

## Supplemental Staffing

OFFICE OF THE CIO

December 17, 2014

Last updated: April 17, 2015

### 1. Rate

**Standard Rate** contract staff cost (\$20.00) + \$0.61/hour

**Co-Located Rate** contract staff cost (\$12.50) + \$0.61/hour

### 2. General Overview:

The Office of the CIO offers supplemental staffing through a vendor manager for IT related positions. The vendor manager (Covendis) provides access to a pool of about 30 suppliers. To initiate this service, the agency must prepare a knowledge and skill requirements document which is posted for the supplier's pool to offer candidates.

The agency evaluates candidates based on resumes, cost, and interviews. Selection of a candidate is based on the highest cumulative score.

Contract duration can be from a few months to multiple years. This service does not utilize a rate card; rates are competitively set at the time of the requisition.

Candidate proposals can be viewed electronically and the option for printing is available. Engagement managers are notified via email whenever messages or candidates are proposed in the system.

### 3. Service Description:

The service includes:

- The vendor manager provides a web based system to manage requisitions, proposals, interviews, offers, contracts, on boarding, time sheets, invoices, and reporting.
- The Office of the CIO system administrator can set up system access, train, and advise agencies on the system and service usage.
- Requisition approvals and renewals occur through an electronic workflow with flexibility in defining approvers.
- The vendor manager is responsible for e-verify and background checks of agencies

The service does **NOT** include:

- Non-IT staffing augmentation
- Management of contract staff
- Guarantees on work performed by contractors.

Benefits of this service include:

- Competitive rates
- Access to multiple suppliers through a single process
- Flexibility - Staff augmentation contracts can run from as little as 30 days to multiple years.
- Efficient - Staffing charges are consolidated onto one invoice per month.
- Fast - Staffing requests can be posted in as little as 4 hours from initiation through approvals. It is possible to have contract staff started in as little as 3 weeks from initiation.
- Diverse - Candidates are provided from a pool of about 30 Suppliers, both local and nationally. Candidate pools normally range from 6-20 candidates.
- Competitive rates - Suppliers compete based on skills and rates helping push down the cost.

### 4. Roles and Responsibilities:

The Office of the CIO is responsible for:

- Maintaining the vendor manager contract;
- Providing sample skill requirement documents;
- Assistance in determining current rates;
- Final approval on all requisitions;
- Providing scoring templates and helping with scoring questions;
- Verifying Covendis invoices against timesheets, unless the agency opts for direct billing by Covendis.

Agencies are responsible for:

- Determining the type of skills that are needed;
- Providing one or more engagement managers to evaluate/select candidates;
- Managing contractor staff;
- Approving time sheets.

### 5. Requesting Service:

Contact the Office of the CIO system administrator or OCIO Help Desk to utilize the system. Information regarding knowledge, skills, duration, and target rates will expedite the process.

### 6. Billing Information:

The Office of the CIO uses a system of Billing Accounts, Job Codes and Work Orders for authorizing work and tracking costs for specific projects. The customer may designate which job code and work order to use or reject a new job code and work order. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the agency.

The cost of each contractor includes the rate from the supplier plus a fee of \$.58 per hour levied by the vendor manager. The vendor management system creates consolidated invoices by agency. Invoices are run monthly around the 5<sup>th</sup> work day of the month. In many cases the state project management tool, Clarity, can be used to feed contractor time to the vendor manager web application.

For many agencies the OCIO pays the initial invoice and the OCIO then bills the agency for the amount. Early pay discounts are available to invoices that are paid by the 20th of the month.

### **7. Service Hours, Response Times and Escalation:**

Assistance with the vendor management system is available during normal work hours. Agencies can receive support by contacting the Office of the CIO system administrator at 402-471-0648 or by contacting the OCIO Help Desk at 402-471-4636. Vendor manager support is available from 7:00AM- 7:00PM Monday-Friday at 877-696-3867.

**For further information, please contact:**

**Office of the CIO Help Desk**  
**[cio.help@nebraska.gov](mailto:cio.help@nebraska.gov)**  
**402-471-4636 or 800-982-2468**