

Managed Service Provider for Contingent Information Technology (IT) Resources

Frequently Asked Questions

1. Where do I find out more information about the new Managed Service Provider arrangement?

More information about the new Managed Service Provider Vendor of Record arrangement can be found on the Supply Chain Ontario website (<https://www.Ontario.ca/supplychain>).

2. Why has the Government selected a Managed Service Provider model?

A Managed Service Provider brings experience in managing temporary Contingent IT Resources. The provider will also offer a Vendor Management System and provide proven electronic functionality to streamline and automate the process through which Government of Ontario ministries select the temporary Contingent IT Resources for each project or work assignment they have.

3. How will companies, including small- and medium-sized vendors, benefit from this new model?

It is anticipated that the Managed Service Provider model will offer qualified vendors greater transparency, reduced burden and increased efficiencies, and expanded business opportunities.

The Managed Service Provider's Vendor Management System functionality is expected to allow the qualified vendors on the roster to respond to work assignment opportunities of interest to them. This approach helps ensure that Ontario remains Open for Business to small- and medium-sized enterprises, and provides clients with a wider potential selection of talent.

Further, the Ministry of Government and Consumer Services intends to list all qualified vendors on its public-facing Supply Chain Ontario website at www.ontario.ca/supplychain to ensure that vendors can show other potential clients that they are qualified to provide resources to support Ontario government work.

4. What types of temporary Contingent IT Resource roles will the Managed Service Provider provide to the Government of Ontario?

Some examples of the types of temporary Contingent IT Resource roles that the Government of Ontario procures when internal resources are not available include:

- Programmers
- Systems Testers

- Project Managers
- Business Analysts
- Data Architects
- Database Administrators
- Privacy Impact Assessors.

A complete list of Contingent IT Resource roles will be posted on the Supply Chain Ontario website (www.ontario.ca/supplychain) and the Managed Service Provider's website.

5. I am a vendor on the current Task-Based Information and Information Technology (I&IT) Services Vendor of Record (VOR) arrangement. Will there be an attestation/grandfathering process for existing vendors to become IT Qualified Firms for the new Contingent IT Resources VOR arrangement through the Managed Service Provider?

No. The Ministry of Government and Consumer Services considers the Contingent IT Resources VOR arrangement to be a new VOR arrangement. All vendors that would like to become IT Qualified Firms under the new VOR arrangement must respond to the Managed Service Provider and complete its process for qualification and registration.

6. What requirements and qualifications will IT Qualified Firms need to be placed on the IT Qualified Firms Roster?

The Ministry of Government and Consumer Services and the Managed Service Provider will finalize the registration process and all qualification requirements in the near future. Details about the process and how requirements will be assessed/evaluated will be communicated and posted to the Supply Chain Ontario website at www.ontario.ca/supplychain.

7. Why are you communicating about the new Managed Service Provider Vendor of Record (VOR) now when the existing VOR arrangement doesn't expire until September 2020?

We are communicating now to ensure there is sufficient time for the implementation process to proceed prior to when the new VOR arrangement starts in October 2020.

Time to Apply – The Ministry of Government and Consumer Services and Managed Service Provider are developing a proposed schedule that will give interested vendors sufficient time to complete the process. All vendors, including vendors on the existing VOR arrangement, will be required to apply to qualify with the Managed Service Provider to become IT Qualified Firms under the new VOR arrangement.

Time to Implement and Provide Training – The Ministry of Government and Consumer Services anticipates that a large number of interested vendors will be interested in becoming IT Qualified Firms. The proposed timeline will ensure that the Managed Service Provider has sufficient time to assess all responses from vendors and to qualify and enter into contracts with IT Qualified Firms. Training on the new processes and use of the Vendor Management System that will be used for administering Requests for Contingent IT Resources would also be required before the start of the new VOR.

8. Will there be a maximum number of vendors on the new VOR arrangement?

No. There will not be a maximum number of IT Qualified Firms. IT Qualified Firms that successfully meet the requirements and qualifications of the Managed Service Provider will be registered to be placed on the roster.

9. Will there be new roles under the new Contingent IT Resources VOR arrangement. If so, how will I be able to qualify to provide Contingent IT Resources for the new roles?

There will be new roles, a list of which will be available on the Supply Chain Ontario website at www.ontario.ca/supplychain as well as on the Managed Service Provider's website. This list may be updated as needed and communicated to all IT Qualified Firms. The Ministry of Government and Consumer Services is not accepting new roles from vendors as part of the extension period.

10. How will the rates for the contingent IT resources be established under the new VOR Arrangement?

The Ministry of Government and Consumer Services, in conjunction with the Managed Service Provider, will establish the market rates for the roles and experience levels for Contingent IT Resources. These rates will be reviewed periodically to ensure they are competitive and will ensure value for money by attracting qualified Contingent IT Resources.

11. Can vendors submit bids to join the Task-based I&IT Services VOR arrangement during the extension period?

No. The extension period is available only to vendors that are already on the existing VOR arrangement.

12. How will the MSP be paid?

The Government of Ontario will pay the Managed Service Provider for the work that external contractors perform for each specific statement of work. In turn, the Managed Service Provider will be responsible for paying the vendor that

provided the contractor(s), less the Managed Service Provider's fee set out in each subcontractor agreement.

This fee will include the use of the Vendor Management System, along with training and support for IT Qualified Firms, and Contingent IT Resources.

13. Will the MSP provide training on the use of the Vendor Management System?

Yes, the Managed Service Provider will provide training and support to IT Qualified Firms and Contingent IT Resources for processes and the Vendor Management System solution.

14. Will IT Qualified Firms be required to sign a contract with the MSP?

Prior to signing a contract with the Managed Service Provider, vendors must meet all requirements and become an IT Qualified Firm.

15. What will happen with any existing arrangements?

The current Task-based IT Services Vendor of Record arrangement expires on September 30, 2020, at which time current Statement of Work (SOW) would expire, unless these are extended prior to March 31, 2021 - the agreement end date.

16. How will vendors be selected for inclusion on the vendor roster to be managed by the Managed Service Provider?

The Managed Service Provider will be responsible for sourcing and managing the provision of temporary Contingent IT Resources services to the Government of Ontario.

The provider will be required to use an open, fair and transparent process to qualify vendors, including small- and medium-sized enterprises, for the temporary Contingent IT Resources agreement. However, there will be no limit to the number of vendors that can qualify.

17. How will vendors qualified on the Managed Service Provider's vendor roster obtain work?

Once the Managed Service Provider is implemented and the vendor roster has been established, opportunities will be made available by the Managed Service Provider to supply ministries/IT clusters with required temporary IT service contractors.