



New Jersey IT Staff Augmentation Contract Program Overview and Tips for Success

**Supplier Meeting – Wednesday, June 4th, 2014
Hosted by Computer Aid, Inc. (CAI)**

Agenda

- **Introductions**
- **newjersey.compaid.com**
- **Contract Activity**
- **Program Updates**
- **Tips for Success**
- **Contacting CAI**
- **Questions?**

Portal Contents

- Job titles and skills matrix
- Rates
- Criteria for Joining
- Resume template
- Helpful hints
- Performance dashboard
- E-RTR template
- Links to other CAI contracts
 - Arkansas (arkansas.compaid.com)
 - Delaware (delaware.compaid.com)
 - Iowa (iowa.compaid.com)
 - Pennsylvania (paitstaffing.compaid.com)
 - Virginia (vaitcl.compaid.com)



NJ IT Staff Augmentation MSP
Managed by CAI

New Jersey's IT Staff Augmentation Contract is available to all public-sector organizations seeking hourly, T&M resources. It streamlines and standardizes IT procurement, giving suppliers "one stop" access to contract opportunities across the State.

CAI is the contract's full-service Managed Service Provider, overseeing all service delivery tasks including:

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



LEARN MORE	JOIN	SUCCEED
Fact Sheet Job Titles Skills Matrix Economic Areas	Criteria for Joining Subcontractor Agreement & Rates	Helpful Hints Resume Template Invoicing Process
REPORTS & PRESENTATIONS		
Performance Dashboard		Supplier Meeting
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		
Arkansas IT Staff Aug Delaware IT Staff Aug Iowa IT Staff Aug		Pennsylvania IT Staff Aug Virginia IT Contingent Labor

Overview

- **52 agencies/divisions have had over 1,040 engagements since 3/1/11**
- **300 resources currently engaged across 36 agencies/divisions**
- **30 job titles have been utilized**
 - Product Specialist continues to be the most utilized
 - Programmer is second

Job title	Engagements	Percentage of Total
Product Specialist	351	33.56%
Programmer	238	22.75%
Project Manager	65	6.21%
Functional Architect	64	6.12%
Database Administrator	44	4.21%
Team Lead	44	4.21%
Sr Consultant	41	3.92%
Business Analyst	38	3.63%
Engagement Manager	29	2.77%
QA Specialist	23	2.20%
Help Desk Support	22	2.10%
System Administrator	11	1.05%
Technical Writer	9	0.86%
Architect	7	0.67%
ETL Programmer	7	0.67%
Info Security Specialist	7	0.67%
Data Center Specialist	6	0.57%
Data Mart Developer	6	0.57%
Sr Architect	6	0.57%
Bus Intelligence Developer	5	0.48%
Network Systems Analyst	5	0.48%
System Specialist	4	0.38%
Network Systems Admin	3	0.29%
Software Process Engineer	3	0.29%
Data Entry Operator	2	0.19%
Voice/Data Engineer	2	0.19%
Data Modeling Consultant	1	0.10%
Integration Engineer	1	0.10%
Sr Bus SME	1	0.10%
Tester	1	0.10%
Total	1046	100%

Process Overview



Be Prepared

- **Don't ignore emails entitled "Peopleclick VMS Notification"**
 - These notifications are sent to the person set as the Administrator for your organization
 - Requisition releases (Create date is not the same as release date)
 - Updates on current reqs.
 - Request for additional information/candidates
 - Information on upcoming needs
- **Look for weekly updates from the AM team**
 - These updates will also be sent via Peoplefluent
 - Use them to set recruiting priorities and manage job postings
 - Focus on the requisitions that need candidates
- **Keep in mind that the network is broken into two tiers**
 - NJ-certified small businesses receive the req. approximately 12 clock-hours before the rest of the network
 - To learn about NJ's small business program, go to <http://www.state.nj.us/njbusiness/contracting/sbsa/>

Be Prepared (continued)

