



*DC Government*



**District Program Manager Peopleclick Manual**  
**(Web Version for ITSA.OSTGLOBAL.COM Portal)**  
*Information Technology Staff Augmentation*

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**Prepared For:** DC Government

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## 1 Introduction

### 1.1 Purpose

The purpose of the District Program Manager Peopleclick Manual is to provide an outline of the Program Manager's view of the Peopleclick tool. ITSA is a contract between the District of Columbia and OST, with Peopleclick as a partner providing the Candidate Request Application.

ITSA is the use of a Managed Service Provider (OST) to manage the process of IT staff augmentation between the District of Columbia Program Managers and DC CBE IT staff augmentation vendors. This project includes supplying a fully functional Vendor Management System to handle the workflow from beginning to end. The overall ITSA project increases the efficiency of the staffing process for all involved parties, while increasing process transparency and reducing costs.

All data stored in the Peopleclick tool is available to the public under the Freedom of Information Act. It will be retained in the tool for the term of the contract.

### 1.2 Background

The Government of the District of Columbia, Office of Contracting and Procurement (*OCP*), on behalf of the Office of the Chief Technology Officer (*OCTO*) is in need of a Prime Contractor to manage IT staff augmentation needs for the District by assembling a network of Subcontracting Vendors. A mandatory requirement is for 95% of the staff requirements to be satisfied by the Certified Business Enterprise (*CBE*) Subcontracting Vendors through the Prime Contractor. The Prime Contractor provides resources on a not-to-exceed hourly rate basis in response to District requests.

In Fiscal Year 2007, the Office of the Chief Technology Officer (OCTO) procured \$56 million on 786 purchase orders with 1,286 lines to secure individual IT staff augmentation contractors, representing approximately 690,000 hours of work. An analysis of the staff augmentation procurements for OCTO in Fiscal Year 2007 suggested the following savings could be achieved through the implementation of a staff augmentation master agreement

- 1) Hourly rate caps can save \$5-10 million dollars paid to contractors for their work.
- 2) District staff may also be spared from working on staff augmentation procurements, saving approximately 12,000 to 18,000 hours of staff time.

OCTO is targeting these savings by awarding the contract to the Prime Contractor which is OST.

### 1.3 Scope

This document applies to the District Program Manager's tasks involved in creating, processing and completing the selection of a candidate for an IT Staff requirement, using the Peopleclick Tool.



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## 1.4 Notational Convention

The following notational conventions will be used throughout the document:

- The first instance of an acronym will appear in *italic bold*.
- The OST ITSA project team will be referred to as the “OST team” throughout the document.
- The *ITSA* project will be referred to as the “project” throughout the document.

## 2 Peopleclick Tool

### 2.1 Logging In

To enter the Candidate Request Application, go to <https://vms.peopleclick.com> to log in. Please contact the ITSA Support team at [ITSA-support@ostglobal.com](mailto:ITSA-support@ostglobal.com) to retrieve your user account and permissions (NOTE: a Peopleclick training session is a pre-requisite to having login credentials.)

[Forgot My Password/Reset Password](#)



The login form features a background image of a globe with the text "Peopleclick VMS" overlaid. To the right of the image is a light blue rectangular box containing three input fields: "User Name:", "Password:", and "Organization ID:". Below these fields is a grey "Login" button.

[Help](#) | [About](#) | [Services Agreement](#) | [Peopleclick®](#)

#### System Status/News

Peopleclick® VMS

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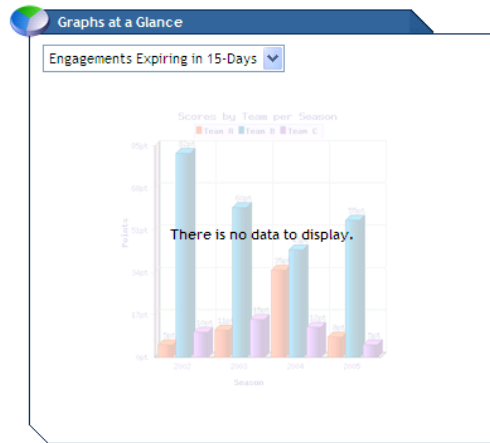
With your first login you will be required to reset your password and define your password hint question and answer. Once you have done this you will see the My Peopleclick page as illustrated below.



For questions please contact the ITSA Project Team at [ITSA-Support@OSTGlobal.com](mailto:ITSA-Support@OSTGlobal.com)

**My Active Items**

|                                  |     |
|----------------------------------|-----|
| My Requirements Pending Approval | (1) |
| Active Requirements              | (4) |
| New Candidates                   | (0) |
| Active Candidates                | (2) |
| Interviews Accepted              | (0) |
| Engaged Candidates               | (2) |



**Items Pending My Approval or Action**

|              |     |
|--------------|-----|
| Requirements | (0) |
| Engagements  | (0) |
| Timesheets   | (0) |

**Quick Search**

Candidates

Requirements

Powered by **peopleclick**

Under the DC GOV logo there are several helpful icons:



Help: available on all screens



Search: this brings up a selection window that allows you to choose from Candidates, Requirements, Timesheets, Vendors, and Users

**Search**

- [Candidates](#)
- [Requirements](#)
- [Timesheets](#)
- [Vendors](#)
- [Users](#)

[ close ]



Create a New Requirement



Delivered Reports: Peopleclick offers 35 different delivered reports of various types

