



## Staff Augmentation or Statement of Work - How to Decide?

The charts and questions below are intended to be a starting point to assist customers in determining the best approach for accomplishing work using IT contract resources through the state’s IT Contingent Labor contract with Computer Aid, Inc. (CAI). Customers are always encouraged to call and work directly with the CAI Account team to evaluate their business needs before engaging contract resources.

### Two Ways to Manage Work

Staff Augmentation	Statement of Work (SOW)
<ul style="list-style-type: none"> <li>Customer engages an IT contract resource, typically to address shorter term staffing needs or to provide specialized expertise or skills not accomplishable by staff</li> </ul>	<ul style="list-style-type: none"> <li>Customer engages a consulting firm to complete a project. The firm manages all aspects of the project work activities to produce the deliverables outlined in the SOW contract.</li> </ul>
<ul style="list-style-type: none"> <li>Resources can work as directed on multiple assignments and projects based on the priorities of the department</li> </ul>	<ul style="list-style-type: none"> <li>Consulting firm is only obligated to deliver work products and commitments as detailed in the SOW contract</li> </ul>
<ul style="list-style-type: none"> <li>All of the specifics of the work to be completed during the contract engagement is not defined</li> </ul>	<ul style="list-style-type: none"> <li>Customer can describe the specifics of the work, deliverables, acceptance criteria and other terms to be agreed upon for the SOW contract</li> </ul>
<ul style="list-style-type: none"> <li>Customer pays based on the number of hours worked by the contract resource(s)</li> </ul>	<ul style="list-style-type: none"> <li>Customer pays an agreed upon fixed amount when predefined work products or services are delivered and accepted</li> </ul>
<ul style="list-style-type: none"> <li>Customer IT manager supervises the work and the resource(s) in order to get work completed</li> </ul>	<ul style="list-style-type: none"> <li>Customer’s IT manager is responsible for monitoring and managing performance of their SOW work delivery in order to achieve the expected outcomes</li> </ul>
<ul style="list-style-type: none"> <li>Customer will issue and pay for the required materials, tools or equipment to get the work accomplished</li> </ul>	<ul style="list-style-type: none"> <li>Consulting firm employs and manages resources, tools and processes in order to deliver the work products</li> </ul>

**Other questions to consider:**

- What is the need; a resource or a project to be completed?
- Do you have staff to manage the work that needs to be completed?
- Can you document your specific business need or work requirements?
- Do you think a company is needed to do this or just resources?
- Do you have a fixed budget?

**SOW Work – Two Options**

Fixed Price SOW = <b>Project</b> Based	O&M SOW = <b>Ongoing</b> Operations and Maintenance
<ul style="list-style-type: none"> <li>• Define project milestones or deliverables that should be produced by the consultant</li> </ul>	<ul style="list-style-type: none"> <li>• Operations support for an IT system, application or programs</li> </ul>
<ul style="list-style-type: none"> <li>• Agreed upon acceptance criteria</li> </ul>	<ul style="list-style-type: none"> <li>• Pre-defined Operations and Maintenance (O&amp;M) recurring work activities</li> </ul>
<ul style="list-style-type: none"> <li>• Consulting firm employs and manages the resources</li> </ul>	<ul style="list-style-type: none"> <li>• Requires a fixed monthly services fee for performing a base level of support services</li> </ul>
<ul style="list-style-type: none"> <li>• Not concerned about how many resources are engaged</li> </ul>	<ul style="list-style-type: none"> <li>• Consulting firm employs and manages the resources</li> </ul>
<ul style="list-style-type: none"> <li>• Close supervision of consultants is either inappropriate or not practical</li> </ul>	<ul style="list-style-type: none"> <li>• Close supervision of consultants is either inappropriate or not practical</li> </ul>
<ul style="list-style-type: none"> <li>• Customer pays based on delivery and acceptance of results</li> </ul>	<ul style="list-style-type: none"> <li>• Can include a time and materials (T&amp;M) budget component that is a pre-defined, fixed, blended hourly rate to be used for other support work specific to the IT system but outside of the O&amp;M work scope activities</li> </ul>

## Who can I contact for assistance?

### **Staff Augmentation requests:**

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### **Information about the ITCL Program:**

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