

IT Supplemental Staffing Provider (ITS-009440) FAQs

1) How are rates being established?

The ITSS program will continue to use the 120 standardized roles. Providers awarded the IT Staffing Provider Contract (ITS-009440) will have the same, single, fully burdened (inclusive of 4% administration fee and 1.96% MSP fee), not to exceed rate card that will be applicable to all candidates submitted across all of the standardized roles. Any candidates submitted above the established not to exceed rate, will not be considered by the State.

Providers will submit a candidate specific rate for IT staffing assignment request in accordance to the **Not-To-Exceed** rate card specific job title/skill levels established in Attachment B of the IT Staffing Provider Contract (ITS-009440).

2) Will providers be restricted from submitting candidates on certain IT staffing request?

Yes, providers will only be allowed to submit candidates for the specific job titles/skill levels awarded established on the providers specific not to exceed rate card. Providers who submit a candidate for a job/title skill level not associated with their awarded rate card will not be considered.

Providers are encouraged to submit no more than two resumes per open position, if providers would like to submit more than one resume for each open position, they should carefully select their best two resumes for submittal. Submitting more than two resumes does not improve chances of a candidate from a provider and increases administrative time and cost for the State, MSP, and Provider.

3) Can agencies negotiate with providers on their rate for a specific candidate submitted through the VMS?

The Not-To-Exceed rates established in ITS-009440 are considered market rates. Agencies have been strongly discouraged from negotiating lower rates. The process will be monitored to ensure non-BAFO/negotiation compliance.

4) Is the State going to allow exceptions to the not to exceed rate cards?

Exceptions to the established Not-To-Exceed rate cards will not be considered.



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5) How is the State going to handle extensions?

Extensions for VMS assignments awarded under (ITS-002441) will not be permitted. As those reach their current established ending dates, agencies who still require those services past the current ending dates will be required to submit a New VMS request and compete those positions under the IT Staffing Provider Contract (ITS-009440) and associated not-to-exceed rate cards. It will be at the discretion of the provider to whom the previous VMS assignment under (ITS-002441) was issued to decide if the candidate filling the assignment will be submitted under (ITS-009440) and the applicable not-to-exceed rate.

If an agency needs to extend a VMS assignment that is awarded through the VMS under the IT Staffing Provider contract (ITS-009440), the request will be reviewed on a case by case basis and if approved. The extension will be processed in the VMS. The same provider will be asked to extend the current resource at the same rate for an extended time period.

6) How is the State going to handle backfills?

Backfill request for VMS assignments awarded under (ITS-002441) will not be permitted. If the contractor must leave the engagement regardless of the reason the agency will be required to close the assignment and create a New VMS assignment request to be competed under the IT Staffing Provider Contract (ITS-009440) at the not-to-exceed rates established.

Backfill request for VMS assignments awarded through the IT Staffing Provider Contract (ITS-009440) at the not-to-exceed rates will be submitted to the provider community under (ITS-009440) for competition. The same provider will not be automatically asked to backfill the position with a new resource.

7) How will the 4% administration fee be paid?

(ITS-002441)

Providers awarded an IT staffing assignment through the VMS PeopleFluent competed under (ITS-002441), will follow the invoicing and payment process implemented at the time of the VMS engagement. This process includes the agency paying the MSP, the MSP removing the 4% administrative fee, and the MSP distributing payment to the providers with the 4% fee removed.

(ITS-009440)

Providers awarded an IT staffing assignment through the VMS PeopleFluent competed under (ITS-009440), will follow the invoicing and payment process established in the IT Staffing Provider Contract (ITS-009440). This process includes the agency paying the MSP, the MSP

removing the 4% administrative fee, and the MSP distributing payment to the providers with the 4% fee removed.

8) Is there a MSP fee providers are responsible for paying to CAI?

Yes, providers will pay CAI a 1.96% MSP fee for assignments awarded under ITS-009440
*Important to Note: The MSP fee only applies to IT staffing assignments awarded through the VMS under the IT Staffing Provider Contract (ITS-009440).

9) How will the 1.96% MSP fee be paid?

Providers awarded an IT staffing assignment through the VMS PeopleFluent, will follow the invoicing and payment process established in the IT Staffing Provider Contract (ITS-009440). This process includes the agency paying the MSP, the MSP removing the 1.96% MSP fee, and the MSP distributing payment to the providers (after removal of the 1.96% fee)

10) Who will receive the purchase order from the State, Computer Aid, Inc. (CAI) or the provider?

