



CAI

State of Indiana

Managed Services Provider Contract
Program Overview for Providers

General Housekeeping Items

- All phone lines have been muted
 - Questions can be submitted via the Chat feature at any time
 - We will also review and answer questions following the presentation
- Presentation will be posted to our program website, <https://www.cai.io/msp/indiana/>

Agenda

- Introductions
- Program Information
- Key Program Components
 - Rate Model
 - Time and Materials-based Requisition Workflow
 - Best Practices for Candidate Submittals
 - Project-based/Statement of Work Process
- Transition Overview

Introductions

Scott Edwards

Service Delivery Manager

Scott.Edwards@cai.io

Leslie Cosand

Lead Account Manager – Administrative/Clerical

Leslie.Cosand@cai.io

Karla Lunney

Account Manager – IT

Karla.Lunney@cai.io

Anna Zelko

Account Manager – Medical

Anna.Zelko@cai.io

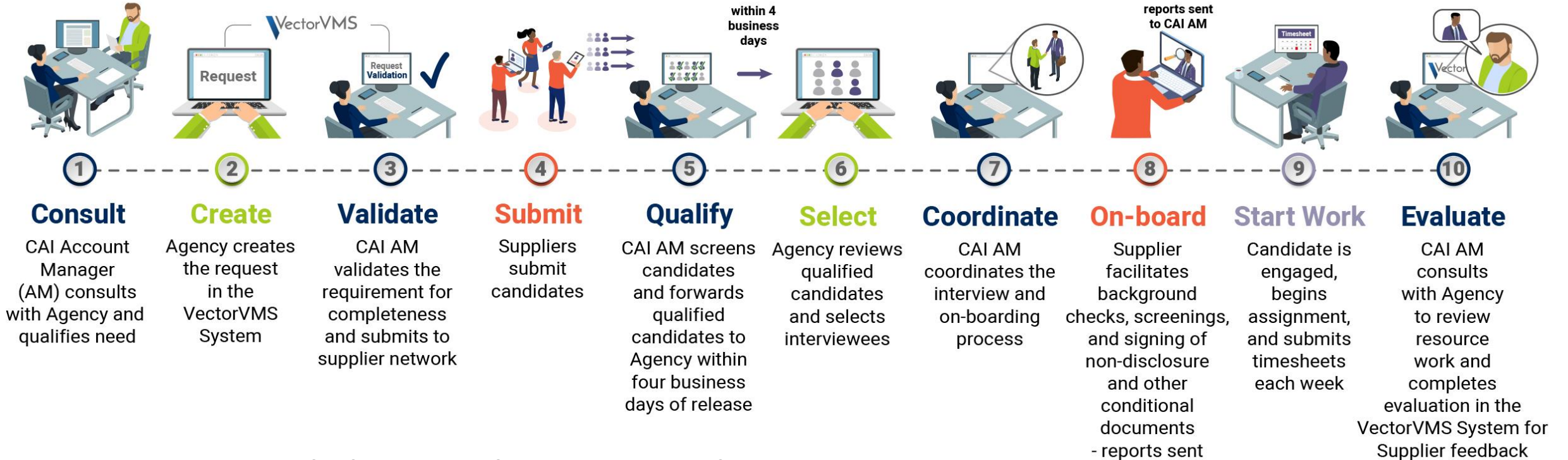
Program Information

- The program was awarded through RFP 21-64147, a competitive procurement
- The program consists of:
 - Administrative/clerical staff augmentation
 - Information Technology staff augmentation
 - Medical staff augmentation
 - Project work
 - Independent Verification and Validation (IV&V) of Information Technology project work
- VectorVMS is utilized to facilitate the staff augmentation and project workflow process

Program Information – Rate Model

- Move to “Pay Rate + Markup” is consistent with trends in the industry
- How it works:
 - Resource pay rate + markup = Provider rate
 - Client selects job classification with associated minimum and maximum pay rate range
 - Some clients may select specific pay rate within that range
 - Each job title/classification has an associated markup per contract
 - Resource pay rate should be the hourly rate of pay to your resource before deductions are taken
- MSP fee is applied independently of vendor rate
 - You do not pay the MSP fee

Program Information – T&M-based Req Workflow



- CAI uses VectorVMS for facilitation of the contract workflow process
- We have partnered with VectorVMS (formerly PeopleFluent) for over 17 years



Best Practices for Candidate Submittals

- Read **all** requisition details to ensure that the role and work expectations are clear:
 - Submission cutoff date
 - Work location
 - Expected work schedule
 - Interview preference
 - Questions listed on the skills tab
 - Compliance and onboarding requirements
- Any questions regarding the requisition should be directed to the CAI Account Manager
 - Do not contact the agency with questions

Best Practices for Candidate Submittals

- Be sure the rate is entered correctly
 - You will enter the rate that the resource will be paid
 - VectorVMS will automatically calculate the rate to be paid to your company based on approved markup
- Use the CAI resume template
 - Review the document for spelling or grammatical errors
 - Make sure the document presents a positive impression of your candidate
- You must provide a completed Right to Represent from the candidate
 - Instructions and template are posted to the program portal site
 - CAI will reject candidates who do not have a completed Right to Represent
- **The information provided as responses to the required and desired skills must be accurate**
 - CAI **will** revise this information if it is inaccurate or does not reflect the true experience of the candidate

Best Practices for Candidate Submittals

- Be sure to review the Compliance section of each requisition to understand requirements
 - In addition to contractually-required items needed for all positions, clients may have specific requirements
 - Descriptions and templates for all compliance items are available in the Compliance section
- All candidates, regardless of client, must undergo a background check if they are selected for engagement
 - You are able to use any service you wish for the background check, provided that:
 - It is coming from a reputable source
 - It must cover all required items/searches
 - The results must include a summary of everything covered in the background check
- Resource cannot start assignment until all compliance items are completed and approved by CAI team

Best Practices for Candidate Submittals

- Be sure that candidates selected for interview show up on time
 - In person: arrive 10-15 minutes early to avoid issues
 - Webcam: log in 10 minutes early to allow time to troubleshoot if necessary
- Be responsive
 - Process is designed to move quickly
 - Be alert and respond as quickly as possible to emails from the CAI team
- Watch for weekly supplier updates
 - These notifications will include information on requested skill sets, upcoming positions, etc.
 - These can be used to proactively recruit or build candidate pipelines
- Communicate with CAI
 - Questions, concerns, feedback, etc., are all key to ensuring a quality program for all

Program Information – Project-based/SOW Process

- Program will include project work
 - All existing projects currently in flight will continue through completion under previous contract
 - Existing projects will not be transitioned
- All providers will be eligible to participate in the project-based aspect of the program
- CAI and IDOA are working through finalizing processes and procedures for project work
 - This will be completed in the very near future
 - Updates will be communicated to the provider network

Transition Overview

- CAI and IDOA have been working over the last few weeks to prepare for transition of staff augmentation resources
 - Transition timing is based on client preference and available funding
 - Agencies have been able to extend funding for existing resources when necessary to avoid disruption
- CAI is currently gathering pay rate information from providers with transitioning resources
 - This information will be used to develop agency-specific transition strategy
 - Information will be presented to client for review and approval prior to initiating transition activities
- Upon approval, CAI will create a VectorVMS requisition for each transitioning resource to be released directly to the representative provider
 - Provider will then submit the resource to the new requisition
 - Submissions must include resume and ERTR
 - CAI will engage the candidate, and transition of that resource will be complete
- This will be a rolling transition over the next few months, so be on the lookout for information or updates

Questions



Any remaining questions can be submitted in the chat window