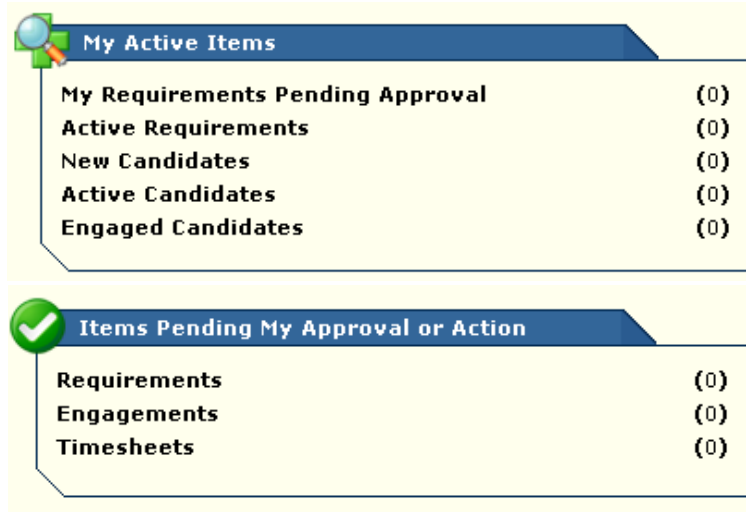


Web Reports: Peopleclick provides an interface that allows custom reports to be created



Logout

On the **My Peopleclick** tab there are quick menus that bring **My Active Items** to the forefront, as well as **Items Pending My Approval or Action**:



| My Active Items                  |     |
|----------------------------------|-----|
| My Requirements Pending Approval | (0) |
| Active Requirements              | (0) |
| New Candidates                   | (0) |
| Active Candidates                | (0) |
| Engaged Candidates               | (0) |

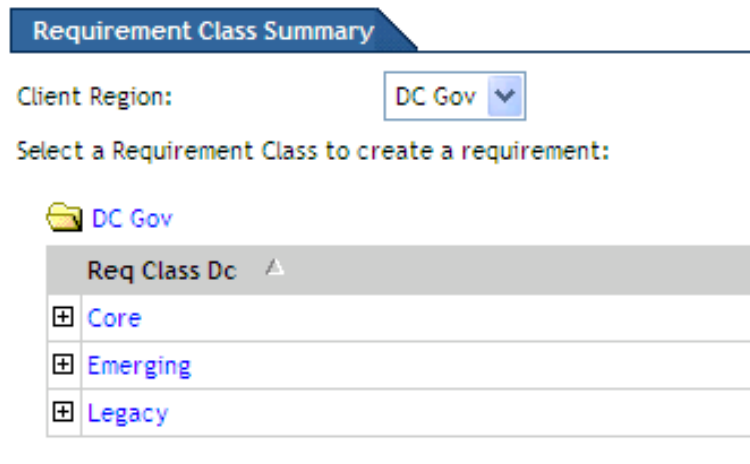
| Items Pending My Approval or Action |     |
|-------------------------------------|-----|
| Requirements                        | (0) |
| Engagements                         | (0) |
| Timesheets                          | (0) |

These links are very helpful in getting you to the items that you will utilize most frequently in the application. While the system will send notifications with a direct link to you should your action be required on any item, these quick menus can also take you to those items.

## 2.2 Requesting a Resource

In the Peopleclick application, a request for a new contractor is called a **Requirement** (or **Req**). Individuals submitted by your suppliers are called **Candidates**, and once a Candidate has been hired, their assignment is considered an **Engagement**, and thus the Candidate is considered an **Engaged Candidate**. The District also refers to Engaged Candidates as Resources.

To request a new contractor, click on the icon for a **New Requirement**. This will take you to a directory of the **Req Classes**:



The screenshot shows a web interface titled "Requirement Class Summary". It features a "Client Region:" dropdown menu set to "DC Gov". Below this is a prompt: "Select a Requirement Class to create a requirement:". A folder icon labeled "DC Gov" is shown, containing a table of requirement classes:

| Req Class Dc ▲ |          |
|----------------|----------|
| +              | Core     |
| +              | Emerging |
| +              | Legacy   |

To determine the technology type and job category that addresses your needs, please refer to [Appendix A](#) in this document.

Once you have made your decision, click on the + sign to the left of the technology type that meets your needs. Upon doing so you will see the job categories that are available for selection:

**Requirement Class Summary**

Client Region: DC Gov

Select a Requirement Class to create a requirement:

- DC Gov
  - Legacy
    - Req Class Dc ▲
      - Administrative Support
      - Architect
      - Quality Assurance
      - Technical Writer
      - Trainer


Again, click on the job category that meets your needs to see the job titles that are available for selection:

**Requirement Class Summary**

Client Region: DC Gov

Select a Requirement Class to create a requirement:

- DC Gov
  - Legacy
    - Quality Assurance
 

| Req Class Dc ▲         | Req Class ID | Select                |
|------------------------|--------------|-----------------------|
| QA Analyst Level 1     | 16791        | <input type="radio"/> |
| QA Analyst Level 2     | 16792        | <input type="radio"/> |
| QA Consultant Level 3  | 16793        | <input type="radio"/> |
| Sr. QA Analyst Level 3 | 16794        | <input type="radio"/> |
| Sr. Tester Level 3     | 16795        | <input type="radio"/> |
| Test Team Lead Level 3 | 16796        | <input type="radio"/> |
| Tester Level 1         | 16797        | <input type="radio"/> |
| Tester Level 2         | 16798        | <input type="radio"/> |

Simply click the radio button under the **Select** column for the position that you need and you will be presented with a pre-populated template that you can customize for your needs. Several of the items on the template are required to be filled out, and those are notated with a \* (red) asterisk.

