

IT Contract Services – Strategic Sourcing – Contract Implementation

The IT Contract Services contract (CN00008116) brings a new ordering process to all Commonwealth agencies through a Managed Service Provider, Computer Aid. The following details supplement the Order Process diagram found in ITContSvcs_Order Process_Final.ppt, **attached hereto**.

Step 1: End User obtains approval from OA for the identified services. Agencies must follow the OA-defined process and obtain approval prior to moving on to step 2.

Step 2: The end user at the agency level will log into the online requisition tool and create a new order. They will follow the order creation process as defined by the supplier. The end user will use standard job titles and descriptions, as well as skill categories and experience levels, to select an appropriate resource.

Step 3: The requisition created by the end user will be routed as necessary to a requisition approver. This can vary by agency requirements. The requisition will be reviewed and approved/modified by the reviewer.

Step 4: The end user enters a purchase order for the resource into the appropriate system (SAP).

Step 5: The purchase order is routed to the appropriate reviewer and approved.

Step 6: After the requisition approver forwards the requisition to the supplier, a member of the Managing Supplier's Account Team will notify the end user that they have received the request, review the requisition for completeness, and submit any questions back to the end user for clarification.

Step 7: Subcontractors will receive the request from the account rep, and review the requirements. If the subcontract has resources who they feel fit the description of the need, they will submit the resource's resume to the online tool with all required information. The subcontractors will be required to follow the appropriate procedures, time and quantity limits for submittals.

Step 8: The account rep checks the status of the online requisition and receives all submitted resumes from the resource pool/subcontractors.

Step 9: The account rep will review the resumes and will select a group of resumes to pass on to the end user based on skill and experience match and availability. Any special requirements will also be evaluated to ensure an appropriate fit.

Step 10: The account rep forwards the selected resumes on to the end user for review. This must happen within the required time frame as identified in the Service Level Agreements.

Step 11: The end user reviews the group of resumes and selects an appropriate number of resources to interview/conduct skills assessments.

Step 12: OPTIONAL: The end user notifies the account rep of the selected resources.

Step 13: OPTIONAL: The account rep contacts the selected vendor/candidate and notifies of the next level of selection. The account rep will set up the skills assessment based on the availability of the end user.

Step 14: OPTIONAL: The end user conducts the skills assessment with the candidate(s), by phone or in person.

Step 15: The end user selects a candidate and completes a Job Details sheet, with specific information on the resource, role, responsibilities, timing, and location of the position. The job details sheet is then forwarded on to the appropriate reviewer, if applicable.

Step 16: The Account rep receives the job details sheet with the selected candidate information and reviews for accuracy. The rep then notifies the subcontractor pool that a candidate has been selected, and notifies the appropriate subcontractor that their individual candidate was selected. The account rep adds information on the required steps to take for background checks and other necessary steps prior to the candidate reporting for work.

Step 17: The subcontractor who manages the approved candidate notifies the candidate of selection and provides all job details to the candidate. The subcontractor supports the candidate in receiving the appropriate background checks or other pre-work.

Step 18: The account rep forwards the final hire details and personnel ID number to the end user and subcontractor.

Step 19: The candidate begins work.

Exception Process

In the case where the end user cannot locate a resource that fits the requirements of a specific role, and the account management team has provided three sets of resumes to the end user, the exception process may be enacted to ensure that an appropriate resource is found in a timely manner.

Step E1: The process is triggered when the end user is unable to find a matching candidate for the position after three rounds of resumes are submitted by the account management team.

Step E2: The end user will fill out a waiver to utilize an alternate service provider for the position.

Step E3: The Commonwealth's contract manager (Mike Richart) reviews the waiver, identifies any areas of question/concern, and makes a decision on the waiver. The contract manager may also provide information on the waiver to the account management team in order to ensure that any appropriate adjustments in the process or resource pool are made in the future.

Step E4: If the waiver is approved, the end user sources the resource need from an alternate supplier.

IT Contract Services - Order Process

