



State of Idaho

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

Agenda



About CAI



Program Overview



Supplier Network



Summary and Next Steps



Questions

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.



17 offices worldwide
Headquartered in Allentown, PA

Serving clients in **42 states***
*Within the last 18 months



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



214 clients

52 clients with revenue of \$1M+

CAI's CWS Statistics



41,000+
Engagements

17
Years of Experience
Providing MSP
Services

2,000+
International Provider
Network

750+
State and Local
Participating
Agencies

\$3.38B
Total Program
Spending

Processing Billions in IT Spend

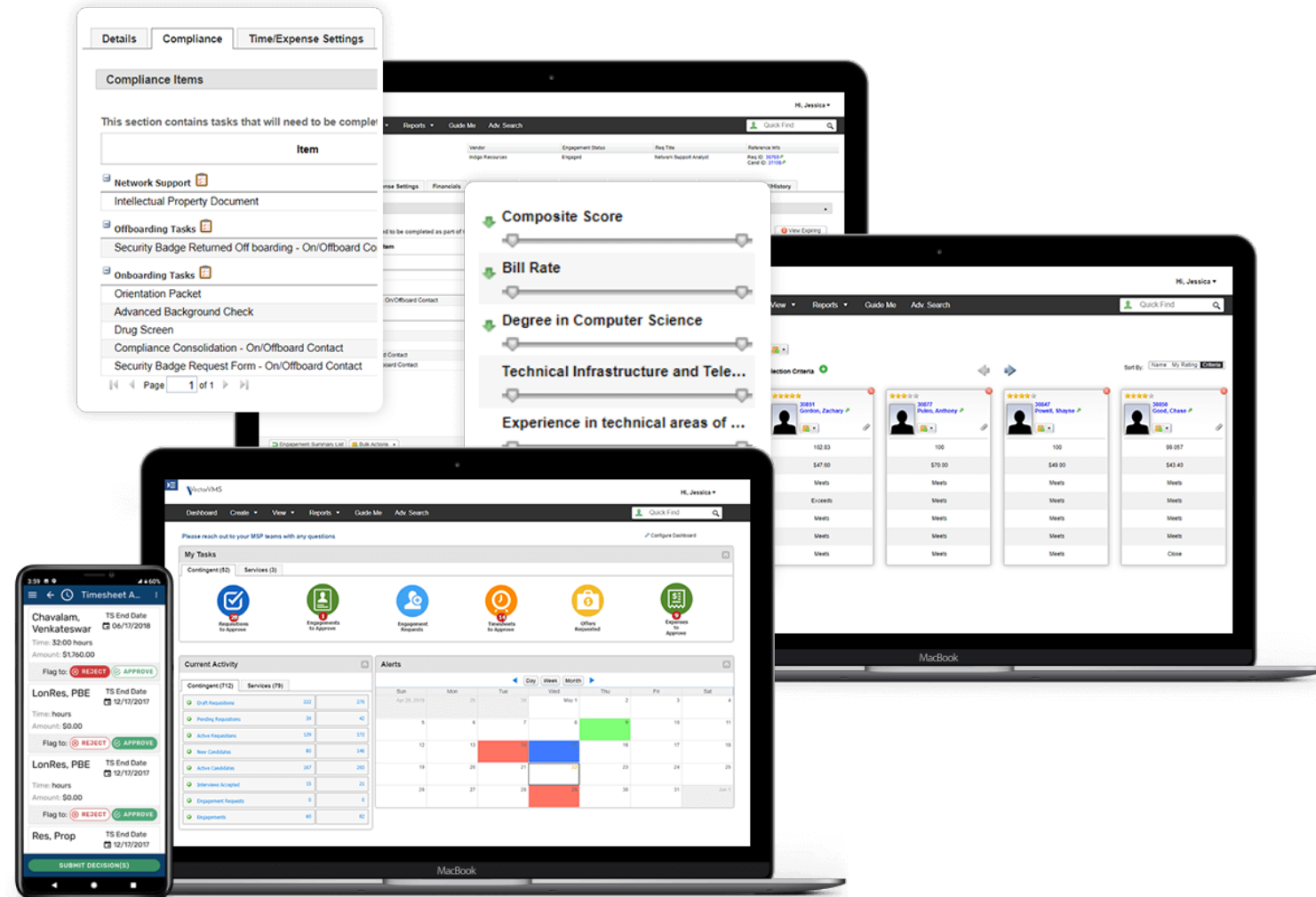
- Serving as an MSP for State and local governments since 2004
- National purchasing programs for state, county, city, local government agencies
- Ability to leverage CAI's IT service offerings

