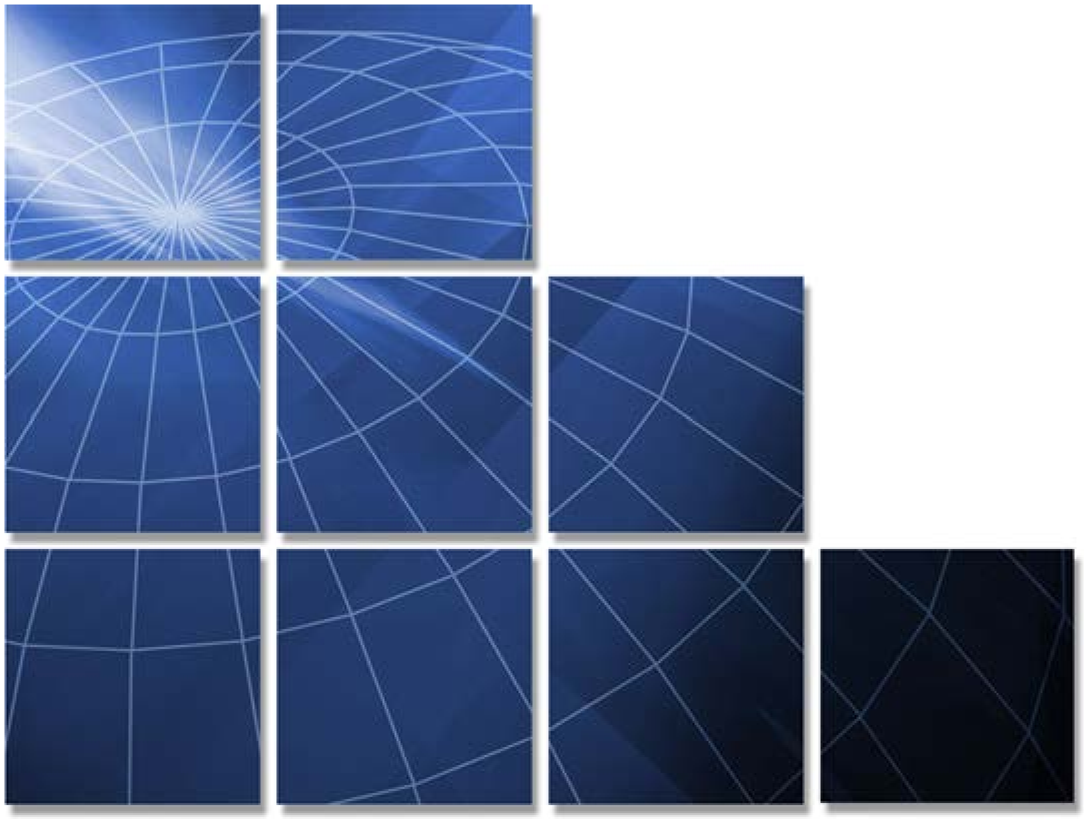

State of Arkansas
IT Contingent Labor Contract

Staff Augmentation (SA) Process

Prepared by CAI and Arkansas Department of Information Systems

AR IT Contingent Labor MSP
Managed by CAI

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PURPOSE

The purpose of this document is to provide a general overview of the State of Arkansas Information Technology (IT) Contingent Labor contract (Contract Number SP-16-0003 4600035144) and to guide you through the process for procuring time and materials (T&M) staff augmentation resources through this contract.

CONTRACT OVERVIEW

Computer Aid, Inc. (CAI) is the managed service provider (MSP) responsible for managing IT staff augmentation services. They are responsible for vendor response management, candidate evaluation and validation, interview facilitation, general project management, invoice processing, and vendor performance oversight.

Highlights

Key provisions of the IT Contingent Labor Contract include:

- Job titles encompassing a wide array of IT staff augmentation positions and experience levels.
- Not-to-exceed staff augmentation rates covering the state of Arkansas.
- A diverse, open CAI Subcontractor network providing the right resources and the best solutions.
- A web-based vendor management system (VMS) known as PeopleFluent in which Agency personnel submit their requirement, CAI Subcontractors submit their candidates, and CAI manages the entire process.
- Access to a web-based reporting system that provides visibility into all aspects of the contract.
- Performance-based SLAs to ensure that the State is receiving quality candidates in an expedient fashion.

