

Commonwealth of MA / Sevenstep MSP FAQs for PRF71

This document includes frequently asked questions for the Statewide Contract PRF71, as well as contact information and helpful links.

FAQs

Q: Is there a Contract User Guide (CUG)?

A: Yes. Click [here](#) to view.

Q: What if I missed the training sessions for PRF71?

A: The training presentation and training recording is on Sevenstep's PRF71 website, [here](#).

Q: What if I haven't received a username and password for VectorVMS?

A: Email the Sevenstep MSP team for the Commonwealth PRF71 contract at Commonwealth@sevensteprpo.com and they can provide this information to you.

Q: Who do I reach out to if I have any questions related to the temp help process or problems with VectorVMS?

A: Email the Sevenstep Commonwealth team for the Commonwealth PRF71 contract at commonwealth@sevensteprpo.com.

Q: Is there a SOP/FAQ about how to create logins and create login/approval paths within an agency?

A: Yes. There is a Contract User Guide (CUG), FAQ guide, and VectorVMS user guide on Sevenstep's PRF71 website, [here](#). CommBuys will also have some of this information. If you or someone within your agency does not have a VectorVMS login, please reach out to the Sevenstep MSP team at commonwealth@sevensteprpo.com and they will be able to create logins and discuss the approval path for your agency.

Q: How do I request a temp worker?

A: Login to VectorVMS and Create a Contingent Requisition. See step-by-step directions in the Hiring Manager Vector User Guide stored on CommBuys or on Sevenstep's website, [here](#).

Q: What happens after I create a requisition for a temp help worker?

A: The Sevenstep Program Management Team will review your requisition for completion and submit to necessary approvers. Once the requisition is approved, the Sevenstep Program Management Team will reach out to you to see if you are open to scheduling a 10-15-minute intake call with you and the Program Suppliers to help the Program Suppliers better understand the role and requirements. From there – the Program Suppliers will submit resumes and the Sevenstep Program Management Team will shortlist the resumes and share with you via VectorVMS. The Sevenstep Program Management Team will discuss the process with you during your first intake call.

Q: How long can I hire a temporary help worker for? What if it's over a year?

A: A temp help worker cannot have an assignment that exceeds 52 weeks. If you need them to work more than 52 weeks, you will need to create two separate assignments, as one assignment can't be longer than 52 weeks.

Q: Where can I access reference materials for VectorVMS?

A: There is a VectorVMS User Guide for Hiring Managers via CommBuys, as well as on the Sevenstep PRF71 website, [here](#). For additional materials, login to VectorVMS and select the drop-down next to your name and click Help. There is a wealth of information, including step-by-step directions.

Q: How do I change my password for VectorVMS?

A: Click My Account under your name drop-down on your dashboard and select Change User Password.

SEVENSTEP

Q: What categories of temp help does Sevenstep support via the PRF71 contract?

A: The main service categories include: Administrative Support to include Executive Administrative functions, Customer Service, Data Entry Operator, Receptionist, Paralegal, Account Support, Clerical Support. The other service categories include: Program Support, Legal Administrative Support, Data and Research Analysts, Project Coordination, Accounting Position and Accounting Support, Medical Administrative Assistant, Light Labor and Light Industrial Labor, HR/Payroll Assistant, Telephonic Operator.

Q: What are the rates?

A: Please see the rate card on CommBuys or on Sevenstep's website, [here](#). The rate card details the maximum rates by specific role.

Q: To whom would agencies make payment to when we have an ongoing engagement?

A: The agency would pay Sevenstep and Sevenstep would pay each supplier.

Q: Are invoices separated by cost-center if designated?

A: Yes. Invoices can be separated by cost-center, if applicable.

Q: What do I do if I want to extend an engagement?

A: Go to your Engagements in VectorVMS, select the candidate you'd like to extend and select Extend Engagement. This will allow you to select a new end date. The extension will go through approvals and then the supplier will need to accept the extension.

Q: What do I do if I want to end an engagement early?

A: Go to your Engagements in VectorVMS, select the candidate you'd like to end early and select Disengage Candidate. Ensure you have the correct end date in the Engagement Through Date Field, include a reason as to why you are ending the assignment. The supplier will notify the candidate and return any equipment and/or badges to the Commonwealth.

Q: Is it possible to retain the same employee once their contract with The Resource Connection (TRC) expires?

A: Yes. TRC is still a supplier in our program. You do not need to go through the entire hiring process with Sevenstep. Please notify the Sevenstep MSP team that you would like to transition the employee from TRC to Sevenstep once their current engagement ends.

Q: Are the temporary workers employed through Sevenstep vendors eligible for any healthcare or time off benefits through Sevenstep or the vendors?

A: Typically, yes, but the benefits offered to an employee will vary by supplier as their employer.

Q: How many VectorVMS logins can an agency have and approval path in VectorVMS (i.e. if my agency has one person who needs to approve everything, but also needs a Hiring Manager at every one of our sites to enter the skills for the requisition, and someone else to approve timesheets for ongoing engagements)?

A: There is no limit to the number of VectorVMS logins an agency can have. Sevenstep can also configure the approval path to align with what you need. You may have one person that enters the requisition, another person that needs to approve the requisition, and a different person that needs to approve timesheets, and that is fine. Sevenstep can configure VectorVMS appropriately.

Contact Information and Helpful Links

VectorVMS Link - https://vms.vectorvms.com/Login_Entry.aspx

VectorVMS Organization Key - i4625

Sevenstep Team Email – commonwealth@sevensteprpo.com

Sevenstep Website for the Commonwealth - <https://commonwealth.sevensteprpo.com/>