



IT Staff Augmentation MSP

Managed by CAI

Supplier Webinar

Presented by Computer Aid, Inc.
Thursday, March 30th , 2017

Agenda

- Introductions
- Contract Overview
- Supplier Overview
- Portal Site Overview
- Requirement Release Overview
- Best Practices
- Program Contract Guidelines
- CAI Contact Information

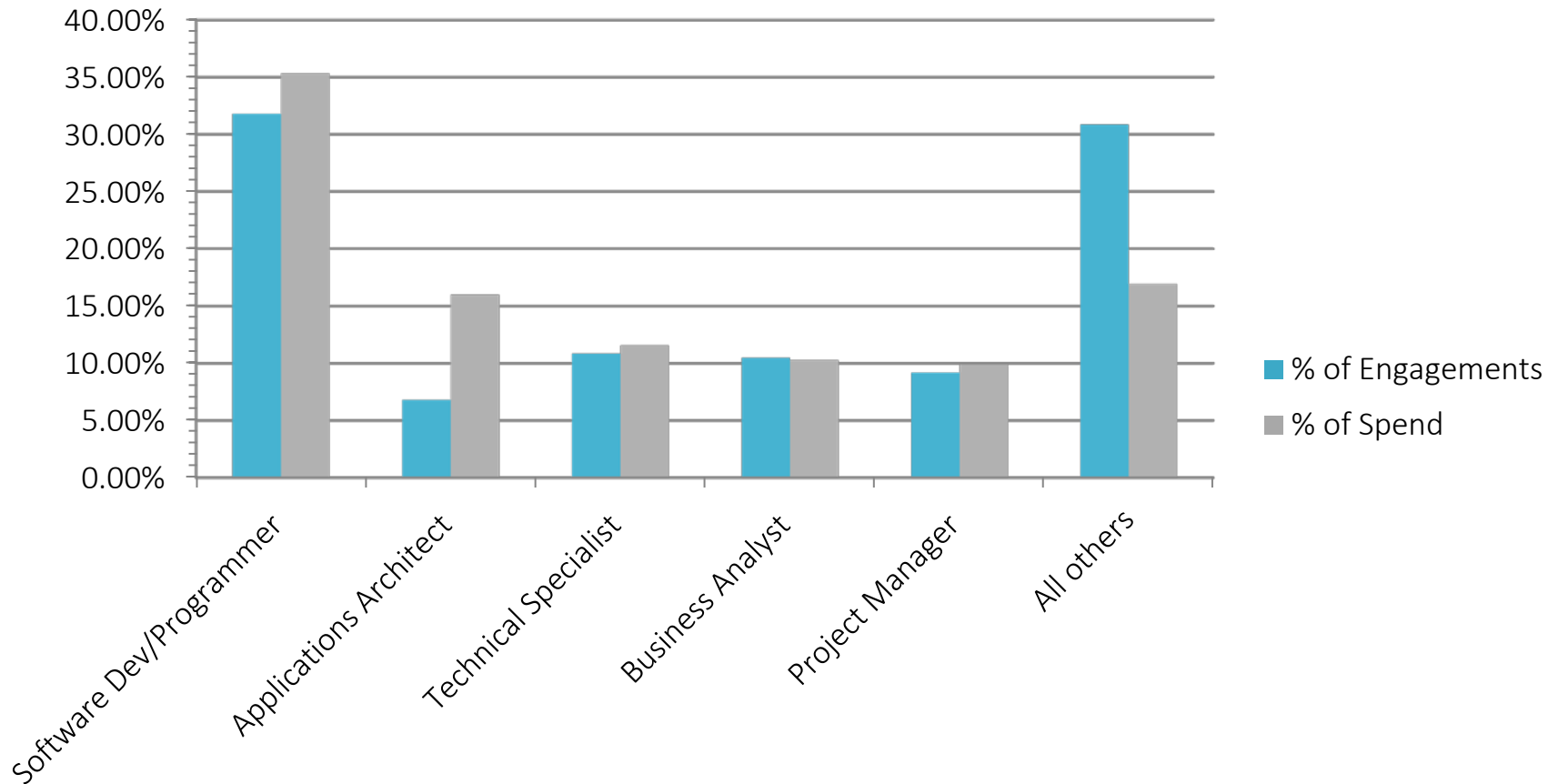
Contract Overview

- CAI is contractually obligated to meet the following Service Level Agreements:
 - Must present three qualified candidates to the hiring manager within four business days of releasing the requisition to the network
 - Reqs. should be filled by a person from the first round of three candidates
 - Engaged candidates are expected to perform well and finish their assignments
- With the help of a dedicated supplier network, the goals are being exceeded:

Measurement	Target	FY17 Q2	Contract to Date
Resume Submittal Response	90% or higher	100%	96.46%
Round 1 Fill Rate	70% or higher	94.74%	93.75%

Contract Overview – Job Title Usage

The chart below shows the Contract to Date usage and spend percentages of the top five most utilized titles (ranked by spend), compared to all others.



