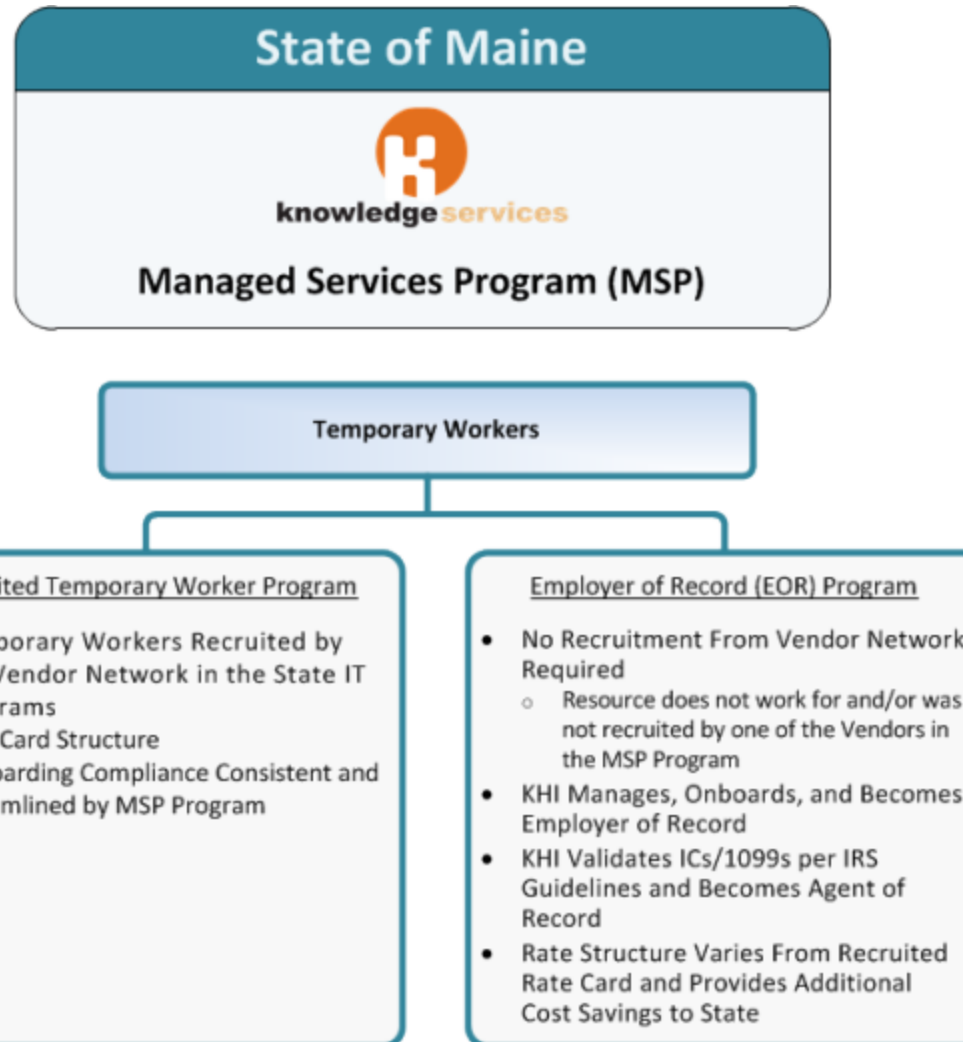# State of Maine MSP Program
IT Staff Augmentation

2nd Quarter
Maine FY Q4
Period of April 1, 2013 to June 30, 2013

Presentation Date

September 5, 2013

Agenda

- Introductions
- Program Overview, Benefits & Accomplishments
- Program Initiatives & Activities
- Reporting
- Strategic Objectives, Enhancements & Opportunities
- Service Level Agreement Overview
- Additional Discussion Points
  - A/R Update
  - Labor Market Trends & Rates
  - Vendor Network Discussion
  - Burndown Report Definition
  - dotStaff System Feedback
  - DO Process

MSP Program Scope

State of Maine

knowledge services

Managed Services Program (MSP)

Temporary Workers

Recruited Temporary Worker Program

- Temporary Workers Recruited by the Vendor Network in the State IT Programs
- Rate Card Structure
- Onboarding Compliance Consistent and Streamlined by MSP Program

