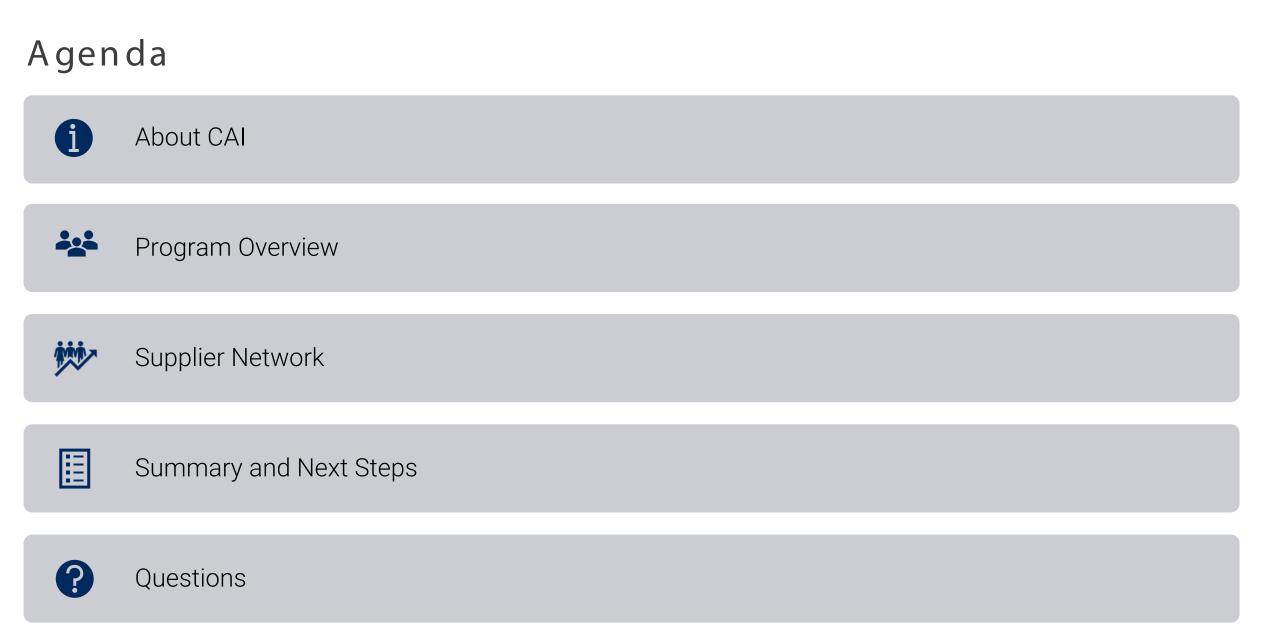
CAI

State of Idaho

IT Vendor Managed Services Contract Program Overview to Agencies – January 6th, 2022



About CAI

CAI is committed to being purpose - driven, prioritizing client success, employee well - being, and serving the community, balancing our entrepreneurial spirit while helping others.