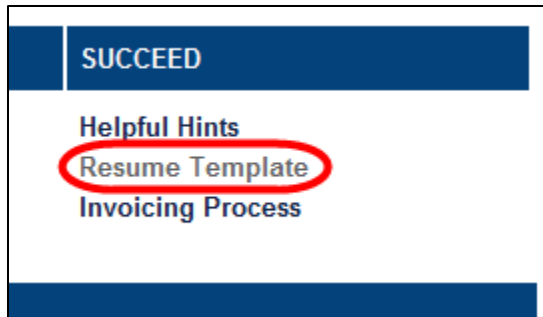
- **Submit qualified, fully committed candidates as soon as possible**
 - Focus on finding the best candidate quickly, not submitting the first possible candidate
 - CAI must present three qualified candidates to the hiring manager within four business days of releasing the requisition to the network
 - Most requisitions should be filled by a person from the first round of three candidates
 - All submitted candidates should be able to work for the first 6 months of an engagement without significant time off or vacation
 - Engaged candidates are expected to perform well and finish their assignments

Review the Peoplefluent Requisition Carefully

- **Reference the rate card (located in your subcontractor agreement)**
 - The CAI Account Team will also enter the fixed, hourly rate into the Question section, and you will need to answer Yes to the question when submitting your candidate
 - You will also enter this exact rate in the “Rate Info” section of the submittal
- **Review the whole requisition**
 - The description contains important information specific to the assignment at hand, not just the standard info in the contract job titles document
 - Daily tasks, travel requirements, work schedule, unique circumstances, etc.
 - The “Required/Desired Skills” section lists both technical and “soft” skills that your candidate is expected to possess. “Required” indicates the skill is NOT optional.
 - You will also find information detailing work location, projected start and end dates, and the CAI Account Manager associated with the requisition
- **After reviewing the requisition, submit your most qualified candidates**
 - A good rule of thumb is your top three for each requisition

Candidate Submittal and Resume Creation Tips

- Use the contract resume template located under “Succeed” on the portal
 - Make sure ONLY the CAI Account Manager associated with req. is listed as the CAI contact (remove all others)



A screenshot of a form titled 'NJ IT Staff Augmentation MSP Managed by CAI'. The section is labeled 'CAI CONTACT' and contains instructions: 'Insert name and contact information for the CAI Account Manager listed on the Peoplefluent requirement. For ease of reference, the New Jersey Account Managers' contact information appears below.' Three contact entries are listed: Bill Evans, Susan (Sue) Flaxman, and Steve McDowell. A red arrow points from a callout box to Susan (Sue) Flaxman's entry. The callout box contains the text: 'Select the Account Manager associated with the req. and delete others'. Below the contact information, there are sections for 'SKILLS' and 'EMPLOYMENT HISTORY'. The SKILLS section includes a table with columns for SKILL, YEARS USED, and LAST USED. The EMPLOYMENT HISTORY section has a placeholder text: '<List candidate's relevant employment history>'. A small number '1' is visible at the bottom right of the form area.

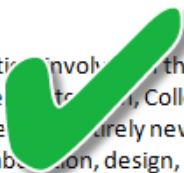
Candidate Submittal and Resume Creation Tips (cont.)

- **Customize the resume to the requisition**
 - Managers see the exact resume you submit
 - Be sure it contains experience/skills that are listed in the req. in the body of the resume under an applicable job title (not just in a general summary)
 - Hiring managers often look for these key words first before considering for interview
 - Review the resume's formatting, spelling and grammar


ABC Co, Anytown, USA (January 2012 – July 2012)
 Project: Offer Treatment Services
 Role: Technology Analyst
Description:
 Offer Treatment Services is a domain centric application involving the development of the card customers like Offering Balance transfer facilities, etc., Collection of new functionality to the current set of services or creation of entirely new services and maintenance project involving requirements elaboration, design, build and system will be maintained in iterative release using agile methodology.

