

ITCL Staff Augmentation Process

The VITA ITCL Program Contract brings a standardized ordering process for all Commonwealth agencies through the MSP supplier, Computer Aid. The following details supplements the Process Flow Diagram illustrated on page 3 of this document.

Step 1: Agency Hiring Manager works with CAI Account Manager to determine the applicable job classification and bill rate for the new staff augmentation requisition.

Step 2: Hiring Manager obtains verbal funding approval for obtaining resource.

Step 3: Hiring Manager determines budget based on the not-to-exceed hourly rate for the determined job classification and the number of hours needed for the engagement.

- If the Authorized User utilizes eVA, the order is entered into eVA and flows through the system for necessary approvals. The fully approved PO is automatically sent to CAI via eVA.
- If the Authorized User does not utilize eVA, the PO is obtained via the appropriate process. The PO must be emailed to the CAI Account Manager.

Step 4: The Hiring Manager will log into VectorVMS and create a new requirement, completing the Requirement Detail to include:

- The anticipated start and end dates
- The Purchase Order number
- The detailed job description
- Required/Desired Skills
- Interview type (phone or in-person)
- Any other pertinent details

Step 5: In anticipation of upcoming interviews, the Hiring Manager will block off time on his/her calendar to accommodate these interviews.

Step 6: The requirement created by the Hiring Manager will be routed to the CAI Account Manager for review. The CAI Account Manager will notify the Hiring Manager that they have received the request, will review the requirement for completeness, and submit any questions back to the Hiring Manager for clarification. When the CAI Account Manager has confirmed all information, the requirement will be approved and released to the subcontractor network via VectorVMS.

Step 7: Subcontractors will receive and review the requirements in VectorVMS. Subcontractors will recruit and screen candidates to identify qualified resources for the position. Once identified, the subcontractor will submit the candidate in VectorVMS, completing all required fields, attaching the formatted resume, and the right to represent documentation.

Step 8: The CAI Account Manager monitors all requirements and reviews all submitted candidates. The Account Manager may submit questions or ask for additional information from the subcontractor related to their candidate.

Step 9: The CAI Account Manager will forward the best five to seven candidates to the Hiring Manager on the fourth business day following the requirement release. Selected candidates will be based on skills and experience, location of the resource, availability, and rate. Any special requirements will also be evaluated to ensure an appropriate fit.

Step 10: The Hiring Manager reviews the candidates/resumes received and determines which candidates will be interviewed.

Step 11: The Hiring Manager requests interviews with the selected candidates through the CAI Account Manager. The ITCL Account Manager will contact the subcontractor to get the interviews scheduled. The subcontractor will work directly with the candidates to coordinate and confirm the interview times. The VectorVMS requirement will be updated to show the status of "Interviews Occurring".

Step 12: If a qualified candidate is identified during the interview process, the Hiring Manager will contact the CAI Account Manager to notify CAI of the selection. If no qualified candidate was identified and additional resumes are requested, return to step 10.

Step 13: The CAI Account Manager notifies the subcontractor that their candidate has been selected. The subcontractor contacts the candidate to make the offer and follows up with the CAI Account Manager to confirm acceptance.

Step 14: The subcontractor initiates all required on-boarding tasks, including background check, E-Verify and signature of additional on-boarding forms by the resource. Upon completion, the subcontractor uploads all on-boarding documents into the candidate record in VectorVMS.

Step 15: The CAI Account Manager reviews and approves all submitted on-boarding documents. The CAI Account Manager notifies the Hiring Manager that on-boarding activities are complete and confirms the start date. The Hiring Manager is responsible for ensuring the candidate has all necessary accesses, hardware, software, etc. prior to the start date. The CAI Account Manager confirms start date and shares any other first day assignment details to the subcontractor.

Step 16: CAI processes the engagement in VectorVMS and emails instructions to the candidate for submitting weekly timesheets. The candidate begins work.

Step 17: The candidate enters timesheets (and expenses if allowed) into VectorVMS by noon each Monday for the prior week (Sunday through Saturday work week).