In the initial section, **Requirement Detail**, the system required information is already filled out for you, but may be edited if necessary:

**Requirement Details** If it is a Round 2 or Round 3 requirement, place the previous requirement's system ID

|                          |                                                 |                      |                                                                                                                                                                                        |
|--------------------------|-------------------------------------------------|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| * Title/Role:            | <input type="text" value="QA Analyst Level 1"/> | Client Internal Req: | <input type="text"/>                                                                                                                                                                   |
| * No. of Openings:       | <input type="text" value="1"/>                  | Priority:            | High <input type="button" value="v"/>                                                                                                                                                  |
| * No. Filled:            | <input type="text" value="0"/>                  | Citizen Status:      | US Citizen <input type="button" value="v"/>                                                                                                                                            |
| Start Date:              | <input type="text"/> (mm/dd/yy)                 | Duration:            | <ul style="list-style-type: none"> <li>Authorized US Worker</li> <li>Cdn Citizen</li> <li>Authorized Cdn Worker</li> <li>Landed Immigrant</li> <li>Open</li> <li>US Citizen</li> </ul> |
| End Date:                | <input type="text"/> (mm/dd/yy)                 |                      |                                                                                                                                                                                        |
| No New Submittals After: | <input type="text"/> (mm/dd/yy)                 |                      |                                                                                                                                                                                        |

Maximum Duration for this Requirement Class: 12 Months

Default is US Citizen, if the requirement can be filled with an Authorized US Worker, please update Citizen Status to communicate that to the vendors

To provide more information to assist your suppliers in sourcing candidates, it is required that you provide a **start** and **end date** for the requirement.

Please note DC Gov policy requires that you create a unique opening for each resource you are requesting. Should you need more than one of the same resource role, see [section 2.7](#) on how to copy a requirement.

**Requirement Rate Information & Budget Information:** Nothing is required in either section, as this data has been supplied for you:

**Requirement Rate Information**

Recommended Hourly Rate Range

Bill Rate Hourly Low: \$0.01 USD hour

Bill Rate Hourly High: \$52.03 USD hour

Rate/Salary Description:  Not To Exceed Bill Rate: \$  USD

---

**Budget Information**

Hourly High Bill Rate: \$  USD

**Requirement Description:** Here again, the required information has been provided (**Engagement Type** and **Short Description**); you are required to provide addition information in the **Complete Description** field (limit 10,000 characters). The additional information should include details about the duties and responsibilities of the role. **Behavior Characteristics** is provided should you have any to convey to the vendors; this field has a limit of 255 characters. Please note, pasting text from other applications can

result in stray characters, if you do so, be sure to review your requirement once open and clean up as necessary.

### Requirement Description

\*Engagement Type:  Contract

\*Short Description:  
QA Analyst Level 1 1-3 Years

Complete Description:  
Software testing and quality assurance through script writing, execution, and tracking.

Behavior Characteristics:

**Required/Desired Skills:** This is where you list the specific applications and years of experience that you require or desire. The more detail you provide, the easier it is for vendors to provide qualified candidates, and the easier it is for you to evaluate them. Should you need additional skill items, save the requirement as a draft, then edit requirement and additional skill items will appear for your use (2 at a time). You can do this as many times as necessary to get the required/desired skills in your requirement. Please note, you cannot edit the **Global Candidate Requirements**, as those are program required items. Vendors are required to reply as to their candidate's response to each line item.

**Required/Desired Skills**

| Skill                                          | Required/Desired | Amount of Experience |       | Expertise Rating |
|------------------------------------------------|------------------|----------------------|-------|------------------|
| MS Office Suite                                | Required         | 2                    | Years | Proficient       |
| Database-Mainframe                             | Required         | 2                    | Years | Proficient       |
| Listserv                                       | Required         | 2                    | Years | Proficient       |
|                                                | Required         |                      |       |                  |
|                                                | Required         |                      |       |                  |
|                                                | Required         |                      |       |                  |
|                                                | Required         |                      |       |                  |
|                                                | Required         |                      |       |                  |
|                                                | Required         |                      |       |                  |
|                                                | Required         |                      |       |                  |
|                                                | Required         |                      |       |                  |
| <b>Global Candidate Requirements</b>           |                  |                      |       |                  |
| Candidate Permission to Submit Received        | Required         |                      |       |                  |
| Acknowledge Background Check REQ'd if Selected | Required         |                      |       |                  |

**Certification and Screening Criteria:** This section allows you specify any certifications necessary for proper screening of the candidates. Vendors are required to reply as to their candidate’s response to each line item provided the “Show to” drop down is changed to **Client & Vendor**.

**Certification and Screening Criteria**

| Description | Valid Location (s)       | Date Achieved            | Exp. Date                | Cert #                   | Y/N                      | Comment                  | Show to     | Required Before Engt                |
|-------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------|-------------------------------------|
|             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Client Only | <input checked="" type="checkbox"/> |
|             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Client Only | <input checked="" type="checkbox"/> |
|             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Client Only | <input checked="" type="checkbox"/> |
|             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Client Only | <input checked="" type="checkbox"/> |

[\[ Add Additional Item\(s\) \]](#)

**Questions:** This section allows you to add specific questions that you wish for the vendor to respond to regarding the candidate upon submission. Please note, there is a 255 character limit on each question.

**Questions For Requirement**

[\[ Add Question \]](#)

To add a question, simply click on the blue hyperlink, you may add more than one:

**Questions For Requirement**

Question: 1

**Contact Information:** This section defaults to your user information; however, you will need to update the client contact role to your Executive to allow them to view your opening, candidates, etc.

**Contact Information** ↓ Update the "Client Contact" to your Executive → [ Edit Contacts ]

Client Contact:  Req. Owner:

Alternate Email:  Reports To:

To select your executive, choose the **Edit Contacts** hyperlink on the right, and a selection window will appear allowing you to search and select alternate individuals:

**Contact Selection Screen**

To locate appropriate Contact for 'Client Contact', 'Reports To', and/or 'Req. Owner', utilize keyword search by Last or First name or by navigating through paginated links. Click radio button to make your selection. Click Update when finished.

if the name you need is not already viewable, you can search here

**Selected Contacts**

| User Name       | Email                         | Work Phone | Dept | State | Client Contact        | Req Owner                        | Reports To                       |
|-----------------|-------------------------------|------------|------|-------|-----------------------|----------------------------------|----------------------------------|
| Program Manager | devnull@email.peopleclick.com |            |      |       | <input type="radio"/> | <input type="radio"/>            | <input checked="" type="radio"/> |
| Program Manager | devnull@email.peopleclick.com |            |      |       | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/>            |
| Program Manager | devnull@email.peopleclick.com |            |      |       | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/>            |

