



# IT Staff Augmentation Contracts (ITSAC) Portal

## ITSAC Portal - Vendor User Guide

Version: 3.00

Chief Procurement Office (CPO)  
Effective Date: 10/01/2020

## 1.0 SERVICE SOLICITATION REQUEST (SSR) – VENDOR

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Vendors will access the ITSAC Vendor Portal to review posted Solicitation Requests from Customers and to respond to open Solicitations by submitting candidates to Request for Resumes or Statement of Work (SOW) proposals, depending on the type of solicitation. Once the deadline date has passed, the Customer will review vendor responses, then reach out to potential Vendors and award the Solicitation accordingly.

Note – Customers may choose to post solicitations outside of the ITSAC Portal via email.

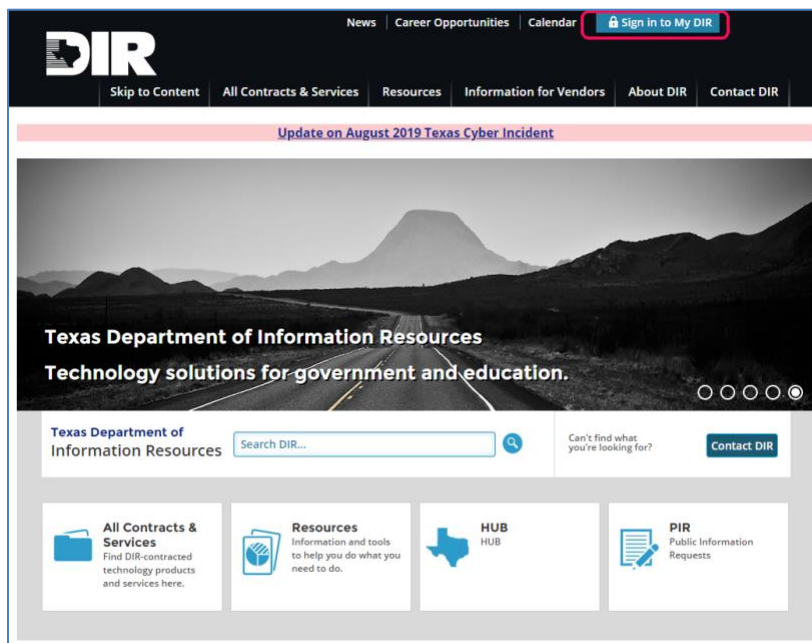
### 1.1 Request for Resumes Solicitation – Submitting Candidates

This section will walk you through accessing the ITSAC Vendor Portal and posting candidates for consideration.

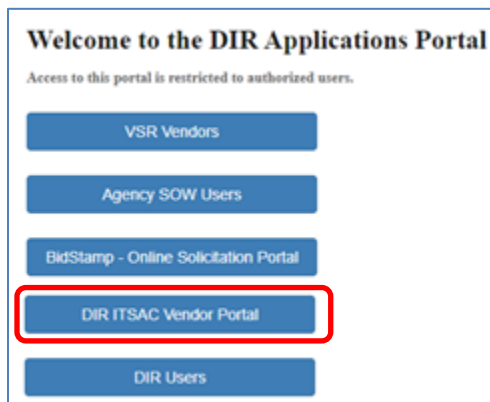
- 1.1.1 Open a web browser and navigate to the DIR website at <https://dir.texas.gov/>

*Note:* The ITSAC Portal is optimized for Google Chrome or Mozilla Firefox.

- 1.1.2 Click on the "Sign into My DIR" button.



1.1.3 Navigate to the DIR ITSAC Vendor Portal link.



1.1.4 Log into the **ITSAC Vendor Portal** with your credentials.



*Note:* Request a temporary password by clicking on the **Forgot your password?** link. If you do not have an account, please send a request to [DIRStaffAugmentation@dir.texas.gov](mailto:DIRStaffAugmentation@dir.texas.gov).

Currently, each Vendor is issued one user account.

1.1.5 Once logged in, you will be navigated to the Home Page. The Home Page contains all Solicitations that have been posted to your (Vendor) company. The landing page has been filtered so that, by default, only open solicitations are displayed. To view previous/closed solicitations, click the “View Closed Solicitations” link



**DIR ITSAC Vendor PORTAL**  
IT Staff Augmentation Contract (ITSAC)

Open Solicitations						
	Solicitation ID	SSR Status	Customer Name	Level	Deadline Date	SSR Type
1	08242020undefined	Customer Reviewing	Dallas Area Rapid Transit		2020-08-28	Resume
2	20200819clones	Posted	City of Austin		2020-09-19	Resume
3	20200910SOWB	Customer Reviewing	City of Austin		2020-09-14	SOW
4	20200916SOWWattac...	Posted	City of Austin		2020-09-19	SOW
5	202020	Customer Reviewing	Dallas Area Rapid Transit		2020-08-31	Resume
6	at5555	Customer Reviewing	Texas Comptroller of Public Ac...	Business Analyst 3	2020-08-28	Resume
7	at8888	Customer Reviewing	Texas Comptroller of Public Ac...	Cloud Solutions Architect 1	2020-08-22	Resume
8	atTestForDuplicateRe...	Customer Reviewing	Texas Comptroller of Public Ac...	Technical Writer 2	2020-09-13	Resume

Below are the columns that are listed on the Home Page (click on the Column header to sort the column ascending or descending).

