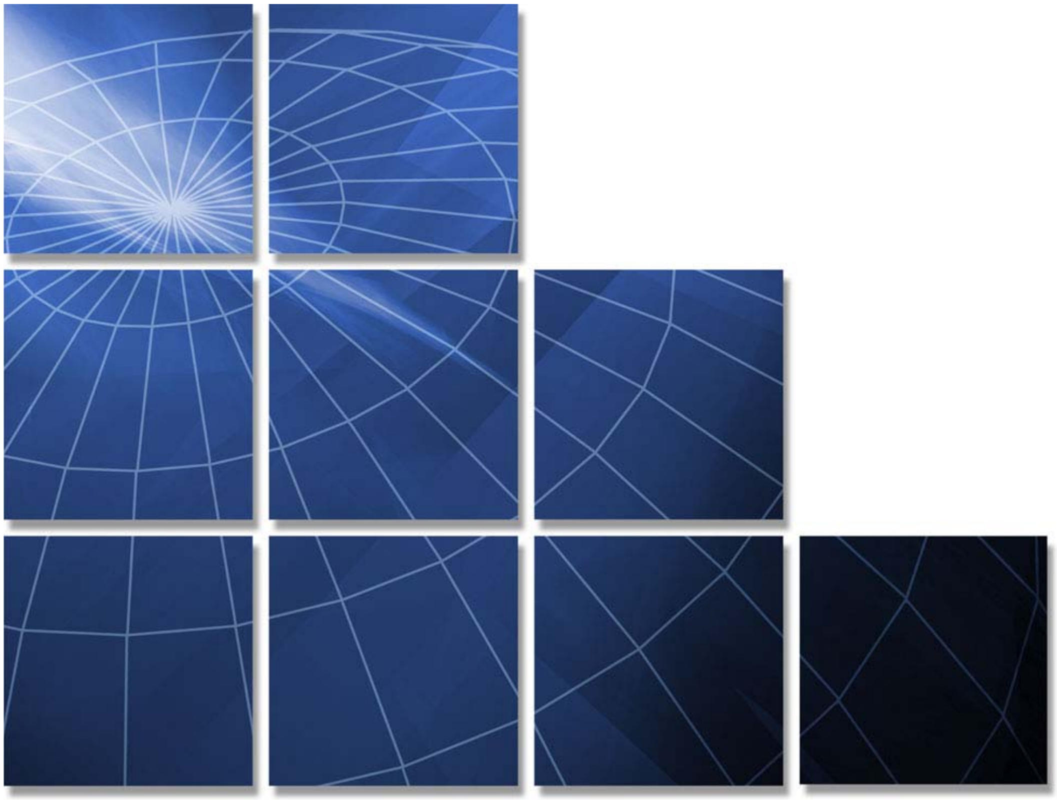


Commonwealth of Virginia

Supplier Managed Staff Augmentation Contract

Agency Peopleclick Training Guide

Presented by Computer Aid, Inc. (CAI)

Table of Contents

LOGIN INFORMATION

This training guide details the web-based requisitioning system known as Peopleclick and how it's used to procure and manage IT staff augmentation resources and statement of work (SOW) projects under the Virginia Supplier Managed Staff Augmentation (SMSA) contract. This guide covers various stages of the requisitioning process, including:

- Tool navigation
- Requirement creation and approval
- Candidate/response review and selection
- Timesheet and invoice approval
- Engagement evaluation

Please feel free to use this page to record your personalized login information.

Peopleclick Login Information

URL:	https://vms.peopleclick.com
User Name:	____
Password:	____
Org ID:	i3680

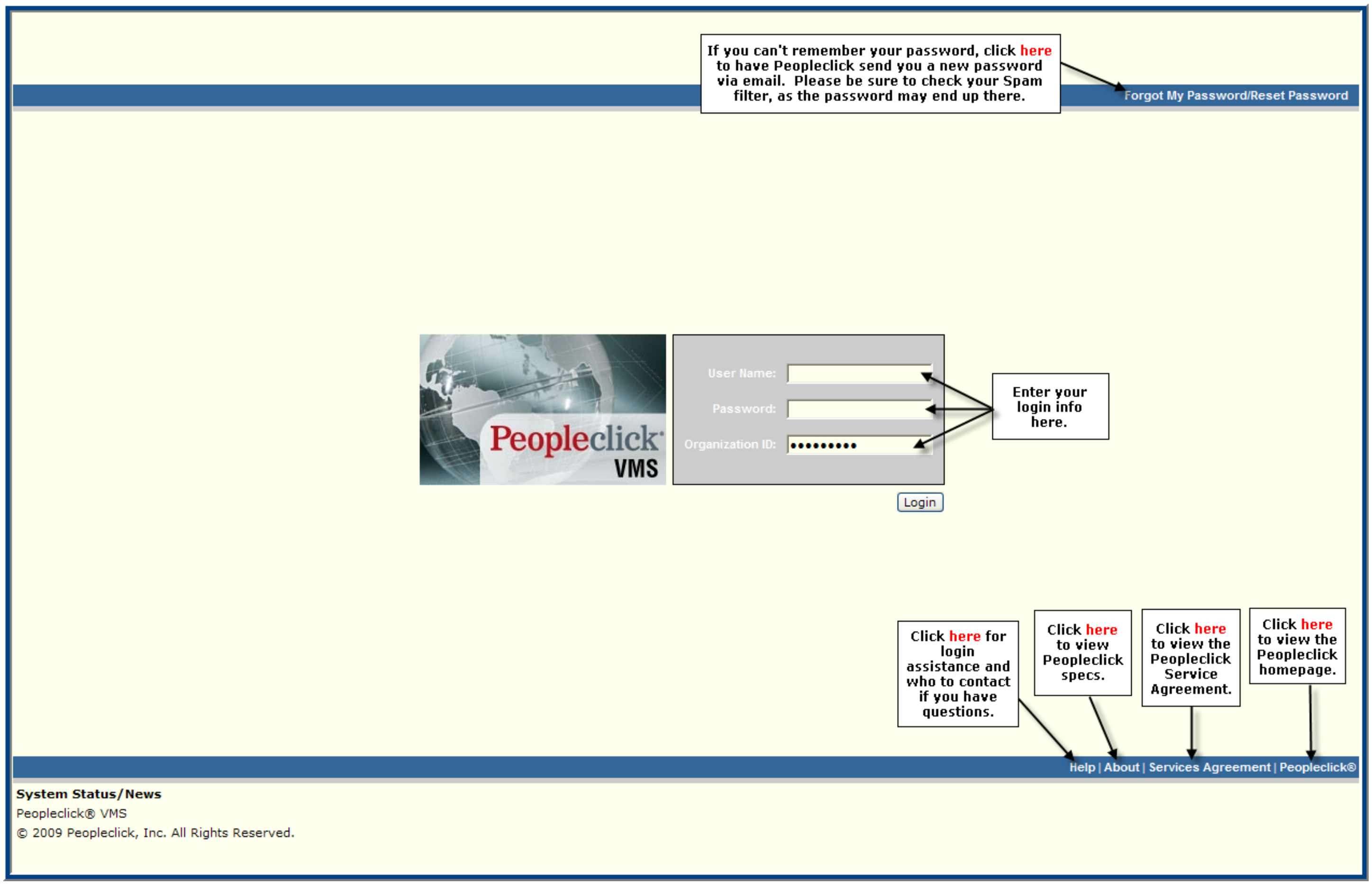
NAVIGATING THROUGH THE SYSTEM

This section provides you with a high-level overview of Peopleclick.

Login

- Open internet browser
- Enter appropriate URL
- Enter login Information

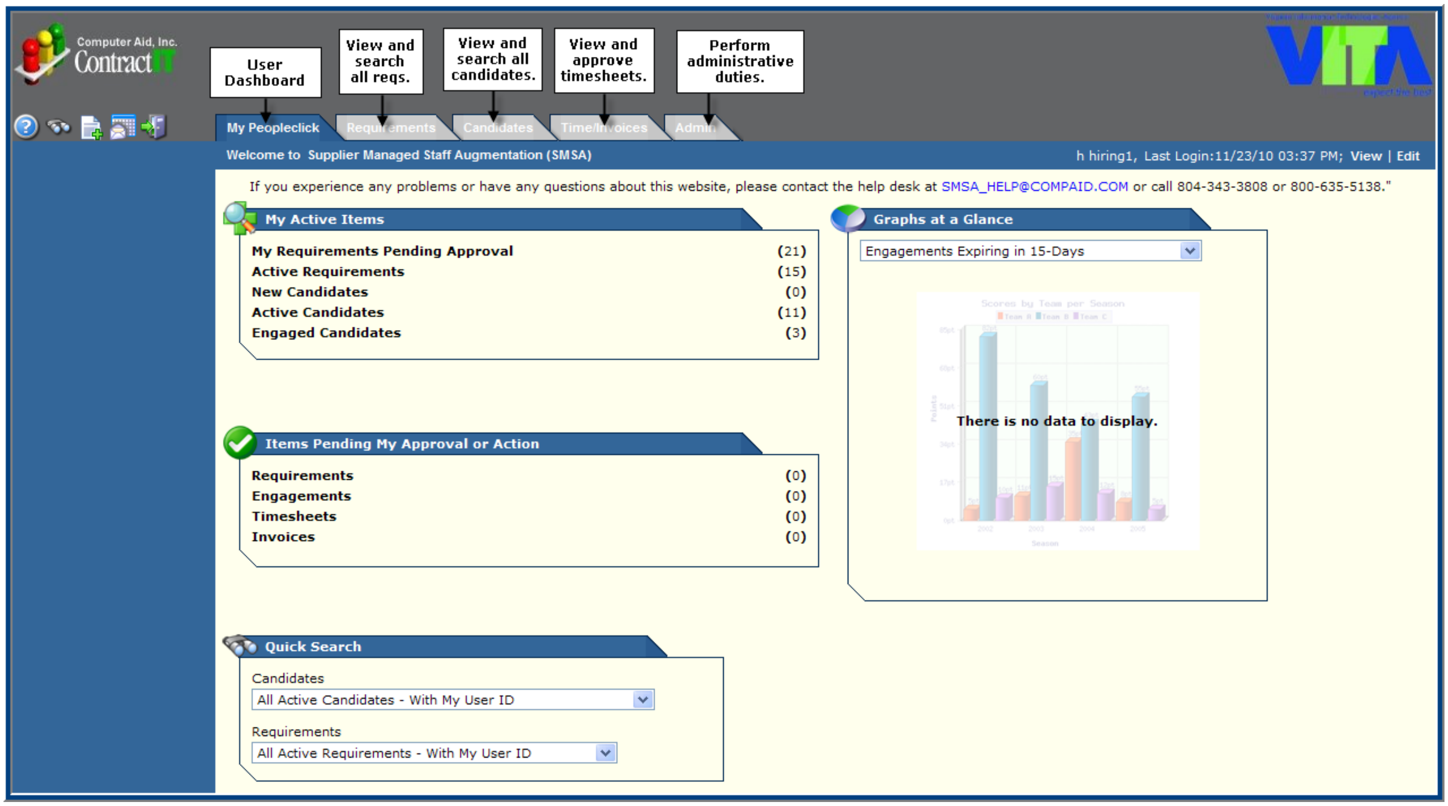
Please note: When you enter the site for the first time, you will need to sign-off on a Software Service Agreement. After your initial log-in, you won't need to do this again.



View Application Tabs

The following image points out the five tabs that allow you to navigate through the site. These five tabs are as follows:

- My Peopleclick
- Requirements
- Candidates
- Time
- Admin

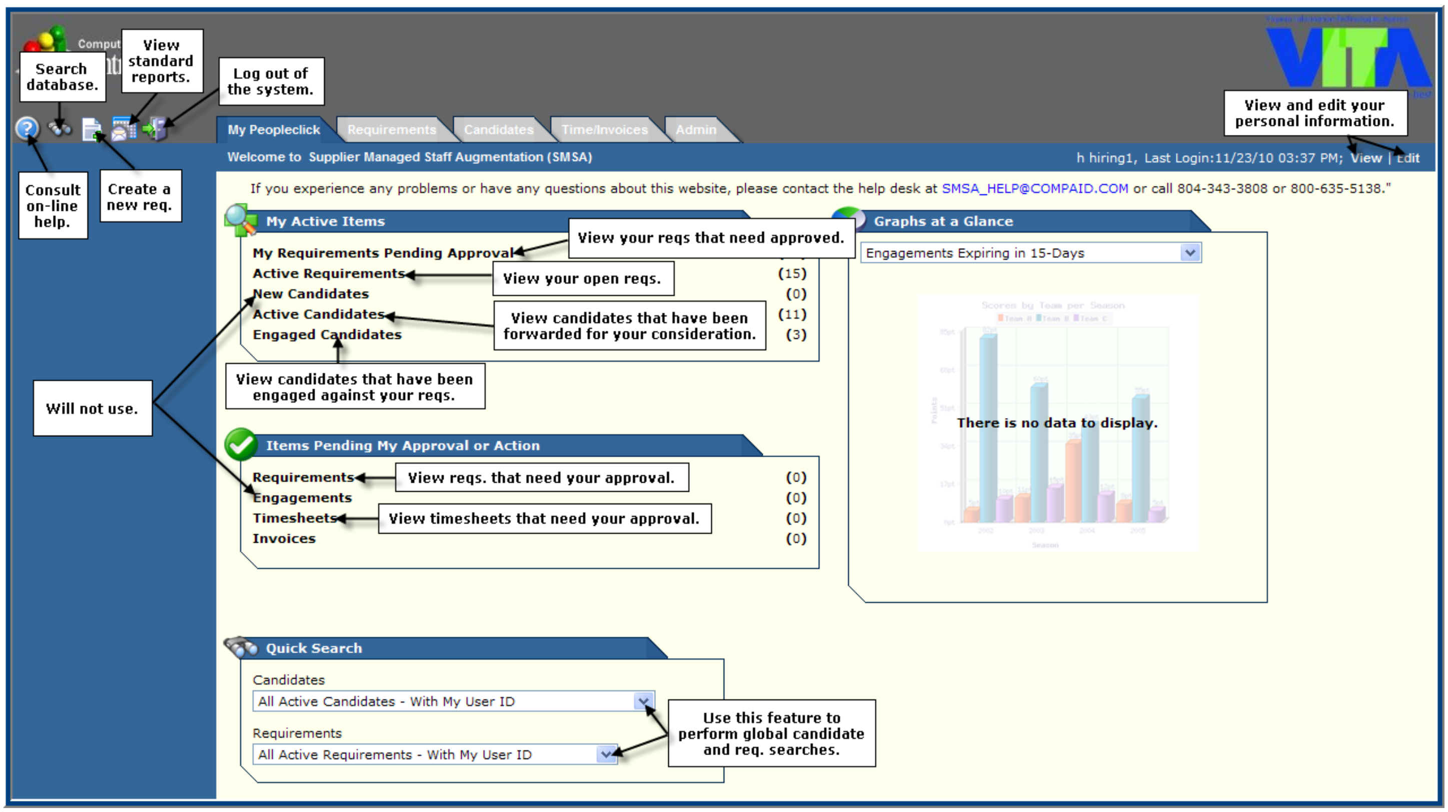


The following pages detail each tab.

My Peopleclick

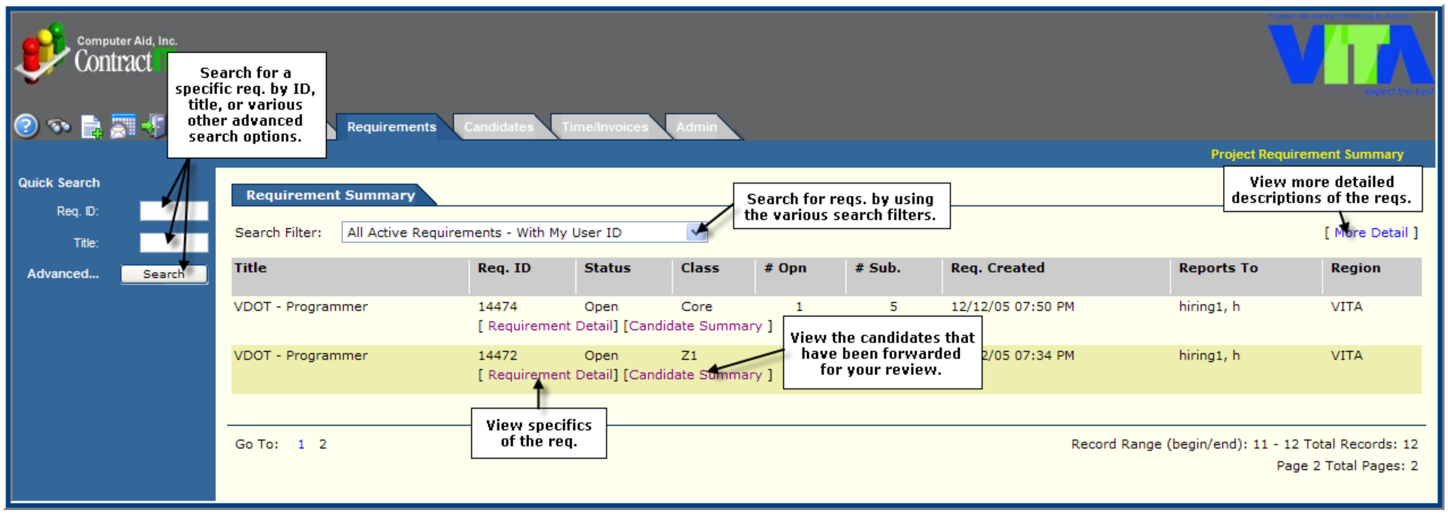
This tab enables you to perform the following tasks:

- View or edit your user information
- Enter a new requirement
- Access your active items
- Access items pending your approval
- List candidates or requirements that meet the criteria you select via global searches
- Request Reports



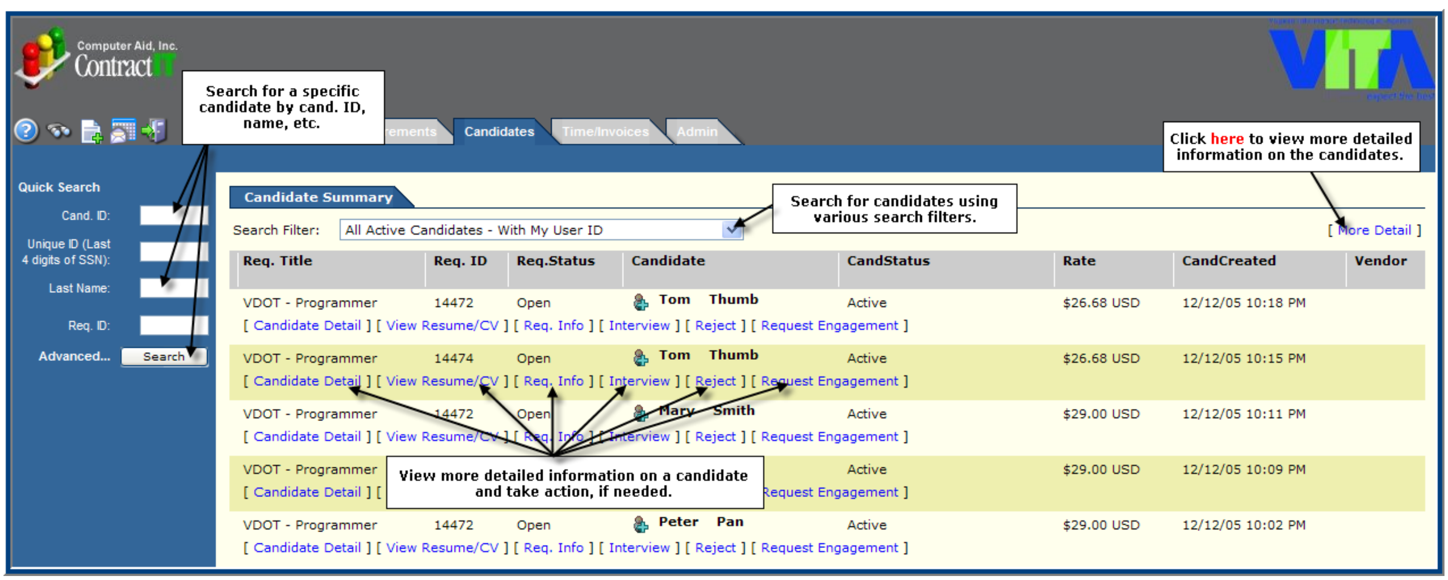
Requirements

This tab displays the list of open requirements that you have created. You can search for requirements by using the **Search** feature and selecting a specific requirement.



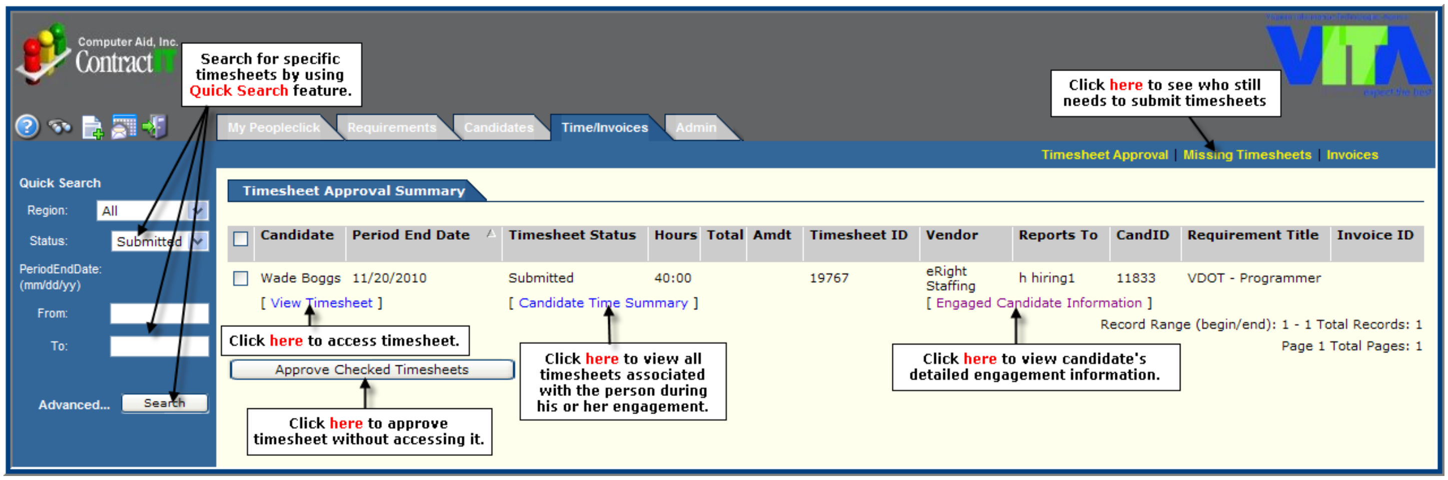
Candidates

This tab displays a list of candidates who have been screened by your CAI Account Manager and have been submitted against your requirements. You can search for candidates by using the **Search** features and selecting a specific candidate.



