



# **Commonwealth of Virginia IT Contingent Labor (ITCL) Contract**

## **Staff Augmentation Vendor Meeting**

**Presented by Computer Aid, Inc.  
Wednesday, October 26, 2011**

## **Agenda**

- **Introductions**
- **Contract Overview**
- **Contract Activity**
- **Network Overview**
- **Keys to Success**
- **Peoplefluent Update**
- **Reaching Out to CAI**
- **Questions?**

## smsa.compaid.com

- Job titles and descriptions
- Geographic regions/rates
- Criteria for joining the network
- Link to the SWaM program
- Resume template
- Training materials
- Links to other MSP contracts
  - Arkansas (arkansas.compaid.com)
  - Delaware (delaware.compaid.com)
  - Maine (maine.compaid.com)
  - New Jersey (newjersey.compaid.com)
  - Pennsylvania (paitstaffing.compaid.com)

**Commonwealth of Virginia  
IT Contingent Labor Contract**

Since 2006, the IT Contingent Labor (ITCL) Contract has been available to any Commonwealth public-sector organization seeking to procure hourly T&M resources and deliverables-based projects less than \$2 million. To date, over 1,500 staff augmentation engagements and projects across 70+ public body entities have been successfully completed through ITCL.

CAI is the full-service Managed Service Provider (MSP) responsible for overseeing all service delivery activities for the ITCL contract, including:

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

LEARN MORE	JOIN	SUCCEED
<a href="#">Fact Sheet</a> <a href="#">Staff Augmentation Process</a> <a href="#">Job Titles and Descriptions</a> <a href="#">Regions and Rates</a> <a href="#">Performance Service Standards</a> <a href="#">Master Services Contract</a>	<a href="#">Criteria for Joining SWaM Program</a> <a href="#">Subcontractor Guidelines - Staff Aug</a> <a href="#">Subcontractor Agreement - Staff Aug</a> <a href="#">SOW Results</a>	<a href="#">Peopleclick On-Demand Training Video</a> <a href="#">Peopleclick Training Guide</a> <a href="#">Helpful Hints</a> <a href="#">Resume Template</a> <a href="#">Invoicing Process - Staff Augmentation</a> <a href="#">Invoicing Process - SOW</a>
Please direct all general contract questions to our Help Desk at <a href="mailto:MSPNetwork_Help@compaid.com">MSPNetwork_Help@compaid.com</a> Please note: Questions regarding specific opportunities and candidates should be directed to our Account Management Team		
SITES OF INTEREST		
<a href="#">Pennsylvania IT Staff Aug</a> <a href="#">Maine IT Staff Aug</a> <a href="#">Delaware IT Staff Aug</a>		<a href="#">Arkansas IT Staff Aug</a> <a href="#">New Jersey IT Staff Aug</a>

## Commonwealth Participation

Public Entities with Engagements	
Dept. of Alcoholic Beverage Control	Dept. of Social Services
Arlington Cty	Virginia Indigent Defense Commission
Dept of Behavioral Health and Developmental Services	State Board of Elections
Dept. of Criminal Justice Services	State Corporate Commission
Dept. of Conservation & Recreation	Dept. of Taxation
Dept. of Environmental Quality	Dept. of the Treasury
Dept. of General Services	University of Mary Washington
Dept. of Historic Resources	VA Correctional Enterprises
Dept. of Medical Assistance Services	Dept. of Agriculture & Consumer Services
Dept. of Mines, Minerals & Energy	Dept. of Emergency Management
Dept. of Motor Vehicles	Dept. of Health
Dept. of Aviation	Dept. of Transportation
Dept. of Corrections	Dept. of Veterans Services
Dept. of Education	VA Employment Commission
Dept. of Forestry	Virginia Information Technologies Agency
Dept. of Labor & Industry	Virginia State Bar
Dept. of Prof & Occup Regulation	Dept. of State Police
Dept. of Rehabilitative Services	VA State University

This table is based on data from 11/1/10 through 9/30/11

- **36 entities (agencies) have engaged staff aug. resources through ITCL**
  - This contract can be used by any Commonwealth public entity
- **There are nearly 300 people currently engaged under the contract**