**All Contacts**

| User Name        | Email                         | Work Phone   | Dept                     | State | Client Contact                   | Req Owner             | Reports To            |
|------------------|-------------------------------|--------------|--------------------------|-------|----------------------------------|-----------------------|-----------------------|
| DCCGov Executive | devnull@email.peopleclick.com |              |                          |       | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Jeanmarie Garner | jgarner01@ostglobal.com       |              |                          |       | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> |
| Geoffrey Mack    | geoffrey.mack@dc.gov          | 202.         |                          | DC    | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> |
| Program Manager  | devnull@email.peopleclick.com |              |                          |       | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> |
| demo OST         | devnull@email.peopleclick.com |              |                          |       | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> |
| itsa ost         | devnull@email.peopleclick.com | 202-467-7641 | HR & Payroll Application | dc    | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> |
| Jeremy Pease     | jpease@ostglobal.com          |              |                          |       | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> |
| OCTO PM          | devnull@email.peopleclick.com |              |                          |       | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> |
| Nalini Rangaraju | NRangaraju@ostglobal.com      |              |                          |       | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> |
| first time       | devnull@email.peopleclick.com |              |                          |       | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> |

Go To: 1 2

Record Range (begin/end): 1 - 10 Total Records: 11

Page 1 Total Pages: 2

Once selected, choose **Save**.

**Client Information:** In this section you are required to specify a **Work Location** and the **Level of Request** for this requirement.

**Client Information**

**Instructions:** Please be sure to select your Executive as the Client Contact above

\* Work Location:  select Cost Center:


Div/Branch:

Project:

\*Level of Request:



The **Work Location** is the location where the contractor will do their work. You can use the search feature at the top, or navigate through the structure to your selection:

 Save Close


---

**Find a Location**

Client Region: Government of the District of Columbia

To find a location enter search criteria into 1 or more of the data fields. Searches are done by substring searching and are case insensitive.

Location Group:  Location Name:  Location Ref Code:   
 City:  State:

 **search by Suite #**

---

**All Locations**

| Location Name By Group                                          | Location Ref Code | City | State | Zip | Selected Location                |
|-----------------------------------------------------------------|-------------------|------|-------|-----|----------------------------------|
| Government of the District of Columbia                          |                   |      |       |     |                                  |
| OCTO                                                            |                   |      |       |     |                                  |
| Application Infrastructure: 441 4th Street, NW, Suite 10305     |                   |      |       |     | <input type="radio"/>            |
| Application Services: 441 4th Street, NW, Suite 10305           |                   |      |       |     | <input type="radio"/>            |
| CIO Projects: 441 4th Street, NW, Suite 9205                    |                   |      |       |     | <input checked="" type="radio"/> |
| Citywide Data Warehouse: 1100 15th ST NW 9th Floor              |                   |      |       |     | <input type="radio"/>            |
| Citywide Network & Telecom Svcs: 441 4th Street, NW, Suite 5305 |                   |      |       |     | <input type="radio"/>            |
| Contracts & Procurement: 441 4th Street, NW, Suite 971N         |                   |      |       |     | <input type="radio"/>            |
| Data Center (ODC1): 3919 Benning Rd. NE                         |                   |      |       |     | <input type="radio"/>            |
| Data Center (ODC2): 222 Mass. Avenue NW                         |                   |      |       |     | <input type="radio"/>            |
| DC GIS: 441 4th Street, NW, Suite 1045N                         |                   |      |       |     | <input type="radio"/>            |

Simply click the radio button under the **Selected Location** column to make your selection and then click either **Save** button. If the needed agency/location is not available, reach out to the ITSA Project Team to have it added.

The **Level of Request** communicates to the suppliers how quickly they are required to respond.

| Level of Request | Meaning                                                                                 |
|------------------|-----------------------------------------------------------------------------------------|
| Normal           | Candidates within 3 business days                                                       |
| Urgent           | Candidates within 1 business day                                                        |
| Round 2          | Second round of candidates needed, initial Requirement ID listed in Client Internal Req |
| Round 3          | Third round of candidates needed, initial Requirement ID listed in Client Internal Req  |

Once your selections are made, click the **Submit Req. to Open Status** button. Should you not be ready for this step, simply click **Save as Draft** to allow you to return to the requirement at a later date. **Cancel** will eliminate all record of your requirement.

Upon submission, you will be taken to the approval page, where you can add a comment for your opening, and where you can specify your RQ number. No requirement will be distributed to the vendors for candidate sourcing until the RQ number is provided.

**Internal Approval Request - New Requirement**

Client Name: Government of the District of Columbia  
Requirement Title: Administrative Assistant Level 1

**Instructions:**

**You are required to supply your RQ number for your requirement to be released for review.**

In the Justification Comment please provide any additional instructions to the ITSA Project Team.

**Approvers**

ITSA Project Team ITSA Project Team

**Justification**

\*Comment: **1**

\* RQ Number: **2**

Once your requirement is **Submitted**, your screen will refresh, and your requirement will be given a **System ID** (also known as a Requirement/Req ID). This number is the quickest, easiest way to communicate with any party about your opening.

### Requirement Class Information

Req. Class: LEGACY : QA : QA Analyst Level 1  
[\[ Requirement Class Description \]](#)

### Requirement Details

|                          |                                        |                            |
|--------------------------|----------------------------------------|----------------------------|
| Client Name:             | Government of the District of Columbia | Region Description:        |
| Title/Role:              | QA Analyst Level 1                     | System ID: 23069           |
| Req. Status:             | Pending approval                       | Client Internal Req:       |
| No. of Openings:         | 1                                      | Priority: High             |
| No. Filled:              | 0                                      | Citizen Status: US Citizen |
| Start Date:              |                                        | Duration:                  |
| End Date:                |                                        |                            |
| No New Submittals After: |                                        |                            |

Maximum Duration for this Requirement Class: 12 Months

Notice that your Requirement is in a Req Status of Pending Approval. Your Requirement has gone to the ITSA Project Team, and a member of the team will review your requirement and contact you with any questions. The ITSA Project Team will approve the requirement, and Peopleclick will send the vendors a notification alerting them to the opening.

