



# Commonwealth of Virginia IT Contingent Labor Program

## Staff Augmentation (SA) Process

Prepared by CAI and Virginia IT Agency, Supply Chain Management



August 2024

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## **PURPOSE**

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The purpose of this document is to provide a general overview of the Commonwealth of Virginia Information Technology (IT) Contingent Labor Program contract (Contract Number VA- 210625-CAI) and to guide you through the process for procuring staff augmentation resources through this contract.

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# **CONTRACT OVERVIEW**

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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 Virginia with separate rates for Northern Virginia.
- A diverse, open CAI Subcontractor network providing the right resources and the best solutions.
- A web-based vendor management system (VMS) known as VectorVMS in which Authorized User personnel submit their requirements, CAI Subcontractors submit their candidates, and CAI manages the entire process.
- Access to a web-based reporting system that provides visibility into Authorized User and CAI Subcontractor performance.
- Performance-based SLAs to ensure that the Commonwealth is receiving quality candidates in an expedient fashion.

For VITA IT Contingent Labor program information, see the VITA website at:

<https://www.vita.virginia.gov/procurement/it-contingent-labor/>

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## **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.

### **Authorized User**

The following Commonwealth personnel are involved in the engagement process:

#### **Authorized User/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 VectorVMS.
  - Other Authorized User personnel may enter requirements on his or her behalf.
- Enter the requirements in the eVA system or their own purchasing system to obtain PO approval.
  - Other Authorized User personnel may enter requirements on his or her behalf.

##### **RESOURCE ENGAGEMENT PHASE**

- Provides CAI Account Manager with PO.
- Works with CAI Account Manager if clarification is needed.
- Reviews the resumes of candidates submitted to fill the position and determines if interviews are necessary.
- Notifies the CAI Account Manager if candidate interviews are desired.
- May conduct phone or in-person interviews of candidates.
- Makes selection of best candidate to fill the position and informs CAI Account Manager.

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## **Agency Head**

### **APPROVAL PHASE**

- Works with Authorized User/Hiring Manager, as necessary, on approval of requirements using the "Exception – Standard Job Title" or "Exception – Non-Standard Job Title" requisition classes by way of a signed Exception Form
- Ensures compliance with all IT Investment Management, IT Security, IT strategic plan and other policies as applicable.

### **VITA**

- Develops, maintains, and ensures compliance with contract, program policies, guidelines and use by Authorized User.
- Escalation point for all issues related to the contract and the ITCL Program.

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## CAI Account Manager

The CAI Account Manager is responsible for the following tasks:

### APPROVAL PHASE

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

### RESOURCE ENGAGEMENT PHASE

- Reviews requirements and works with Authorized User/Hiring Manager(s) if clarification is necessary.
- Releases requirements to vendor network via VectorVMS.
- 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 top five to seven qualified candidates to Authorized User/Hiring Manager for selection, within the time limits of the Service Level Agreements.
- Manages arrangements for candidate 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.
  - Work with hiring manager to ensure completion of any agency required on-boarding tasks.

## CAI Subcontractor Network

CAI's Subcontractor network does the following:

- Reviews requirements for temporary IT personnel.
- Recruits, qualifies and submits resumes of available candidates through VectorVMS.
- Works with CAI Account Manager if additional information is needed.
- Completes onboarding requirements for selected candidates including background checks, e-Verify clearance, etc.
- Works with CAI to arrange candidate interviews and assignment start dates.

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# STAFF AUG REQUIREMENT FULFILLMENT WORKFLOWS

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

- Competitive – This selection is required to ensure that the best resources are provided at reasonable market rates.
- Named Resource – Used when an agency has pre-identified a specific candidate for hire
- Extension of an Existing Resource

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

**Please note:** Please be sure to follow specific Authorized User procurement guidelines.

## Usage of the “Exception” Job Classifications

Use of “Non-Standard Job Title (Niche)” Requisition Class: There may be situations where an agency requires a new category of IT skills not represented on the Rate Card. These engagements will be tracked and reported to determine whether additional job titles are needed to support competition within the ITCL Program.

