CAI

State of Indiana

Managed Services Provider Contract

Program Overview for Providers

General Housekeeping Items

- All phone lines have been muted

    - Questions can be submitted via the Q&A 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/indiana/

Agenda

- Introductions

- Key Program Components

  - Rate Model

  - Time and Materials-based Requisition Workflow

  - Best Practices

    - Req Review

    - Candidate Submissions

    - VectorVMS & Weekly Updates

  - Project/SOW Details

  - How to Access Training Guides in VectorVMS

- Useful Information

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Introductions

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Program Information

- The program was awarded through RFP 21-64147, a competitive procurement

- The program consists of:

    - Administrative/clerical staff augmentation

    - Information Technology staff augmentation

    - Medical staff augmentation

    - SOW/Project work

    - Independent Verification and Validation (IV&V) of Information Technology project work

- VectorVMS is utilized to facilitate the staff augmentation and project workflow process
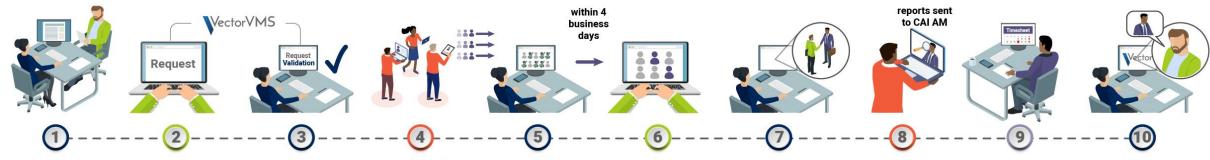
Program Information – Rate Model

- 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 an associated markup per contract

        - Resource pay rate must be the hourly rate of pay to your resource before deductions are taken

- MSP fee is applied independently of vendor rate

    - Suppliers do not pay the MSP fee

Program Information – T&M-based Req Workflow

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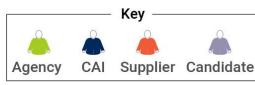
9 Start Work
Candidate is engaged, begins assignment, and submits timesheets each week

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

within 4 business days

reports sent to CAI AM

- CAI uses VectorVMS for facilitation of the contract workflow process
- We have partnered with VectorVMS for over 19 years

Key
Agency   CAI   Supplier   Candidate

Best Practices– Req Review

- Read <u>all</u> requisition details to ensure the role and work expectations are clear:

  - No New Submittals After Date

  - Max number of submittals per position limitations- only submit your best candidates

  - Pay rate

  - Supplier markup

  - Work location (please do not submit out-of-state candidates against reqs requiring in-state or local candidates)

  - Expected work schedule

  - Interview preference

  - Required/Desired Skills

  - Questions listed on the Skills tab

  - Compliance and onboarding requirements

- Any questions regarding the requisition should be directed to the CAI Account Manager

  - Please do not contact the client with questions

Best Practices– Candidate Submissions

- Be sure you enter the rate correctly

  - The Pay Rate is referenced in the "Questions" section under the "Skills" tab

  - VectorVMS will automatically calculate the rate to be paid to your company based on approved markup

    - Candidates with bill rates exceeding the allowable amount will be rejected

- You must use the CAI resume template

  - Review the resume for spelling or grammatical errors to help create a positive 1st impression of your candidate

  - Resume should reflect work history/experience, showing how/where the candidate obtained experience, matching what is listed in the Required/Desired Skills responses

- You must provide a completed Right to Represent from the candidate

  - Instructions and template are posted to the program portal site: https://www.cai.io/msp/indiana/

    - New Right to Represent template went into effect 2/1/2024

  - CAI will reject candidates who do not have a completed Right to Represent

- The information provided as responses to the required and desired skills must be accurate

  - CAI will reject candidate submissions containing inaccurate or exaggerated experience

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Best Practices– Candidate Submissions

- 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 position-specific requirements

  - Descriptions and templates for all compliance items are available in the Compliance section

- All candidates, regardless of client, must undergo a background check if they are selected for engagement

  - You are free 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

- Resources cannot start assignments until all compliance items are completed and approved by CAI team

Best Practices– Candidate Submissions

- Be sure that candidates selected for interview show up on time

    - **In person**: Arrive 10-15 minutes early to avoid issues

    - **Webcam**: 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/calls from the CAI team

        - Some requests are sent via VectorVMS notification (interview requests, request for information etc.)

- Communicate with CAI

    - Questions, concerns, feedback, etc., are all key to ensuring a quality program for all

Best Practices– VectorVMS & Weekly Updates

- VectorVMS Req Status Summary

    - **Open**: Position is still accepting candidates (please see No New Submittals After Date)

    - **Interviews Occurring**: Candidates presented to client and awaiting interviews or awaiting interview feedback

    - **Engagement Pending**: Client has selected candidate, candidate accepted and awaiting compliance completion

- VectorVMS Candidate Status Summary

    - **New**: Awaiting CAI review

    - **Active**: Candidate reviewed by CAI

    - **Interview Requested**: Candidate selected for interview and CAI contacting you to coordinate interview date/time

- Leverage the information included in the Weekly Supplier Updates

    - The weekly updates include the status of all reqs, details on upcoming positions, etc.

    - The weekly update can/should be used to proactively recruit and/or build candidate pipelines for future positions

Program Information – Project-based/SOW Process

- Program includes fixed price and T&M project work

- All projects/SOWs require prior IDOA approval and oversight

- All projects/SOWs are communicated and facilitated through VectorVMS

- Be sure to closely review all project dates/times listed in each VectorVMS service requisition

- Statement of Requirements (SOR) and other important project documents are attached in the "Reference" section of the VectorVMS service requisition

- Invoicing

  - Submit invoices against completed milestones in VectorVMS for agency approval to initiate invoicing process

  - Milestone amount is the fully burdened amount – must include the MSP fee

  - Submit your invoice as an attachment to the milestone submittal in VectorVMS

  - Payment terms are Pay When Paid (PWP) based on payment from the agency to CAI

Training Guide Access – Staff Aug, SOW and Time/Expense Entry

To access the IN Supplier VectorVMS Staff Aug Training Guide in VectorVMS, you will need to configure your VectorVMS homepage/dashboard by performing the following steps:

- Login to VectorVMS: https://vms.vectorvms.com
- From the homepage/dashboard, click "Configure Dashboard"
- Click on "Client Attachments"
- Drag and move the "Client Attachments" widget to the desired location on the screen, then click "Save and Close"
- Once saved, you will be able to select any of the following under "Attachments"
  - Provider Training Guide- Staff Aug
  - Timesheet and Expense Entry Guide
  - Project Response Training Guide- SOW

- Presentation, with these instructions, will be posted to our program website, https://www.cai.io/msp/indiana/

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Useful Information

- **Engagement Questions**: Engagement start/end dates, extensions, concerns etc.

  - Please contact CAI Account Manager referenced in VectorVMS requisition

- **Supplier VectorVMS Access**: Anyone with "Admin User" rights within your company can add users and reset passwords.

  - CAI is unable to reset supplier user passwords due to VectorVMS security protocols

- **Payment Status**:

  - **Workday Supplier Portal**: Pending invoices, recent payments etc.

    - The Workday Supplier Portal should serve as your primary payment reference point

  - **Additional Support**: Workday Supplier Portal login, invoice and payment status, remittance advice etc., contact Accounts.payable@cai.io

Questions

Any remaining questions can be submitted in the Q&A window