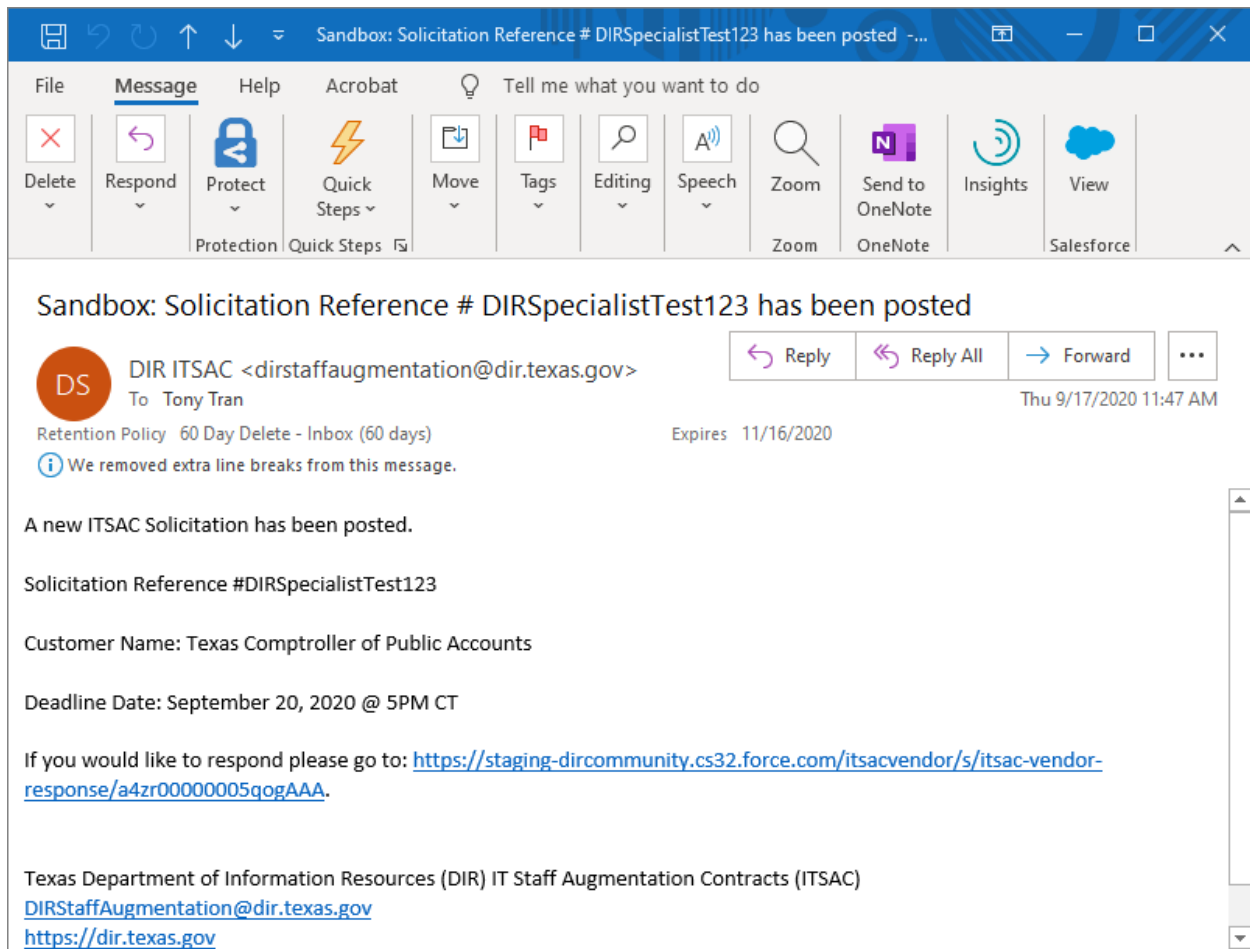
Column	Description
Solicitation ID	Unique ID set by the Customer, hyperlink to review Solicitation details and add Candidates
SSR Status	<p>Status of the Solicitation Request</p> <p><u>Posted</u> – Solicitations that have been posted and sent to vendors for review. Vendors can review and submit candidates up until the Deadline Date.</p> <p><u>Reviewing Resumes</u> – Solicitations that have been posted and the Deadline Date has passed. The Customer then reviews the candidates posted from all vendors before making its selection.</p>
Customer Name	Name of Customer (Agency) that posted the Solicitation
Level	Title and Level of the position requested by the Customer