Supplier Overview

- 35 competitive reqs. were released to the network between July 1st and December 31st, 2016
 - 888 candidates were reviewed by the CAI Account Managers
 - 141 candidates were forwarded to the Agency hiring managers
 - 21 candidates were selected for engagement against these reqs. as of 1/23/17
- **Vendor Performance Results can be viewed at Iowa.Compaid.com – Performance Dashboard**

Portal Site Overview

- Supplier information portal was revamped in fall of 2014
 - New site layout links to main MSP site, process overview and other portals
- Portal contains relevant contract information, including:
 - Subcontractor Agreement/Addendum
 - FAQs
 - Instructions for Background Checks
 - Helpful Hints
 - Job Titles
 - Resume Template
 - E-RTR Template
 - Invoicing Processes
 - Performance Dashboards

IA IT Staff Augmentation MSP
Managed by CAI

Home Process Supplier Information Portals

Serving as Iowa's Contingent Labor Solution

Iowa's IT Managed Services Contract is available to all government branches procuring hourly T&M resources through the State's Department of Administrative Services. It streamlines and standardizes IT procurement while allowing the State to leverage its buying power as a single entity.

CAI is the contract's full-service Managed Service Provider, overseeing all service delivery tasks including:

- Agency consultation
- Response management
- Candidate evaluation and validation
- Interview facilitation
- Invoice processing
- Help desk support
- Performance oversight

Learn More

Please use the links below to access contract information, including a fact sheet, job titles document and a skills matrix. These documents are provided for reference for both current suppliers and those desiring more information regarding CAI's MSP programs.

- Fact Sheet
- FAQs
- Job Titles
- Travel & Expense Policy
- Master Agreement

Join

The documents and links below provide current and prospective suppliers with the Criteria for Participation, the Subcontractor Agreement, any Addendums that have been released and any other relevant information regarding program participation.

- Criteria for Participation
- Subcontractor Agreement & Rates
- Targeted Small Business Program

Succeed

CAI is dedicated to the success of all suppliers participating in the MSP programs. The documents and links contained within this section offer additional information regarding the program's processes, policies and best practices to ensure the success of your company.

- Helpful Hints
- Resume Template
- DCI Background Check Process
- DCI Background Check Billing Form
- DCI Background Check Request Form
- Invoicing Process
- E-RTR Process Overview
- E-RTR Templates