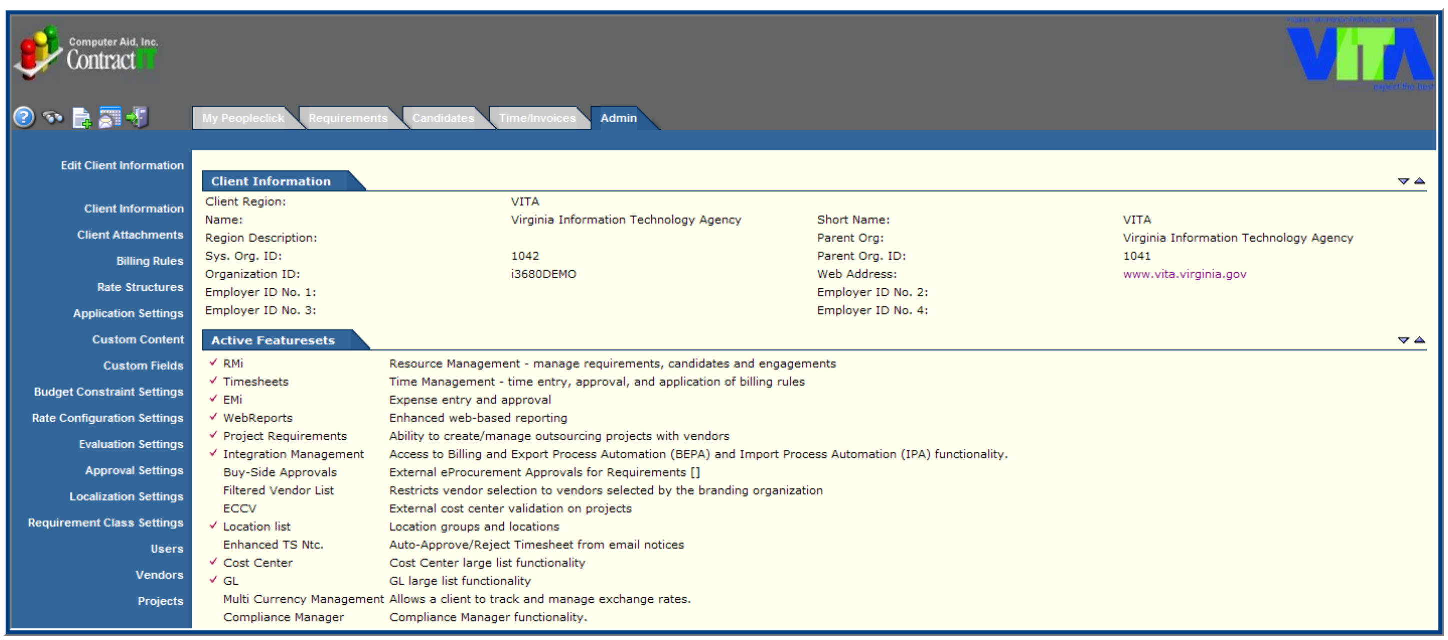
Time/Invoices

This tab displays a list of engaged candidates' timesheets for which you have approval authority as well as a list of your engaged candidates who have not entered weekly timesheets for their engagement. You may approve timesheets without seeing the timesheet, or you can access the actual timesheet to get specifics of submitted time.



Admin

This tab displays your organization's information. The information is viewable by all; however it can only be edited by those with Admin authority.

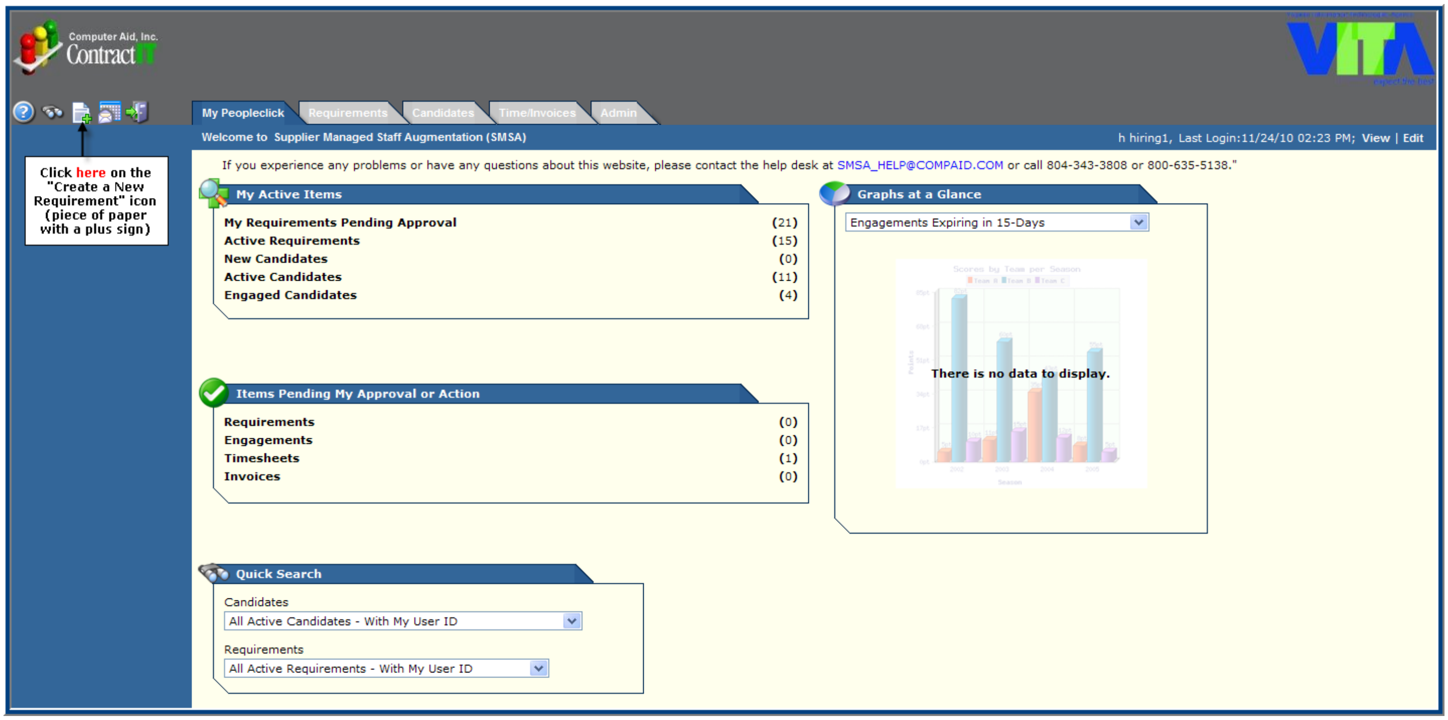


ENTERING A STAFF AUG REQUIREMENT

The following pages detail the workflow Hiring Managers must follow in order to fulfill a staff augmentation requirement under this contract.

Initiate a New Requirement

After discussing the need with the CAI Account Manager and all appropriate internal users, you will need to enter your requirement into Peopleclick. **Please note:** Before entering the requirement, you will need your purchase order.

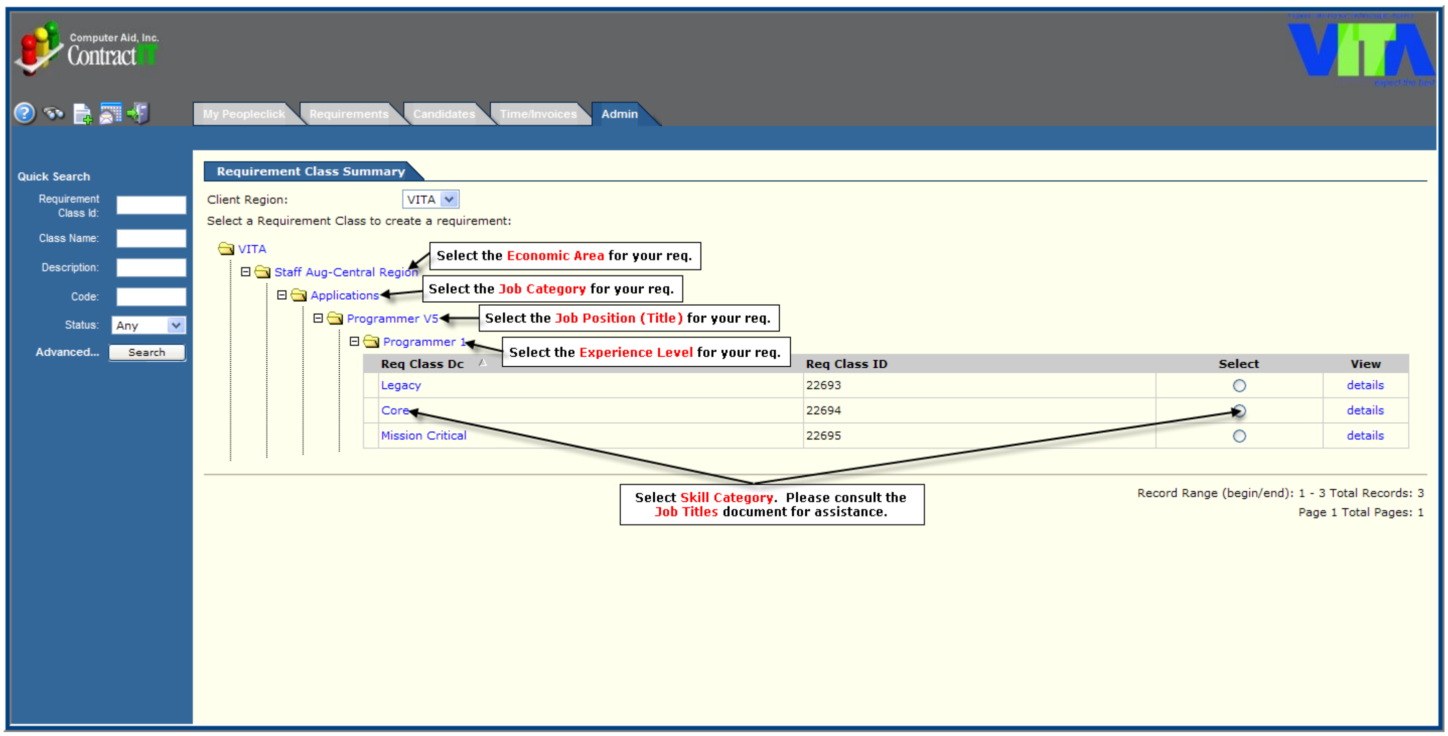


Select the Job Title and Skill Category

There are five levels to a requirement class that must be selected when creating your requirement.

- Economic Area
- Job Category
- Job Position (Title)
- Experience Level
- Skill Category

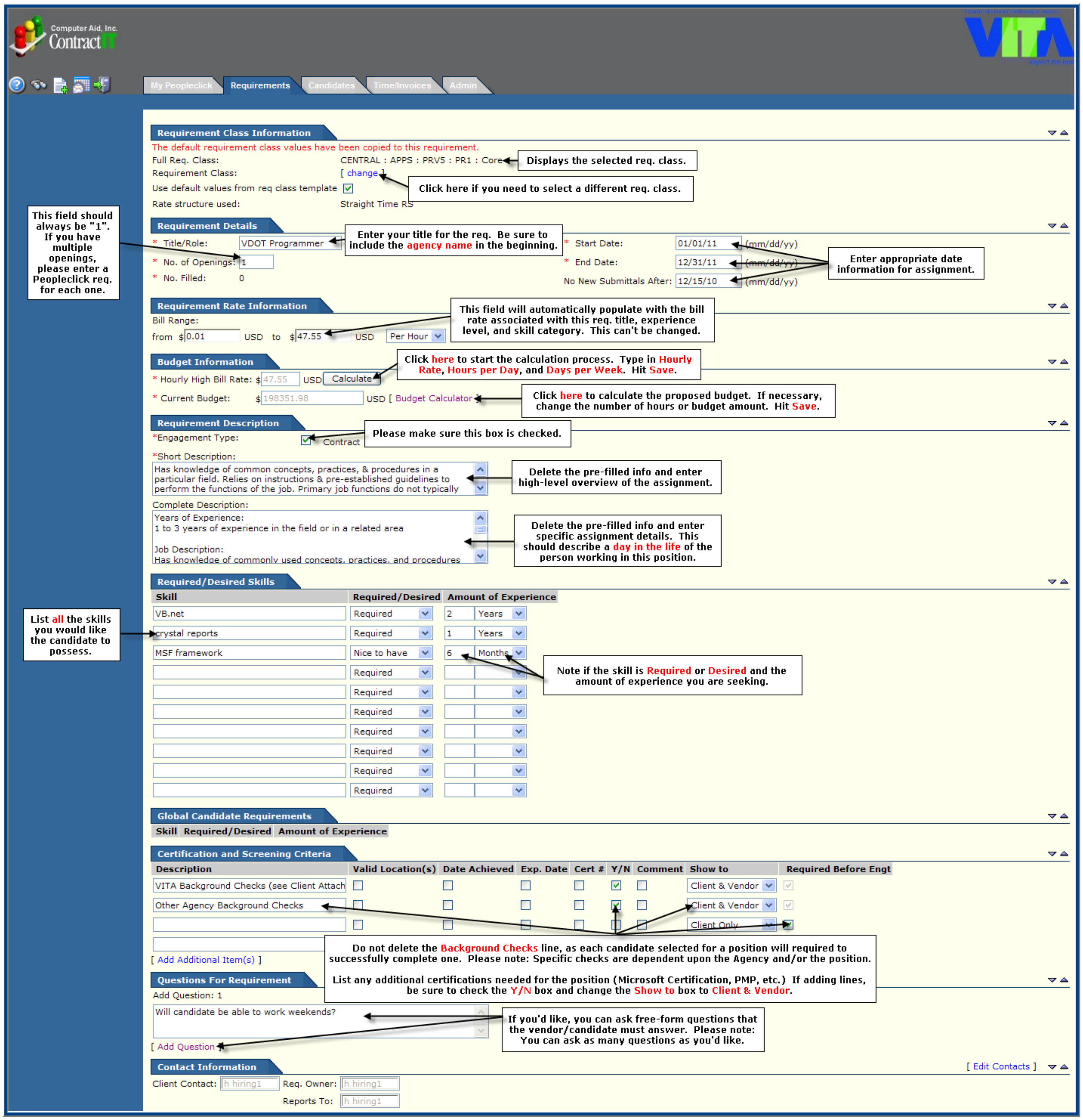
HINT: Be sure to select the Requirement Class that starts with Staff Aug…

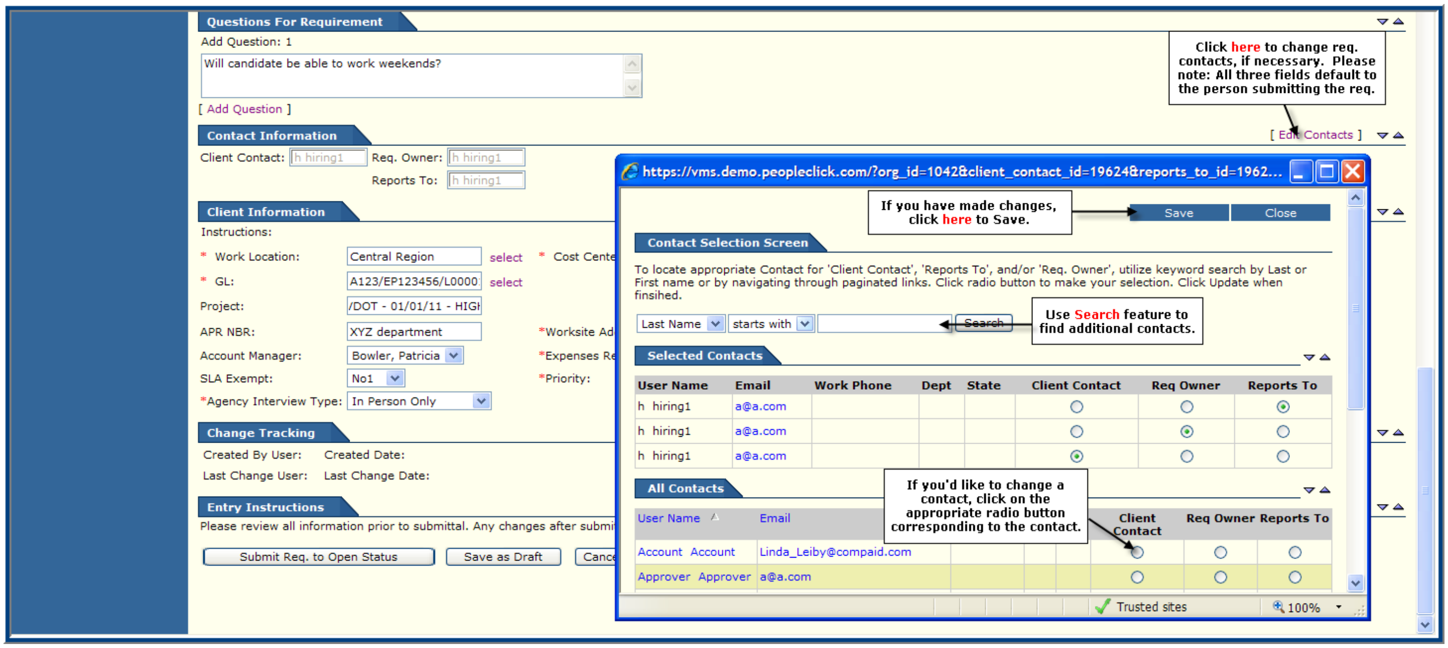


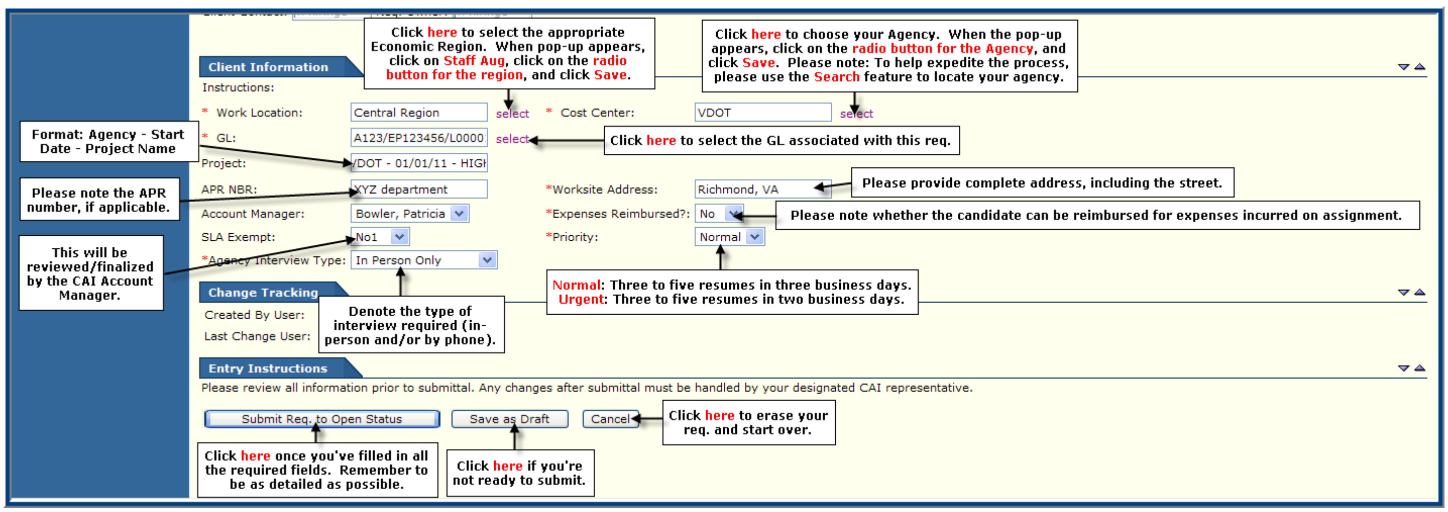
Computer Aid, Inc.
FullServiceMSP
The Right Staff, the Right Skills, Right Now.