Column	Description
	<ul style="list-style-type: none"> <li>If you see a blank in this column, it is an indication that the solicitation is for an undefined title/level.</li> </ul>
Deadline Date	Deadline Date (at 5:00 PM Central) that vendors can submit candidates for consideration.
SSR Type	Indicates the solicitation (record) is for a Request for Resume(s) or a Statement of Work (SOW)/Proposal.
# of Resumes Allowed	# of Resumes Allowed that can be submitted by each vendor
Candidates Submitted	# of Candidates submitted by the Vendor
SOW Responses Submitted	# of SOWs/Proposals submitted by the Vendor
Posted Date	Date that Customer posted the Solicitation

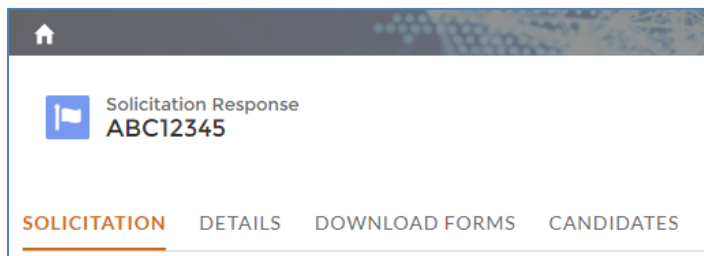
1.1.6 Click on the **Solicitation** link that has a status of 'Posted' to begin review.

DIR ITSAC Vendor PORTAL									
IT Staff Augmentation Contract (ITSAC)									
Solicitation Responses									
Updated a few seconds ago									
	Solicitation Refer... ↑	SSR Status	Customer Name	Level	Tech...	Deadli...	# ...	Ca...	Posted ...
1	<a href="#">20200107noresponse</a>	Closed - No Responses	City of White Oak	Developer Analyst 2	Emerging	1/10/2020	1		1/10/2020
2	<a href="#">20200107noresponse</a>	Closed - No Responses	City of White Oak	Developer Analyst 2	Emerging	1/10/2020	1		1/10/2020
3	<a href="#">20200107noresponse</a>	Closed - No Responses	City of White Oak	Developer Analyst 2	Emerging	1/10/2020	1		1/10/2020
4	<a href="#">2020jan123</a>	Awarded	City of White Oak	Database Administrator 2	Emerging	1/22/2020	1	1	1/22/2020
5	<a href="#">2020responses</a>	Awarded	City of White Oak	Developer Analyst 2	Core	1/7/2020	4		1/7/2020
6	<a href="#">2020vision</a>	Cancelled	Texas Department of Information Resources	IT Communications Coordinator 2	Core		3		1/10/2020
7	<a href="#">2020vision1</a>	Awarded	Texas Department of Information Resources	Developer Analyst 2	Core	1/6/2020	4		1/3/2020
8	<a href="#">2020WhiteOakCity</a>	Cancelled	City of White Oak	Database Architect 1	Emerging	1/27/2020	2		1/24/2020
9	<a href="#">3132020-01AT</a>	Reviewing Resumes	Texas Comptroller of Public Accounts	Software Test Analyst 1	Core	12/10/2019	1		12/3/2019
10	<a href="#">313789test</a>	Reviewing Resumes	Texas Health and Human Services Commission	Business Analyst 1	Core	1/10/2020	3		12/5/2019
11	<a href="#">ABC123</a>	Reviewing Resumes	Williamson County	Business Analyst 1	Core	1/13/2020	3	3	1/2/2020
12	<a href="#">ABC12345</a>	Posted	Williamson County	Business Analyst 3	Legacy	1/31/2020	3		1/28/2020

Note: Notifications of Solicitations will be received via email (see below for example). Contact your Contract Manager to manage this process.



1.1.7 There are four tabs to review: Solicitation, Details, Download Forms, and Candidates.



1.1.7.1      Solicitation – Contains the Solicitation Document submitted by the Customer with the requirements for the position.

SOLICITATION

DETAILS

DOWNLOAD FORMS

CANDIDATES

IT STAFFING SERVICES SOLICITATION  
UNDER  
DEPARTMENT OF INFORMATION RESOURCES  
IT STAFF AUGMENTATION CONTRACT (ITSAC)

Solicitation Number: ABC12345	Working Title: Test Title	Level: Business Analyst 3
Technology Type: Legacy	Full Time	NTE Rate: \$105.94

I. DESCRIPTION OF SERVICES

Williamson County requires the services of 5 Business Analyst 3, hereafter referred to as Candidate(s), who meets the general qualifications of Business Analyst 3 Category, Legacy Technology Type and the specifications outlined in this document for the Williamson County.

All work products resulting from the project shall be considered "works made for hire" and are the property of the Williamson County may include pre-selection requirements that potential Vendors (and their Candidates) submit to and satisfy criminal background checks as authorized by the Texas law. Williamson County will pay no fees for interviews or discussions, which occur during the process of selecting a Candidate(s).

