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# **Maine IT Staff Augmentation Services Contract 18P-10060700000000000231**

## **Fiscal Year 2012 First Quarter Review**

**Presented by Computer Aid, Inc.  
Wednesday, October 12, 2011**



# Agenda

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



# Agency Participation

Agency	Engagements		Spend	
	FY '12 Q1	Contract to Date	FY '12 Q1	Contract to Date
10A - Department of Health and Human Services	24	69	\$799,908.22	\$1,877,062.03
12A - Department of Labor	5	29	\$563,290.33	\$1,676,774.09
29A - Secretary of State	3	11	\$230,782.84	\$670,410.16
18B - DAFS - Office of Information Technology	3	16	\$160,786.35	\$547,058.14
05A - Department of Education	2	10	\$117,141.50	\$390,937.14
90H - Maine Health Data Organization	0	6	\$19,956.64	\$205,958.45
16A - Department of Public Safety	0	1	\$33,508.41	\$111,510.68
14A - DHHS - Behavioral and Developmental Services	1	3	\$40,399.59	\$97,409.53
17A - Department of Transportation	0	1	\$40,416.16	\$69,714.45
12C - DOL - Bureau of Employment and Training	0	1	\$3,113.28	\$69,636.68
26A - Office of Attorney General	0	1	\$0.00	\$54,521.31
95D - Dirigo Health	1	1	\$30,731.48	\$30,731.48
12B - DOL - Bureau of Labor Standards	0	2	\$16,716.16	\$24,111.98
18K - DAFS - Financial and Personnel Services	1	2	\$7,107.56	\$7,107.56
<b>TOTAL</b>	<b>40</b>	<b>153</b>	<b>\$2,063,858.51</b>	<b>\$5,832,943.68</b>

- **Dirigo Health engaged candidates for the first time this past quarter**
- **To date, there have been 16 transitions and 29 direct requests**
- **The average length of all engagements is 32.99 weeks**
  - Up from 32.49 at the end of last quarter (6/30/11)
- **On average, it takes 2.43 weeks to fill a req. once it's approved by CAI**
  - Down from 2.59 at the end of last quarter (6/30/11)



# Job Title Usage

Job Title	Engagements		
	FY '12 Q1	Contract to Date	Pct. Of Total
Programmer	7	38	24.84%
Data Entry Operator	13	27	17.65%
Tester	7	13	8.50%
Program Manager	1	10	6.54%
Business Analyst	1	8	5.23%
Client Technologies Specialist	2	8	5.23%
Senior Architect	1	7	4.58%
Technical Writer	1	7	4.58%
Database Administrator	2	6	3.92%
Functional Architect	0	5	3.27%
Senior Program Manager	0	4	2.61%
Product Specialist	1	3	1.96%
Senior Database Architect	0	3	1.96%
Configuration Mgmt Specialist	1	2	1.31%
Help Desk Analyst	1	2	1.31%
Junior Architect	1	2	1.31%
Senior Business SME	0	2	1.31%
Team Lead	1	2	1.31%
Data Architect	0	1	0.65%
Quality Assurance Specialist	0	1	0.65%
System Administrator	0	1	0.65%
Tech Architecture Specialist	0	1	0.65%
<b>TOTAL</b>	<b>40</b>	<b>153</b>	<b>100.00%</b>

- **Although it was used for the first time last quarter, the Data Entry Operator title has already become the second most utilized title**
  - It was the most utilized title by almost a two to one margin over the Programmer and Tester titles this past quarter (7/1/11-9/30/11)



# SLA Results

SLA	Target	FY '12 Q1 Only	Since January 1, 2011
Normal Submittal Response Time	92% or higher	92.91%	<b>94.67%</b>
Normal Round 1 Fill Rate	80% or higher	100%	<b>98.65%</b>
Attrition Rate	8% or lower	2.50%	<b>7.96%</b>
Performance Removal	5% or lower	12.50%	<b>5.31%</b>
Opportunity to the Network	80% or higher	93.52%	<b>96.68%</b>
Usage of the Network	90% or higher	95.45%	<b>91.89%</b>