Enter the Details

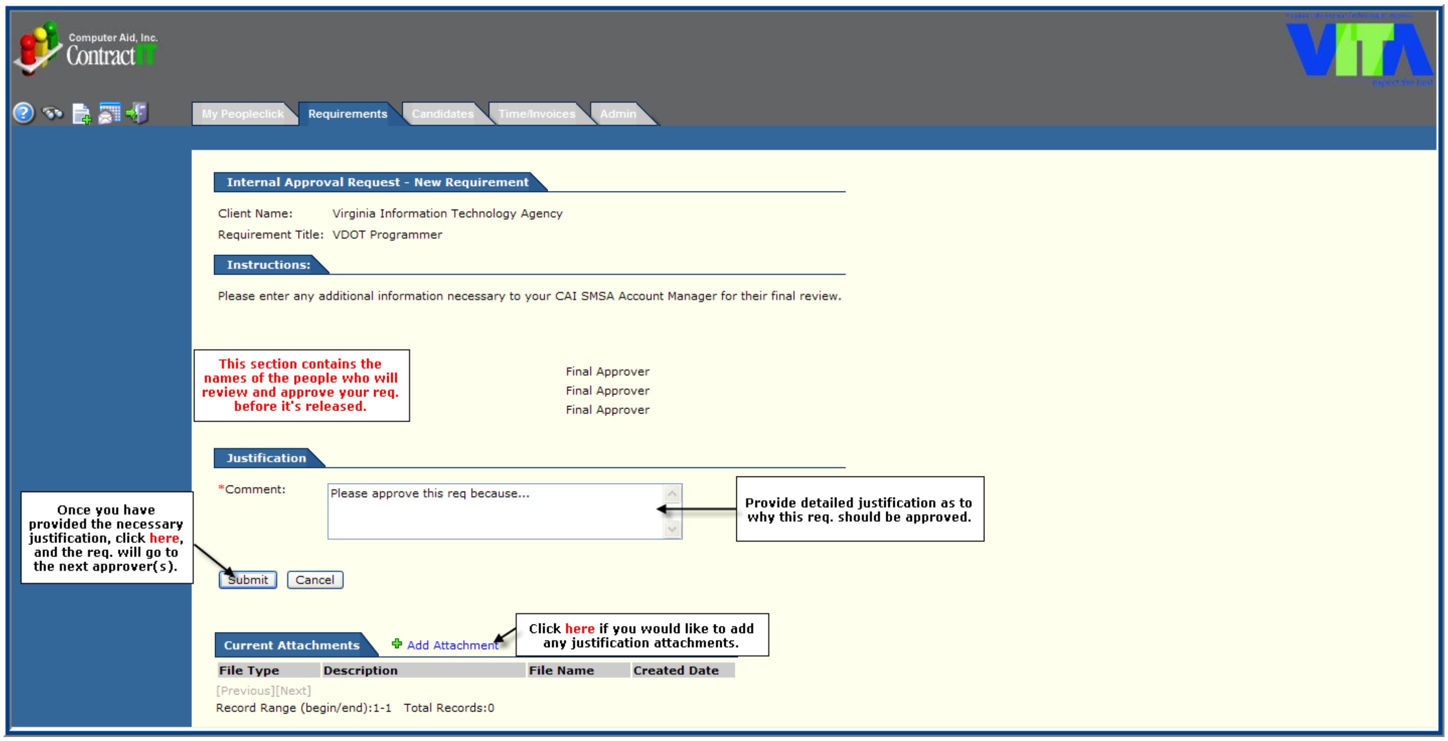
After you select the requirement class, the **Requirement Detail** page appears. Some information is pre-populated depending on the template for each Requirement Class.




Questions For Requirement
Add Question: 1
Will candidate be able to work weekends?
[Add Question]
Click here to change req. contacts, if necessary. Please note: All three fields default to the person submitting the req.
Contact Information
[Edit Contacts]
Client Contact:
Req. Owner:
Reports To:
Client Information
Instructions:
Work Location: Central Region select
GL: A123/EP123456/L0000 select
Project: /DOT - 01/01/11 - HIGH
APR NBR: XYZ department
Account Manager: Bowler, Patricia
SLA Exempt: No1
Agency Interview Type: In Person Only
Change Tracking
Created By User: Created Date:
Last Change User: Last Change Date:
Entry Instructions
Submit Req. to Open Status
Save as Draft
If you have made changes, click here to Save.
Save
Close
Contact Selection Screen
To locate appropriate Contact for 'Client Contact', 'Reports To', and/or 'Req. Owner', utilize keyword search by Last or First name or by navigating through paginated links. Click radio button to make your selection. Click Update when finished.
Last Name
starts with
Search
Use Search feature to find additional contacts.
Selected Contacts
User Name
Email
Work Phone
Dept
State
Client Contact
Req Owner
Reports To
h hiring1
a@a.com
All Contacts
If you'd like to change a contact, click on the appropriate radio button corresponding to the contact.
Account Account
Linda_Leiby@compaid.com
Approver Approver
Trusted sites
100%


Click here to select the appropriate Economic Region. When pop-up appears, click on Staff Aug, click on the radio button for the region, and click Save.
Click here to choose your Agency. When the pop-up appears, click on the radio button for the Agency, and click Save. Please note: To help expedite the process, please use the Search feature to locate your agency.
Client Information
Instructions:
Work Location: Central Region select
Cost Center: VDOT select
Format: Agency - Start Date - Project Name
GL: A123/EP123456/L0000 select
Click here to select the GL associated with this req.
Project: /DOT - 01/01/11 - HIGH
Please note the APR number, if applicable.
APR NBR: XYZ department
Worksite Address: Richmond, VA
Please provide complete address, including the street.
Account Manager: Bowler, Patricia
Expenses Reimbursed?: No
Please note whether the candidate can be reimbursed for expenses incurred on assignment.
SLA Exempt: No1
Priority: Normal
This will be reviewed/finalized by the CAI Account Manager.
Agency Interview Type: In Person Only
Normal: Three to five resumes in three business days.
Urgent: Three to five resumes in two business days.
Change Tracking
Created By User:
Last Change User:
Denote the type of interview required (in-person and/or by phone).
Entry Instructions
Please review all information prior to submittal. Any changes after submittal must be handled by your designated CAI representative.
Submit Req. to Open Status
Save as Draft
Cancel
Click here to erase your req. and start over.
Click here once you've filled in all the required fields. Remember to be as detailed as possible.
Click here if you're not ready to submit.

Once you submit the requirement to open status, the **Approval Request** page must be completed next. Once you have entered the necessary justification for entering this requirement and click the **Submit** button, the requirement will go to the approver for sign-off.

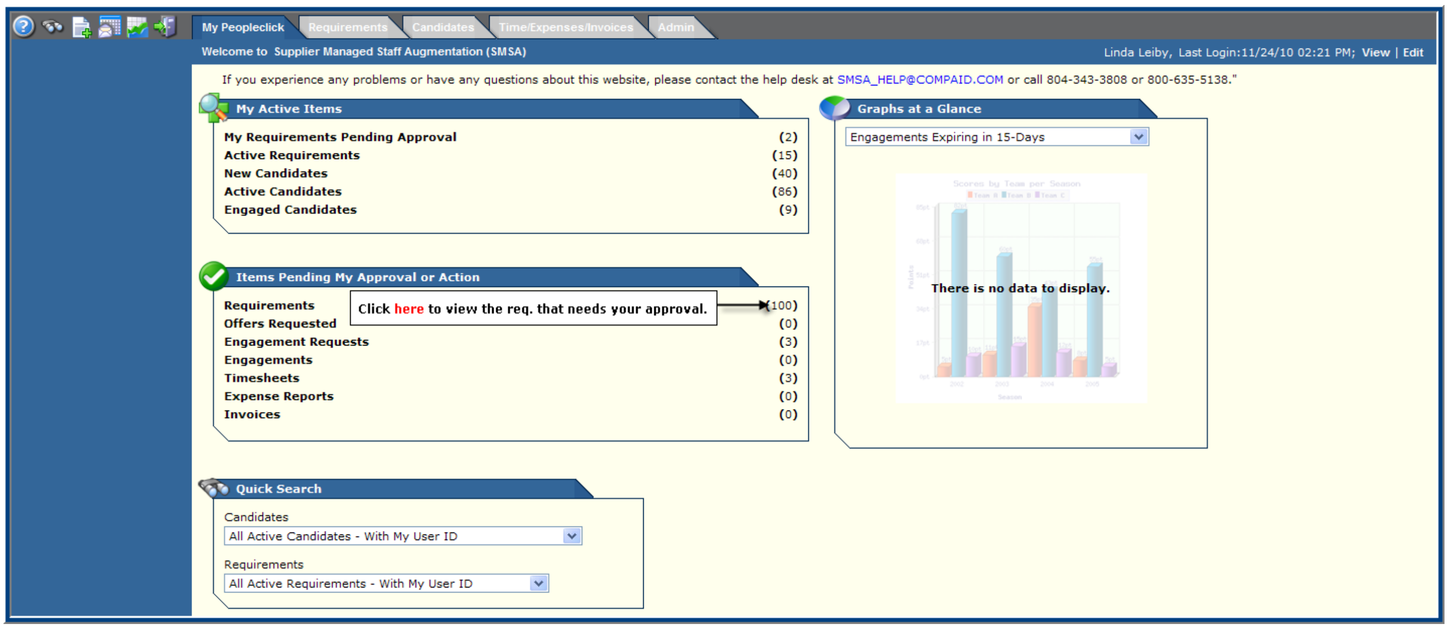


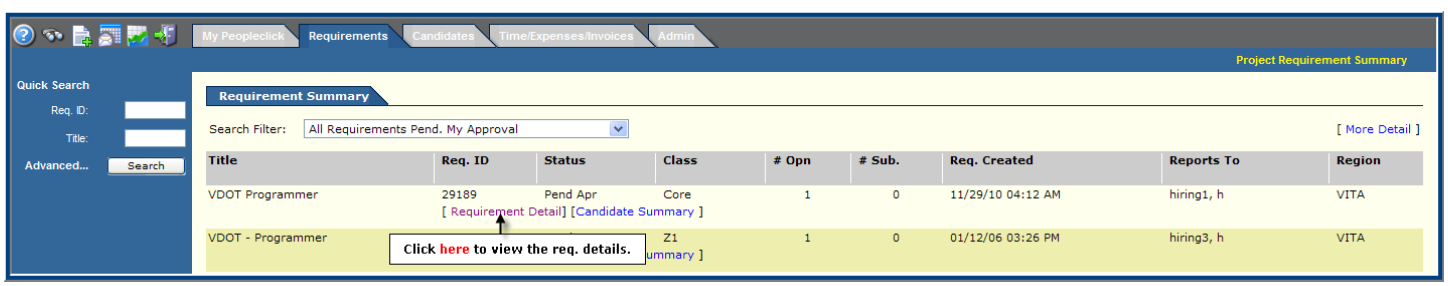
APPROVING A STAFF AUG REQUIREMENT

At a minimum, all requirements will be reviewed and approved by the designated CAI Account Manager who will do a final review of the requirement to ensure it is clear and complete before sending it to the vendor network.

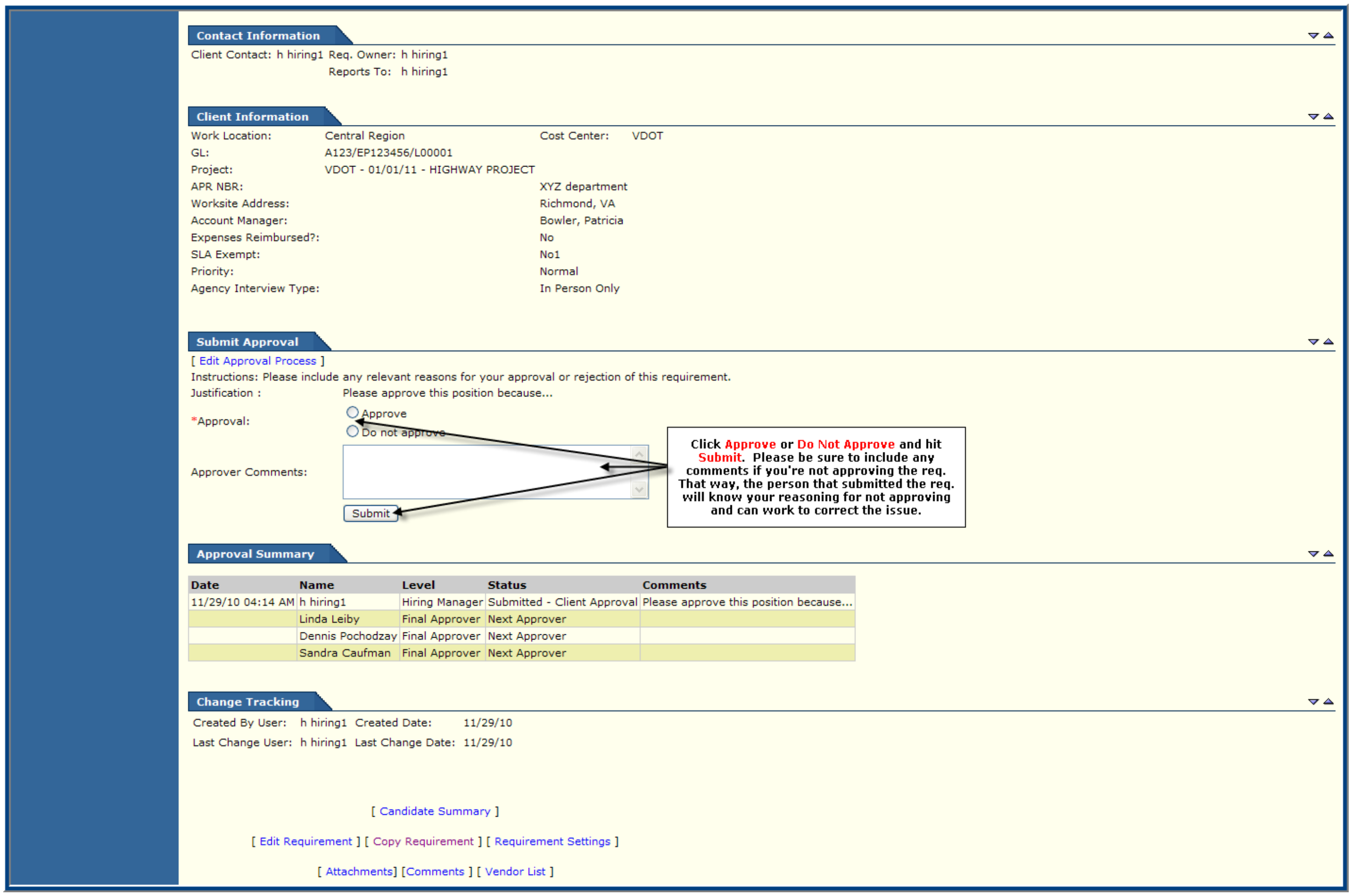
However, if you're designated as an approver that must review and sign-off on the requirement before it's released to the CAI Account Manager, you will receive a Peopleclick email notification informing you that a requirement is awaiting your approval. Within the email, you can click on the link that will take you directly to the requirement that requires your approval.

You can also access the Peopleclick requirement in the following manner.





Once you have reviewed the information, scroll to the **Approval** section, as illustrated below.



If the Requirement is rejected at any point in the approval chain, the Hiring Manager will be sent an email indicating the rejection at which point the Hiring Manager may make corrections to the requirement and resubmit for approvals.

If the Requirement is approved, it will go onto the next approver in the approval chain. The process will continue until the final review is completed by the CAI Account Manager. At that point, the Requirement will be sent to the vendor network for candidate submission.

SELECTING THE RIGHT CANDIDATE

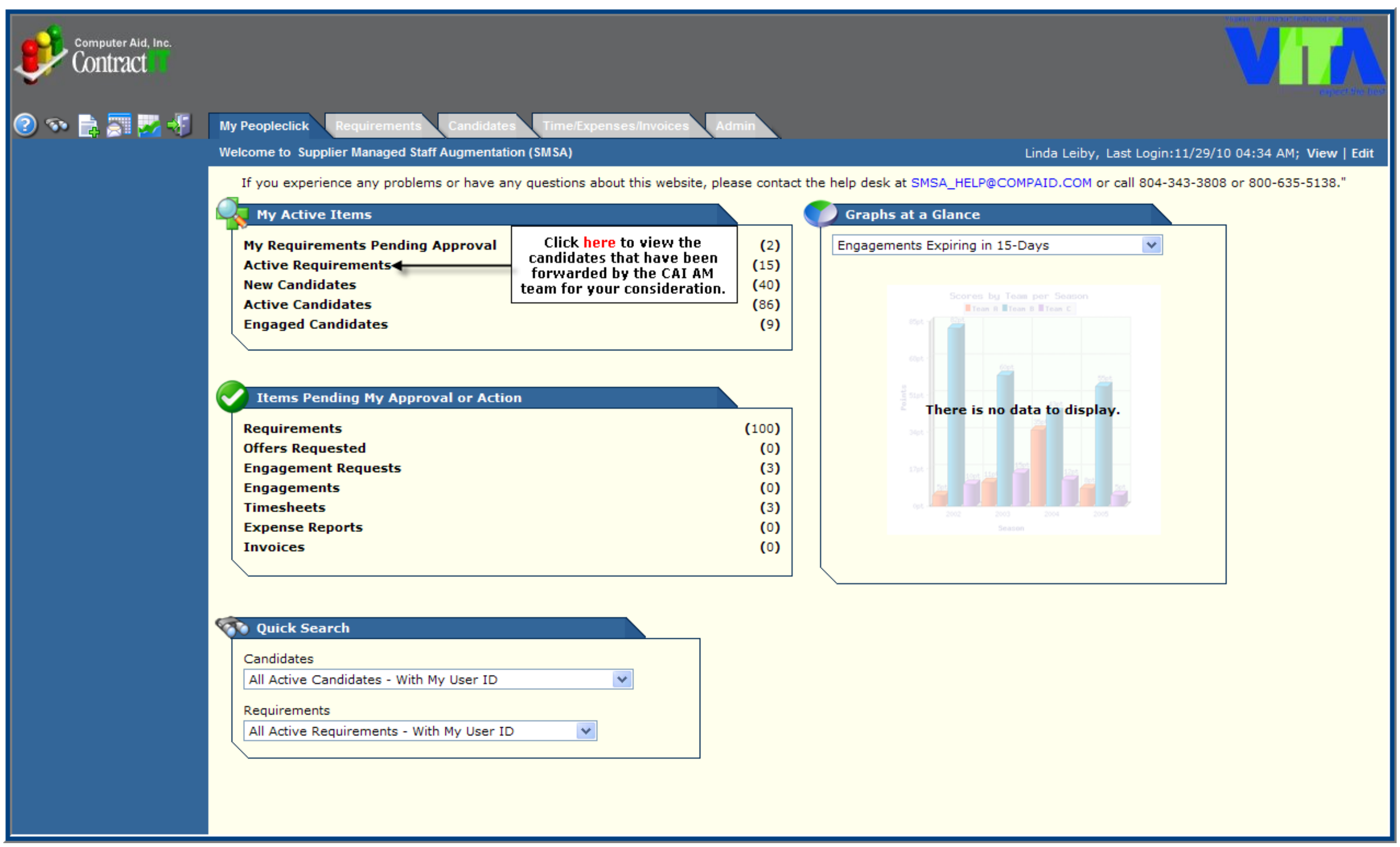
Once the requirement is released to the Vendor network and candidates are submitted, the CAI Account Manager is responsible for screening the vendor network's candidates that are submitted against your requirement. The CAI Account Manager examines the information provided for each candidate and reviews the score that has been calculated by the candidate responses in the **Required/Desired** section of Peopleclick. In addition, the CAI Account Manager will compare the responses against the resume.

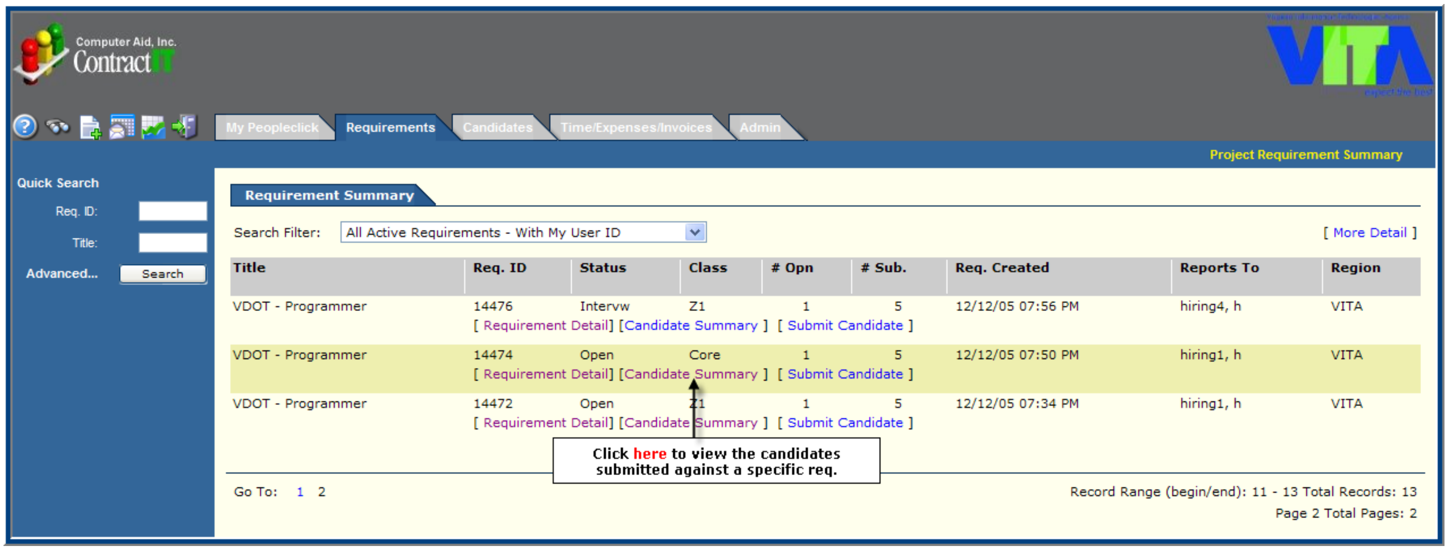
If the CAI Account Manager feels the candidate has the necessary skills, he or she will call the candidate to do an initial screening of the candidate's qualifications.