Employer of Record (EOR) Program

- No Recruitment From Vendor Network Required
  - Resource does not work for and/or was not recruited by one of the Vendors in the MSP Program
- KHI Manages, Onboards, and Becomes Employer of Record
- KHI Validates ICs/1099s per IRS Guidelines and Becomes Agent of Record
- Rate Structure Varies From Recruited Rate Card and Provides Additional Cost Savings to State

Program Benefits

- **Dedicated On-Site Program Manager**
  - Local Industry Expert

- **Cradle to Grave Requisition Management**
  - Manager Requisition Forecasting
  - Manager Requisition Consulting
  - Candidate Pre-Screening & Interviewing
  - Existing Resource & Candidate Re-marketing
  - Candidate Cross Indexing

- **Management & Mentoring of Vendor Network**
  - Improved Maine-based Vendor Participation
  - One on One Meetings
  - Weekly Call
  - Performance Management

- **Program Pre-Employment Compliance**

Program Accomplishments Q2 (FY Q4)

- Successful Implementation Across All Agencies
  - Transitioned without disruption
- Decreased Incumbent Bill Rates While Keeping Vendors Whole
- Developed Requisition Timeline Tracking Report
- Improvement in Throughput Time from Inception
- Program Invoicing Improvements
  - Agency Specific Invoice Configuration
  - Funding Sources including State & Federal by Resource
- Implemented EOR (Employer of Record) Program
  - For Maximized State Savings
- Successful Fiscal Year End PO Transition

Ongoing MSP Program Initiatives & Activities

- Vendor Education and Open Position Status Calls

- Create Program Awareness for Inactive Agencies

- Develop Reporting Needs per Agency

- Weekly In-Person Meeting with High Volume Agencies

- Provide All Vendors Spend by Title, Manager, Agency Report

Program Overview – Q2 (FY Q4)

Spend	Q2 (FY Q4)	YTD
2013	$2,342,070	$2,342,070
Year	$2,342,070	$2,342,070

General	Q2 (FY Q4)	YTD
Hours Entered	31,403.06	31,403.06
Dollars Entered	$2,342,070	$2,342,070
HC Entering time	86	86

Suppliers	Q2 (FY Q4)	YTD
Total Suppliers	50	50
Active Suppliers	42	42

Program Overview – New Positions – Q2 (FY Q4)

Sourcing	Q2 (FY Q4)	YTD
Positions	29	29
Number Filled	19	19
Submissions	347	347
Submissions / Positions	12	12

