Contract User Guide for PRF71

PRF71: Enterprise Temporary Help Services

UPDATED: March 12, 2025

Contract #:	PRF71
MMARS MA #:	PRF71*
Initial Contract Term:	July 1, 2020 – June 30, 2023
Maximum End Date:	Two-year extension to 2025
Current Contract Term:	July 1, 2023 – June 30, 2025
Category Managers:	Hayley Lebert, 617-720-3146, hayley.lebert@mass.gov
	Gerry Dawson, 978-429-4512, gerard.dawson@mass.gov
This Contract Contains:	Small Business Purchasing Program, Supplier Diversity Office (SDO) Business and Prompt Payment Discount Program
UNSPSC Codes:	**80-11-16** Temporary Personnel Service
Updates:	Quote Requirement Specifications and ADA Accessibility Update

*The asterisk is required when referencing the contract in the Massachusetts Management Accounting Reporting System (MMARS).

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Contract Summary

This is a Statewide Contract for Temporary Help Services. Under PRF71, a single Managed Service Provider (MSP) in the vendor neutral space of the labor industry will manage the contract on behalf of the Commonwealth. Under this model, the MSP, serving as the single point of contact for the Commonwealth will access all available and qualified labor providers in the temporary labor market. It is expected that under this model, all pre-registered staffing suppliers are given an equal opportunity to fill each request for labor made by the Commonwealth without the MSP giving preference to a specific supplier. Suppliers or labor providers are selected for each request based on criteria as defined by the Commonwealth. The MSP is restricted from deciding on its own, which orders are routed to any supplier.

This contract does not have minimum quote requirements.

Contract Categories

This contract includes two (2) categories of services as listed below:
Category 1:   Main Service
Category 2:   Other Service

Eighty percent of the Commonwealth's concentration of spend for temporary help services falls within the job classifications in Category 1.

Benefits and Cost Savings

Statewide contracts are an easy way to obtain benefits for your organization by leveraging the Commonwealth's buying power, solicitation process, contracting expertise, vendor management and oversight, and the availability of environmentally preferable products.

This MSP will allow for the Commonwealth of Massachusetts to benefit from the competition and quality of labor that exists among the vast number of suppliers that currently exist in the temporary labor market whilst not having a competing interest of its own as the MSP is itself is not an employer of temporary labor. Other cost reduction drivers include:

- Centralized Order Management for reduced costs – Single point of contact
- Rates are inclusive of all vendor travel considerations and other ancillary charges
- Rates are inclusive of vendor costs associated with providing candidates
- Electronic Timecards and Consolidated Billing that saves time and expenses
- Dedicated Vendor Management System (VMS) for PRF71 and its buyers
- 30% of total program spend is expected to come from diverse suppliers
- Volume Discount: 0.5% for all programs spend after realizing an initial $6M in total spend.

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- Prompt Payment Discount

Find Bid/Contract Documents

- To find all contract-specific documents, including the Contract User Guide, Request for Response (RFR), specifications, price sheets and other attachments, visit COMMBUYS.com and search for PRF71 to find related Master Blanket Purchase Order (MBPO) information.

Who Can Use This Contract

Applicable Procurement Law

Executive Branch Goods and Services: MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00;

Eligible Entities

Please see the standard list of Eligible Entities on our Eligible Entities Which May Use Statewide Contracts webpage.

Subcontractors

The awarded vendor's use of subcontractors is subject to the provisions of the Commonwealth's Terms and Conditions and Standard Contract Form, as well as other applicable terms of this Statewide Contract. Combined, subcontractors will provide service to all counties within the Commonwealth of Massachusetts. The below are the sub-contractors currently associated with this contract. This list will be continuously updated as additional suppliers are added.

Vendor Name	Diversified Supplier*	Central Location
Sigma Systems	Yes	Marlborough, MA
Infojini	No	Boston, MA
Vajrasoft	Yes	Birmingham, AL
IT Mantra	Yes	Wellesley, MA
The Resource Connection	Yes	Middleton, MA
CQ Personnel dba Back Bay Staffing Group	Yes	Boston, MA
Cleary Consultants	Yes	Boston, MA
Hire Initiatives, Inc.	Yes	Newburyport, MA
Hire Partnership	Yes	Boston, MA
Bethel Staffing	Yes	Worcester, PA
KNF&T	No	Boston, MA
Dutech Systems	Yes	Reading, MA
United Personnel Services	Yes	Springfield, MA
Professional Staffing Group (PSG)	No	Boston, MA

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Resource Logistics	Yes	East Brunswick, NJ
ACE Employment Services	No	Boston, MA
Preferred Staffing & Recruiting	No	Newton, MA
Stafforward	Yes	Indianapolis, IN
Complete Staffing Solutions	No	Marlboro, MA
WinterWyman	No	Bedford, MA
Partnership Employment	No	Worcester, MA
RightWorks	Yes	Austin, TX
Johnson & Hill Staffing	Yes	West Springfield, MA
Bucher & Christian Consulting Inc.	Yes	Indianapolis, IN
Indu LLC dba intiGrow	Yes	Duluth, GA

The subcontractors listed above may or may not be certified by the Supplier Diversity Office (SDO), however will work to obtain a Massachusetts certification during the life of the Contract.

Supplier Diversity Requirements

OSD provides up-to-date information on the availability of diverse and small businesses on statewide contracts through the Statewide Contract Index available on the COMMBUYS home page. See the "Programs (SDO and SBPP)" tab for current certification and small business status of contractors on this contract.

Pricing, Quote and Purchase Options

Purchase Options

The purchase options identified below are the only acceptable options that may be used on this contract:

- Purchases made through this contract will be direct, outright purchases
- This is a fee for service contract

Pricing Options

- **Ceiling/Not-to-Exceed:** Contract discounts and other pricing published under the contract represents "ceiling" or "not-to-exceed" pricing and may be further negotiated.
- **Pricing Markup for Temporary Help Services Categories**
  - The hourly pay rate charged to any Commonwealth eligible hiring entity will be based upon a maximum mark-up (36.5%) of the hourly pay rate for the temporary help worker. Markup is the fee charged over and above the hourly wage paid to the temporary help worker.
- **Pricing Direct/Executive Hire**

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- A direct-hire or contingency fee is paid to Sevenstep for the service provided, until the candidate represented by Sevenstep accepts and starts a position with the Eligible Hiring Commonwealth Entity. The fee for this service will be presented as a percentage of the hired candidate's annual starting salary only after a candidate begins employment at the Commonwealth.

- **Project Based Compensation**
  - Sevenstep may be asked by an Eligible Hiring Entity to provide a project-based price instead of what has been established by the hourly rate. Under such requests Sevenstep must include any and all ancillary services in the project price. Eligible Hiring Entities under no circumstance will pay for additional services related to project-based procurements outside of what has been agreed beforehand.

- **Conversion Policy**
  - Sevenstep must arrange with its suppliers to follow the conversion policy for hiring a Temporary Help Worker as a state employee, without a fee to the Commonwealth after the individual has fulfilled any Commonwealth or eligible entity assignment generated from any contract resulting from this contract.
    - 30 days – 15%
    - 60 days – 10%
    - 90 days – 5%
    - Over 90 days – None

Product/Service Pricing and Finding Vendor Price Files

Product pricing may be found [here](#).

Setting Up a COMMBUYS Account

COMMBUYS is the Commonwealth's electronic Market Center supporting online commerce between government purchasers and businesses. If you do not have one already, contact the COMMBUYS Help Desk to set up a COMMBUYS buyer account for your organization: (888)-627-8283 or OSDhelpdesk@mass.gov.

When contacting a vendor on statewide contract, always reference PRF71 to receive contract pricing.

Quick Search in COMMBUYS

Log into COMMBUYS and use the Search box on the COMMBUYS header bar to locate items described on the MBPO or within the vendor catalog line items. Select Contract/Blanket or Catalog from the drop-down menu.