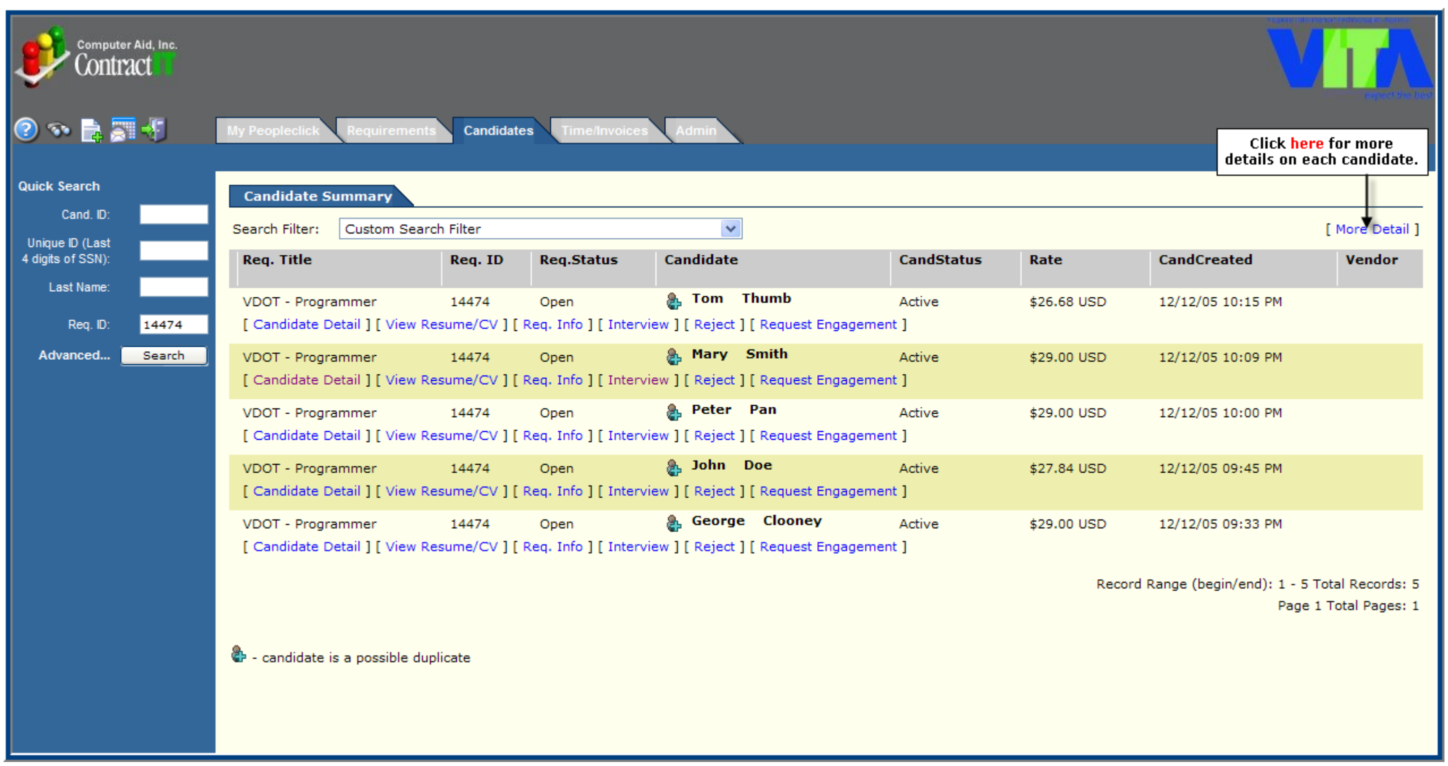
If the CAI Account Manager still feels the candidate is a match for the position, he or she forwards the candidate to you via Peoleclick.

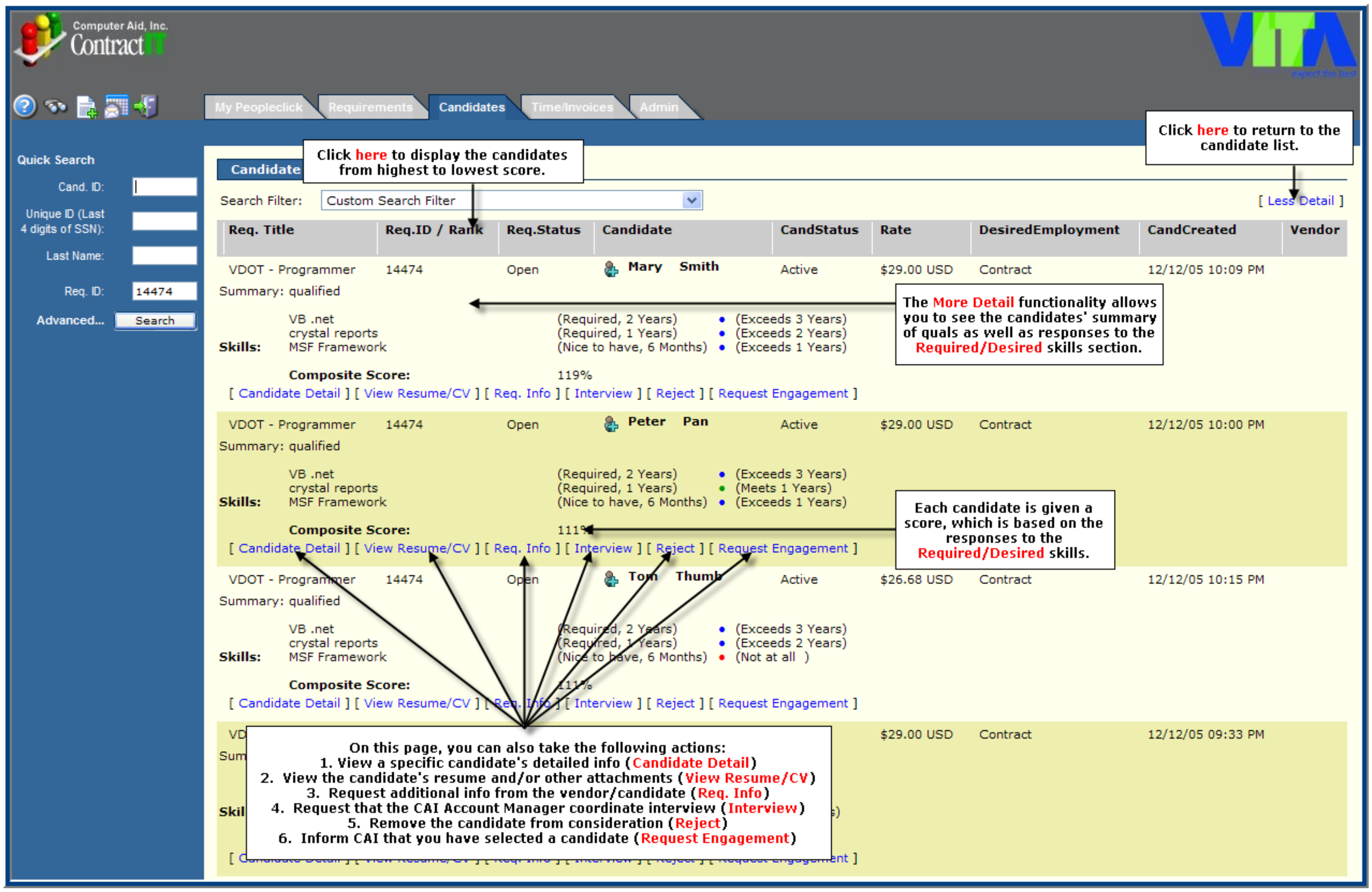
Access the Candidates

When the candidate is forwarded, you'll receive an automatic email notification from Peopleclick. Within the email, you can click on a link that will take you directly to the candidate's detail page. You can also access all candidates forwarded against your requirement by navigating through Peopleclick in the following manner.




Computer Aid, Inc. ContractIT
My Peopleclick
Requirements
Candidates
Time/Expenses/Invoices
Admin
Project Requirement Summary
Quick Search
Req. ID:
Title:
Advanced...
Search
Requirement Summary
Search Filter: All Active Requirements - With My User ID
[More Detail]
Title | Req. ID | Status | Class | # Opn | # Sub. | Req. Created | Reports To | Region
VDOT - Programmer | 14476 | Intervw | Z1 | 1 | 5 | 12/12/05 07:56 PM | hiring4, h | VITA
[Requirement Detail] [Candidate Summary] [Submit Candidate]
VDOT - Programmer | 14474 | Open | Core | 1 | 5 | 12/12/05 07:50 PM | hiring1, h | VITA
[Requirement Detail] [Candidate Summary] [Submit Candidate]
VDOT - Programmer | 14472 | Open | Z1 | 1 | 5 | 12/12/05 07:34 PM | hiring1, h | VITA
[Requirement Detail] [Candidate Summary] [Submit Candidate]
Click here to view the candidates submitted against a specific req.
Go To: 1 2
Record Range (begin/end): 11 - 13 Total Records: 13
Page 2 Total Pages: 2


Computer Aid, Inc. ContractIT
My Peopleclick
Requirements
Candidates
Time/Invoices
Admin
Click here for more details on each candidate.
Quick Search
Cand. ID:
Unique ID (Last 4 digits of SSN):
Last Name:
Req. ID: 14474
Advanced...
Search
Candidate Summary
Search Filter: Custom Search Filter
[More Detail]
Req. Title | Req. ID | Req.Status | Candidate | CandStatus | Rate | CandCreated | Vendor
VDOT - Programmer | 14474 | Open | Tom Thumb | Active | $26.68 USD | 12/12/05 10:15 PM
[Candidate Detail] [View Resume/CV] [Req. Info] [Interview] [Reject] [Request Engagement]
VDOT - Programmer | 14474 | Open | Mary Smith | Active | $29.00 USD | 12/12/05 10:09 PM
[Candidate Detail] [View Resume/CV] [Req. Info] [Interview] [Reject] [Request Engagement]
VDOT - Programmer | 14474 | Open | Peter Pan | Active | $29.00 USD | 12/12/05 10:00 PM
[Candidate Detail] [View Resume/CV] [Req. Info] [Interview] [Reject] [Request Engagement]
VDOT - Programmer | 14474 | Open | John Doe | Active | $27.84 USD | 12/12/05 09:45 PM
[Candidate Detail] [View Resume/CV] [Req. Info] [Interview] [Reject] [Request Engagement]
VDOT - Programmer | 14474 | Open | George Clooney | Active | $29.00 USD | 12/12/05 09:33 PM
[Candidate Detail] [View Resume/CV] [Req. Info] [Interview] [Reject] [Request Engagement]
Record Range (begin/end): 1 - 5 Total Records: 5
Page 1 Total Pages: 1
- candidate is a possible duplicate

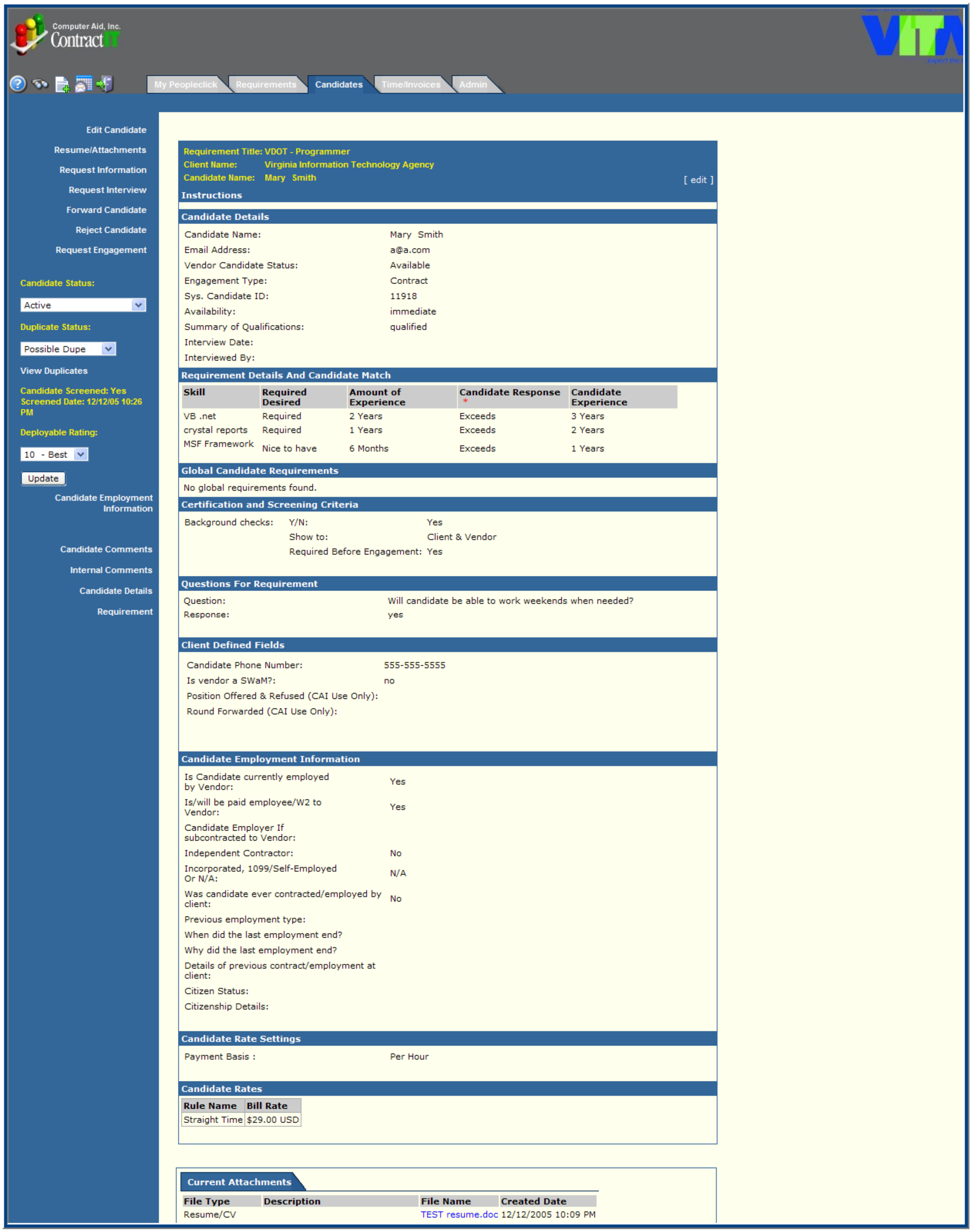


Review a Specific Candidate

The Hiring Manager can see detailed information on a candidate, including the following:

- Availability
- Summary of qualifications
- Skills
- Previous work experience
- Resume and other attachments

The following page is an example of the **Candidate Detail** page.


My Peopleclick | Requirements | Candidates | Time/Invoices | Admin

Edit Candidate
Resume/Attachments
Request Information
Request Interview
Forward Candidate
Reject Candidate
Request Engagement

Candidate Status: Active
Duplicate Status: Possible Dupe
View Duplicates
Candidate Screened: Yes
Screened Date: 12/12/05 10:26 PM
Deployable Rating: 10 - Best
Update

Candidate Employment Information
Candidate Comments
Internal Comments
Candidate Details
Requirement

Requirement Title: VDOT - Programmer
Client Name: Virginia Information Technology Agency
Candidate Name: Mary Smith
[edit]

Instructions

Candidate Details

Candidate Name:	Mary Smith
Email Address:	a@a.com
Vendor Candidate Status:	Available
Engagement Type:	Contract
Sys. Candidate ID:	11918
Availability:	immediate
Summary of Qualifications:	qualified
Interview Date:	
Interviewed By:	

Requirement Details And Candidate Match

Skill	Required Desired	Amount of Experience	Candidate Response *	Candidate Experience
VB .net	Required	2 Years	Exceeds	3 Years
crystal reports	Required	1 Years	Exceeds	2 Years
MSF Framework	Nice to have	6 Months	Exceeds	1 Years

Global Candidate Requirements

No global requirements found.

Certification and Screening Criteria

Background checks:	Y/N:	Yes
	Show to:	Client & Vendor
	Required Before Engagement:	Yes

Questions For Requirement

Question:	Will candidate be able to work weekends when needed?
Response:	yes

Client Defined Fields

Candidate Phone Number:	555-555-5555
Is vendor a SWaM?:	no
Position Offered & Refused (CAI Use Only):	
Round Forwarded (CAI Use Only):	

Candidate Employment Information

Is Candidate currently employed by Vendor:	Yes
Is/will be paid employee/W2 to Vendor:	Yes
Candidate Employer If subcontracted to Vendor:	
Independent Contractor:	No
Incorporated, 1099/Self-Employed Or N/A:	N/A
Was candidate ever contracted/employed by client:	No
Previous employment type:	
When did the last employment end?	
Why did the last employment end?	
Details of previous contract/employment at client:	
Citizen Status:	
Citizenship Details:	

Candidate Rate Settings

Payment Basis :	Per Hour

Candidate Rates

Rule Name	Bill Rate
Straight Time	$29.00 USD

Current Attachments

File Type	Description	File Name	Created Date
Resume/CV		TEST resume.doc	12/12/2005 10:09 PM

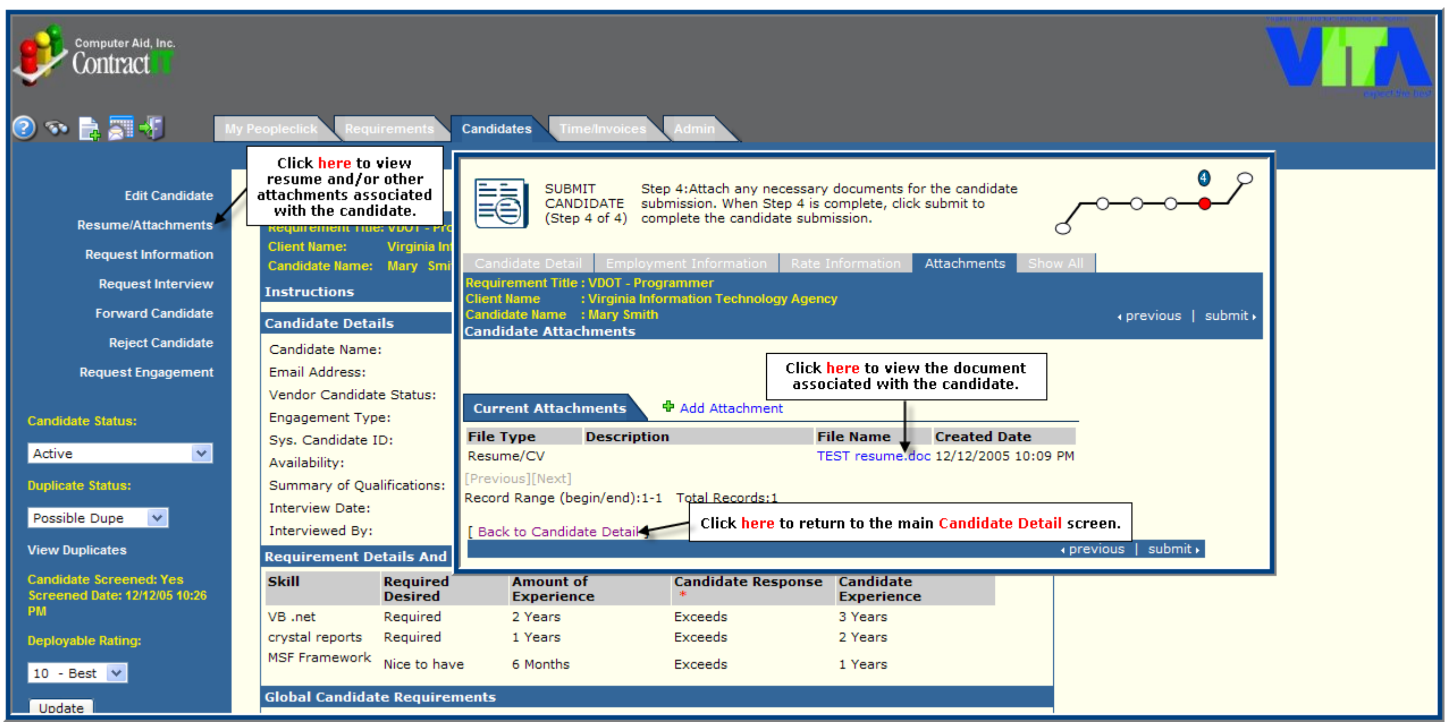
From the **Candidate Detail** page, the Hiring Manager can do the following:

- View a candidate's resume and/or additional documents attached to the submittal
- Request additional information about the candidate
- Request an interview with the candidate
- Reject the candidate
- Request that the candidate be engaged

The following pages describe these actions in greater detail.

