

HBITS Hourly Based Information Technology Services

HOW TO USE THE HBITS CONTRACT:

STEP 1: START YOUR HBITS PROJECT

STEP 2: EVALUATE AND SELECT A CONTRACTOR

ADDITIONAL INFORMATION: PROJECT CHANGES, REPORTING PROBLEMS, INVOICING, AND CONTRACTOR EVALUATIONS



NYS OFFICE OF GENERAL SERVICES

Serving New York

Step 1: Start Your HBITS Project

To begin using the HBITS contract, you must first initiate a request for services by using the [Task Order Request](#) form to describe the “task,” or project, for which hourly IT services are needed.



Submit the completed Task Order Request form to the OGS HBITS team at: hbits.stateagencies@ogs.ny.gov. OGS will review your request, validate all fields, and ensure that your request is in compliance with all contractual terms. (Allow 2-3 days for processing.)



Once validated, OGS will send your request to all the HBITS contractors. The HBITS contractors will respond to the request and propose candidates for the project. (Allow 10 days for processing.)



OGS will receive and review all contractor responses, validate requirements, and rank candidates based on their hourly rate. (Allow 1-2 days for processing.)



OGS will release the candidate resumes for your review.

Please spell out acronyms and explain program language(s) and platforms used by agency-specific systems.

If your request is not in compliance with the HBITS contract, it will be returned to you to edit and resubmit.



Questions? Contact the HBITS team:

State agency email: hbits.stateagencies@ogs.ny.gov

Non-executive agency email: hbits.nonexecutiveagencies@ogs.ny.gov

Contractor email: hbits.contractors@ogs.ny.gov

Next



HBITS Hourly Based Information Technology Services

HOW TO USE THE HBITS CONTRACT:

STEP 1: START YOUR HBITS PROJECT

STEP 2: EVALUATE AND SELECT A CONTRACTOR

ADDITIONAL INFORMATION: PROJECT CHANGES, REPORTING PROBLEMS, INVOICING, AND CONTRACTOR EVALUATIONS



NYS OFFICE OF GENERAL SERVICES
Serving New York

Step 2: Evaluate and Select a Contractor

Review the candidate resumes to determine the most technically qualified candidates to interview. Using the [Authorized User Preliminary Technical Evaluation](#) form, notify OGS which candidates you plan to interview. OGS will release all other candidates.

(Allow 1-5 days for processing.)



Schedule an interview with your candidates to validate their qualifications. Use the [Authorized User Interview Evaluation](#) form to rate and score your candidates. Note: A minimum of the top 3 candidates must be interviewed. (Allow 2-5 days for processing.)



After the interviews, select the highest-scored candidate to work on your project. Notify the OGS HBITS team of the candidate you selected and all remaining candidates will be released.



Work with your contractor to set up a start date. OGS will ensure that all necessary forms are completed.

Selection of candidates for interviews must be done within 5 days. Failure to do so may result in all candidates being released for other staffing requests.

You must include a rationale if you change any qualification score.

The contractor will perform all candidate placement requirements, including background checks and other verifications. Allow 10 days for processing.

Questions? Contact the HBITS team:

State agency email: hbits.stateagencies@ogs.ny.gov

Non-executive agency email: hbits.nonexecutiveagencies@ogs.ny.gov

Contractor email: hbits.contractors@ogs.ny.gov

Next



HBITS Hourly Based Information Technology Services

HOW TO USE THE HBITS CONTRACT:

**STEP 1:
START YOUR
HBITS PROJECT**

**STEP 2:
EVALUATE AND
SELECT A CONTRACTOR**

**ADDITIONAL
INFORMATION:
PROJECT CHANGES,
REPORTING PROBLEMS,
INVOICING, AND
CONTRACTOR
EVALUATIONS**



NYS OFFICE OF GENERAL SERVICES
Serving New York

Project Changes, Reporting Problems, Invoicing, and Contractor Evaluations

➔ Project Changes

If you or the contractor needs to modify the project, you must submit a [Task Order Modification Request](#) to OGS. OGS has final approval over project changes.

➔ Reporting Problems

If you have a problem with your contractor, complete the [Authorized User Issue](#) form and submit it to the OGS HBITS team. OGS will have final say on any issue.

If your contractor has any issue with you, they may submit a [Contractor Issue](#) form for OGS review. OGS will have final say on any issue.

➔ Invoicing

The contractor must send monthly invoices to OGS finance and submit a [Monthly Report](#) (form 8) to the HBITS team for verification. OGS validates the contractor's Monthly Reports and invoicing against the original Task Order.

➔ Contractor Evaluations

At the end of your project, complete and submit a [Task Order Satisfaction](#) form to the OGS HBITS team.

On an annual basis, the OGS HBITS team will evaluate each contractor. The five lowest-scoring contractors will be removed from the contract list and replaced by the five contractors on wait status.

Issues between you and your contractor must be submitted in writing. OGS will not accept your information over the phone.

If a discrepancy or error in the contractor's invoicing is found, the OGS HBITS team will review and resolve.

Questions? Contact the HBITS team:

State agency email: hbits.stateagencies@ogs.ny.gov

Non-executive agency email: hbits.nonexecutiveagencies@ogs.ny.gov

Contractor email: hbits.contractors@ogs.ny.gov

You're Done!