# IT Contingent Labor MSP

## Overview

The Commonwealth of Virginia's IT Contingent Labor (ITCL) contract is used by any public sector organizations needing to augment its staff with time and materials (T&M) resources <u>OR</u> contract with a qualified vendor who can successfully complete deliverables-based statement of work (SOW) projects less than $2 million in total contract value.

On the staff augmentation side, there are over forty job titles that cover a broad range of services, experience levels, and skills.  These titles have not-to-exceed hourly rates based on the latest market conditions across the Commonwealth's six major economic zones.

On the SOW side, there are 15 specialty areas that encapsulate the various projects currently in demand throughout Virginia.

Computer Aid, Inc. (CAI) is the contract's Managed Service Provider (MSP) and oversees all service delivery activities, including:

- Agency consultation
- Response management
- Candidate and SOW evaluation
- Interview facilitation
- Invoice processing
- Help desk support
- Performance oversight
- Mentoring and training

## Benefits

ITCL provides:

- A CAI account management team that has the IT staffing expertise to help you succeed
- A web-based requisitioning and time/expense reporting tool available anytime, anywhere
- A set of performance-based service level agreements (SLAs) that rewards those suppliers that can provide quality candidates quickly
- A vendor network that affords all businesses with a chance to join
- Customizable reports that provide visibility into all stages of the procurement process

In short, this all-encompassing contract streamlines the procurement process and provides more opportunities for all suppliers, including small, women, and minority (SWaM) businesses.

## Opportunity for All

CAI believes SWaMs should be given the opportunity to succeed under this contract.  Therefore, our account managers use the following outreach techniques:

- Meet with prospective vendors and explain the contract
- Share best practices and provide training
- Broadcast potential opportunities
- Assist with candidate submissions and provide candidate feedback

## Join the Network

If you would like to become a part of the vendor community, please contact CAI's MSP Help Desk at **800-635-5138** or **MSP.VendorMgmt@cai.io**.