OST
CONVERGING MISSION, INNOVATION, AND TECHNOLOGY

Pennsylvania ITSA
INFORMATION TECHNOLOGY STAFF AUGMENTATION

Pennsylvania IT Staff Augmentation

Training for Vendors of the PA ITSA Network

OST Team Org Chart

OST Pennsylvania ITSA
INFORMATION TECHNOLOGY STAFF AUGMENTATION

Organizational Chart w/ Agency Assignments as of August 2020

Drew Ellis
MSP Manager
dmellis@ostglobal.com
717-590-5473 (office)
717-639-8011 (cell)

Adam Hicks
Account Manager
ahicks@ostglobal.com
717-590-5474 (office)
571-495-7425 (cell)

- Conservation/Environment DC (CEDC)
- Environmental Protection (DEP)
- Fish and Boat Commission (F&B)
- Office of Administration (OA)
- Agriculture (PDA)
- Conservation and Natural Resources (DCNR)
- Office of Inspector General (OIG)
- Game Commission (PGC)
- City of Harrisburg (HBG)
- Environmental Hearing Board
- Higher Ed Assistance Agency (PHEAA)
- Gaming Control Board (PGCB)

Gary Koppenhaver
Account Manager
gkoppenhaver@ostglobal.com
717-590-5474 (office)
717-639-9749 (cell)

- Human Services (DHS)
- Corrections (DOC)
- Health (DOH)
- Public Safety DC (PSDC)
- Probation and Parole Board (PBPP)
- Commission on Crime/Delinquency (PCCD)
- PA Emergency Management Agency (PEMA)
- Military and Veterans Affairs (DMVA)
- General Services (DGS)
- PA Turnpike (PTC)
- Health Care Cost Containment (PHC4)
- Dept. of Drug and Alcohol Prevention (DDAP)
- Dept. of Aging (DOA)
- PA Historical Museum (PHMC)
- PA State Police (PSP)
- General Government DC (GGDC)
- DC Government
- Insurance (PID)
- JNET

P.J. Smith
Account Manager
pjsmith@ostglobal.com
717-590-5474 (office)
717-639-8642 (cell)

- Transportation (PennDOT)
- Liquor Control Board (PLCB)
- Municipal Retirement System (PMRS)
- Dauphin County
- Treasury Department
- Civil Service Commission (SCSC)
- Philadelphia Parking Authority (PPA)
- Community/Economic Development (DCED)
- State System of Higher Education (PASSHE)

Justin Wolfe
Account Manager
jpwolfe@ostglobal.com
717-590-5474 (office)
717-513-0122 (cell)

- Banking and Securities (DBS)
- Labor and Industry (L&I)
- Gaming Control Board (PGCB)
- Revenue (DOR)
- State (DOS)
- Education (PDE)
- Office of the Budget
- Public School Employes' Retirement System (PSERS)
- Public Utility Commission (PUC)
- State Employees' Retirement System (SERS)
- Office of the Attorney General (OAG)

Priyanka Yadav
Analyst
PAITSA-Support@ostglobal.com
703-462-9321 (office)

Matt Marasco
Analyst/Recruiter
PAITSA-Support@ostglobal.com
717-513-0112 (cell)

Contents

- What is PA ITSA?
  - OST Goals as MSP
  - Success Factors for Vendors
- General Candidate On Boarding Timeline
- Taking a Look at Vector VMS
- Requirements
- Submitting Candidates
- Interview Scheduling
- Engagements

OST Goals as MSP

- Active SDB Participation
- 95% Small Diverse Business (SDB) Commitment
- Equal opportunity to source candidates (e.g., 3-day window)
- High quality candidates
- Easy-to-use Vendor Management System (VMS)
- Rapid turnaround of requisitions to the vendor network once received from Commonwealth
- Negligible attrition and performance removal
- High Customer Service Survey Results
- Strong partnerships with stakeholders

Success Factors for Vendors

- Active Participation
- Quality Candidate Screening
- Process Compliance
- Performance Compliance
- Subcontract Compliance
- Open and Clear Communication with MSP
- Engagement with Resource

Onboarding Timeline (approx. 3-4 weeks)

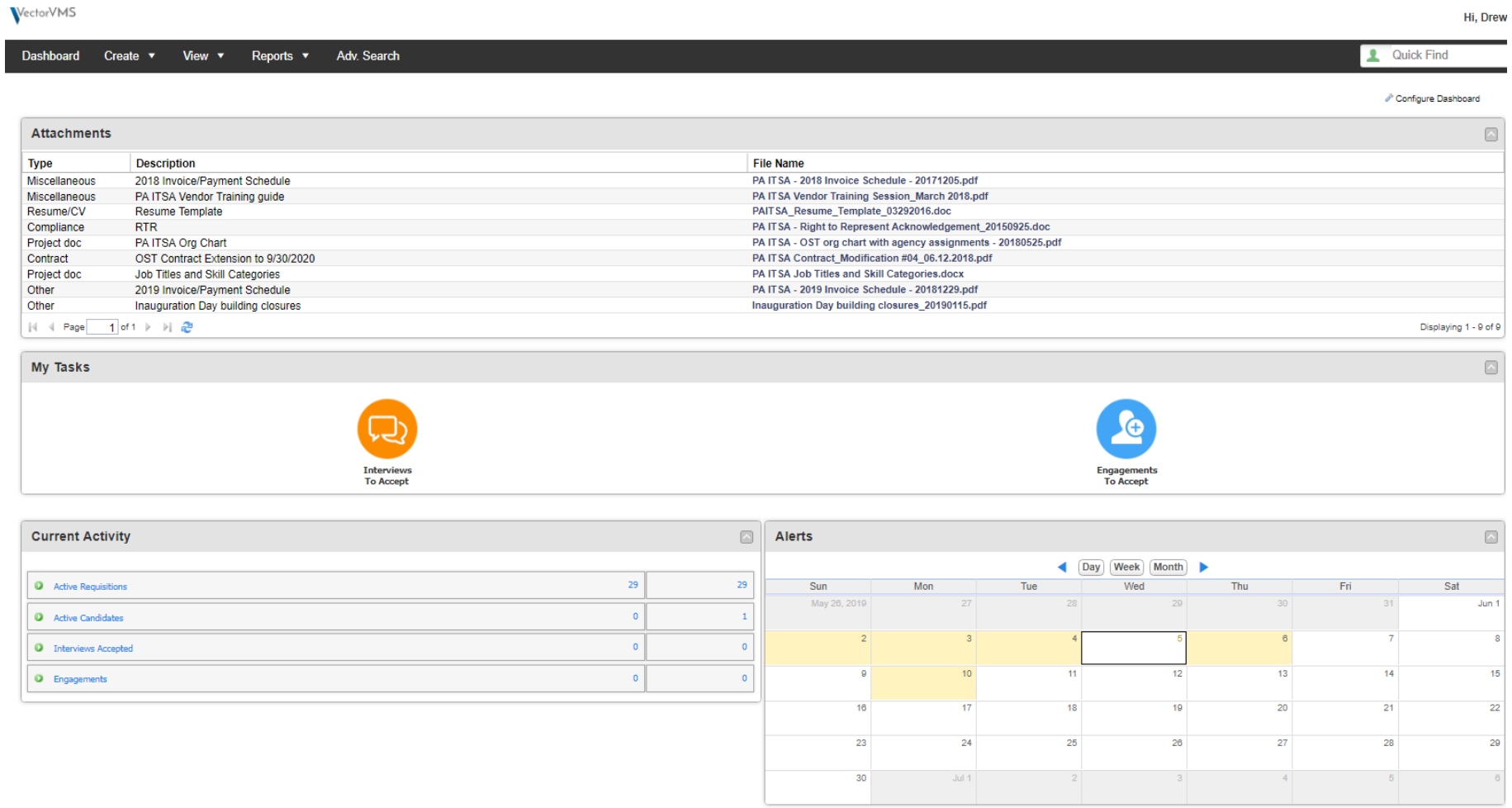
1. Requirement is released
2. Vendor will select a qualified candidate (or multiple candidates)
3. Submit Candidate before Requirement Deadline (submitting after the deadline will **always** result in rejection)
4. Submissions will be screened by OST Account Management and the most highly qualified forwarded to the Commonwealth Hiring Manager
5. Hiring Manager will review resumes and begin the interviewing process
6. Hiring Manager will make a decision on the requirement and request an Engagement
7. Vendor will accept the Engagement (this initiates the Background Check/PATCH)

VectorVMS: vms.vectorvms.com

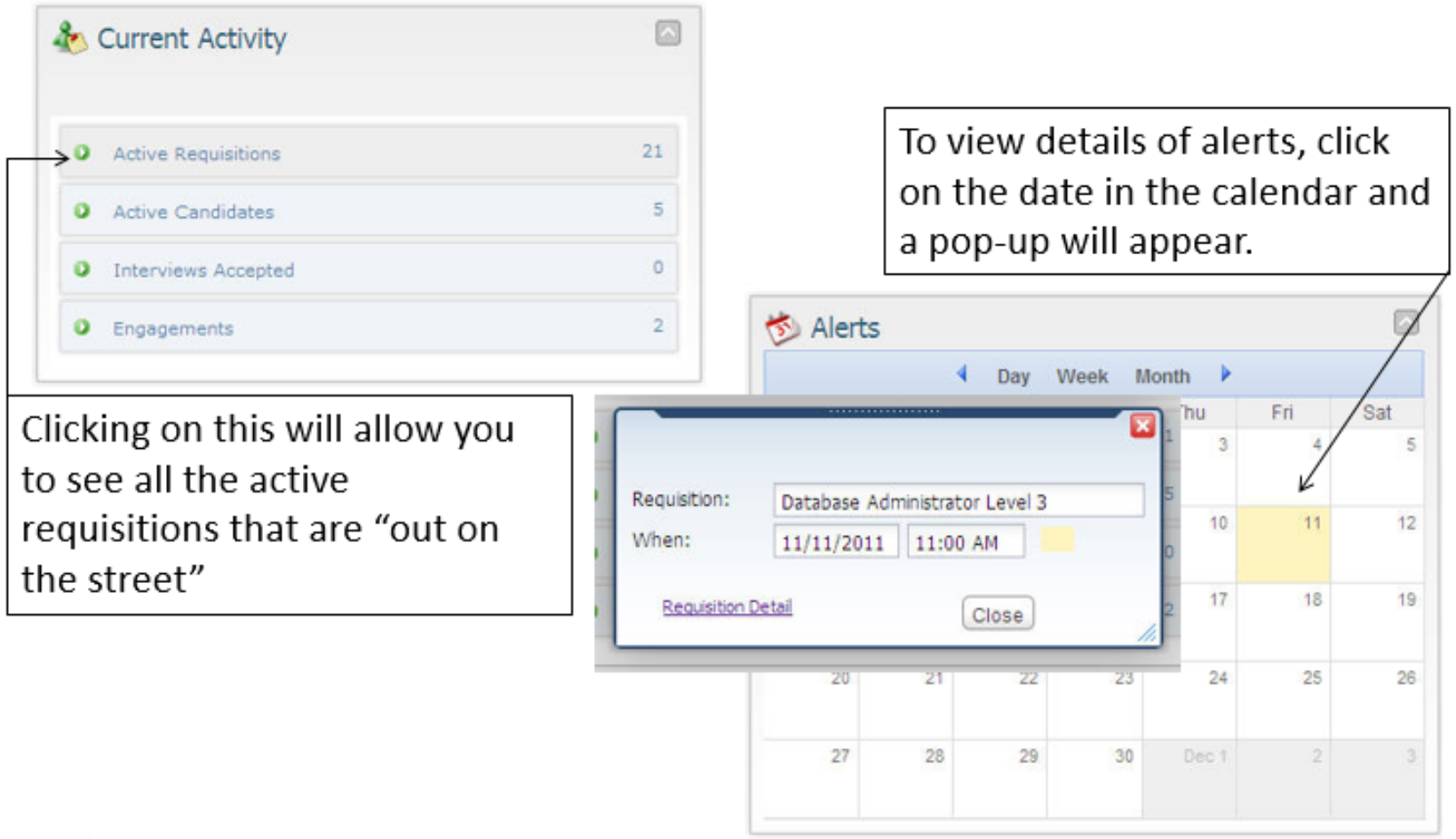
PA ITSA will issue the vendor their login credentials once all contractual prerequisites have been met. This is your login page view.

