



# Georgia SRP Contract Update


Presented by Computer Aid, Inc.

May 11, 2021

 GA IT Temporary Staffing Services  
Managed by CAI

***We will begin at 11:00 AM – all SRPs are muted***





**Q&A Process**  
Please submit any  
questions using the Q&A  
feature at any point  
during the session.



# Agenda

- 1 Introductions
- 2 Know Where To Go
- 3 Contractor Compliance
- 4 Rules of Engagement
- 5 Immigration Letter Requests
- 6 Candidate Vetting
- 7 Best Practices
- 8 Questions & Answers

# Introductions

**Tim  
Brodrick**

GA Lead Program Manager

**Susan  
Lewis-Yizar**

GA Account Manager

**Tommy  
Tompkins**

GA Account Manager

**Scott  
Edwards**

Service Delivery Manager



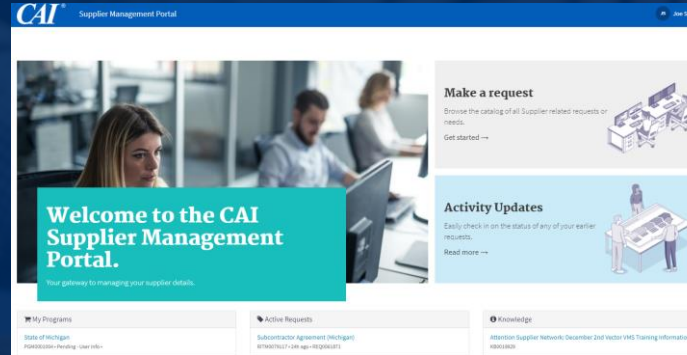
# Know Where To Go

## SRP Payment Questions



To Check Payment Status  
or Other Payment Inquiries

[accountspayablequestions@cai.io](mailto:accountspayablequestions@cai.io)



## Supplier Management Portal

<https://cai.service-now.com/sm>

- Supplier Enrollment
- Supplier Documentation



## Vendor Mgmt. System

<https://vms.vectorvms.com>

- Requisition Management
- Candidate Submission
- Candidate Time Entry
- Candidate Compliance

# Contractor Compliance

- ACA & GA Sexual Harassment Acknowledgement Forms MUST be updated annually
- SRPs are responsible for maintaining contractor compliance documentation
- Templates are attached in Compliance section of all reqs and candidate profiles
- Updated documentation MUST be uploaded in the correct place
- Completed Date & Expired Date MUST be updated
  - Completed Date= Date signed by contractor
  - Expired Date= 1 year out from Completed Date
  - Example: Completed Date: 5/1/2021
    - Expired Date: 5/1/2022

## Contractor Compliance- *cont.*

- SRPs representing contractors with expired compliance documentation will have their VectorVMS access for new/active reqs suspended until all engagements are compliant
- CAI will initiate contractor rebadging efforts for any engagements that are non-compliant for 30 days or more
- VectorVMS functionality will only provide notice of upcoming document expiration IF the Completed Date and Expired Date is entered correctly
- The CAI Account Management Team will NOT contact the SRP prior to initiating the rebadging process

# Contractor Compliance – *cont.*

## Template Access: Requisition

Job Selection	Details	Skills	Compliance	Candidates	Distribution	Reference	Approval/History
This section outlines Compliance and/or On/Offboarding tasks that will need to be completed as part of the Candidate Submittal and/or Engagement process.							
Group Name				Details	Linked	Global	
Standard Onboarding Items						Yes	
Item		Owner	Due	Id		Attach.	
Affordable Care Acknowledgement		Vendor	Before Engagement	7816			
e-Verify Initial Case Result		Vendor	Before Engagement	7815			
GA Sexual Harassment Policy Acknowledgement		Vendor	Before Engagement	7821			
National Criminal Background Check		Vendor	Before Engagement	7822			

## Template Access: Candidate Profile

Candidate

Details

Skills

Compliance

Employment Info

Rate Info

Reference

History

Vendor

Candidate Status

Req Title

Reference Info

Compliance Items

This section contains tasks that will need to be completed as part of the Candidate Submittal and/or Engagement process.

