

IT Managed Service Providers
State of Idaho PA No. 5378

Guide for Ordering Services

The following narrative describes the [Staff Augmentation \(Hourly-Based\)](#) ordering process for the Contract, overseen by CAI.

Step 1: Customer Hiring manager consults with CAI Contract Manager (as needed) regarding opening(s). Once the appropriate contract job title is determined, hiring manager submits the requirement details in the VMS and the approval workflow is initiated.

Step 2: Once the requirement is complete and approved, the CAI Contract Manager releases the requirement to the Vendor network via the web-based Vendor Management System (VMS).

Step 3: Vendor reviews the requirement. If the Vendor has candidates who they feel fit the description of the need, they will submit their information and resumes through the VMS during the submittal window.

Step 4: The CAI Contract Manager monitors the VMS and receives submitted candidates from the Vendor network.

Step 5: The CAI Contract Manager reviews and shortlists candidates to present to the Customer Hiring Manager, based on skill and experience match and availability. The CAI Contract Manager then forwards the shortlisted candidates to the Customer Hiring Manager for review.

Step 6: The Customer Hiring Manager reviews the forwarded candidates, notifying The CAI Contractor Manager of the candidates they select to interview and the dates/times available to hold the interviews.

Step 7: The CAI Contract Manager notifies the selected Vendor/candidate and finalizes the interview schedule, providing the confirmed final schedule and candidate contact information to the Customer Hiring Manager, who will then send the interview invitations to the candidates directly.

Step 8: The Customer Hiring Manager interviews the candidate, either by webcam, phone or in-person.

Step 9: The Customer Hiring Manager notifies the CAI Contract Manager on which candidate they are selecting and the target start date.

Step 10: The CAI Contract Manager then notifies the appropriate Vendor that their individual candidate was selected.

Step 11: The Vendor of the selected candidate notifies the candidate of offer and target start date, confirms the candidate's acceptance with the CAI Contract Manager, and initiates all onboarding/compliance tasks as required.

Step 12: The CAI Contract Manager notifies the Customer Hiring Manager of the candidate's acceptance and provides a written quote to that Hiring Manager based on the position's start/end dates, weekly work hours expected, and Agency Bill Rate to calculate total estimated funding needed.

Step 13: The Customer Hiring Manager uses the Quote provided to procure the fully executed Purchase Order and provides the fully executed Purchase Order to the CAI Contract Manager prior to the selected candidate's start date.

Step 14: The CAI Contract Manager confirms first-day start details with the Customer Hiring Manager to provide to the selected candidate/Vendor and confirms all onboarding/compliance items have been completed by Vendor as required.

Step 15: The candidate begins work and submits a weekly timesheet in VectorVMS.

Step 16: Designated State timesheet approver reviews and approves timesheet in VectorVMS.

The following narrative describes the SOW (Deliverable-Based) ordering process for the Contract, overseen by CAI.

Step 1: The Customer Hiring Manager will create a Statement of Requirements (SOR) document which details the project requirements. The Customer Hiring Manager will submit a Service Requisition within the VMS which will include the SOR as an attachment. Once the requirement is complete and approved, the CAI Contract Manager releases the requirement to the qualified Vendor network via the VMS.

Step 2: Vendor reviews the Service requisition and attached SOR. If the Vendor can provide services to complete the project as defined in the SOR, they will submit their SOW proposal through the VMS.

Step 3: The CAI Contract Manager monitors the online tool and receives all submitted SOWs from the qualified Vendor network.

Step 4: The CAI Contract Manager forwards all complete SOWs to the Customer Hiring Manager for review.

Step 5: The Customer Hiring Manager reviews the forwarded SOWs and may select to meet with one or more Vendors to further negotiate scope, approach, deliverables, or pricing.

Step 6: The Customer Hiring Manager selects the winning SOW. The CAI Contract Manager then notifies the qualified Vendor Network that an SOW has been selected, and notifies the appropriate Vendor that their SOW was selected.

Step 7: The CAI Contract Manager works with both the Agency and the Vendor to finalize and execute the SOW. The Agency creates a Purchase Order for the SOW and forwards it to CAI.

Step 8: The CAI Contract Manager ensures that all applicable on-boarding tasks are completed. Upon completion, the CAI Contract Manager confirms the project start date with the Customer Hiring Manager. The CAI Contract Manager forwards final start details to the Vendor and notifies the Vendor that they are authorized to start work.

Step 9: The Vendor begins the project.

Step 10: The Vendor submits invoices for fixed price deliverables in the VMS as completed.

Step 11: The Customer Hiring Manager reviews deliverables and approves three invoices for payment in the VMS.