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



## SLA Observations

- **Between Jan. 1 and Sept. 30, 2011, there were 113 total engagements**
- **Four reqs. haven't met the "Normal Submittal Response Time" SLA**
  - All were filled by candidates that were submitted during the first round
- **Sixteen candidates resigned between Jan. 1, 2011 and Sept. 30, 2011**
  - Nine candidates were tied to the SLAs
  - Of the nine candidates, only one resigned during this past quarter (7/1/11-9/30/11)
  - Of the nine candidates, four were data entry operators
- **Seven candidates were removed due to performance between Jan. 1, 2011 and Sept. 30, 2011**
  - Six candidates were tied to SLAs
  - Of the six candidates, five were removed during this past quarter (7/1/11-9/30/11)
  - Of the six candidates, three were data entry operators, one was a database administrator, one was a programmer, and one was a technical writer



# Composition

- **192 vendors are currently part of the network**
  - There were 179 active vendors at the beginning of the quarter
- **Thirty-nine vendors from the Maine pre-qualified list are in our network**
  - Twenty-two of these vendors are also part of other CAI MSP networks
- **Forty-six vendors have held engagements under the contract**
  - Eighteen of these vendors are from the Maine pre-qualified list



# Six Month Performance Review

- **Seventy-three reqs. released to the network between 4/1/11 and 9/30/11**
  - 1,040 total candidates were submitted by 89 vendors
  - 627 candidates were reviewed
  - 178 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.	54	42	77.78%	51	94.44%	23	42.59%	10	43.48%
Professional Technology Integration, Inc.	95	64	67.37%	79	83.16%	11	11.58%	5	45.45%
Computer Aid, Inc.	32	26	81.25%	25	78.13%	12	37.50%	4	33.33%
Atlantic Staffing, LLC.	37	22	59.46%	29	78.38%	9	24.32%	4	44.44%
Integrity Consulting, LLC	34	27	79.41%	31	91.18%	8	23.53%	3	37.50%
TechDrive, Inc	43	42	97.67%	40	93.02%	8	18.60%	2	25.00%
Chandra Technologies, Inc.	53	49	92.45%	44	83.02%	6	11.32%	2	33.33%
Focused HR Solutions, LLC	18	16	88.89%	15	83.33%	6	33.33%	2	33.33%
vTech Solution Inc	11	10	90.91%	8	72.73%	4	36.36%	2	50.00%
Sapphire Technologies	10	9	90.00%	10	100.00%	4	40.00%	2	50.00%
iBusiness Solution, LLC	45	42	93.33%	41	91.11%	10	22.22%	1	10.00%
Software People Inc	33	30	90.91%	29	87.88%	8	24.24%	1	12.50%

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, 79 evaluations have been completed**
  - Four evaluations received ratings of 0: Not Applicable
  - Overall average score for the remaining 75 evaluations was 3.73



## Overall Job Market

- **National unemployment rate for September, 2011 was 9.1%**
  - The number of unemployed continues to hover around 14 million
    - The number of long-term unemployed (jobless for more than 27 weeks) is at 6.3 million
  - Professional and business services sector has added 897,000 jobs since 3/09
  - Local government payrolls have shrunk by 535,000 since 9/08
- **Maine unemployment rate for August, 2011 was 7.6%**
  - Down slightly from 7.7% in May
  - Remains relatively unchanged from 8/10 (also 7.7%)
- **Augusta non-adjusted unemployment rate for August, 2011 was 6.2%**
  - Down from 6.9% in May
  - Still almost 2 percentage points higher than 8/08 (4.5%)
- **Candidate's window of availability remains short**
  - Candidates continue to have multiple offers at one time



## Program Updates

- **Resume Submittal Response Time SLA changed on October 1, 2011**
  - Vendors now have an extra day to source and submit candidates
- **Skills Matrix is being updated to reflect the latest technological trends**
- **Peopleclick upgrade to “go live” on November 12, 2011**
  - The upgrade will include changes to the GUI and functional enhancements
  - The changes will not impact the overall recruiting process
  - CAI will provide users with documentation and training materials prior to go-live
- **Wage review**
  - CAI analyzed September, 2011 wage data for the Augusta area
  - Overall, the rates remain relatively unchanged
- **Need for Java resources**
  - CAI reviewed the wage data and spoke with vendors recommended to us by Agency stakeholders to determine availability, classification, and rates
  - Wage data and feedback from the vendors suggest that these positions can be filled under the Programmer 5 job title, but there is a limited supply of these resources available



# Questions?