Test Description


II. CANDIDATE SKILLS AND QUALIFICATIONS

Minimum Requirements: Candidates that do not meet or exceed the minimum stated requirements (skills/experience) will not be considered for this opportunity and the resume will not be submitted to the customer.

Years	Required/Preferred	Experience
8	Required	Test Required Skills
1	Preferred	Test Preferred Skills

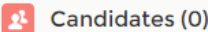
### 1.1.7.2

#### Details – Contains additional details of the Solicitation



SOLICITATION   **DETAILS**   DOWNLOAD FORMS   CANDIDATES

Solicitation Reference Number ABC12345	Customer Name Williamson County
Title Business Analyst	Customer Entity Name Williamson County
Level Business Analyst 3	Deadline Date 1/31/2020
Technology Type Legacy	Posted Date 1/28/2020
Estimated Hours 100	SSR Status Posted
Number of Positions 5	Status New
# of Resumes Allowed 3	Candidates Submitted
Full/Part Time Full Time	

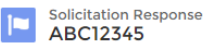


Updated a few seconds ago

Note the Deadline Date and the # of Resumes allowed per Vendor.

### 1.1.7.3

#### Download Forms – Contains a download link with the packet that must be filled out by the Vendor for each candidate.



SOLICITATION   DETAILS   **DOWNLOAD FORMS**   CANDIDATES

Download Forms

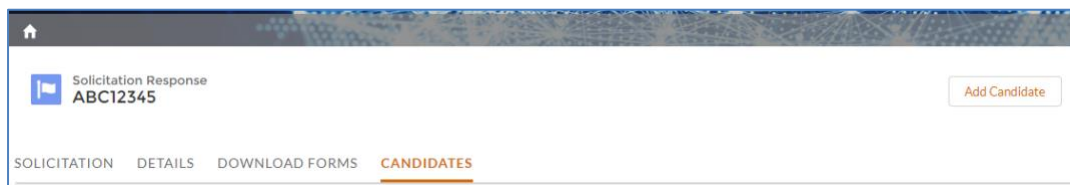
**IT STAFFING SERVICES SOLICITATION  
UNDER  
DEPARTMENT OF INFORMATION RESOURCES  
IT STAFF AUGMENTATION CONTRACT (ITSAC)**

Solicitation Number: ABC12345	Working Title: Test Title	Level: Business Analyst 3
Technology Type: Legacy	Full Time	NTE Rate: \$105.94

1.1.7.4 Candidates – Displays all candidates submitted by the Vendor.



1.1.8 Add Candidate – Begin adding candidates by clicking the **Add Candidate** button.



- Note – The “Add Candidate” button only appears while the solicitation is in a “Posted” status. Once the deadline for the solicitation has passed, this button will no longer appear and no additional candidates can be submitted for the solicitation.

**Add Candidate**

\* First Name

\* Last Name

\* Rate ⓘ

\* Date of Availability

\* Subcontractor  
☐ Yes  
☐ No

**Next**

Enter in the candidate's **First Name**, **Last Name**, **Hourly Rate**, the **Date of Availability**, and if the candidate will be hired through a **Subcontractor**.

(Click on the 'i' icon to view the max rate allowed)

Note – If the solicitation is for an Undefined Title or for a Specialist, there is no NTE rate. A message will appear:

This solicitation type is not bound by a Not to Exceed (NTE) Rate. Enter the Hourly Rate for this candidate for negotiation purposes between the Customer. If selected, the Customer will finalize the agreed upon Hourly Rate.

Sub-Contractor Information - If Sub-Contractor is selected, enter the **Sub-Contracted Vendor Name**, **Sub-Contract Percentage**, and **HUB Type**. Click **Next** once complete.

**Add Candidate**

\* Sub-Contracted Vendor Name

\* Sub-Contract Percentage

\* HUB Type ⓘ

select one...

- AI/F
- AI/M
- AS/F
- AS/M
- BL/F
- BL/M
- DV
- HI/F
- HI/M
- WO/F
- N/A

- Note – For a “Legend” defining what each Hub Type abbreviation stands for, click the “I” icon.

1.1.9 Candidate Skills – Enter the number of years that the candidate has for each skill.

*Note:* Default the number of years to ‘1’ if skill is not measured by years (such as a requirement of a certificate).

[DOWNLOAD FORMS](#) [CANDIDATES](#) ×

### Add Candidate

#### Candidate Skills

Years (Required)	Required Years	Required Skills
<input type="text"/>	8	Test Required Skills
Years (Optional)	Preferred Years	Preferred Skills
<input type="text"/>	1	Test Preferred Skills

Next

*Note:* Per contractual requirements, the candidate must meet the minimum required number of years based on the position Category, Title, and Level. If the candidate does not have the skill requested, enter 0.