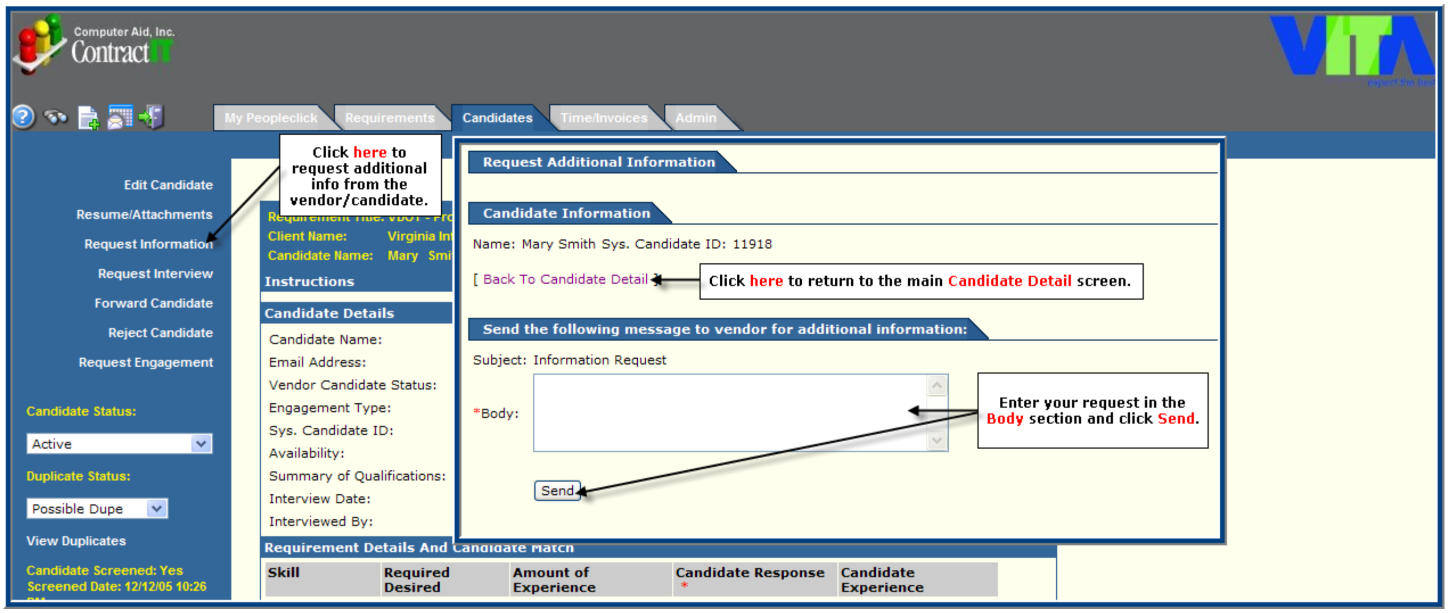
View Resume/Attachments

The **Resumes/Attachments** option enables you to view the resume of the candidate as well as any other attachments associated with the candidate.



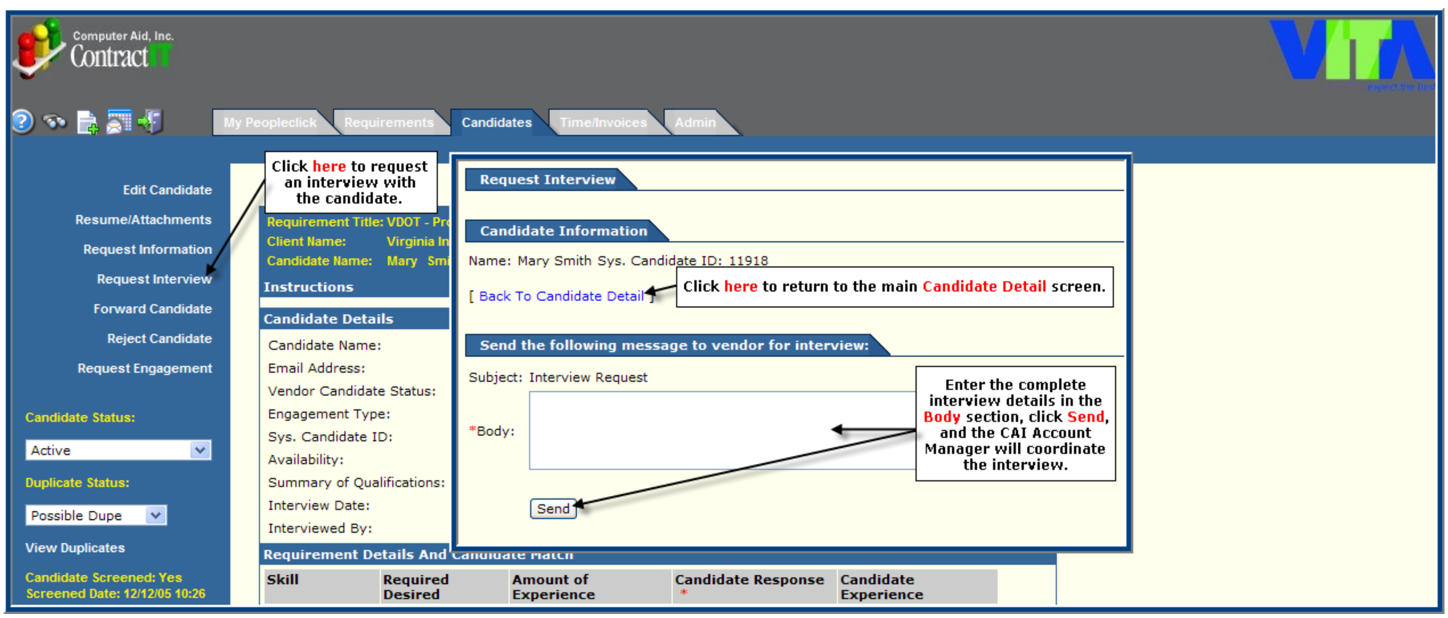
Request Information

The **Request Information** option enables you to request additional information about the candidate. You just need to note the additional information needed in Peopleclick, and the CAI Account Manager will work directly with the vendor/candidate to get this information.



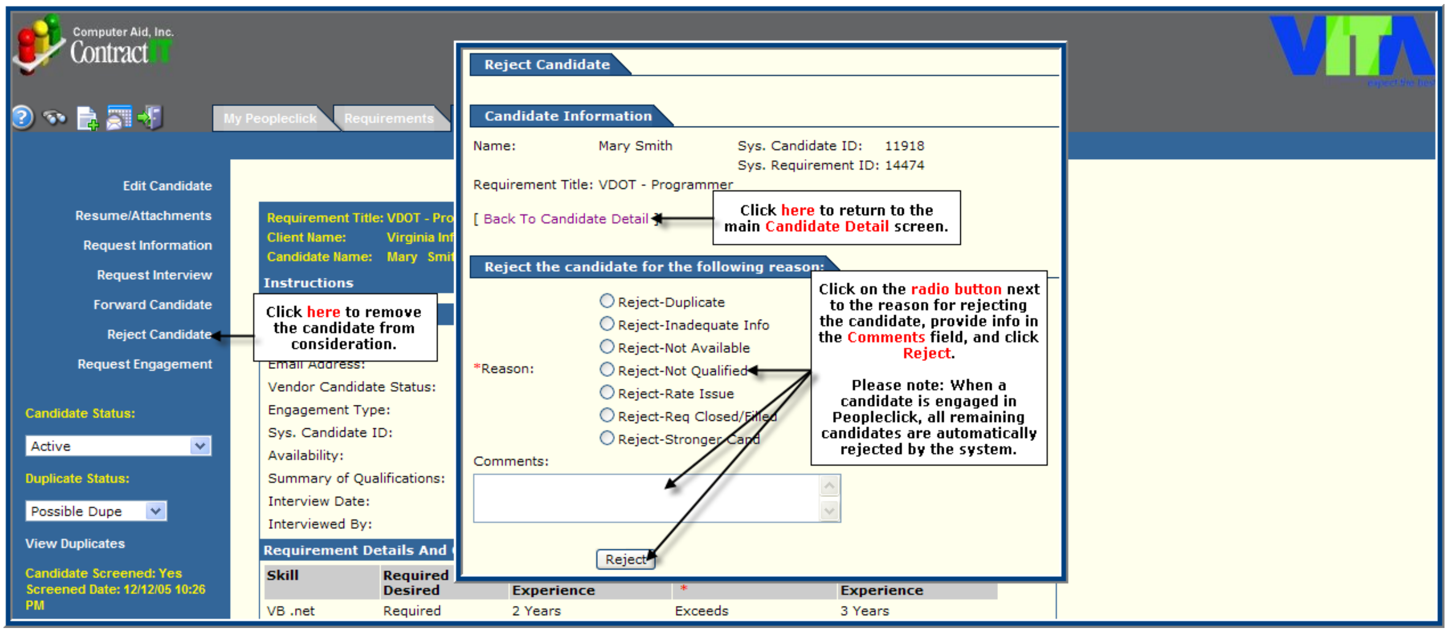
Request Interview

The **Request Interview** option should be used to request an interview. Once again, note the complete interview details in Peopleclick (e.g. over the phone or in person), and the CAI Account Manager will coordinate the scheduling of the interview with the vendor/candidate.



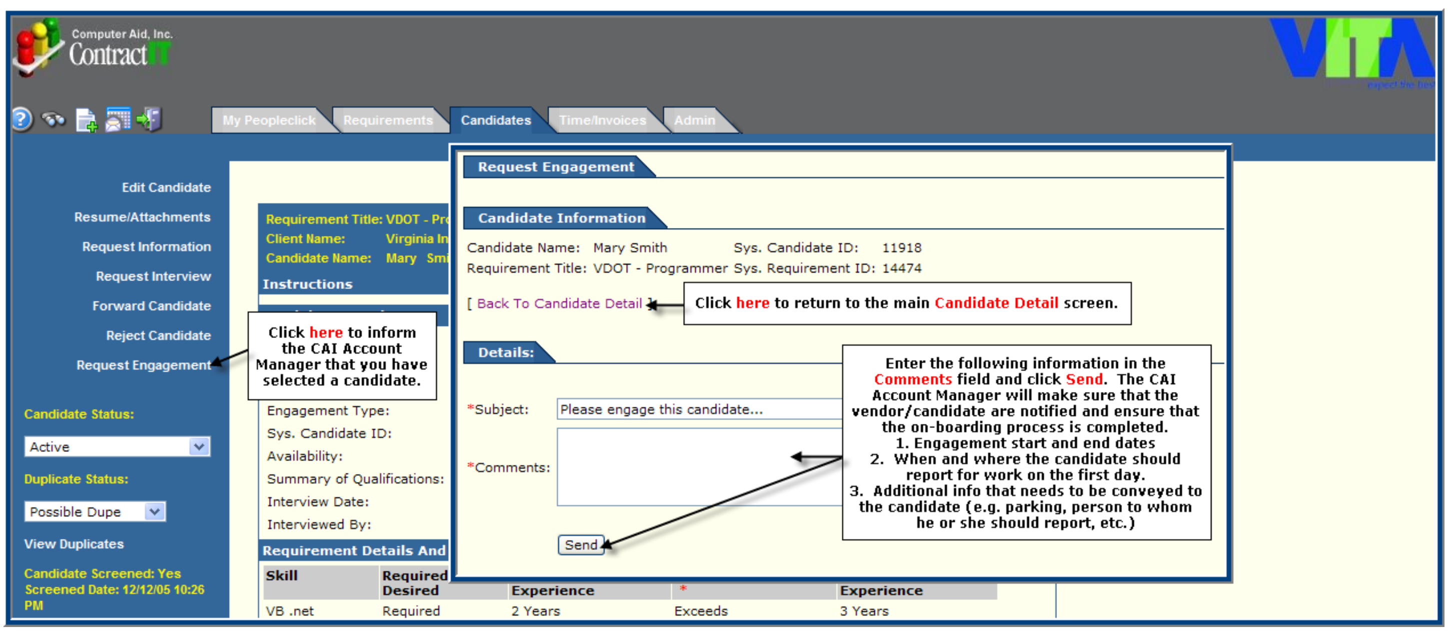
Reject Candidate

The **Reject Candidate** option enables you to manually remove a candidate from consideration.



Request Engagement

The **Request Engagement** option is used when you have selected a candidate. When the CAI Account Manager receives the notification, we will begin the engagement process.



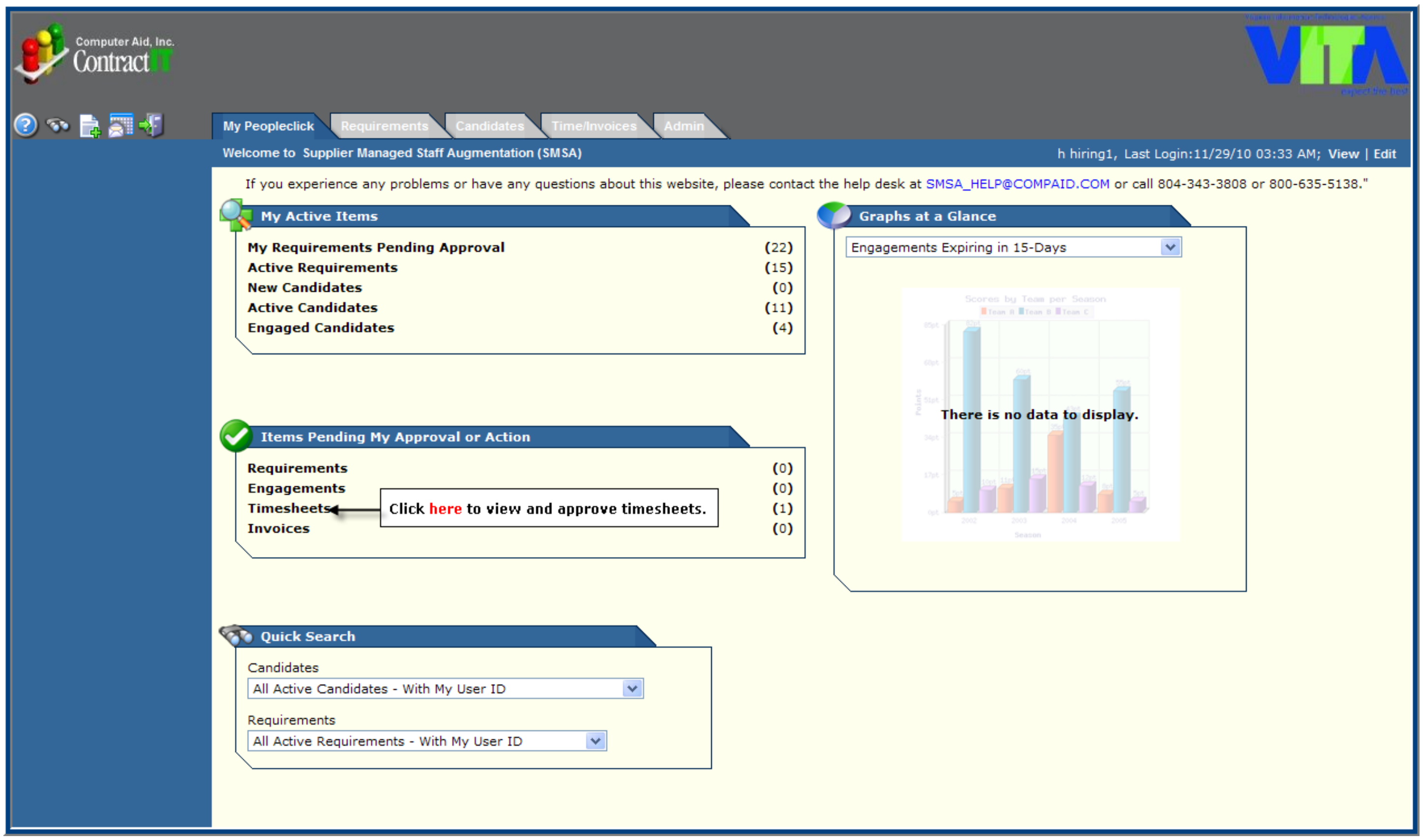
APPROVING A TIMESHEET

Each engaged candidate will be required to enter a weekly timesheet by noon on Monday into Peopleclick. If you are designated as the candidate's time approver, you will be required to approve the timesheet by **the close of business on Tuesday of each week**. This approval indicates the hiring manager has accepted the time entered as being valid and approved for invoicing.

If you are designated as timesheet approver, you will receive email notification from Peopleclick. Within the email, you can click on a link that will take you directly to the timesheet that is pending your approval. You can also access all Peopleclick timesheets pending your approval in the following manner.

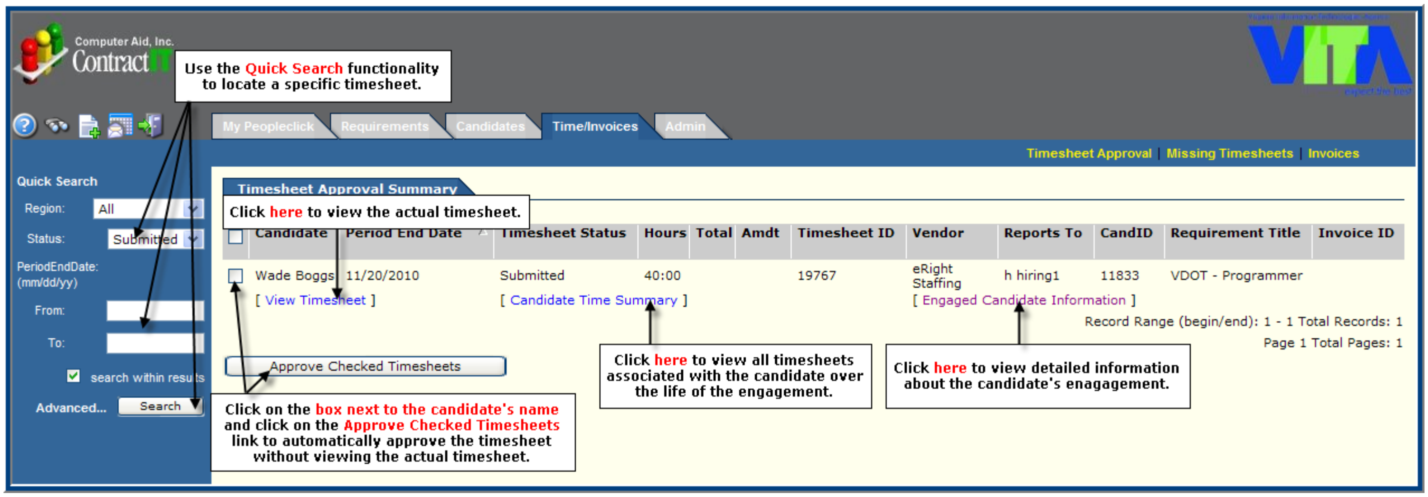
Go to the Time/Invoices Tab

You can access this screen via the **My Peopleclick** page, as illustrated in the image below.



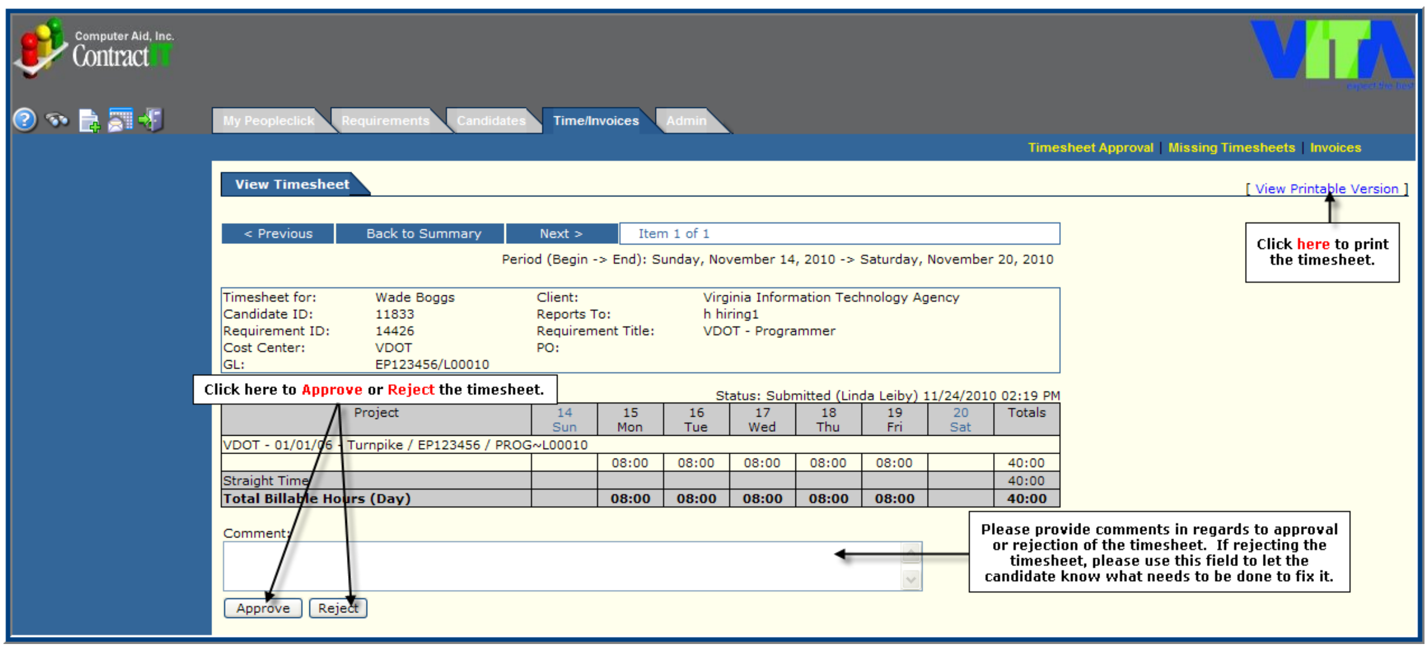
Access the Timesheet

Once you have accessed the **Time/Invoices** tab, you can pull up the timesheet, as illustrated in the image below.



Approve the Timesheet

The process for approving (or rejecting) a timesheet is highlighted in the image below.