5,935 Total associates **1,879** Associates

4,056 Full-time Contingent Workers

[∰] 40 years

Providing IT services since 1981

\$ \$860M Revenue in 2020

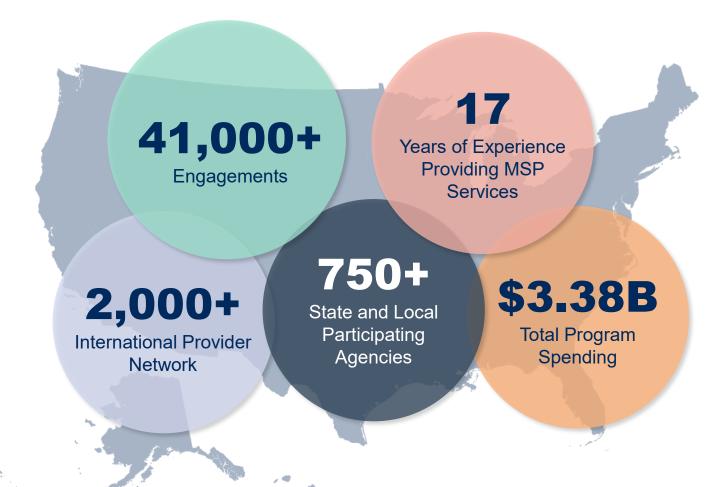
\$ \$720M

Revenue in 2019

8 214 clients

52 clients with revenue of \$1M+

CAI's CWS Statistics



Processing Billions in IT Spend

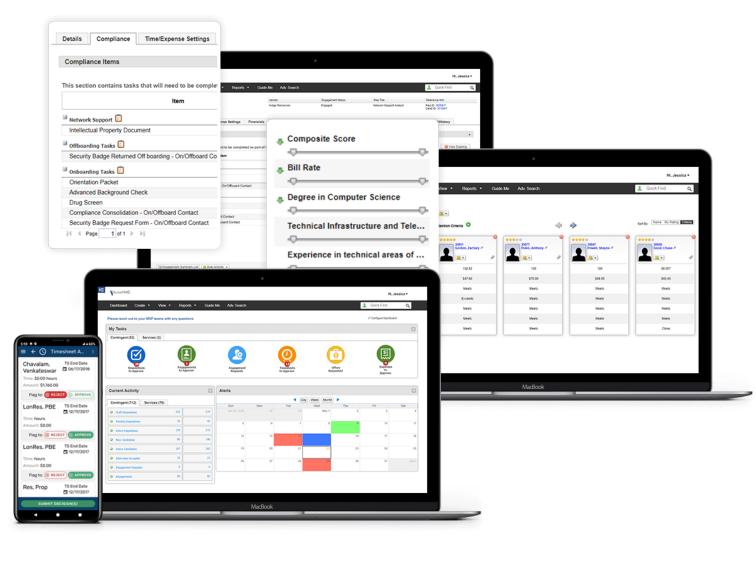
- Serving as an MSP for State and local governments since 2004
- National purchasing programs for state, county, city, local government agencies
- Ability to leverage CAI's IT service offerings

Program Overview

- One Single Procurement Vehicle
 - Temporary Staff Augmentation Resources
 - Significant reduction in "time to hire"
 - Visibility in contract usage through metrics
- Full-Service Managed Service Provider (MSP)
 - Manages workflow through Vendor Management System (VMS)
 - Advises in identifying and classifying needs
 - Handles communications with vendors
 - Screens and qualifies candidates submitted by network
 - Manages all administrative tasks
 - Allows State to focus on internal operations

Program Overview – VectorVMS

- Software as-a-Service (SaaS)
- WCAG 2.0 Level AA Compliant
- Standard Integration Capabilities with Top-tiered ERPs
- Single Sign-On (SSO) capabilities
- Mobile App Capabilities
- Easy to Use
- Facilitates Process Workflow
- Business Intelligence & Analytics



Program Overview – Agency's Role

- Make sure VectorVMS job requirement is as detailed as possible
 - Provide a complete list of tasks and responsibilities
 - List all required/desired skills and corresponding experience levels
 - Note work week specifics (days per week, hours per week)
 - Provide the exact work location and specify any travel requirements
- Conduct interviews within in a timely manner after receiving the candidates
 - Provide CAI with interview dates/times even before the req. is released
 - Return candidate feedback to CAI within one day of interview
- Select candidate for engagement
 - CAI will facilitate on-boarding procedure with the selected Supplier
- Allow candidate to start as soon as possible
 - The labor market is tight, and candidates aren't available for long
- Approve VectorVMS timesheets in a timely manner