Purchase orders will be issued to Computer Aid, Inc. (CAI). Providers will know CAI has the purchase order from the State as CAI will notify the provider through the candidate engagement process.

11) What providers can be enrolled in PeopleFluent to provide the State IT short term staff?

Providers who are currently under the IT Short Term Staffing contract (ITS-002441) that also responded to and were awarded the IT Supplemental Staffing Provider contract (ITS-009440) will remain configured in PeopleFluent, however their configuration will be updated according to their not-to-exceed rate card.

Providers who have current active IT staffing assignments within the VMS, that did not respond to and or were not awarded the IT Supplemental Staffing Provider contract (ITS-009440) will be removed from the states approved vendor network. However, their current active engagements will be allowed to continue until their ending dates have expired.

Only providers awarded the IT Supplemental Staffing Provider contract (ITS-009440) will be eligible to be on-boarded with CAI. CAI will contact the New IT staffing providers regarding the enrollment process. The on-boarding process typically takes five days from the time the enrollment paperwork is received.

12) What is CAI's role in reviewing/screening the candidates? What criteria will be utilized?

CAI will actively participate in the candidate screening and staffing process. The hiring agency will determine the degree to which CAI will screen resumes and candidates prior to moving them on to the State for review.

CAI will screen candidates based on the job description and requirements in the IT staffing request as well as standard requirements for all IT staffing request across the program. Some specific screening actions CAI will perform are:

- Verification of providers eligibility to submit a candidate for the specific Job/Title/Skill Level requested
- Review candidate resumes for fit to the IT staffing request
- Conducting screening phone calls to candidates
- Verification of Right to Represent
- Verification of availability
- Verification of past experience
- Verification that the candidate rate is not in excess of the not to exceed rate

13) Will CAI release candidate resumes to the State before the submission deadline?

No. CAI will screen candidates as they are entered into the VMS/ PeopleFluent for submittal. Once the submission deadline closes (normally 5 business days), CAI will have 8 business hours to finish review of all candidates and submit candidates to the hiring agency.

14) If a duplicate candidate is submitted by two different ITSS Providers, what is the State's process for addressing the situation?

When a candidate is submitted by a provider, the provider will have an email template and Right to Represent form found on CAI's website to email to the candidate. The candidate will then fill out the form identifying the one provider that has the right to represent them. The candidate will forward the email chain to a CAI email inbox (NC_RTR@compaid.com). The candidate must complete this action for every IT staffing position. During the candidate review by CAI, the Right to Represent form must be in the CAI email inbox in order for CAI to submit the candidate to the State. If the Right to Represent form is not in the CAI email inbox, CAI will reach out to the candidate via a phone call asking them to submit the form before they can be submitted to the State.

15) Were State Agencies trained on the VMS PeopleFluent?

Yes. State Agency users have been trained on the VMS. Training guides are also available to agencies in PeopleFluent under the “Guide Me” tab.

16) Will New providers be offered training in the VMS/PeopleFluent system?

Yes, CAI will conduct training webinars for the VMS/PeopleFluent system. CAI will provide a training schedule to all new providers in the network.

17) Will the State have guidelines in place regarding scheduling candidate interviews in a timely manner to avoid the candidate being ‘benched’ for an extended period of time?

State agencies will be provided with guidelines on the amount of time they should take to schedule interviews, select candidates, and complete all other internal staffing actions. CAI contractor managers will support the process and reinforce the need for timely interviews to avoid a ‘Withdraw’ situation when the candidate is no longer available.

Specifically, with regards to guidelines on scheduling interviews, hiring agencies have been instructed to do so within three days of receiving resumes for review.

18) How will the State handle identified issues on a candidate’s standard criminal background check?

The hiring agency will review the results of the background check. If issues are identified, the hiring agency will determine if the candidate can proceed. The hiring agency is solely responsible for making this determination.

19) Will State agencies have additional on-boarding requirements, and/or background checks, beyond the candidate’s standard criminal background check and e-Verify?

Yes. Some agencies may require the candidate to complete additional on-boarding requirements, such as but not limited to, motor vehicle record, credit check, drug screen, etc. These requirements will be completed before the contractor starts the engagement. The cost of the additional requirements will be incurred by the hiring agency while the cost for the standard criminal background check will remain with the provider.