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How To Purchase From The Contract

All eligible entities must submit and approve their temporary help request through Sevenstep's Web Portal - VectorVMS. For instructions on how to do this, please review the PRF71 SOW Instructions, the job aid provided in Appendix C or contact Sevenstep. SOW instructions can be found by navigating the MBPO's attachment tab in COMMBUYS. Awarded vendor may be contacted at Commonwealth@sevensteprpo.com.

Purchase via VectorVMS

- Entities with a temporary hiring need should submit their request via VectorVMS. The request should include a thorough job description, skills required, qualifications and geographic location. Sevenstep MSP will reach out to conduct an intake call to further understand your needs and preferences.
- Access and information related to Vector VMS and Sevenstep can be found at commonwealth.sevensteprpo.com
- Sevenstep's VMS tool (Vector) will track all temporary worker assignments start and end dates – therefore a report can be requested from Sevenstep to identify duration of each temporary worker (Hiring Managers will also receive email reminders).
- Use the rate card posted under the attachment tab in COMMBUYS. PRF71 rate card only lists hourly ceiling pay rates and bill rates. Discuss your needs with Sevenstep during the intake call to get the right candidate with the right level of experience and at the best value.
- Entities may request project-based pricing instead of the bill rate that will be based on an hourly rate and include all ancillary services in the project price.
- Entities should never pay more than the maximum markup rate of 37% above the pay rate.
- Entities must adhere to the Commonwealth HRD Policy effective 1/1/2014 as in Appendix A.

How to Purchase from PRF71 MBPO through COMMBUYS

- Submit and approve your temporary help request through Sevenstep's Web Portal as described above.

    - **Once Logged into COMMBUYS, select DOCUMENTS > REQUISITIONS > NEW**

- **General Tab**
    - In the drop-down menu for **Requisition Type**, be sure to select "Release."
- **Items Tab**
    - Select **Search Items** and click the + to open **Advance Search** fields Next type "PRF71" into the **Description** field and Find It! (alternatively, you can also search by Vendor Name)
    - Review the **Item Description** to identify the temporary help job category you have requested through Sevenstep's vendor Web Portal

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- Select and add **Quantity** for the temporary help job category.
- Click **Add to Req. & Exit** or **Add to Req. & Next** if you need to add more items.
- For each line item added to the Requisition you will need to add Catalog Price/ Unit Cost. To do so click **Enter Info**. Catalog Price/ Unit Cost should be the agreed upon Bill Rate for the position.

- **In the Attachment Tab**, you will need to attach the following:
  - Statement of Work from Sevenstep's Portal
  - Candidate(s) Resume *(This information is only viewed by you and the vendor)*
  - Any other document(s) at your discretion

- **Summary Tab**
  - Review and Send for Approval
  - Once the Requisition has been approved, the user can then convert to PO and send the order to the vendor.

- **Document items in COMMBUYS that have already been purchased**

  PRF71 contract allows buyers to document a contract purchase in COMMBUYS that already has taken place through a Request for Payment Authorization (RPA) Release Requisition. It also allows MMARS users to easily keep track of spend. NOTE: MMARS and COMMBUYS do not interface – payment request and invoice should be reported in both MMARS and COMMBUYS separately.

  For a description of how to complete this purchase in COMMBUYS, visit the *Job Aids for Buyers* webpage, and select:
  - The COMMBUYS Requisitions section and choose the *How to Create an RPA Release Requisition* job aid*.

Instructions for MMARS Users

MMARS users must reference the MA number in the proper field in MMARS when placing orders with any contractor.

NOTE: Sevenstep's parent company is Motion Recruitment Partners. Under the Motion Recruitment umbrella, there is Sevenstep, Jobspring and Workbridge. The Commonwealth has another contract established with Motion Recruitment Partners DBA Jobspring. For this contract (PRF71), it is Motion Recruitment Partners doing business as Sevenstep.

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Contract Exclusions and Related Statewide Contracts

PRF71 excludes the following service categories:

- Information Technology Services
- Service categories related to direct care to patients

If the needed temporary help job classification cannot be found in the rate card, it is recommended to contact Sevenstep directly to inquire if it is available for purchase on this contract. A buyer may also contact the Contract Manager to inquire further. If the temporary help meets the scope of the contract category, the vendor may be able to add it with prior approval from the OSD Contract Manager.

Emergency Services

Many statewide contracts are required to provide products or services in cases of statewide emergencies. ML - 801 CMR 21 defines emergency for procurement purposes. Visit the Emergency Response Supplies, Services and Equipment Contact Information for Statewide Contracts list for emergency services related to this contract.

Additional Information/FAQs

Background/CORI checks

All temporary labor will be subject to background or/and CORI checks based on the level of clearance required for different entities. If after a candidate who has been recommended for hire by Sevenstep, has failed to clear the required background checks, the hiring manager will request another candidate. The hiring manager's denial of the candidate based on the results of a background check should never include any details or specifics regarding why a candidate did not pass the background check. Vendors and subcontractors should not ask further questions from the hiring manager regarding what specifically within the results of the background check resulted in the denial of the candidate.

Geographical Service Area

Sevenstep will provide services to all the counties in Massachusetts.

Other Discounts

- **Prompt Pay Discounts:** A discount given to the buyer if paid within a certain time period. These discounts may be found in the Vendor List and Information section below. All discounts offered will be taken in cases where the payment issue date is within the specified number of days listed by vendor and in accordance with the Commonwealth's Bill Paying Policy. Payment days will be measured from the date goods are received and accepted / performance was completed OR the date an invoice is received by the Commonwealth, whichever is later to the date

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payment is issued as an EFT (preferred method) or mailed by the State Treasurer. . The date of payment "issue" is the date Volume Discount:

- 4% - If payment is issued within 10 days
- 2% - 15 days
- 1% - 20 days
- 1% - 30 days
- **Volume Discounts:** Sevenstep to provide a 'blanket' discount on markup of 0.5% for all program spend after realizing an initial $6M in total spend. This discount applies to the life of the contract, and all spend after $6M.

Performance and Payment Time Frames Which Exceed Contract Duration

All term leases, rentals, maintenance or other agreements for services entered into during the duration of this Contract and whose performance and payment time frames extend beyond the duration of this Contract shall remain in effect for performance and payment purposes (limited to the time frame and services established per each written agreement). No written agreement shall extend more than 6 months beyond the current contract term of this Statewide Contract as stated on the first page of this contract user guide. No new leases, rentals, maintenance or other agreements for services may be executed after the Contract has expired.

Transition from PRF57 to PRF71

- All employees who are employed through The Resource Connection (TRC) prior to June 30, 2020 may continue their engagement through TRC up to December 31, 2020
- As of December 31, 2020 all employment activities with TRC should end.
- As of July 1, 2020 all new requests for temporary employees shall be made through Sevenstep through their VectorVMS portal. Information on how to conduct this process can be found here.
- All requests for employment to commence on July 1, 2020 shall be made between June 24-30, 2020 with Sevenstep (with exceptions for urgent, last-minute or same day requests). This should be made by way of the Vector VMS portal as above.
- Sevenstep will provide training prior to and after go-live of July 1, 2020 and will have office hours for one-on-one assistance for requests. Please make requests to Commonwealth@sevensteprpo.com.

Escalation Procedures

It is the aim of the Sevenstep MSP to resolve any and all issues that may arise during the day-to-day operations of the engagement. Any issues that arise through the MSP will be logged into the Program Management Log and then brought to the attention of the Commonwealth of

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Massachusetts on an on-going basis. Issues beyond the capabilities of the Sevenstep MSP which require support by VectorVMS will be solved via a request ticket.