1.1.10 Upload Candidate PDF – Upload the candidate’s completed PDF packet based on the instructions listed.

Add Candidate

Instructions for Uploading File

Before you upload your PDF package file,

I. Name your file by following the file naming convention rules below:

[Solicitation Number]\_[Vender Name]\_[Candidate Name].pdf

e.g. DIRITSAC202009\_21st Century Technologies Inc\_JohnDoe.pdf

\*Do not use special characters such as ~ ! @ # + \$ % ^ & \* ( ) ` ; < > ? , [ ] { } ' " / \ |

II. The PDF package must have the following forms in the order below (a separate PDF must be uploaded for each candidate being submitted):

1 - Candidate Requirements Form  
2 - Candidate Resume  
3 - Candidate Reference Form  
4 - Candidate Right to Represent Form

Upload PDF Package File Here

Please note: You can only upload one PDF file.

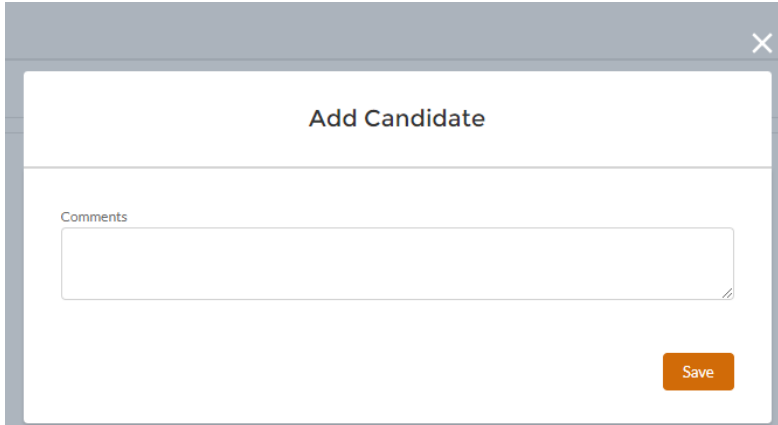
Upload Files

Or drop files

Next

**Note:** Per contractual requirements and the Right to Represent form, if the candidate was submitted by multiple vendors for the same Solicitation, the candidate will be displayed to the customer as a potential duplicate, and vendors will be notified of the potential duplicate, but the customer will still have the option to review the candidate(s) and award.

1.1.11 Additional Comments – Add any comments related to the candidate for the Customer to consider.

A modal dialog box titled "Add Candidate" with a close button (X) in the top right corner. Inside the dialog, there is a text area labeled "Comments" and a "Save" button at the bottom right.

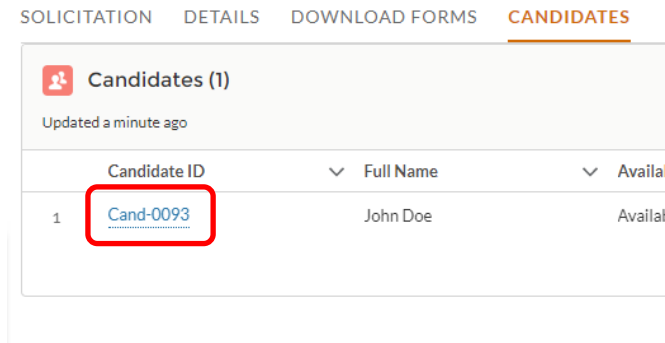
Add Candidate

Comments

Save

Click **Save**. The candidate will now appear in the list of Candidates.

1.1.12 Edit Candidate - Review the candidate by clicking on the **Candidate ID**.

A screenshot of a web application showing a list of candidates. The "CANDIDATES" tab is selected in the top navigation bar. The table has columns for Candidate ID, Full Name, and Availability. The first candidate, John Doe, is listed with ID Cand-0093, which is highlighted with a red box.

SOLICITATION DETAILS DOWNLOAD FORMS **CANDIDATES**

 Candidates (1)


Updated a minute ago

	Candidate ID	Full Name	Availability
1	<a href="#">Cand-0093</a>	John Doe	Available

Candidate's details will be displayed. Click on the **Edit** icon to update editable fields.


*Note:* Click on the Response or Candidate hyperlink to return to those screens.

[Response > Candidate](#)

 **Candidate**  
**Cand-0093** [Delete Candidate](#)

First Name John	Is Candidate being Subcontracted? <input checked="" type="checkbox"/>
Last Name Doe	Subcontracted Vendor Name Sub-Contractor LLC
Availability Status Available	Percent Subcontracted 15.00%
Date of Availability 1/31/2020	Subcontract HUB Type ⓘ WO/F
# Estimated Hours 100	Vendor Comments ⓘ
Hourly Rate \$105.00	Resume URL <a href="#">Test_4</a>
Hourly Total \$10,500.00	

Click **Save** once complete.