## Job Title Utilization

Job Title	% of Engagements	Job Title	% of Engagements	Job Title	% of Engagements
Programmer Analyst	19.31%	Project Lead	2.79%	Network Engineer	1.07%
Programmer	12.88%	Technical Support	2.79%	Database Architect	0.86%
Exception	11.16%	Software Solutions Architect	2.58%	Help Desk	0.64%
Business Analyst	8.58%	ERP Developer	2.36%	Technical Writer	0.64%
Project Manager	5.79%	Software Test Analyst	2.15%	Business Continuity Planner	0.43%
Enterprise Architect	4.29%	Infra Solutions Architect	1.93%	ERP Database Administration	0.43%
Database Administrator	3.43%	System Analyst	1.50%	IT Auditor	0.43%
Geographic Information Systems	3.22%	ERP Analyst	1.29%	Network Architect	0.43%
IT Security Analyst	3.22%	System Administrator	1.29%	ERP Project Manager	0.21%
Data Warehouse Architect	3.00%	IT Strategist	1.07%	Project Coordinator	0.21%

This table is based on data from 11/1/10 through 9/30/11

- **The Programmer Analyst/Programmer positions are used most often**
  - Skills currently in high demand: .net, Java, C#
- **Sr. positions, BAs, and PM are also in high demand**
  - PMP certifications are required for the vast majority of PM positions
- **VA's IT Resource Management Standards can be found on-line**
  - <http://www.vita.virginia.gov/library/default.aspx?id=537>

## Composition and Performance

- **The network is divided into two tiers**
  - **Tier 1 (SWaM tier):** Small, women, and minority-owned businesses
  - **Tier 2:** All non-SWaMs
  - SWaMs receive notification of a requirement 24 hours ahead of Tier 2
- **There are currently 313 vendors in the staff augmentation network**
  - 160 are SWaMs
- **SWaMs have performed well under this contract**
  - Since 11/1/10, 53.69% of all Agency spend has gone to SWaMs
  - Since 11/1/10, 76.01% of the Agency spend on competitive business has been competed for and won by SWaMs

## Composition and Performance

- **Metrics for reqs. released to the network between 4/1/11 and 9/30/11**
  - 1,701 total candidate submitted by 162 vendors
    - 1,249 candidates were submitted by 102 SWaMs
  - 365 were forwarded to the hiring managers for review
    - 299 of these candidates were represented by SWaMs
  - 47 candidates were engaged against these reqs.
    - 42 of these candidates were submitted by SWaMs

Vendor	Candidate Submittals	Unique Cand.	% Against Total Submittals	3 Day Window	% Against Total Submittals	Total Forwarded	% Against Total Submittals	Engagements	% Against Forwarded	Tier
Data Concepts, LLC	74	52	70.27%	48	64.86%	24	32.43%	7	29.17%	SWaM
Macon IT	33	27	81.82%	26	78.79%	21	63.64%	6	28.57%	SWaM
iBusiness Solution, LLC	43	40	93.02%	36	83.72%	15	34.88%	5	33.33%	SWaM
Focused HR Solutions, LLC	24	22	91.67%	22	91.67%	11	45.83%	3	27.27%	SWaM
VECTOR CONSULTING, INC.	29	24	82.76%	25	86.21%	12	41.38%	2	16.67%	SWaM
Comsys Information Technology Services, Inc.	16	13	81.25%	13	81.25%	6	37.50%	2	33.33%	2
Smart Resources, Inc.	11	10	90.91%	4	36.36%	4	36.36%	2	50.00%	SWaM
International Consulting Services LLC	6	6	100.00%	5	83.33%	3	50.00%	2	66.67%	SWaM
Texplorers Inc	5	4	80.00%	3	60.00%	3	60.00%	2	66.67%	SWaM
Morton Consulting	26	25	96.15%	25	96.15%	13	50.00%	1	7.69%	SWaM

This table lists the top 10 performing vendors for reqs. released to the network between 4/1/11 and 9/30/11.  
The full performance dashboard will be posted to [smsa.compaid.com](http://smsa.compaid.com).