Summary of Savings by Quarter – IT Program

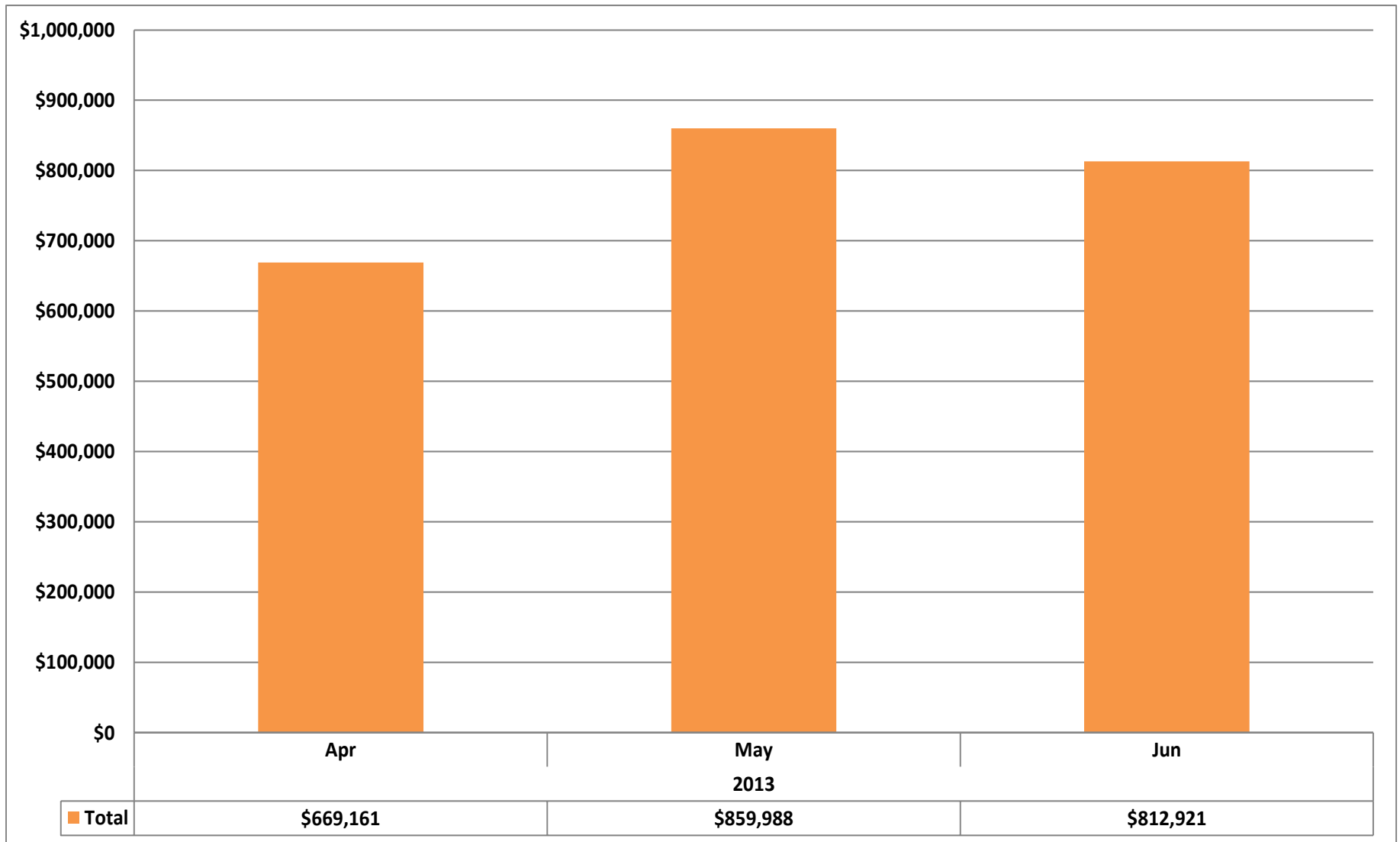| Total Savings for IT Program	EOR Savings	Q2 New Positions	Onboard Savings	Total Savings
Quarter 2 2013 (FY 2013)	$207.83	$1,705.93	$132,723.35	$134,637.11

Savings Calculations