You also have the option of attaching the SOW to the requirement for the vendors review. To do so, click the link for **Attachments**, then **Add** the file:

The screenshot shows a sidebar menu on the left with the following items: Edit Requirement, Copy Requirement, Candidate Summary, Requirement Settings, Attachments (highlighted with a red arrow), and Comments. The main content area displays the details for a requirement class: 'LEGACY : ADMIN : Admin Assistant Level 1'. The 'Requirement Details' section shows the Client Name as 'Government of the District of Columbia' and the Title/Role as 'Administrative Assistant Level 1'.

Back to Requirement Detail

**Requirement Attachments:**

Client Name: Government of the District of Columbia  
Requirement Title: Administrative Assistant Level 1

**Add New Attachment**

\* Attachment Type: Other

Attachment Description: SOW

\* File Name: C:\SOW.doc

**Current Attachments**

To view Or download attachment, click "view." Your browser settings will determine if the file will be viewed directly Or downloaded.

| File Type                | Description | File Name | Created By | Created Date | Row ID |
|--------------------------|-------------|-----------|------------|--------------|--------|
| No previous attachments. |             |           |            |              |        |

[ [Back to Requirement Detail](#) ]

You may add as many files as you need, however each file is limited to 700K in size.

## 2.3 Reviewing Candidates

As vendors submit their best candidate for the opening, the ITSA Project Team will screen the candidates to make sure they meet the openings minimum requirements. After the Response Deadline, you will receive an email notification letting you know there are candidates for your review. You can either click the link in the notification, and upon entering your credentials, you will be taken to the requirement detail, once there, select **Candidate Summary** to see the screen candidates.

To review a candidate, click on the hyperlink under their name labeled **Candidate Detail**.

| Candidate Summary  |         |                                         |                 |             |           |                   |                                                                                                                                                                                                       |
|--------------------|---------|-----------------------------------------|-----------------|-------------|-----------|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Search Filter:     |         | All Active Candidates - With My User ID |                 |             |           |                   | <a href="#">[ More Detail ]</a>                                                                                                                                                                       |
| Req. Title         | Req. ID | Req. Status                             | Candidate       | Cand Status | Rate      | Cand Created      | Vendor                                                                                                                                                                                                |
| QA Analyst Level 1 | 23069   | Open                                    | Sally Candidate | Active      | 43.75 USD | 09/24/08 02:03 PM | <a href="#">[ Candidate Detail ]</a> <a href="#">[ View Resume/CV ]</a> <a href="#">[ Req. Info ]</a> <a href="#">[ Interview ]</a> <a href="#">[ Reject ]</a> <a href="#">[ Request Engagement ]</a> |
| QA Analyst Level 1 | 23069   | Open                                    | Bob Candidate   | Active      | 47.50 USD | 09/24/08 01:54 PM | <a href="#">[ Candidate Detail ]</a> <a href="#">[ View Resume/CV ]</a> <a href="#">[ Req. Info ]</a> <a href="#">[ Interview ]</a> <a href="#">[ Reject ]</a> <a href="#">[ Request Engagement ]</a> |
| QA Analyst Level 1 | 23069   | Open                                    | Jack Candidate  | Active      | 52.00 USD | 09/24/08 01:52 PM | <a href="#">[ Candidate Detail ]</a> <a href="#">[ View Resume/CV ]</a> <a href="#">[ Req. Info ]</a> <a href="#">[ Interview ]</a> <a href="#">[ Reject ]</a> <a href="#">[ Request Engagement ]</a> |
| QA Analyst Level 1 | 23069   | Open                                    | Cindy Candidate | Active      | 48.00 USD | 09/24/08 01:49 PM | <a href="#">[ Candidate Detail ]</a> <a href="#">[ View Resume/CV ]</a> <a href="#">[ Req. Info ]</a> <a href="#">[ Interview ]</a> <a href="#">[ Reject ]</a> <a href="#">[ Request Engagement ]</a> |

On the Candidate Details page, you can review all the submitted information – the candidate’s availability, summary of qualifications, responses to the skills that were listed in the req, and the rate. A hyperlink at the bottom allows you to review the resume that the vendor submitted.

| Candidate Details                       |                           |                      |                  |                      |                      |                       |
|-----------------------------------------|---------------------------|----------------------|------------------|----------------------|----------------------|-----------------------|
| Candidate Name:                         | Sally Candidate           |                      |                  |                      |                      |                       |
| Email Address:                          |                           |                      |                  |                      |                      |                       |
| Vendor Candidate Status:                | Available                 |                      |                  |                      |                      |                       |
| Engagement Type:                        | Contract                  |                      |                  |                      |                      |                       |
| Sys. Candidate ID:                      | 18786                     |                      |                  |                      |                      |                       |
| Availability:                           | AVAILABILITY              |                      |                  |                      |                      |                       |
| Summary of Qualifications:              | SUMMARY OF QUALIFICATIONS |                      |                  |                      |                      |                       |
| Interview Date:                         |                           |                      |                  |                      |                      |                       |
| Interviewed By:                         |                           |                      |                  |                      |                      |                       |
| Requirement Details And Candidate Match |                           |                      |                  |                      |                      |                       |
| Skill                                   | Required Desired          | Amount of Experience | Expertise Rating | Candidate Response * | Candidate Experience | Candidate Exp. Rating |
| MS Office Suite                         | Req                       | 2 Years              | Proficient       | Meets                | 2 Years              | Proficient            |
| Database-Mainframe                      | Req                       | 2 Years              | Proficient       | Meets                | 2 Years              | Proficient            |
| Listserv                                | Req                       | 2 Years              | Proficient       | Meets                | 2 Years              | Proficient            |

If you prefer to review several candidates at one time, you have the option to show an abbreviated version of the candidate summary by clicking on the “**More Detail**” link in the candidate summary.