The Sevenstep MSP will escalate to the Commonwealth OSD in the following areas:
- When candidate submissions by Suppliers are insufficient for the Hiring Manager need
- When Suppliers are not following the hire conditions associated with a given assignment
- Suppliers not adhering to the business processes of the MSP program
- Any other areas of concern that could affect the Commonwealth's strategic goals or project timelines

Hiring Managers should submit all queries to Sevenstep's Contract Manager who will route through the following escalation hierarchy:

TOPIC	RESPONSIBLE	CONTACT INFORMATION
All Supplier-related issues and questions from current and prospective Suppliers	**Kate Orlando** Sevenstep – Program Manager	Phone: 617- 340-6499 commonwealth@sevensteprpo.com
Overall Commonwealth/Sevenstep Temp Labor Program Direction	**Kate Orlando** Sevenstep – Program Manager	Phone: 617- 340-6499 commonwealth@sevensteprpo.com
	Kate Orlando Sevenstep – Program Manager	Phone: 617-340-6499 commonwealth@sevensteprpo.com
	Kate Orlando Sevenstep – Program Manager	Phone: 617-340-6499 commonwealth@sevensteprpo.com
Procedural / navigational issues and questions on the use of the VMS	**Kate Orlando** Sevenstep - Senior Manager	Phone: 817.437.8930 commonwealth@sevensteprpo.com
Supplier Contracts	**Ryan Borgen** Sevenstep – Senior Manager	Ryan.Borgen@sevensteprpo.com

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| Commonwealth of MA Sponsor - escalation point for issues unresolved - contract issues | **OSD Contract Managers** Strategic Sourcing Operational Services Division | See Contract Manager contact details |

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Strategic Sourcing Team Members

- Donna Poulos   HRD
- Mary Murray   DOR
- Judith Johnson   DOR
- Kathryn Duarte   DOR
- David Harvey   DPH
- Selina Johnson   MassDOT
- Alyssa Sciuto   DCIJS
- Mike Chandrankunnel   EHHS
- Maureen Hagerty   VET
- Natalie Obas   DCAMM
- Gerard (Gerry) Dawson   OSD
- Hayley Lebert   OSD

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Vendor List and Information*

Vendor	Master Blanket Purchase Order #	Contact Person	Phone #	Email	Counties	Discounts (PPD, Dock Delivery, Other)	MBE MWBE WBE Veteran	SDP Commitment Percentage
**Master Contract Record Vendor: All contract documents)	PO-19-1080-OSD03-OSD03-19329	Hayley Lebert	617-720-3146	hayley.lebert@mass.gov	N/A	N/A	N/A	N/A
Sevenstep		Kate Orlando	617-340-6499	commonwealth@sevensteprpo.com	All	PPD, Volume Discount	Yes	30%

*Note that COMMBUYS is the official system of record for vendor contact information.

**The Master Contract Record MBPO is the central repository for all common contract files. Price files may be found in the individual vendor's MBPO.

The Sevenstep team:
- MSP Coordinator – Cynthia Anderson
- MSP Senior Coordinator – Christal English
- MSP Program Coordination Business Partner – Matthew Whitcomb
- MSP Program Manager – Kate Orlando
- Senior Manager, MSP Programs – Ryan Borgen
- Executive Director, Sevenstep – AnaMarie Divito

Team Email: Commonwealth@sevensteprpo.com

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Appendix A: Commonwealth of Massachusetts Human Resources Division (HRD) - Temporary Worker Policy - Effective 1/1/2014

Scope
For the purposes of this policy, temporary employment is considered to be separate and distinct from contract and seasonal employment. This policy applies only to positions that fall within the Office of the State Comptroller object code J46. It does not apply to temporary workers who may be hired to perform information technology work. It is recommended that state agencies consult with ITD when hiring temporary workers to perform IT duties.

Definition
Temporary workers are defined as individuals who are engaged through a third-party vendor to fill positions that are temporary in nature. Temporary workers should not work more than 52 weeks without approval from the Secretariat-level Human Resources Director. Contract employees are individuals who do not occupy state positions, nor contribute to the State Retirement System or group insurance programs, but who must contribute to the Alternate Retirement System. Contract employees have employee-employer relationships pursuant to individual contracts with the Commonwealth. Contract employees are paid through the payroll system, have tax withholdings, and other deductions.[1]

Process for Hiring Temporary Workers
Hiring of temporary workers is subject to Operational Services Division (OSD) requirements. Among other things, OSD requirements state that Executive Departments must use statewide contracts, if available, for commodities and services unless there is a prior written approval from the State Purchasing Agent. The process that agencies must follow when requesting this approval is explained in OSD Policy Guidance 05-19.

Allowable Reasons to Hire Temporary Workers
Acceptable reasons to hire a temporary worker may include the following:
- To assume the job duties of an employee who is on leave due to Family and Medical Leave Act (FMLA) leave or any other period of extended leave;
- To provide continuity of services during an emergency situation;
- To work on a project or task that is anticipated to be for a defined period of time (not to exceed 52 weeks without the approval of the Secretariat-level Human Resources Director) where it is impracticable to hire a regular state employee. If during the course of a temporary project or task, it becomes clear that the project or task is more permanent in nature, the agency must take action to hire permanencies' employees to work on the project consistent with ANF budget and policy guidelines.

Compensation

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Temporary workers shall be compensated by the third-party vendor and shall not be eligible to receive benefits provided by the state to permanent state employees (e.g., health insurance, retirement benefits, etc.)

Cannot Hire Temporary Workers to Circumvent Other Rules, Policies, and Laws
- An agency may not hire a temporary worker as a substitute for or to avoid filling a vacant position that would otherwise be filled by a permanent hire or to circumvent other rules, hiring caps, or policies that govern hiring Commonwealth employees or contracts staff.
- Temporary workers may be hired on a short-term basis for a period not to exceed 52 weeks without approval from the Secretariat-level Human Resources Director or his /her designee and/or Labor Relations personnel or other appropriate reviewer designated by the agency.
- Secretariat-level Human Resources Directors or their designees shall conduct an annual review of all temporary worker appointments in agencies within their Secretariat. When an agency has the need to employ a temporary worker for more than 52 weeks, the Secretariat-level Human Resources Director or his/her designee may approve the extension.
- If an agency has hired temporary workers to work on projects funded by capital funds or federal funds which restrict the hiring of full-time, permanent employees, a notation should be recorded in the agency's internal files reflecting this to be the reason for the hiring of any temporary workers.
- HRD reserves the right to audit agency's use of temporary workers at any time. Agencies not in compliance with this policy will be notified and must become compliant immediately.
- This policy is not intended to supplant any existing Commonwealth policies governing the hiring of contract and/or seasonal employees.

Questions & Answers
Question: If an agency hires a temporary worker for a three- week project and, at the conclusion of the project, wishes to retain the temporary employee for another four- week project, how does that get counted towards the 52- week period under the policy?
Answer: The 52-week temporary employment period is intended to be project-specific rather than individual specific. If Temporary Project #1 is completed after three weeks and the agency wishes to hire a temporary employee for Temporary Project #2, then a new 52-week period would apply to Temporary Project #2 (even if it hires the same temporary employee who worked on Temporary Project #1).

Question: What if an agency has hired a temporary worker to work on a task not to exceed 52 weeks and the temporary worker leaves because s/he has found permanent employment elsewhere? If the temp agency sends a new employee to complete the task, does that start a new 52-week period?

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Answer: As previously indicated, the 52-week temporary employment period is intended to be project or task-specific. So, if one temporary worker leaves before the project or task is completed and another temporary worker is hired to complete the project or task, it will all count towards the same 52-week maximum.

Question: Can an agency fill a particular position (e.g., receptionist) by hiring a different temporary worker every 52 weeks year after year?
Answer: No. Under the Temporary Worker Policy, a temporary worker may not be hired as a substitute for or to avoid filling a vacant position that would otherwise be filled by a permanent employee. Temporary workers are only intended to fill staffing needs that are for a specified duration. If an agency determines that its particular staffing need is continuous or cyclical in nature, then it should consider hiring a permanent or seasonal employee consistent with ANF budget and policy guidelines.