Step 18: The Hiring Manager approves all required VectorVMS timesheets by noon each Wednesday.

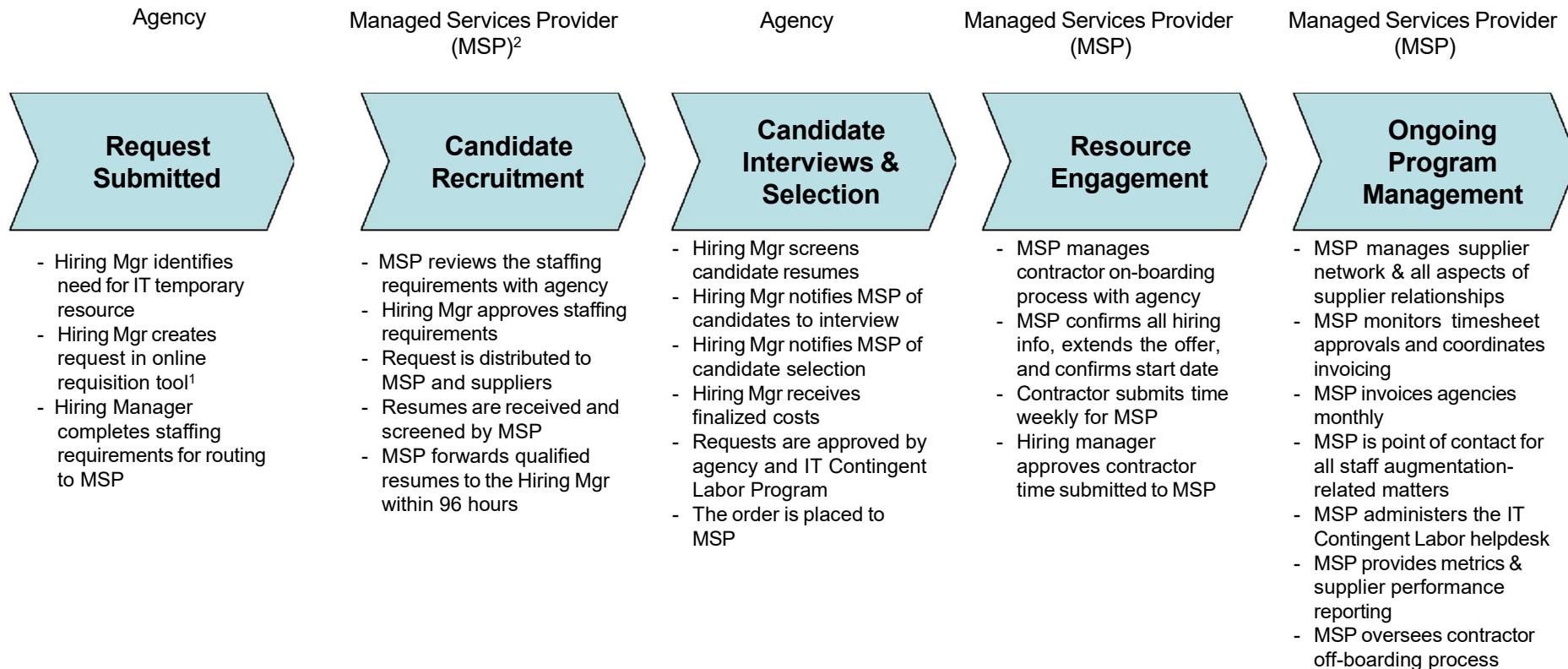
Step 19: Invoices are submitted to the Authorized User mid-month for all timesheet hours approved for the previous calendar month.

Step 20: The Authorized User processes payment to CAI. Payment terms to CAI are net 30.

Step 21: CAI processes payment to the subcontractor per the terms of the subcontractor agreement.



ITCL Staff Augmentation (SA) Request Process



¹The online requisition tools are eVA and VectorVMS VMS

² Computer Aid, Inc. (CAI) is the selected Managed Service Provider (MSP).