**Candidate Summary**

Search Filter:  [\[ More Detail \]](#)

| Req. Title                                                                                                                                                                                            | Req. ID | Req. Status | Candidate       | Cand Status | Rate      | Cand Created      | Vendor |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|-------------|-----------------|-------------|-----------|-------------------|--------|
| QA Analyst Level 1                                                                                                                                                                                    | 23069   | Open        | Sally Candidate | Active      | 43.75 USD | 09/24/08 02:03 PM |        |
| <a href="#">[ Candidate Detail ]</a> <a href="#">[ View Resume/CV ]</a> <a href="#">[ Req. Info ]</a> <a href="#">[ Interview ]</a> <a href="#">[ Reject ]</a> <a href="#">[ Request Engagement ]</a> |         |             |                 |             |           |                   |        |
| QA Analyst Level 1                                                                                                                                                                                    | 23069   | Open        | Bob Candidate   | Active      | 47.50 USD | 09/24/08 01:54 PM |        |
| <a href="#">[ Candidate Detail ]</a> <a href="#">[ View Resume/CV ]</a> <a href="#">[ Req. Info ]</a> <a href="#">[ Interview ]</a> <a href="#">[ Reject ]</a> <a href="#">[ Request Engagement ]</a> |         |             |                 |             |           |                   |        |

To rank the candidates, click on the heading labeled **Req. ID/Rank**, and Peopleclick will rank the candidates based on a composite score. The composite score is calculated based on the supplier’s response to the skills in the requirement. For example, a candidate that meets all requirements would score a 100, if the candidate exceeded requirements they would score > 100 as illustrated below:

**Candidate Summary**

Search Filter:  [\[ Less Detail \]](#)

| Req. Title                                                                                                                                                                                            | Req. ID / Rank     | Req. Status    | Candidate           | Cand Status                     | Rate      | Desired Employment | Cand Created      | Vendor |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|----------------|---------------------|---------------------------------|-----------|--------------------|-------------------|--------|
| QA Analyst Level 1                                                                                                                                                                                    | 23069              | Open           | Jack Candidate      | Active                          | 52.00 USD | Contract           | 09/24/08 01:52 PM |        |
| Summary: SUMMARY OF QUALIFICATIONS                                                                                                                                                                    |                    |                |                     |                                 |           |                    |                   |        |
| Skills:                                                                                                                                                                                               | MS Office Suite    | (Req, 2 Years) | • (Exceeds 6 Years) | (Expertise Rating - Expert)     |           |                    |                   |        |
|                                                                                                                                                                                                       | Database-Mainframe | (Req, 2 Years) | • (Exceeds 4 Years) | (Expertise Rating - Expert)     |           |                    |                   |        |
|                                                                                                                                                                                                       | Listserv           | (Req, 2 Years) | • (Meets 2 Years)   | (Expertise Rating - Proficient) |           |                    |                   |        |
| Composite Score:                                                                                                                                                                                      |                    |                | 107%                |                                 |           |                    |                   |        |
| <a href="#">[ Candidate Detail ]</a> <a href="#">[ View Resume/CV ]</a> <a href="#">[ Req. Info ]</a> <a href="#">[ Interview ]</a> <a href="#">[ Reject ]</a> <a href="#">[ Request Engagement ]</a> |                    |                |                     |                                 |           |                    |                   |        |

This is a quick way to review candidates. If a candidate does not meet your needs, you have the option to reject the candidate from both the candidate detail and from summary. However, you may wish to delay your rejection of a candidate until you have reviewed all available candidates. When you choose to make the rejection, several choices are available:

**Reject Candidate**

**Candidate Information**

Name: Cindy Candidate Sys. Candidate ID: 18783  
 Sys. Requirement ID: 23069  
 Requirement Title: QA Analyst Level 1

[\[ Back To Candidate Detail \]](#)

**Reject the candidate for the following reason:**

- \*Reason:
- Reject-Duplicate
  - Reject-Not Qualified
  - Reject-Stronger Cand
  - Reject-Rate Issue
  - Reject-Inadequate Info
  - Reject-Not Available
  - Reject-Req Closed/Filled

Comments:

**Reject**

Make the appropriate selection and make any appropriate comments (not required) and click the **Reject** button. This feedback is provided to the suppliers and per DC GOV policy you are required to provide feedback to the suppliers for each candidate submitted.

| Reject Reason              | Meaning                                                                                                                                      |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| REJECT: DUPLICATE          | Reserved for use by ITSA Project Team                                                                                                        |
| REJECT: NOT QUALIFIED      | Candidate did not meet required skills                                                                                                       |
| REJECT: STRONGER CANDIDATE | Other candidate(s) had skills and experience that more closely matched the requirement                                                       |
| REJECT: RATE ISSUE         | Other candidate(s) met the requirement skills at a better bill rate                                                                          |
| REJECT: INADEQUATE INFO    | Not enough information was provided to evaluate the candidate                                                                                |
| REJECT: NOT AVAILABLE      | Candidate was not available for the opportunity                                                                                              |
| REJECT: REQ CLOSED/FILLED  | By default, all candidates that have not been previously rejected will have this status assigned to them upon the filling of the requirement |

## 2.4 Scheduling Interview(s)

From either version of the candidate summary or from the candidate detail, you can request an interview by clicking on the link for **Interview**, then select **Schedule Interview** which allows you to outline the interview information (i.e. date, time, location/phone) for the supplier.

**Interview Schedule**

Candidate Name: Sally Candidate Client Name: Government of the District of Columbia  
Candidate ID: 18786

**Current Interview** [schedule interview]

No current interview scheduled.