Use of “Standard Job Title - Rate Exception” Requisition Class: There may be situations where prevailing labor rates have changed for existing job titles represented on the Rate Card, or an agency requires a unique skill for an existing job title that requires a rate exception. These engagements will be tracked and reported to determine whether adjustments need to be made to the Rate Card

Use of either the “Non-Standard Job Title (Niche)” or “Standard Job Title - Rate Exception” requisition classes require agency head approval. An Exception Form must be completed and signed by the agency head and attached in Vector before submitting the requisition to CAI. The form must be signed by the agency head; this responsibility may not be delegated. CAI will not release the requisition to subcontractors if the signed Exception Form is missing.

Exceptions will be routinely reported as part of program oversight, reporting of user demographics, and executive reporting provided to VITA.

The following resources are available on VITA’s website at:

<https://www.vita.virginia.gov/procurement/it-contingent-labor/resources/>

- Revised ITCL Policy (effective October 26, 2023, for implementation January 1, 2024)
- Exception Form
- Step-by-step instructions for submitting/attaching the signed Form in Vector

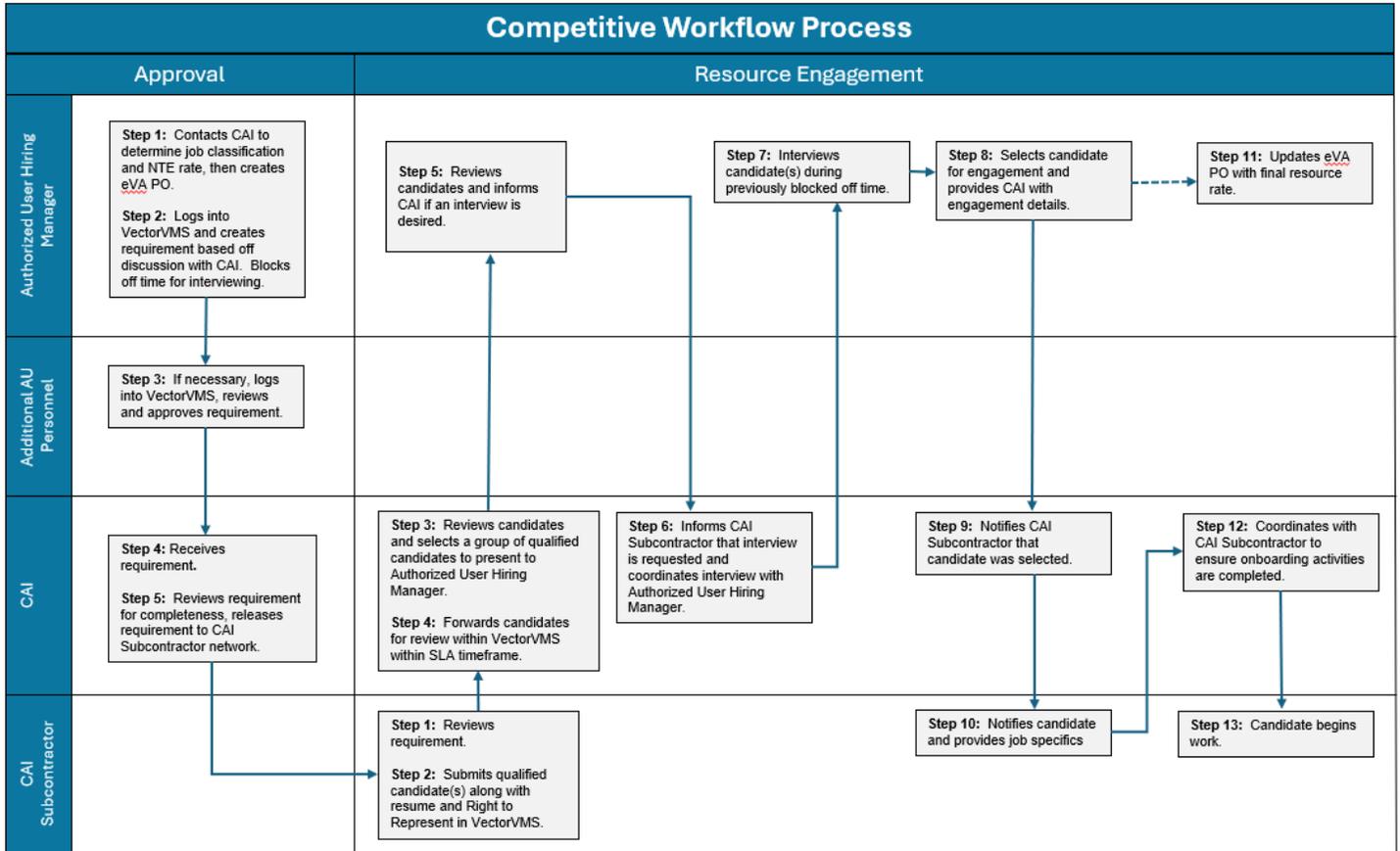
## Approval and Engagement

Exception category usage can be competitively filled by the CAI Subcontractor network or approved for a named resource or firm. Therefore, the approval and procurement processes are the same as the below **Competitive** and **Named Resource** sections.

**Please note:** Exception job title usage may require additional internal approvals from Authorized User personnel before going to the CAI Account Management team.

# Competitive

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



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## **Approval**

**Step 1:** Authorized User/Hiring Manager contacts CAI to determine Job Classification and not to exceed (NTE) rate, then creates a Purchase Order based on the NTE rate and estimated hours within eVA or other PO system.