VectorVMS: vms.vectorvms.com

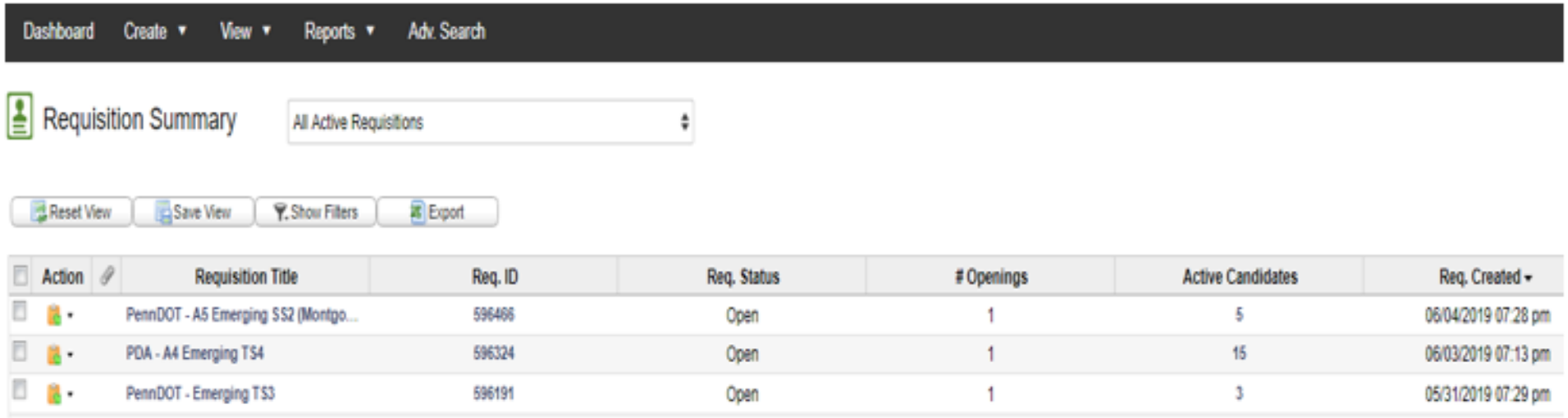
This is the main dashboard you will see upon login. Let's review!



Let's take a closer look….



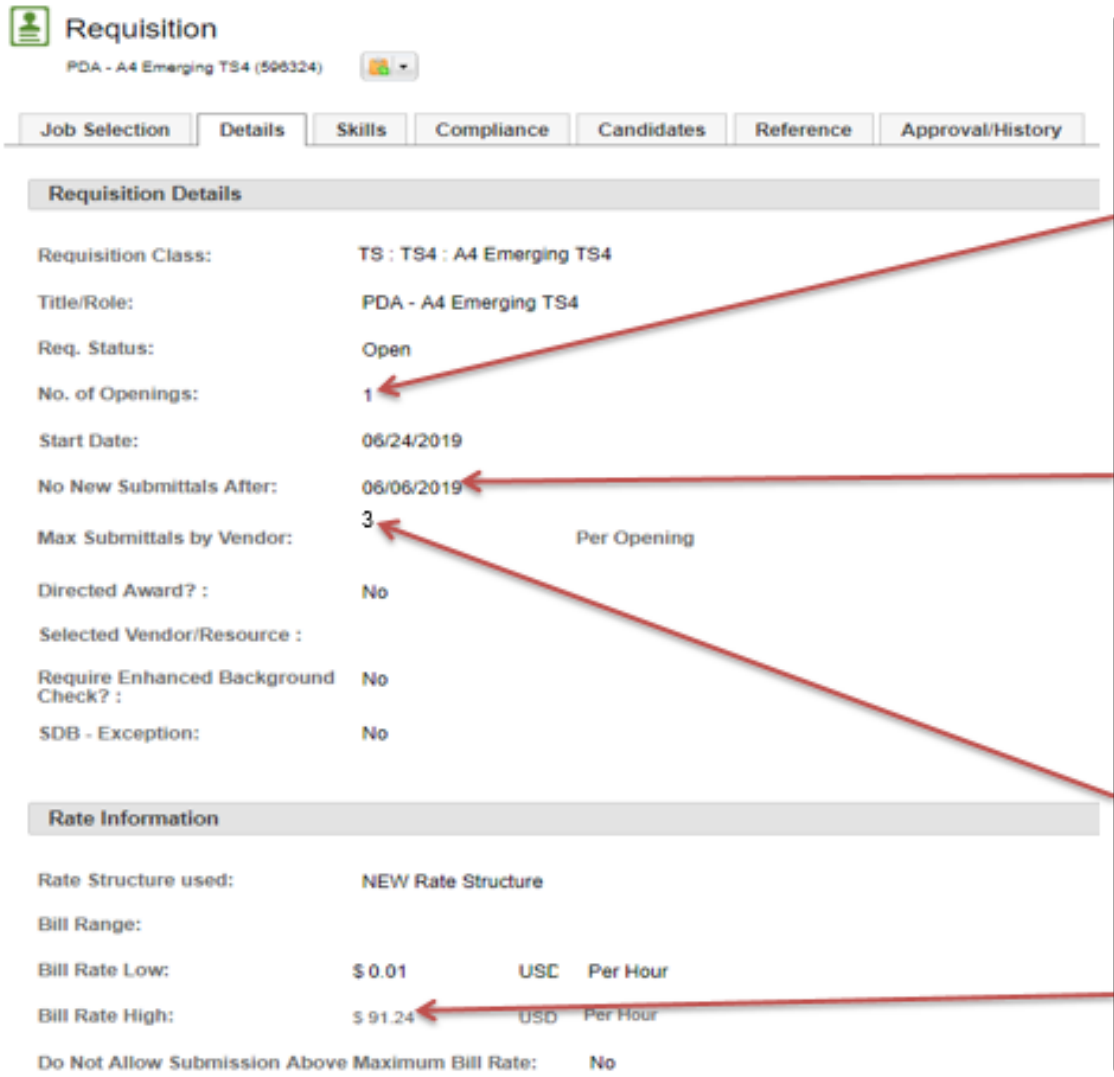
Requisitions!



Action	Requisition Title	Req. ID	Req. Status	# Openings	Active Candidates	Req. Created
	PennDOT - A5 Emerging SS2 (Montgo...	596466	Open	1	5	06/04/2019 07:28 pm
	PDA - A4 Emerging TS4	596324	Open	1	15	06/03/2019 07:13 pm
	PennDOT - Emerging TS3	596191	Open	1	3	05/31/2019 07:29 pm

- This screen provides you with the different requisitions that are out "on the street" and their statuses.
- Before you can submit a candidate, you must review the Requisition Details

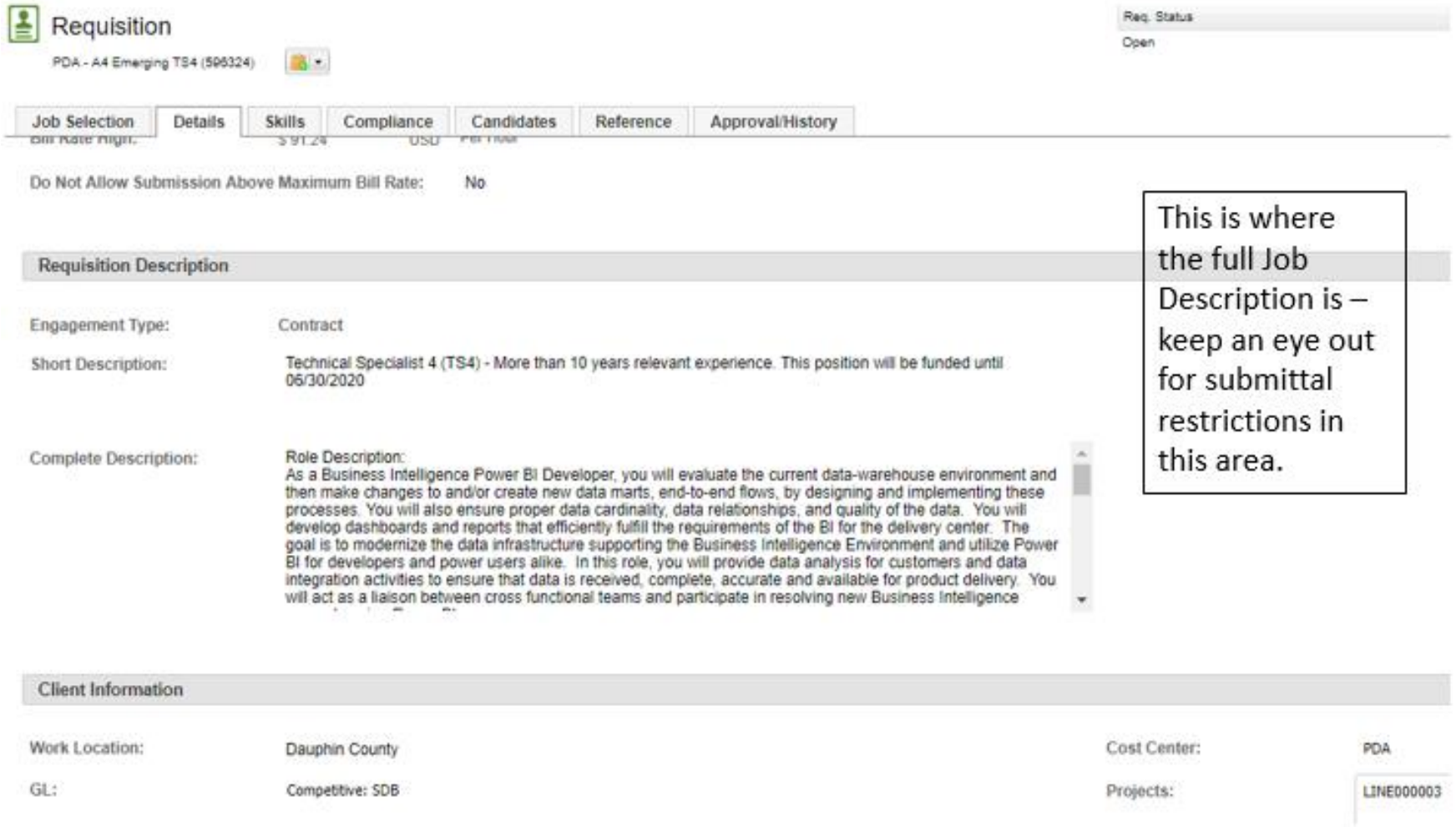
Requisition Details Part 1



Description of Key Points:

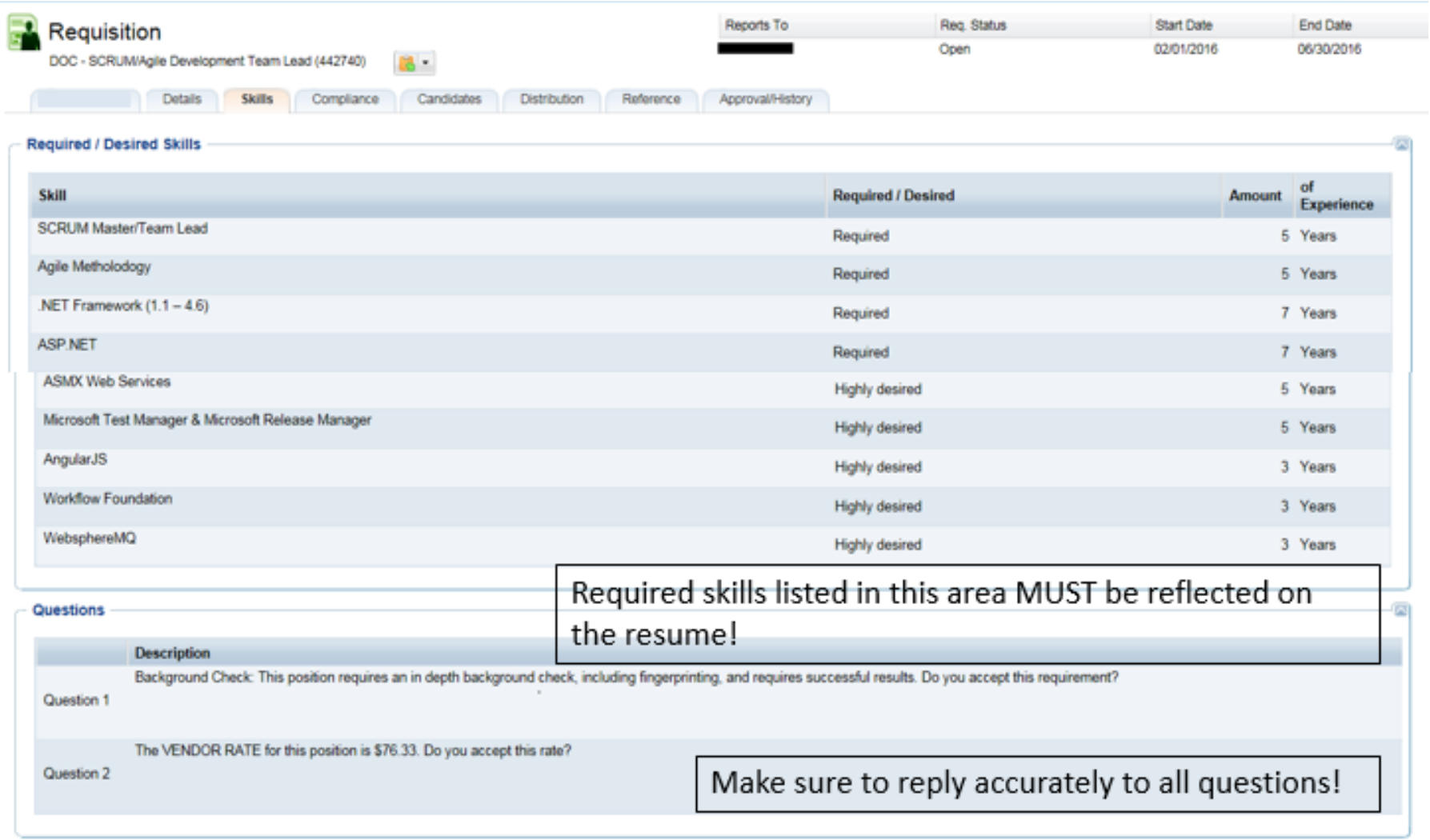
- "**No. of Openings**": Refers to the number of positions available under this Req (i.e. in this example, there is ONE position for hire)
- "**No New Submittals After**": Signifies the deadline for submitting candidates. The exact time will always be 6PM ET sharp
- **"Max Submittals":** Currently Vector VMS is set for vendors to submit no more than 3 candidates
- "**Bill Rate High**": Refers to the exact bill rate to the Commonwealth

Requisition Details Part 2



This is where the full Job Description is – keep an eye out for submittal restrictions in this area.

Skills



Requisition

DOC - SCRUM/Agile Development Team Lead (442740)

Reports To	Req. Status	Start Date	End Date
[redacted]	Open	02/01/2016	06/30/2016

Details | Skills | Compliance | Candidates | Distribution | Reference | Approval/History

Required / Desired Skills

Skill	Required / Desired	Amount	of Experience
SCRUM Master/Team Lead	Required	5	Years
Agile Methodology	Required	5	Years
.NET Framework (1.1 – 4.6)	Required	7	Years
ASP.NET	Required	7	Years
ASMX Web Services	Highly desired	5	Years
Microsoft Test Manager & Microsoft Release Manager	Highly desired	5	Years
AngularJS	Highly desired	3	Years
Workflow Foundation	Highly desired	3	Years
WebsphereMQ	Highly desired	3	Years

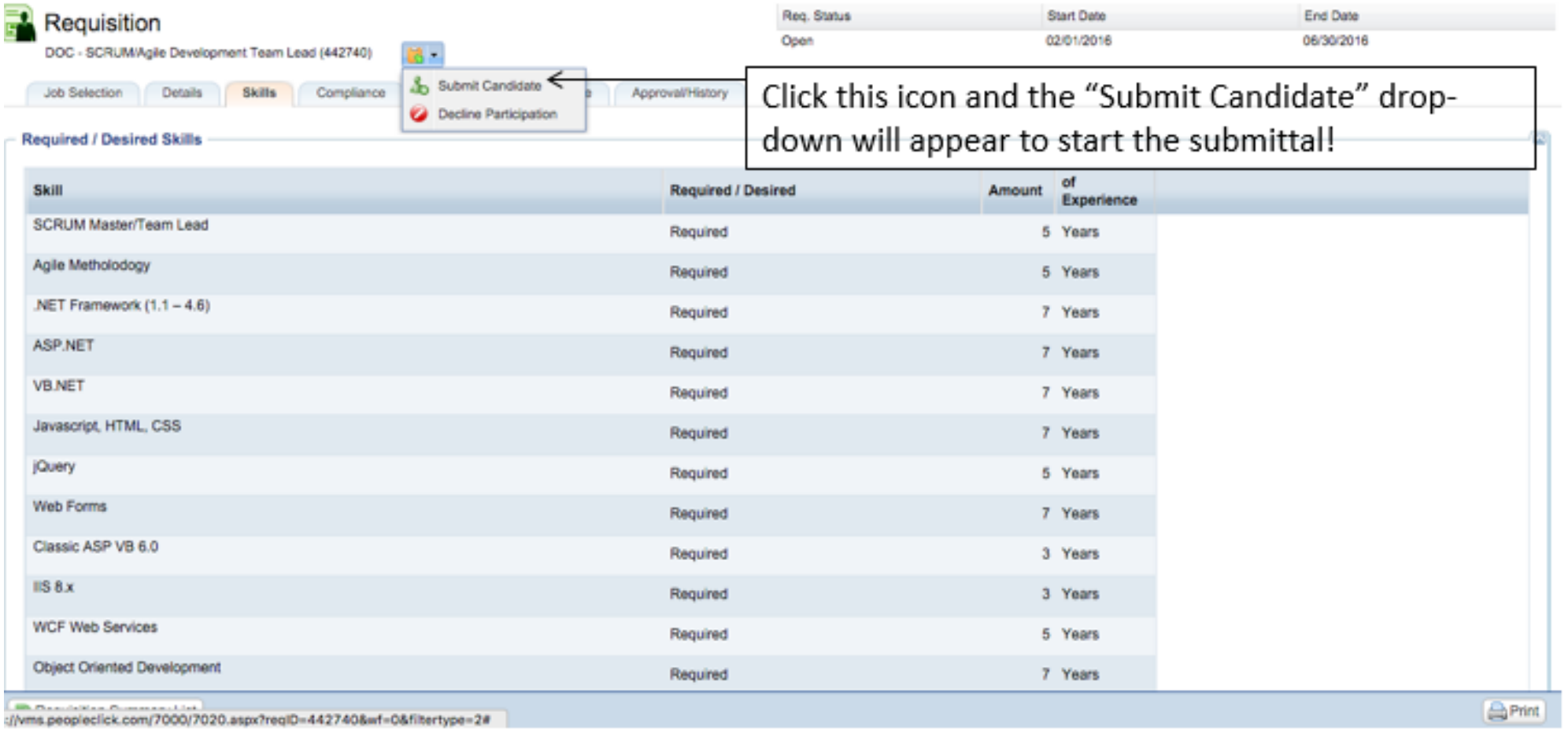
Required skills listed in this area MUST be reflected on the resume!

Questions

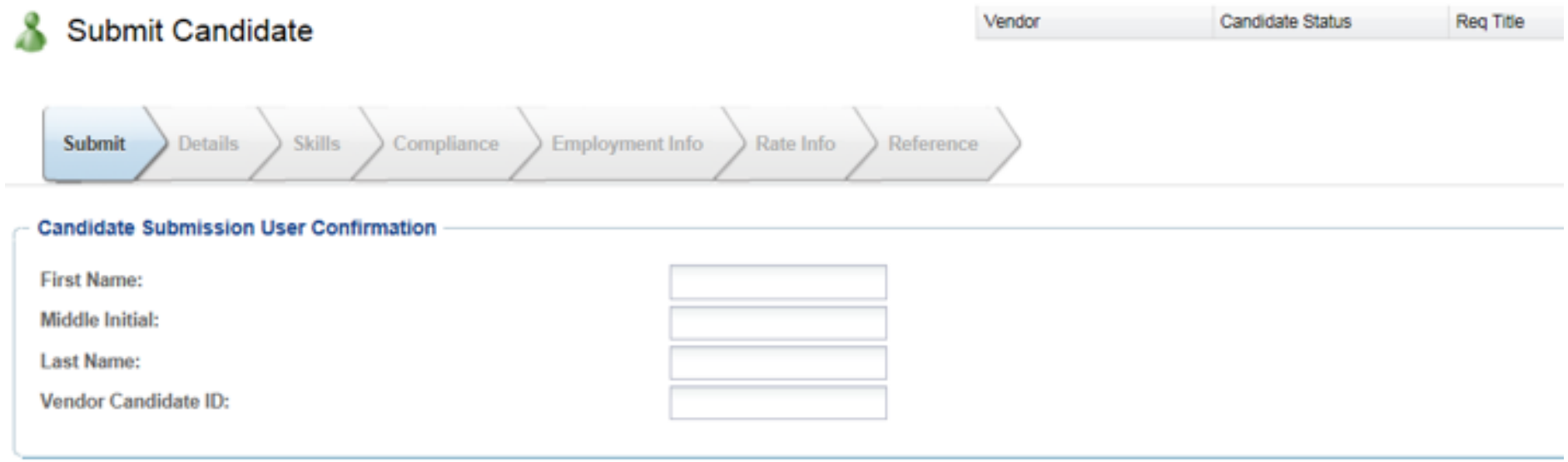
	Description
Question 1	Background Check: This position requires an in depth background check, including fingerprinting, and requires successful results. Do you accept this requirement?
Question 2	The VENDOR RATE for this position is $76.33. Do you accept this rate?

