

Method of Operation for IT Staff Augmentation Services

I. PURPOSE

The purpose of this contract is to provide technology consulting resources to Using Agencies in the form of staff augmentation. This document presents the manner in which the subject contract is to be used, including new staff augmentation service requests and extensions to staff augmentation engagements that existed prior to this contract's inception.

This contract is available to State agencies and the Cooperative Purchasing Partners, collectively referred to herein as Using Agencies.

II. STATE AGENCY POLICY

The IT Staff Augmentation contract is for temporary technology staffing assistance on project initiatives, not to exceed a 12 month timeframe per project.

For State Using Agencies only, all staff augmentation requests including extensions (regardless of dollar amount) must be reviewed and approved through the Office of Information Technology's (OIT's) procurement approval process. The Deputy Chief Technology Officer (DCTO) or appointee will review the work requested, the skill sets, the duration and, whether the work falls within the scope of this contract. If a determination is made that the request does not meet the requirements, the State Using Agency will then have to pursue an alternate procurement approach.

In the case of the Cooperative Purchasing Partners, if a request exceeds the 12-month project timeframe, or does not fit within other parameters and/or the intent of this contract, then the Using Agency must pursue an alternate procurement approach.

This contract shall not be used for on-going hardware maintenance and/or software support.

III. PROCESS FOR STATE USING AGENCIES

- a. **Duration** – All IT staff augmentation requests are limited to a 12-month period. For State Using Agencies, a request for an extension beyond 12 months must receive approval for the exception from the State's Chief Technology Officer (CTO). Using Agencies must submit a detailed written justification to support an extension request.
- b. **Work Products/Deliverables** – All requests should include defined project or phase requirements, defined tasks and tangible deliverables. The completion of project milestones may be used as work products/deliverables.
- c. **Accountability** – The Using Agency employee managing the specific staff augmentation engagement shall be responsible for ensuring that work products and deliverables are produced on time and in a quality manner.

- d. **Procedure** – To initiate a request for services, a meeting should be held with a Computer Aid, Inc. (CAI) account manager to develop the requirements, determine the appropriate skill level to be requested and draft the Scope of Work (SOW). The agency enters their scope of work as a draft into Peopleclick. CAI reviews it for completeness before releasing it to the vendor network via Peopleclick. CAI Account Managers select three candidates that best fill the need and forward the candidates to the agency hiring manager, via Peopleclick. The agency hiring manager can view the candidates' résumés along with other information within Peopleclick. The agency creates a purchase order for the request for services and sends it for internal agency approvals. After obtaining internal agency approvals, the draft requirement, printed from Peopleclick, must be attached to the purchase order and submitted to OIT for approval. This submittal should include all required documentation, in accordance with all other IT procurement requirements. Once approval has been received from OIT, the State Using Agency must finalize it and send the purchase order to CAI, the selected candidates can begin the work as specified in Peopleclick. **Purchase orders approved by March 10, 2010 may authorize work up to October 10, 2010 six months after contract expiration. No new purchase orders or extensions can be processed after contract expiration.** A detailed workflow process narrative and chart are attached hereto.

IV. NEW STAFF AUGMENTATION REQUESTS

- a. **Acceptable Contract Uses** – At least one criterion must be met by each request to use the subject contract.

#	Acceptable Parameter	Guide/Implications
1	Temporary Work: For work that is temporary and potentially intermittent in nature.	Staff augmentation under this contract is intended to be temporary in nature. The specific duties assigned to the vendor resource(s) should be viewed as temporary in nature (even though the work may be part of a larger, longer term endeavor). In general, staff augmentations will be approved for a 12-month period or less. For State Using Agencies, extensions beyond the original period will be reviewed and approved through an OIT exceptions review process. Staff augmentation may be used for an "open contract" where a resource is onsite on an "as needed" basis to resolve issues for the specific timeframe indicated in the engagement request and specific definable task.
2	Augment Staff: To temporarily augment existing staff that is currently working as part of a team.	Augmented staff can work as part of existing contracted teams or existing State teams. Staff augmentation resources cannot be hired to lead Using Agency projects since this creates knowledge transfer and decision making issues. Vendor resources may be used to supplement project management,

#	Acceptable Parameter	Guide/Implications
		but cannot be used as the single lead of a project.

- b. **Unacceptable Contract Uses** – If one or more of the criteria below apply to a request to use the subject contract, then the use is impermissible.

#	Parameter	Guide/Implications
1	Reporting relationships: Using Agency employees shall not report to a staff augmentation individual.	Only the State Project Manager for the engagement can approve a Using Agency's employee's work.
2	Project-based work appropriate to another type of procurement approach: In instances where it is more appropriate or beneficial to utilize another procurement method to acquire the necessary services.	An RFP should be used when it is to the best interest of the State. An RFP must be used when the contemplated work is beyond the scope of this contract. An example for using an RFP would be where a Using Agency has a general idea of a solution, with some specifications and/or the project is large and complex with potential for multiple solutions. For State Using Agencies, the DCTO will take this into consideration as the work request is reviewed.
3	Project led by vendor employee(s): A vendor resource will be the Project Manager.	Staff augmentation resources may not lead initiatives on their own without having the guidance and direction of a State employee.