 **Candidate**  
**Cand-0093** [Delete Candidate](#)

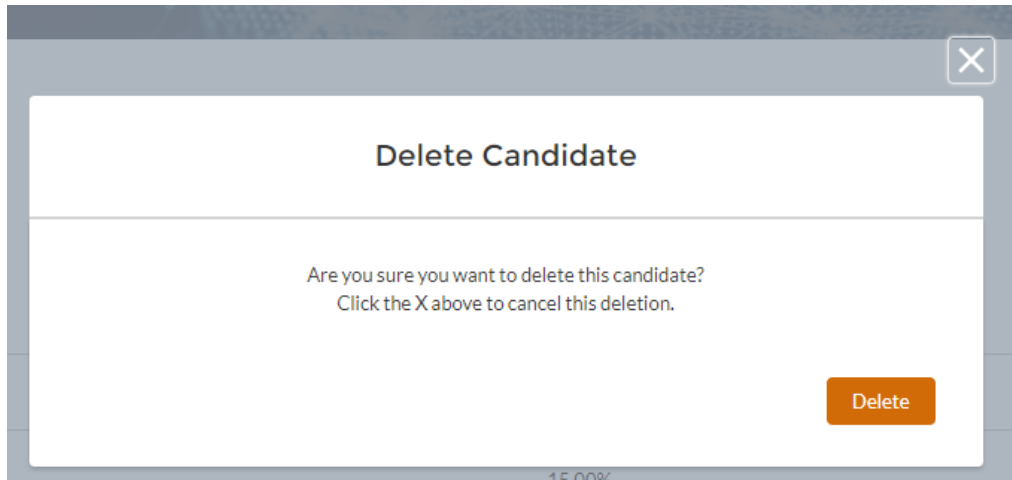
First Name  
John
Last Name  
Doe
Availability Status  
Available
Date of Availability  
1/31/2020
# Estimated Hours  
100
Hourly Rate  
\$105.00
Hourly Total  
\$10,500.00

Is Candidate being Subcontracted?  
☒
Subcontracted Vendor Name  
Sub-Contractor LLC
Percent Subcontracted  
15.00%
Subcontract HUB Type ⓘ  
WO/F
Vendor Comments ⓘ
Resume URL  
[Test\\_4](#)

[Cancel](#) [Save](#)

**1.1.13 Delete Candidate** – Candidates can be removed at any time before the deadline. Delete a candidate by clicking on the **Delete** button.

**Note** - Once the deadline has passed, candidates will be sent to the Customer and cannot be removed.



- 1.1.14 Click on the **Home** icon to return to the list of Solicitations. Verify that candidates have been added by reviewing the Candidates Submitted column.

12	ABC12345	Posted	Williamson County	Business Analyst 3	Legacy	1/31/2020	3	1	1/28/2020
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*Note:* Candidates submitted can be removed or edited at any time prior to 5:00 PM Central on the Deadline Date. The Customer may amend the deadline date or cancel the Solicitation, which you will receive an email notification noting the Solicitation Status change.

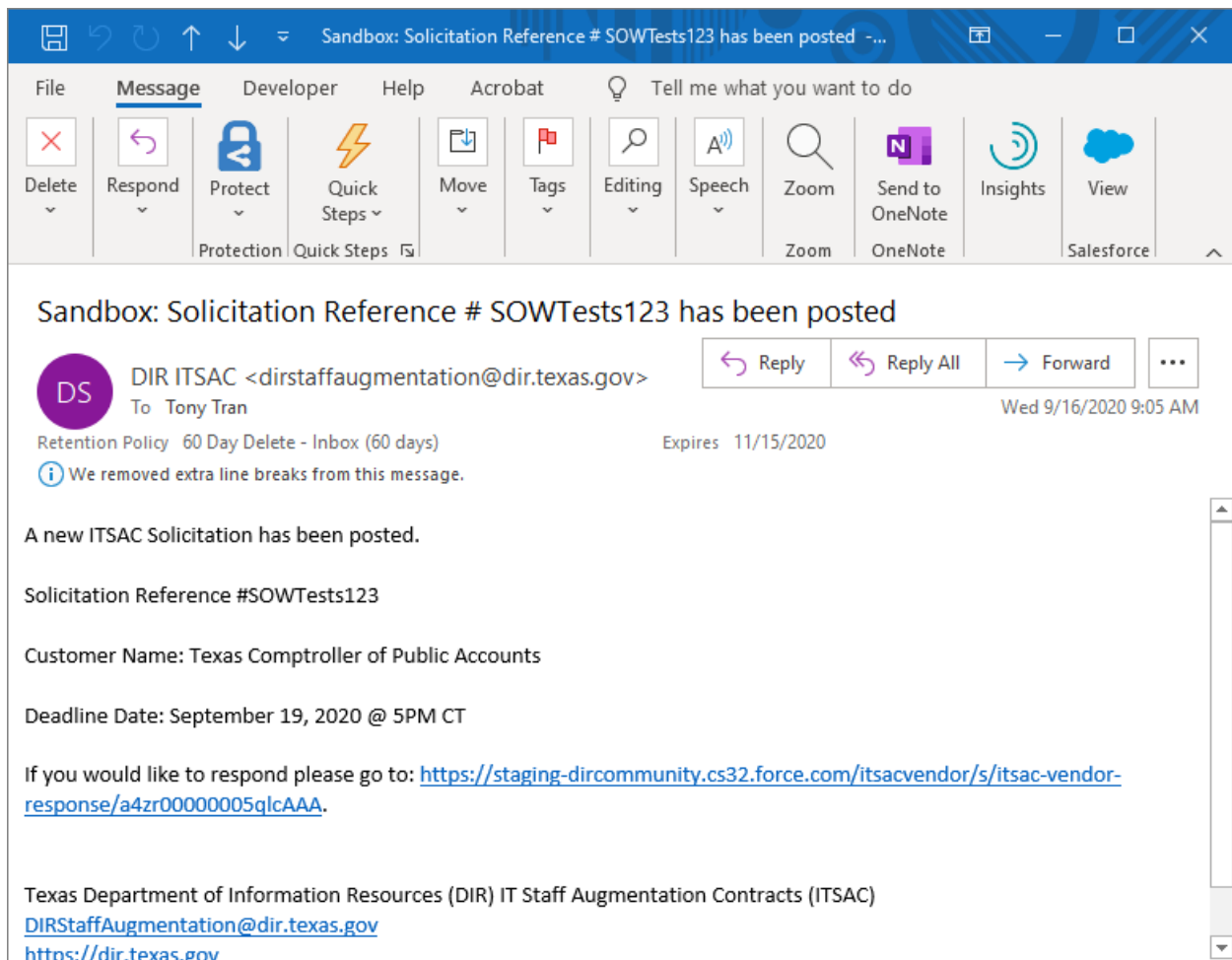
## 2.1 Statement of Work (SOW) – Submitting Response