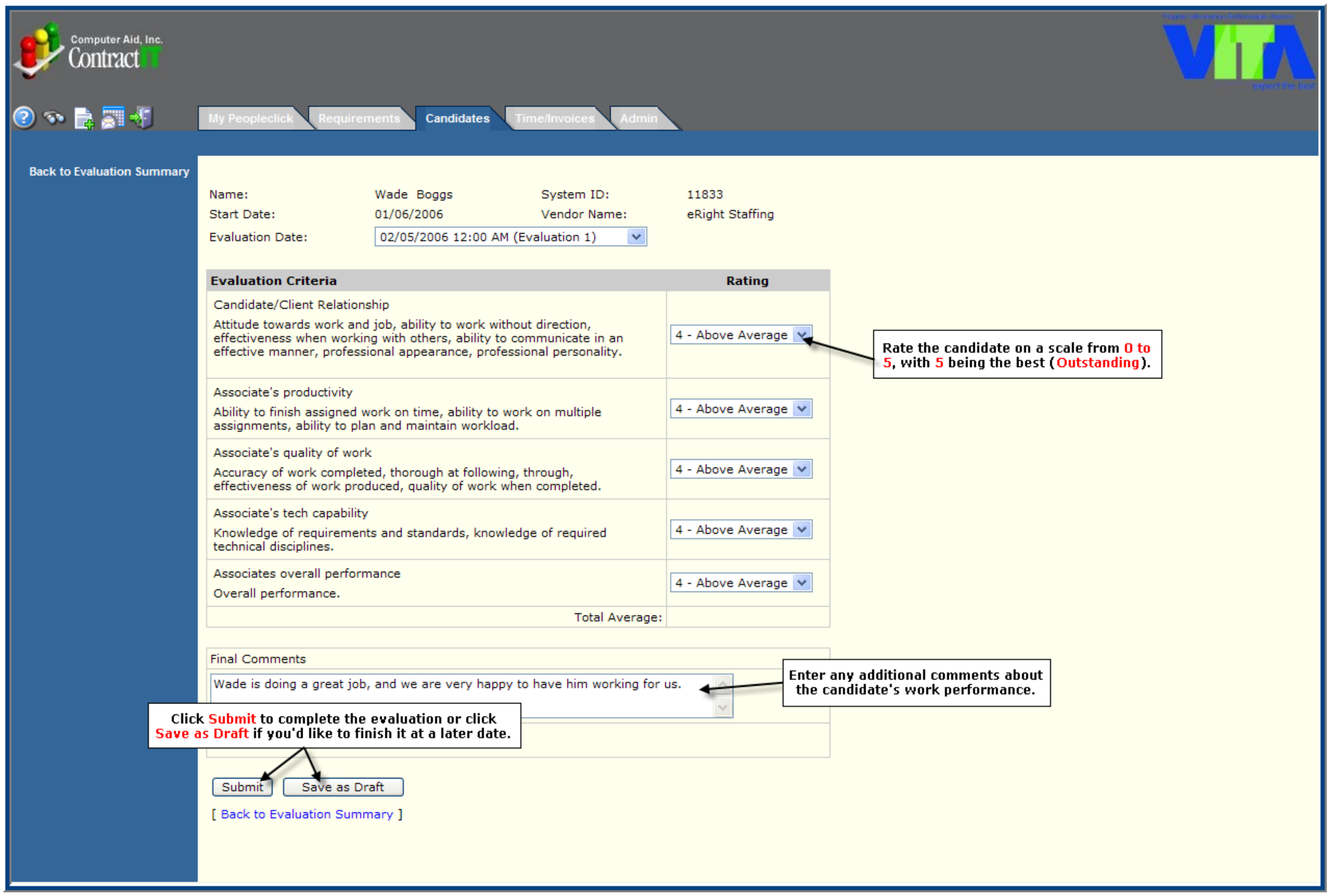
If you reject the timesheet, the candidate will be notified via another Peopleclick email and will have the opportunity to resubmit a corrected timesheet for approval. This process will continue until the timesheet is approved.

If it is determined that a timesheet was submitted in error after it was approved, an amendment can be done to the timesheet. However, only the CAI Administrator can create an amendment. Please note: You will need to approve the amendment just as you would the regular timesheet.

EVALUATING A CANDIDATE

For each candidate you have engaged under the Staff Augmentation contract, you will also receive an email request to complete an engagement evaluation form. Evaluation requests will be made after first thirty (30) days, six (6) months, and one (1) year. The evaluations are not required but highly recommended as they will be available for future reference.

To complete the evaluation, simply click on the link within the Peopleclick email notification and fill in the fields as instructed in the following image.

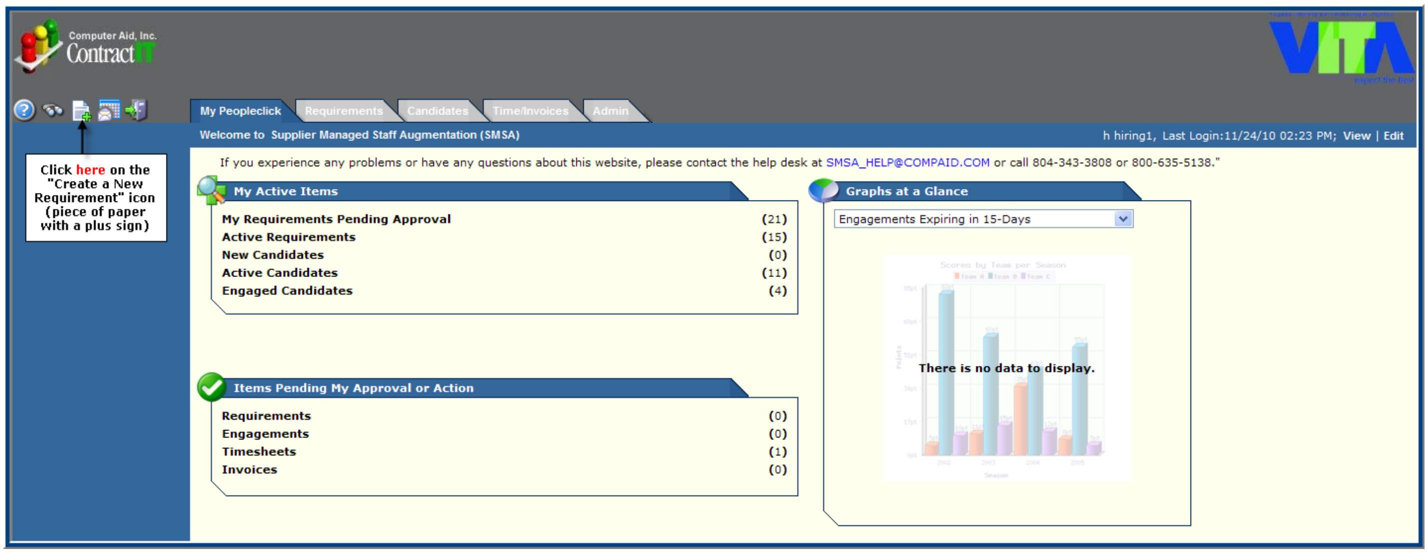


ENTERING A SOW REQUIREMENT

The following pages detail the Peopleclick workflow you must follow in order to fulfill an SOW requirement under the SMSA contract. You will find that the process is quite similar to the Staff Augmentation requirement fulfillment process.

Initiate a New Requirement

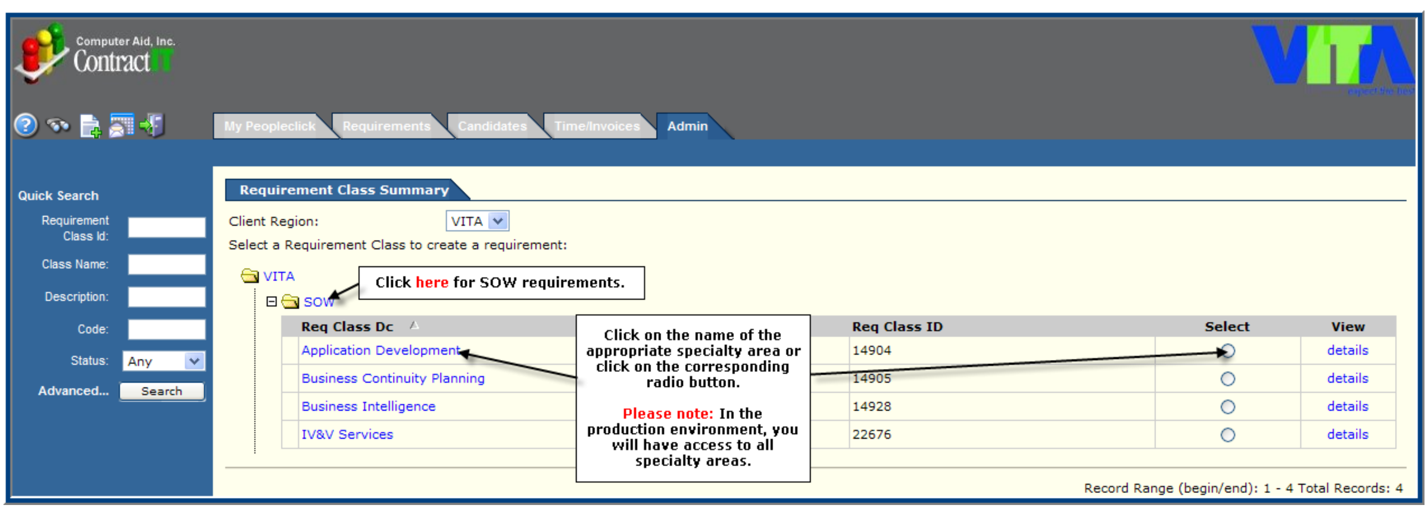
After discussing the need with the CAI Account Manager and all appropriate internal users, you will need to enter your SOW requirement into Peopleclick.



Select the Specialty Area

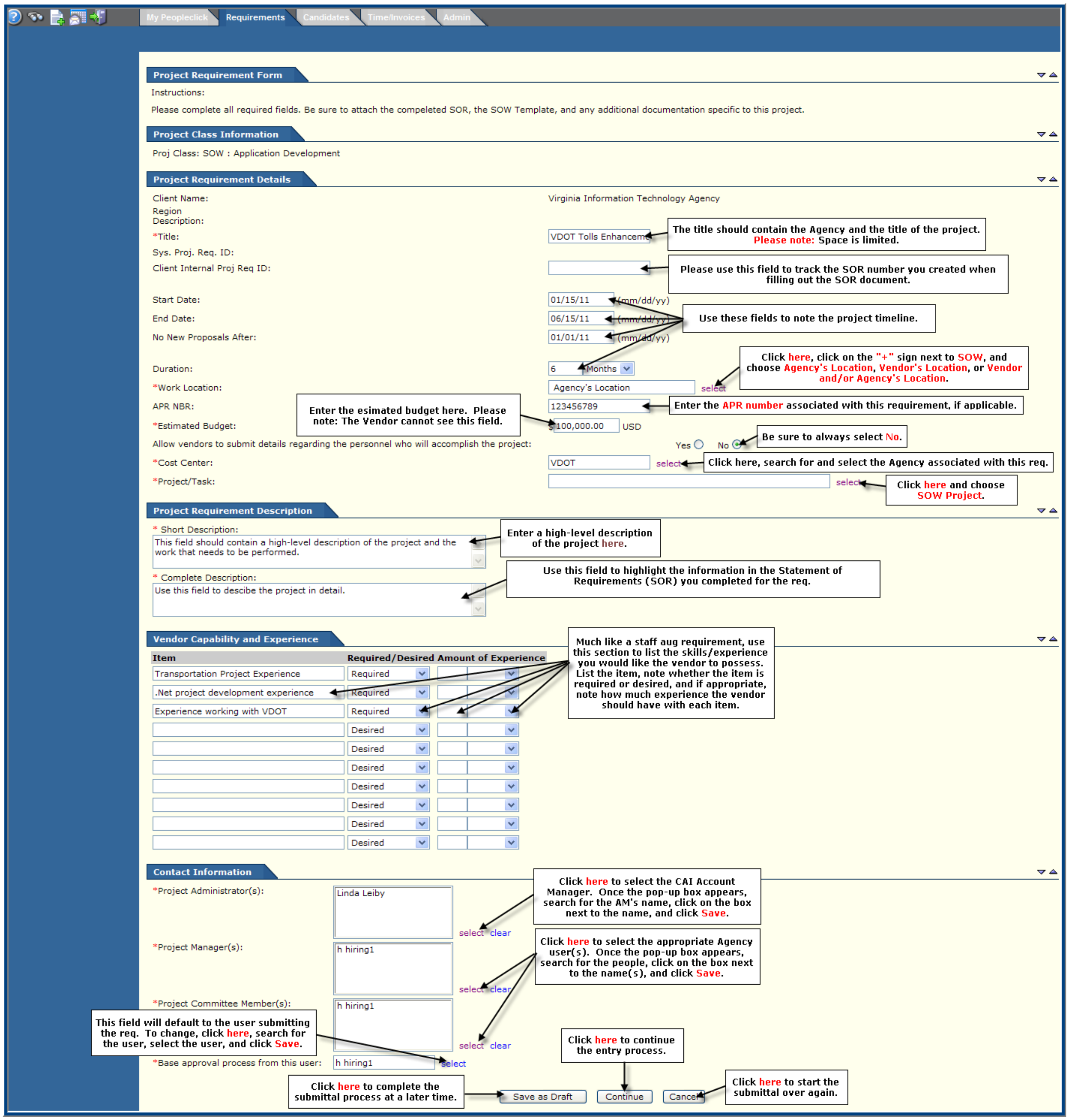
Unlike staff augmentation requirements, there is only one sub-level for SOW business. This level corresponds to the specialty area that best describes the work you need to be completed.

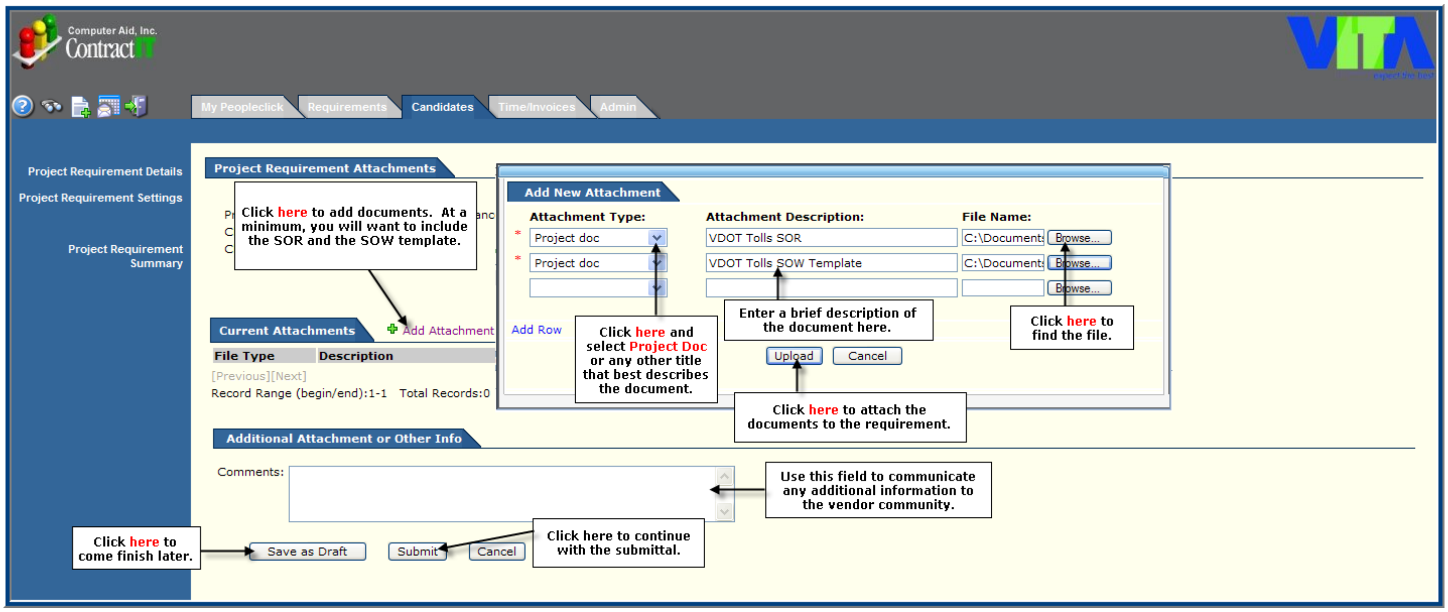
HINT: Be sure to select the Requirement Class that starts with SOW…



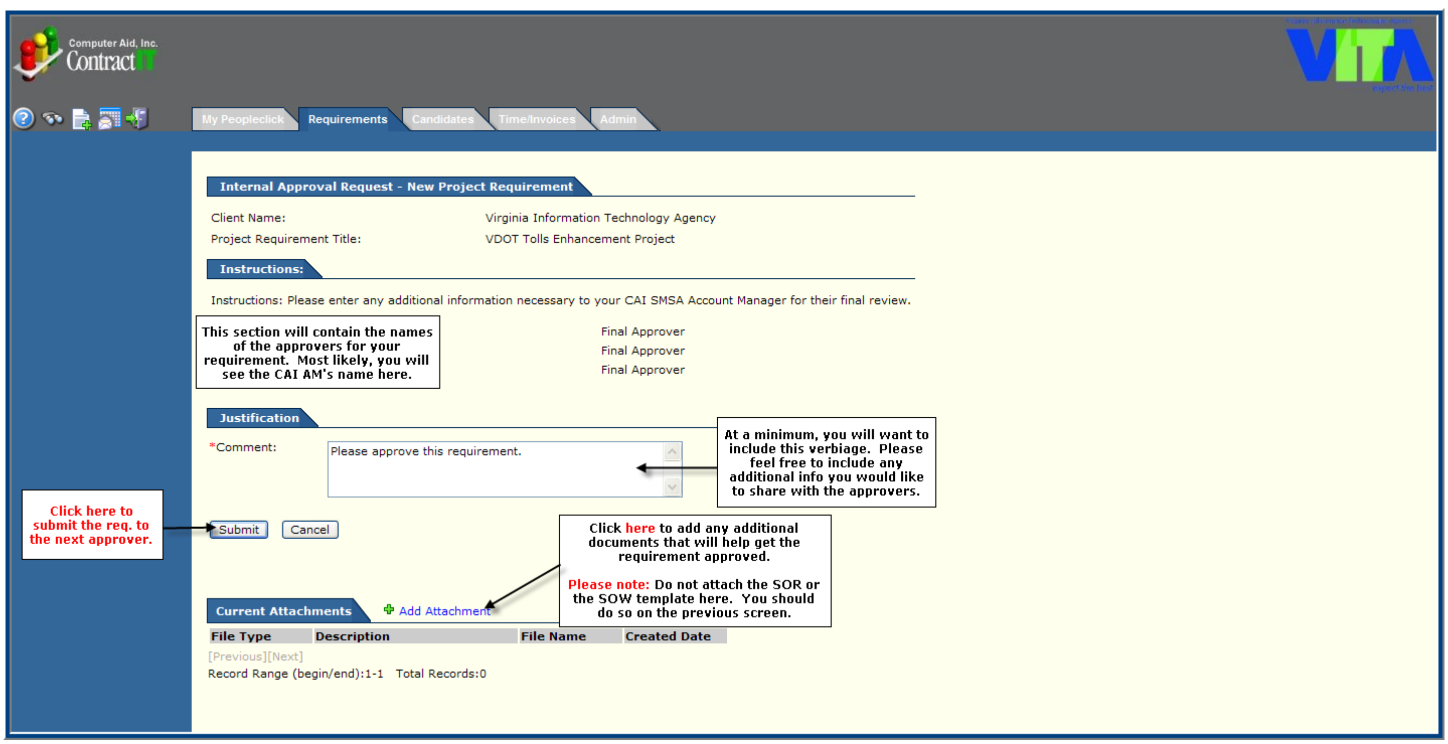
Enter the SOW Specifics

The following images illustrate the steps needed to complete the submittal process. **Please note:** The information you enter must match the Statement of Requirements (SOR) document you completed. **Don't forget to attach the SOR to Peopleclick.**



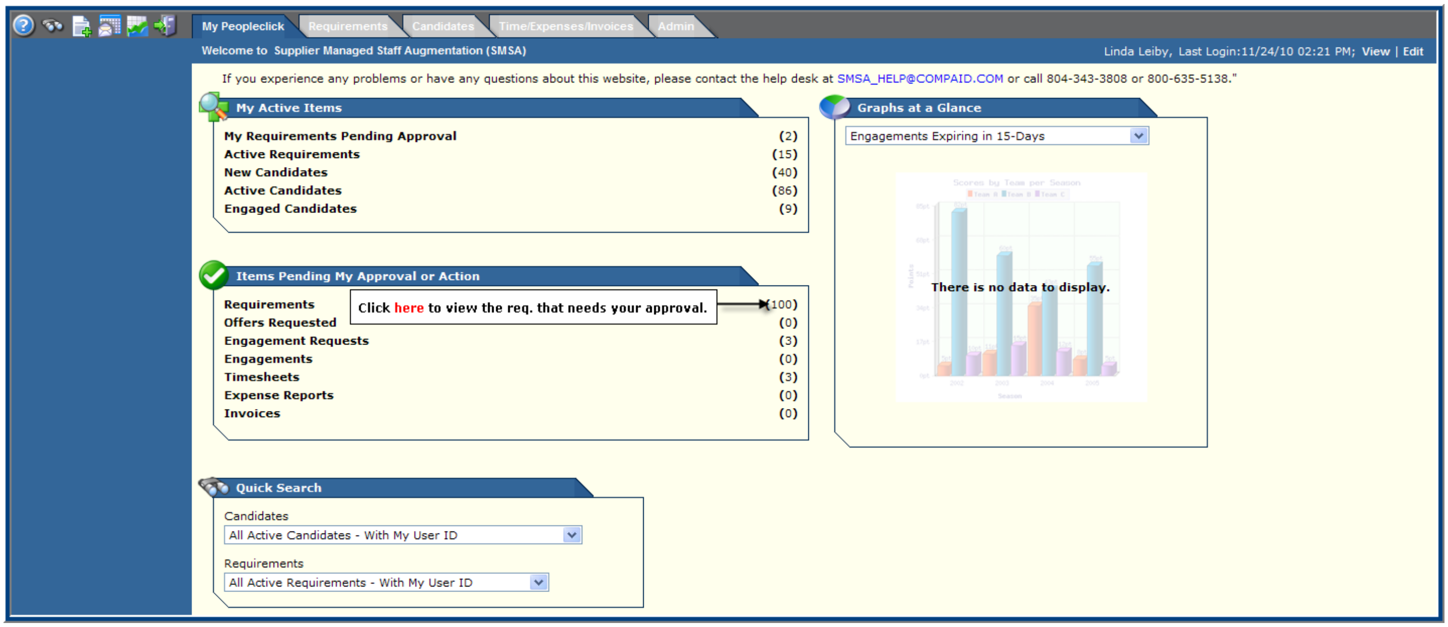


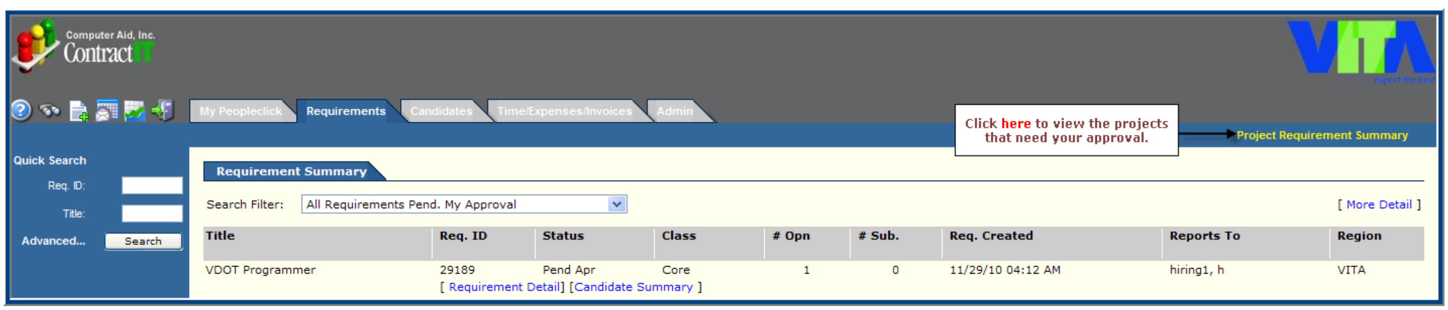
The **Approval Request** page must be completed next. Once you have entered the necessary justification for entering this requirement and click the **Submit** button, the requirement will go to the approver for sign-off.