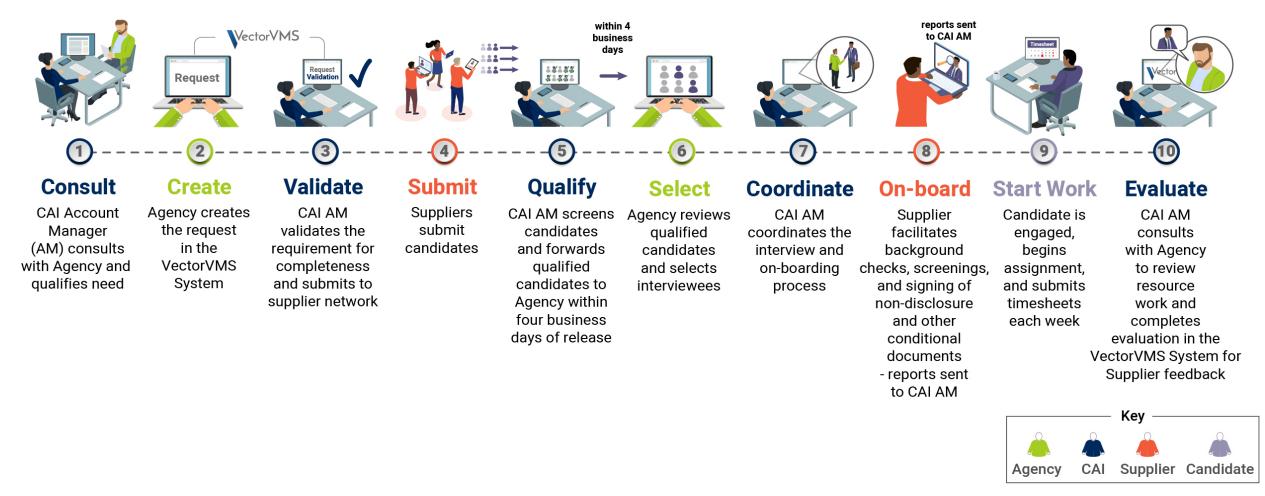
Program Overview – CAI's Role

- Consult with agencies to understand initiatives and assist with creation of job requirements in VectorVMS
 - Review and release VectorVMS requirements to the supplier network
 - Resume and Candidate screening
- Manage supplier network
 - Documentation tracking
 - Ongoing training and coaching opportunities
- Manage the engagement process
 - Administer the offers of engagement
 - Onboard and off-board resources
- Payment of suppliers
- Administer VectorVMS
- Reporting / metrics

Program Overview – Supplier's Role

- Maintain industry standards for technical screening of candidates
- Perform pre-employment technical screening for quality control
- Respond to VectorVMS requirements with qualified candidates
- Ensure that engaged resources submit timesheets on time
- Pay resources in a timely manner
- Work with CAI to resolve any personnel issues

Program Overview – Workflow Process



Program Overview – Service Level Agreements

- CAI is measured against SLAs that guarantee **speed**, **quality**, and **accuracy** for the State
- These include:
 - Providing resumes within four business days of requisition release
 - Filling a position with the first batch of resumes
 - Maintaining low percentages of resource attrition and performance removals
 - Ensuring satisfaction by way of scored customer service surveys

Program Overview – Reporting

 VectorVMS provides thousands of individual data points, allowing for in-depth reporting and complete transparency

									l	9 4	3,70	0,003		107705	\$838,899 1 \$824,965 1			Detroit Chicago	\$58,410 \$19,500
Active Vendor Diversity Summary	Top Diverse	e Vendors in Spend		Top Dive	erse Vendors in E	ngagements				~									
Diverse 120 94%	Top 3 Diverse Vendors	Top 3 Diverse Ver	dors	Cnt %								Invoice Su							
se - Minority Owned 7 5%	Acme SuperTemps	\$11,262,8	344 68%	Acme SuperTemps		245 64%				Invoice Date	109046		Total Hours 16.637		# of Vendors	# of Timesheets	# of Adjustn		
se - Woman Owned 1 1%	Professional Staffing Group	\$3,298,5	555 20%	New Horizon Admir	istrative	53 14%				6/25/09	109046	\$949,251 \$824,965	16,637	336 295	29 29	415 355	0	10%	
Total 128	Midrange Technical Partners, Ir	nc. \$793,8	393 5%	Professional Staffin	g Group	47 12%				6/11/09	108154	\$656,614	11,203	263	28	275	0	7%	
	Sum	of Top Vendors \$15,355,2	292		Sum of Top V	endors 345				6/4/09	107705	\$838,899	15,195	323	28	419	0	9%	
	All Other E	Diverse Vendors \$1,123,4	469		All Other Diverse V	endors 39				5/28/09	107262	\$901,028	16,404	297	29	411	0	9%	
										5/21/09	106818	\$644,378	11,310	257	26	282	0	7%	
										5/14/09	106368	\$875,256	15,266	283	28	378	0	9%	
Year-to-Date Candidate Submittals	Year-to-Date Ca	andidate Engagement	s	Year-to	-Date Candidate	Spend				5/7/09 4/30/09	105915	\$699,246	12,361	266	28	318 356	0	7%	
										4/23/09	105463 105021	\$803,861 \$623,656	14,172 10,911	280 244	30 28	280	0	6%	
Submittal Count		Engagement Count			Candid					4/12/000	104570	\$614 046	10,005	249	20	268	0	6%	
Non-Diverse 3,778 899		Non-Diverse 1,989			Non-Diverse											335	0	8%	
Diverse 450 115		Diverse 384			Diverse											288	0	6%	
Total 4.228	—	Total 2,373	1010		Totol										1	336.92	0	100%	
10tar 4,220		10(a) 2,375		\sim	TOTAL				Da	ashboard s	Stats								
Diversity Type Breakdown	Div	versity Type Breakdown		D	iversity Type Break														
Minority Owned 381 85%	Minority Owned	Minority Owned 331 86%			Minority Owned \$15,827,783 96%		Current Engagements		Current Engagement Spend			Active Requirements							
Woman Owned 69 15%	Woman Owned	1 53 14%		Woman Owned	\$650,978 4%		36		\$333,	319	Exclud	es Rejected		7					
r-to-Date Diverse Vendor Spend Summary					0 51		Days to Expire	_		mesheet Status			D	eg Status					
ersity Class Vendor Name	City, ST	Vendor Contact	Org ID	Internal Vendor Number	Cands Cands Subm Engd	Expired	15 42%		Approved	\$330,690		Per	nding Approval	2 29%					
nority Owned Midrange Technical Partners	Cleveland, OH	John Democratouss	2104	AG - 0000200988	15 26	< 30 days	0 0%	Pendir	g Approval	\$2,196	1%		Open	5 71%					
inority Owned Computer Experts	Cleveland, OH	Andrea Ferrari	2105	AG - 0000202351	8 3	31 - 90 days	0 0%		Draft	\$432	0%	Interv	ews Occurring	0 0%					
inority Owned Professional Staffing Group	Cleveland, OH	Michael Munsterville	2107	AG - 0000202349	146 47	aveb 00 c	21 58%	1	Rejected	\$30,329	00/		On Hold	0 0%					
inority Owned GST International Corporation	Cleveland, OH	Sandy Melgosara	2139	AG - 0000201590		- Jo days	21 3070		Rejected	330,329	370		Cirricia	0 070					
inority Owned Oddyssey Admin Clerical	Cleveland, OH	Nathan Schick	2144	AG - 0000202015	9 8														
inority Owned Trident Technical Services Inc.	Cleveland, OH	Jim MacCelvoy	2155	AG - 0000201852	23 2														
inority Owned Acme SuperTemps	Orlando, FL	Anthony Mullins	2912	AG - 0000142809	180 245			ment Spend by Ven				Current Engage							
oman Owned New Horizon Staffing Group	Cleveland, OH	Beth Rodriguez	5017		69 53														
							Staffing, Inc.	\$221,266	66%			Staffing, Inc.	29	81%					
							ABC Staffing	\$84,377	25%			ABC Staffing	6	17%					
							Technology, Inc	\$27,676	8%			Technology, Inc	1	3%					
							Totals:	\$333,319	100%			Totals:	36	100%					
								ABC Staffing Staffing, Inc Technology,	66%				ABC St Staffing Techno	, Inc. 81%					
								Technology,	Inc 8%				Techno	logy, Inc <u>3%</u>					