Make sure to reply accurately to all questions!

Compliance

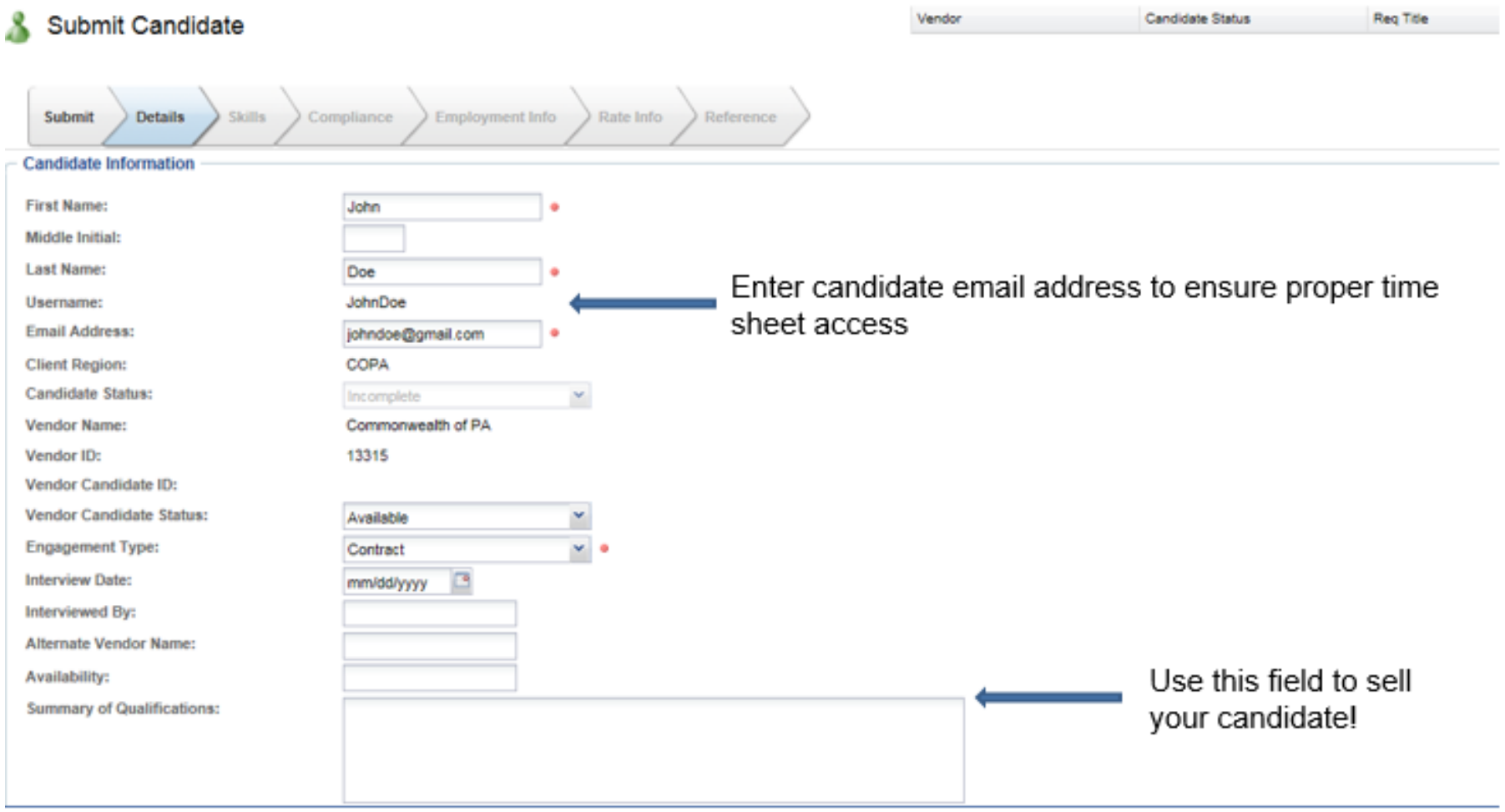

Requisition
DOC - SCRUM/Agile Development Team Lead (442740)
Req. Status
Open
Start Date
02/01/2016
End Date
06/30/2016
Job Selection
Details
Skills
Compliance
Approval/History
Submit Candidate
Decline Participation
Click this icon and the "Submit Candidate" drop-down will appear to start the submittal!
Required / Desired Skills
Skill
Required / Desired
Amount
of Experience
SCRUM Master/Team Lead
Required
5 Years
Agile Metholodogy
Required
5 Years
.NET Framework (1.1 – 4.6)
Required
7 Years
ASP.NET
Required
7 Years
VB.NET
Required
7 Years
Javascript, HTML, CSS
Required
7 Years
jQuery
Required
5 Years
Web Forms
Required
7 Years
Classic ASP VB 6.0
Required
3 Years
IIS 8.x
Required
3 Years
WCF Web Services
Required
5 Years
Object Oriented Development
Required
7 Years
Print

Submitting a Candidate

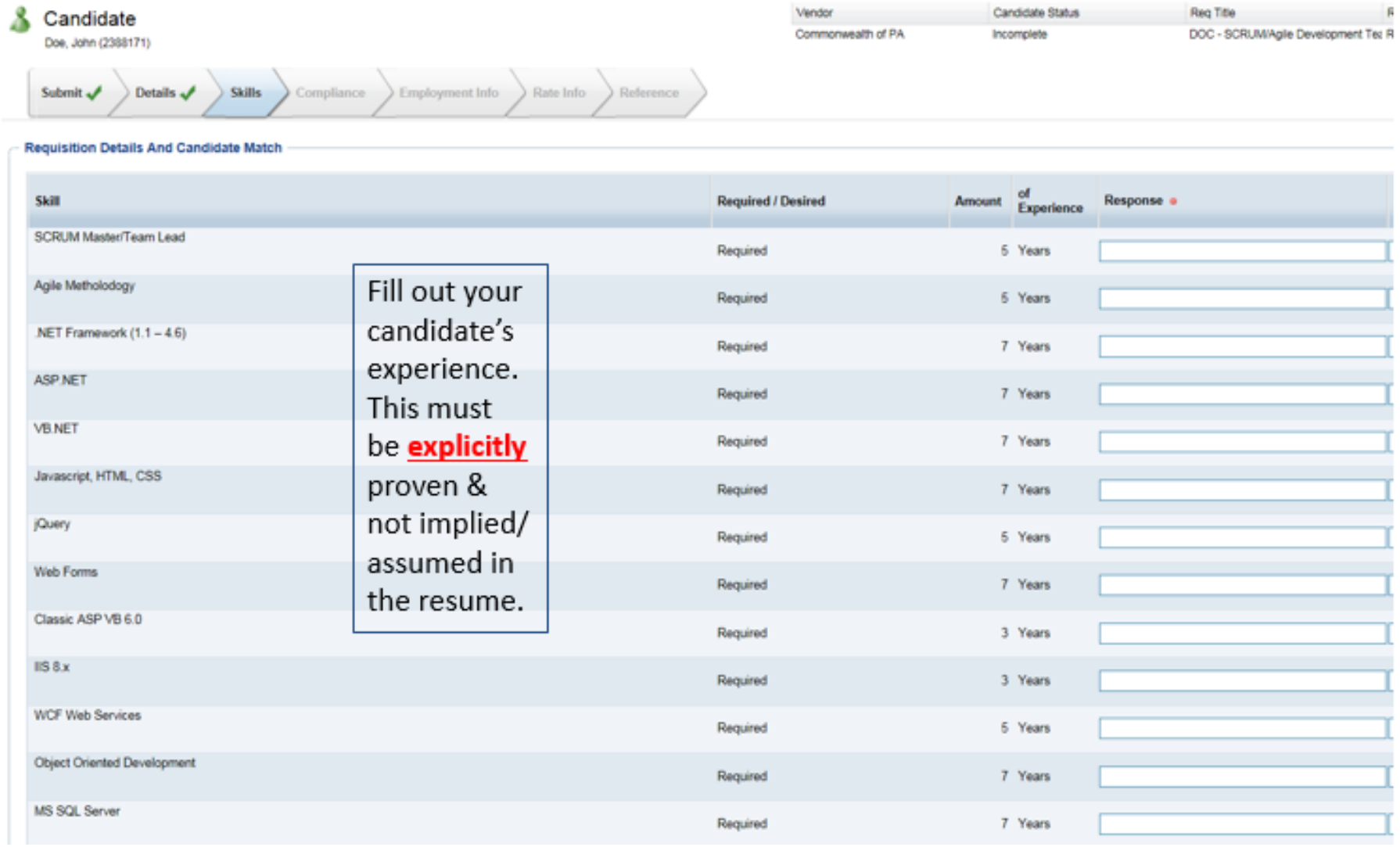


You can also utilize the “Vendor Candidate ID” field to assign a number to your candidate. This helps in organizing your resources.

Submitting a Candidate (Details)



Submitting a Candidate (Skills)



Candidate
Doe, John (2388171)

Vendor	Candidate Status	Req Title	R
Commonwealth of PA	Incomplete	DOC - SCRUM/Agile Development Tec	R

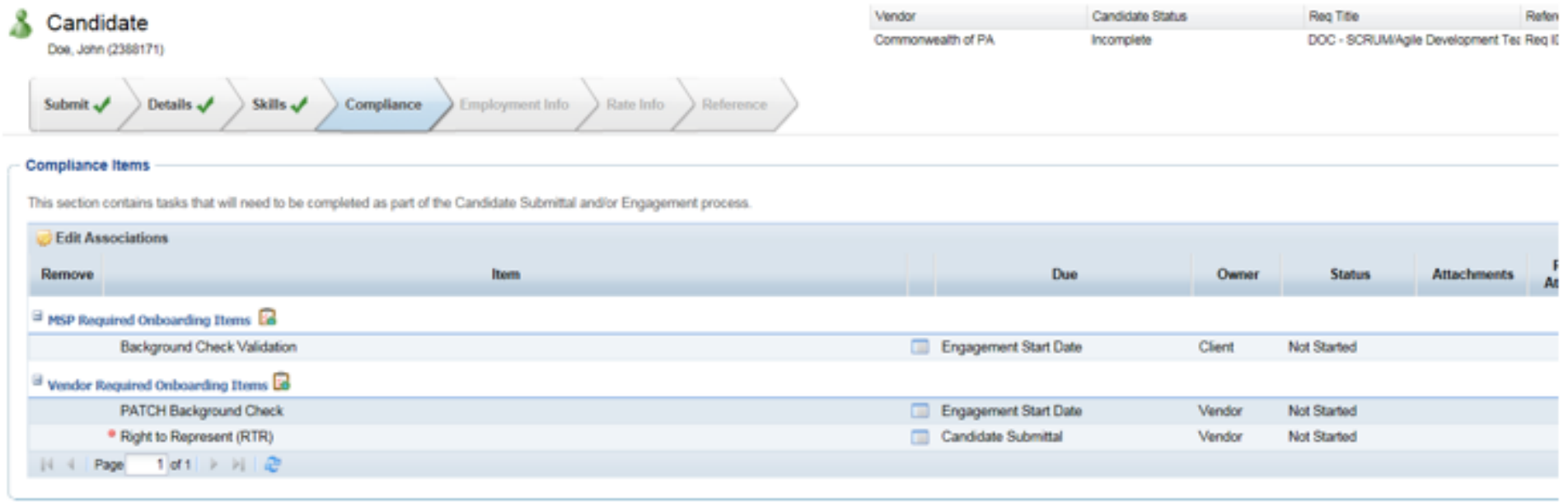
Submit ✓ > Details ✓ > Skills > Compliance > Employment Info > Rate Info > Reference

