



IT Contingent Labor MSP

Managed by CAI

Supplier Webinar

Presented by Computer Aid, Inc.
April 11th and 12th, 2016

Agenda

- Introductions
- Portal Site Overview
- Program Overview
- Best Practices
- CAI Contact Information

Portal Site Overview

vaitcl.compaid.com

- 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
 - Helpful Hints
 - Job Titles
 - Resume Template
 - E-RTR Template
 - Invoicing Processes
 - Performance Dashboard
 - Link to SWaM program

VA IT Contingent Labor MSP
Managed by CAI

Home Process Supplier Information Portals

Serving as VA's Contingent Labor Solution

CAI is the Virginia IT Contingent Labor contracts 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
- Staff Aug. Process
- Job Titles
- CoVA Regions
- Contract Information
- SOW Results

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
- SWaM Program
- Master Sub Agreement and Addendum

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.

- Guidelines for Successful Submissions
- Resume Template
- Staff Aug. Invoicing Process
- SOW Invoicing Process
- Expense/Travel Regulations
- E-RTR Process Overview
- E-RTR Template

Presentations and Reports

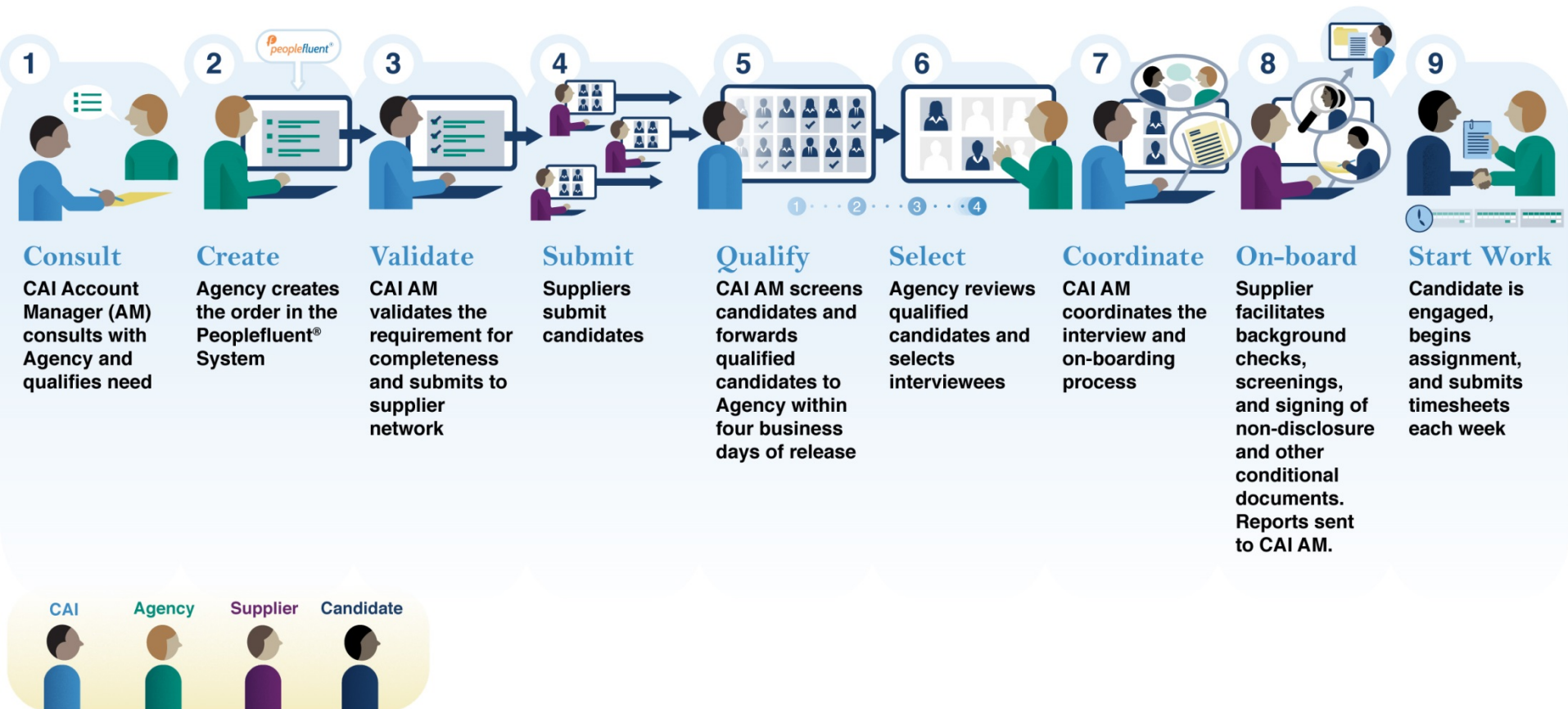
- Performance Dashboard

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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Program Overview



Program Overview

- **The network is broken into tiers**
 - Current tiering structure, following performance period:
 - Tier 1 includes SWaM vendors and top performing non-SWaM suppliers
 - Tier 1 receives notifications of all competitive requirements as soon as they are released
 - Top performance will be measured across competitive requirements
 - Tier 2 includes suppliers who are competing to be top performers
 - All competitive requirements are released to Tier 2 48 hours after release
 - Firms that join the program without SWaM credentials are enrolled in Tier 2
 - Non-compliant firms are placed into Tier 4
 - Performance criteria used to determine high performers includes:
 - Total headcount of engaged resources
 - Positive/negative evaluations of candidates
 - Attrition and performance removals, such as negative terminations and non-customer initiated resignations
 - Candidate declines and no-shows for interviews and engagements
 - Compliance with the competitive process

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, etc.
 - The “Required/Desired Skills” section lists the technical and professional skills essential for the assignment
- **Pay attention to the “Vendor Maximum Submittal Rate”**
 - This may be less than the not-to exceed rate on your rate card
 - This information is listed in the first part of the requisition description
- **Review the whole requisition**
 - The description contains important information specific to the assignment
 - Daily tasks, travel requirements, work schedule, certifications
 - The “Required/Desired Skills” section lists both “soft” and technical skills that your candidate is expected to possess