Customers will submit Solicitation Requests for SOWs for Vendors to review and submit SOW responses for consideration.

### 2.1.1 Notifications

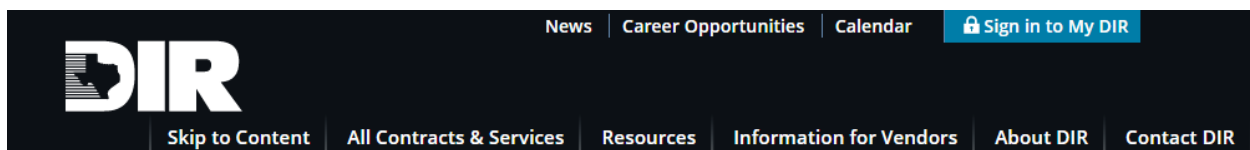
When a SOW Solicitation is posted via the ITSAC Portal, all vendor contacts associated with the ITSAC Portal will receive an email.

**Note –** Contact your Contract Manager at DIR to set up accounts to receive notifications of ITSAC Solicitations.



### 2.1.2 Accessing ITSAC Portal

Log into the ITSAC Vendor Portal by going to <https://www.dir.texas.gov/> and clicking on **Sign in to My DIR**,



Once logged in, click on the VSR Vendors link.

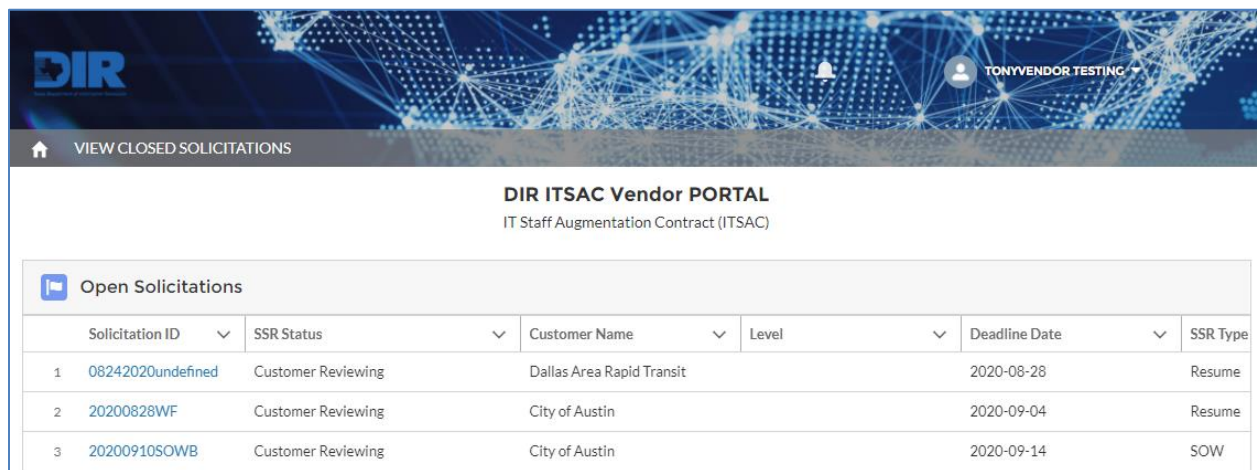
# Welcome to the DIR Applications Portal

Access to this portal is restricted to authorized users.

