



IT Supplemental Staffing MSP

Managed by CAI

Computer Aid, Inc. (CAI) serves as the Managed Service Provider (MSP) for the North Carolina IT Supplemental Staffing Contract. As MSP, CAI is responsible for all service delivery activities including:

- Requisition consultation
- Supplier response management
- Candidate evaluation and validation
- Interview facilitation
- Invoice processing

This effort aims to reduce costs and improve productivity and processes for all participating State agencies.

Standardized Process

The IT Supplemental Staffing Contract allows every State agency, regardless of size, to find talented resources through one procurement vehicle.

Benefits of the MSP model include:

- A senior account management team experienced in IT Consulting and Services
- A web-based workflow and requisitioning tool that can be accessed anytime, anywhere
- Ability to approve and/or reject contract employee timesheets
- System-generated emails with direct links to the appropriate activity page
- Metrics that provide visibility into every phase of the procurement process

The combination of an experienced on-site account management team, an automated web-based system, and continuous improvement practices enables the State, CAI, and suppliers to work as a cohesive team to find the qualified candidates for every need.

Management

CAI's contract management team is the single point of contact between the State and supplier network, providing value-based customer service for service delivery, issue resolution, and provider management.

CAI's contract managers for NC are:

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Supplier Network

The IT Supplemental Staffing Contract relies on a qualified network of IT staffing suppliers.

Workflow Management System

The web-based requisition tool brings best-of-breed process automation and workflow management to the following activities:

- Creating the requisition
- Engaging the supplier network
- Sourcing/screening candidates
- Interviewing
- Hiring
- Time reporting/approval

Users have real-time access to a centralized system that enables them to communicate all procurement decisions to CAI and its stakeholders.



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