Submittals

- Read **all** requisition details to ensure that the role and work expectations are clear:
 - Candidate submission cutoff date
 - Work location
 - Expected work schedule
 - Interview preference
 - Required skills for candidate qualification
 - Questions listed on the Skills tab
 - Compliance and onboarding requirements
- Any questions regarding the requisition should be directed to the CAI Account Manager
 - Do not contact the agency with questions

Best Practices for Candidate Submittals

- Be sure the rate is entered correctly
 - You will enter the rate that the resource will be paid
 - VectorVMS will calculate the rate to be paid to your company based on the markup
- Use the CAI resume template Review the document for spelling or grammatical errors prior to submission
 - Make sure the document presents a positive impression of your candidate
- You must provide a completed Right to Represent from the candidate
 - Instructions and template are posted to the program portal site (CAI RTR template is required)
 - Right to Represent does NOT need signed, only acknowledged via candidate's personal email
 - CAI will reject candidates who do not have a completed Right to Represent
- Resume and Right to Represent templates can be found here:
 - <https://www.cai.io/services/contingent-workforce-solutions/florida>
- The information provided as responses to the required and desired skills must be accurate
 - CAI **will** revise this information if it is inaccurate or does not reflect the true experience of the candidate

Best Practices for Candidate Submittals

- Be sure to review the Compliance section of each requisition to understand requirements
 - In addition to contractually-required items needed for all positions, clients may have specific requirements
 - Descriptions and templates for all compliance items are available in the Compliance section
 - Note: Level 2 background checks must be completed by the client, CAI will mark those items “complete” once confirmed by the client
- All candidates, regardless of client, must undergo a background check if they are selected for engagement
 - You are able to use any service you wish for the background check, provided that:
 - It is coming from a reputable source
 - It must cover all required items/searches
 - The results must include a summary of everything covered in the background check
- Resource cannot start assignment until all compliance items are completed and approved by CAI team

Best Practices for Candidate Submittals

- Be sure that candidates selected for interview show up on time
 - In person: arrive 10-15 minutes early to avoid issues
 - Webcam: accept webcam invite once received, not at the time of the interview
 - Log in 10 minutes early to allow time to troubleshoot if necessary
- Be responsive
 - Process is designed to move quickly
 - Be alert and respond as quickly as possible to emails from the CAI team
- Watch for weekly supplier updates
 - These notifications will include information on requested skill sets, upcoming positions, etc.
 - These can be used to proactively recruit or build candidate pipelines
- Communicate with CAI
 - Questions, concerns, feedback, etc., are all key to ensuring a quality program for all

How to read VectorVMS

- VectorVMS req status
 - **Open:** Actively seeking candidate submissions through “No new submissions after” date
 - **Interviews Occurring:** Candidates have been presented to client for review and/or interviews are occurring
 - **Engagement Pending:** Candidate selected and offer accepted
- VectorVMS candidate status
 - **New:** Candidate submission has not been opened by CAI account management team
 - **Active:** CAI account management team has reviewed candidate profile for consideration
 - **Interview Scheduled:** Client has requested interview with candidate
 - **Engagement Requested:** Candidate has been selected for engagement, initiate compliance requirements
 - **Engaged:** Candidate’s engaged has been finalized in VectorVMS, and candidate can submit weekly timesheets
 - **Note:** Reach out to CAI account management team if you are ever unsure of a req/candidate status

Questions



Any remaining questions can be submitted in the chat window