For additional information on the IT Contingent Labor contract, please visit the contract web portal: http://www.dfa.arkansas.gov/offices/procurement/contracts/Pages/4600035144.aspx

USER ROLES – STAFF AUGMENTATION

This section identifies the key personnel using the Staff Augmentation portion of the IT Contingent Labor Contract, and highlights their roles in the engagement process.

State Agency

The following State personnel are involved in the engagement process:

Hiring Manager

APPROVAL PHASE

- Works with CAI Account Manager to build the job requirements and properly classify the position into one of the contract's pre-defined job titles.
- May enter the requirements in PeopleFluent.
  - Other Agency personnel may enter requirements on his or her behalf.
- Submit initial PR request.

RESOURCE ENGAGEMENT PHASE

- Works with CAI Account Manager if clarification is needed.
- Reviews the resumes of candidates forwarded by the CAI Account Manager and determines if interviews are necessary.
- Notifies the CAI Account Manager if personal interviews are desired.
  - May conduct phone or personal interviews of candidates.
- Makes selection of best candidate to fill the position and informs CAI Account Manager.
- Obtain PO/OA approval. Provides CAI Account Manager with PO/OA.
  - If a specific resource/Subcontractor was requested, justification may be required when obtaining PO/OA approval.

DIS

- Escalation point for contractual issues.
- Develops and maintains policies and guidelines for contract, and contract use by Agency personnel.

CAI Account Manager

The CAI Account Manager is responsible for the following tasks:

APPROVAL PHASE

- Assists Hiring Manager(s) with classifying staff augmentation needs.
- Assists Hiring Manager(s) with writing consistent and concise requirements for potential staff augmentation positions.

RESOURCE ENGAGEMENT PHASE

- Reviews requirements and works with Hiring Manager(s) if clarification is necessary.
- Releases requirements to vendor network via PeopleFluent.
- Reviews and screens resumes of candidates submitted by vendors.
- Works with vendors to obtain additional information as needed.
- Phone screens candidates to verify required skills and experience.
- Submits resumes of best-qualified candidates to Hiring Manager for selection, within the time limits of the Service Level Agreements.
- Manages arrangements for personal interviews, if requested.
- After selection of candidate, notifies vendor and offers engagement to candidate.
- Coordinates on-boarding process.
    - Ensures that candidate reports for assignment.
    - Ensures that candidate completes any onboarding requirements.
    - Ensures that candidate gets necessary background checks, security badges, and any other State-required items.

CAI Subcontractor Network

CAI's Subcontractor network does the following:

- Reviews requirements for temporary IT personnel.
- Submits resumes of qualified and available candidates through PeopleFluent.
- Works with CAI Account Manager if additional information is needed.
- Completes onboarding requirements for candidates selected for engagement.
- Works with CAI to arrange candidate interviews and assignment start dates.

STAFF AUG REQUIREMENT FULFILLMENT WORKFLOWS

There are three main types of requirements under the IT Contingent Labor contract:

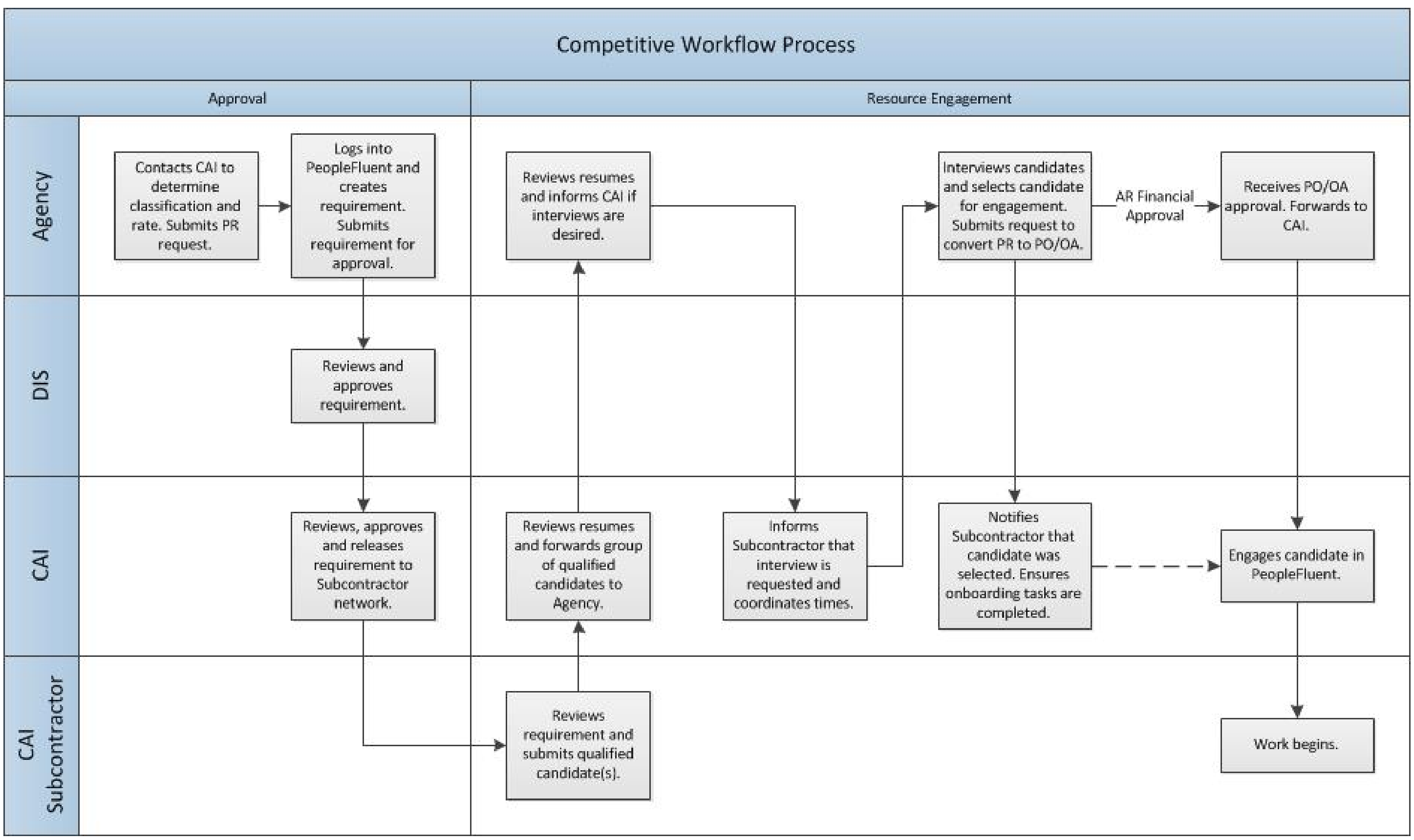
- Competitive – This type of requirement is released to the Subcontractor network for competition, ensuring that the best resources are provided at reasonable market rates.
- Named Resource – This type of requirement is released to a designated Subcontractor that either specializes in the type of resource required, or employs a desired resource.
- Extension of an Existing Resource

The following pages detail the process for each one of these requirements.

Please note: Depending on the processes of each Agency this process may vary. Please be sure to follow specific Agency procurement guidelines.

Competitive

The following diagram illustrates the standard workflow process for the Arkansas IT Contingent Labor Contract. Detailed narrative begins on the next page.



Approval

Step 1: Hiring Manager contacts CAI to determine Job Classification and not to exceed (NTE) rate, then submits initial PR request.

Step 2: Hiring Manager logs into PeopleFluent and creates requirements based on discussion with CAI, filling in job details, skill requirements and other information. If manager needs a PeopleFluent login issued, CAI Account Manager will assist. Hiring Manager blocks off calendar time to accommodate interviewing candidates forwarded by CAI.

Step 3: If necessary, the requirements are reviewed and approved by additional Agency personnel via PeopleFluent.

Please note: If you are designated as a PeopleFluent approver, you will receive an automatic email notification from the system requesting that you view and approve the requirements.

Step 4: DIS reviews and approves requirement.

Step 5: Once the PeopleFluent requirements have received the necessary approvals, the requirements are sent to the CAI Account Manager for final approval.

Step 6: The CAI Account Manager reviews the requirements for completeness, and releases the requirements to the CAI Subcontractor network.

Resource Engagement

Step 1: The CAI Subcontractor reviews the requirements.

Step 2: The CAI Subcontractor submits qualified candidate along with resume and Right to Represent form into PeopleFluent.

Step 3: The CAI Account Manager reviews the resumes and selects a group of resumes to present to the Hiring Manager, based on skill and experience match and availability.

Step 4: The CAI Account Manager forwards the qualified candidates to the Hiring Manager for review via PeopleFluent.

Please note: This must happen within the required time frame identified in the contract's service level agreements.

Step 5: The Hiring Manager reviews the forwarded resumes and notifies the CAI Account Manager if he or she would like to interview any of the candidates.

