

STATE USER FREQUENTLY ASKED QUESTIONS (FAQS)

What work can be procured under the Ohio IT Staff Augmentation Contract?

This contract should be used to procure any hourly, time and materials (T&M) IT resource whose work is managed by the state and whose assignment is not deliverables-based.

When does this contract "go-live"?

The contract is set to begin the week of February 20, 2012, for the fulfillment of any new job requirements.

Why is this contract being implemented?

The Ohio IT Staff Augmentation Services Contract supports the state's strategic initiatives to reduce costs, optimize productivity and processes, and supports initiatives to provide opportunities for all IT suppliers, including businesses certified through the Minority Business Enterprise (MBE) and Encouraging Diversity, Growth and Equity (EDGE) programs.

Who is allowed to use this contract?

State of Ohio agencies, boards and commissions as well as the political subdivisions who are members of the state's Cooperative Purchasing Program. The initial rollout of this contract will be to State of Ohio agencies, boards and commissions. Training and outreach to cooperative purchasing members will follow.

Is this contract limited to certain vendors?

The Ohio IT Staff Augmentation Contract is open to any vendor interested in providing T&M resources to the state. Vendors can enroll at any time. The vendor needs to provide company information, insurance documentation, and a signed subcontractor agreement to join. Vendors cannot offer staff augmentation candidates until their company is fully enrolled and accepted into the network of providers by CAI.

Who should the vendors contact if they have questions or need information?

If you know a vendor who would like to join the network, refer them to the CAI help desk at **MSPNetwork_Help@compaid.com** or **800-635-5138**. A CAI representative will follow up with them to respond to their questions.

Is there a system that I will use to acquire my IT staff augmentation resources?

You will use a web-based system known as Peoplefluent to enter your requirements, view screened candidates submitted by the vendor community and view and approve timesheets, etc.

Does Peoplefluent replace the procurement systems I currently use (i.e., OAKS and Release and Permit)?

Peoplefluent does not replace these systems. You will continue to use these systems to obtain the necessary procurement approvals. Peoplefluent is used to assist you and CAI in finding a qualified resource through the open vendor network.

I anticipate the incumbent vendor will have questions about this contract. Is there anyone from CAI to whom I can direct them?

We strongly encourage you to refer them to CAI. Please refer them to CAI's vendor-specific help desk, **MSPNetwork_Help@compaid.com** or **800-635-5138**. The help desk will then route their questions/concerns to the proper CAI resource.

STATE USER FREQUENTLY ASKED QUESTIONS (FAQS)

Can I request a specific resource?

While we encourage all new requirements to be competitively bid through the network, the contract does include a mechanism for requesting a specific resource/vendor. There is specific approval criteria governing the use of direct request resources and CAI will screen and perform quality control on the resource before the engagements starts, as is the case with any competitively bid requirement. If the vendor is not enrolled in the network, CAI will invite the firm to join the network and facilitate the enrollment.

What happens if I don't like the person that CAI sends me for a new position?

CAI will provide a round of candidates for you to review. If the round is unsuitable you may request a new round of candidates from CAI. Once the candidate is engaged, in the event you find the resource to be unsuitable, you can terminate the engagement without penalty, and CAI will remove the resource and work with you to find a suitable replacement.

How do I know what to put into a requirement? Can CAI assist with that?

Yes, CAI's account management staff is knowledgeable in the local markets and they are skilled in matching titles to your resource needs. The account manager will be able to assist in customizing the job template to your specific position.

We rely on our vendors to do technical evaluations for the resources we engage. Is that something you do?

Yes, our vendors are contractually responsible for providing technical evaluations on resources they provide. CAI account managers review and screen candidates to validate resumes, skills, vendor representation and the ability to accomplish tasks based on past experience.

Who manages the resources we engage? Will CAI manage them?

While it is ultimately your responsibility to manage the resources on a day-to-day basis, CAI will be available throughout the engagement to monitor timesheets, track budgets and, if necessary, assist in the removal of the resource.

Who do I contact if I have any questions?

If you have any questions, please contact the CAI Help Desk at **Ohio_Help@compaid.com** or **800-635-5138**. The help desk will then connect you with the appropriate CAI resource.