Once you've selected **schedule interview**, you can put forth options for the supplier to choose from. Please note, the supplier can only choose one option, but you should provide 2-3 options, spread out (morning selection, afternoon selection, etc.) so that the supplier is more likely to find a time that works with the candidate. Do not provide dates that you have offered to other interviewees, otherwise you could end up double booked.

You have 2 interview types to choose from, Phone and In-person. If you are conducting a phone interview, ask the vendor to provide a phone number where you can reach the candidate. If you are conducting an In-person interview, provide a location where the candidate should report for the interview. The ITSA Project Team will meet your candidate and bring them to you for the interview. Use the detail field to provide any additional information to the supplier/candidate.

**Current Interview**

**Enter Interview Option(s)**

Please enter a date and time you'd like to offer to this candidate for an interview. Feel free to add additional options by clicking on the button to "Add Another Option". The vendor will be allowed to accept one of the options you make available.


\* Date:  (mm/dd/yy)  
\* Time:  \* Time Zone: (GMT-05:00) Eastern Time (US & Canada)   
\* Interview Type: Phone  \* Interviewer:  select clear  
Location:  Phone:   
Details:   
when finished adding all the options you wish to present, click Submit

Upon submission of the interview options, the supplier will receive a notification alerting them to the interview request. They will work directly with the candidate to determine which option works best for the

candidate, and will select that option. Should none of the options work for the candidate, the supplier will reject the request, and provide in the rejection comments when the candidate is available should you decide to reschedule. Either of these actions will trigger a system notification that will be sent to you for your information.

Once the interview is conducted, you are required to mark it as Complete, and provide specific feedback on the interviewed candidate. Should you need to cancel the interview, click the cancel interview link which will notify the vendor of the cancellation.


**Current Interview** [\[complete interview\]](#) [\[cancel interview\]](#)

Interview ID: 934 Interview Status: Interview Accepted 

**Interview Information**

Date/Time: 10/15/2008 09:00 AM Time Zone: (GMT-05:00) Eastern Time (US & Canada)  
Interview Type: Phone Interviewer: Program Manager  
Location: Phone:  
Details: Please provide a phone number where Sally can be reached.  
Vendor Comment: Sally can be reached at 202-555-1212.

**Enter Interview Completion Info**

\* Date:  (mm/dd/yy)  
\* Time:  \* Time Zone:   
\* Interview Type:  \* Interviewer:  [select clear](#)  
\*Comment:  
  


If your initial interview was a phone interview, and you wish to conduct an in-person interview, simply follow the same instructions to schedule the in-person interview.


## 2.5 Selecting a Candidate for Hire

Once you have made your hiring decision, you will then **Request Engagement**. This link is available to you in the candidate summary, under the candidate's name.

**Candidate Summary**

Search Filter: All Active Candidates - With My User ID [ More Detail ]

| Req. Title         | Req. ID | Req. Status | Candidate       | Cand Status        | Rate      | Cand Created      | Vendor |
|--------------------|---------|-------------|-----------------|--------------------|-----------|-------------------|--------|
| QA Analyst Level 1 | 23069   | Intervw     | Sally Candidate | Interview complete | 43.75 USD | 09/24/08 02:03 PM |        |

[ Candidate Detail ] [ View Resume/CV ] [ Req. Info ] [ Interview ] [ Reject ] [ Request Engagement ] 

In the comments field, provide pertinent hiring information to the ITSA Project Team.

**Candidate Information**


Candidate Name: Sally Candidate Sys. Candidate ID: 18786  
Requirement Title: QA Analyst Level 1 Sys. Requirement ID: 23069

[ Back To Candidate Detail ]

**Details:**

\*Subject:

\*Comments:



Once you've submitted the engagement request, the ITSA Project Team will begin the hiring/on boarding process for your candidate. In parallel you should complete the PASS Requisition approval to create the Purchase Order. Once you have received the PO number provide the ITSA Project Team with the number. Should any questions arise feel free to reach out to the ITSA Project Team. Once they have confirmed a start date, the ITSA Project Team will relay that information back to you and engage the candidate in Peopleclick.

## 2.6 Engagement Management

All time for your engaged contractor will be submitted and approved in PASS.

At scheduled intervals, you will receive system notifications asking that you evaluate your contractor. These evaluations are scheduled for 30 days from start and quarterly for the duration of the engagement. Evaluations take less than 5 minutes to do, and provide valuable feedback that is used to evaluate the supplier base to OCTO.

|                  |                           |              |            |
|------------------|---------------------------|--------------|------------|
| Name:            | Jack Candidate            | System ID:   | 18650      |
| Start Date:      | 10/01/2008                | Vendor Name: | OST Global |
| Evaluation Date: | 10/31/2008 (Evaluation 1) |              |            |

| Evaluation Criteria                                                           | Rating             |
|-------------------------------------------------------------------------------|--------------------|
| Attendance<br>Please rate their attendance as one of the following:           | 0 - Not Applicable |
| Punctuality<br>Please rate their punctuality as one of the following:         | 0 - Not Applicable |
| Quality of Work<br>Please rate their quality of work as one of the following: | 0 - Not Applicable |
| Attitude<br>Please rate their attitude as one of the following:               | 0 - Not Applicable |
| Rehire?<br>Would you rehire this contractor? (use 0 for NO, 5 for YES)        | 0 - Not Applicable |
| Total Average:                                                                |                    |

|                                                                          |
|--------------------------------------------------------------------------|
| Final Comments                                                           |
| <div style="background-color: yellow; height: 40px; width: 100%;"></div> |

When the engagement end date approaches for your contractor, the ITSA Project Team will reach out to you to determine next steps.