Presentations and Reports

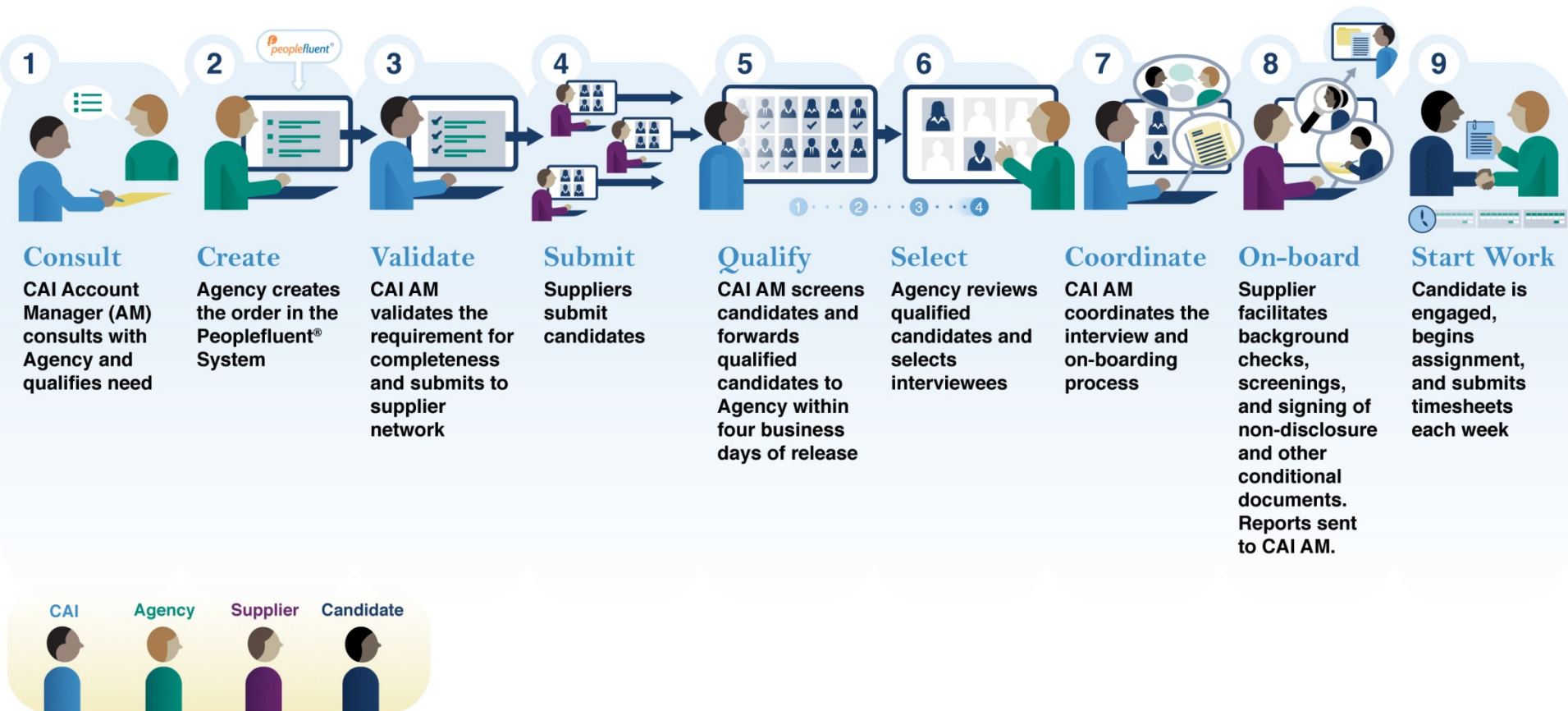
- Performance Dashboard (7/1/14 - 12/31/14)
- Performance Dashboard (1/1/14 - 6/30/14)

Please direct all general contract questions to our Help Desk at MSPNetwork_Help@compaid.com or 800-635-5138

Please note: Questions regarding specific opportunities and candidates should be directed to our Account Management Team.

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Requirement Release Overview



Best Practices

- **Don't ignore emails entitled "Peopleclick VMS Notification"**
 - Requisition releases (Create date is not the same as release date)
 - Interview requests
 - Updates on current reqs.
 - Request for additional information/candidates
 - Information on upcoming needs
- **Look for weekly updates from the Iowa MSP team, also sent via Peoplefluent**
 - These updates will provide information about currently-open requisitions
 - Use them to set recruiting priorities and manage job postings
 - Focus on the requisitions that still need resumes

Best Practices

- **Upon release, review the PeopleFluent requisition carefully**
 - The requisition contains important information related to day to day tasks, work location, travel requirements, work schedule, projected duration, parking costs, etc.
 - The “Required/Desired Skills” section lists the technical and professional skills essential for the assignment
- **Submit your top three candidates**
 - Ensure candidate’s full, legal name is used during submission
 - Candidate’s personal email address must be also entered in Peoplefluent during the submission process
 - Provide valid phone numbers for your candidates – DO NOTE PROVIDE YOUR OFFICE #
 - Ensure “Required/Desired Skills” section is filled out accurately and honestly
 - Use Resume Template (on portal site) when submitting candidate
 - Reference the rate card (located in your subcontractor agreement)
 - The CAI Account Team will include the rate into the Question section, and you will need to answer Yes to the question when submitting your candidate (Skills Tab)
 - Send candidate the E-RTR template (on portal site)
 - E-RTR must be in IA_RTR mailbox and filled out correctly in order for candidate to be considered
 - Enter the candidates email address for verification and interview scheduling (Skills Tab)

