



Pennsylvania IT Staff Augmentation Services

Overview

In December, 2004, the Commonwealth of Pennsylvania and Computer Aid, Inc. (CAI) implemented the enterprise-wide managed staffing services contract known as the IT Staff Augmentation Contract. This effort 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 Commonwealth and CAI – working together to find new and better ways to source and manage a contingent workforce.

CAI is the Managed Service Provider (MSP) responsible for managing this contract. We are responsible for all service delivery activities including supplier response management, candidate evaluation and validation, interview facilitation, invoice processing, and supplier 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 has allowed the Commonwealth to find talented IT resources through one standard procurement vehicle.

The contract's 23 job titles encompass various skill levels and technical knowledge. There are fixed hourly rates based on market conditions throughout five separate economic areas.

After 3,000+ engagements, CAI has been able to deliver optimal results by developing an efficient workflow process built on best practices. CAI continues to meet the contract's service level agreements (SLAs) built on Speed, Quality, and Accuracy.

Benefits

Benefits to the Commonwealth of Pennsylvania include:

- A senior account management team experienced in IT Consulting and Services
- A dedicated single point of contact aligned with Commonwealth Communities of Practice
- A web-based workflow and requisitioning tool that can be accessed anytime, anywhere
- An open network of over 400 IT Services companies that can respond to every IT need
- Competitive pricing that is fixed by job description, skills and area
- Ability to engage a specific supplier or resource
- Ability to approve and/or reject contract employee timesheets
- System-generated emails with direct links to the appropriate activity page
- On-line reporting capability to measure performance

Management

CAI's account management team is the Commonwealth's single point of contact and provides value-based customer service for:

- Service Delivery
- Issue Resolution
- Supplier Management

CAI's dedicated Account Managers are:

Ellen Sigl, Executive Account Manager

Office: 717-651-3203

Cell: 717-979-1351

Email: ellen_sigl@compaid.com

Bill Hitz, Senior Account Manager

Office: 717-651-3296

Cell: 717-497-9879

Email: bill_hitz@compaid.com

Karla Lunney, Senior Account Manager

Office: 717-651-3289

Cell: 717-825-1433

Email: karla_lunney@compaid.com

Opportunity

CAI supports the Commonwealth of Pennsylvania's belief that disadvantaged business enterprises (DBEs) should have the maximum opportunity to participate in the purchasing process. We strongly encourage all DBEs to compete for IT staff augmentation work through this contract vehicle.

Operational Support

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

Phone: 717-651-3221

Email: CWOPA_Help@compaid.com

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

paitstaffing.compaid.com

Workflow Tool

The web-based management system brings best-of-breed process automation and workflow management to the following activities:

- Requisitioning
- Approval
- Engaging the Supplier Network
- Sourcing/Screening Candidates
- Interviewing
- Hiring
- Time Reporting/Approval

Users have real-time access to a centralized system that enables them to communicate all procurement decisions to CAI and its stakeholders.

