

# FAQ FLECS Program

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## FAQ

### What is the FLECS Program?

We have engaged in a partnership with Randstad Sourceright as our Managed Service Provider (MSP) for sourcing contractors. Randstad Sourceright will support us with the end to end engagement process of our contractor workforce.

We are also implementing a new Vendor Management System (VMS), Fieldglass. Fieldglass is a Cloud-based software that automates the processing and tracking of contractors. The VMS offers secure access to team leaders, suppliers, and for timekeeping processes, and enables control of contractor spend.

The Randstad Sourceright team supporting Proximus will be referred to as the FLECS Team.

### What is the goal of the program?

- Standardisation and efficiency
- Cost/Spend management
- Risk reduction and increased compliance

### How will this impact my current position as a supplier?

The key areas of change will be that you as a supplier will continue to contract with Proximus, by signing a new Supplier Agreement, however, the relationship management will be owned directly by the FLECS Team. Therefore you will also enter into a contractual relationship with RSR via an Operating Agreement. If you agree to the revised contractual terms, then you will still be able to

continue supplying into Proximus as before, the only change is this will be coordinated through the new FLECS Team. Once you are onboarded as a supplier, the contractor will continue working as before. If for any reason you decide not to join the FLECS program there will be no possibility to continue your activities for Proximus. This might also have implications for your current install base workers.

## Do we need to sign an agreement with Fieldglass?

Yes, you shall sign an additional online agreement with Fieldglass called a Contractor Access Agreement.

## Who is in and out of scope of the FLECS Program?

There are 3 types of contractors in scope:

- on the payroll of a staffing supplier
- freelancer presented and contracted via a supplier.
- "direct" freelancer i.e. candidates pre-identified by Proximus and contracted via a broker

The following items are not in scope:

- All other external workforce types such as:
  - o Temporary workers (*uitzendarbeid*)
  - o Managed consultancy assignments
  - o Fixed price or fixed capacity contracts (SOW)
  - o Outsourcing agreements
  - o Profile based contractors (e.g. an AutoCAD designer regardless of the name of the individual)

## Who will be my point of contact under this new service?

The FLECS Team will be your first point of contact under the new service. The FLECS Manager will oversee the FLECS Program and the three FLECS advisors based onsite in Belgium, will manage the contractor requirements. Questions relating to the new Supplier and Operating Agreement can be submitted via the online form shared with you as a part of the Supplier Contract Pack.

## Will I still communicate with the Proximus' team leaders?

The FLECS Team will be your first point of contact. They will assist you with your first line of questions. You can still communicate with the team leaders but it's critical that the new process is followed and all requisitions for hire and submittal of candidates must come through the new Fieldglass (Vendor Management System VMS) system.

## How much does this new service cost us?

Proximus has chosen a supplier funded model, which means there will be a direct cost to all Suppliers related to the MSP service. The MSP fee is 2% of the total Proximus bill rate.

## How does RSR fit into the bigger picture of its parent company ?

RSR focuses its vast resources on being the first complete workforce-based managed services provider, with the scope and perspective to maximize this vital process and address the interests of all stakeholders equally.

RSR is a stand-alone business for Randstad, acting as a vendor neutral, single-point-of-contact provider, backed by an extraordinary track record, an integrated business approach and state-of-the-art technology. The biggest difference of all, is that RSR approaches this as a staffing-focused process, not merely a software-based procurement system.

## What are the key benefits of a MSP for us as supplier?

- Easier access to requests
- Less dependent on a specific team leader
- Higher transparency due to use of one system and one process
- Less account management required due to centralized approach and use of the VMS
- Reduced administration due to RSR creating 'on behalf of' invoicing towards Proximus on behalf of the Suppliers
- Increased reliability of payment process
- Single Point of Contact per customer or major site / department
- One way of working
- Access to a system that can connect you to more clients

## What will be the payment terms?

- Monthly invoicing
- 60 days end of month
- RSR sends invoice to Proximus addressed from Supplier to Proximus (on behalf of billing)
- Proximus pays Supplier

## Will we receive training?

Of course! We're setting up different types of training material at the moment. More info on training sessions will be communicated.

## Will there be specific (K)PI's defined?

Specific KPI's will be defined in a later stage and added as amendment to the Supplier and Operating agreement.

## When will the FLECS program go live?

The target Go Live date is Monday the 1st April 2019.