VERALL

Total Spend this Period

\$9 786 683

\$949,25122%\$901,02821%\$875,25620%

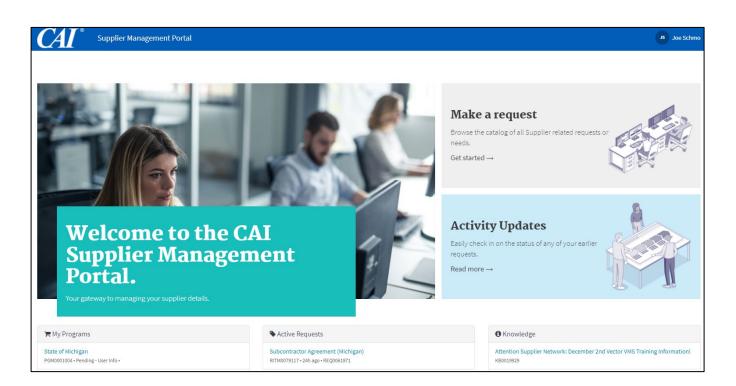
107262

\$8,642,847 88%

\$582,593 6% \$483,333 5%

Supplier Network

- All current suppliers will be invited to enroll over the next several weeks
- Enrollment will take place via CAI's Supplier Management Portal
- Enrollment specifics for the State of Idaho program will be listed within the Portal
- Suppliers must provide all required items for enrollment to be initiated
- Documentation must be maintained and in compliance for the duration of participation in the program



Summary and Next Steps

- CAI will complete configuration of VectorVMS
 - CAI will provide link to on-line form for set up request
 - CAI will create agency user profiles in VectorVMS
 - CAI will schedule meetings with Agencies to review specific needs and discuss transition process
 - CAI will provide training documentation
 - Watch for emails from <u>Idaho.Help@cai.io</u> for program updates
- All current suppliers will be invited to enroll in new program in the next few weeks
- <u>Go-Live for New Positions on February 1st, 2022</u>

Questions

