

Computer Aid, Inc.

Managed Service Provider | Hawaii IT MSP Program

CRITERIA FOR PARTICIPATION

Contract #22PSX0086AA

Hawaii Information Technology Managed Service Provider Contract #22PSX0086AA

HOW TO REGISTER

Vendors interested in participating in the Hawaii Information Technology Managed Service Provider Contract #22PSX0086AA must initially register with CAI through the Supplier Management Portal. If your company has already registered and has login credentials, you can log into the Portal via this link.

The Required Documentation outlined in this Criteria for Participation must be submitted as part of your enrollment within the Supplier Management Portal. All documentation must be submitted for the enrollment process to begin. Please know that it can take up to 7 - 10 business days for a first response.

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. Company Registration

Your company must be registered to do business with the State of Hawaii and is required to submit a Certificate of Good Standing (COGS) issued by the State of Hawaii Department of Commerce and Consumer Affairs (DCCA) – Business Registration Division (BREG). The Certificate is valid for six (6) months from date of issue. To obtain the Certificate, your company must be registered with the BREG. A sole proprietorship is not required to register with the BREG and is therefore not required to submit the certificate. To register please use the following link: <https://hbe.ehawaii.gov/BizEx/home.eb>

2. Subcontractor Agreement

Please ensure that you fill out all sections of the subcontractor agreement. The agreement will be sent for signature to your chosen signer through our portal using DocuSign. You will need to provide your signer's details. Make sure an official representative from your company signs it.

3. W-9

Please include a signed copy of your company's W-9, using the IRS's most recent version. Be sure to include your company's EIN. If your company has an old W9 Form on file, the most recent PDF form is available for download from the IRS website: <https://www.irs.gov/pub/irs-pdf/fw9.pdf> During the enrollment process, CAI will process a TIN check.

4. Certificate of Insurance (COI)

Please provide a certificate of insurance, with an expiration date at least 30 days from today’s date, with the following coverage levels. Insurers must be authorized to do business within the State of Hawaii and have an A.M. Best Company rating of A- / VII or higher.

Type of Insurance	Limit	Amount
Commercial General Liability	Per Occurrence	\$1,000,000
	Aggregate	\$2,000,000
Commercial Automobile Liability	Per Occurrence	\$1,000,000
Professional Liability/Errors and Omissions	Per Occurrence	\$5,000,000
	Annual Aggregate	\$5,000,000
Crime Insurance (3rd Party Indemnity) or Surety or Fidelity Bond	Per Occurrence	\$3,000,000
Privacy & Security (Cyber) Liability	Per Occurrence	\$3,000,000
	Aggregate	\$3,000,000
Employer's Liability	Per Accident	\$1,000,000
	Per Employee for Disease	\$1,000,000
	Aggregate Disease	\$1,000,000
Worker's Compensation	State of Hawaii Requirements	In Compliance

Policies should name the State of Hawaii as an additional insured except for professional liability, cyber liability, and crime insurance policies. The certificate must include the following clauses:

“The State of Hawaii is added as an additional insured with respect to operations performed for the State of Hawaii.”

“It is agreed that any insurance maintained by the State of Hawaii will apply in excess of, and not contribute with, insurance provided by this policy.”

Policies should also include a waiver of subrogation on all policies except for professional liability, cyber liability, and crime.

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.

CAI
Attn: Insurance Dept.
1390 Ridgeview Drive
Allentown, PA 18104

OPTIONAL DOCUMENTATION

Disadvantaged Business Certification

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

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

QUESTIONS

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

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