Requisition Details And Candidate Match

Skill	Required / Desired	Amount	of Experience	Response
SCRUM Master/Team Lead	Required	5	Years	
Agile Methodology	Required	5	Years	
.NET Framework (1.1 – 4.6)	Required	7	Years	
ASP.NET	Required	7	Years	
VB.NET	Required	7	Years	
Javascript, HTML, CSS	Required	7	Years	
jQuery	Required	5	Years	
Web Forms	Required	7	Years	
Classic ASP VB 6.0	Required	3	Years	
IIS 8.x	Required	3	Years	
WCF Web Services	Required	5	Years	
Object Oriented Development	Required	7	Years	
MS SQL Server	Required	7	Years	

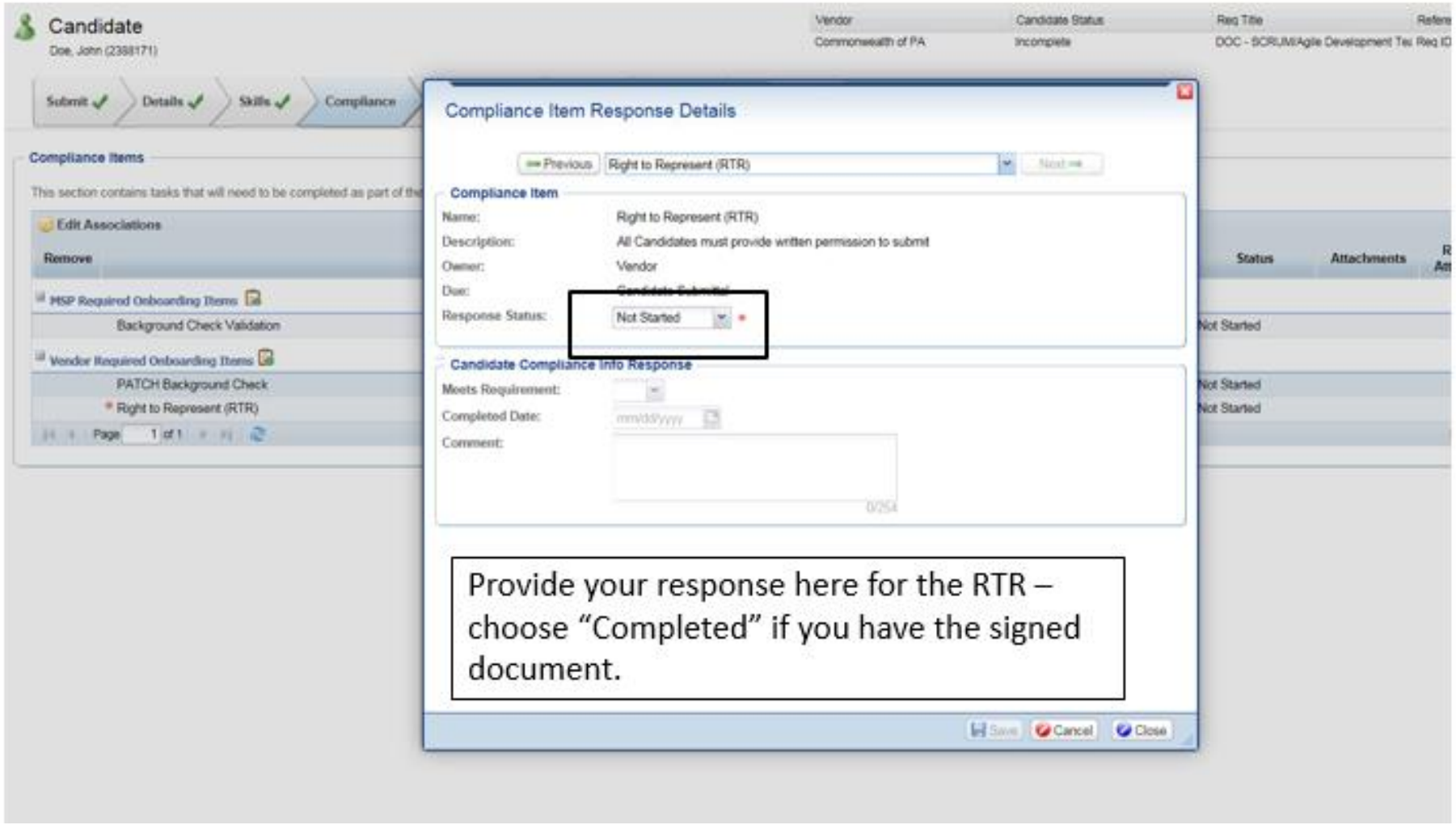
Fill out your candidate's experience. This must be **explicitly** proven & not implied/ assumed in the resume.

Submitting a Candidate (Compliance)

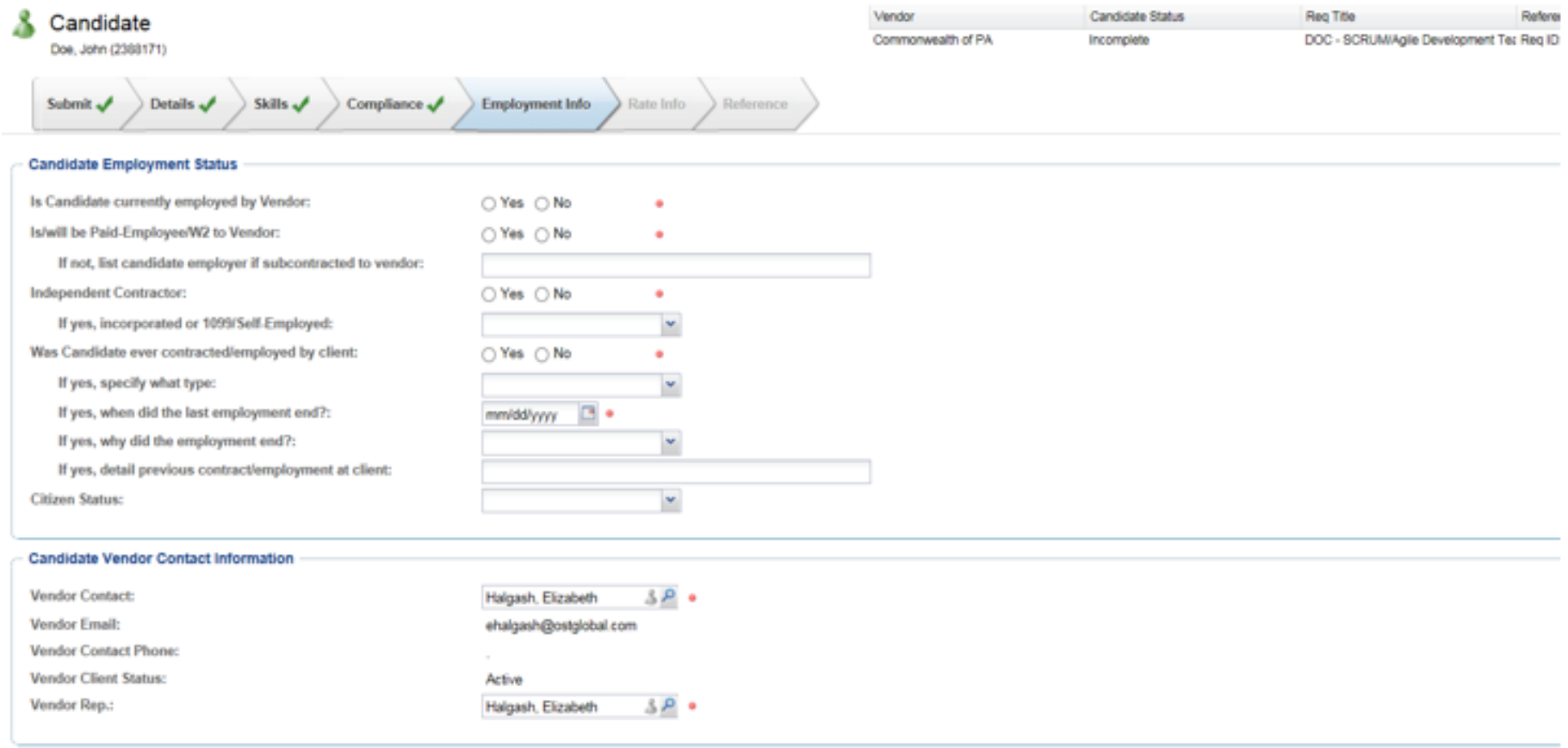


Right to Represent and properly formatted resume are the only required documents at the time of submittal. PATCH is required at time of hire. You must upload the RTR in this tab, or you will not be able to go any farther.

Submitting a Candidate (Compliance)

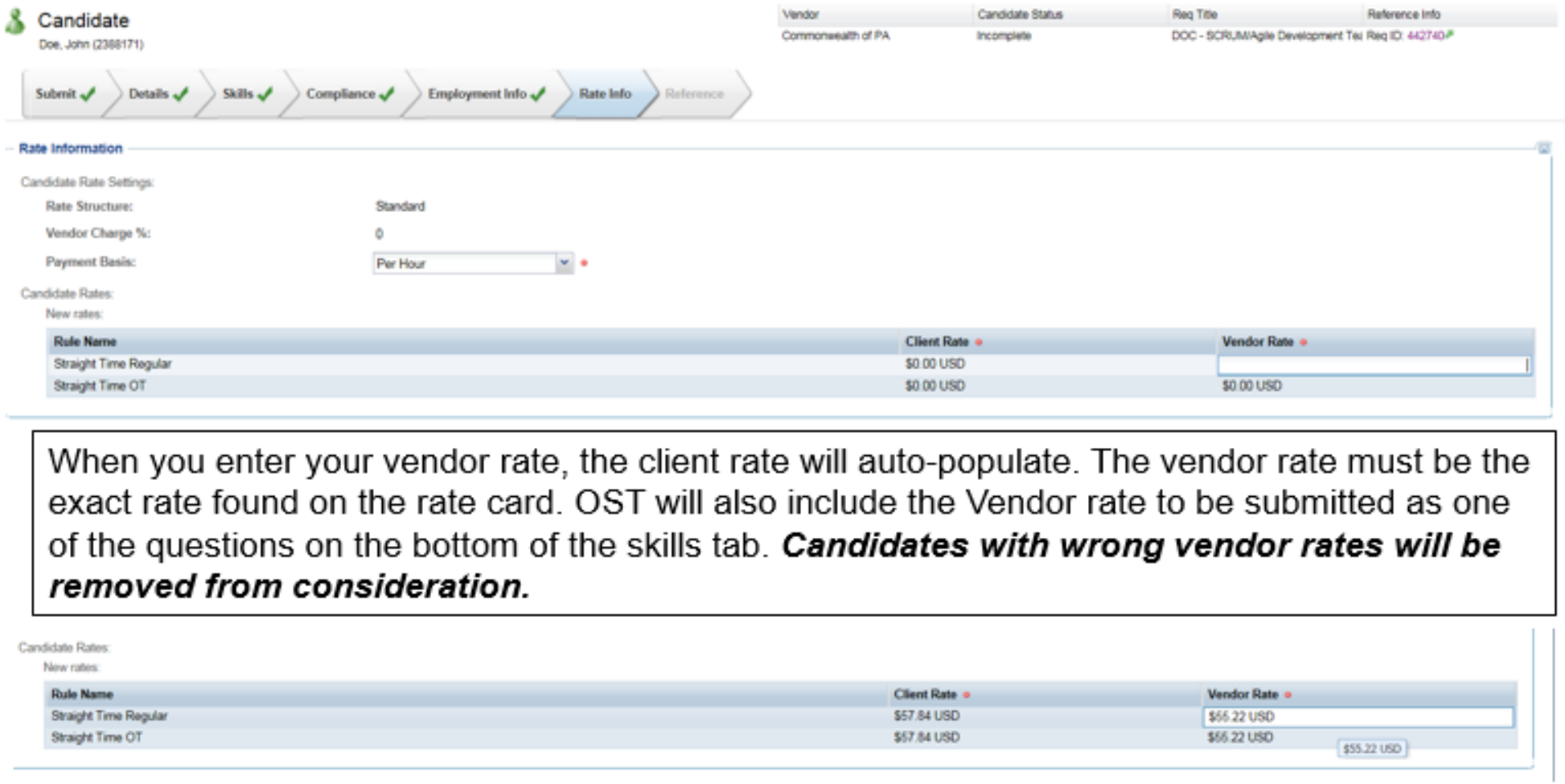


Submitting a Candidate (Employment Info)