Item		Due	Owner	Status	Attachments	Response Attachments	Details
<div><div>Standard Onboarding Items</div><div><div>e-Verify Initial Case Result</div><div>Affordable Care Acknowledgement</div><div>GA Sexual Harassment Policy Acknowledgement</div><div>National Criminal Background Check</div></div></div>							
		Before Engagement	Vendor	Not Started			
		Before Engagement	Vendor	Not Started			
		Before Engagement	Vendor	Not Started			
		Before Engagement	Vendor	Not Started			

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# Contractor Compliance – *cont.*

To Upload/Update Documents: Click appropriate icon under “Details” heading

- You must update the Completed Date and Expired Date fields correctly
- Failure to update, or adding incorrect dates will impact VectorVMS notification functionality

The screenshot displays the 'Engagement' interface with a 'Compliance Item Response Details' window open. The window shows details for the 'GA Sexual Harassment Policy Acknowledgement' compliance item. The 'Expired Date' is 04/19/2022 and the 'Completed Date' is 04/20/2021. The 'Response Attachments' table shows one attachment: 'Sexual\_Harassment\_Ack.pdf'.

**Engagement**

Details Compliance Time/Expense Settings Financials

**Compliance Items**

This section contains tasks that will need to be completed as part of the C...

**DHS Specific Onboarding Items**

- DHS Fingerprinting
- DHS badge set up

**Standard Onboarding Items**

- e-Verify Initial Case Result
- Affordable Care Acknowledgement
- GA Sexual Harassment Policy Acknowledgement
- National Criminal Background Check

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**Compliance Item Response Details**

Previous GA Sexual Harassment Policy Acknowledgement Next

**Compliance Item**

Name: GA Sexual Harassment Policy Acknowledgement

Description: Each selected resource must acknowledge that they have reviewed the State of Georgia's Sexual Harassment policy and have received Sexual Harassment training or has completed the State's training.

Owner: Vendor

Due: Before Engagement

Response Status: Complete

**Candidate Compliance Info Response**

Meets Requirement: Yes

Expired Date: 04/19/2022

Completed Date: 04/20/2021

**Response Attachments**

Attachment Type	Description	File Name	Created By	Created Date
Compliance	Sexual Harassment...	Sexual_Harassment_Ack.pdf		04/22/2021 5:45 AM

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Edit Close

**Req Title** **Reference Info**

**Status** **Attachments** **Response Attachments** **Expiring** **Details**

complete complete complete complete complete complete

Displaying 1 - 6 of 6



# Rules of Engagement

- CAI's stance on direct agency contact
- Know your agencies... CAI can help
- Rules for competitive reqs
- If you are unsure.... ASK!





# Immigration Letter Requests

- Please contact CAI Team for any letter requests
- Client agency personnel should NOT be contacted for such requests
  - CAI will be your sole point of contact for any requests, or in instances where additional supporting documentation is being requested
  - The CAI Team will work with our legal/immigration team to assist with any unique circumstances



# Candidate Vetting

- SRPs are responsible for candidate vetting prior to submission for consideration
  - Technical screening
  - Identity confirmation
- Candidate fraud accountability
  - Manage subcontract relationships
- Corrective Action



# Best Practices



## Educate your candidates on the process

- Email critical job-specific details to candidate, so they are informed.
- Validation requirements (both ERTR and during screening call)
- Instill sense of urgency



## Provide accurate candidate contact information

- Phone number & email address



## Candidate profile data integrity

- Skills & resume



## Candidate presentation

- Resume content & formatting

# Best Practices – *cont.*



## Webcam interviews

- Log in 10 minutes prior to scheduled interview




## Use weekly status emails to prioritize your work

- Make note of high use job titles for proactive recruiting focus



## Be accessible



A nighttime photograph of a city square. In the foreground, a large circular fountain with multiple water jets is illuminated with pink and purple lights. The water jets are arranged in a circular pattern. In the background, several tall skyscrapers are visible, including the Willis Tower on the left and the Trump Tower on the right. The sky is dark blue with some clouds. The overall scene is a vibrant city at night.

**Thank You!**  
We will now answer  
questions submitted  
through Q&A  
feature.