Step 6: The CAI Account Manager notifies the CAI Subcontractor and coordinates interviews with the Hiring Manager.

Step 7: The Hiring Manager interviews the candidate during previously blocked-off time, either by phone or in-person.

Step 8: The Hiring Manager selects a candidate and provides the CAI Account Manager with complete engagement details, including start date, work address, parking details, person to whom he or she should report, etc. The Hiring Manager then submits request to convert PR into a PO/OA and obtains all necessary approvals (will depend on total cost of full scope of work).

Step 9: The CAI Account Manager notifies the CAI Subcontractor that their individual candidate was selected.

Please note: When the selected candidate is engaged in PeopleFluent, the system automatically notifies CAI Subcontractors if their candidates were not selected.

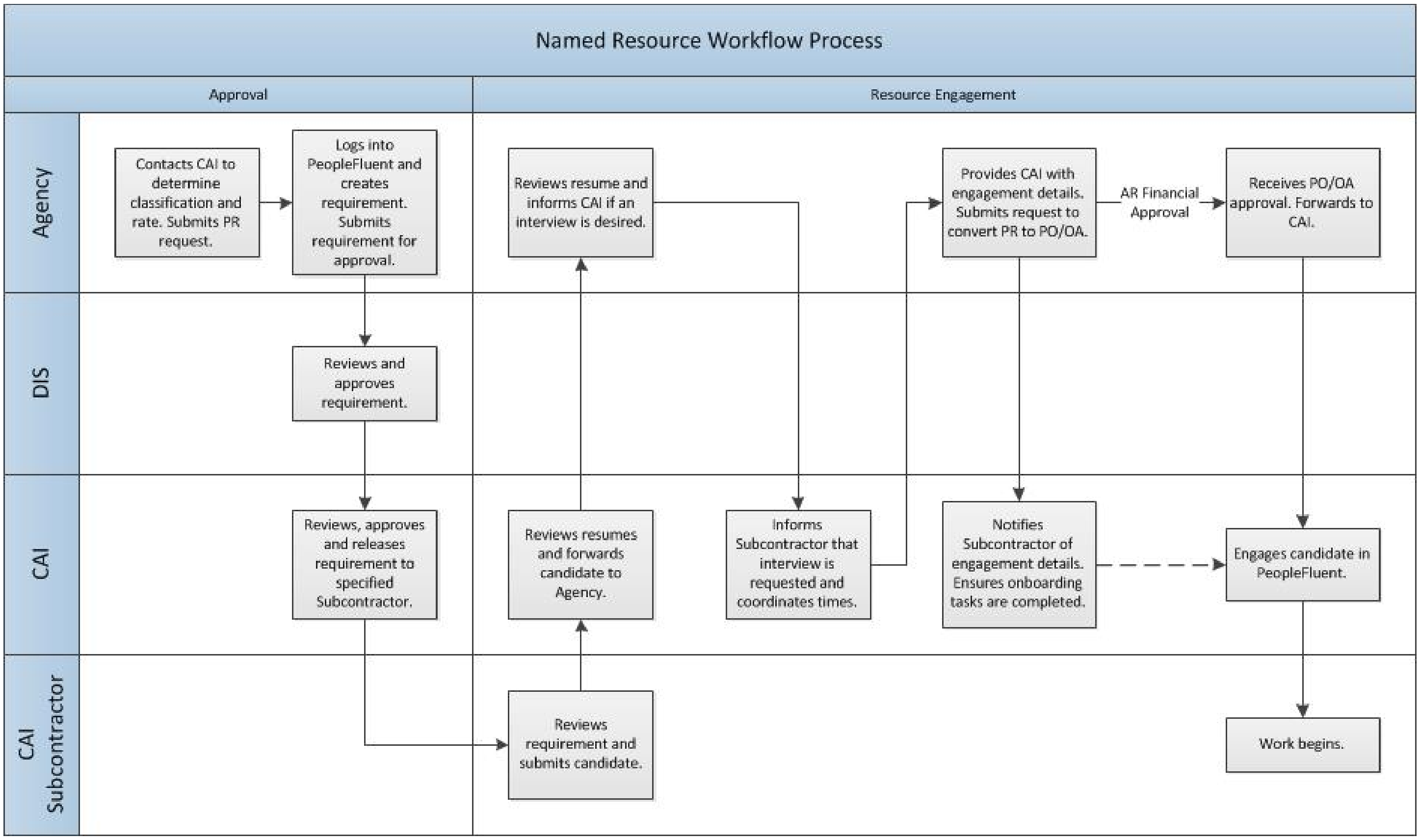
Step 10: The CAI Subcontractor notifies the selected candidate and provides job specifics.