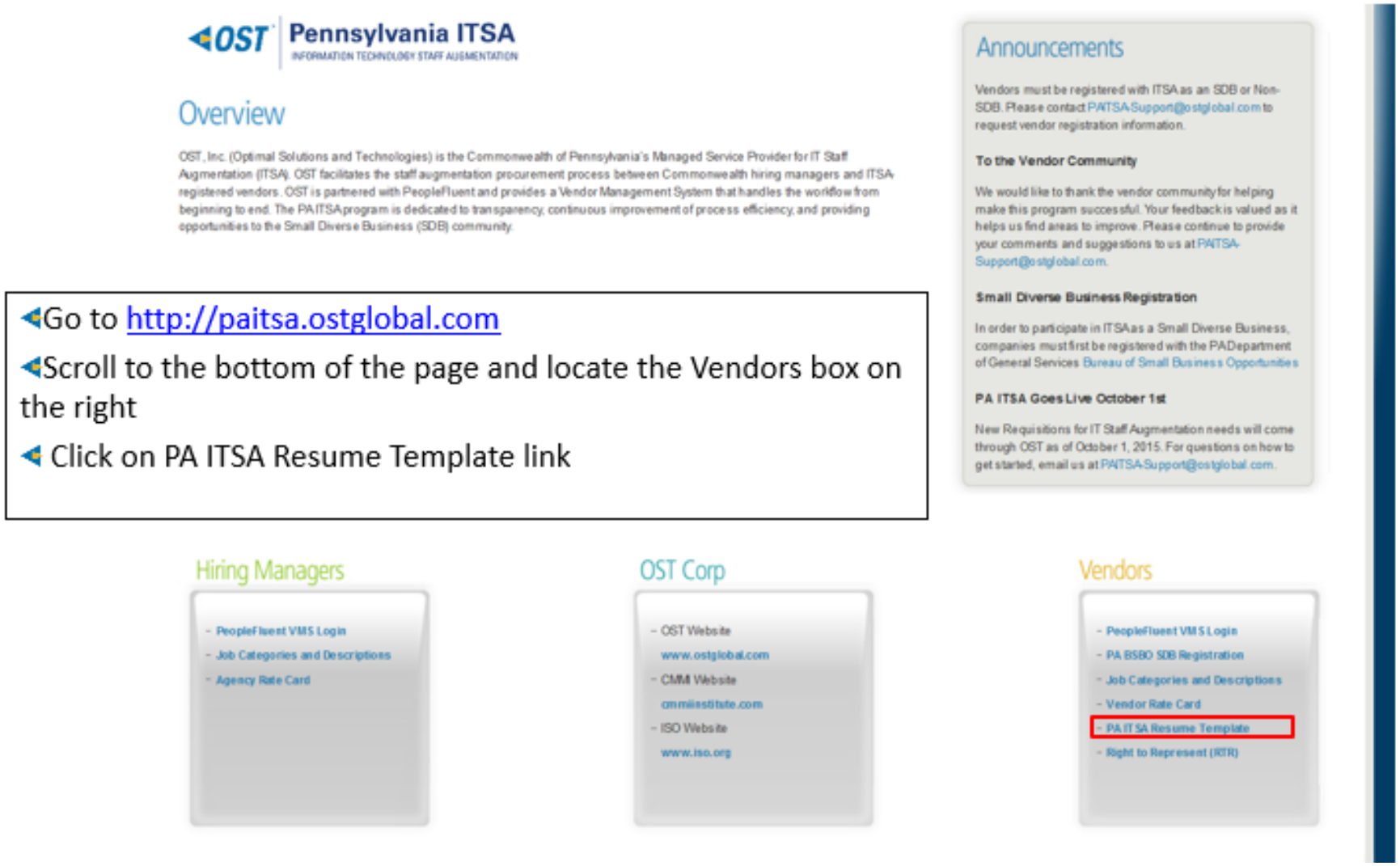


Complete the fields to reflect if your candidate is a 1099, W2 or Corp to Corp.

Submitting a Candidate (Rates)

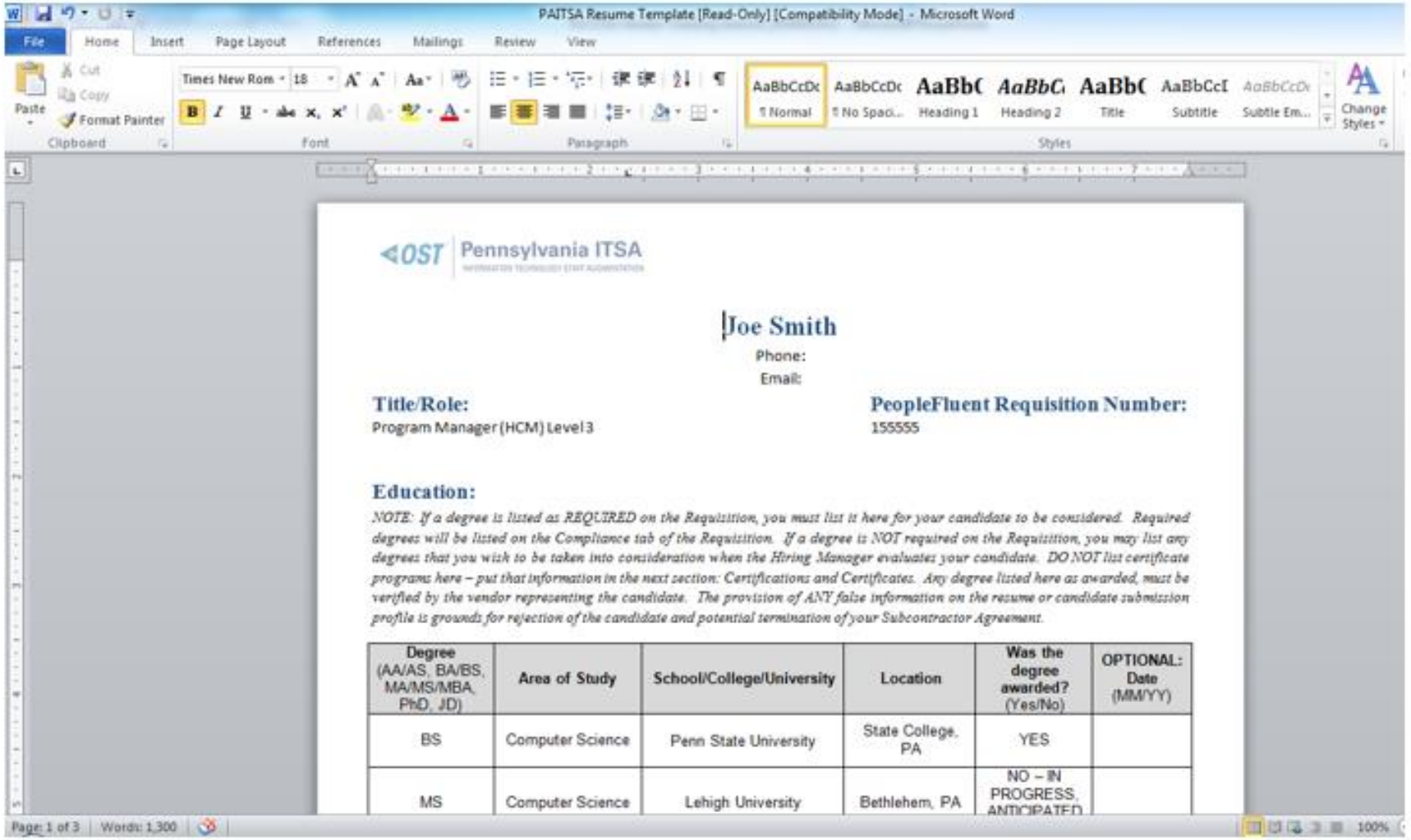


Finding the Resume Template



- Go to http://paitsa.ostglobal.com
- Scroll to the bottom of the page and locate the Vendors box on the right
- Click on PA ITSA Resume Template link

Open the resume template for review:



Education and Certifications

Education and Certifications must be shown in this table

Degree (AA/AS, BA/BS, MA/MS/MBA, PhD, JD)	Area of Study	School/College/University	Location	Was the degree awarded? (Yes/No)	OPTIONAL: Date (MM/YY)
BS	Computer Science	Penn State University	State College, PA	YES	
MS	Computer Science	Lehigh University	Bethlehem, PA	NO – IN PROGRESS, ANTICIPATED 12/2014	

Certification	Issued By	Date Obtained (MM/YY)	Certification Number (If Applicable)	Expiration Date (If Applicable)
Graduate Certificate in Computer Security & Information Assurance (CSIA)	University of Pennsylvania	IN PROGRESS – Expected 12/2014	N/A	N/A
PeopleSoft Human Resources 9 Consultant Certified Expert	Oracle	05/2014	1234567	N/A
Project Management Professional (PMP)	Project Management Institute (PMI)	10/2003	1234567	N/A

Employment History

List: Company & Title, Years Employed, Brief Description, and Technologies. Any skills pertaining to the required skills should be **bolded** or highlighted in the description. Please see example below:

State Government – Contractor

Project Manager / Sr. Program Manager **Oct 2006 – Present**

- Hands on **personnel and project management** as the Project Manager of HCM Modules **implementation** project including **PeopleSoft HCM 8.8** eRecruit, ePerformance, eCompensation and UPK, **Enterprise Learning Management (ELM) and Workforce Analytics modules.**
- Hands on **personnel and project management** as the Controller for the **PeopleSoft HCM Payroll implementation.**
- Utilized **MS Project, MS Office, SharePoint, Planview** and **Project Management Institute (PMI) methodology** to successfully monitor and report project performance and assure collaboration.
- Leveraging extensive knowledge of **Government Human Resources practices**, partnered with stakeholders to develop the **PeopleSoft HCM** strategic roadmap and developed the **ERP** strategic business framework.
- Evaluated various **PeopleSoft HCM** Modules including **Enterprise Learning Management** and **Workforce Analytics** for the **PeopleSoft HCM** strategic roadmap.
- Currently managing the deliverables of the **HCM Modules implementation** project.