Responsibilities:

- Working as a Designer / Developer for this application.
- **Used PL/SQL for writing various procedures**
- Developed Web Services using SOA architecture to communicate
- Extensively used BEA Weblogic Integration tool for developing Web
- Created JSPs, JWS's, JPD's, EJB's, Xqueries, Transformations, Content, familiarized with Workshop, Workflow and WLI interfaces.
- Worked on Spring 2.5.x and Weblogic 10.3 framework for migrating Weblogic 8.1 workshop. Use of Dependency Injection and AOP for
- Installation and configured Weblogic Integration Server and



- **Good exposure to Internet Technology.**
 - **Exhaustive experience in Project implementation, Upgrades, Oracle Database Administration, Oracle/ATG database administration, implementation and product support, performance tuning and monitoring, data and user security, and development tools.**
 - **Excellent ability to communicate with functional users and management as well as mentor technical staff members.**
 - **Project Management based functions:**
 - **Managed teams of 6 to 125 people to include Project Leaders, DBAs, and Developers**
 - **Used MS Project to assure target dates are understood and being met.**
 - **Used MS Project to view a day-by-day work plan and added tasks and delegated tasks to others on the team.**
 - **Kept project progress information up to date by setting auto-accept features to automatically update**



Candidate Submittal and Resume Creation Tips (cont.)

- **Answer the “Required/Desired Skills” section accurately and honestly**
 - Do not overstate qualifications/work experience
 - If a period of time is listed, include the years of experience with your submittal
 - Be sure this matches the amount listed on the resume
 - Make sure the skills matrix is accurate and complete indicating number of years of experience

Requisition Details And Candidate Match

Skill	Required / Desired	Amount	of Experience	Response	Amount	of Candidate's Experience
Oracle 8I/9I/10G Database Administration	Required	10	Years	Close	6	Years
Technical DB administration in Oracle 10G AIX	Required	5	Years	Close	3	Years
Oracle RMAN backup/recovery administration and implementation	Required	5	Years	Meets	5	Years
Oracle SQL Plus and PL/SQL	Required	10	Years	Close	5	Years
Ability to install Oracle RDBMS software, upgrade and security patches	Required	10	Years	Close	7	Years
Understanding of NJ OIT business processes and operations	Highly desired	3	Years	Not at all		Years
Experience with Oracle 10G and 11G installations on AIX platforms	Highly desired	1	Years	Exceeds	3	Years
Installation and configuration of OEM with Grid Control	Required	1	Years	Exceeds	3	Years
Installation of a multi node Oracle RAC cluster	Required	1	Years	Exceeds	3	Years

Candidate Submittal and Resume Creation Tips (cont.)

- **Ensure that candidate's personal email address is put into Peoplefluent during the submission process**
 - This email address will be used during the electronic Right to Represent (E-RTR) process
 - CAI will use this email address to search for the candidate's right to represent within the NJ_RTR@compaid.com mailbox if the candidate is selected for screening
 - Please do not create candidate email addresses on behalf of the candidate for the purpose of sending the E-RTR
 - If CAI is unable to find the E-RTR, or if the E-RTR is filled out incorrectly, the candidate will be rejected

Prep Your Candidate

- **Communicate the specifics**
 - Req. ID, title, job description and the Agency name
 - Educate candidate about the importance of the Req ID and that every requirement has a unique ID number
 - Assignment details - Daily tasks, work schedule, location, travel, etc.
 - Work days may be 7, 7.5 or 8 hours
 - Inform the candidate of any out-of-pocket expenses - Parking, tolls, etc.
 - Mileage is not reimbursable by the State of NJ
- **Finalize all compensation details prior to submittal**
- **Verify the Candidate has NOT already been submitted for the Req.**
- **Let your candidate know the type of interview(s) that MAY be required**
 - In-person, face-to-face interview – Most common
 - If so, make sure he or she can be available even with only a 1 to 2 day notice
 - Phone Screen – may precedes an in-person interview (manager's discretion)
 - Web Based – Make sure candidate has webcam

Prep Your Candidate (cont.)