VSR Vendors

## 2.1.3 ITSAC Vendor Portal Home Screen

Once logged in, you will be navigated to the ITSAC Vendor Portal Home screen.



Solicitation ID	SSR Status	Customer Name	Level	Deadline Date	SSR Type
1 08242020undefined	Customer Reviewing	Dallas Area Rapid Transit		2020-08-28	Resume
2 20200828WF	Customer Reviewing	City of Austin		2020-09-04	Resume
3 20200910SOWB	Customer Reviewing	City of Austin		2020-09-14	SOW

The following table contains all active solicitations with the following columns:

Column Header	Description
Solicitation ID	Customer defined reference ID. Click this link to access the solicitation.
SSR Status	Status of the Solicitation.  Posted – Available for Vendors to add Candidates  Customer Reviewing – Deadline date has passed and is reviewing candidates posted by Vendors
Customer Name	Name of Customer/Agency

Column Header	Description
Level	Level of Solicitation Request for Resumes
Deadline Date	Date that Vendor Responses are due (by 5:00 PM Central)
SSR Type	Request for Resumes for Candidates or SOW (Statement of Work)
# of Resumes Allowed	# of Candidate Resumes allowed for Solicitation
Candidates Submitted	# of Candidates Submitted by Vendor
SOW Responses Submitted	# of SOW Responses Submitted by Vendor
Posted Date	Date of Solicitation Posting
Category	Category of Solicitation Request for Resumes
Created Date	Date Solicitation Created by Customer

#### 2.1.4 Review SOW Solicitation Details

Click on the link to the Solicitation ID. The Solicitation (SOW) tab will display the details regarding the SOW and contain any SOW documents uploaded by the Customer. Review the documents of the SOW by downloading all associated files.

Click on the SOW Response tab to review any existing SOW Documents. If no response exists, you will see the message 'No responses submitted for this solicitation'.

VIEW CLOSED SOLICITATIONS

Solicitation Response  
**SOWTests123**

Submit SOW Response Documents

SOLICITATION (SOW)    **SOW RESPONSE**

No responses submitted for this solicitation

### 2.1.5 Submit SOW Response

Once you are ready to submit a response, click on the Submit SOW Response Documents.

VIEW CLOSED SOLICITATIONS

Solicitation Response  
**SOWTests123**

Submit SOW Response Documents


**SOLICITATION (SOW)**    SOW RESPONSE

Solicitation Reference Number SOWTests123	Deadline Date 9/19/2020
Customer Name Texas Comptroller of Public Accounts	Posted Date 9/16/2020
SSR Type SOW	SSR Status Posted
	RFO 445

Solicitation SOW Documents

1    Faux SOW Document for testing

When submitting a SOW Response, note that the only file types allowed are Word, Excel, or PDF. You may upload as many documents as necessary.



## Submit SOW Response Documents

**Instructions for uploading SOW Response Documents:**


Any document(s) uploaded will be considered as part of your SOW Response package for this Solicitation. Edits to your SOW Response (Add or Remove documents) can be done prior to the Deadline Date.

The following file types are acceptable for document upload: Word (.doc and .docx), Excel (.xls and .xlsx), Adobe Acrobat (.pdf).

Please limit each file size to 20 MB or less.

### Upload SOW Documents Here

Please note: You can upload more than one document at a time.


 **Upload Files**

Or drop files


Click the Upload Files link and choose the document(s) you wish to associate with your response.

### Upload SOW Documents Here

Please note: You can upload more than one document at a time.

 Upload Files

 Or drop files

Test.docx 

Next

Confirmation screen

### Submit SOW Response Documents

You have successfully submitted a Statement of Work (SOW) Response to this solicitation. Go to the SOW Response tab to review and modify your response (add or delete individual files) at any time prior to the deadline date.

Finish

#### 2.1.6 Review and Modify SOW Response

Click on the SOW Response tab to review any existing SOW Response.

VIEW CLOSED SOLICITATIONS

Solicitation Response

SOWTests123

Submit SOW Response Documents

SOLICITATION (SOW)

SOW RESPONSE

SOW Response ID	Status	Created Date	SOW Response Documents	Action
SOW-0000114	Submitted	9/17/2020, 11:46:42 AM	<a href="#">View/Add Documents</a>	<a href="#">Delete</a>

To remove your SOW Response from consideration, click the Delete button in the Action column.

Delete SOW Response

Do you want to delete this SOW response?

Confirm

Cancel

To make edits to your response (Add/Delete documents), click the View/Add Documents link.

Note – At least 1 file must be associated with a response.

Warning!

You must upload a new file first in order to delete this last file!

SOW Response Documents

SOW Response Document Name	Size	Action
Test	13 KB	<a href="#">Delete</a>

Upload File

Close

### 3.0 VERSION HISTORY

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Version Number	Release Date	Comments
1.0	2/24/2020	Initial Release
2.0	3/16/2020	Updated changes include note regarding multiple accounts per vendor.
3.0	10/1/2020	Updated to reflect changes of Phase 2 enhancements / modifications