**Step 2:** Authorized User/Hiring Manager logs into VectorVMS and creates requirements based on discussion with CAI, filling in job details, skill requirements and other information. If manager needs a VectorVMS login issued, the CAI Account Manager will assist. Then the PO number is put into VectorVMS requirements and Authorized User/Hiring Manager blocks off calendar time to accommodate interviewing candidates forwarded by CAI.

Please note: Use of the "Non-Standard Job Title (Niche)" or "Standard Job Title - Rate Exception" requisition classes require agency head approval. An Exception Form must be completed and signed by the agency head and attached in Vector before submitting the requisition to CAI. CAI will not release the requisition to subcontractors if the signed Exception Form is missing.

**Step 3:** If necessary, the requirements are reviewed and approved by additional Authorized User personnel via VectorVMS.

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

**Step 4:** Once the VectorVMS requirements have received the necessary approvals, the requirements are sent to the CAI Account Manager for final approval.

**Step 5:** The CAI Account Manager reviews the requirements for completeness, ensures the signed Exception Form, if applicable, has been attached, and releases the requirement to the CAI Subcontractor network.

## **Resource Engagement**

**Step 1:** The CAI Subcontractor reviews the requirements.

**Step 2:** The CAI Subcontractor submits qualified candidates along with resume and Right to Represent form into VectorVMS.

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

**Step 4:** The CAI Account Manager forwards the qualified candidates to the Authorized User/Hiring Manager for review via VectorVMS.

**Please note:** This must happen within the required four business daytime frame identified in the contract's service level agreements.

**Step 5:** The Authorized User/Hiring Manager reviews the forwarded resumes and notifies the CAI Account Manager if they would like to interview any of the candidates.

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

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

**Step 8:** The Authorized User/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 they should report, etc.

**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 VectorVMS, 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.

