



Maine IT Staff Augmentation Services Contract 18P-1006070000000000231

Fiscal Year 2011 Fourth Quarter Review

**Presented by Computer Aid, Inc.
Thursday, July 28, 2011**



Agenda

- **Contract Utilization**
 - Agency Participation and Job Title Usage
- **CAI Performance**
- **Vendor Network Overview**
 - Composition
 - Six Month Performance Review
 - Candidate Evaluations
- **Market Trends**
 - Overall Job Market
 - IT Job Market
 - Contract Observations
- **Program Updates**
- **Questions?**



Agency Participation

Agency	Engagements					Spend				
	FY '11 Q1	FY '11 Q2	FY '11 Q3	FY '11 Q4	Total	FY '11 Q1	FY '11 Q2	FY '11 Q3	FY '11 Q4	Total
12A - Department of Labor	8	6	2	8	24	\$79,175.46	\$356,583.90	\$284,374.32	\$393,350.09	\$1,113,483.76
10A - Department of Health and Human Services	1	9	9	26	45	\$17,200.80	\$212,854.97	\$314,982.62	\$532,115.43	\$1,077,153.82
29A - Secretary of State	0	0	8	0	8	\$0.00	\$0.00	\$198,412.51	\$241,214.81	\$439,627.32
18B - DAFS - Office of Information Technology	5	2	3	3	13	\$57,363.92	\$91,242.34	\$102,322.44	\$135,343.09	\$386,271.79
05A - Department of Education	1	2	1	4	8	\$2,857.92	\$80,273.55	\$103,305.43	\$87,358.74	\$273,795.64
90H - Maine Health Data Organization	1	1	3	1	6	\$8,777.60	\$28,816.84	\$85,085.09	\$63,322.28	\$186,001.81
16A - Department of Public Safety	0	1	0	0	1	\$0.00	\$4,667.04	\$38,310.43	\$35,024.80	\$78,002.27
12C - DOL - Bureau of Employment and Training	0	1	0	0	1	\$0.00	\$17,001.52	\$30,605.32	\$18,916.56	\$66,523.40
14A - DHHS - Behavioral and Developmental Services	0	0	2	0	2	\$0.00	\$0.00	\$16,855.38	\$40,154.56	\$57,009.94
26A - Office of Attorney General	0	1	0	0	1	\$0.00	\$22,726.60	\$30,501.06	\$1,293.66	\$54,521.31
17A - Department of Transportation	0	0	0	1	1	\$0.00	\$0.00	\$0.00	\$29,298.30	\$29,298.30
12B - DOL - Bureau of Labor Standards	0	0	0	2	2	\$0.00	\$0.00	\$0.00	\$7,395.83	\$7,395.83
18K - DAFS - Financial and Personnel Services	0	1	0	0	1	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
TOTAL	16	24	28	45	113	\$165,375.70	\$814,166.75	\$1,204,754.59	\$1,584,788.13	\$3,769,085.17

- **Two agencies engaged candidates for the first time this past quarter**
 - DOL – Bureau of Labor Standards and Department of Transportation
- **Sixteen engagements were transitions and 19 were direct requests**
- **Forty-three candidates have been extended past their original end date**
- **The average length of all engagements is 32.49 weeks**
- **On average, it takes 2.59 weeks to fill a req. once it's approved by CAI**