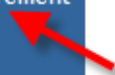
## 2.7 Copying a Requirement

If you have filled a requirement in Peopleclick, you can copy the filled requirement to minimize the editing needed to request another resource. To do so, go to the **Requirements** tab, and change the Search Filter to “*All Inactive Requirements - With My User ID*” and navigate to the **Requirement Details** of the requirement you wish to copy.

| Title                            | Req. ID | Status   | Class                   | # Opn | # Sub. | Req. Created      | Region |
|----------------------------------|---------|----------|-------------------------|-------|--------|-------------------|--------|
| Administrative Assistant Level 1 | 23138   | Pend Apr | Admin Assistant Level 1 | 1     | 0      | 10/06/08 09:33 AM | DC Gov |
| Administrative Assistant Level 1 | 23135   | Pend Apr | Admin Assistant Level 1 | 3     | 0      | 10/03/08 12:10 PM | DC Gov |
| Administrative Assistant Level 1 | 23131   | Draft    | Admin Assistant Level 1 | 1     | 0      | 10/03/08 09:23 AM | DC Gov |
| QA Analyst Level 1               | 23069   | Hold     | QA Analyst Level 1      | 1     | 4      | 09/24/08 01:17 PM | DC Gov |
| Administrative Assistant Level 1 | 22737   | Filled   | Admin Assistant Level 1 | 1     | 1      | 09/05/08 01:21 PM | DC Gov |
| Administrative Assistant         | 22695   | Filled   | Admin Assistant Level 1 | 1     | 2      | 09/04/08 04:04 PM | DC Gov |
| Administrative Assistant         | 22694   | Not Apr  | Admin Assistant Level 1 | 1     | 0      | 09/04/08 03:56 PM | DC Gov |

To copy the requirement, choose the link to **Copy Requirement** from the **Requirement Detail** page, make your updates (i.e. dates, description, skills, etc.) and **Submit the Req. to Open Status**.

Edit Requirement

Copy Requirement 

Candidate Summary

Requirement Settings

Attachments

Comments

Vendor List

### Requirement Class Information

Req. Class: LEGACY : ADMIN : Admin Assistant Level 1

[ [Requirement Class Description](#) ]

### Requirement Details

|                  |                                        |
|------------------|----------------------------------------|
| Client Name:     | Government of the District of Columbia |
| Title/Role:      | Administrative Assistant Level 1       |
| Req. Status:     | Filled                                 |
| No. of Openings: | 1                                      |
| No. Filled:      | 1                                      |



---

### **3 Help from ITSA Project Team**

At any time should you have any question or concerns regarding the VMS, Peopleclick, vendors, candidates or contractors, please reach out to the ITSA Project Team at [ITSA-Support@OSTGlobal.com](mailto:ITSA-Support@OSTGlobal.com)).

## 4 Appendix A

| Technology Type | Definition                                                                                                                                                                                                                                   |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Legacy          | Technologies or skills that are mature and long-lasting in the marketplace. There is generally a higher supply and lower demand for people with these technologies or skills.                                                                |
| Core            | Technologies or skills that are currently commonly found in the marketplace. There is generally an average supply and demand for people with these technologies of skills.                                                                   |
| Emerging        | Technologies or skills that are new or specialized in the marketplace. These may involve a unique or high level of technical complexity. There is generally a higher demand and a lower supply for people with these technologies or skills. |

| Technology Type | Technology Examples                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Legacy          | 4GL programming with PL/SQL, AS/400, CICS, COBOL, Database - mainframe, DB2, DC/DB2, GIS-Digitizing/Scanning/Data Collection, IMS DB/DC, ListServ, Performance Monitoring-mainframe, SAS, SMS & AIX Platform, TSO, Unisys, Visual FoxPro, Visual Source Safe, Powerbuilder, NATURAL & ADABAS, MS Visio, Process Modeling, MS PowerPoint, MS Excel                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Core            | .Net, Visual Studio .Net, ASP .Net, ASP, CADD, Checkpoint Firewall, Cisco, Client Server OS, Cold Fusion, Database - Client Server, DSF, Encryption, Flash, FormWare, GIS - Programming/Analytical (C/S, Web-Development), ESRI, ARINFO, Host Publishing, Imaging Systems (Onbase, Key File, Info Image), Intelligent Transportation Systems (ITS) (Traffic congestion, weather monitoring, programmable signing, pavement sensing, etc.), IQU+1, ISA, Java, JavaScript, JSP, LAN/WAN Support, Lotus Domino, MS ActiveX, MS Access, MS Front Page, MS Project, SQL Server, Netegrety Siteminder, Oracle, Performance Monitoring - C/S, PL/SQL, Visual Basic, Remedy, Security (encryption), Web (Visual Source Safe, Accessibility Standards (ACC Verify, MacroMedia, 506), DreamWeaver, & Homesite, Photoshop, Fireworks, Paint Shop Pro), SOAP, Windows XP, XML (XML, Spy, Data Base Schemas & support & XSLP), Database - Mixed Platform, Servlets, Reporting Tools (e.g., Crystal), OmniPage ProTesting Tools (LoadRunner/WinRunner), Accessibility Standards (ACC Verify, MacroMedia, ITB 508), Adobe Acrobat, C/C#, Com/Com+/DCOM, Data Modeling, SQL, Capacity Planning, Business Process Reengineering, Joint Application Development/Rapid Application Development |



|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Emerging | Sightline, Cognos, Data Center (Unisys OEM), Data Warehouse, EC/EDI, FileNet, GIS - Infrastructure, SAP/PeopleSoft any ERP, SMS 2003, Websphere/MQ Series, Analytical & Technical Architecture (Business Process Mapping w/UML, Enterprise Architect .Net Microsoft, & Enterprise Architect Sparxsystems), Middleware (Open Distributed Transaction Integrator (ODTI, Unisys), WebMethods 6.1, Publish Subscribe, Data Transformation, Asynchronous Messaging & Trading Network suite, Tivoli, Veritas, Business Process Management (complete suites of tools for managing business processes & automated systems supporting those processes.) |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|