Question: What if the particular assignment is temporary but the agency knows from the outset that the project will exceed 52 weeks?
Answer: If the agency has determined that it cannot fill the position with a contract employee, then it may hire a temporary worker and, at the end of the 52 week temporary employment period, extend the temporary worker as necessary after approval by the Secretariat-level Human Resources Director or his/her designee.

Question: What if an agency realizes that the need for a temporary worker, originally intended to be less than 52 weeks, will now be greater than 52 weeks?
Answer: The agency must file with their Secretariat-level Human Resources Director a request to extend the services of a temporary worker beyond the 52-week period at least 45 days prior to the end of the 52 week period.

Question: Can an agency hire a temporary worker into a permanent position?
Answer: Any permanent hires must be done consistent with existing budget, human resource and policy guidelines. In addition, the agency must ensure that hiring the temporary worker into a permanent position would not violate any provisions of the temporary help contract used to secure the services of the temporary worker.

Question: Can a temporary worker supervise the work of a regular, permanent employee?
Answer: No.

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Appendix B: Hourly Bill Rates and Pay Rates Effective for Requisitions Submitted on or After 10/02/2023

Job Title	Maximum Bill Rate (Amount your Agency will pay Sevenstep)	Mimimum Pay Rate (Minimum amount temp worker will be paid*)
Accountant	$41.40	$30.33
Accountant - Sr	$58.06	$42.53
Accounting Support	$31.10	$22.79
Administrative Assistant - Sr	$47.11	$34.51
Administrative Support	$27.04	$19.81
Administrative Lead**	$54.60	$40.00
Buyer	$41.33	$30.28
Research Policies and Data Analyst	$44.38	$32.51
Talent Acquisition Specialist	$39.43	$28.89
Certification Coordinator	$41.63	$30.50
Clerical Support	$31.10	$22.79
Clerical - Lead**	$34.13	$25.00
Communications Specialist	$34.74	$25.45
Customer Service	$26.64	$19.52
Customer Services - Sr	$29.48	$21.60
Data Analyst	$69.66	$51.03
Data Entry Operator	$23.59	$17.28
Data Entry Operator - Sr	$27.45	$20.11
Data Entry - Lead**	$30.03	$22.00
Database Specialist	$63.28	$46.36
Desktop Support	$53.07	$38.88
Dispatcher	$27.29	$19.99
Event Support	$32.92	$24.12
Executive Assistant	$38.64	$28.31
Executive Assistant - Lead**	$40.95	$30.00
Executive Legal Assistant	$52.44	$38.42
Filing Clerk	$26.35	$19.31
Financial Analyst	$48.07	$35.22
Floating Teller	$23.18	$16.99
Grant Coordinator	$53.38	$39.11

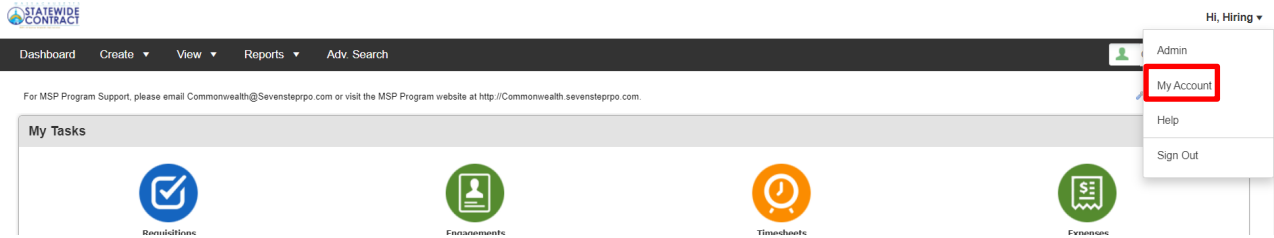**NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.**

Job Title	Maximum Bill Rate (Amount your Agency will pay Sevenstep)	Mimimum Pay Rate (Minimum amount temp worker will be paid*)
Grants Administrator	$61.71	$45.21
HR Coordinator	$43.58	$31.93
HR Generalist	$55.17	$40.42
HR/Payroll Assistant	$28.98	$21.23
Info & Referral Specialist	$24.36	$17.85
Intake Coordinator	$23.21	$17.00
Legal Administrative Assistant	$32.79	$24.03
Legal Specialist	$69.65	$51.03
Light Labor	$22.45	$16.45
Light Labor - Sr	$24.88	$18.23
Medical Admin Assistant	$24.36	$17.85
Medical Admin Assistant - Sr	$28.45	$20.85
Medical Transcriptionist	$23.29	$17.07
Note Taker	$25.01	$18.33
Paralegal	$35.45	$25.97
Paralegal - Sr	$49.76	$36.45
Paralegal - Lead**	$64.16	$47.00
Program Coordinator	$29.55	$21.65
Program Support	$32.92	$24.12
Project Administrator	$44.20	$32.38
Project Assistant	$32.93	$24.12
Project Coordinator	$46.45	$34.03
Project Manager	$61.20	$44.84
Project Support	$29.84	$21.86
Purchasing Clerk	$29.14	$21.35
Receptionist	$26.07	$19.10
Research Analyst	$43.94	$32.19
Research Assistant	$39.81	$29.17
Research Data Assistant	$39.81	$29.17
Stockroom Clerk	$22.52	$16.50
Talent Acquisition Recruiter	$39.40	$28.87
Tax Collector	$35.69	$26.15
Telephonic Operator	$23.41	$17.15
Transcriptionist	$25.25	$18.50

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Job Title	Maximum Bill Rate (Amount your Agency will pay Sevenstep)	Mimimum Pay Rate (Minimum amount temp worker will be paid*)
Writer	$49.24	$36.08

 *Temp worker could receive a higher hourly rate if the subcontract voluntarily reduces their markup.

** Title does not imply a supervisory position.

Appendix C: VectorVMS User Guide

VectorVMS User Guide for Hiring Managers

Below is a step by step guide on how to use VectorVMS, Sevenstep's portal, to support the MSP program at the Commonwealth. VectorVMS also has a very comprehensive help section and user guides within their platform, so please feel free to reference their materials in addition to this guide. To access their reference materials, click the drop-down next your name and select *Help*.
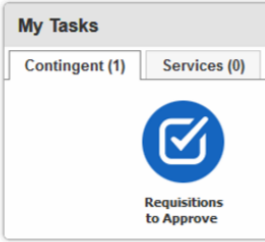
If you have any questions or concerns, please reach out to us at Commonwealth@sevensteprpo.com.

VectorVMS Terminology

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Term	Icon	Definition
User		An individual provided with a VectorVMS user record and login to perform actions or view information.
Requisition		Completed request form outlining requirements for contingent or service (statement of work) assignments.
Candidate		Individual submitted to a contingent requisition or service engagement based on qualifications. May also refer to a worker on assignment (Engaged Candidate).
Engagement		Active (Engaged) record with assignment details; work order.
Vendor		A staffing company who submits and manages candidates/workers. In some programs, this term may also refer to an independent contractor/1099.

Disengage		Termination of assignment (engagement) record (good or bad).
Dashboard	Dashboard	Interactive and configurable home page.
Widgets		Interactive panels that provide actionable data. Standard widgets are applied to each user's dashboard, however, users can configure their dashboard to add, remove, and move widgets.

Logging In / Dashboard Overview

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.

1. Login here
2. Type in your username (firstname.lastname) password, and i4625 for the organization key and click the Login button
   a. If this is the first time logging in, you will need to reset your password

Please enter your Username and password below.