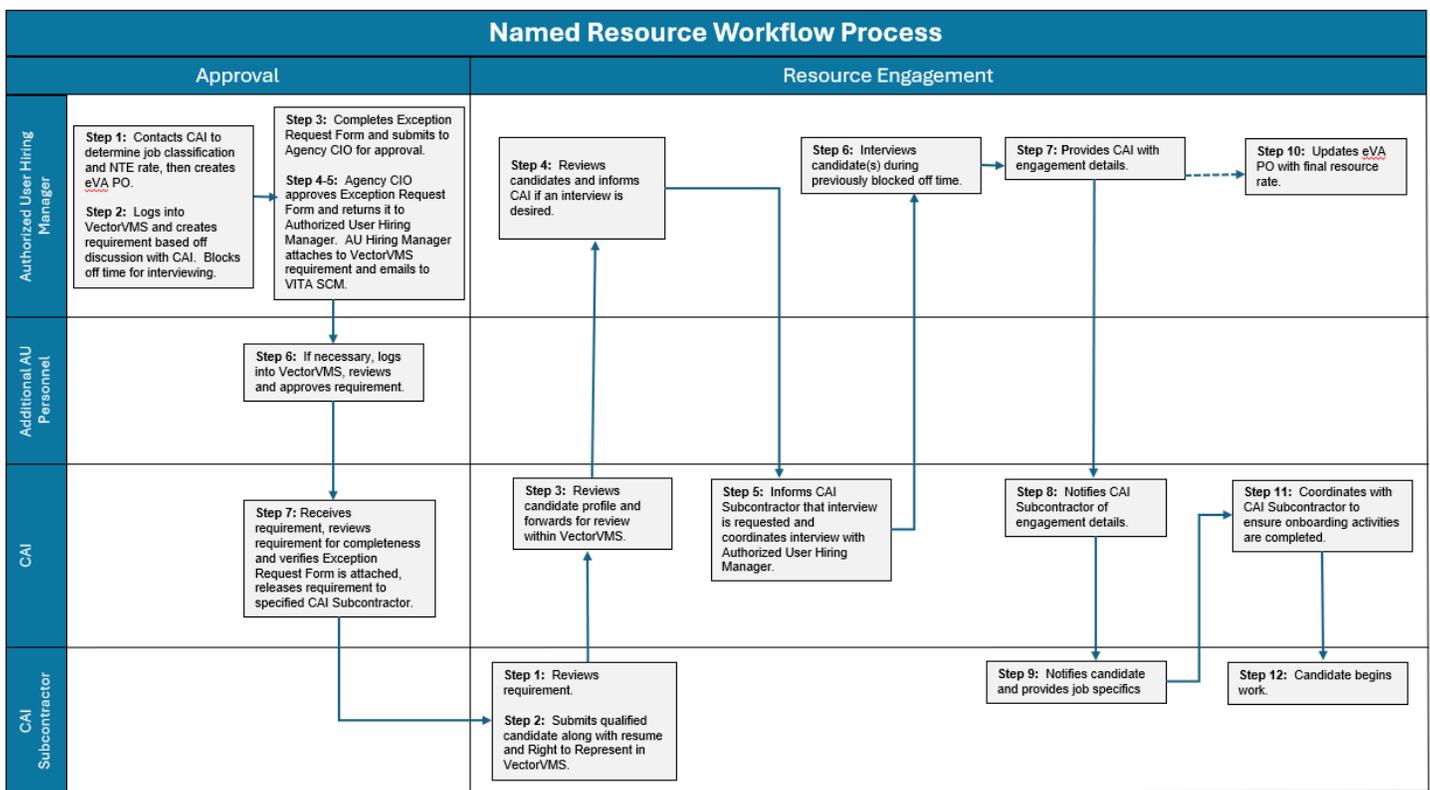
**Step 11:** Authorized User/Hiring Manager updates the PO with final resource rate.

**Step 12:** The CAI Account Manager works with the CAI Subcontractor to make sure that all on-boarding activities are complete (i.e. background check).