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20) If an e-Verify form cannot be submitted for a resource as that resource was previously employed by the company before the company joined the e-Verify program, can another form be submitted in its place?

Yes. In this situation, a Memorandum of Understanding obtained from e-Verify can be submitted in place of the specific resource's e-Verify form as e-Verify will not 'retro-verify' previously employed resources. The Memorandum of Understanding will contain the date your company joined the e-Verify program, and providers will simply need to include a note on the IT staffing assignment request noting the resource's start date with the company which will be prior to the MOU identified date. The actual candidate for questions regarding e-Verify, please visit <http://www.uscis.gov/e-verify>.

21) How will the State let non-selected candidates know they were not selected for an IT staffing assignment request?

Once the candidate is selected by the hiring manager, a PeopleFluent automatically generated email will be sent to providers indicating a candidate was not selected for the IT staffing assignment request. Providers who have candidates that were interviewed will receive additional feedback from the CAI contract manager if available.

22) If awarded providers under the IT Staffing Providers contract (ITS-009440) have not received their PeopleFluent login information, when will the login information be sent?

Providers will be contacted via: email by CAI and requested to complete a provider workbook and CAI configuration material. Providers must return their provider workbook in order to be configured in PeopleFluent and receive login information.

Until the workbook and CAI configuration materials are returned, your company will not receive PeopleFluent login information. Please note it takes approximately five days from the time the workbook is received to be configured in PeopleFluent.

If you have returned all PeopleFluent configuration documents to CAI but have not received login information, please contact the CAI Help Desk at NC_Help@compaid.com or 1-800-635-5138.



23) What is the process for submitting resource timesheets for engagements in the VMS/PeopleFluent system?

IT staffing assignment engagements in the VMS, require resources to log into PeopleFluent and submit their timesheets in the VMS for State review. Providers will then invoice CAI directly. Please see 'Invoicing Process' PDF under the 'Succeed' section at <http://nc.compaid.com> for more information. Contact the CAI Help Desk for further questions.

24) May providers use subcontracting relationships and/or H1 employees to supply resources?

Yes. Providers may continue to utilize subcontracting relationships or H1 employees for candidate submission. However, providers will need to specify, in their response to an IT staffing assignment request that the candidate is from a subcontracting company and identify the name of the subcontracting company. Providers will also need to identify the H1 employee's status and maintain the employee's H1 status throughout the timeframe of the IT engagement if the candidate is selected.

25) Before CAI calls a candidate for additional screening, will providers be notified the candidate will be called?

No. Providers will not be notified before their candidate is called for additional screening. Providers will need to notify their candidate that he/she was submitted for the position, educate the candidate on the importance of submitting the Right to Represent form, and prepare the candidate for answering position specific questions should CAI call.

26) What happens if a candidate does not return CAI's phone call?

If the candidate does not return CAI's screening phone call, it will prevent the candidate from being submitted to the State for review. CAI will always leave the candidate a message noting why they have called and providing call back information. CAI suggests the candidate call back within 30 minutes if possible; if not, the candidate should return CAI's call as soon as possible, even after normal business hours.

27) Is there a resume template the State is requiring providers submit for candidates?

No. At this time, the State is not requiring a resume template be utilized for candidate submission. However, CAI has provided a suggested template found at <http://nc.compaid.com>. In addition providers are expected to provide CAI with the candidates complete contact information at the time of the submittal.



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28) What happens if resource does not enter time for approval in PeopleFluent?

Resources are required to submit all timesheets through PeopleFluent for IT staffing assignment requests issued through the VMS. Education of resources regarding the importance of entering time each week is essential. PeopleFluent also has a function that allows the provider to enter time on behalf of resource in special circumstances. Please contact the CAI Help Desk for further assistance if needed.

29) Who should be contacted for additional information?

For information regarding the IT Staffing Program, please contact Raymond Johnson/ IT Staffing Program Manager at (ray.johnson@nc.gov) and or Sandra Rosser/IT Staffing Contracts Specialist at (sandra.rosser@nc.gov).

For assistance with the VMS (PeopleFluent) please contact the CAI Help Desk at NC_Help@compaid.com or 1-800-635-5138.