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# State of New Jersey IT Staff Augmentation Contract

## Supplier Meeting

Presented by Computer Aid, Inc.  
Thursday, July 7, 2011



# Agenda

- **Supplier Portal**
- **Contract Activity**
- **Network Update**
- **Keys to Success**
- **Getting Assistance**
- **Questions?**



# Content

- **Contract overview**
- **Job titles and skills matrix**
- **Geographic areas/rates**
- **Training materials**
- **Helpful hints**
- **Resume template**
- **Invoicing process**
- **Links to other MSP contracts**
  - AR, DE, ME, PA, and VA

## State of New Jersey IT Staff Augmentation Contract

The New Jersey IT Staff Augmentation Contract is used to manage the State's IT Staff Augmentation needs. 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

LEARN MORE	JOIN	SUCCEED
<a href="#">Fact Sheet</a> <a href="#">Job Titles and Descriptions</a> <a href="#">Skills Matrix</a> <a href="#">Economic Areas</a>	<a href="#">Criteria for Joining</a> <a href="#">Subcontractor Agreement &amp; Rates</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</a>
Please direct all questions to our Account Management Team at <b>609-633-8941</b> or <b>856-220-6584</b> .		
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="#">Virginia SMSA</a>	

The portal address is [newjersey.compaid.com](http://newjersey.compaid.com)



# State Usage

Entities with Engagements since August 1, 2008		
DEP	DOBI	LWD - Unemployment Services
DEP - NJ Division Of Fish & Wildlife	DOE	LWD - Vocational Rehabilitation
DHS	DOE - Academic & Career Standards	Motor Vehicle Commission
DHS - Developmental Disabilities	DOE - Educational Services	NJDOT
DHS - Division Of Family Development	DOE - Office Of Education Technology	NJDOT - Transportation Data Development
DHS - Division Of Medical Assistance & Health Services	DOP	<b>NJ Schools Development Authority</b>
DHS - Mental Health Services	DOS - Office of the Secretary of State	OIT
DHS - Office of Finance	<b>Economic Development Authority</b>	<b>South Brunswick Board of Education</b>
DHSS	<b>Judiciary</b>	<b>TRANSIT</b>
DHSS - Health & Human Services	Law & Public Safety - Attorney General	Treasury
DHSS - Information Technology	Law & Public Safety - Election Law Enforcement	Treasury - Juvenile Justice Commission
DHSS - Senior Services	Law & Public Safety - Office Of Homeland Security	Treasury - Office of Information Technology
DMAVA - Veterans' Program Support	Law & Public Safety - State Police	Treasury - Pensions & Benefits
DOA - Dairy & Commodity Regulation	LWD - Employer Accounts	Treasury - Revenue
DOA - Food And Nutrition	LWD - Employment Services	Turnpike Authority
DOA - State Agriculture Development Committee	LWD - Labor Planning & Analysis	

Entities in bold-face type are cooperative purchasing entities

- **47 entities have had engagements since the contract began on 8/1/08**
- **There have been a total of 611 engagements since 8/1/08**
- **Over 110 candidates are currently engaged**



## Job Title Usage

Job Title	Percentage of Engagements
Product Specialist	30.77%
Programmer	27.82%
Database Administrator	6.87%
Project Manager	6.71%
Transition from Pre-Staff Aug Contract	5.07%
Team Lead	3.93%
Help Desk Support	3.60%
Functional Architect	3.60%
Data Entry Operator	3.11%
Software Process Engineer	1.64%
Sr Consultant	1.47%
Network Systems Administrator	1.15%
System Administrator	0.98%
Engagement Manager	0.65%
Tester	0.65%
Technical Writer	0.65%
QA Specialist	0.33%
Technical Architecture Specialist	0.33%
Voice/Data Engineer	0.33%
Integration Engineer	0.16%
System Specialist	0.16%
<b>TOTAL</b>	<b>100.00%</b>

- **Data can be used to estimate future usage and set recruiting priorities**

## **Composition and Performance**

- **There are currently 241 suppliers in the network**
- **The supplier network is broken into two tiers**
  - New Jersey-certified small businesses are in Tier 1
  - All others are in Tier 2
  - Tier 1 suppliers receive requirement notifications 12 hours before Tier 2
- **100 reqs. were released to the network between 1/1/11 and 5/31/11**
  - 1,063 total candidate submittals by 134 suppliers
  - 951 candidates were submitted within four days of the req. being released
  - 47 different suppliers had engagements during this five month period
  - The full Performance Dashboard will be posted on the CAI portal
- **Since the contract began in 8/08, 108 suppliers have had engagements**



