



State of Ohio IT Staff Augmentation Services Contract

**Program Overview
Presented to the Vendor Community**

Tuesday, February 7, 2012 and Thursday, February 9, 2012

Agenda

- Introduction to CAI
- Contract Overview
- Process
- Roles
- Service Level Agreements
- Joining the Network
- Best Practices
- Contacting CAI
- Questions?

CAI Background

- **Founded in 1981**
 - 2,400 associates and over 30 offices worldwide
- **Providing IT Services as a company for over thirty years**
 - Business and Technology Consulting
 - Systems Integration
 - Legacy Application Support
 - Project Management
 - Staff Augmentation
- **Serving state government since 1991**
- **State Managed Service Provider (MSP) since 2004**

CAI's MSP Experience

- **CAI has served as the MSP for Pennsylvania's IT Staff Augmentation Contract since 2004**
 - Ohio's IT Staff Aug. Contract is based on this competitively bid PA contract
- **CAI manages similar programs in five other states**
 - Virginia: Since January, 2006
 - Arkansas: Since December, 2006
 - New Jersey: Since August, 2008
 - Maine: Since June, 2010
 - Delaware: Since May, 2011

Contract	Agencies Using Contract	Engagements	Vendors with Engagements	Money to Vendors
Pennsylvania	54	4,238	211	\$213,321,479.62
Other CAI MSP Contracts	215	3,220	463	\$204,082,801.11

Components

- **Twenty-seven job titles based on the State's IT needs**
- **Skills matrix based on technologies/supply and demand**
 - Legacy, Core, and Emerging
- **Fixed rates based on market conditions within the State**
- **Web-based vendor management system known as Peoplefluent**
 - Access anytime, anywhere
 - No other vendor, including CAI, has access to your information
 - Receive requirements
 - Submit candidates, timesheets, and expenses at fixed rates
 - Receive updates from the CAI team
- **Open vendor network**
 - Can enroll at any time

Workflow



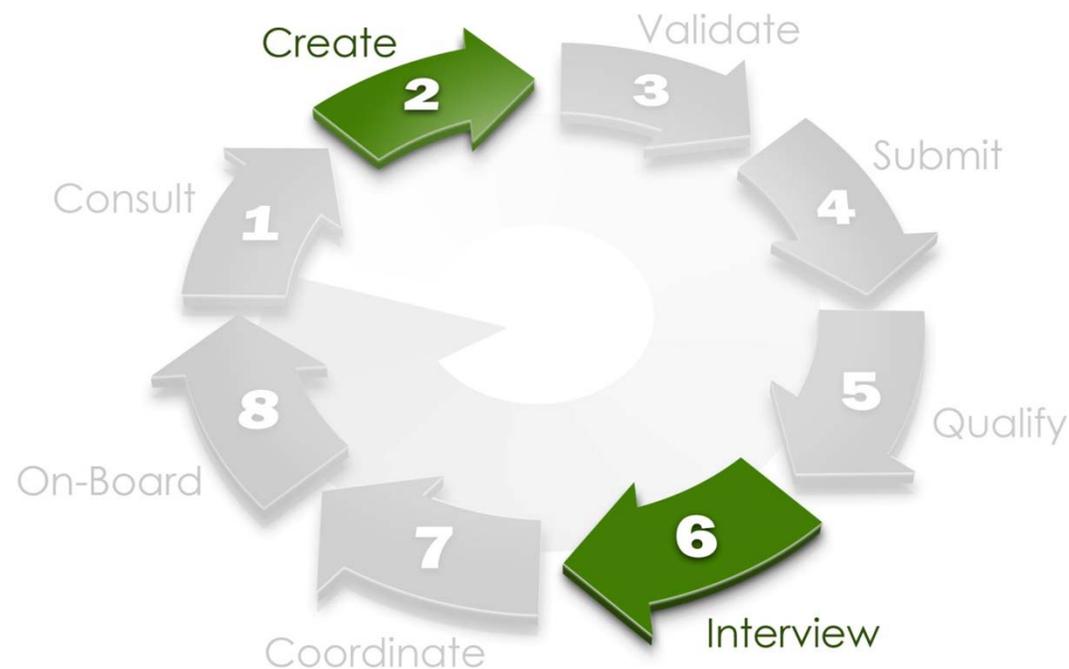
CAI's Involvement

- **State Consultant**
 - Meets with hiring managers to understand initiatives
 - Helps identify needs and creates requirements
- **Vendor Coordinator**
 - Develops training manuals/training sessions
 - Creates web portal with info and tips for success
- **Response Manager**
 - Releases each req. to the vendor network
 - Receives, reviews, screens, and validates candidate skills
- **Operations Administrator**
 - Manages timesheets, purchase orders, and invoices
 - Operates help desk to answer user questions



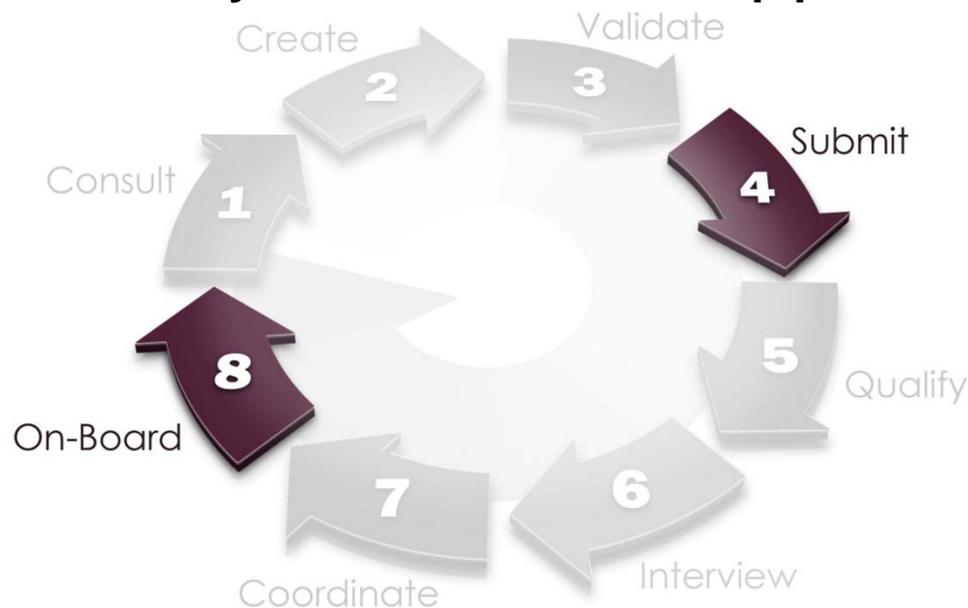
Agency's Involvement

- **Submits requirement into Peoplefluent**
- **Conducts technical interviews**
 - May also require specialized on-boarding tasks
- **Makes final decision on candidate selection**
- **Approves timesheets each week**



Vendor Community's Involvement

- **Receives State requirement via Peoplefluent**
- **Identifies and submits candidates via Peoplefluent**
- **Makes sure candidate is available for interview**
- **Ensures that the candidate completes on-boarding activities**
- **Monitors the candidate timesheets**
- **Tracks contract activity/notifications to build pipeline**



Speed, Quality, and Accuracy

- **CAI is committed to building and maintaining a vendor network that has the chance to compete and can consistently provide qualified candidates in an expedient fashion**
 - CAI must present three candidates to the Agency hiring manager within four business days of release to the network
 - Goal is to have one of these candidates selected for engagement
 - Assignments need to be completed to the Agency’s satisfaction

SLA	Target
Normal Submittal Response Time	92% or higher
Normal Round 1 Fill Rate	80% or higher
Attrition Rate	5% or lower
Performance Removal	3% or lower

How to Enroll

- Go to <http://ohio.compaid.com>
 - Learn more about the contract
 - Job Titles
 - Skills Matrix
 - Contract Processes
 - Review the criteria for joining and the subcontractor agreement
 - Get connected with the MBE/EDGE program and see if you qualify
 - Check out the training materials
- Return documentation to CAI
 - MSPNetwork_Help@compaid.com

