

Sevenstep / Commonwealth of Massachusetts MSP Program

Supplier Training

June 2020

Agenda

- Introduction
- Sevenstep Overview
- Meet the Team
- Program Expectations
- Service Level Agreements
- Process Overview
- VectorVMS Overview
- Next Steps

Sevenstep Company Overview

Founded **2007**, Privately Held

28-year Parent Company Heritage
in Hard-to-Fill (Tech) Recruiting

5 Partnership-driven Recruitment
Outsourcing Solutions

3 Global Delivery Centers Serving
47 Countries on 6 Continents

Largest Enterprise RPO Clients
Reaching ~**7,000** hires

Expertise

MANUFACTURING

HEALTHCARE

TECHNOLOGY

FINANCIAL SERVICES

INSURANCE

LOGISTICS

SUPPLY CHAIN

RETAIL

TRAVEL & HOSPITALITY

Solutions

ENTERPRISE RPO

PROJECT RPO

MSP

TALENT AI – DATA
ANALYTICS

EMPLOYER BRANDING &
TALENT ATTRACTION

RECRUITMENT PROCESS
DESIGN

Reputation





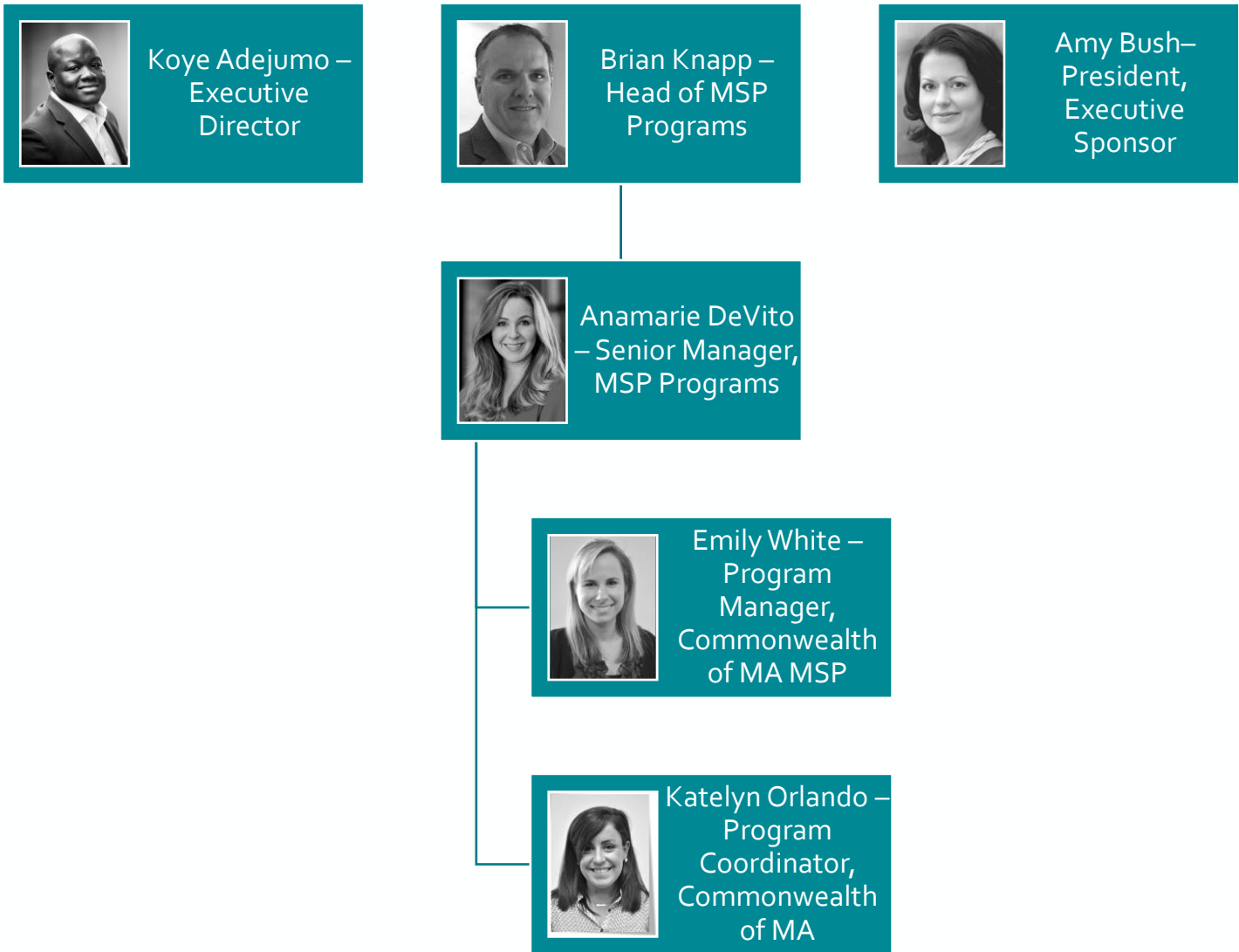




Sevenstep MSP Overview



Meet the Team



Program Expectations & Outcomes

Expectations

- Open communication, transparency and partnership
- Vendor-neutral, competitive bidding
- Effective processes
- Rules of Engagement
- Performance Focused
 - Responsiveness
 - Quality
 - Cost

Outcomes

- Effective Contingent Labor Solution
 - Contractor Quality
 - Responsiveness
- Participant Success
 - Commonwealth of MA
 - MSP
 - Vendors
- Minimized Risk
- Cost Management

Service Level Agreements (SLAs)

SLA	Measurement
Participation	>= 75% of requirements issued are responded to by the supplier
Timeliness	>=60% of candidates selected from supplier were presented within 7 days
Quality	>=25% of candidates presented by supplier were interviewed >=75% of candidates released by supplier were "positive"
Cost	>=10% Avg% discount off of max bill rate for all starts during the period for the supplier

Process Overview

Setup & Submission

- Requisition released to suppliers via Vector notification
- Participate in intake call with Hiring Manager, Sevenstep Program Manager and other suppliers to discuss requirements
- Submit candidate(s) via Vector

Selection & Interview

- Receive Hiring Manager interview availability via Vector and work with candidate to confirm interview via Vector or receive notification from the Sevenstep Program Manager that the Hiring Manager would like the supplier to interview the candidate(s)
- Communicate rejections to candidate
- Receive Engagement notification from Sevenstep Program Manager via Vector
- Accept or reject Engagement via Vector

Offer & Onboard

- Accept or reject extension requests
- Notify candidate of term date and offboarding activities
- Collect any badges and/or equipment and return to the Commonwealth

VectorVMS Demo

Next Steps

- **Go-Live is 7/1/20**
 - Sevenstep will be the MSP provider for the Commonwealth
 - Any new temporary help worker requests from the Commonwealth will be submitted to Sevenstep
- **For current temporary workers:**
 - They can remain with Resource Connection until December 31, 2020
 - They can remain with Resource Connection until their end date, and then if the Hiring Manager would like to extend the temp, the Hiring Manager can submit a new request with Sevenstep
- **Sevenstep's portal is VectorVMS**
 - Everyone should have access, but if not please send a note to Commonwealth@sevensteprpo.com to request access
- **Supplemental materials**
 - Today's presentation will be provided to ensure you have the resources you need for reference, in addition to the VectorVMS FAQ document
 - VMS Link: https://vms.vectorvms.com/Login_Entry.aspx
 - If you have any questions, please bring them to Sevenstep via Commonwealth@sevensteprpo.com