- **Employer of Record:** 15% of Spend = Savings
- **Newly Recruited Resources:** (Market Rate – Bill Rate)*Duration = Savings
- **Onboard Savings Calculations:** (CAI Rate – Bill Rate)*Duration = Savings
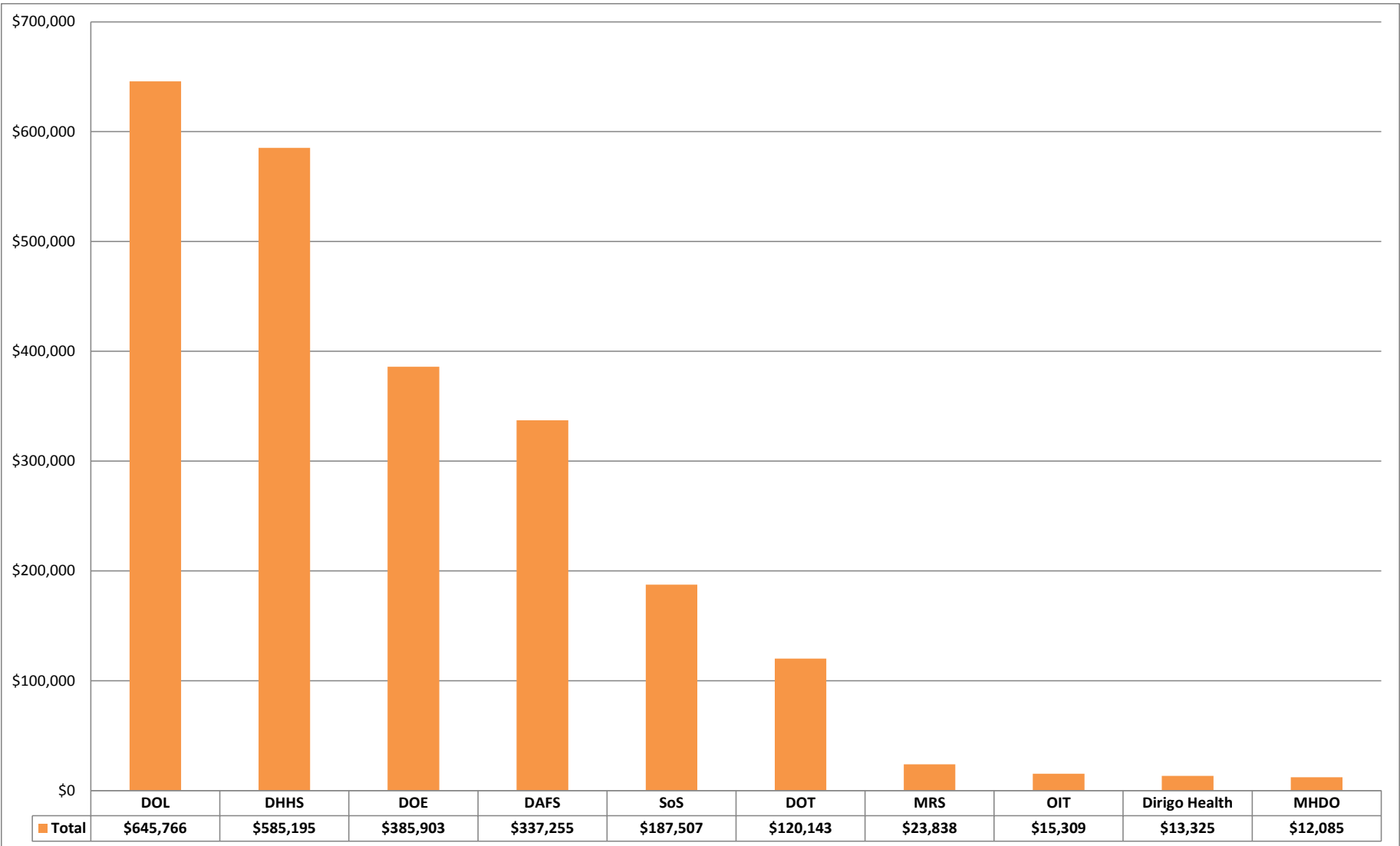
Summary of Agency Approved Exceptions