## Staying Informed

- **Keep your company’s contacts in Peopleclick accurate and up-to-date so that you can receive all notifications and updates**
- **Look for weekly requirement updates from the AM team**
  - Be sure to focus on those requirements listed as **Urgent** or **High Priority**
  - Use these updates to set recruiting priorities and manage job postings
- **Remember the three keys to success: Speed, Quality, and Accuracy**
  - Over 97% of the candidates engaged under this contract were submitted to CAI within three days of the req. being released
  - Over 98% of the candidates engaged were among the first batch of candidates submitted to the Agency for review

SLA	Target
<b>Normal Submittal Response Time</b>	<b>92% or higher</b>
<b>Normal Round 1 Fill Rate</b>	<b>80% or higher</b>
<b>Attrition Rate</b>	<b>5% or lower</b>
<b>Performance Removal</b>	<b>3% or lower</b>
<b>Opportunity to the Network</b>	<b>67% or higher</b>
<b>Usage of the Network</b>	<b>70% or higher</b>



## Prepping your Candidate

- **Provide valid phone numbers where the candidate can be reached**
  - Notate his or her number in Peopleclick, not yours
- **Be sure the candidate is available to speak to the CAI team**
  - If the candidate were to miss a call, he or she should call back ASAP
- **Ensure he or she can validate that you are authorized to represent them**
- **Communicate payment arrangements to the candidate prior to submittal**
- **Educate the candidate on the specifics of the position**
  - Peopleclick Req. ID and title
  - Assignment details, duration, and hours per week
  - Interview details (in-person and/or phone)
  - Travel requirements
  - Out-of-pocket expenses
  - Background check (not required for every position)



## Submitting your Candidate

- **Submit the resume on the contract template**
  - Template can be found on the portal
  - 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 Peopleclick**
- **Stay in touch with candidate after submittal**
  - Alert CAI if candidate's availability/interest changes



## Managing your Engagements

- **Make sure the candidate's correct email address is in Peopleclick**
  - Peopleclick login info will be sent to this address once they are engaged
  - They will use this info to submit their timesheets every week
- **Remind them to submit their time in Peopleclick by noon each Monday**
  - Timesheets will be approved by the Hiring Manager
  - Approved timesheets drive invoicing

## **Invoicing CAI**

- **Make sure the invoice is for a true month period (i.e. 9/1-9/30)**
- **Be certain the hours match approved Peopleclick timesheets**
  - Remind your candidate to submit time in Peopleclick by noon each Monday
- **Include the following information on each invoice**
  - Time period (e.g. 10/1-10/31)
  - Name of person(s)
  - Number of approved Peopleclick timesheet hours and bill rate
  - Total amount charged for individual resource as well as a grand total
- **Submit invoices to CAI via mail or email**
  - **Mail:** Frederis Henry, CAI, 1390 Ridgeview Drive, Allentown, PA 18104
  - **Email (PDF, Excel, or Word format):** NJ\_Invoices@compaid.com



## **Maintaining your Organization**

- **Provide us with updated insurance, small business certifications**
- **Set-up automatic certificate renewal with your insurance provider**
  - If not possible, send certificates via the following methods before they expire:
    - **Email: NJ\_Help@compaid.com**
    - **Fax: 717-651-3182, Attn: Vendor Administrator**
    - **Mail: CAI Vendor Admin, 470 Friendship Rd., Suite 300, Harrisburg, PA 17111**
- **Make sure all Peopleclick user information is 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
- **Designate more than one Peopleclick “Admin” user**
  - Back-up for new user creation and password resets if someone is out of the office
  - CAI does not have access to your organization and cannot perform these tasks



## CAI Contacts

- **Bill Evans**
  - Phone: 609-633-8941
  - Email: [william\\_evans@compaid.com](mailto:william_evans@compaid.com)
- **Steve McDowell**
  - Phone: 856-220-6584
  - Email: [steve\\_mcdowell@compaid.com](mailto:steve_mcdowell@compaid.com)
- **Help Desk**
  - Phone: 800-635-5138
  - Email: [NJ\\_Help@compaid.com](mailto:NJ_Help@compaid.com)
    - **\*\*Avoid contacting individual Help Desk team members, as they may be out of the office\*\***



**Questions?**