



## New Jersey IT Staff Augmentation Contract

### Overview

August 1, 2008 marked the beginning of the New Jersey IT Staff Augmentation Contract (M-0817). This effort supports the state's strategic initiative aimed at reducing costs, improving productivity and processes, increasing competition, and providing opportunities for all suppliers, regardless of size and type. The solution is a partnership between the State of New Jersey and CAI – working together to continuously 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 vendor response management, candidate evaluation and validation, facilitating interviews and on-boarding, invoicing, and monitoring the performance of the open vendor network.

By combining the strengths of an experienced on-site account management team, an automated web-based system, and continuous improvement practices, the State of New Jersey, CAI, and the network of valued suppliers are able to work as one cohesive team.

### Highlights

The M-0817 contract is an enterprise-wide solution that can be used by executive and cooperative purchasing agencies to procure high-quality information technology (IT) time and materials (T&M) resources with speed and accuracy. There are 22 unique job titles that incorporate a broad range of experience levels and technologies. Each job title has a corresponding fixed hourly rate based on current market rates for your specific geographic location. The speed and efficiency of the IT Staff Augmentation contract assures the State that CAI will deliver three qualified candidates within three business days.

### Benefits

Benefits of using the M-0817 contract include:

- An experienced and knowledgeable MSP with a proven track record of high performance and customer satisfaction in the State Government arena
- A senior account management team with years of IT experience
- An open network of hundreds of vendors that can respond to the State's IT needs
- A streamlined, standardized process that incorporates performance-based service level agreements (SLAs) to ensure accountability and efficiency
- Competitive fixed pricing categorized by job description and skills
- An on-line web-based workflow and requisitioning tool
- Customized reports that provide detailed metrics of State, CAI, and vendor performance



## Service Level Agreements

As the contract MSP, CAI must meet stringent performance-based service level agreements (SLAs) that focus on the following areas:

- Speed of Delivery
- Accuracy of the Match
- Quality of the Resource

## The Web Tool

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

- Requisition creation
- Approval
- Engaging the Vendor
- Sourcing/Screening Candidates
- Interviewing
- Hiring
- Time Reporting/Approval

In addition, we can develop ad-hoc reports that tell you who's using the contract, who's being hired, what they are being hired to do, and how much you are spending for them to do it.

## Supplier Diversity

CAI supports New Jersey's belief that all business enterprises, regardless of type or size, should have the maximum opportunity to participate in the procurement process. Therefore, CAI is committed to helping all IT businesses succeed under the IT Staff Augmentation contract.

## Contract Management

CAI will constantly measure and monitor the performance of the vendor network. Our account management team is focused on providing value-based customer service and will be a single point of contact for:

- Service Delivery
- Issue Resolution
- Subcontractor Management

To learn more about M-0817 and how to begin using it, please contact our dedicated account managers:

### Bill Evans

**Phone: 609-633-8941**

**Email: [william\\_evans@compaid.com](mailto:william_evans@compaid.com)**

### Steve McDowell

**Phone: 856-220-6584**

**Email: [steve\\_mcdowell@compaid.com](mailto:steve_mcdowell@compaid.com)**

## Help Desk Support

For assistance with the web-based tool, contact the CAI Help Desk for this contract.

**Phone: 800-635-5138**

**Email: [NJ\\_Help@compaid.com](mailto:NJ_Help@compaid.com)**

**Website: [newjersey.compaid.com](http://newjersey.compaid.com)**

## Optimal Process

CAI's MSP model is a proven way to source IT talent for State Government. After thousands of engagements through similar contract vehicles in other states, CAI has been able to develop an efficient process built on best practices and deliver optimal results.