

INFORMATION TECHNOLOGY TEMPORARY STAFFING FAQs

1. What is the new statewide contract number?

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

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

Yes, this contract replaces SWC70768.

3. Is the contract mandatory or convenience?

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

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

Yes

5. Which suppliers are on the contract?

Computer Aid, Inc (CAI) is the only supplier on the new statewide contract. Covendis can no longer accept new orders after May 31, 2019.

6. What products and services are available under this contract?

Computer Aid will provide temporary IT staffing resources on an hourly basis as well as on a project basis with milestone payments.

The following products and services are added benefits under the new contract:

A. Dedicated Team

- 1) Support the Authorized Users of the SWC
- 2) Actively Market the Contract to Authorized Users
- 3) Screen IT Temp Candidates
- 4) Facilitate Statement of Work Project Agreements

B. Improved Pricing/Financial Transparency

- 1) Reduce Markup for Payroll Only Staffing Resources
- 2) Allow customers the ability to view itemized pay rates
- 3) Implement Mark-up Cap on Staffing Resource Providers (SRPs)

C. State-of-the-Art Interactive Software

- 1) Ability for customer to rate SRPs and the Temporary Staffing Resources (TSRs)
- 2) National Institute of Standards and Technology (NIST) security compliant
- 3) Mobile access

- 4) Access to Georgia regional salary data benchmarks
- 5) Standardized job titles
- 6) Data transparency (pay rate versus bill rate)

D. Improved Controls

- 1) 10 Performance Metrics and Reporting on 13 Service Elements
- 2) Compliance and Customer Satisfaction Auditing
- 3) Structured temporary to permanent hiring process

7. Are the professional services limited by length of engagement or total cost under the new SWC?

No, the use of professional services 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.

8. What will happen June 1, 2019?

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

9. What will happen to my existing TSRs under the old SWC?

All existing temporary IT staffing resources will be given the opportunity to transition to the new contract. This will allow them to continue in their current assignments without a break in service. The transition of in-place resources will begin in the July - August timeframe. CAI and State Purchasing will be contacting each impacted State Entity to support their changeover.

10. How can I order products and/or services on this contract?

Contact CAI by phone at 1-800-635-5138 or email at georgia.help@cai.io to receive access to the Vendor Management System (VMS).

11. 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

12. What can my agency do to prepare?

- A. Inform your IT Temporary Staffing Resources (TSRs) that their assignments will continue uninterrupted.
- B. Immediately respond to CAI's email request for information sent on May 6, 2019 to your Procurement Officer.

- C. Advise the staffing agencies that provide your agency IT temp services to visit <http://georgia.compaid.com/> or contact CAI by phone at 1-800-635-5138 or email at MSP_VendorMgmt@compaid.com.
- D. Run final reports in the current VMS for any information that you will require in the future. Examples include:
 - i. Reported time for the past quarter
 - ii. Current temporary staffing resources, their managers, staffing resource providers and associated POs.
 - iii. Job descriptions