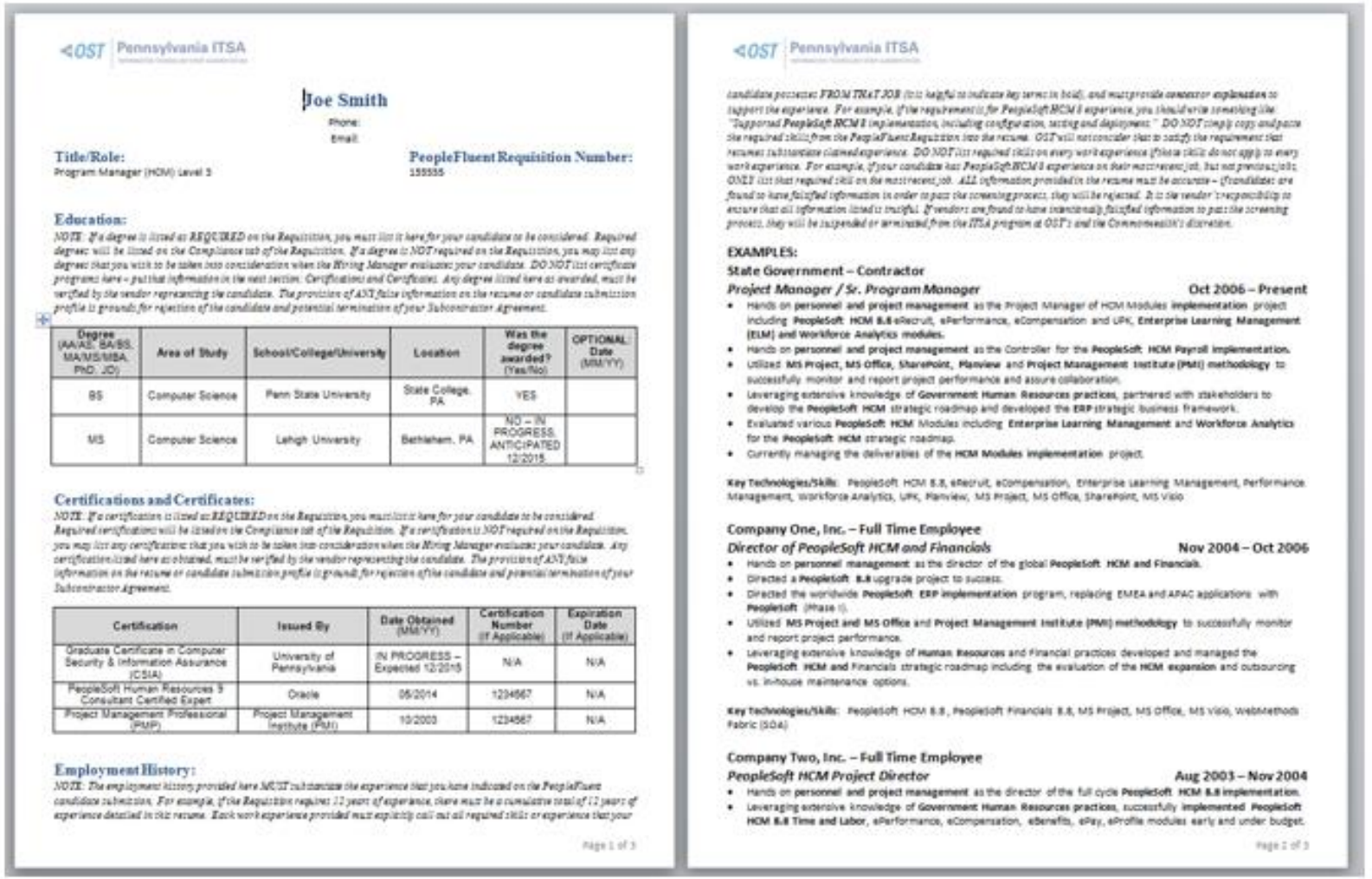
Key Technologies/Skills: PeopleSoft HCM 8.8, eRecruit, eCompensation, Enterprise Learning Management, Performance Management, Workforce Analytics, UPK, Planview, MS Project, MS Office, SharePoint, MS Visio

All REQUIRED skills listed in the Skills Response in PeopleFluent MUST BE SHOWN in the Employment History!

The Finished Resume…

PAGE 1

ADDITIONAL PAGES



OST Pennsylvania ITSA

Joe Smith
Phone:
Email:

Title/Role:
Program Manager (HCM) Level 3

PeopleFluent Requisition Number:
155555

Education:

NOTE: If a degree is listed as REQUIRED on the Requisition, you must list it here for your candidate to be considered. Required degrees will be listed on the Compliance tab of the Requisition. If a degree is NOT required on the Requisition, you may list any degrees that you wish to be taken into consideration when the Hiring Manager evaluates your candidate. DO NOT list certificate programs here – put that information in the next section. Certifications and Certificates. Any degree listed here as awarded, must be verified by the vendor representing the candidate. The provision of ANY false information on the resume or candidate submission profile is grounds for rejection of the candidate and potential termination of your Subcontractor Agreement.

Degree (AA/AS, BA/BS, MA/MS/MBA, PhD, JD)	Area of Study	School/College/University	Location	Was the degree awarded? (Yes/No)	OPTIONAL: Date (MM/YY)
BS	Computer Science	Penn State University	State College, PA	YES	
MS	Computer Science	Lehigh University	Bethlehem, PA	NO – IN PROGRESS, ANTICIPATED 12/2015	

Certifications and Certificates:

NOTE: If a certification is listed as REQUIRED on the Requisition, you must list it here for your candidate to be considered. Required certifications will be listed on the Compliance tab of the Requisition. If a certification is NOT required on the Requisition, you may list any certifications that you wish to be taken into consideration when the Hiring Manager evaluates your candidate. Any certifications listed here as obtained, must be verified by the vendor representing the candidate. The provision of ANY false information on the resume or candidate submission profile is grounds for rejection of the candidate and potential termination of your Subcontractor Agreement.

Certification	Issued By	Date Obtained (MM/YY)	Certification Number (If Applicable)	Expiration Date (If Applicable)
Graduate Certificate in Computer Security & Information Assurance (CSIA)	University of Pennsylvania	IN PROGRESS – Expected 12/2015	N/A	N/A
PeopleSoft Human Resources 9 Consultant Certified Expert	Oracle	05/2014	1234567	N/A
Project Management Professional (PMP)	Project Management Institute (PMI)	10/2003	1234567	N/A

Employment History:

NOTE: The employment history provided here MUST substantiate the experience that you have indicated on the PeopleFluent candidate submission. For example, if the Requisition requires 12 years of experience, there must be a cumulative total of 12 years of experience detailed in this resume. Each work experience provided must explicitly call out all required skills or experience that your

Page 1 of 3

OST Pennsylvania ITSA

candidate possesses FROM THAT JOB (it is helpful to indicate key terms in bold), and must provide consistent explanation to support the experience. For example, if the requirement is for PeopleSoft HCM 8 experience, you should write something like "Supported PeopleSoft HCM 8 implementation, including configuration, testing and deployment." DO NOT simply copy and paste the required skills from the PeopleFluent Requisition into the resume. OST will not consider that to satisfy the requirement that resumes substantiate claimed experience. DO NOT list required skills on every work experience if those skills do not apply to every work experience. For example, if your candidate has PeopleSoft HCM 8 experience on their most recent job, but not previous jobs, ONLY list that required skill on the most recent job. ALL information provided in the resume must be accurate – if candidates are found to have falsified information in order to pass the screening process, they will be rejected. It is the vendor's responsibility to ensure that all information listed is truthful. If vendors are found to have intentionally falsified information to pass the screening process, they will be suspended or terminated from the ITSA program at OST's and the Commonwealth's discretion.

EXAMPLES:

State Government – Contractor

Project Manager / Sr. Program Manager **Oct 2006 – Present**

- Hands on **personnel and project management** as the Project Manager of HCM Modules **implementation** project including **PeopleSoft HCM 8.8** eRecruit, ePerformance, eCompensation and UPK, **Enterprise Learning Management (ELM) and Workforce Analytics modules.**
- Hands on **personnel and project management** as the Controller for the **PeopleSoft HCM Payroll implementation.**
- Utilized **MS Project, MS Office, SharePoint, Planview** and **Project Management Institute (PMI) methodology** to successfully monitor and report project performance and assure collaboration.
- Leveraging extensive knowledge of **Government Human Resources practices**, partnered with stakeholders to develop the **PeopleSoft HCM** strategic roadmap and developed the **ERP** strategic business framework.
- Evaluated various **PeopleSoft HCM** Modules including **Enterprise Learning Management** and **Workforce Analytics** for the **PeopleSoft HCM** strategic roadmap.
- Currently managing the deliverables of the **HCM Modules implementation** project.

Key Technologies/Skills: PeopleSoft HCM 8.8, eRecruit, eCompensation, Enterprise Learning Management, Performance Management, Workforce Analytics, UPK, Planview, MS Project, MS Office, SharePoint, MS Visio

Company One, Inc. – Full Time Employee

Director of PeopleSoft HCM and Financials **Nov 2004 – Oct 2006**

- Hands on **personnel management** as the director of the global **PeopleSoft HCM and Financials.**
- Directed a **PeopleSoft 8.8** upgrade project to success.
- Directed the worldwide **PeopleSoft ERP implementation** program, replacing EMEA and APAC applications with **PeopleSoft** (Phase I).
- Utilized **MS Project and MS Office** and **Project Management Institute (PMI) methodology** to successfully monitor and report project performance.
- Leveraging extensive knowledge of **Human Resources** and Financial practices developed and managed the **PeopleSoft HCM and Financials** strategic roadmap including the evaluation of the **HCM expansion** and outsourcing vs. in-house maintenance options.