## Stay Informed and Be Prepared

- **Keep Peoplefluent contact info accurate so you receive key notices**
- **Look for weekly requirement updates from the AM team**
  - Focus on the requirements that still need resumes
  - Use these updates to set recruiting priorities and manage job postings
- **Remember the three keys to success: Speed, Quality, and Accuracy**
  - Submit qualified, fully committed candidates as soon as possible
    - CAI must present 3 to 5 qualified candidates to the hiring manager within four business days of releasing the req. to the network
    - The goal is to have one of these candidates selected for engagement by the manager
    - Candidates are expected to perform well and complete the assignment

SLA	Goal
Normal Submittal Response Time	90% or higher
Normal Round 1 Fill Rate	90% or higher
Attrition Rate	8% or below
Resource Dismissal	5% or below

## Prep Your Candidates

- **Educate the candidate on the specifics of the position**
  - Req. ID and title
  - Assignment details (Daily tasks, hours per week, location, travel requirements, etc.)
  - Out-of-pocket expenses
- **Communicate payment arrangements to the candidate prior to submittal**
- **Inform the candidate that in-person interviews are required**
- **Provide valid phone numbers where the candidate can be reached**
  - Notate his or her number in Peoplefluent, not yours or your company
- **Make sure the candidate is available to speak to the CAI team**
  - If the candidate misses a call, he or she should call back ASAP
- **Make sure the candidate can validate that you are representing them**

## Be Thorough and Keep in Touch

- **Pay attention to rate details included in the requirement description**
- **Submit the resume on the contract template**
  - Template can be found on [smsa.compaid.com](http://smsa.compaid.com)
    - Make sure it includes the CAI Account Manager associated with the req.
- **Make sure the resume contains experience/skills applicable to the req.**
- **Answer the **Required/Desired Skills** section accurately**
  - Do not overstate qualifications/work experience
- **Be sure to provide complete employment details in Peoplefluent**
- **Make yourself available to CAI team once candidate is submitted**
  - CAI Account Team will notify you if the Agency requests an interview
  - We will not schedule an interview with your knowledge
- **Alert CAI if candidate's availability/interest changes**

## Manage your Engagements

- **Make sure the candidate's correct email address is in Peoplefluent**
    - Peoplefluent login info will be sent to this address once they are engaged
    - They will use this info to submit their timesheets
  - **Remind them to submit their time in Peoplefluent by noon on Monday**
  - **Familiarize yourself with the Commonwealth's expense policies**
    - Expenses can only be reimbursed if they are within these guidelines
- AND**
- Only if they are pre-approved by the Agency
  - **Instruct candidates to submit their expenses in Peoplefluent as well**

## Invoice CAI

- **Make sure the invoice is for a true month period (i.e. 9/1-9/30)**
- **Include the following information on each invoice**
  - Time period (e.g. 10/1-10/31)
  - 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:** BrieAnn Howey, CAI, 1390 Ridgeview Drive, Allentown, PA 18104
  - **Email (PDF, Excel, or Word format):** VITA\_Invoices@compaid.com
- **Track payments with CAI's web-based system**
  - <https://extranet.compaid.com/api/>
  - If you need help accessing the system, please contact CAI's Help Desk
    - 800-635-5138 or MSPNetwork\_Help@compaid.com

## Keep All Contract Information Current

- **Be sure to provide us with updated insurance, SWaM certificates**
- **Set-up automatic insurance certificate renewal with your provider**
  - If not possible, send certificates via the following methods before insurance lapses:
    - **Email:** MSPNetwork\_Help@compaid.com
    - **Fax:** 717-651-3202, Attn: MSP Operations
    - **Mail:** CAI, Attn: MSP Operations, 470 Friendship Rd., Suite 300, Harrisburg, PA 17111
- **Notify CAI of additional pertinent internal changes**
  - Company address and/or name changes: Will need to provide updated W9
  - Peoplefluent Default User: Listed in the “Contract Information” section of Admin tab
- **Keep your Peoplefluent user list and contact information current**
  - Inactivate users no longer with the company
  - Make sure you have a back-up
  - Will ensure that your users get the important notifications previously mentioned

## **Latest News**

- **Peoplefluent upgrade to “go live” on November 14, 2011**
- **The upgrade will include GUI changes and functional enhancements**
- **The changes will not impact the overall recruiting process**
- **CAI will work with Peoplefluent to provide documentation and training materials prior to go-live**

## CAI Contact Information

- **Patricia Bowler**
  - **Email:** patricia\_bowler@compaid.com
- **Sue Flaxman**
  - **Email:** susan\_flaxman@compaid.com
- **MSP Operations Help Desk**
  - **Phone:** 800-635-5138
  - **Email:** MSPNetwork\_Help@compaid.com
  - **\*\*Avoid contacting individual team members, as they may be out of the office\*\***

**Questions?**