Hiring Manager Guide

How to order contingent workers through the State of Idaho MSP programs

Important Links:

VMS
Pixid VMS Pro Login

CAI portal
Idaho's Managed Services Provider - CAI

General questions: Idaho.Help@cai.io

Staff augmentation: David.Shelton@cai.io
(615) 310 - 5134

IT SOW: Krystal.McGraw@cai.io

Escalation / Compliance:
Leah.Pelletier@cai.io

Step 1: Pick your program

IT roles
Application development, project management, network/systems/admin/engineers, cybersecurity, QA and more

Non-IT roles
Administrative support, professional, and commercial/industrial positions

Step 2: Place your order

CAI State of Idaho IT MSP

Call your local Boise, Idaho Account Manager for;

Staff augmentation
Hourly/temporary contractor engagements
Contact: David Shelton, Account Manager,
David.Shelton@cai.io

(615) 310 - 5134

SOW projects
Hourly, milestone, fixed-price deliverables
Krystal.McGraw@cai.io
(717) 802-5743

CAI State of Idaho Non-IT Workforce Services Program

1. **Submit your request in Pixid VMS Pro**
   See intake check list below.
2. **Review candidates**
   CAI sends you qualified candidates after 4 days. Interview anyone you like.
3. **Select and set a start date**
   Tell CAI who you chose and when they start.
4. **Provide a PO / Funding Source**
   Is a purchase order is needed before the worker starts?
5. **Approve time weekly**
   Approve hours in Pixid VMS Pro every week.

CAI handles the rest: releasing to suppliers, screening, onboarding and background checks, confirming the first day, a check-in after week one, and one monthly invoice.

Non-IT requests: what to include

- ☐ Number of temporary staff needed
- ☐ Job title and duties (use job title document / rate card) Must haves or Minimum qualifications
- ☐ Compliance or background checks required
- ☐ Manager POC's, who owns the job requisition, time card approvers & invoicing
- ☐ Computer software to be used
- ☐ Hours of work
- ☐ Expected length of assignment
- ☐ Position location; onsite, hybrid or remote
- ☐ Is a quote required?

Non-IT: good to know

Overtime	Approve it before it is worked. Unapproved overtime is not billable.
Paid time off	Billable only if approved on the request.
Lunch	Not paid or billed.
Cancel a shift	Give 2 hours' notice, or up to 2 hours may be billed.
Not a good fit	Tell CAI. No charge in the first 8 hours; replacement within 1 business day.
Remove a worker	You may remove any worker who is not meeting requirements.
Incident	If a worker causes or risks harm, liability, or property damage, contact CAI right away.
Travel	Authorize it first. State rates, no markup.
Ending early	Tell CAI the last day as soon as you know.
Referrals	No fee for a worker your agency referred.
Hire as a State employee	After 6 months, with 14 days' notice, no conversion fee.
Rates	Can be found in the VMS Attachment library

Resources

On the CAI portal
Manager FAQ, Job Titles and Descriptions, Rate Card, Manager Training
Idaho's Managed Services Provider - CAI

Attachments for Rate Cards and VMS Guides are located right when you log into the VMS see screenshot below:

