



IT Supplemental Staffing MSP

Managed by CAI

Supplier Webinar

Presented by Computer Aid, Inc. and NCDIT
January 31, 2019

Agenda

- Introductions
- PeopleFluent
- Supplier Dashboard Overview
- CAI Screening Process
- Supplier Best Practices
- Supplier SLAs
- Additional Information
- Questions

Introductions

NC DIT

- Deante Tyler – Program Director - NCDIT Supplemental Staffing Program
- Kristen Burnette – Vendor and Contract Manager, Statewide IT Procurement

CAI Contract Team

- Scott Edwards – Sr. Account Manager
- Anne Elliott – Contract Manager
- Nicole Walker – Contract Manager

PeopleFluent

- Requirement Status
 - Open, Interviews Occurring, Filled
- Candidate Status
 - # of candidates forwarded to client varies by req and client preference
 - New, Active, Schedule Interview, Request Info, Engagement Requested
 - Keep the candidate informed
 - Update candidate status as the requisition progresses
- Additional Information
 - Required/Desired Skills
 - Compliance Items
 - IDAC form- no longer needed
 - Standards for background checks
 - E-Verify

Supplier Dashboard Overview

- Dashboard posted to portal site shows performance against released requirements for time period shown in title. Portal site is nc.compaid.com

Supplier	Candidate Submittals	Unique Cand.	% Against Total Submittals	Total Forwarded	% Against Total Submittals	Identified Top Candidates	% Against Total Submittals	Engagements	% Against Forwarded
Sample Vendor - Anytown, PA	169	136	80.47%	149	88.17%	16	9.47%	22	14.77%

- Explanation of Headings:
 - Supplier** – shows supplier name and business location
 - Candidate Submittals** – shows total number of candidate submittals
 - Unique Cand.** – shows number of “unique” candidates (not submitted previously)
 - % Against Total Submittals** - measures “unique” candidates out of total submitted
 - Total Forwarded** – shows total number of candidates forwarded to client for review
 - % Against Total Submittals** - measures forwarded candidates out of total submitted
 - Identified Top Candidates** – shows number of candidates that CAI identified as being top in pool
 - % Against Total Submittals** - measures top candidates out of total submitted
 - Engagements** – shows total number of candidates selected for engagement for time period
 - % Against Forwarded** – measures engaged candidates out of total forwarded to client

CAI Screening Process

CAI's local team performs the following quality control process:

- Validate the ERTR from the candidate is sent following proper process
- Reviews résumé content and candidate profile content
- Screen candidates meeting requirements to review experience and accuracy of the information in the résumé
 - Baseline information covered during screen:
 - Validation of submitting firm
 - Location and availability for interview/start
 - Skills and communication validation
 - Current and prior experience
- Forward the profiles of only the most qualified candidates

Supplier Best Practices

- All reqs are open for competition
- Educate your candidates on the process
 - Email critical job-specific details to candidate, so they are informed.
 - Validation requirements)
 - Instill sense of Urgency
- Provide accurate candidate contact information
 - Phone number & email address
- Candidate profile data integrity
 - Skills & resume
- Candidate presentation
 - Resume content & formatting
- Proactive recruiting
- Be accessible

Supplier SLAs

- SLAs are in place to monitor service quality to the State of North Carolina
- Please review and ensure adherence to all contractual supplier SLAs:

Metric	Description	Target
Percentage of Assignments Submitted Against	A percentage defining the number of assignments for which the vendor submits qualified IT Supplemental Staff candidates, within the Vendor's Selected Categories	75%
Percentage of Selected IT Supplemental Staff Lost	A percentage defining the number of IT Supplemental Staff selected for hire, that (1) did not begin the assignment, or (2) left within 2 weeks of assignment start	< 5%
Percentage of Negative Attrition	A percentage defining the number of worker terminations as a result of negative termination reasons at any point during the placement, relative to the total number of Vendor placements	< 5%
Percentage of Timesheets Submitted on Time	Timesheets will be submitted to State Agency for approval by defined deadline, based on all timesheets submitted	95%
Total Dollar Value of Supplemental Staffing Assignment	Revenue earned from the billable hours associated with Awarded Supplemental Staffing Contract Assignments	> \$0

- The State reserves the right to take corrective action against any supplier that is not performing in accordance with the supplier SLAs
- Responsibility for validating candidate credentials and professional experience

Additional Information

- Reqs requesting In Person Interviews or local candidates
- Naming conventions for candidate resumes
- Full Legal Name
- PeopleFluent Rebranding Coming Soon: VectorVMS
- IFB
 - Link to register for updates: <http://eprocurement.nc.gov/Vendor.html>

Questions

Questions?