



TOPIC: University of Maryland University College: Professional Staffing Services Contracts

COMMITTEE: Finance

DATE OF COMMITTEE MEETING: June 18, 2013

SUMMARY: The University of Maryland University College (UMUC) requests approval to modify the contract amount for its professional staffing services contracts. In December 2011, UMUC entered into indefinite delivery/indefinite quantity (IDIQ) contracts with twelve firms through a competitive sealed proposal process. These contracts are for professional staff augmentation for critical work areas to meet short-term staffing needs during the University's information technology refresh and retooling initiative. Certain of these short-term staff may become "regular" employees to fill vacant positions if they are found to be qualified.

The initial contract term is for 4½ years beginning December 7, 2011 to June 30, 2016. The spend for the services under these contracts for the initial term was anticipated to be \$4.5 million. The University now finds that this contract amount will be exhausted by June 30, 2013 and seeks Board approval to increase the contract amount by \$12 million to \$16.5 million.

This request is made pursuant to University System of Maryland Procurement Policies and Procedures; Section VII.C.2, for any procurement exceeding \$5 million.

The professional staff services provided under these contracts is for various information technology projects. The programs for which the professional staff services are needed include:

1. A multi-year program to replace WebTycho that is core to the University's mission to deliver on-line courses and programs
2. Customer Relationship Management
3. Improvement to the University's web presence, portal platform, and online student experience
4. A predictive analytics program to establish improved student learning outcomes and student retention
5. Cloud computing migration from legacy technology to establish efficiencies in course and program delivery and cost

The University model for providing these services was to combine those available under the IDIQ contracts with other similar contract vehicles for like services that are available to the University through Federal government (GSA) and State of Maryland (CATS II) contracts. *However, the IDIQ contracts have proven much more effective for acquiring key professional talent.* The University has found the vendors the University selected have done so well that most of its professional staffing needs can be found through these IDIQ contracts and the hourly rates to be more favorable with equal or better talent than those available through other vehicles. *As a result, it has not been necessary to make use of contracts held by other agencies as frequently as previously expected.* The overall spend within the original 4½ year term inclusive of the proposed contract modification would be no greater than the spend under the original contract combined with those that might be used from other available sources.

The University is making a significant investment to refresh and replace outdated enterprise management tools and systems as part of its overall information technology strategic plan. Over the next several years, UMUC will require access to substantial human resources to accomplish this effort. These resource demands are typically short-term in nature and often there must be staffing flexibility to respond to peak demands. The University has found that it is more efficient and cost effective to acquire the necessary expertise on a temporary basis than to add to its payroll only to then release staff when the initiative is complete. Further, these staff augmentation contracts are useful for

bridging transitions in the event of staff vacancies. Many of the skills and the levels of effort required to maintain service at acceptable levels often require almost immediate replacement.

VENDOR(S)/CONTRACT(S):

1. AdNet/AccountNet, Inc. Columbia, MD	7. Mindseeker, Inc. Arlington, VA
2. Clovis Group, LLC Bethesda, MD	8. Premier Staffing Source, Inc. Lanham, MD
3. Corporate Employment Resources, Inc. dba Corestaff Services Greenbelt, MD	9. RCM Technologies (USA), Inc. Rockville, MD
4. Experis Manpower Group Gaithersburg, MD	10. The Remy Corporation Denver, CO
5. Insight Global, Inc. Hanover, MD	11. Robert Half International, Inc. San Ramon, CA
6. Lancesoft, Inc. Herndon, VA	12. Software Consortium, Inc. Baltimore, MD

ALTERNATIVES: The University does not have sufficient staffing/expertise in-house to accomplish its Information Technology refresh and therefore, must seek staffing support on a contractual basis. The University could use other agency contracts that are available to it to supplement its IDIQ contracts however; it has found over the last 18 months that the most efficient and cost effective approach would be to continue to use the vendors under these contracts.

FISCAL IMPACT: The total spend for these contracts is estimated to be \$16.5 million for the 4½ year contract term through June 30, 2016. The overall spend within the original 4½ year term inclusive of the proposed contract modification would be no greater than the spend under the original contract combined with those that might be used from other available sources. The source of funds for these contracts will be the University's unrestricted operating budget. UMUC may renew each contract for a period not to exceed five (5) years at the sole discretion of the University. The University will seek Board approval of exercised renewal options consistent with its policies.

CHANCELLOR'S RECOMMENDATION: That the Finance Committee recommend that the Board of Regents approve for the University of Maryland University College to increase the total spend for the IDIQ contracts as described above by \$12 million from an original estimated amount of \$4.5 million to a not to exceed amount of \$16.5 million. The University will return to the Board of Regents for approval prior to the exercise of renewal options as might be required by Board of Regents procurement policies.

COMMITTEE RECOMMENDATION:

DATE:

BOARD ACTION:

DATE:

SUBMITTED BY: Joseph F. Vivona (301) 445-1923
