VA IT Contingent Labor MSP
Managed by CAI

Supplier Webinar

Presented by Computer Aid, Inc.
March 12th and 13th, 2018

Agenda

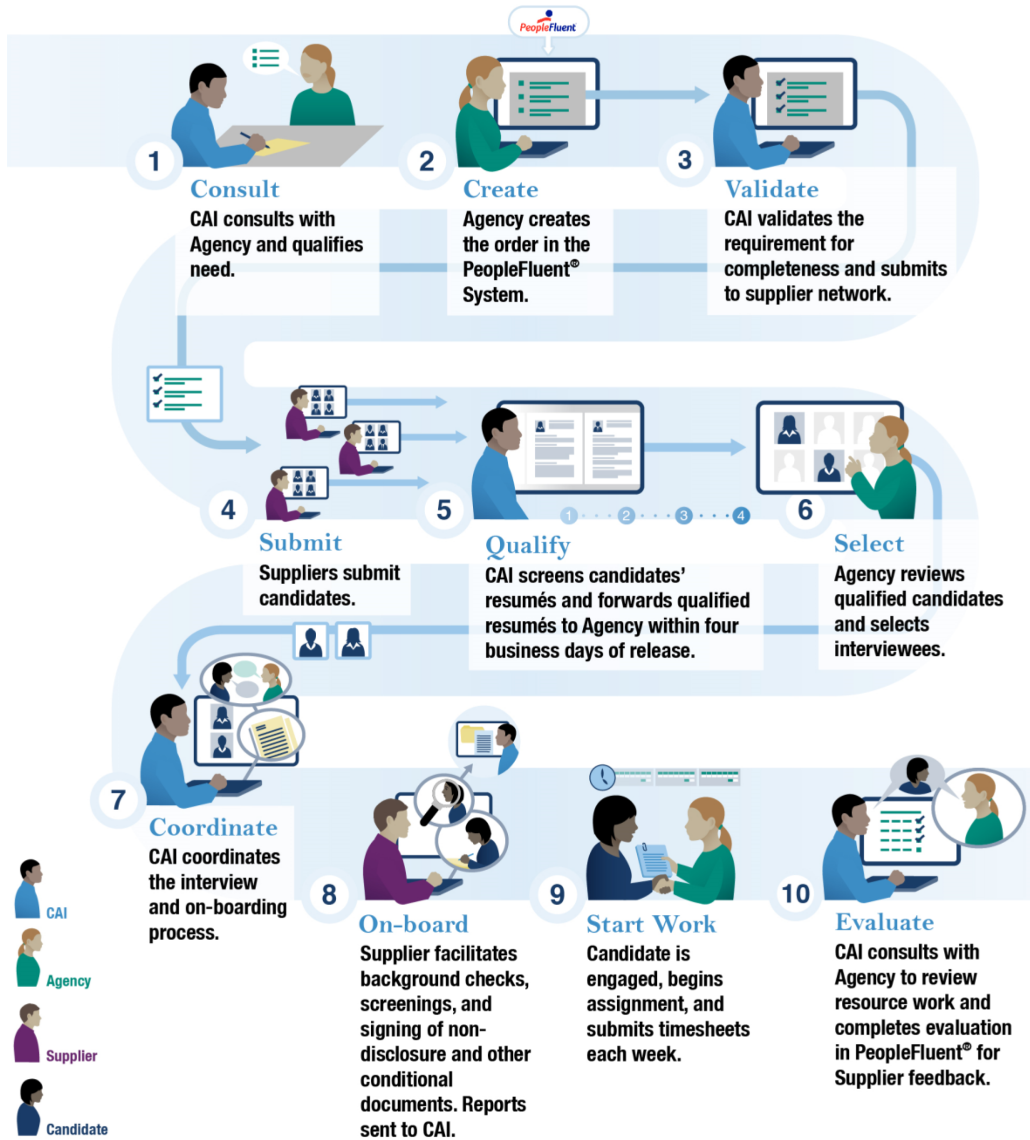
- Introductions
- Portal Site Overview
- Program Overview
- Best Practices
- CAI Contact Information

Portal Site Overview

vaitcl.compaid.com

- 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

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	98.67%
Round 1 Fill Rate	90% or higher	93.67%

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, 3801 Paxton St., 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, 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: VA Vendor Invoicing, 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

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