- **If your candidate is out of the area, make sure he or she is willing to relocate if necessary**
- **You will also want to verify that your candidate is aware of the assignment length and is committed to completing the engagement**
- **Ensure that the electronic Right to Represent template is sent to the candidate's personal email address**
 - **Template is located on the contract portal (newjersey.compaid.com)**
- **Candidate will need to fill in the template with position-specific details and submit it to the NJ_RTR mailbox**
- **The E-RTR will ensure that you are validated as the candidate's representing supplier**

Prep Your Candidate (cont.)

- **Inform your candidate he or she *MAY* receive a call from CAI**
 - Again, the candidate must validate that you are authorized to represent them
- **Provide valid phone number for your candidates**
 - Provide as many numbers as possible so that CAI can connect with the candidate
 - Cell phone numbers are preferred
 - Notate his or her number in Peoplefluent, not yours or your company
 - If the candidate misses a call, he or she should call back ASAP or they may miss the opportunity for the position
- **Keep your candidates up-to-date on the status of the requisition**
 - Let candidates know if they are no longer being considered

Stay in Touch

- **Make yourself available to CAI team once your candidate is submitted**
 - CAI Account Team will notify you if the Agency requests an interview
 - CAI may also need you to provide additional information for the client
 - If the submitting user is going to be out of the office, be sure to leave a backup with access to that user's email and create out of office on your voicemail
- **Be sure the Vendor Contact Information section of the Peoplefluent candidate submission is accurate**
 - All Peoplefluent notifications regarding the candidate will be sent to this person
 - The CAI Account Managers will also use this information to call you, if needed
- **Remove your candidate in Peoplefluent if they are no longer available**
 - We also recommend that you contact the CAI Account Manager right away
 - Contact CAI, not the Agency / hiring manager
- **Keep in contact with your candidate between the time the offer is made and the engagement start date**

Manage your Engagements

- **Peoplefluent login info will be sent to the candidate's email address if they are selected for engagement**
 - The candidate will need this info to submit their timesheets
- **Make sure candidates submit time in Peoplefluent by Monday morning**
 - This will give the Agency hiring manager time to approve the timesheet
 - It will also help facilitate prompt payment from CAI to you
- **Make sure candidates know that they must enter zero hours even if they don't work during the timesheet week**

Keep All Contract Information Up-to-Date

- **Provide CAI with updated insurance and business certifications**
- **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 company address and/or name changes**
- **Keep your Peoplefluent user list and contact information current**
 - Inactivate users no longer with the company
 - Make sure your company has more than one Admin user to reset passwords
 - CAI is unable to reset vendor passwords
 - Keep Peoplefluent “Default User” information correct
 - Click on Admin, Vendor Information, and then edit the Contact Information section
 - Will ensure that your users get the important notifications previously mentioned

Invoice CAI

- **Make sure the invoice is for a true month period (e.g. 5/1-5/31)**
- **Include the following information on each invoice**
 - Time period
 - 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:** Frederis Henry, CAI, 1390 Ridgeview Drive, Allentown, PA 18104
 - **Email (PDF, Excel, or Word format):** NJ_Invoices@compaid.com

Select Payment Option

- **Payment from CAI to you is net 60 from receipt of correct invoice**
 - We don't wait for payment from the Agency to pay you
- **If you haven't already, you can choose 15 day payment option**
 - Fee is 1% of the invoice amount
 - You will need to sign a new subcontractor agreement
 - You can only change payment options once
- **CAI is now offering electronic payment through its ACH program**
 - Contact AccountsPayableQuestions@compaid.com to sign-up for this service
- **Use CAI's payment tracking system (<https://extranet.compaid.com/api/>)**
 - You will need your CAI-issued vendor number
 - Contact MSPNetwork_Help@compaid.com for help accessing the system
 - Send payment questions to AccountsPayableQuestions@compaid.com

CAI Contact Information

- **Bill Evans**
 - william_evans@compaid.com
- **Steve McDowell**
 - steve_mcdowell@compaid.com
- **Sue Flaxman**
 - susan_flaxman@compaid.com
- **Help Desk**
 - Phone: 800-635-5138
 - Email: MSPNetwork_Help@compaid.com
- **Contract Portal**
 - newjersey.compaid.com

Questions?