Job Title Usage

Job Title	Engagements				Total	Pct. Of Total
	FY '11 Q1	FY '11 Q2	FY '11 Q3	FY '11 Q4		
Programmer	5	6	12	8	31	27.43%
Data Entry Operator	0	0	0	14	14	12.39%
Program Manager	0	3	2	4	9	7.96%
Business Analyst	1	0	4	2	7	6.19%
Client Technologies Specialist	4	1	0	1	6	5.31%
Senior Architect	1	3	2	0	6	5.31%
Technical Writer	0	1	1	4	6	5.31%
Tester	0	3	1	2	6	5.31%
Functional Architect	1	2	1	1	5	4.42%
Database Administrator	1	1	1	1	4	3.54%
Senior Program Manager	0	1	0	3	4	3.54%
Senior Database Architect	2	0	0	1	3	2.65%
Product Specialist	0	1	0	1	2	1.77%
Senior Business SME	1	0	1	0	2	1.77%
Configuration Mgmt Specialist	0	0	1	0	1	0.88%
Data Architect	0	0	1	0	1	0.88%
Help Desk Analyst	0	0	1	0	1	0.88%
Junior Architect	0	0	0	1	1	0.88%
Quality Assurance Specialist	0	0	0	1	1	0.88%
System Administrator	0	1	0	0	1	0.88%
Team Lead	0	0	0	1	1	0.88%
Tech Architecture Specialist	0	1	0	0	1	0.88%
TOTAL	16	24	28	45	113	100.00%

- **Four titles were used for the first time during the fourth quarter**
 - Data Entry Operator, Junior Architect, QA Specialist, and Team Lead



SLA Results

SLA	Target	FY '11 Q3 Only	FY '11 Q4 Only	1/1/11-6/30/11
Normal Submittal Response Time	92% or higher	95.65%	96.15%	95.92%
Urgent Submittal Response Time	92% or higher	100%	100%	100%
Normal Fill Rate	92% or higher	100%	100%	100%
Urgent Fill Rate	92% or higher	100%	100%	100%
Normal Round 1 Fill Rate	80% or higher	100%	96.43%	97.78%
Urgent Round 1 Fill Rate	90% or higher	100%	100%	100%
Attrition Rate	8% or lower	7.14%	13.33%	10.96%
Performance Removal	5% or lower	0.00%	2.22%	1.37%
Opportunity to the Network	80% or higher	97.26%	96.51%	96.82%
Usage of the Network	90% or higher	88.24%	92.86%	91.11%

Please note: The SLA grace period ended on December 31, 2010

- **Two reqs. haven't met the "Normal Submittal Response Time" SLA**
 - Both were filled by candidates that were submitted during the first round
- **Thirteen candidates have resigned since January 1, 2011**
 - Eight candidates were tied to the SLAs; three of which were data entry operators



Composition

- **179 vendors have joined the network**
 - There were 156 active vendors at the beginning of the fourth quarter
- **Thirty-four vendors from the Maine pre-qualified list are in our network**
 - Twenty-one of these vendors are also part of other CAI MSP networks
- **Forty-two vendors have held engagements under the contract**
 - Seventeen of these vendors are from the Maine pre-qualified list



Six Month Performance Review

- **Sixty-one reqs. were released to the network between 1/1/11 and 6/30/11**
 - 994 total candidates were submitted by 84 vendors
 - 604 candidates were reviewed
 - 181 candidates were forwarded for Agency consideration

Vendor	Candidate Submittals	Unique Cand.	% Against Total Submittals	3 Day Window	% Against Total Submittals	Total Forwarded	% Against Total Submittals	Engagements	% Against Forwarded
Cape Code, Inc.	38	32	84.21%	34	89.47%	15	39.47%	7	46.67%
Professional Technology Integration, Inc.	78	62	79.49%	54	69.23%	9	11.54%	6	66.67%
TechnoDyne LLC (NO LONGER ACTIVE)	75	71	94.67%	70	93.33%	21	28.00%	5	23.81%
Sapphire Technologies	17	15	88.24%	16	94.12%	8	47.06%	4	50.00%
Computer Aid, Inc.	29	21	72.41%	18	62.07%	6	20.69%	4	66.67%
Acclaim Systems, Inc.	37	37	100.00%	34	91.89%	19	51.35%	2	10.53%
iBusiness Solution, LLC	47	45	95.74%	34	72.34%	13	27.66%	2	15.38%
Software People Inc	31	28	90.32%	18	58.06%	11	35.48%	2	18.18%
Focused HR Solutions, LLC	14	13	92.86%	10	71.43%	6	42.86%	2	33.33%
Integrity Consulting, LLC	23	18	78.26%	21	91.30%	4	17.39%	2	50.00%
Atlantic Staffing, LLC.	27	17	62.96%	17	62.96%	7	25.93%	1	14.29%
Chandra Technologies, Inc.	47	44	93.62%	33	70.21%	6	12.77%	1	16.67%
Compunnel Software Group, Inc.	34	18	52.94%	24	70.59%	4	11.76%	1	25.00%
TechDrive, Inc	16	16	100.00%	13	81.25%	2	12.50%	1	50.00%
Quantum Information Systems, Inc	15	14	93.33%	10	66.67%	2	13.33%	1	50.00%