Key Technologies/Skills: PeopleSoft HCM 8.8, PeopleSoft Financials 8.8, MS Project, MS Office, MS Visio, WebMethods Fabric (SOA)

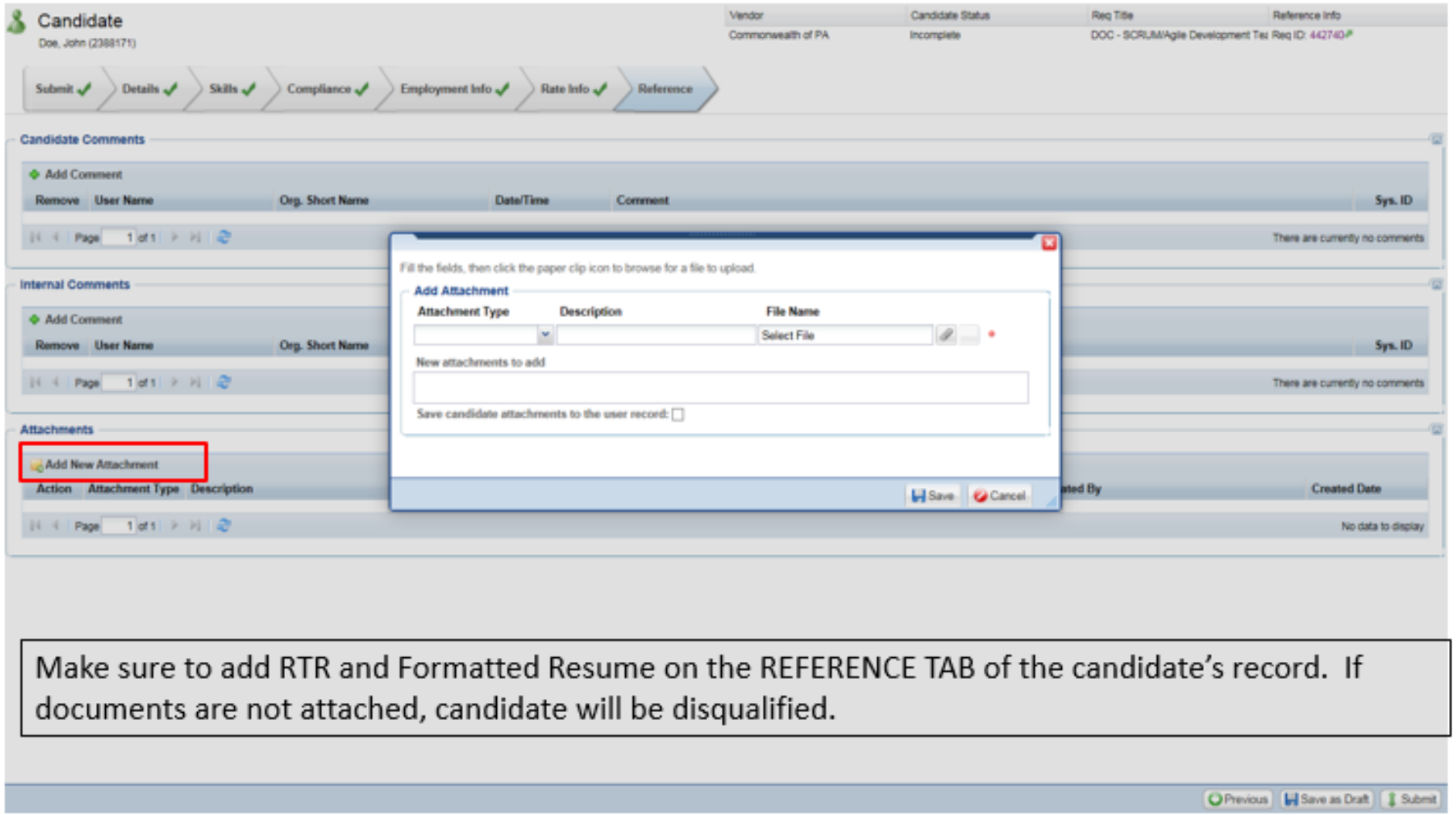
Company Two, Inc. – Full Time Employee

PeopleSoft HCM Project Director **Aug 2003 – Nov 2004**

- Hands on **personnel and project management** as the director of the full cycle **PeopleSoft HCM 8.8 implementation.**
- Leveraging extensive knowledge of **Government Human Resources practices**, successfully **implemented PeopleSoft HCM 8.8 Time and Labor**, ePerformance, eCompensation, eBenefits, ePay, eProfile modules early and under budget.

Page 2 of 3

Completing the Submission



Make sure to add RTR and Formatted Resume on the REFERENCE TAB of the candidate's record. If documents are not attached, candidate will be disqualified.

Candidate Submission Checklist

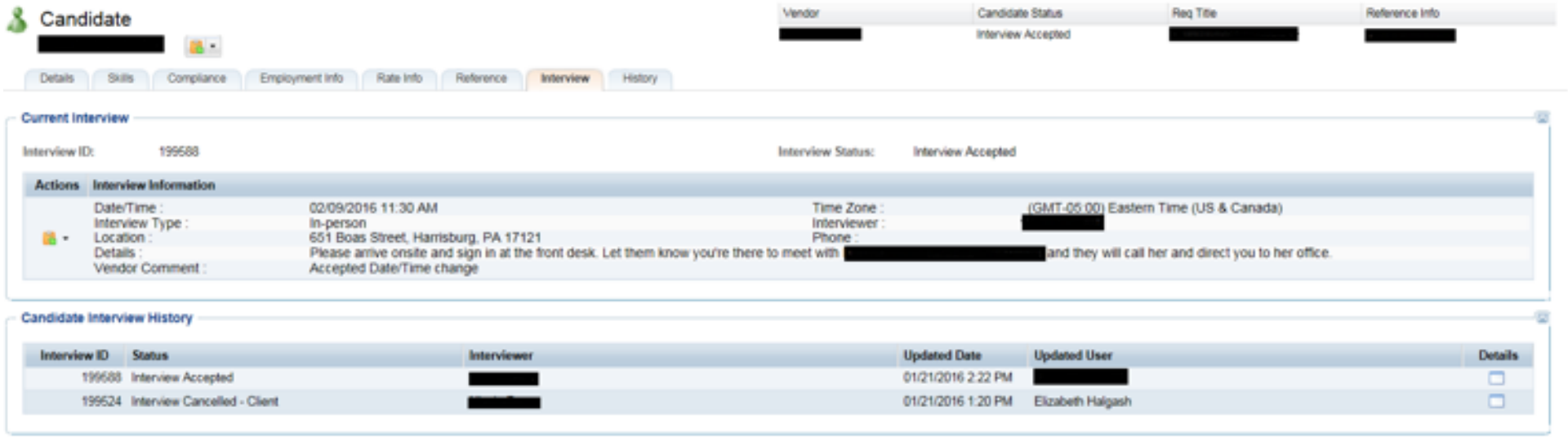
- ✓ All columns are filled out in the Skills section
- ✓ The candidate's years experience is equal to or greater than required years experience for all skills
- ✓ You have responded to all Questions for Requirement
- ✓ The resume is on the PA ITSA Resume Template
- ✓ There is no vendor information on the resume (name, logo, etc.)
- ✓ All certifications are listed
- ✓ All technologies and skills listed are shown in Employment History
- ✓ All necessary documents (RTR and Resume) are uploaded and in the correct format

PA ITSA's Resume Screening Process

- **The Account Management team will review all submissions to each requirement. The following are what would constitute a rejection of a submission:**

  - *All submissions after the 6PM ET deadline will not be accepted and will be immediately subjected to rejection.*
  - *Submitting a rate different from the vendor rate provided.*
  - *ALL required skills must be explicitly proven. No skills should be implied/assumed.*
  - *Resumes not following the PA ITSA Resume Guidelines are subject to rejection.*
  - *Duplicate submittals are automatically rejected.*

Interview Scheduling



If an interview request conflicts with your candidate's prior engagements, make sure you do the following: Enter, in the "comment" field, the availability of your candidate. Then REJECT the interview. The Hiring Manager will then consider rescheduling.

Note: Always read the details. For instance, you may be asked to leave a contact number for your candidate's phone interview.

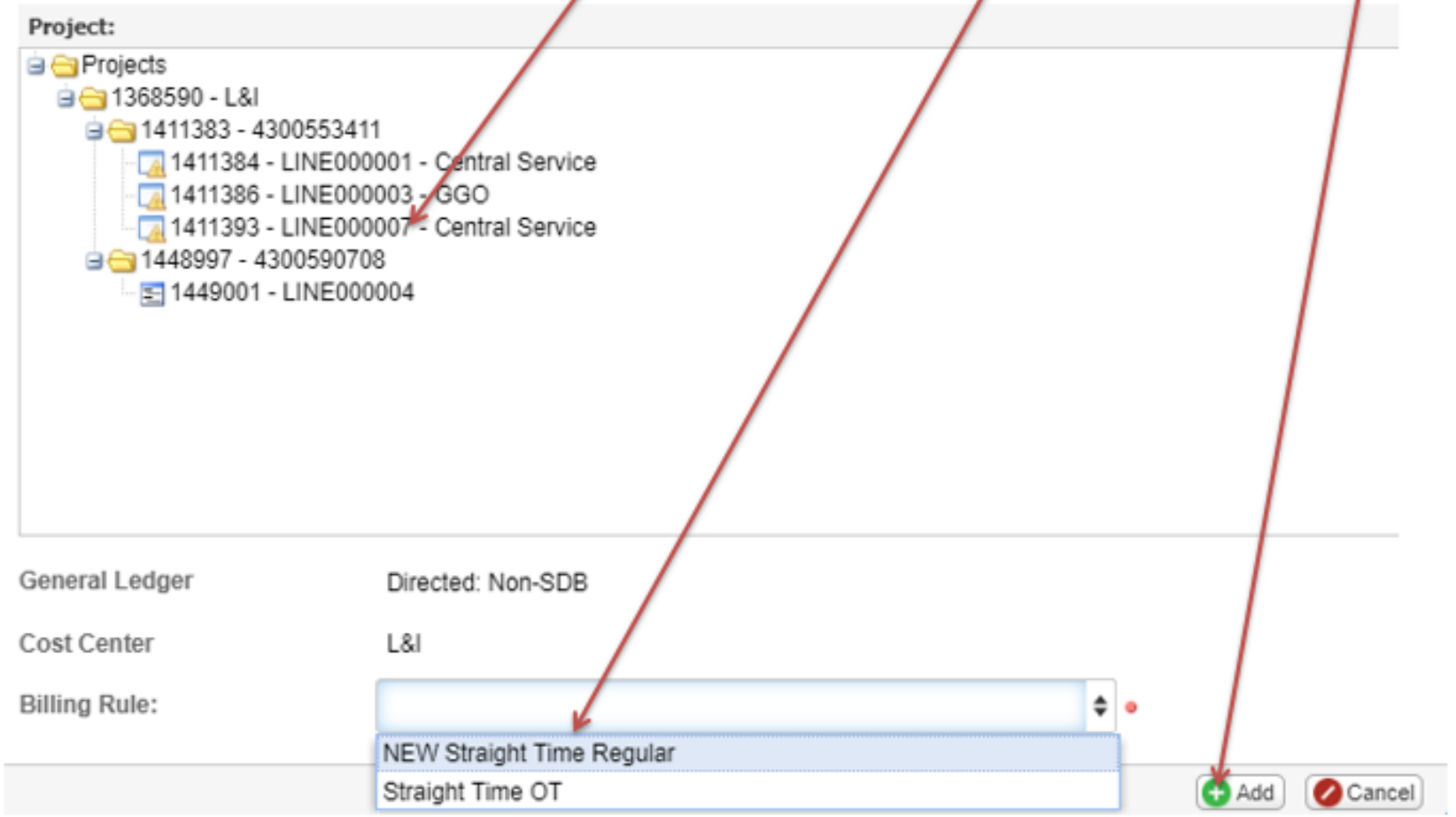
Accepting an Engagement

- OST will receive a notification that the engagement has been requested.
- You will receive a notification from the OST Account Manager to initiate the background check and confirm a start date.
- Upload PATCH check results.
- OST Account manager will create the engagement with the finalized start date and PATCH.

Submitting a Timesheet

Submitting a Timesheet (cont.)

Pick the PO Line you want to add (LINE000007). Then pick NEW Straight Time Regular. Then ADD.



Keep in Mind

- Duplicate Submittals are instances when two vendors submit the same candidate to a requirement. This situation always results in the rejection of the candidate entirely.
- A Right to Represent (RTR) is a written agreement that the vendor has exclusive rights to submit their candidate. The only two acceptable forms of this document is either a scanned, signed copy or a picture of an actual, signed document. **No electronic signatures are acceptable**.
- Other information you may need can be found at www.paitsa.ostglobal.com .

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