Best Practices

- **Communicate with your candidates**
 - Inform them of specifics of the requisition and confirm interview availability
 - Let them know that they may receive a phone call from CAI during SLA window (4 days)
 - Candidate must validate your company during the call
 - Please let them know this initial call is a high level phone screen and not a detailed interview.
 - Finalize all compensation details prior to submittal
 - After submission, remain in contact with your candidates
 - Change their status to “Reject – Not Available” if they are no longer on the market
 - Similarly, inform candidates if they are no longer being considered
- **Make yourself available to the CAI Account Managers**
 - You will be contacted via the contact points in the Vendor Contact Information section of the candidate submittal if information is needed or an interview is requested
 - Notify CAI Account Managers immediately if any issues or concerns arise following submittal
- **Manage your engagements**
 - Make sure candidates submit time into PeopleFluent
 - Resource is required to submit a weekly time report every Monday by noon
 - Resource must enter a zero hour timesheet even if they do not work

Best Practices

- **Keep all contract-related documentation up-to-date**
 - Provide CAI with updated insurance and TSB certificates
 - Set-up automatic insurance certificate renewal with your provider
 - If not possible, send certificates via the following methods before insurance lapses:
 - **Email:** MSP_VendorMgmt@compaid.com
 - **Mail:** CAI, Attn: MSP Operations, 470 Friendship Rd., Suite 300, Harrisburg, PA 17111
 - Notify CAI of company address and/or name changes
- **Keep your Peoplefluent user list and contact information current**
 - Inactivate users no longer with the company
 - Make sure your company has more than one Admin user to reset passwords
 - Keep Peoplefluent Default User information correct
 - Click on Admin, Vendor Information, and then edit the Contact Information section
 - Will ensure that your users get the important notifications previously mentioned
 - Make sure more than one person knows about the MSP Program

Best Practices

- **Invoice CAI correctly and in a timely manner**
 - Make sure the invoice is for a true month period (e.g. 5/1-5/31)
 - Instructions found at <http://iowa.compaid.com>, under “SUCCEED” column, Invoicing Process
 - Include the following information on each invoice:
 - Time period
 - Name of person(s)
 - Number of approved Peoplefluent timesheet hours and bill rate
 - Total amount charged for individual resource as well as a grand total
 - Submit invoices via mail or email
 - **Mail:** CAI, Attn: Emily Palubinski, 1390 Ridgeview Drive, Allentown, PA 18104
 - **Email (PDF, Excel, or Word format):** Iowa_Invoices@compaid.com
 - CAI also offers electronic payment through the ACH program
 - Contact AccountsPayableQuestions@compaid.com to sign-up
 - Use CAI’s on-line system to track payments
 - Website is <https://extranet.compaid.com/api/>
 - Contact CAI’s MSP Help Desk (MSP_VendorMgmt@compaid.com) for help gaining access to the system
 - Questions about payment information should be directed to AccountsPayableQuestions@compaid.com

Program Contract Guidelines

- **Have a question about timing or approving a candidates timesheet?**
 - Managers have until 2pm on Wednesdays following timesheet submissions to approve
 - DO NOT ask your candidates to pressure their managers to approve
 - DO NOT call the managers to approve the timesheet
 - DO NOT ask the managers to approve any timesheet other than Peoplefluent, any internal systems are between you and your consultant, not the manager
 - Any questions should be directed to Stacie or the MSP_Vendor team.
- **Have a question about Rate Increases , Performance or Extensions?**
 - DO NOT call the manager to discuss rates
 - DO NOT call the manager to ask about extensions
 - DO NOT call the manager to ask bout Performance
 - DO call Joanie or the IA MSP Team to inquire on the status

Program Contract Guidelines

- **Questions on the requirement or clarification on the listed skills?**
 - DO NOT call the manager for clarification
 - DO call Joanie or the Iowa MSP team for clarification
- **Contact with your resource that is engaged at the State of Iowa?**
 - DO NOT visit the candidate at their work site or on their floor. They are there to work and it is not an opportunity for you to network with the managers. If you want to network with your consultant, do not do it during billable hours.
 - DO NOT call and ask the candidate questions about open reqs or business pertaining to your company during business hours. They are not paid to conduct your employer/employee business.
 - DO NOT send resumes directly to the managers. All submissions must go through the MSP process.

CAI Contact Information

- **Joanie Bond, Account Manager**
 - Phone: 515-314-8969
 - Email: joan_bond@compaid.com
- **MSP Help Desk**
 - Phone: 515-288-1598 (General Questions), 800-635-5138 (Documentation)
 - Email: MSP_VendorMgmt@compaid.com