Vendors from the Maine pre-qualified list are highlighted in yellow



Candidate Evaluations

- **Evaluations can be done directly through Peopleclick**
 - Automated email reminders are sent after 30 days, six months, and one year
 - An automatic reminder is also sent when the candidate is disengaged
 - Evaluations can be done at any time
- **Candidates are evaluated in five different areas**
 - Relationships, Productivity, Quality, Technical Capability, and Overall Performance
- **Candidates are rated in each area on a number scale**
 - 1: Unsatisfactory, 2: Poor, 3: Satisfactory. 4: Above Average, and 5: Outstanding
- **To date, 59 evaluations have been completed**
 - Four evaluations received ratings of 0: Not Applicable
 - Overall average score for the remaining 55 evaluations was 3.79



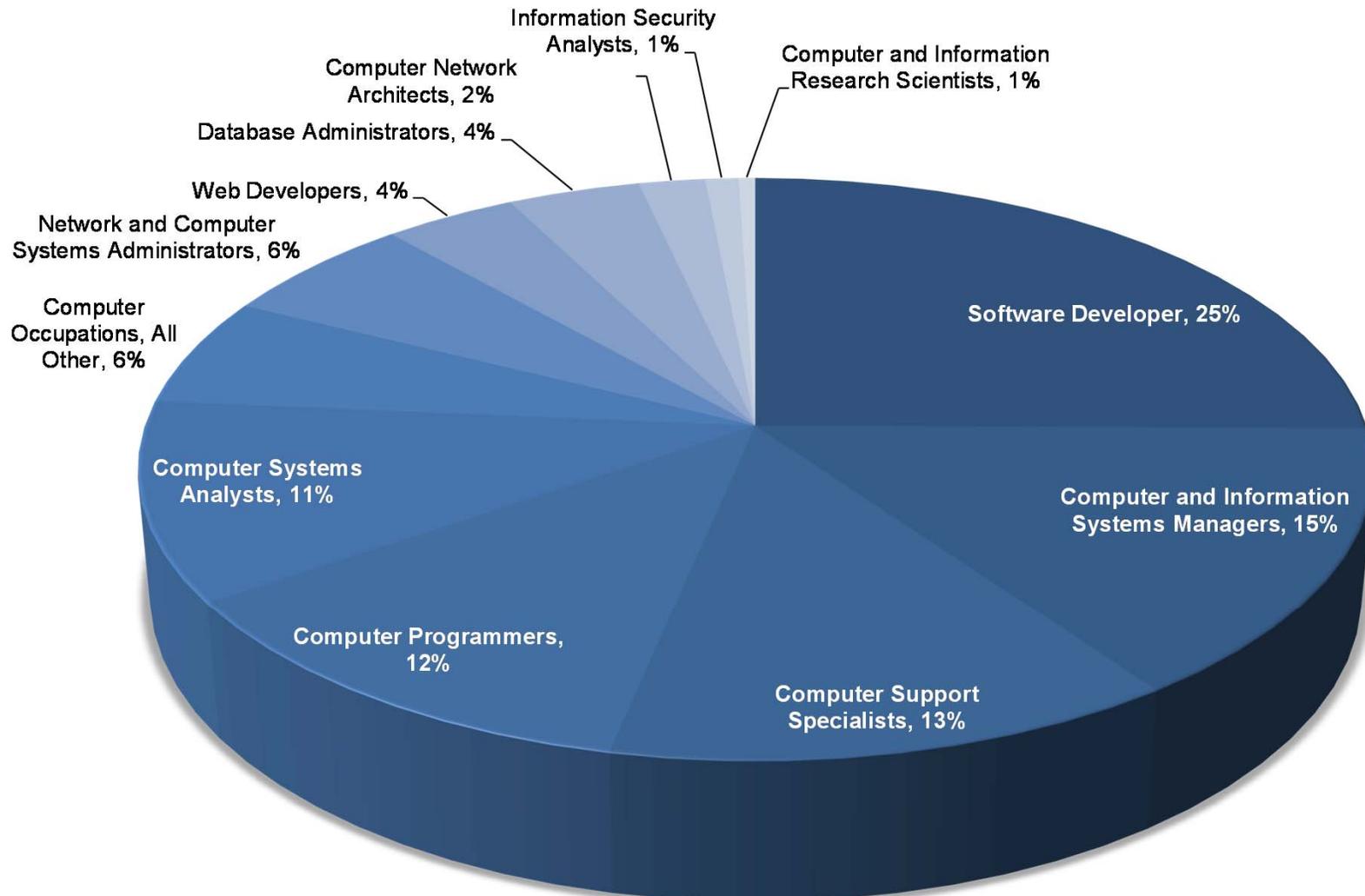
Overall Job Market

- **National unemployment rate for June, 2011 was 9.2%**
 - The number of unemployed has increased by 545,000 since 3/11
 - The number of long-term unemployed is at 6.3 million (44.4% of the unemployed)
 - Professional and technical services sector has added 245,000 jobs since 3/10
 - State and local government payrolls have been shrinking since 2008
- **Maine unemployment rate for May, 2011 was 7.7%**
 - Up from 7.6% in 3/11 and 7.5% in 12/10
 - As a point of comparison, PA's unemployment rate for 5/11 was 7.4%
- **Augusta non-adjusted unemployment rate for May, 2011 was 6.9%**
 - Down from 7.5% in March, 2011
 - Relatively unchanged as compared to May, 2010



IT Job Market

- The national IT workforce is similar to the IT Staff Aug Contract's





Contract Observations

- **Candidate's window of availability remains short**
