

Ohio IT Staff Augmentation Services

Ohio's IT Staff Augmentation Services Contract supports the state's strategic initiative aimed at reducing costs, improving productivity and processes, increasing competition for IT services suppliers, and raising opportunities for minority suppliers for its IT commodities and services. The solution is a partnership between the State and the contract's managed service provider (MSP), CAI, working together to find new and better ways to source and manage a contingent workforce.

CAI is responsible for all service delivery activities including:

- Vendor response management
- Candidate evaluation and validation
- Interview facilitation
- Invoice processing
- Vendor performance oversight

By combining the strengths of an experienced on-site account management team, an automated web-based system, and continuous improvement practices, the Commonwealth, CAI, and the open network of valued suppliers are able to work as one cohesive team.

Standardized Process

The IT Staff Augmentation Services Contract is a proven enterprise-wide solution that allows all Ohio public entities to find talented IT resources through one standard procurement vehicle. The contract includes:

- 27 job titles encompassing various skill levels and technical knowledge
- Skills matrix built on supply and demand for technologies being used across the State
- Fixed hourly rates based on current market conditions in Ohio

After several thousand engagements across similar MSP contracts in other states, CAI has been able to deliver optimal results by utilizing an efficient workflow process built on best practices.

Benefits

Benefits to the State of Ohio include:

- A local senior account management team experienced in IT Consulting and Services
- A web-based requisitioning workflow tool (Peoplefluent) that can be accessed anytime
- An open network of IT Services companies that can respond to every IT need
- Fixed competitive pricing by job description, experience level, and skill set
- Ability to approve and/or reject contract employee timesheets
- System-generated emails with direct links to the appropriate activity page
- Ad-hoc reporting that provides key metrics on Agency, CAI, and Vendor performance

Opportunity for All Businesses

CAI supports the State's belief that minority business enterprises (MBEs) and companies participating in the State's Encouraging Diversity, Growth, and Equity (EDGE) program should have the maximum opportunity to participate in the purchasing process. We strongly encourage all DBs to compete for IT staff augmentation work through this contract vehicle.

Web-Based Requisitioning Tool

CAI uses the best-of-breed vendor management system, known as Peoplefluent, to give contract users real-time access to all stages of the procurement process:

- Creation, approval, and release of the requirement to the vendor network
- Sourcing and screening of the network's candidates
- Interviewing of the candidates forwarded to the Agency for review
- On-boarding of the selected person
- Submitting and approving of the timesheets

Management

CAI's account management team is the contract's central point of contact, providing value-based customer service in Service Delivery, Issue Resolution, and Vendor Management.

Ohio's Account Management Team includes:

Lori Hubbard

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Operational Support

For contract assistance, please contact CAI's MSP Help Desk, M-F, 8:30AM – 4:30PM

Phone: 800-635-5138

Email: MSPNetwork_Help@compaid.com

Please check our web portal anytime for detailed contract information and tips on how to successfully utilize the contract.

<http://ohio.compaid.com>

