

IT Supplemental Staffing Provider (ITS-009440) FAQs

1) How are rates being established?

The ITSS program will continue to use the 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 B1 of ITS 400191 Amendment 1 and 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.

5) How is the State going to handle extensions?

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 through the IT Staffing Provider Contract (ITS-009440) will be submitted to the provider community under (ITS-009440) for competition, regardless of the reason that a contractor may have for leaving an engagement. 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?

Providers awarded an IT staffing assignment through VectorVMS 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.

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

Providers awarded an IT staffing assignment through VectorVMS 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 VectorVMS to provide the State IT short term staff?

Providers awarded ITS-400191 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 **about** five days from the time **all** the **accurate** 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 provider’s 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 VectorVMS 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?

Effective **Thursday October 1st 2020**, CAI’s ERTR process related to the NC ITSS contract will change to a new process, which is outlined for your awareness below. Please note, after the process changeover date, candidate ERTRs must be submitted following the new protocol. The new ERTR process overview and template can be found on the supplier portal site at: nc.compaid.com

1. Supplier sends ERTR template email to candidate’s personal email address
 - a. In the Subject field of the email, the supplier lists: **Agency Name – Req Title and Req ID #**
 - b. Supplier pastes the content from RTR template content into the body of the email to the candidate
 - i. The ERTR Template can be found on the program supplier portal at <https://www.cai.io/msp/north-carolina> and/or in the “Attachments” section of VectorVMS
 - ii. Please be sure to enter your company’s name in the “[VENDOR NAME]” section of the template

2. Candidate returns email to supplier from personal email address to acknowledge receipt and grant the supplier the right to represent the candidate for that specific requisition/role.
3. Supplier captures the **ENTIRE email thread, including all timestamp/header content from the email thread**, in a PDF document.
4. Supplier uploads the PDF document, capturing the ERTR, in the “Attachments” area on the “Reference” tab of the candidate profile.
 - a. This is the same location where you upload the candidate’s resume.
5. Supplier then finalizes the candidate submission by completing all required fields, including the Required/Desired Skills, and attaching the resume and ERTR documents.

15) Were State Agencies trained on the VMS VectorVMS?

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

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

Yes, CAI will offer training for the VMS/VectorVMS system. CAI will provide a training information 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.

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 VectorVMS 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 New awarded providers to IT Staffing Providers contract (ITS-009440) have not received their VectorVMS 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 VectorVMS and receive login information. Until the workbook and CAI configuration materials are returned, your company will not receive VectorVMS login information. Please note it takes approximately five days from the time the workbook is received to be configured in VectorVMS. If you have returned all VectorVMS 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 VectorVMS system?

IT staffing assignment engagements in the VMS, require resources to log into VectorVMS 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 candidate's complete contact information at the time of the submittal.

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

Resources are required to submit all timesheets through VectorVMS for IT staffing assignment requests issued through the VMS. Education of resources regarding the importance of entering time each week is essential. VectorVMS 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 Nick Edwards/IT Staffing Program Manager at (staffing@nc.gov).

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