Title	Hiring Manager	Resource Name	Market Rate	Actual Rate
Programmer 4	Ellis, Charlotte	Dedam, Christopher	$75.92	$82.00

Monthly IT Spend

Total	$669,161	$859,988	$812,921
	Apr	May	Jun
		2013	

Spend By Agency – Top 10

	DOL	DHHS	DOE	DAFS	SoS	DOT	MRS	OIT	Dirigo Health	MHDO
Total	$645,766	$585,195	$385,903	$337,255	$187,507	$120,143	$23,838	$15,309	$13,325	$12,085

Spend by Supplier Top 10

	NTT Data	Randstad Technologies	Alfa GL	Software People Inc.	iCST, LLC	Abilis	Tilson Tech	Compunnel Software Group	iBusiness Solution, LLC	NovaLink Solutions
Total	$193,644	$181,916	$120,730	$115,439	$109,030	$90,696	$90,434	$79,390	$71,108	$70,461
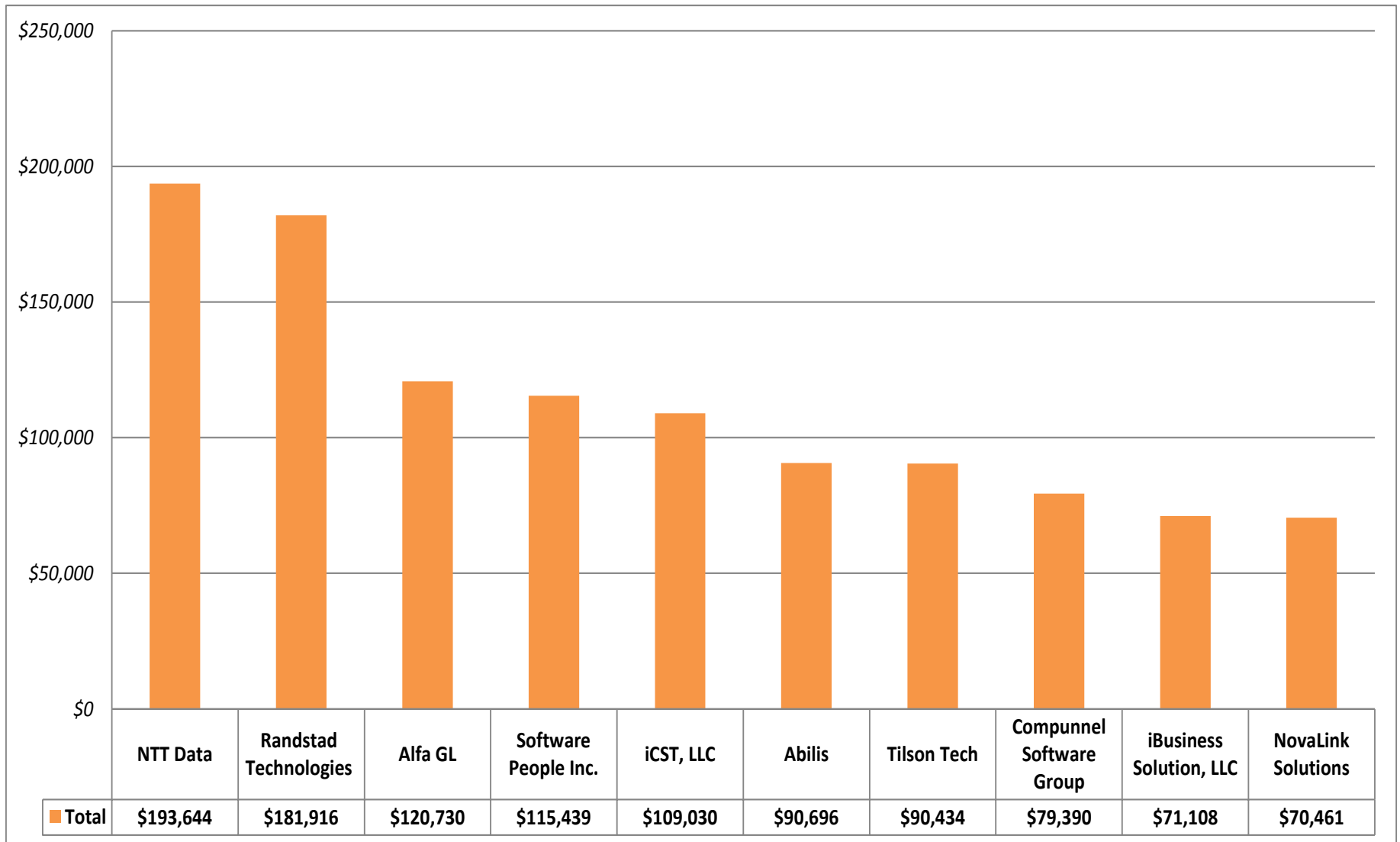
Spend by Job Title