Username: hiring.manager

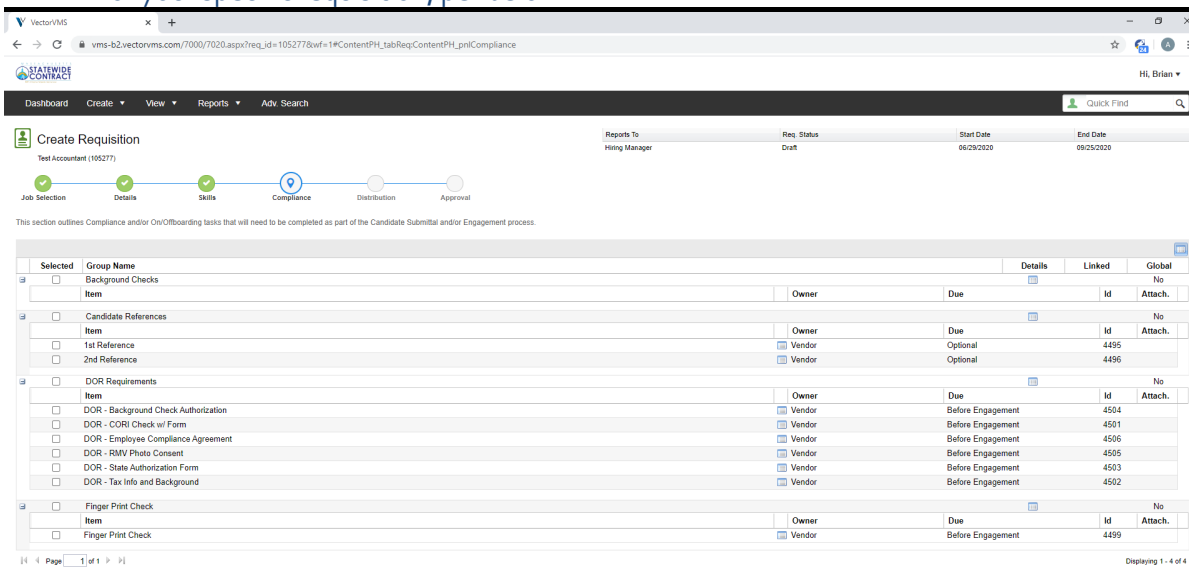Password: ••••••••   Forgot password?

Organization Key: ••••••••

Login

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The below screenshot is what your dashboard should look like upon logging in.

- If you have any tasks to complete, such as requisitions to approve, timesheets or expenses to approve, the icon under *My Tasks* will have a number over it based on the number of items you need complete.
- Under *Current Activity*, you can see your requisitions, candidates, interviews, and engagements. If you click the green arrow icon, it will expand to show you the actual requisitions, candidates, interviews or engagements. You can also just click the box and it will expand to show you.
- The *Alerts (*or calendar) will show you any temporary workers with upcoming end dates, as a reminder or alert.
- The black toolbar has additional options to select, as well as dropdowns with further options.
- The *Quick Find* box allows you to search (quickly), and you can click the Green Person icon to change the selection based on what you are looking for. Example: If you are looking for a requisition you just created, click the green person and select *Contingent Requisition* from the dropdown.

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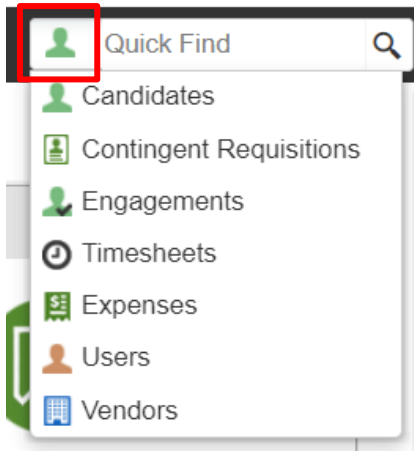
- You can also configure how you'd like to arrange your dashboard view. You can accomplish this by clicking, *Configure Dashboard* (right under the quick find box). You can add content to your dashboard view and change your layout. After you make any changes, click the *Save and Close* button.
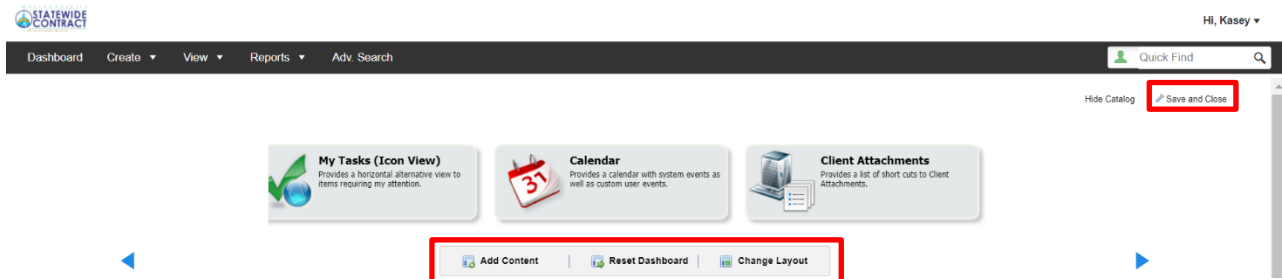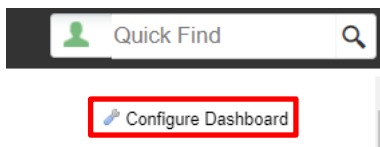
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How to Change Your Password

1. Click *My Account* under your name dropdown on your dashboard.

2. Click *Change User Password.*
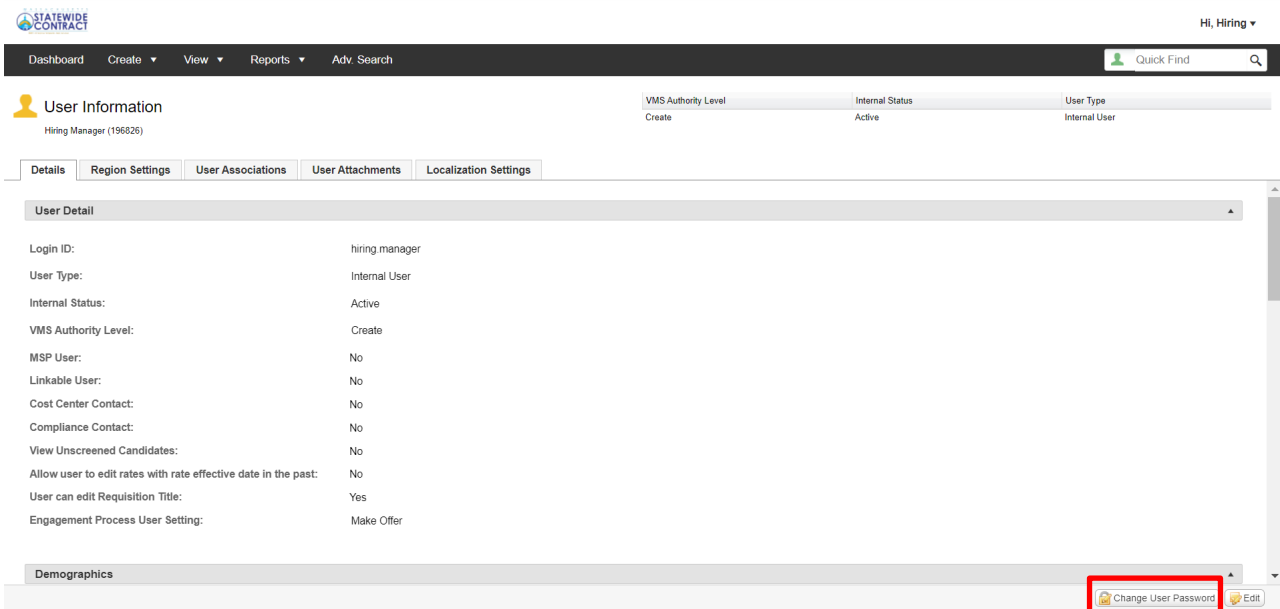
3. Click *Change User Password.* The below will pop up.