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

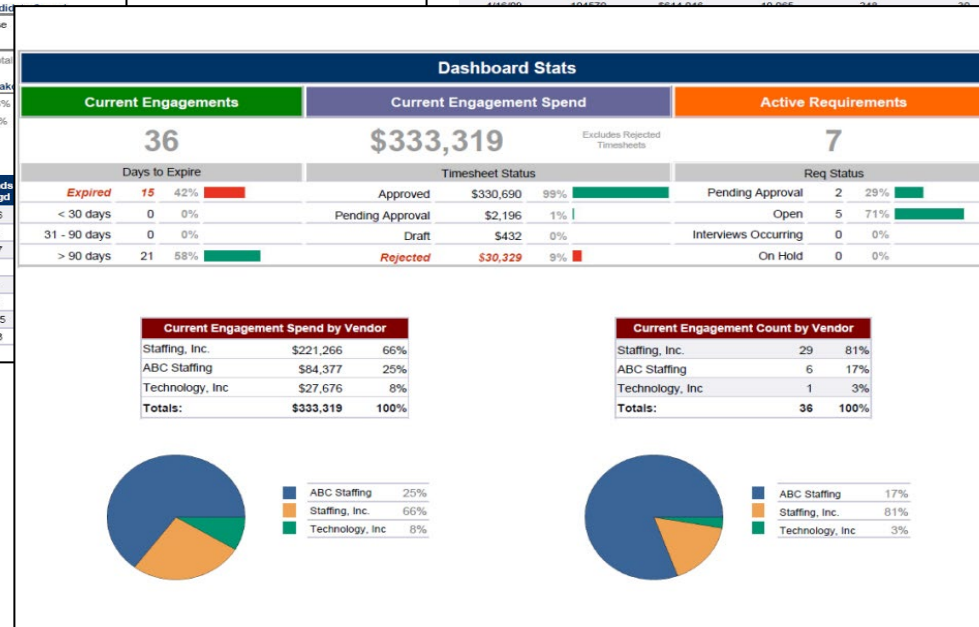
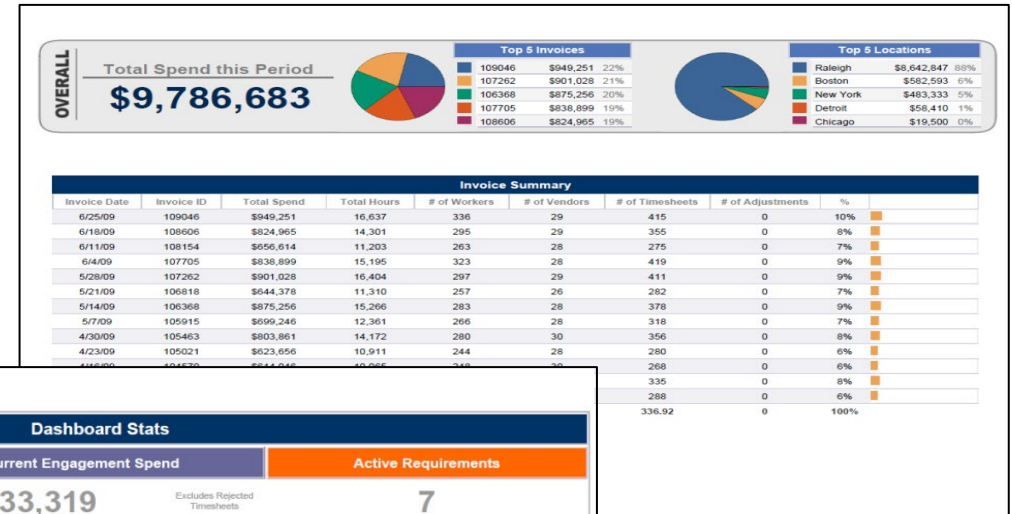
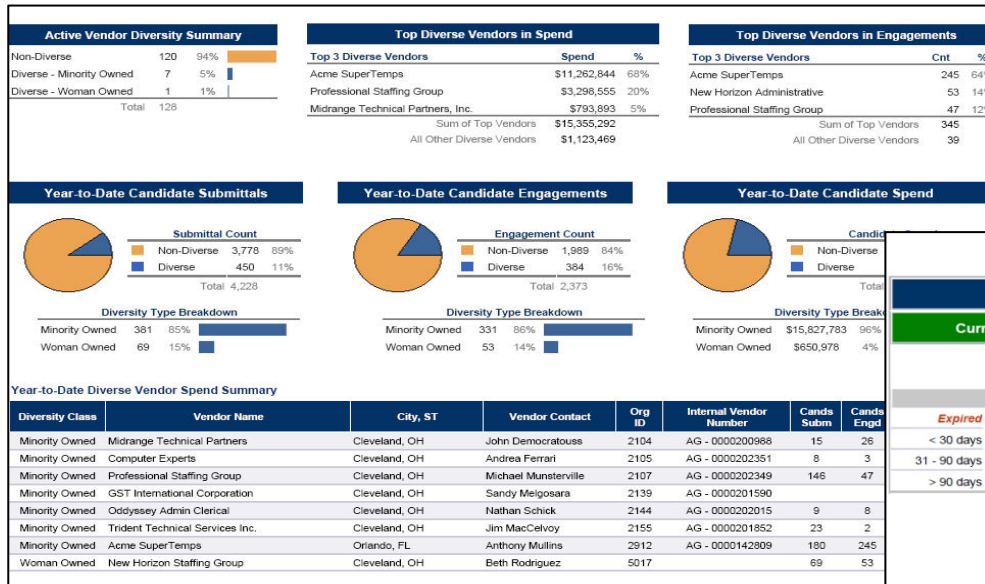