Position Title - Top 20	# Resources	% of Spend	Total Spend
Programmer 5	17	25.77%	$603,510
Programmer 4	18	20.92%	$489,989
Architect / Sr.	7	10.53%	$246,631
Architect / Jr.	5	5.57%	$130,409
Database Administrator 4	3	5.24%	$122,819
Sr. Project Manager	2	4.45%	$104,269
Business Analyst 3	3	3.22%	$75,339
Product Specialist 3	3	2.76%	$64,542
Programmer 3	4	2.37%	$55,414
Project Manager 2	2	2.36%	$55,177
Project Manager 1	2	2.17%	$50,909
Project Manager 3	2	1.82%	$42,523
Sr. Business SME	1	1.51%	$35,281
Sr. Database Architect	1	1.32%	$30,841
Database Administrator 2	1	1.32%	$30,812
Tester 3	1	1.20%	$28,179
Tester 4	2	1.13%	$26,543
Client Technologies Specialist 1	4	1.02%	$23,962
Business Analyst 1	1	0.95%	$22,344
Functional Architect 1	1	0.83%	$19,474
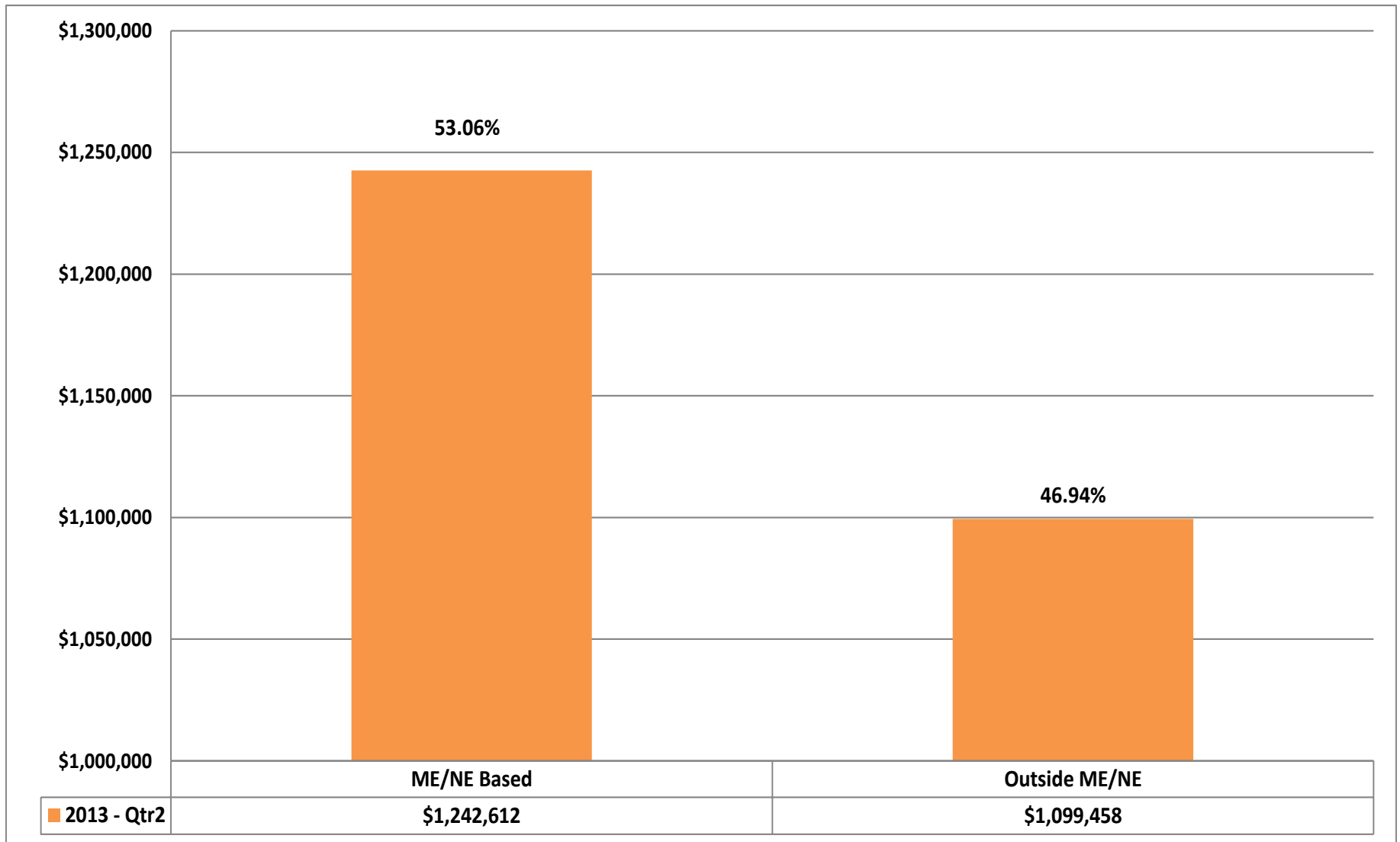
Spend by Maine/New England Based Vendors