IT Staff Augmentation MSP
Managed by CAI

The Ohio IT Staff Augmentation Services Contract is used by State public-sector organizations to procure hourly T&M resources. CAI is the full-service Managed Service Provider responsible for overseeing all service delivery activities for the contract, including:

- Agency consultation
- Vendor response management and performance oversight
- Candidate evaluation and validation
- Interview facilitation
- Invoice processing
- Help desk support

● CAI ● Client ● Vendors

LEARN MORE	JOIN	SUCCEED
FAQs Fact Sheet Job Titles Skill Matrix Invoicing Process Pennsylvania Master Agreement	Criteria for Joining Subcontractor Agreement & Rates Participating Addendum Declaration of Material Assistance MBE/EDGE Program	Peoplefluent Training Video Peoplefluent Training Guide Helpful Hints Resume Template Affirmation and Disclosure

Please direct all general contract questions to our Help Desk at MSPNetwork_Help@compaid.com
Please note: Questions regarding specific opportunities and candidates should be directed to our Account Management Team.

SITES OF INTEREST

Pennsylvania IT Staff Aug Arkansas IT Staff Aug Delaware IT Staff Aug	Maine IT Staff Aug New Jersey IT Staff Aug Virginia IT Contingent Labor
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Receiving a Requirement

- **Email notifications are sent via Peoplefluent to all Admin users**
 - Weekly email updates listing open requirements and upcoming needs
 - Ad-hoc communications requesting candidate availability
 - Make sure accurate email address is in Peoplefluent
 - Check Spam filter to make sure the emails aren't being blocked
- **Maintain your Peoplefluent “Admin” list**
 - Admin users can create user accounts and reset passwords
 - Each organization should have more than one Admin user
 - CAI does not have access to your portion of Peoplefluent

Prepping Your Candidate

- **CAI will call candidates directly to discuss the position and validate skills**
 - Provide valid phone number where candidate can be reached
 - Notate his or her number in Peoplefluent, not yours
 - Coach candidate to return call promptly
- **Ensure he or she can validate that you are authorized to represent them**
- **Confirm payment arrangements with candidate prior to submittal**
- **Educate the candidate on the specifics of the position**
 - Peoplefluent Req. ID and title
 - Assignment details (location, hours per week)
 - Travel requirements
 - Out-of-pocket expenses
 - Background checks

Submitting Your Candidate

- **Submit the candidate's resume on the contract template**
 - If a resume isn't provided, they won't be considered
 - Template can be found on CAI's portal (<http://ohio.compaid.com>)
 - Make sure the resume contains experience/skills applicable to the requirement
- **Answer the Required/Desired skills section accurately**
- **Do not overstate qualifications/work experience**
- **Make sure the candidate's correct email address is in Peoplefluent**
 - If your candidate is chosen, Peoplefluent login info will be sent to this address once they are engaged
 - The candidate will use this info to submit their timesheets
- **Be sure to provide complete employment details in Peoplefluent**
- **Stay in touch with candidate after submittal**
 - Alert CAI if candidate's availability/interest changes

Maintaining your Organization

- **Once you join, you will need to keep your insurance and MBE/EDGE certifications up-to-date**
 - Be sure to provide us with the updated documentation
- **Set-up automatic certificate renewal with your insurance provider**
 - If not possible, send certificates via the following methods before they expire:
 - **Email: MSPNetwork_Help@compaid.com**
 - **Fax: 717-651-3202, Attn: MSP Operations**
 - **Mail: CAI MSP Operations, 470 Friendship Rd., Suite 300, Harrisburg, PA 17111**
- **Keep all Peoplefluent user information current and accurate**
 - Be sure to have correct email addresses
 - If not, your users will not get key contract information/updates
 - Inactivate users that are no longer with the company

CAI Team Information

- **Lori Hubbard, MSP Account Manager**
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- **Ron Vogel, MSP Account Manager**
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- **Help Desk**
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 - Fax: 717-651-3202
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Questions?