

Title of Nomination	Information Technology Managed Service Provider (IT MSP) for Hourly and Project Based Services
Project Manger	Dianne Lancaster
Agencies & Departments	Department of Administrative Services (DAS) State Procurement Office (SPO)
NASCIO Category	Enterprise IT Management Initiatives

The Business Challenge: in 2005, the Oregon Department of Administrative Services State Procurement Office (DAS SPO) found that state agencies were independently obtaining temporary IT professional services and were procuring identical types of services at radically different hourly rates.

DAS SPO considered an alternative procurement method that would offer state agencies a contracting tool that they could use to obtain temporary IT professional services in a timely manner and at a reduced cost. One challenge was that no other State had ever successfully implemented a Managed Service Provider program to deliver both hourly-based and project-based temporary IT professional services.

The Goal: The goal of the Information Technology Managed Service Provider (IT MSP) Price Agreement (PA) was to provide State and local governments, i.e., Authorized Purchasing Agencies; with an opportunity to obtain affordable IT temporary hourly-based professional services and short-term deliverables-based project services through an expedited procurement method.

Significance and Benefits

In General: The IT MSP PA grants several advantages to all purchasing agencies.

- Saves the time it takes to construct a traditional solicitation
- Reduces the amount of time it takes to engage temporary IT professional services
- Provides convenient access to temporary IT services through MSP's online requisition system
- Provides standardized rates and flexibility
- Aggregates volume to drive down costs
- Provides convenient access for IT organizations through an online system

- Satisfies notice and other State of Oregon requirements for Qualified Rehabilitation Facilities (QRFs) and Minority, Women, and Emerging Small Business (MWESB) entities

- The online system contains tracking and reporting features that assist in monitoring subcontractor resources working on an hourly basis, and releases to resource managers periodic status reports of hourly accumulations, and allows for resource planning on current or future projects.

- The IT MSP PA is the only contract of its kind that is capable of issuing both hourly and project-based WOCs, and the MSP program led to a more flexible, enterprise-wide option when IT professional services are needed quickly for development projects.