2013 - Qtr2	ME	NE - MA	NE - NH
	$851,544	$348,770	$42,299

Chart values:
- ME: 36.36%
- NE - MA: 14.89%
- NE - NH: 1.81%
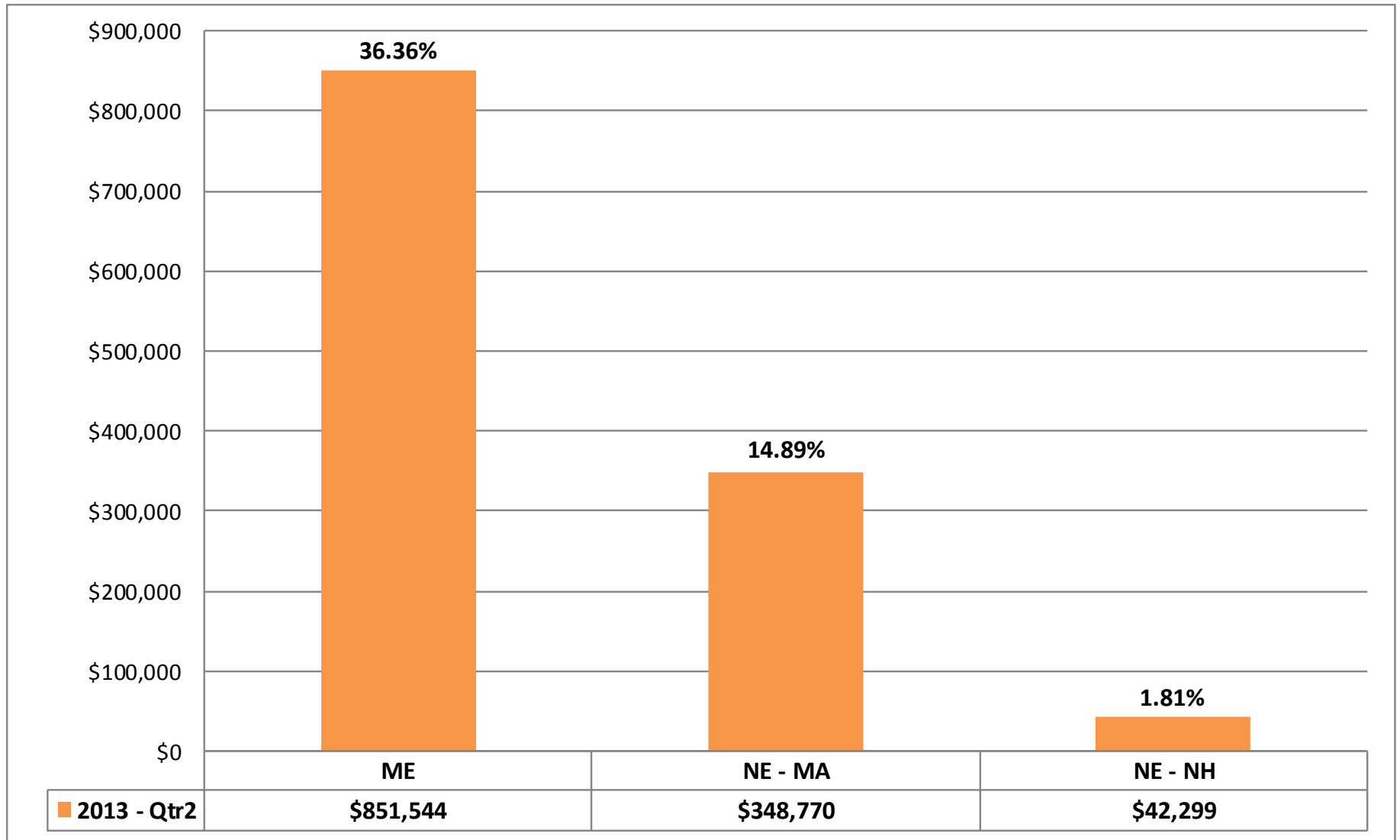
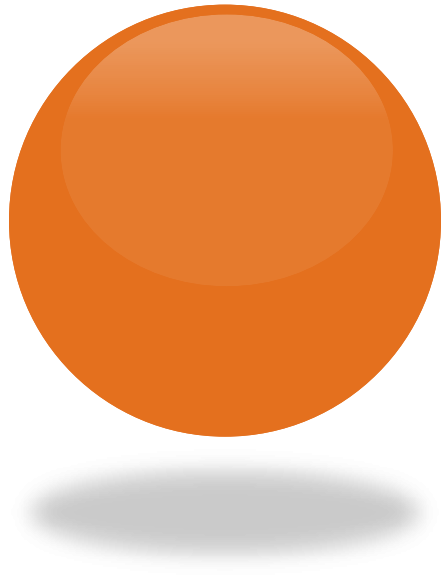# Program Strategic Objectives & Enhancements

- Portal Development
    - Intranet-based Manager Portal
    - Internet-based Vendor Portal
- Finalization of SOM Program Operations Manual
- Job Title Reclassification, Consolidation and Normalization to State Titles
- Vendor Performance Monitoring & Analysis
- Vendor Rationalization
- Detailed Quality Assessment & Recommendations
- Creating Burndown Report definition
- dotStaff Technical Update
- Mobile App Development In Process

Opportunities for Additional State Program Savings

- Quasi State Agencies and Cooperatives

  - Maine Public Employees Retirement System – Discussions underway

  - University of Maine – Implementation underway

- Additional Labor Categories

  - Medical/Healthcare (State Hospital and Home Healthcare Therapists, Nurses, Locum Tenans, Case Workers, etc.)

  - Administrative/Clerical/General Services (DOR, Seasonal, etc.)

  - Project/Statement of Work

    - Professional Services Agreements

DISCUSSION AND QUESTIONS