V. EXTENSIONS TO EXISTING IT STAFF AUGMENTATION PURCHASE ORDERS

For State Using Agencies, extensions to IT staff augmentation requests will be granted by the CTO on a case-by-case basis. An extension will be granted only when one or more of the parameters listed below are met and when the agency is planning to, or is currently working on implementation of a long-term alternative to staff augmentation. The extension parameters include, but are not limited to:

- Reviewing existing State staff to ensure none are available to perform these functions
- Reviewing if there is an existing statewide contract that can be utilized
- Creating a State position
- Hiring someone to fill a position
- Developing an RFP for the work
- Decommissioning a system, thereby eliminating the need for the resource
- Conducting knowledge transfer to existing staff
- Expanding the scope of an existing contract via a change order in order to incorporate staff augmentation work.

VII. CONTRACT OVERSIGHT

A Using Agency found to be non-compliant with the method of operation as described herein risks having its contract access revoked. Audits may be conducted of either Using Agency or vendor compliance, or both parties' compliance may be audited by the State.

Questions regarding this contract may be address to OIT's Office of Contract Services, which will answer questions and resolve any interpretation issues regarding what is acceptable use under the IT staff augmentation contract.

Attachments:

New Jersey IT Staff Augmentation Contract Order Workflow Process Narrative

New Jersey IT Staff Augmentation Services – Order Workflow Process



New Jersey IT Staff Augmentation Contract Order Workflow Process Narrative

The following narrative describes the workflow process for the New Jersey IT Staff Augmentation Contract, which will be overseen by the contract's Managed Service Provider (MSP), Computer Aid, Inc. (CAI).

Step 1: The Agency Hiring Manager works with the CAI Account Manager to determine its specific IT needs, using the contract's standard job titles, skill categories, and rate structure. Once the need has been determined, the Agency Hiring Manager must obtain the appropriate agency approvals. The Agency Hiring Manager will enter the need as a draft requirement in the web-based tool. The Agency Hiring Manager must follow the order creation process as defined by the MSP. In addition, he or she must be sure to obtain a purchase order (PO).

Step 2: Once the need has gone through the proper agency approval process, OIT must approve the draft requirement (printed out from the web-based tool) and sign-off on the PO. The draft request entered into the web-based tool will not be acted on by CAI until an approved PO is received.

Step 3: Upon OIT approval, the Agency Hiring Manager must send the PO to CAI (using the information on Page 9 of your training manual), who will load the PO information into the web-based tool.

Step 4: Agency approvers should log into the system and select the proper PO Number within the draft requirement before it goes to the CAI Account Manager for final approval.

Step 5: Once the requirement and PO have received the necessary approvals, the CAI Account Manager will review them for completeness, and if necessary, submit questions back to the Agency Hiring Manager for clarification. Once the requirement is complete, the CAI Account Manager releases the requirement to the Vendor network.

Step 6: Vendor receives the requirement from the CAI Account Manager and reviews the requirement. If the Vendor has resources who they feel fit the description of the need, they will submit their information and resumes through the online tool. The Vendor is required to follow all applicable procedures for submittals.

Step 7: The CAI Account Manager monitors the online tool and receives all submitted resumes from the Vendor network.

Step 8: The CAI Account Manager reviews the resumes and selects a group of resumes to pass on to the Agency Hiring Manager, based on skill and experience match and availability. The CAI Account Manager then forwards the resume matches to the Agency Hiring Manager for review. Please note: This must happen within the required time frame as identified in the contract's service level agreements.

Step 9: The Agency Hiring Manager reviews the forwarded resumes and selects an appropriate number of resources to interview.

Step 10: The Agency Hiring Manager then notifies the CAI Account Manager of his or her selection.

Step 11: The CAI Account Manager notifies the selected Vendor/candidate and sets-up interview with the Agency Hiring Manager.

Step 12: The Agency Hiring Manager interviews the candidate, either by phone or in-person.

Step 13: The Agency Hiring Manager selects a candidate and provides the CAI Account Manager with all engagement details, including specific information on the resource, role, responsibilities, timing, and job location.



Step 14: The CAI Account Manager receives the engagement information and reviews for accuracy. The CAI Account Manager then notifies the Vendor Network that a candidate has been selected, and notifies the appropriate Vendor that its individual candidate was selected. The CAI Account Manager also ensures that all applicable background checks, drug tests, and all other necessary steps are completed.

Step 15: The Vendor of the selected candidate notifies the candidate of selection and provides all job details to the candidate. The Vendor also assists the candidate in completing all pre-work activities (i.e. background checks and drug tests).

Step 16: The CAI Account Manager forwards all final hire details to the Agency Hiring Manager and Vendor.

Step 17: The candidate begins work.



New Jersey IT Staff Augmentation Services – Order Workflow Process

