SALES AND OPERATIONAL EXCELLENCE CONSULTING

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Text Messages Welcomed

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25+ Years
Staffing Experience
Leadership/Ownership

12 Years
Board of Directors
American Staffing Association

4 Years
Online Job Advertising Monster.com

ccadvisorsgroup.com

1. **What are your 2019 program goals?**
   Goals must be clear and measurable

2. **How can we participate in your vendor mentoring program?**
   Vendor roundtables, industry innovation, operational efficiencies

3. **How do you reward high-performing vendors?**
   New order opportunities – skillset, geography, + new customer programs

4. **What is your rate methodology?**
   Rate Card/Competitive Bid/Mark-up/Margin Management – Why?

5. **What determines the rate for each role?**
   Rate analytics should include employee, contingent, and third-party data
   Benchmark frequency is dependent on market conditions – minimum 1x/year
   Rate deviation process to accommodate specialized/hard-to-fill skills

6. **What's required to move from Tier 2 to Tier 1?**
   Tiering is performance-based and labor market dependent

7. **Which direct sourcing tools has the client engaged?**
   Direct sourcing technology competes with vendors and is a lower-cost option

8. **Please help me understand why the vendor contract is non-negotiable.**
   'Flow-down from the client agreement' is not an acceptable answer. There should be a reasonable accommodation and a spirit of partnership, including a mutual acceptance of risk, and reasonable pricing to ensure long-term sustainability of the program and the vendors, a true collaboration - WIN/WIN.

9. **If we propose alternative contract language, including intent, would it be possible for you to share with the client and get their feedback?**
   An MSP with a spirit of partnership is the vendor advocate, wanting you to be successful as a vendor; therefore, should present to the customer on your behalf. If not, talk to the client, then move-on.

10. **How does the MSP maintain vendor neutrality?**
    Dig deep for specifics if the MSP is part of a larger company with a staffing entity.

11. **Whom should we ask to provide us with three vendor contacts so we can complete our MSP new program reference check?**
    This request is reasonable – don't take no for an answer.

12. **How does the MSP proactively share customer strategic planning?**
    Proactive communication enables vendors to optimize their recruitment budget

13. **How many new MSP customers have the MSP organization won (not acquired) over the last 12 months?**
    Winning new customers demonstrates industry leadership and best practice.

14. **Please share the most recent overall program metric results (i.e., placement timing, MSP and customer response timing, and negative turnover).**
    The answers are valuable to determine if this customer is worth your investment in recruitment resources and sourcing budget.

15. **How long has the MSP onsite team been with the program?**
    Turnover is a sign of poor management.

16. **What is the background of the team reviewing vendor submittals?**
    The person screening the submittal should have recruitment experience for the skills required of the position (i.e., IT candidates reviewed by IT recruiters).

17. **Does the MSP also manage statement of work (SOW)? If yes, how?**
    SOW can open new opportunities for staffing vendors. There are often pricing advantages – contractor rates are sometimes 30-80% higher and by-pass the lower MSP pricing methodology.

18. **How does the MSP manage data protection and confidentiality?**
    Request a copy of the MSP's policy.