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4. Type in your current password, your new password, update your password hint Q&A, if you'd like and Click *Save.*

How to Create a Requisition (Work Order for Temp Help Worker)

1. Click the *Create* dropdown from the black toolbar on your Dashboard and select *Contingent Requisition.*
2. Click the folder with the green arrow icon to further drill down on title of requisition.

3. Click the Green + icon for the job title you want to use for your requisition and Click *Next.*

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4. Begin filling in the requested fields. Any field with a red circle is a required field.

- When you get to the Requisition Description section – you will see a field for a short description and a complete description.
  - The short description should be anything specific or required that we should know about the requisition.
  - The complete description is similar to the actual job description.

- When you get to the Contact Information section, whoever you add in the *Reports To* field will receive email notifications when a temporary worker's assignment is ending.
- The *Client Contact* on the requisition and agreements will be able to see all requisitions and engagements associated with that client contact and this role can be distinct and separate from each *Hiring Manager/Reports To* field.

- When you get to the Required / Desired Skills section – click the Green +Add icon to include any required or desired skills, along with number of years of expeience they should have.

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- Click *Next* after you complete the requisiton details.
- The next screen will show you the compliance tasks that need to be completed as part of the Engagement process.
- You should select the compliance tasks that are required for your specific requisition or need. This is accomplished by clicking on the data sheet icon in the upper right corner of the grid.

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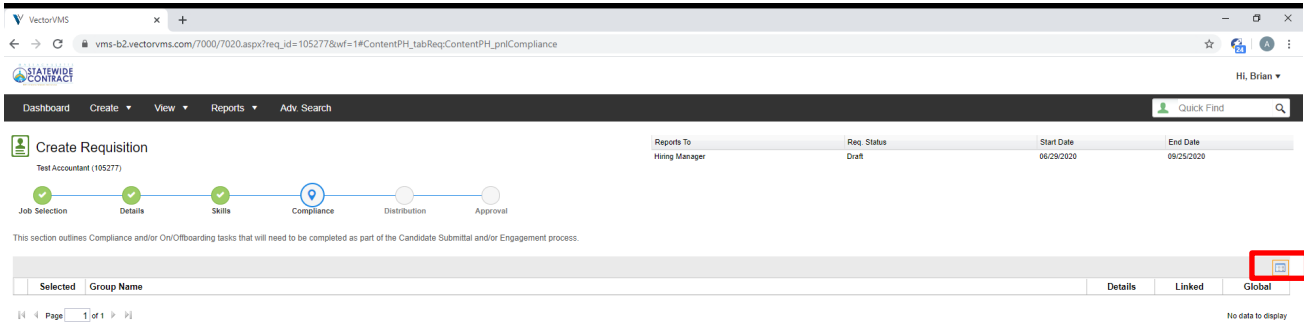
- You will then be presented with a list of compliance options that you can choose from as appropriate for your specific requisition, per below.

- Click *Next*.
  - This will bring you to the final page (approval) before your requistion is complete.
  - The approval path/hierarchy will be specific to each agency and/or Hiring Manager. The MSP will always be the final approver.
5. Click *Submit* to complete your requisiton. The requisition will follow the approval hierarchy for approval before the requisiton is released to suppliers.
   a. You an add atachments to the justificiation of the requisition before submitting it.

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- After you click *Submit*, your rquisition status should be showing as Pending approval. If you click the *Approval/History* tab of the requisiton after submittal, you are able to see who the requisiton is sitting with for approval.

- The Hiring Manager and requisition owner will receive an email when the requstion has been aproved. The status will also change on the dashboard

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1. There are two ways to view submitted candidates:
   a. By Clicking *View > Candidates* from the black toolbar, or
   b. By Clicking *Active Candidates* from *Current Activity* on your Dashboard.
2. You can click the candidate's name to review the candidate and all of their details.

Note: You can also easily compare submitted candidates by clicking the *Compare Candidates* button on the bottom of your screen.

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- You can use the toggle on the left-hand side of the screen or click the green + icon to choose your selection criteria you want to use to compare the candidates.

- You can see as you chose your selection criteria, the candidates who don't meet the criteria are

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grayed out.

This is a helpful tool for Hiring Managers to narrow down the candidate pool.

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Select Candidate to Interview

1. View your candidates (by following the step above).
2. If you are a Hiring Manager who prefers to interview your candidates:
    a. Click the *Actions* icon/dropdown next to the candidate you would like to interview and Select *Interview* (and proceed to the next step; inputting interview availability).
3. If you are a Hiring Manager who does not want to interview your candidates and would like the MSP to interview your candidates:
    a. Click *Forward* next to the candidate you would like to interview to share with the Program Manager.
    b. Input the Commonwealth@sevensteprpo.com email address into the alternate emails field, include a subject line and comment and click *Send*.
    c. The Program Manager will work with the supplier from there to schedule and conduct the interview.

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Input Interview Availability

NOTE: You only need to complete this step if you plan on interviewing the candidate versus having the MSP handle the interview process.

1. Click on the Candidate Name for the candidate you would like to interview and Click *Add Interview Option*.

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2. Input the date, time, interview type, any additional interviewers, and location. In the details field, you can include anything the candidate should be aware of for their interview.
   a. The time zone field should default to Eastern Time.
   b. There are only two options for interview type (phone or in-person), if you would like to use Zoom, Go To Meeting, etc. for your interview, select phone as the interview type and input the Zoom (or whichever technology you are using for the interview) information including login info in the details field.
3. You can either Click *Submit* or *Add Another Option*.

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- The interview request will be sent to the supplier who will then confirm the interview details with the candidate. Upon acceptance of the interview request, the Hiring Manager will be notified via email.

Provide Interview Feedback

1. To provide interview feedback on a candidate, click the box with the number next to *Interviews Accepted* under Current Activity on your dashboard.

2. Click the clipboard with the green arrow icon and select *Interview* or click the candidate's name and go to the interview tab.

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3. Click the clipboard with green arrow icon under *Actions* and select *Complete.* You have to mark the interview as complete in order to provide feedback.

4. After marking the interview as *Complete*, the below will pop up and you can add your interview feedback into the *Comment* field and click *Submit*.

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Select Candidate for Offer

1. Click on the Candidate Name for the candidate you would like to make an offer to and Click *Make Offer.*

2. Input "Candidate Name – Offer" in the *Subject* field, input start and end date and other pertinent

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information in the *Comments* field.

3. Click *Send.*
4. This will then go to the Sevenstep MSP team to review, approve, and submit to the Supplier.
5. The supplier will then review the offer and approve or reject the request.
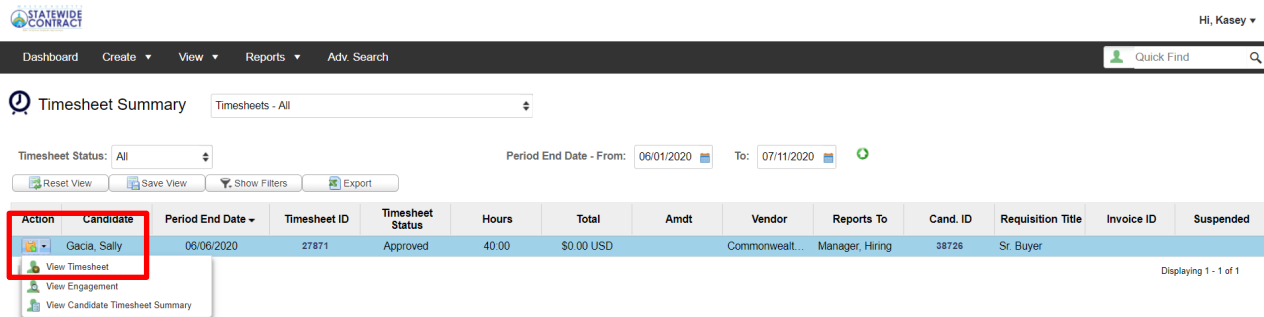
Timesheet Approval

