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.

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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

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Introductions

Tim Brodrick
GA Lead Program Manager

Susan Lewis-Yizar
GA Account Manager

Tommy Tompkins
GA Account Manager

Scott Edwards
Service Delivery Manager

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Know Where To Go

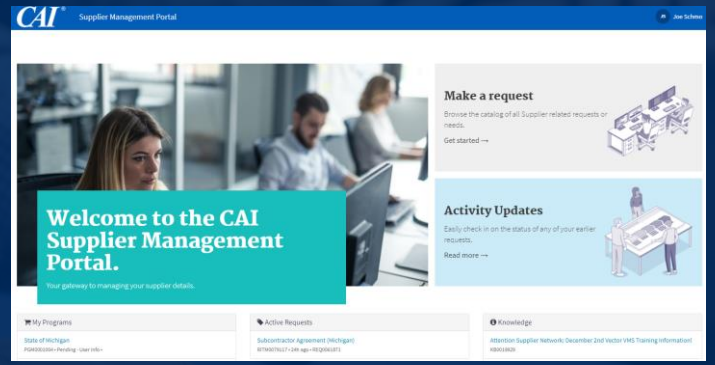
SRP Payment Questions

?

To Check Payment Status

or Other Payment Inquiries

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

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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

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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

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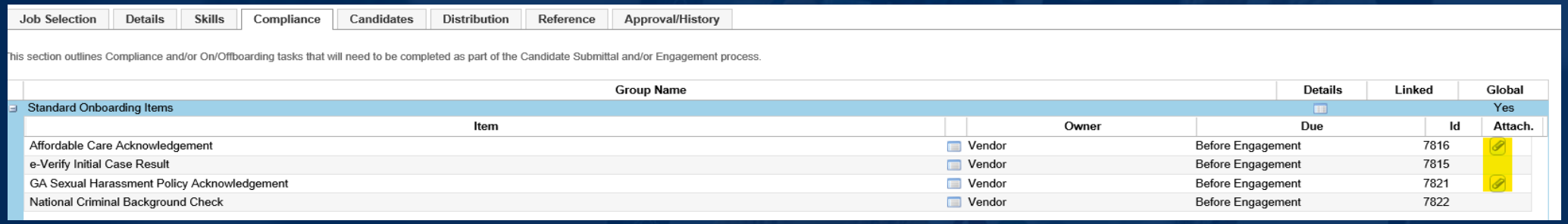
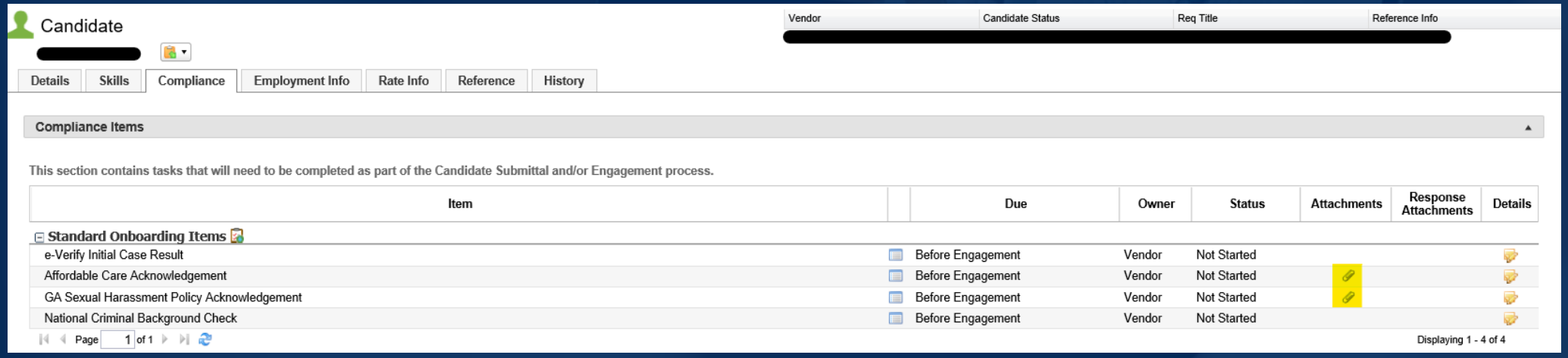
Contractor Compliance – *cont.*

Template Access: Requisition



Template Access: Candidate Profile



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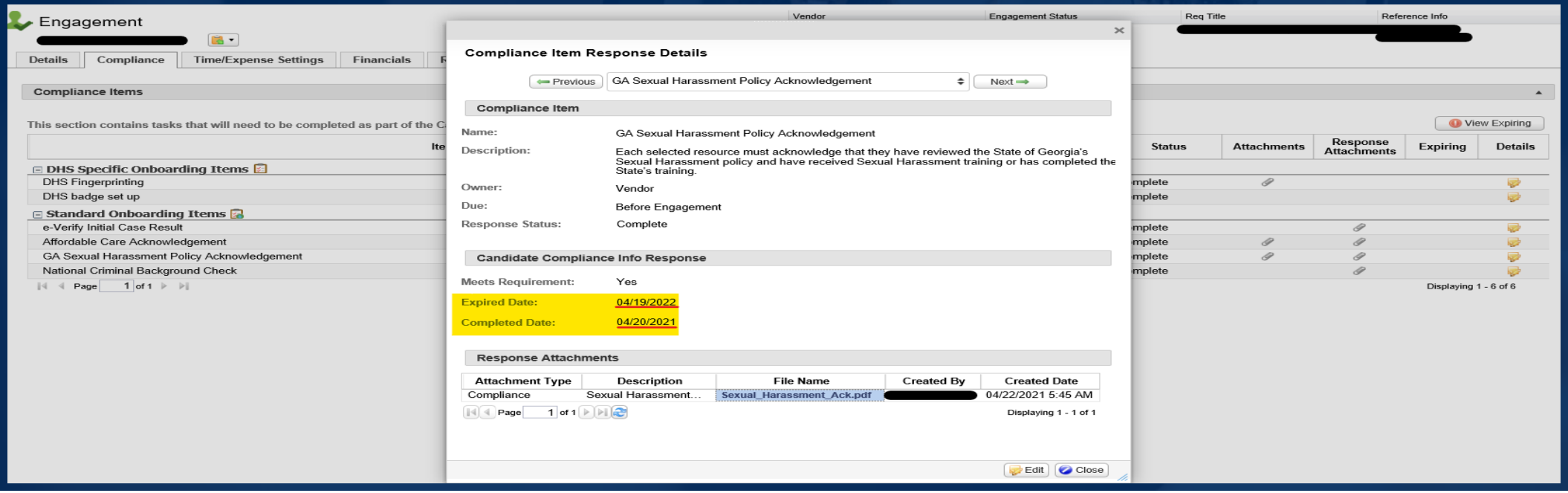
Contractor Compliance – *cont.*

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

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



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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!

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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

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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

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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

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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

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