**Step 13:** The candidate begins work.

## 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:** Authorized User/Hiring Manager contacts CAI to determine Job Classification and not to exceed (NTE) rate, then creates Purchase Order based on NTE rate and estimated hours within eVA or other PO process.

**Step 2:** Authorized User/Hiring Manager logs into VectorVMS and creates requirements based on discussion with CAI, filling in specific resource/CAI Subcontractor name, job details, skill requirements and other information, including the PO number.

Please note: Use of the “Non-Standard Job Title (Niche)” or “Standard Job Title - Rate Exception” requisition classes require agency head approval. An Exception Form must be completed and signed by the agency head and attached in Vector before submitting

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the requisition to CAI. CAI will not release the requisition to subcontractors if the signed Exception Form is missing.

**Step 3:** As necessary, the requirement is reviewed and approved by additional Authorized User personnel via VectorVMS. Once the VectorVMS requirement has received the necessary approvals, the requirement is sent to the CAI Account Manager for final approval.

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

**Step 4:** The CAI Account Manager reviews the requirement for completeness, ensures the signed Exception Form, if applicable, has been attached, and releases the requirement 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 VectorVMS.

**Step 3:** The CAI Account Manager forwards the specified candidate information to the Authorized User/Hiring Manager for review via VectorVMS.

**Step 4:** The Authorized User/Hiring Manager reviews the forwarded candidate and notifies the CAI Account Manager if they would like to interview the candidate.

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

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

**Step 7:** The Authorized User/Hiring Manager provides the CAI Account Manager with complete engagement details, including start date, work address, parking details, person to whom they should report, etc.

**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.

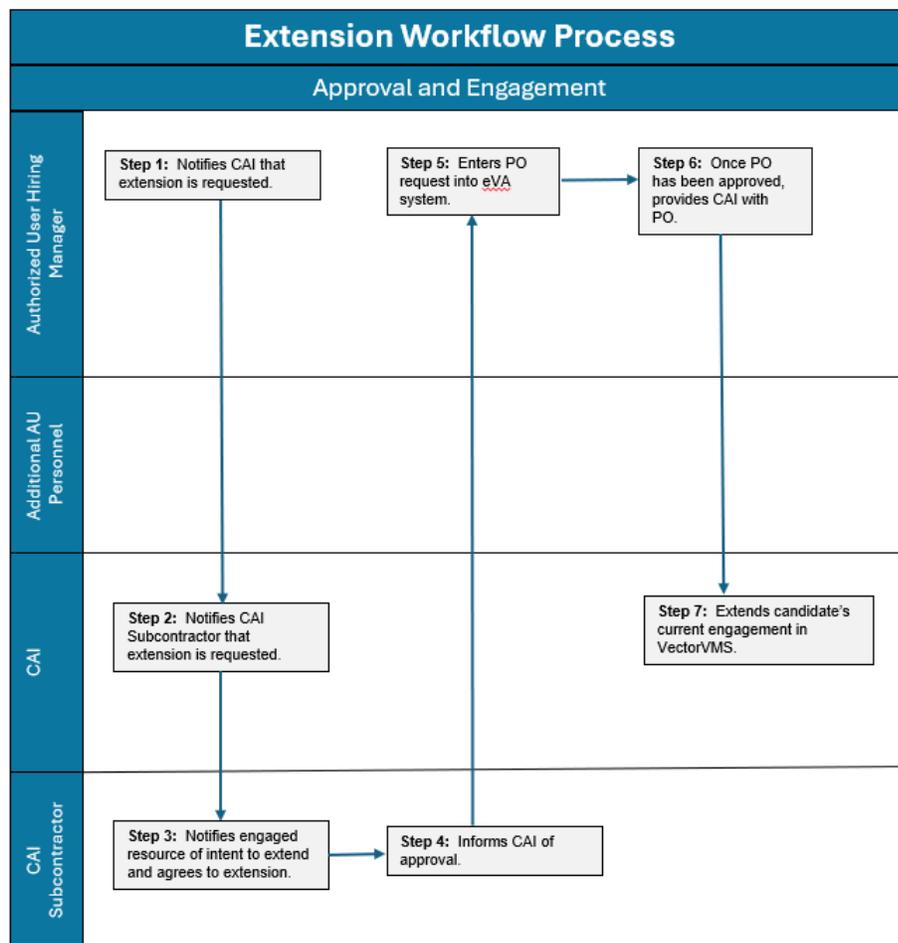
**Step 10:** The Authorized User/Hiring Manager updates the PO with final resource rate.

