STATEWIDE CONTRACT	IT TEMPORARY STAFFING SERVICES	JUNE 13, 2019

TRANSITIONING TO NEW STATEWIDE CONTRACT FREQUENTLY ASKED QUESTIONS UPDATED

Guidance on Active Purchase Orders in PeopleSoft

1. I have an active Purchase Order with Covendis for IT temps currently working in my group. Do I need to close the Purchase Order at the end of FY2019?

   Not necessarily, it depends on whether you have any funds remaining and the scope of work/services is not completed. If you do have remaining funds on an active Purchase Order and the services are not completed, you can continue to use those funds.

2. I have an active Purchase Order with Covendis for IT temps currently working in my agency. Can I add funds to this Purchase Order?

   Yes, you can add funds to cover your current scope of services through December 31, 2019. Any remaining funds will be moved to the new supplier on January 2, 2020.

3. My agency typically closes out its purchase orders at the end of each fiscal year and then creates new ones when funding is available. The Covendis IT temps I am currently using this year will be the same as ones that I need for FY2020. Can I process a new FY2020 PO to Covendis for these temps?

   Yes, you can initiate a FY2020 PO to Covendis to cover your current IT temps that are under the current scope of your purchase order. SPD suggests you encumber funds with Covendis for the first six months of FY2020 for those current IT temps that you will continue using in FY2020. This will allow enough time to conduct a smooth transition without service interruption.

4. I understand that when I need new IT temps (i.e., not currently covered by an active PO), this needs to be placed with the new supplier, Computer Aid Inc. However, will those IT temps under an active PO with Covendis be transitioned and, if so, when?

   Yes, the current IT temps under the Covendis contract/active agency PO will be transitioned. SPD is first working with CAI to transition the staffing firms that provided your identified Covendis IT temps. SPD will then be working with each agency (one-on-one) to move their current IT temps.

The transition of current resources will begin in the July – August 2019 timeframe.

5. I have a technology project that spans several years, and my agency is using IT temps to supplement our project resources. What do I need to do to transition to Computer Aid, Inc.?

SPD recognizes that the State has various critical projects underway and that an interruption in resources could adversely impact project timelines. Therefore, project work will be transitioned to Computer Aid, Inc. when your staffing agencies (such as Insight Global, ESG Consulting, Calante, etc.) has completed its transition.

SPD and Computer Aid, Inc. will be working with each state entity individually to smoothly make this transition. The only action currently needed is for your agency to complete your Engagement List worksheet. If you have not received one from Computer Aid, Contact CAI by phone at 1-800-635-5138 or email at georgia.help@cai.io.

If you need help completing your worksheet, please contact either Tetchjan Simpson (tetchjan.simpson@doas.ga.gov) or Bennetta Daniels (bennetta.daniels@doas.ga.gov). Otherwise, no additional actions need to be initiated at this time.

6. How should I budget for the IT temps for FY2020?

SPD suggests you use the same budget number for FY2020 purchase orders that you used in FY2019.

New Request – Ordering Instructions

7. What will happen June 1, 2019?

All **new** requests for IT temps will be filled through CAI's Vendor Management System (VMS). This includes all IT temps positions and projects.

8. How can I request an IT temp resource on this contract?

Before CAI can set up your agency in the new VMS you must complete the Agency Setup workbook provided by CAI. Contact CAI by phone at 1-800-635-5138 or email at georgia.help@cai.io if you have not received this workbook. The workbook gives Computer Aid all the agency's authorized users and approvers to ensure the system is properly set up for accepting and processing IT temp requests, timesheet and invoice processing. Once CAI receives a completed workbook for your agency they will grant access to the Vendor

Management System (VMS) and issue login and a system manual via email. The target date for all workbook submissions is June 26, 2019.

To facilitate the input of new requests in CAI's Vendor Management System (called VectorVMS), a recorded training webinar will be available the week of June 24th at www.doas.ga.gov – Look for the IT Temporary Service Transition icon at the top of the landing page.

Transition of Existing Temporary IT Staffing Resources

9. What will happen to my existing IT temps under the old statewide contract?

    All existing IT temps (and their staffing agencies) will be given the opportunity to transition to the new contract. This will allow them to continue in their current assignments without an interruption in service.

    If an existing IT temp or staffing agency chooses not to transition, SPD will work one-on-one with the state agency to resolve. Your IT temp can continue to work under the Covendis Purchase Order until the funds are extinguished.

    The transition of in-place resources will begin in the July – August 2019 timeframe.   The targeted transition end-date is December 31, 2019. CAI and State Purchasing will be contacting each impacted State Entity to support their changeover.

