



STATE OF OHIO
DEPARTMENT OF ADMINISTRATIVE SERVICES
GENERAL SERVICES DIVISION
OFFICE OF PROCUREMENT SERVICES
4200 SURFACE ROAD, COLUMBUS, OH 43228-1395

MANDATORY USE CONTRACT FOR: MANAGED SERVICES PROVIDER FOR NON-IT STAFF AUGMENTATION SERVICES

CONTRACT NUMBER: CSP900917

EFFECTIVE DATES: 11/01/16 TO 10/31/19

The Department of Administrative Services has accepted Proposals submitted in response to Request for Proposal (RFP) No. CSP900917 that opened on 09/26/16. The evaluation of the Proposal responses has been completed. The Offeror listed herein has been determined to be the highest ranking Offeror and has been awarded a Contract for the services listed. The respective Proposal response including, Contract Terms & Conditions, any Proposal amendment, special Contract Terms & Conditions, specifications, pricing schedules and any attachments incorporated by reference and accepted by DAS become a part of this Services Contract.

This Requirements Contract is effective beginning and ending on the dates noted above unless, prior to the expiration date, the Contract is renewed, terminated, or cancelled in accordance with the Contract Terms and Conditions.

This Requirements Contract is available to the State Agencies, and Cooperative Purchasing Program Members as applicable.

The agency is eligible to make purchases of the contracted services in any amount and at any time as determined by the agency. The State makes no representation or guarantee that department will purchase the volume of services as advertised in the Request for Proposal.

This Requirements Contract and any Amendments thereto are available from the DAS Web site at the following address:

www.ohio.gov/procure

Embedded Minority Set Aside Component

PRICE SCHEDULE

Description	Mark-Up Percentage
Mark up Fee Initial 3 year Term of Contract	2.68%
Mark up Fee Year 4 and 5 of Contract	2.59%
Mark up Fee Year 6 and 7 of Contract	2.49%

RATE CARD

[CLICK HERE TO VIEW RATE CARD](#)

CONVERSION COSTS

Conversion costs - If the State determines that it is in the best interest to hire or convert the resource after a six (6) month period, the Contractor will release the employee from any agreements that may be in effect. This will be at no cost to the State, the Contractor, or the employee.

If the State determines it would be in the best interest of the State to hire or convert the resource, prior to the completion of the six (6) month period, the State will pay a conversion fee based on the charts below.

Nonprofessional positions are defined as any position with less than \$40,000.00 in annual base salary per year and with no greater than twelve month interruption of service to the State.

The Conversion fees for nonprofessional positions shall be compensated as follows:

Hours Worked	0-160 hours	>160-320 hours	>320-480 hours	>480 hours
Maximum/Not-to-Exceed Conversion Fee	\$3,000.00	\$1,000.00	\$500.00	\$0.00

Professional positions are defined as any position with more than \$40,000.00 in annual base salary per year and with no greater than twelve months interruption of services to the State. The first year annual salary will be the annual salary that would be paid to the resource during the first year.

The Conversion fees for professional positions shall be compensated as follows:

Hours Worked	0-160 hours	>160-320 hours	>320-480 hours	>480 hours
Maximum/Not-to-Exceed Conversion Fee	20% of first year annual salary	15% of first year annual salary	10% of first year annual salary	5% of first year annual salary

SERVICE LEVEL AGREEMENTS

Service Level Agreements (SLA): The State has identified a set of industry SLAs, defined in the table below that the Contractor shall meet or exceed in order to remain in compliance with the contract.					
Performance Metric	Supplier Goal	Performance Target	Description	Calculation	Frequency of Review
Requisition Confirmation Time	4 business hours	94% or Higher	Measure average response time from receipt of request to confirmation of request receipt.	Number of requests which received confirmation within 4 hours divided by the total number of requests	Monthly
Urgent Requisition Confirmation Time	1 Hour	99% or Higher	Measure average response time from receipt of urgent request to confirmation of request receipt.	Number of urgent requests which received confirmation within 1 hour / the total number of requests.	Monthly
Normal Fill Rate	N/A	94% or Higher	Measures Contractor's ability to satisfactorily fulfill requisitions: Indicates how many requisitions are open.	Total number of filled positions at month end / total number of requisitions that have been in place over 2 weeks.	Monthly
First Round Normal Fill Rate	4 business days	92% or Higher	Measures the Contractor's ability to satisfactorily fulfill requisitions within first round of resumes submitted to requestor (normal requisitions).	Total number of filled positions resulting from first round resumes / total number of requisitions filled.	Monthly
Urgent Submittal Response Time	2 business days	94% or Higher	Measures the average time from receipt of Urgent/STAT request to delivery of first candidate's resume.	Number of Urgent requisitions that received first batch of resumes for review within required hours / total number of Urgent requisitions.	Monthly
Urgent/STAT Fill Rate	N/A	92% or Higher	Measures Contractor's ability to fulfill Urgent/STAT requisitions: Indicates how many requisitions are open.	Total number of Urgent/STAT filled positions at month end / total number of requisitions that have been in place over two weeks	Monthly
First Round Urgent Fill Rate	N/A	92% or Higher	Measures Contractor's ability to fulfill requisitions within first round of resumes submitted to requestor (Urgent requisitions).	Total number of Urgent filled positions resulting from first round of resumes / total number of requisitions filled.	Monthly

Performance Metric	Supplier Goal	Performance Target	Description	Calculation	Frequency of Review
Attrition Rate	N/A	8% or Lower	Measures resource turnover due to unplanned situations which are not caused by the State, not including inadequate performance, death, serious illness, etc. Does not include performance removal data.	Number of unplanned turnovers / total number of resources working on contract. Reasons must be included in the report.	Monthly
Performance Removal	N/A	5% or Lower	Measures resource turnover due to inadequate resource performance. Does not include attrition rate data.	Number of turnovers (due to inadequate performance) / total number of resources.	Monthly
MBE Usage	N/A	15% or Higher	Measure of how many MBE certified resources are being used by the State.	Dollars paid to MBE within period / Total dollars paid within period	Monthly
EDGE Usage	N/A	5% or Higher	Measure of how many EDGE certified resources are being used by the State.	Dollars paid to EDGE within period / Total dollars paid within period	Monthly
Customer Service Survey Results	Monthly survey of the satisfaction of the client with the resources placed at that agency by the Contractor. Survey will highlight positive and negative points about the Contractor's processes and resources in order to identify areas for improvement. The DAS OPS representative will review and include overall results as part of the scorecard.				

CONTRACTOR INDEX

CONTRACTOR AND TERMS:

229814
InGenesis Inc
10231 Kotzebue Street
San Antonio, TX 78217

CONTRACTOR'S CONTACT: Norma Donahue

BID/CONTRACT NO.: CSP900917

TERMS: Net 30 Days

TELEPHONE: (866) 448-0033
FAX: (210) 579-7693
EMAIL: igohio@ingenesis.org