Step 11: The CAI Account Manager works with the CAI Subcontractor to make sure that all on-boarding activities are complete (i.e. background check).

Step 12: The candidate begins work when PO/OA has been approved and provided to CAI.

Named Resource

The following diagram illustrates the workflow process for requirements in which a specific candidate has been chosen. Detailed narrative begins below.



Approval

Step 1: Hiring Manager contacts CAI to determine Job Classification and submits initial PR request.

Step 2: Hiring Manager logs into PeopleFluent and creates requirements based on discussion with CAI, filling in specific resource/CAI Subcontractor name, job details, skill requirements and any other relevant information.

Step 3: As necessary, the requirements is reviewed and approved by additional Agency personnel via PeopleFluent.

Please note: If you are designated as a PeopleFluent approver, you will receive an automatic email notification from the system, requesting that you view and approve the requirements.

Step 4: DIS reviews and approves requirement.

Step 5: Once the PeopleFluent requirements has received the necessary approvals, the requirements is sent to the CAI Account Manager for final approval.

Step 6: The CAI Account Manager reviews the requirements for completeness, and releases the requirements to the specific CAI Subcontractor or the CAI Subcontractor employing the specified candidate.

Resource Engagement

Step 1: The CAI Subcontractor reviews the requirements.

Step 2: The CAI Subcontractor submits the qualified candidate along with resume and Right to Represent form into PeopleFluent.

Step 3: The CAI Account Manager forwards the specified candidate information to the Hiring Manager for review via PeopleFluent.

Step 4: The Hiring Manager reviews the forwarded candidate and notifies the CAI Account Manager if he or she would like to interview the candidate.

Step 5: The CAI Account Manager notifies the CAI Subcontractor and coordinates interview with the Hiring Manager.

Step 6: The Hiring Manager interviews the candidate either by phone or in-person.

Step 7: The Hiring Manager provides the CAI Account Manager with complete engagement details, including start date, work address, parking details, person to whom he or she should report, etc. The Hiring Manager then submits request to convert PR into a PO/OA and obtains all necessary approvals (will depend on total cost of full scope of work).

Step 8: The CAI Account Manager notifies the CAI Subcontractor of the engagement details.

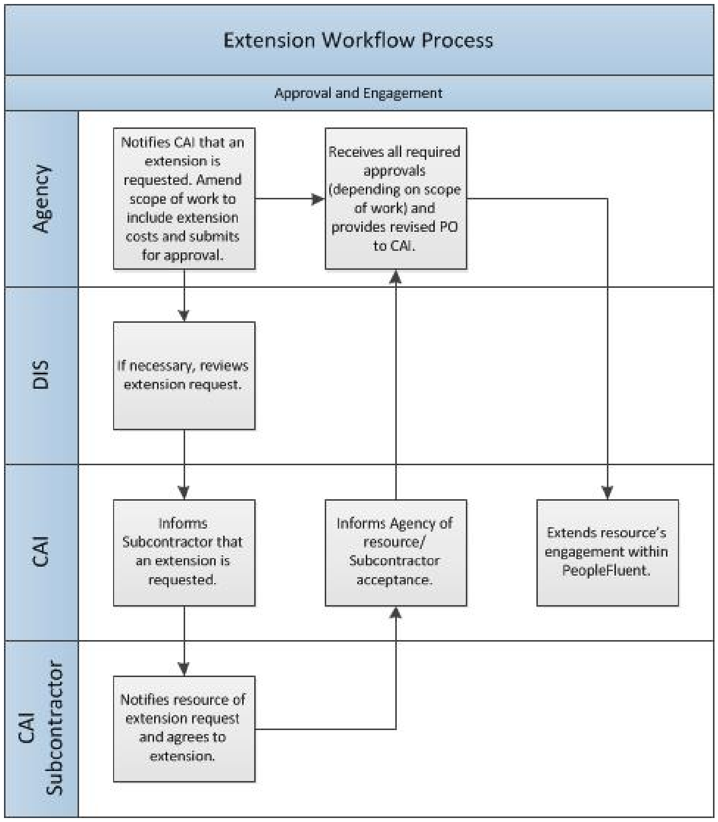
Step 9: The CAI Subcontractor notifies the selected candidate and provides job specifics.