 - You will also find information on work location, projected start and end dates, the CAI Account Manager associated with the requisition
- **If using job boards to source candidates, do not put Agency name on posting**

Best Practices

- **Submit your top two 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
- Ensure "Required/Desired Skills" section is filled out accurately and honestly
- Use Resume Template (on portal site) when submitting candidate
- Send candidate the E-RTR template (on portal site)
 - E-RTR must be in VA_RTR mailbox and filled out correctly in order for candidate to be considered

- **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
- 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

Best Practices

- **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 on-boarding and engagements**
 - National background check requirement
 - You must conduct criminal background checks for any employees selected for engagement
 - Checks must include a National criminal history check with a seven year search, social security trace, and sex offender registry check
 - Preferred checks are through First Advantage (<http://www.fadv.com/>) and Info Cubic (<http://www.infocubic.net/>)
 - CAI reserves the right to have additional background checks performed at your expense if we suspect that the background check does not meet these criteria
 - E-Verify requirement
 - You must provide e-Verify Initial Case Result for resources selected for engagement within 3 days of the engagement start date
 - Make sure engaged 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

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

Best Practices

- **CAI is contractually obligated to meet the following Service Level Agreements:**
 - Must present three to five qualified candidates to the hiring manager within four full business days of releasing the requisition to the network
 - Reqs. should be filled by a candidate from the first round of three to five 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	Contract to Date
Resume Submittal Response	90% or higher	97.18%
Round 1 Fill Rate	90% or higher	97.50%

Best Practices

- **Keep all contract-related documentation up-to-date**
 - Provide CAI with updated insurance and SWaM 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 Vendor Management, 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

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://vaitcl.compaid.com>, under “SUCCEED” column, Staff Aug 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: BrieAnn Howey, 1390 Ridgeview Drive, Allentown, PA 18104
 - **Email (PDF, Excel, or Word format):** VITA_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) to gain access to the system
 - Questions about payment information should be directed to AccountsPayableQuestions@compaid.com

CAI Contact Information

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