Program Overview – Service Level Agreements

- 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

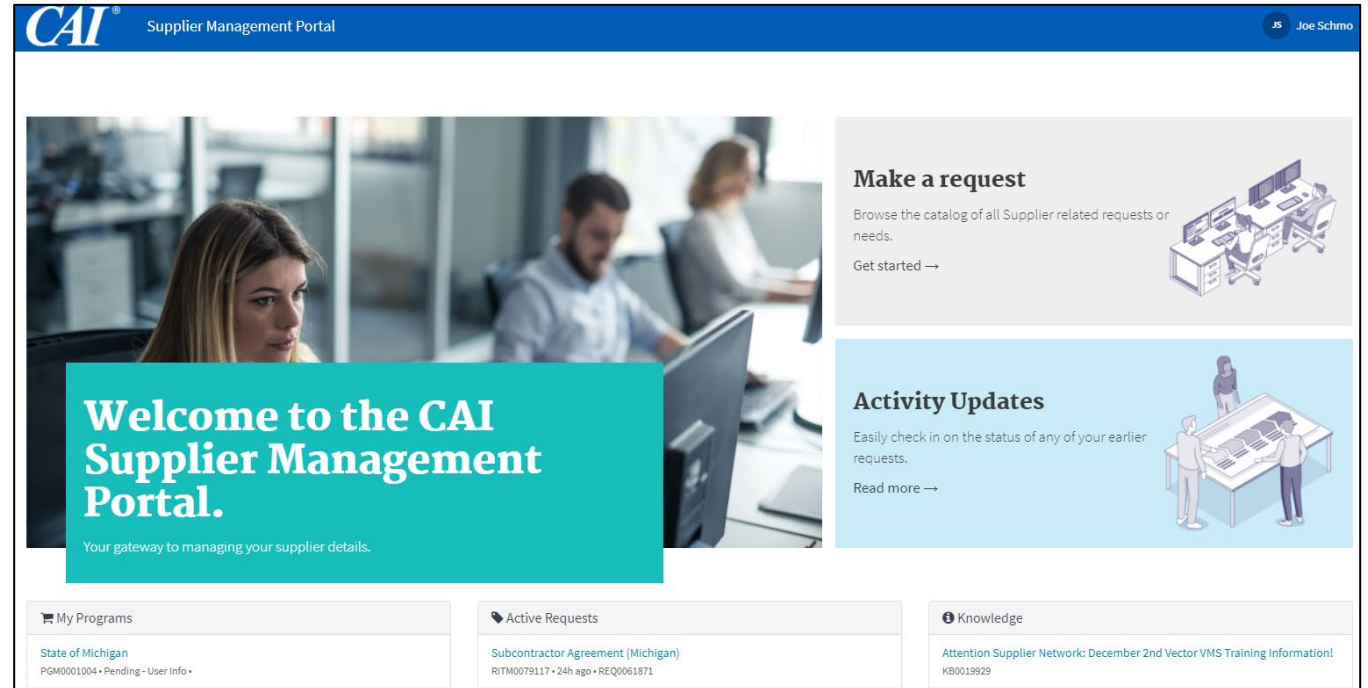
Program Overview – Reporting

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



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 Idaho.Help@cai.io for program updates
- All current suppliers will be invited to enroll in new program in the next few weeks
- **Go-Live for New Positions on February 1st, 2022**

Questions

