Managed Services Provider (MSP) for IT Consulting Services

INCREASED COMPETITION

Larger Qualified Vendor Network (QVN) resulting in increased competition.

REDUCED CYCLE TIME

Resumes received from qualified Information Technology professionals in as little as two business days.

IMPROVED TRACKING & INVOICING

Comprehensive web-based Vendor Management System (VMS) to improve tracking of budget, milestones, invoicing and timesheets.

ENHANCED CUSTOMER EXPERIENCE

Increased visibility and transparency resulting in an enhanced customer experience.

REDUCED COSTS Contractor fees embedded in hourly rates.

FIXED CEILING RATES

Reduced costs established by ceiling rates for defined list of industry standard IT job classifications.

VENDOR NEUTRAL

No presumed advantage to any one vendor, with the best candidate to fill each position.

The County of Los Angeles (County), invests more than $30 million annually on IT Support Services through an Internal Services Department (ISD) Information Technology Support Services Master Agreement (ITSSMA).

In order to meet the everchanging needs of the County and the volume of requested services, ISD awarded a contract for a Managed Services Provider (MSP) in January 2022 to replace the current ITSSMA.

The awarded contractor, Acro Services Corporation, is responsible for the County's new full-service Vendor Management Solution (VMS and XRM) that is available to all County Departments to request and acquire hourly-based Information Technology (IT) Consulting Services in defined job classifications. The fully integrated, web-based, Contractor-hosted VMS automates and supports the as-needed Work Order life-cycle, improves transparency and visibility, enhances tracking capabilities and includes standard and customized reports to the County, achieving overall cost savings and providing an enhanced customer experience.

Services provided by Acro include account management, solicitation consultation with the County, on-boarding and managing of the Qualified Vendor Network (QVN), ensuring that all QVNs are, (i) in continued compliance with County requirements and, (ii) qualified to meet the County's vast and ever-changing IT needs, and (iii) a flexible candidate screening process.
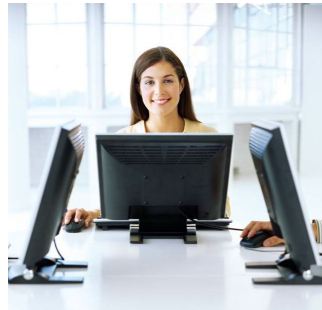
Managed Services Provider (MSP) for IT Consulting Services

Contract Features and Benefits

To meet the needs of the County, ISD developed an IT MSP Program administered by Acro who:

- Provides a large pool of As-needed & IT Support Services resources with fixed ceiling rates (for as-needed services) and standard Job Classifications.
- Provides visibility and oversight by tracking expenditures, ensuring hourly rates are in line with the market, managing QVN(s) throughout the solicitation and project lifecycle, and ensuring compliance with County policy and Program procedures.
- Promotes efficiency in County Government by implementing a transparent, repeatable, consistent, user friendly and accountable process for acquiring As-needed IT Support Services and implementing a simple workflow that will significantly reduce acquisition timeframes.
- Supports Countywide initiatives including addressing the County's goals for PPEs and CBEs; Marketing/increasing PPE and CBE participation rates; and delivering IT services at the lowest cost and best value to County departments.

Benefits of the MSP Program:

- Reduced costs related to all processes associated with:
  - Qualifying and establishing a QVN
  - Performing administrative compliance functions
- Utilization of Vendor Management System (VMS), A web-based, modern, user-friendly portal for both vendors and ISD (End-to-end transactions in the same solution)
- Increased overall quality and speed of acquisition of As-needed IT Support Services
- Increased competition for As-needed IT Support Services (e.g., increasing pool of Qualified vendors)
- Increased opportunities for all vendors providing As-needed IT Support Services in the County, including PPEs and Community Business Enterprises (CBEs)
- Tracking, monitoring and managing QVN and monitor QVN performance
- Enhance transparency of County's expenditures for As-needed IT Support