



# NC ITSS Contract Update

Presented by Computer Aid, Inc.

November 5, 2020



***We will begin at 2:00 PM – all Suppliers are muted***



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



# Agenda

- 1 Introductions
- 2 Program Updates
- 3 Program Reminders
- 4 Req Workflow - Requisitions
- 5 Req Workflow – Candidate Submittal & Selection
- 6 VectorVMS®
- 7 Best Practices
- 8 Questions & Answers

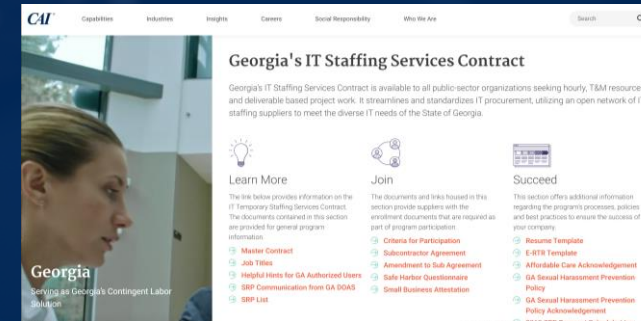


# Program Updates



## ERTR Process Change Effective 10/1/20

Template Can Be Found:  
<https://www.cai.io/msp/north-carolina>



## Supplier Management Portal

# Program Reminders

5 Day Standard SLA, unless client requests otherwise

CAI forwards # of candidates per agency preference

Not-to-Exceed (NTE) rates vs. client budget

- Always reference Questions in Skills section

Subcontract layering

- Only 1 layer permitted by contract

Rules of Engagement

New ERTR Process is live



# Req Workflow- Requisitions

Carefully read ALL req details to understand role and work expectations

Take note of Interview Preference listed on requirement Detail page

Read all Questions on Skills tab carefully

- This includes any COVID-19 related information
- Confirm Budgeted Rate as it may differ from NTE Rate

Compliance Manager and candidate onboarding requirements

- Review all onboarding items on the Compliance Manager tab
- 7-year National Criminal Background Check is required
- E-Verify

# Req Workflow- Candidate Submittal & Selection

Follow NEW ETRR process- Effective 10/1/20

Direct any questions to the CAI Contract manager listed on the requirement – Do Not contact the agency

Enter Rates Correctly

- Candidates submitted above the rate budgeted by client will not be considered

Be sure to account for MSP/NC Admin fees

Resume Formatting/Presentation



# Req Workflow- Candidate Submittal & Selection – *cont.*

CAI must forward candidates to hiring manager within 8 business hours after “No New Submittals” window closes

Hiring Manager will interview candidates and make selection

CAI will coordinate candidate onboarding with supplier

CAI will engage candidate in VectorVMS®

Candidate will receive email from VectorVMS® with login credentials timesheet entry





## Requirement Status

- Open, Interviews Occurring, Engagement Pending, Filled

## Candidate Status

- New, Active, Schedule Interview, Request Info, Engagement Requested
- Keep candidates informed
- Update candidate status in candidate profile as the requisition progresses



# 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



## Proactive Recruiting

- Be on lookout for high use job titles for proactive recruiting focus



## Be accessible

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