Step 10: The CAI Account Manager works with the CAI Subcontractor to make sure that all on-boarding activities are complete (i.e. background check).

Step 11: The candidate begins work when PO/OA has been approved and provided to CAI.

Extension of an Existing Resource

The following diagram illustrates the workflow process for requirements in which a candidate's assignment is being extended. Detailed narrative begins below.



Please note: This process only applies if the job title and rate remain the same. If the job title and/or rate are changing, follow the **Specific Resource** process above.

Approval and Engagement

Step 1: Agency personnel notify CAI that it would like to extend the resource. Agency personnel amend existing PO to include new scope of work estimate. If necessary, DIS reviews extension request.

Step 2: CAI informs the CAI Subcontractor that the Agency wishes to extend the resource's engagement.

Step 3: CAI Subcontractor communicates the request to the resource and agrees to the extension.

Please note: In the rare instance that the CAI Subcontractor and/or resource don't agree to the extension, please follow the aforementioned **Competitive** process.

Step 4: CAI Subcontractor notifies CAI of its approval. CAI informs Agency of acceptance.

Step 5: The Agency personnel ensure that all approvals have been received (will depend on total cost of full scope of work).

Step 6: Once the PO has received the necessary approvals, the Agency provides the CAI Account Manager with the revised Purchase Order.

Step 7: CAI extends the candidate's current engagement in PeopleFluent.

Please note: An extension request, at the same job title and rate, **doesn't** require the creation of a new engagement, eliminating the need for:

- Agencies having to create/approve a new PeopleFluent engagement.
- CAI Subcontractors having to submit the candidate a second time.
- CAI having to engage the candidate again.

STAFF AUG MANAGEMENT ACTIVITIES

The Management Phase begins when the candidate begins his or her assignment under the IT Contingent Labor Contract and is engaged in the PeopleFluent system. Once a candidate is engaged, he or she must submit timesheets and/or expenses on a weekly basis so that payment can be processed by the State. The remainder of this section details each step of this phase.

Step 1: Candidate submits timesheet/expense details in PeopleFluent each week by Monday at noon. If Monday is a holiday, the timesheet/expense details should be submitted by Tuesday at noon.

Please note: Expenses should only be submitted if they are within State guidelines and they have been pre-approved by the Agency via a line item on the PO.

Step 2: The Agency Time/Expense Approver reviews and approves the timesheet/expense report via PeopleFluent each week by Tuesday at noon. If Monday or Tuesday falls on a Holiday, the timesheet approval process will be delayed by one day.

If the timesheet/expense report is incorrect, the Agency/Time-Expense Approver can reject it in the PeopleFluent system. The candidate will receive a PeopleFluent email stating that it has been rejected. The candidate must go back into PeopleFluent and resubmit. Once the candidate has done so, the Agency/Time-Expense Approver will receive another PeopleFluent email. At that point, the Agency/Time-Expense Approver can once again approve or reject. This process continues until the timesheet/expense is approved.

If an Agency/Time-Expense Approver has approved a timesheet and it needs to be changed, he or she should contact the CAI Help Desk (Arkansas_Help@compaid.com or 800-635-5138). A Help Desk team member will create a timesheet amendment. Once the amendment has been created, the Agency/Time-Expense Approver goes into PeopleFluent and approves the change.

If an Agency/Time-Expense Approver has approved an expense report that needs to be changed, he or she should contact a CAI Account Manager. The CAI Account Manager will work to make sure that it is corrected.

Please note: When a candidate submits a timesheet/expense, a PeopleFluent-generated email is automatically sent to the Agency/Time-Expense Approver letting him or her know that a timesheet has been submitted and is awaiting approval/rejection.

Step 3: CAI uses the approved timesheets/expense reports (and amendments) to generate invoices for payment.

Step 4: CAI invoices DIS. DIS, in turn, invoices the Agency.

CONTRACT ASSISTANCE

This section includes key contact information for the IT Contingent Labor Contract.

Dedicated CAI Account Managers

If you would like to discuss your Staff Augmentation staffing needs, get assistance with new requirements, or have a question about an existing resource, please contact CAI's Executive Account Manager, Tommy Tompkins, either by phone (501-605-0025) or email (tommy_tompkins@compaid.com).

CAI Help Desk Team

If you need assistance with PeopleFluent, please contact CAI's Help Desk.

The team can be reached by phone (800-635-5138) or email (Arkansas_Help@compaid.com)