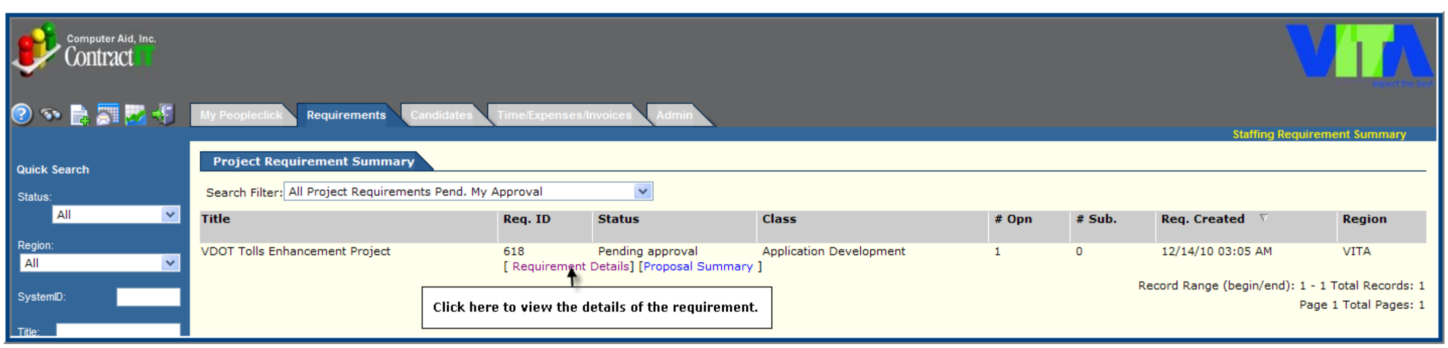


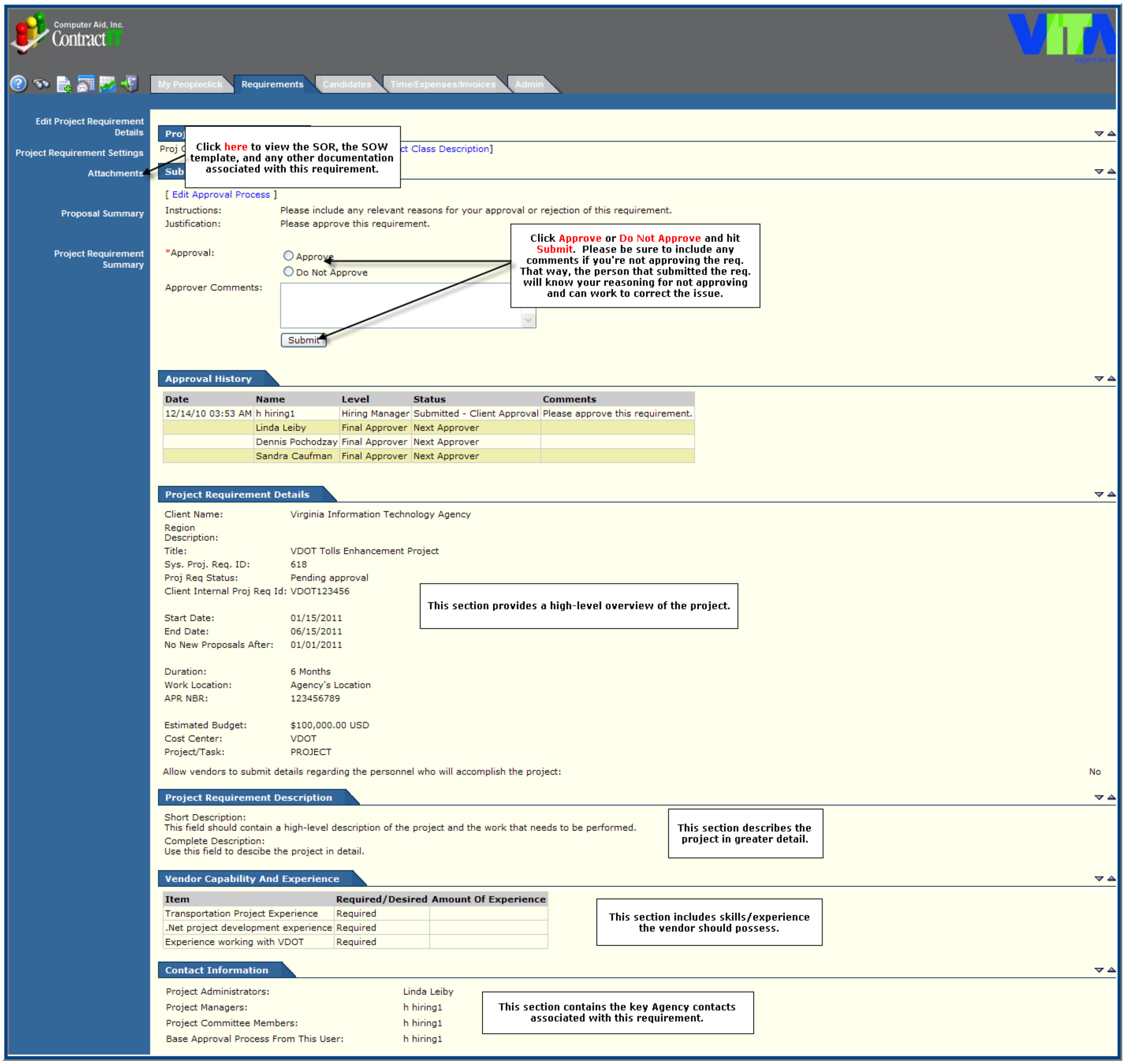
APPROVING A SOW REQUIREMENT

The process for approving a SOW requirement is similar to the one for staff augmentation requirements. You will receive an email notification from Peopleclick informing you a requirement has been sent to you for approval. Within the email, you can click on the link that will take you directly to the requirement that requires your approval. You can also access the requirement by navigating through the web-based work request tool in the following manner.









If the Requirement is rejected at any point in the approval chain, the Hiring Manager will be sent an email indicating the rejection at which point the Hiring Manager may make corrections to the requirement and resubmit for approvals.

If the Requirement is approved, it will go onto the next approver in the approval chain. The process will continue until the final review is completed by the CAI Account Manager. At that point, the Requirement will be sent to the vendor network for proposal submission.

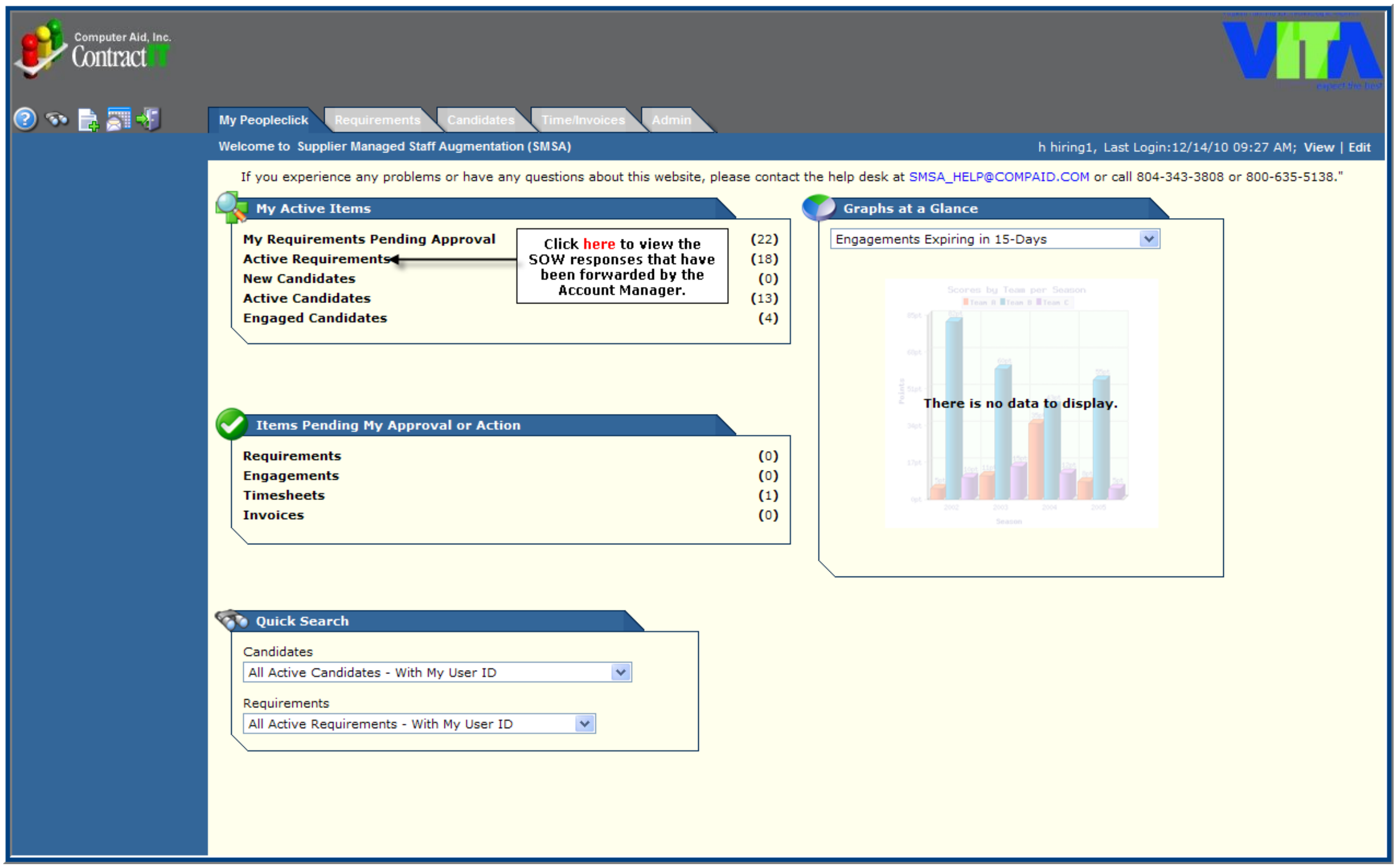
SELECTING THE WINNING SOW RESPONSE

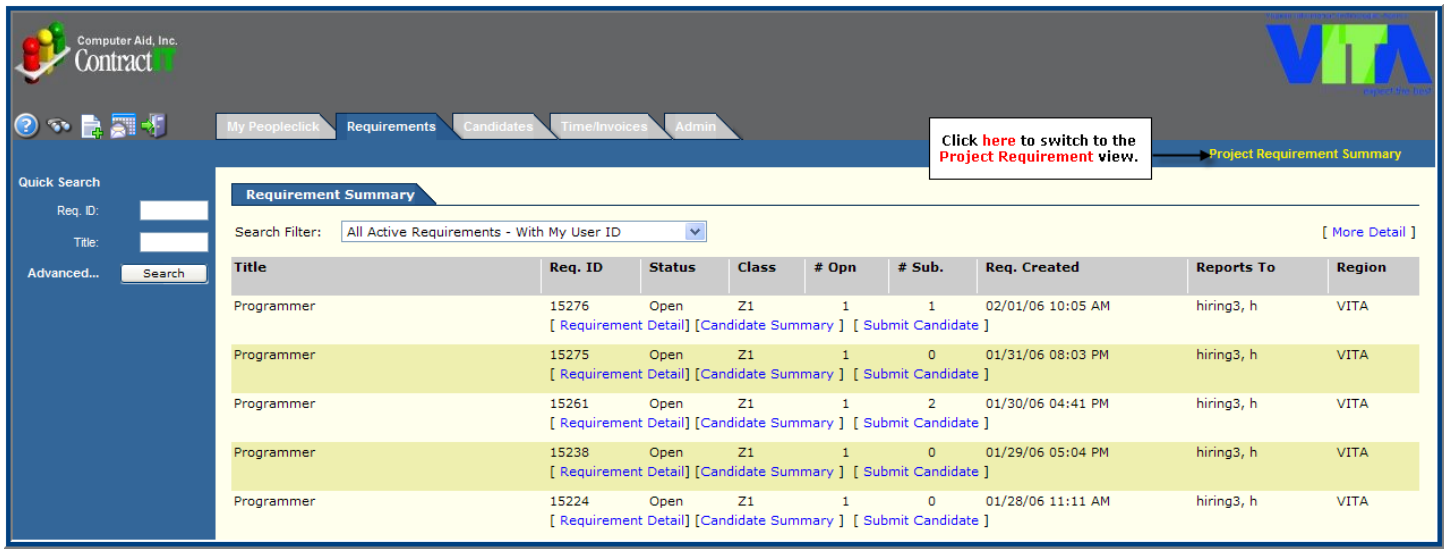
When an SOW requirement is released to the Vendor network and responses are submitted through Peopleclick, the CAI Account Manager verifies that the response includes all the required information: the SOW template, references, resumes, etc. The CAI Account Manager then submits every complete response to the Agency Hiring Manager for review.

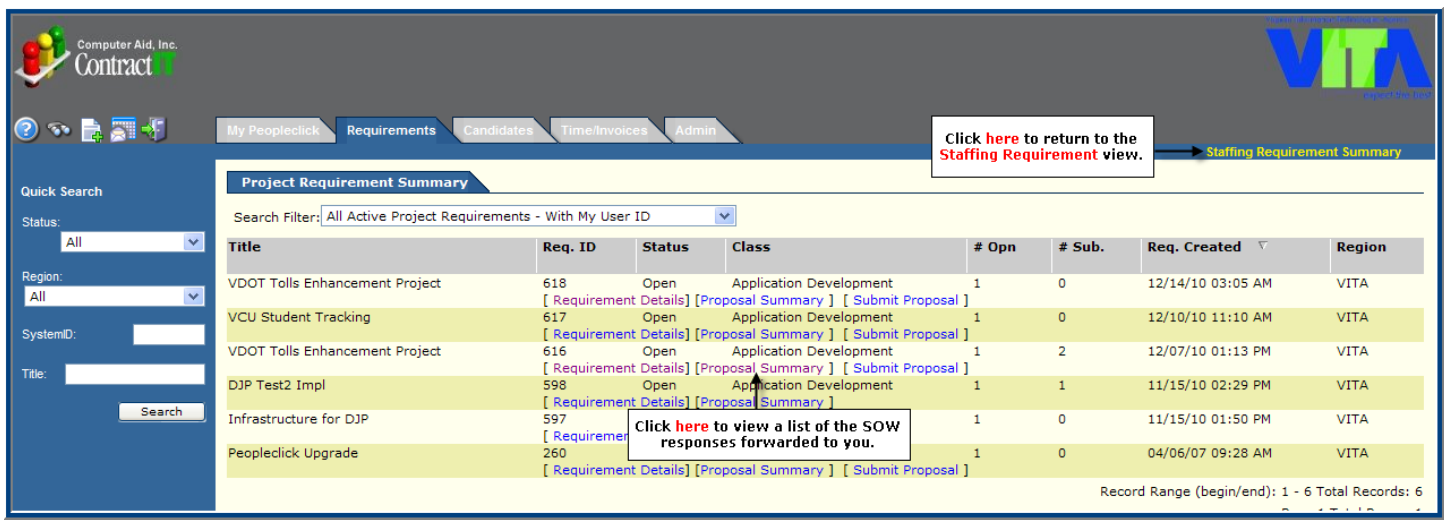
Please note: Unlike the Staff Augmentation portion of the SMSA contract, the CAI team does not perform any additional screening to determine if the Vendor is qualified to do the work.

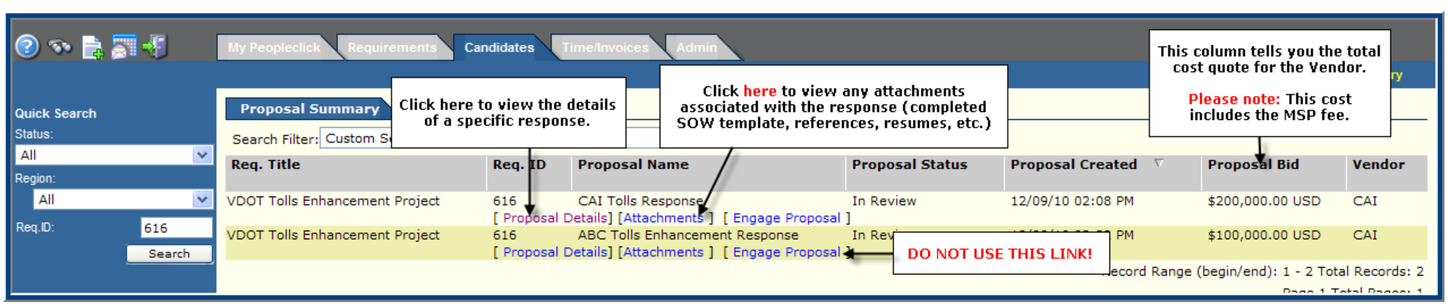
Accessing the Responses

When the CAI Account Manager sends you the SOW response, you will receive a Peopleclick-generated email. Please click on the link within the email, and you will be taken directly to the proposal summary. You can also navigate through the system in the following manner.




Requirement Summary
Click here to switch to the Project Requirement view.
Project Requirement Summary
Search Filter: All Active Requirements - With My User ID
[More Detail]


Project Requirement Summary
Click here to return to the Staffing Requirement view.
Staffing Requirement Summary
Search Filter: All Active Project Requirements - With My User ID
Click here to view a list of the SOW responses forwarded to you.
Record Range (begin/end): 1 - 6 Total Records: 6

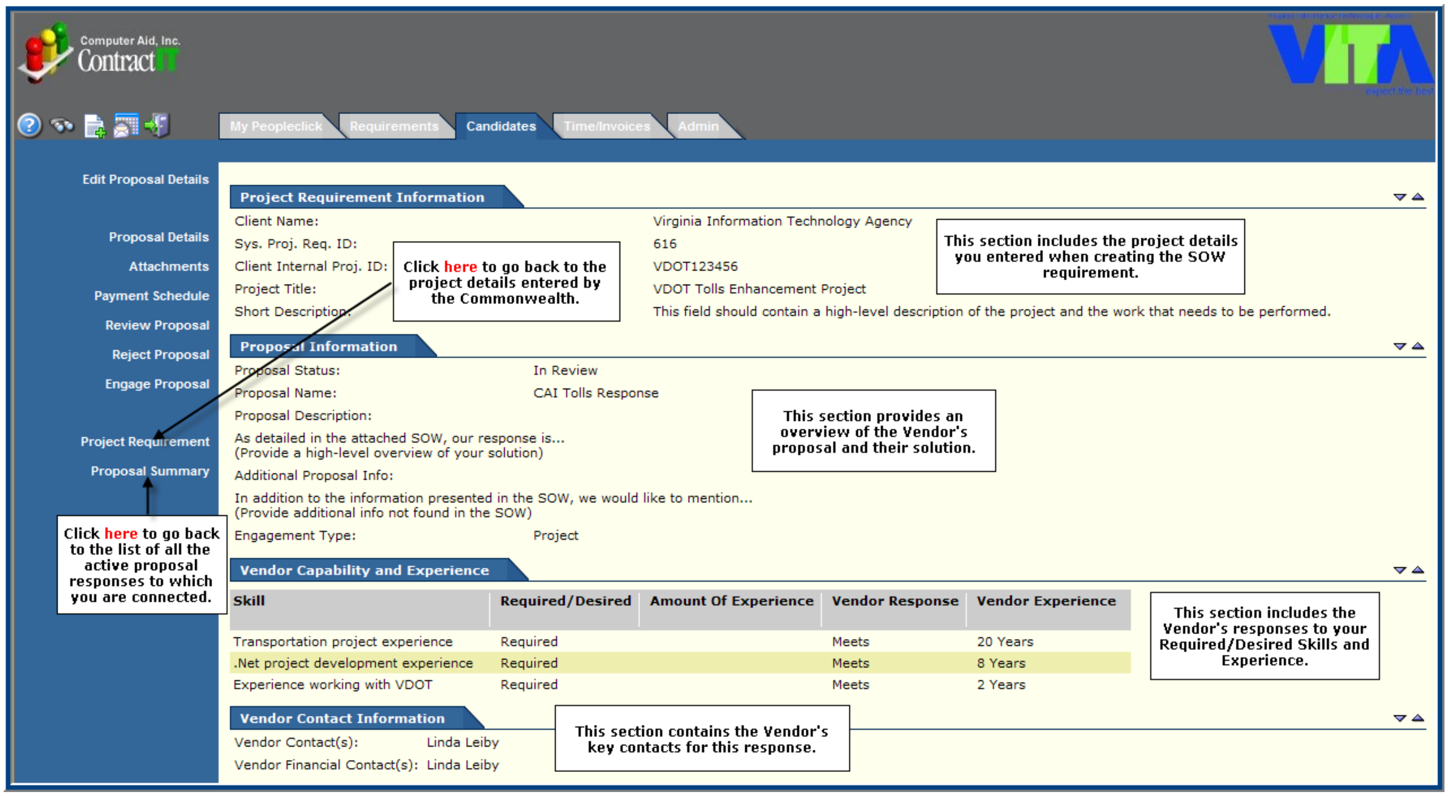

Proposal Summary
Click here to view the details of a specific response.
Click here to view any attachments associated with the response (completed SOW template, references, resumes, etc.)
This column tells you the total cost quote for the Vendor.
Please note: This cost includes the MSP fee.
DO NOT USE THIS LINK!

