

# Office of Information Technology

## State of New Jersey

### Procurement Open House



10/7/2010

Monmouth County

# What is OIT?

**OIT is the State's Information Technology organization providing centralized IT services to the Executive Branch, which includes:**

- **Utility Services**
  - Garden State Network (GSN)
  - Shared server and mainframe processing infrastructure
- **Enterprise Services**
  - Application development services
  - Cross-Agency services
  - Telecommunications
  - State security and policies
- **Statewide Services**
  - E-911
- **Statewide Technology Contracting**

# What is OIT?

## Centralized IT Agency

- Provide IT direction and oversight
- Define architecture for the enterprise, ensuring interoperability
- Set enterprise standards for computing environments
- Work closely with agencies
- Provide utility IT services (WAN, Communications, etc.)
- Review and approve all IT purchasing
- Lead IT consolidation efforts

# *OIT Utility Services*

## **Garden State Network (GSN)**

- Maintain the State's wide area network (WAN), which carries traffic over a combination of owned and leased data lines
- Provide agencies with access to the internet
- Maintain routers, switches and related infrastructure
- Troubleshoot and resolve problems, working with agencies and vendors where appropriate
- Work with agencies to ensure a stable and viable network for their business needs
- Provide disaster recovery services to mission critical applications

# *OIT Utility Services*

## **Shared Server & Mainframe Environment**

- Maintain the mainframe environment for the State's mission critical applications
- Maintain and expand the shared server environments for the State's applications
- Maintain the shared storage environments that house the State's data repositories
- Provide oversight and ongoing operation of these environments
- Leverage the State's investment in these environments wherever possible
- Work with agencies to provide the best possible solutions for their business needs

# *OIT Enterprise Services*

## **Application Development Services**

- Maintain all applications residing in the shared infrastructure
- Provide application development services to agencies
- Work with vendor engagements to develop applications
- Provide consultant-type services to the agencies as needed
- Expand knowledge base through training to develop and leverage new technologies

# *OIT Enterprise Services*

## **Cross-Agency Services**

- Develop applications and processes that support the enterprise
- Maintain and upgrade these services to keep pace with technology changes
- Work with agencies to leverage these services, i.e.
  - Web services, credit card processing, data warehousing, portal, email, etc.
- Develop new solutions and assist with Statewide implementations
- Provide consultant-type services to the agencies as needed
- Expand technology base through training to develop and leverage new technologies

# *OIT Enterprise Services*

## **Telecommunications Services**

- Oversee and administer Statewide telecomm contracts
- Administer telecomm and datacomm access
- Assess existing agency telecomm infrastructure and recommend opportunities for improvement and consolidation
- Track and bill for telecomm and datacomm services/usage
- Administer telecommunications equipment/services contracts

# *OIT Enterprise Services*

## **Statewide Security and Policies**

- Set Statewide policies governing IT-related matters
- Develop and administer statewide security policies
- Provide security direction to agencies
- Continually keep abreast of all security related matters nationwide and incorporate into statewide policies and approaches
- Participate in application development efforts to ensure security concerns are addressed and that solutions conform to standards

# *OIT Statewide Services*

## **E-911**

- Maintain the E-911 call center
- Develop and administer Statewide E-911 program
- Provide security direction to State entities on the use of interoperable emergency radio network and coordinate interoperability grants.
- Oversee and dispense between \$15 – 30 Million in 911 grants
- Support an awareness and training program on E-911

# *OIT Contracting*

## **Statewide Technology Contracting**

- Create enterprise and global contracts on behalf of the State
- Leverage buying power and drive greater discounts
- Administer statewide IT contracts, provide guidance and direction on their use
- Review agency purchases to ensure consistency, standards and best-buying opportunities
- Work with agencies in meeting business needs by providing direction on the best contracting methods
- Where enterprise value exists, take the lead in the creation of enterprise IT contracts

# *Doing Business with State Agencies*

## **Contracting Opportunities**

Join existing cooperative purchasing vehicles, such as:

- Western States Contracting Alliance (WSCA) contracts
  - For computers and related services (Minnesota contract)
  - For network equipment and services (Utah contract)
- CAI – Computer Aid, Inc, (Pennsylvania) for IT Staff Augmentation
  - Services by skill category
  - Rates set by negotiation with CAI vendor
  - Work with vendor to get on contract
  - State requests services by skill category and CAI provides candidates from which to choose

# *Doing Business with State Agencies*

## **Contracting Opportunities**

- Work with Purchase & Property to join existing contracts
- Watch Purchase & Property website for contracting opportunities
- Register as a vendor and bid on opportunities (RFPs)
- Join existing and future cooperative contracting vehicles
- Respond to bid and DPA opportunities
- Contact Purchase & Property for contracting questions

# State of New Jersey IT Staff Augmentation Contract

## Contract Overview

Presented to the Vendor Community

**CAI/New Jersey Confidential**

# CAI Staff Augmentation

## Examples of Category

- Business and technology consulting
- Full life-cycle software development
- Network, desktop infrastructure and help desk services
- Telecommunication and voice/data services
- Database administration
- Project Management
- Quality Assurance

# CAI Contract Overview

- One enterprise-wide procurement vehicle
  - To be utilized for all IT staff augmentation needs
- Over twenty job titles
  - Cover all levels of IT knowledge
- Two skill categories
  - Encompass all key skill sets
- Two areas
  - Represent where majority of the work will be performed (Trenton and Newark)
- Fixed rates
  - Based on current market dynamics
- Service Level Agreements
  - Performance-based standards that ensure optimum service delivery

# CAI's Role

- Agency Consultant
  - Understand critical business initiatives and define specific needs
  - Ensure that requirement is complete before releasing to the network
  - Train new users
- Response Manager
  - Oversee entire requirement process
  - Validate candidate qualifications to ensure only the best candidates are considered
  - Coordinate interviews and oversee the engagement process
- Vendor Manager
  - Explain process guidelines and share best practices
  - Ensure that all vendors are on the same level playing field
  - Train new users

# Vendor Network Profile

- Over 500 IT services companies in current network
  - Niche IT service firms
  - Systems integrators
  - Recruitment and staffing firms
  - Over 200 vendors are NJ-based
- Leveraged to meet customer needs
  - Supplier diversity
  - Business process knowledge
  - Industry-specific expertise
- Proven results
  - Near perfect requirement fill ratio

# CAI Vendor Contact Information

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# Questions?

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