10. What can my agency do to prepare for this transition?

    - Inform your IT temps that their assignments will continue uninterrupted.
    - Immediately respond to CAI's email request for information (completing the requested engagement workbook) sent on May 6, 2019 to your Procurement Officer. If you have not heard from CAI, please contact either Tetchjan Simpson (tetchjan.simpson@doas.ga.gov) or Bennetta Daniels (bennetta.daniels@doas.ga.gov).
    - Advise the staffing agencies that provide your agency IT temps to visit http://georgia.compaid.com/ or contact CAI by phone at 1-800-635-5138 or email at MSP_VendorMgmt@compaid.com.
    - Run reports in the Covendis VMS for any information that you will require in the future. Examples include:
        - Reported time for the past quarter
        - Current temporary staffing resources, their managers, staffing agencies and associated purchase orders.
        - Job descriptions

11. Although I have IT temps currently provided via Covendis, I would like to go ahead and transition to the new supplier. How do I get started?

Please contact either Tetchjan Simpson (tetchjan.simpson@doas.ga.gov) or Bennetta Daniels (bennetta.daniels@doas.ga.gov) for personalized transition help.

Guidance on the Transition of Staffing Agencies

12. What should I tell Staffing Agencies (SRPs) that contact me about providing IT temporary services to our agency and/or the State of Georgia?

    Advise them to visit http://georgia.compaid.com/ or contact CAI by phone at 1-800-635-5138 or email at MSP_VendorMgmt@compaid.com.

13. The Staffing Agency that provides my temporary IT staffing resource told me that they are hesitant to sign up with CAI because of the State's new requirements (for example, insurance). What should I tell the Staffing Agency?

    Please contact SPD - either Tetchjan Simpson (tetchjan.simpson@doas.ga.gov) or Bennetta Daniels (bennetta.daniels@doas.ga.gov) and share the feedback from the Staffing Agency. Be sure to include the contact information for the staffing agency such that we can promptly reach out to them to resolve any issues.

Guidance on Processing Covendis Invoices in PeopleSoft

14. Do we need to do anything special when processing invoices from Covendis?

    Please process Covendis invoices as you normally do.

General Contract Questions

15. Where can I find the most up to date information regarding the new statewide contract?

    The most current information, new system training, transition status updates, communications and FAQs can be found at http://doas.ga.gov/.

16. What is the new statewide contract number?

    The new contract number is 99999-001-SPD0000149-0001.

17. Does the contract replace an existing statewide contract (SWC)?

    Yes, this contract replaces SWC70768.

18. Is the contract mandatory or convenience?

- The new SWC is mandatory for all state agencies, colleges and universities.
- The contract is convenience for local government and authorities.

19. Does the contract allow the use of the P-Card?

Yes.

20. Which Managed Service Provider (MSP)/suppliers are on the contract?

Computer Aid, Inc (CAI) is the only supplier on the new statewide contract. Covendis is no longer on statewide contract and cannot accept new orders after May 31, 2019. New requests for new staffing services should now be done in the CAI system, VectorVMS.

Staffing agencies will be transitioned to the CAI network. This effort is already underway.

21. What services are available under this contract?

Computer Aid will manage the provisioning of temporary IT staffing resources on an hourly basis as well as on a project basis with milestone payments. Your IT temps will still be provided by staffing agencies.

22. What are the benefits of the new contract?

Dedicated Team
- Support the Authorized Users of the SWC
- Actively Market the Contract to Authorized Users
- Screen IT Temp Candidates
- Facilitate Statement of Work Project Agreements

Improved Pricing/Financial Transparency
- Reduce Markup for Payroll Only Staffing Resources
- Allow customers the ability to view itemized pay rates
- Implement Mark-up Cap on Staffing agencies

State-of-the-Art Interactive Software
- Ability for customer to rate SRPs and the Temporary Staffing Resources (TSRs)
- National Institute of Standards and Technology (NIST) security compliant
- Mobile access
- Access to Georgia regional salary data benchmarks
- Standardized job titles

- Data transparency (pay rate versus bill rate)

Improved Controls
- 10 Performance Metrics and Reporting on 13 Service Elements
- Compliance and Customer Satisfaction Auditing
- Structured temporary to permanent hiring process

23. Are the IT temps' assignments limited by length of engagement or total cost under the new SWC?

No, the use of temporary IT staffing resources is not limited on the new SWC. However, it is recommended that scope of work agreements with milestones are utilized for any projects or lengthy engagements.