

Computer Aid, Inc.

Managed Service Provider | Alabama IT MSP Program

CRITERIA FOR PARTICIPATION

Contract #22PSX0086PA-AL

Alabama's Information Technology Managed Service Provider Contract — Fixed-Price Deliverable Based Project Services

HOW TO REGISTER

Vendors interested in participating must register with CAI through the Supplier Management Portal. If your company has previously registered, log in using your existing credentials.

All required documentation must be submitted for the enrollment process to begin. Incomplete submissions will not be processed.

Portal: <https://cai.service-now.com/sm>

REQUIRED DOCUMENTATION

All required documentation that can expire must be renewed throughout the life of the contract. The Supplier Management Portal will send automated emails when documents are nearing expiration. Your company is responsible for uploading current documents prior to expiration. Failure to do so will result in inactivation from the program.

1. Supplier Agreement

The Supplier Agreement will be sent for signature to your named signatory via DocuSign. You will provide your signer's details in the Supplier Management Portal. The signer must be an official representative from your company with signatory authority.

2. W-9

Upload a signed copy of your company's W-9, using the IRS's most recent version. The completed W-9 must include your company's EIN. CAI will process a TIN check with the IRS using the details you provide. Ensure you list your company name exactly as the IRS has it on file.

3. Certificate of Insurance (COI)

Upload a Certificate of Insurance (COI) with an expiration date at least 30 days from today's date. The COI must meet all insurance requirements detailed in the Minimum Insurance Requirements section of the Supplier Agreement.

Type of Insurance	Limit	Endorsement
Commercial General Liability	\$1,000,000 per occurrence \$2,000,000 aggregate	Additional Insured Waiver of Subrogation

Type of Insurance	Limit	Endorsement
Workers' Compensation & Employer's Liability	\$1,000,000 per accident (bodily injury by accident) \$1,000,000 policy limit by disease \$1,000,000 per employee (bodily injury by disease)	Waiver of Subrogation
Commercial Auto Liability (if vehicles will be utilized)	\$1,000,000 combined single limit	Additional Insured
Professional Liability / Errors & Omissions	\$5,000,000 per occurrence	
Crime Liability	\$25,000 per loss	Including 3rd Party Coverage
Cyber / Network Privacy Liability	\$3,000,000 per claim for wrongful acts	

Note: All expiring documents must be renewed proactively. The portal sends automated reminders, but failure to upload prior to expiration will result in inactivation from the program.

CERTIFICATE HOLDER

CAI shall be listed as the Certificate Holder reflecting the following details:

Computer Aid, Inc.

Attn: Insurance Department
1390 Ridgeview Drive
Allentown, PA 18104

OPTIONAL DOCUMENTATION

Disadvantaged Business Certification

If your company is a certified small, woman-, veteran-, or minority-owned business through any state or federal program, please provide proof of such certification.

Note: This certification is not required to become part of the network.

QUESTIONS

If you have any questions about the enrollment process, please contact CAI's MSP Vendor Management Team via the Contact Us option within the Supplier Management Portal.

Portal: <https://cai.service-now.com/sm>