 - Candidates continue to have multiple offers at one time
- **Selecting candidates quickly helps to ensure they don't go elsewhere**
 - Set aside time for interviews when first creating the requirement
 - Review resumes and move to the next step within 48 hours of receiving the candidate's information through Peopleclick
 - Select candidates within 24 hours of interview
- **Properly classifying a job is also integral to success**
 - Create a detailed list of all the technical skills and years of experience
 - Map the skills and levels of experience to the appropriate job title
 - Pre-formatted text needs to be tailored to specific technical job
- **Contract info and tips can be found on Division of Purchase's website**
 - [http://www.maine.gov/purchases/agencyinfo/Information Technology Staff Augmentation Program.html](http://www.maine.gov/purchases/agencyinfo/Information%20Technology%20Staff%20Augmentation%20Program.html)



Program Updates

- **Contract has been extended through June 30, 2012**
- **Peopleclick will be upgrading to 6.0 on September 17, 2011**
 - The upgrade will include changes to the GUI and functional enhancements
 - The changes will not impact the overall recruiting process
 - CAI will familiarize Agency and vendor users before the changes go-live
 - Access to system documentation and training materials/sessions
- **Technodyne unexpectedly ceased operations on May 31, 2011**
 - Resources were notified of their termination via email the same day
 - CAI learned of these actions only after being notified by engaged resources
 - All seven people were transitioned to other vendors within the network
 - Service was maintained



Questions?