Review a Specific Response

By clicking on the Proposal Details link, you can see the following Vendor information:

- Previous experience
- Description of the solution
- Completed SOW template and other attachments

The following screen shot highlights the **Proposal Details** page.



From this page, you can do the following:

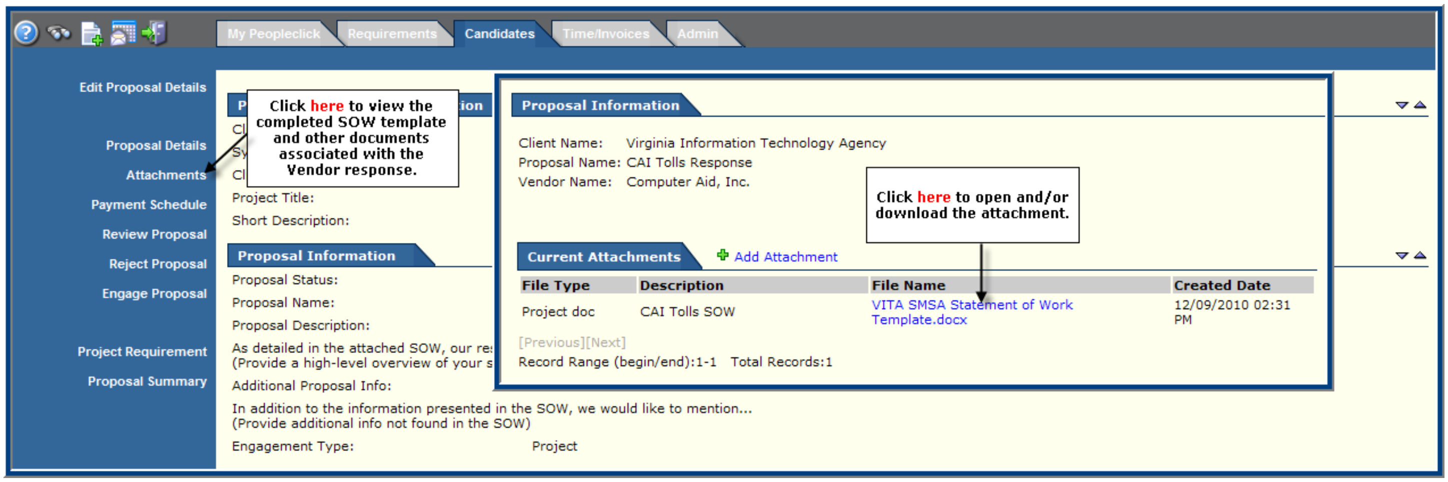
- View the Vendor's completed SOW template and any additional documentation
- Review the payment schedule
- Review the proposal
- Reject the proposal

The following pages describe these actions in greater detail.

Computer Aid, Inc.
FullServiceMSP
The Right Staff, the Right Skills, Right Now.

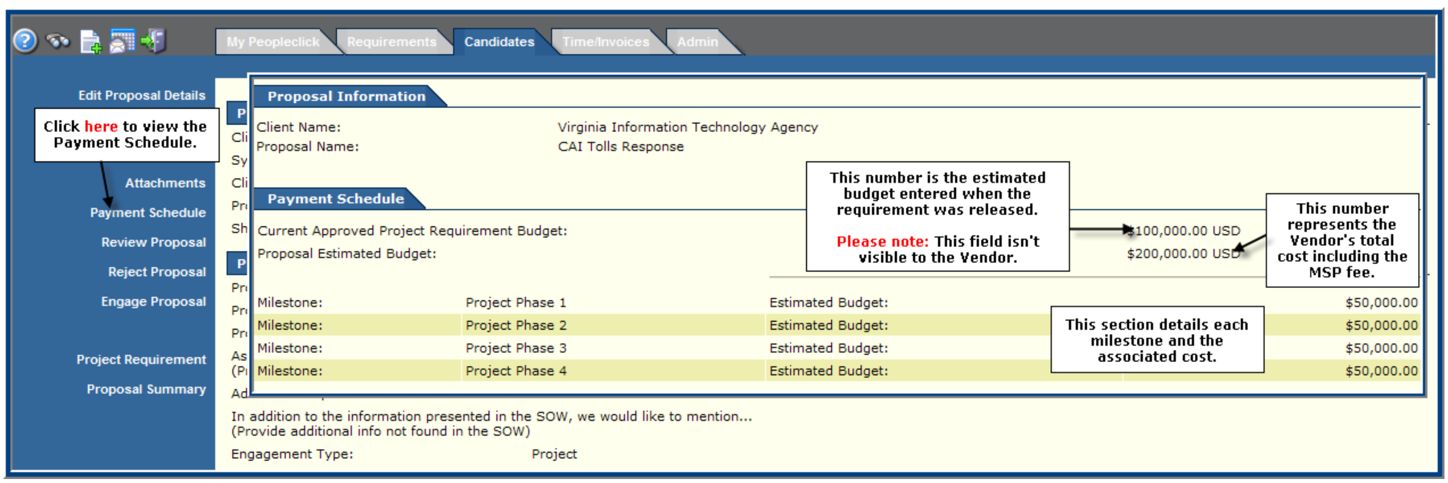
View the SOW Template and other Attachments

The **Attachments** option allows you to view the completed SOW response as well as any other attachments the Vendor has associated with their response.



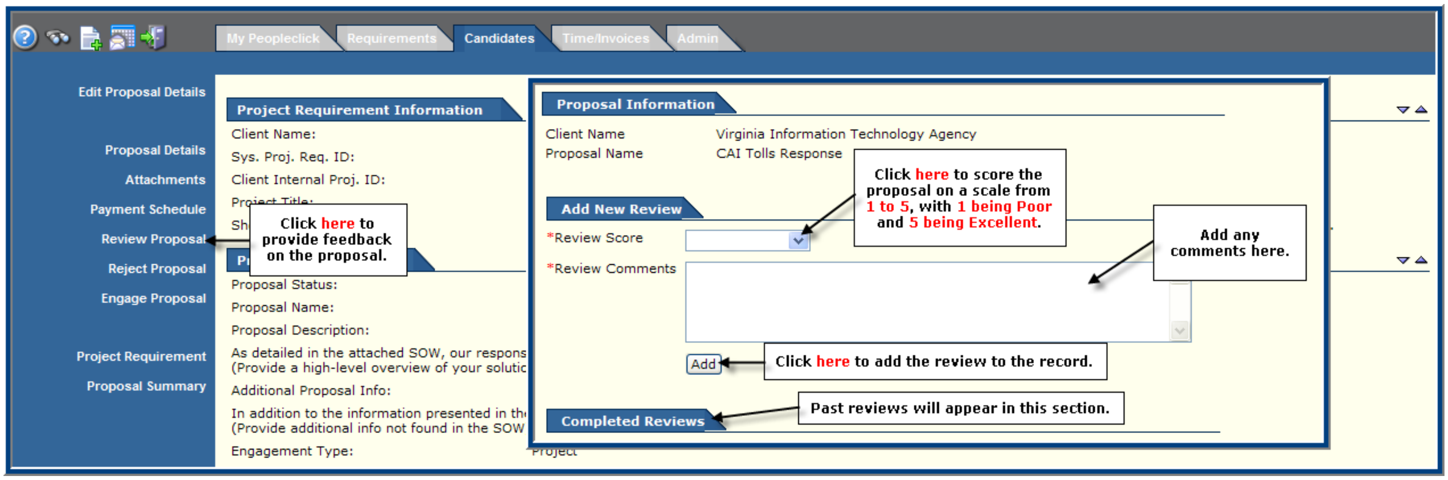
Review the Payment Schedule

The **Payment Schedule** option enables you to see the Vendor's proposed costs for each milestone/deliverable. **Please note:** This cost includes the MSP fee associated with SOW business under this contract.



Review the Proposal

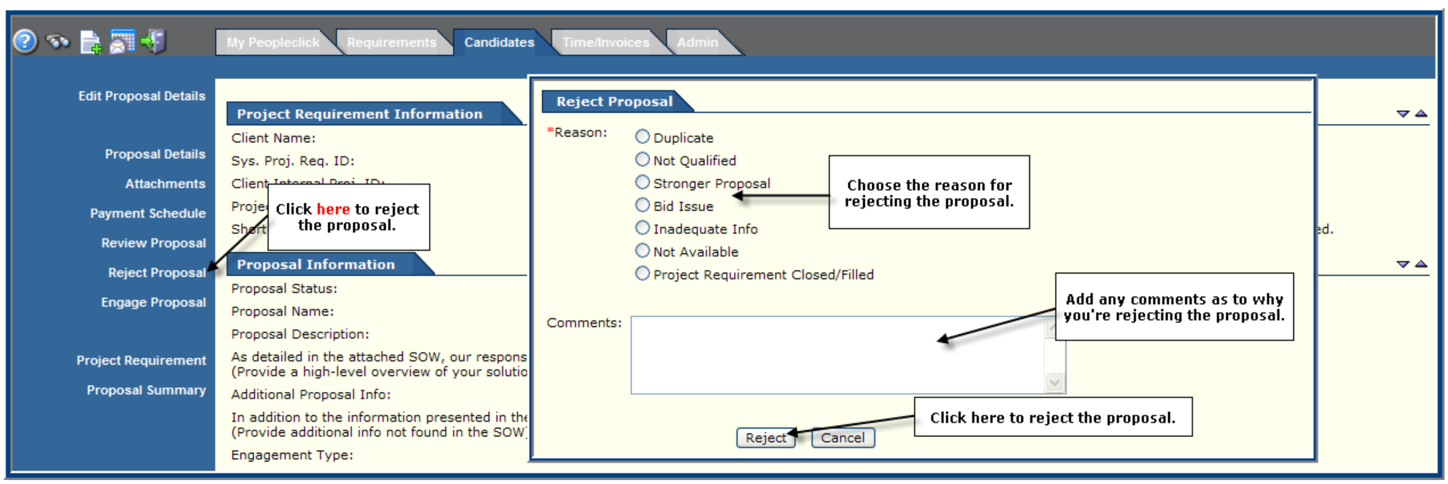
The **Review Proposal** option allows you to "score" the Vendor's response in Peopleclick. **Please note:** Official scoring will be done outside Peopleclick. Therefore, using Peopleclick to do your scoring isn't required. However, please feel free to use this option to provide feedback on the Vendor's response. We also encourage you to provide all feedback directly to the CAI Account Manager. The image on the next page explains this option in greater detail.



Reject the Proposal

Much like staff aug. requirements, once a proposal is selected and engaged in Peopleclick by the CAI team, all other proposals are automatically rejected by Peopleclick. However, the **Reject Proposal** option allows you to manually reject a proposal before this occurs.

Please note: Please contact the CAI Account Manager before using this option. If you're rejecting a proposal because the Vendor didn't include the proper documentation, the CAI Account Manager can work with the Vendor to get the documentation and add it to their proposal. If the proposal is rejected, the Vendor needs to submit a new Peopleclick proposal.



Engage the Winning Proposal

Rather than using the final Peopleclick option, **Engage Proposal**, notify the CAI Account Manager when you made your decision. CAI will then work with you and the vendors to make sure all the necessary contract documents and funding are signed and procured. Once this has occurred, CAI will engage the proposal in Peopleclick.

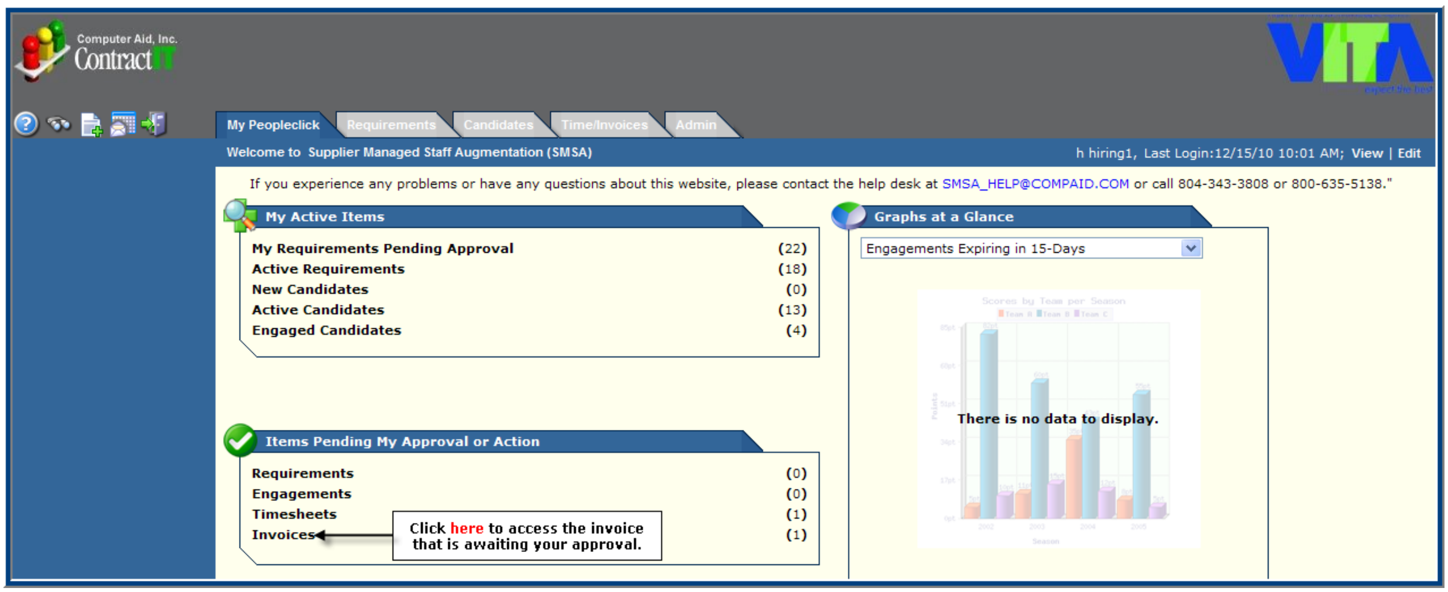
APPROVING AN INVOICE

Invoices can be thought of as timesheets for the SOW side of the SMSA contract. However, rather than submitting a timesheet each week in order to get paid for their candidates' work, the Vendors will submit an invoice within the Peopleclick system when they have completed each milestone, following the payment schedule put forth in the signed SOW. As is the case with timesheets, you will need to go into Peopleclick and approve the invoice so payment to the Vendor can be completed.

When an invoice is submitted for your approval, you will receive an automated Peopleclick email. Once again, you can click on the link within the email and go right to the invoice in question. If you prefer, you can also navigate through Peopleclick in the following manner.

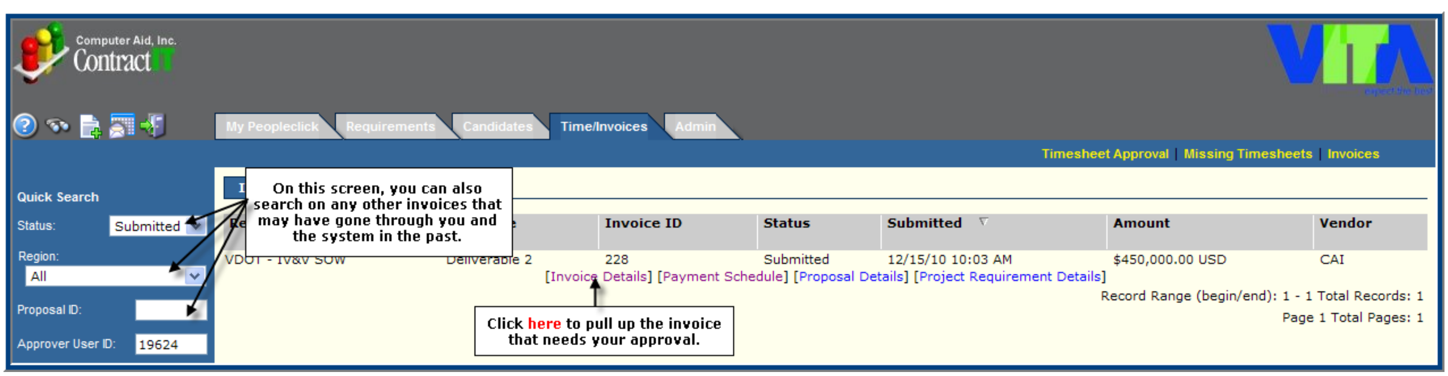
Go to the Time/Invoices Tab

Once you login to the system, you can access this tab via the **My Peopleclick** page.



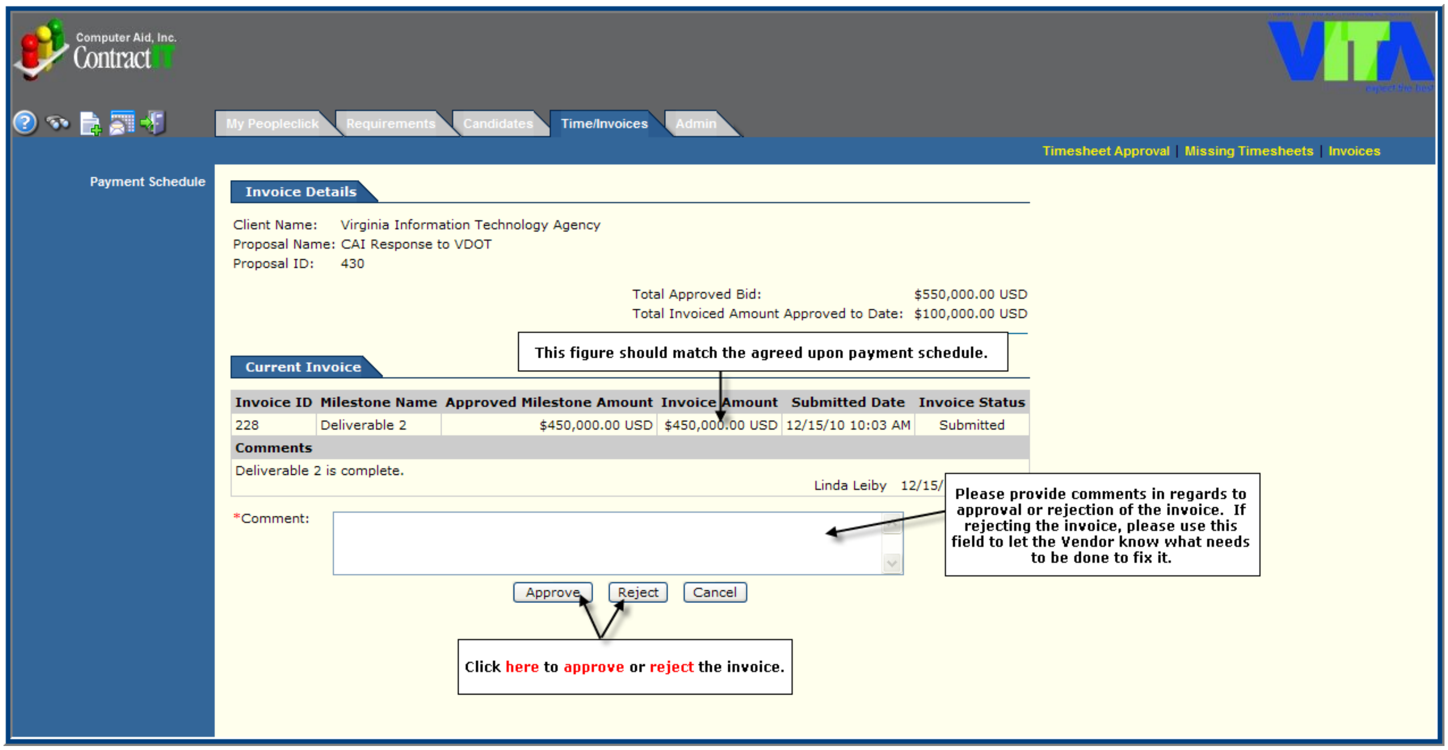
Access the Invoice

After clicking on the **Time/Expenses Summary** Tab, navigate through the system as follows.



Approve the Invoice

The process for approving (or rejecting) an invoice is highlighted in the image below.



If you reject the invoice, the Vendor will be notified via another Peopleclick email and will have the opportunity to resubmit a corrected invoice for approval. This process will continue until the invoice is approved.

If it is determined that an invoice was submitted and approved in error, please contact your CAI Account Manager immediately. The CAI team will work to make sure that it is corrected.

GETTING HELP

You are now ready to begin using Peopleclick to fill all your SMSA requirements. Should you need assistance, please contact CAI's SMSA Help Desk at SMSA_Help@compaid.com or 1-800-635-5138.