|  | **P&E Product Operations**  Owners: jesumorales@ and ayanes@  Last updated: Jan 2022 |
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**AWF Processes – Manager Protocol**

Alternative WorkForce (AWF) employees have different rules we must abide by when it comes to **conversions**, **extensions**, **disciplinary action** or **terminations**. This document acts as a guide for managers on the proper steps they should take when working with AWFs and our supply partners. **When any of these areas need to be addressed, contact the AWF Coordinator and/or AWF advisors first.**

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# **Support Team (ST)**

* AWF Procurement team support: [awf-advisors@ebay.com](mailto:awf-advisors@ebay.com)
* P&E Ads Team Coordinator: Jess Morales ([jesumorales@](mailto:jesumorales@ebay.com))

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# **Hiring an AWF (WIP)**

1. Contact the ST using the [Workforce Request Form](https://docs.google.com/forms/d/1EDQOCObcQZHWRKx7LyrXQgZcFh8E9GwY5kOPmIT0eoI/edit). This form will walk you through your selections.
2. Provide a current resume and include at least three “must have” skills/qualifications.
3. The Ads Team Coordinator will review your request and work on approving the budget with Operations leadership.
4. One of two types of vendor intake meetings will be scheduled. For offshore vendors and SOW vendors, the Ads team coordinator will set up and lead the vendor intake meeting. For JPs the Procurement team will set up the vendor intake meeting. The Ads team coordinator will attend the JP meeting to align on budget.
5. The vendor intake meeting allows us to give an overview of the job description, rates, interview process, timelines, the day in the life of the role, and allow for vendor questions.

# **Conversions**

1. If an AWF approaches you about conversion, please direct them to their employer (vendor) for them to discuss their options. **Do not engage** in this conversation as it could be seen as a contract breach.
2. If you have identified an AWF that **you** would like to convert, **contact the ST first**. You **must not** discuss the conversion with the AWF directly until after the [ST](#_joa7chccribx) has opened a dialogue with the vendor and given you the green light.
3. For an official conversion to be possible, you must have an open FTE req available and approved. The FTE req is the R00# assigned to a specific job opening.
4. When an AWF conversion is tied to an SOW there are best practices we need to adhere to, and certain penalties can be applied if we violate them.
   1. Non-solicitation clause: If we pursue an AWF before contacting the vendor first, we can be subject to financial penalties. E.g. Some vendors can charge 20% of the first-year salary as a conversion. This can have an impact on our workforce budget.
   2. It can damage our relationship with the vendor and can lead to contract termination.
   3. It can have an impact on other AWFs who feel they should have been selected for conversion. By informing the vendor early via the [ST](#_joa7chccribx), it allows the vendor to control the conversation(s).
   4. eBay’s reputation can be affected. In rare cases, a conversion can be denied by the vendor or Finance. This would have a negative impact on the AWF, the vendor, and the team.
5. If an AWF conversion is tied to a JP, the rules are not as strict as an SOW. However, we still need to follow best practices so please contact the [ST](#_joa7chccribx) first.
6. When an AWF is tied to a PO, the contractual agreements are different from vendor to vendor. Please contact the [ST](#_joa7chccribx) first so we can investigate the path forward

*Note*: Be especially aware of vendors such as **Brillio & Virtusa (etouch)**, who are less supportive of conversions given their business model. Make sure you are engaging the ST early. **Do not contact recruiting to initiate a conversion without having followed the steps above first.**

# **Extensions**

1. If an AWF approaches you about extending their contract, **do not engage** in this conversation until you have initiated our internal process first.
2. If you have identified an AWF that **you** would like to extend on an SOW, JP, or PO, **contact the AWF coordinator first** (see [ST](#_joa7chccribx)) via our centralized [workforce request form](http://go/pe-hire). Our coordinator will become your main support and only point of contact.
3. Our AWF coordinator will review your needs and will work with our Head of Operations and with Finance to confirm funding, budgets, and any other needs are approved for the extension request.
4. The AWF coordinator will work directly with the hiring manager to ensure milestones are up to date (if applicable), and will handle the update of SOWs, JP’s and PO’s directly.
5. The AWF coordinator will work directly with procurement, finance, and the vendor to update the system. No action will be required on the hiring manager’s part.
6. The [ST](#_joa7chccribx) will handle communications with the vendor.
7. The vendor will handle communications with the AWF.

# **Disciplinary actions**

1. When issues first start to appear, please reach out to the [ST](#_joa7chccribx) with the details you would like addressed. **Avoid giving direct feedback to the AWF**.
2. The procurement team can speak to the vendor on your behalf or the AWF’s direct manager can speak to the vendor. We recommend letting procurement speak with them since they have long-term relationships with the vendors and can document the issue(s).
3. The vendor will address the issue(s) with the AWF directly.