1. If you have any timesheets to approve, you will have a number on the *Timesheets to Approve Icon* on your Dashboard, but you can also check by going to *View* on the black toolbar and selecting *Timesheets.*
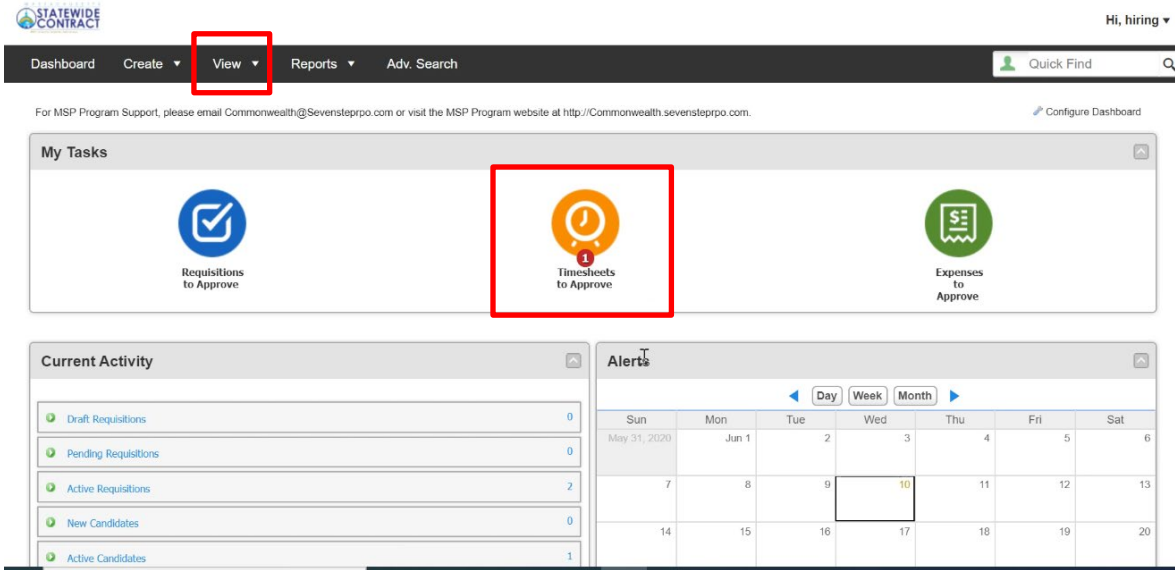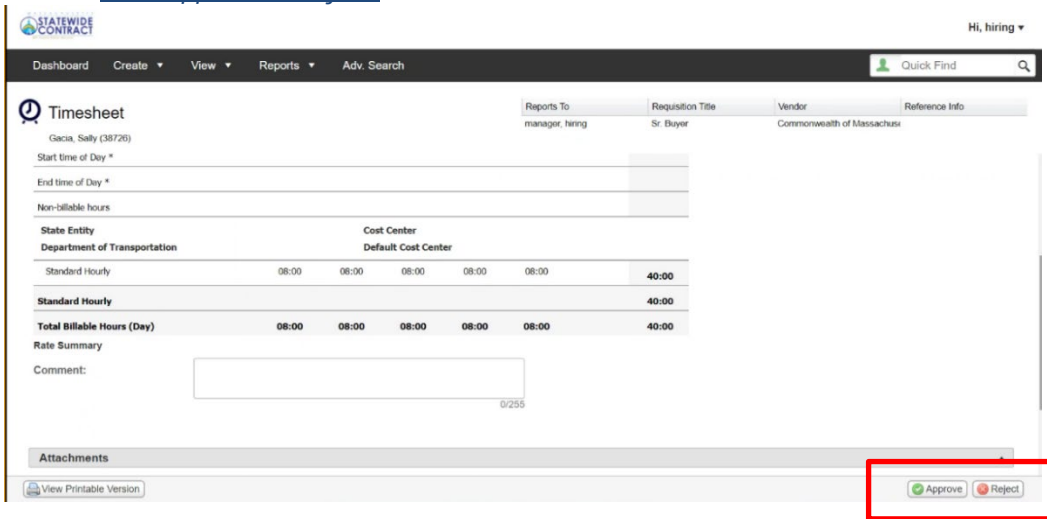

2. Click *Action* (folder with green arrow) and select *View Timesheets.*

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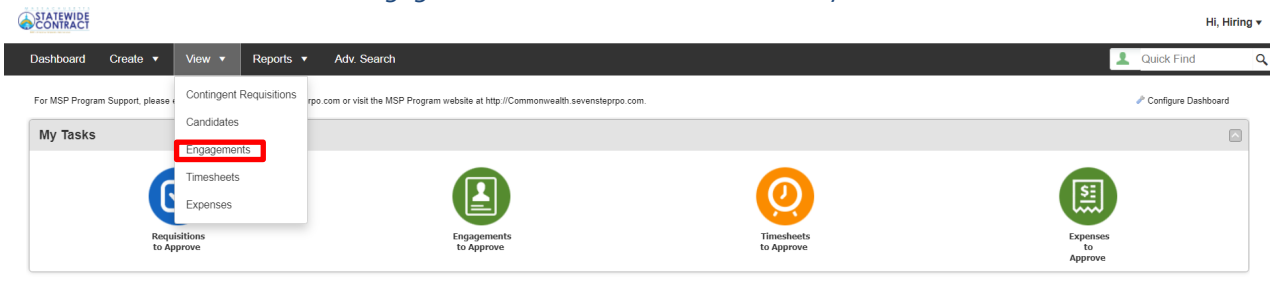
3. Click *Approve* or *Reject.*

NOTE: You can approve (or reject expenses) the same way you do for timesheets but click *Expenses* instead of *Timesheets*.

Extend Engagement

1. Click *View* and select *Engagements* from the black toolbar of your dashboard.

2. Click the *Candidate Name* or Click the *Action* dropdown and Select *View Engagement* for the Candidate you would like to extend their engagement. Either way it is going to bring you to the Engagement Screen.
3. Click the *Clipboard with green arrow dropdown* and Select *Extend Engagement*.

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4. You will get the below pop-up and Click *Yes*.

5. It will now allow you to edit the extend through date field under Engagement Details in the candidate's record.

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6. Either type in or select the new end date for the engagement in the *Extend Through Date* field.
7. Enter a Change Reason in the *Change Reason* field.
8. Click *Save*.
9. The Supplier now needs to accept the extension, so you will see the below pop up. Click *Yes*.

10. The approval hierarchy will show and *Click Submit Changes for Approval*.

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11. After you Click *Submit Changes for Approval,* you will see the engagement status will be changed to Changes Pending Approval.

Vendor	Engagement Status	Req Title	Reference Info
Commonwealth of Massachusett Demo	Changes Pend Approval	Sr. Buyer	Req ID: 105261 Cand ID: 38726

12. Once the approval process is complete, including supplier acceptance, then the change is applied, and timesheets and expenses are eligible for entry up to the new date.

NOTE: Engagements are not extended until all approvals/acceptances are complete.

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End (Disengage) Engagement

1. Click *View* and Select *Engagements* from the black toolbar of your dashboard.
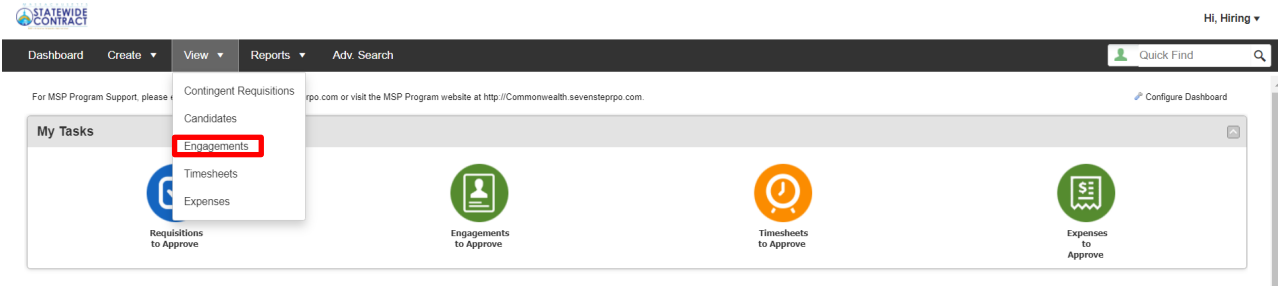
2. Click the *Candidate Name* or Click the *Action dropdown* and Select *View Engagement* for the Candidate you would like to end their engagement. Either way it is going to bring you to the Engagement Screen.

3. Click the *Clipboard with green arrow dropdown* and Select *Disengage Candidate*.
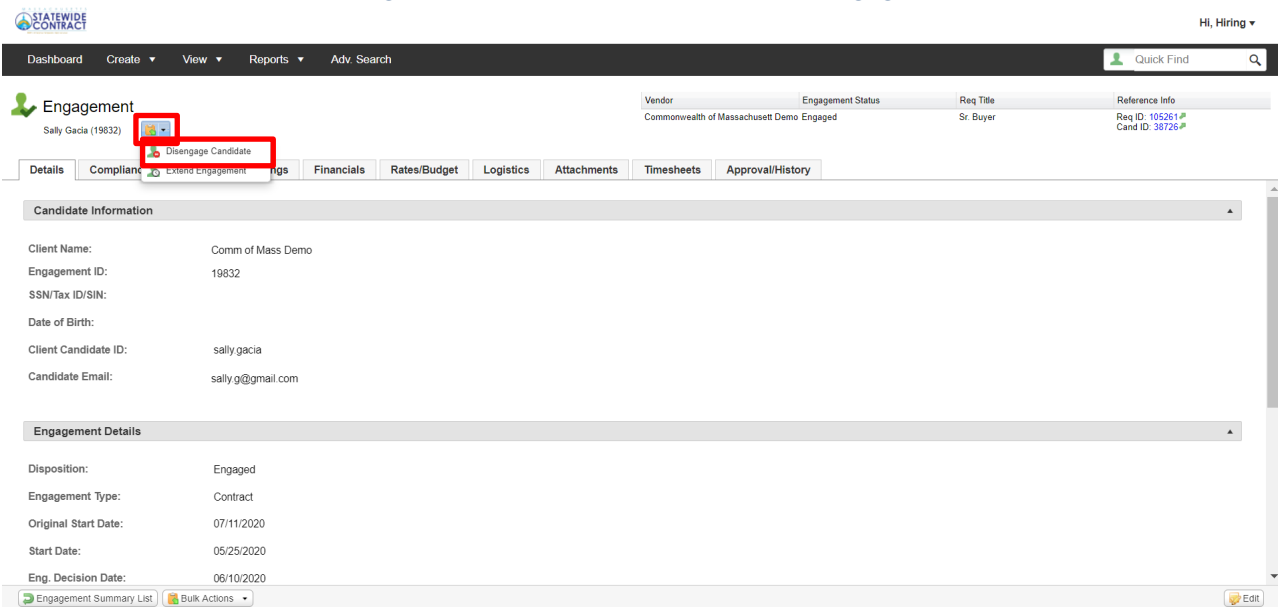
4. You will get the below pop-up.
   a. Select the *Reason* from the dropdown.
   b. Select *Yes* or *No* if they are eligible to return and add *Comment* as to why.
   c. Ensure you have the correct end date in *the Engagement Through Date* field.
   d. Click *Save*

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5. The below will pop up and Click *Continue*.

6. After you Click *Continue*, you should see the candidate shows as being successfully disengaged. Click *Close*.

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Appendix D: Service Categories

Main Service Category:

- Administrative Support to include Executive Administrative Functions
- Customer Service
- Data Entry Operator
- Receptionist
- Paralegal
- Account Support
- Clerical Support

Eighty percent of the Commonwealth's concentration of spend for temporary help services falls within the seven job classifications identified above.

Other Service Category (include but may not be limited to):
- Program Support
- Legal Administrative Support
- Data and Research Analysts
- Project Coordination
- Accounting Position
- Accounting Support
- Medical Administrative Assistant
- Light Labor and Light Industrial Labor
- HR/Payroll Assistant
- Telephonic Operator

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Appendix E: Performance Measures

Sevenstep will be measured by Key Performance Indicators (KPIs) which will include the minimum contractual performance metrics required, as detailed in the following table. Sevenstep is required to maintain scorecards for each state agency as well as an overall performance scorecard. Sevenstep shall adhere to the following service levels in responding to requests for Services:

Performance Indicator	Description	Goal	Performance Target	Calculation	Review Frequency
Job request Confirmation Response Time	Average response time from receipt of request to acknowledgement	1 day*	95%	Number of requisitions which received confirmation within 24 hours / total number of requisitions	monthly
Resume submittal response time	Average response time from receipt of request to delivery of candidates resumes	3 days	95%	Number of requisitions that received resumes to review within 3 days/total number of requisitions	monthly
Request fill rate	Vendor's ability to fulfill requisitions satisfactorily. Where requested, vendor to submit at least 3 resumes for every position requested	100%	95%	# of candidates submitted / # required	monthly
Attrition Rate	Measures resource turnover due to unplanned situations that caused by the State, not including inadequate performance, death, illness or force major events	5%	8%	Number of unplanned turnovers/total number of resources	monthly
Termination Rate	Number of candidates dismissed due to inadequate performance	0%	3%	Number of turnovers due to inadequate performance / total number of resources	monthly
Billable Rates	Vendor's ability to submit candidates below the maximum price agreed in the cost tables	100%	95%	Number of temps hired at below maximum billable rate/ number of temps hired	monthly

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*exception to the 1 day goal made for agencies operating 24 hours a day or for emergency requests- requests that need urgent and immediate attention

Days for this purpose refers to business days.

As required, Sevenstep shall submit reports showing performance indicators, performance targets and actual results achieved. The report shall be provided for each state agency using the contract.

In addition to the KPIs above, Sevenstep will be subject to a monthly customer performance review executed by each agency that hired persons for that period. The review will highlight positive and negative points about the Vendor's processes and resources in order to identify areas for improvement. The hiring manager will review the results and include overall results as part of the supplier's scorecard.

Sevenstep will be allowed a sixty (60) day grace period during the implementation phase of the Contract to ramp up services without scoring on the performance metrics. After the sixty (60) day grace period, report tracking will begin. The first report shall be due by the MSP to the SST team one month after the grace period ends.

Corrective Action Process

Progress meetings shall be scheduled and held with Sevenstep monthly for the first six months of the contract and quarterly for the remainder of the contract regardless of whether or not there are contract violations. These meetings are geared towards managing the supplier relationship and ensuring that the contract is being executed as per the contract's terms and conditions. Contract violations will be documented by the state agencies in which they occurred and submitted to the vendor and the SST team each month for the appropriate action to be taken.

Failure to perform contractual obligations

Failure to perform as per the RFR terms of this contract may result in a corrective action plan, inclusive of termination consistent with the provisions of the Commonwealth Terms and Conditions.

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.

Appendix F: Frequently Asked Questions (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.

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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.

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?

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One Ashburton Place, Suite 1608 Boston, MA, 02108-1552
Tel: (617) 720 - 3300 | www.mass.gov/osd | TDD: (617) 727 - 2716 | Twitter: @Mass_OSD | Fax: (617) 727 - 4527

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/

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One Ashburton Place, Suite 1608 Boston, MA, 02108-1552
Tel: (617) 720 - 3300 | www.mass.gov/osd | TDD: (617) 727 - 2716 | Twitter: @Mass_OSD | Fax: (617) 727 - 4527