**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.

## 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 is not changing. . If the job title and/or rate change requires a new requisition class, a new requirement must be created in VectorVMS. Follow the **Named Resource** process above.

### Approval and Engagement

**Step 1:** Authorized User personnel notify CAI that it would like to extend the resource.

**Step 2:** CAI informs the CAI Subcontractor that the Authorized User 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 to identify a backfill resource.

**Step 4:** CAI Subcontractor notifies CAI of its approval.

**Step 5:** The Authorized User enters a new or amended PO request into the PO system.

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**Step 7:** Once the PO has received the necessary approvals, The Authorized User provides the CAI Account Manager with the Purchase Order.

**Step 8:** CAI extends the candidate's current engagement in VectorVMS and informs the CAI Subcontractor of the Authorized User.

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

- Authorized Users having to create/approve a new VectorVMS engagement.
- CAI Subcontractors having to submit the candidate a second time.
- CAI having to engage the candidate again.

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## STAFF AUG MANAGEMENT ACTIVITIES

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

**Step 1:** Candidate submits timesheet/expense details in VectorVMS 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 follow Commonwealth guidelines and they have been pre-approved by the Authorized User via a line item on the PO.

**Step 2:** The Authorized User Time/Expense Approver reviews and approves the timesheet/expense report via VectorVMS 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 Authorized User/Time-Expense Approver can reject it in the VectorVMS system. The candidate will receive a VectorVMS email stating that it has been rejected. The candidate must correct the timesheet or expense report in VectorVMS and resubmit. Once the candidate has done so, the Authorized User/Time-Expense Approver will receive another VectorVMS email. At that point, the Authorized User/Time-Expense Approver can once again approve or reject. This process continues until the timesheet/expense is approved.

If an Authorized User/Time-Expense Approver has approved a timesheet and it needs to be changed, they should contact the CAI Help Desk at [vaitcl.help@cai.io](mailto:vaitcl.help@cai.io). A Help Desk team member will create a timesheet amendment. Once the amendment has been created, the Authorized User/Time-Expense Approver goes into VectorVMS and approves the change.

If an Authorized User/Time-Expense Approver has approved an expense report that needs to be changed, they 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 VectorVMS-generated email is automatically sent to the Authorized User/Time-Expense Approver letting them 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 sends invoice to Authorized User.

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## **CONTRACT ASSISTANCE**

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

### **Dedicated CAI Contract Management Team**

Staff Augmentation requests:

JoAnne Wilson, Account Manager  
(804) 426-2001  
[Joanne.Wilson@cai.io](mailto:Joanne.Wilson@cai.io)

Kevin Brooks, Account Manager  
(804) 840-6399  
[Kevin.Brooks@cai.io](mailto:Kevin.Brooks@cai.io)

Jonathan Abel, Account Manager  
(804) 302-0654  
[Jonathan.Abel@cai.io](mailto:Jonathan.Abel@cai.io)

Christy Butcher, Program Manager  
(804) 334-2894  
[Christy.Butcher@cai.io](mailto:Christy.Butcher@cai.io)

### **CAI Help Desk Team**

If you need assistance with VectorVMS, please contact CAI's Help Desk via email ([vaitcl.help@cai.io](mailto:vaitcl.help@cai.io))