# **Terminations**

1. Contact Procurement and CC the AWF coordinator ([ST](#_joa7chccribx)) before taking any other action.
2. Include all information as to why you wish to terminate the AWF’s contract.
3. Due to contractual agreements, procurement will handle all communications with the vendor and set an end date to the AWF’s contract, discontinue permissions and accesses.
4. If access needs to be cut immediately due to security purposes, include that in your initial email to procurement so a swift action can be taken.
5. The vendor will handle all communications with the AWF.
6. The [ST](#_joa7chccribx) will work with the vendor on issuing a return label for all eBay owned materials such as the laptop.

# **Cost and Notices of Terminations**

When terminating AWFs, we still need to consider our contract agreements with our suppliers. Here is a basic breakdown of our contractual obligations.

* **Job Postings (JD):** If an AWF is attached to a JD, we can terminate the contract at will.
* **SOWs (TQ):** If the SOW has multiple AWFs, we can terminate individual AWFs as long as there is still someone remaining on the SOW. This will not be considered breaking the contract and will not result in any charges. However, If we terminate all of the AWFs or close the SOW in its entirety before the end date, notice must be provided to the vendor based on the contract agreement. This can be anywhere between 10 days and 30 days (check your SOW contract). If we do not provide the proper notice, eBay is still obligated to pay the vendor for the remaining days left on the notice.   
  Example: If the contract states 30 days notice and we only give the vendor 5 days to close out, eBay will still need to pay for the remaining 25 days.

*Note:* If you have raised disciplinary actions before, the notice period may be waived. Be sure to flag issues as soon as you see them.

Below is a quick breakdown of eBay’s contractual obligations regarding certain vendors. This is **not an exhaustive list**, and does not cover all aspects of the contracts. If you have any questions please contact the [ST](#_joa7chccribx).

CPST- Contact Procurement Support Team

| **Supplier** | **Days required before no conversion fee?** | **JP** | **SOW** | **PO** | **Notice Period for ending contract** | **Conversion fee** |
| --- | --- | --- | --- | --- | --- | --- |
| **Brillio** | CPST | N | Y | N | 10 days for SOW/30 days for agreement | 20% FY salary |
| **Virtusa (e-Touch** | CPST | N | Y | N | 15 days for SOW/30 days for agreement | CPST |
| **Persistent** | CPST | CPST | CPST | CPST | 30 days for SOW/30 days for agreement | CPST |
| **LatentView** | CPST | CPST | CPST | CPST | CPST | 20% FY salary |
| **Flexton** | CPST | CPST | CPST | CPST | CPST | CPST |
| **Avenue Code** | CPST | N | N | Y | 15 days for SOW/30 days for agreement | CPST |
| **Apex** | 90 days | CPST | CPST | CPST | CPST | CPST |
| **Aquent** | 90 days | CPST | CPST | CPST | CPST | CPST |
| **Aditi Consulting** | 90 days | Y | CPST | N | CPST | CPST |
| **US Soft** | 90 days | Y | CPST | N | CPST | CPST |
| **BayOne** | 90 days | Y | CPST | N | CPST | CPST |
| **Akraya** | 90 days | Y | CPST | N | CPST | CPST |
| **Rose international** | 90 days | Y | CPST | N | CPST | CPST |
| **Populus** | CPST | Y | CPST | N | CPST | CPST |
| **Aerotek** | 90 days | Y | CPST | N | CPST | CPST |
| **Onward Search** | 90 days | Y | CPST | N | CPST | CPST |
| **Sunrise Systems** | 90 days | Y | CPST | N | CPST | CPST |
| **Chinalink** | CPST | N | N | Y | CPST | CPST |
| **Andela** | CPST | N | N | Y | CPST | CPST |
| **Quantiphi** | CPST | N | N | Y | CPST | CPST |
| **Eliasson** | CPST | N | Y | N | CPST | CPST |
| **Infobahn** | CPST | Y | CPST | N | CPST | CPST |
| **Infosys** | CPST | Y | CPST | N | CPST | CPST |
| **Intelliswift** | CPST | Y | CPST | N | CPST | CPST |
| **zData** | CPST | N | N | Y | CPST | CPST |
| **Lamansys** | CPST | N | N | Y | CPST | CPST |

CPST- Contact Procurement Support Team

# **OffShores**

Offshore AWFs are consultants or temporary workers who work in regions outside the United States. These workers tend to come from more atypical regions such as, India, China, Pakistan, Argentina, etc. We typically use offshores due to the lower cost they offer. We can employ 2-3 offshore workers to 1 US AWF worker.

Because Offshore workers may come from more isolated countries, onboarding times may vary. At minimum a 2 week timeline should be expected. However this process can take about a month depending on customs for laptop delivery. Additionally, certain cost centers may be required depending on the region.

Offshore workers still follow the contracted guidelines as an SOW. Although conversions are not recommended due to relocation costs, vendors can hold us to contractual fees, notices and can push back on allowing us to move forward.