Contract Overview and Frequently Asked Questions

Overview of CAI

- IT services company headquartered in Allentown, PA, with offices worldwide

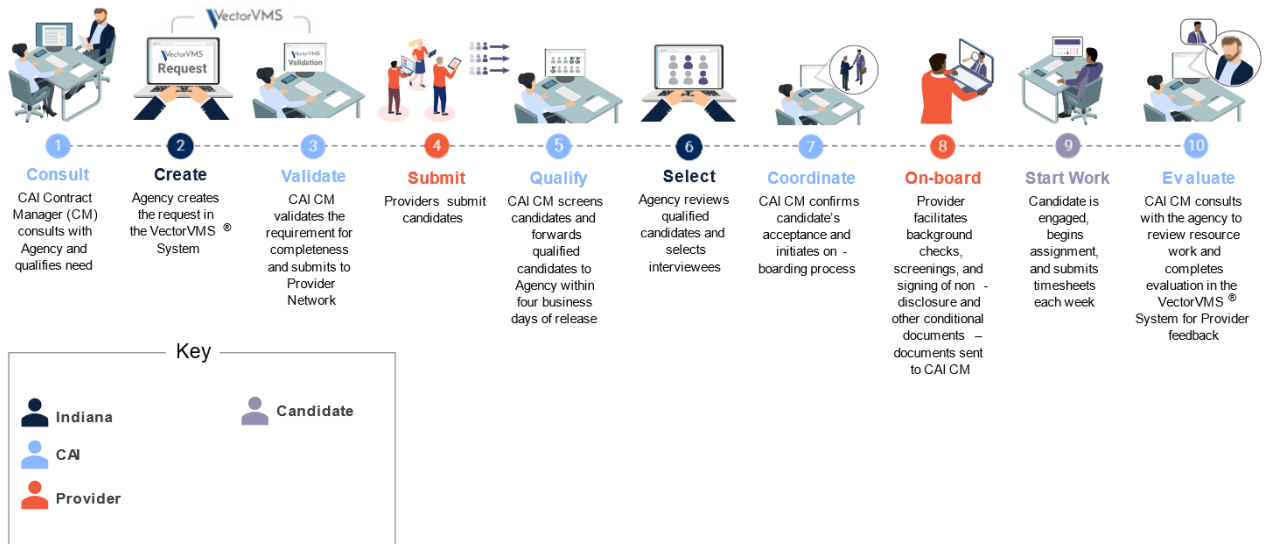
Processing Billions in IT Spend

- Serving as an MSP for State and local governments since 2004
- National purchasing programs for state, county, city, local government agencies
- 21 implementations of an MSP solution
- Current portfolio includes 12 states, commonwealths, and cooperative purchasing contracts
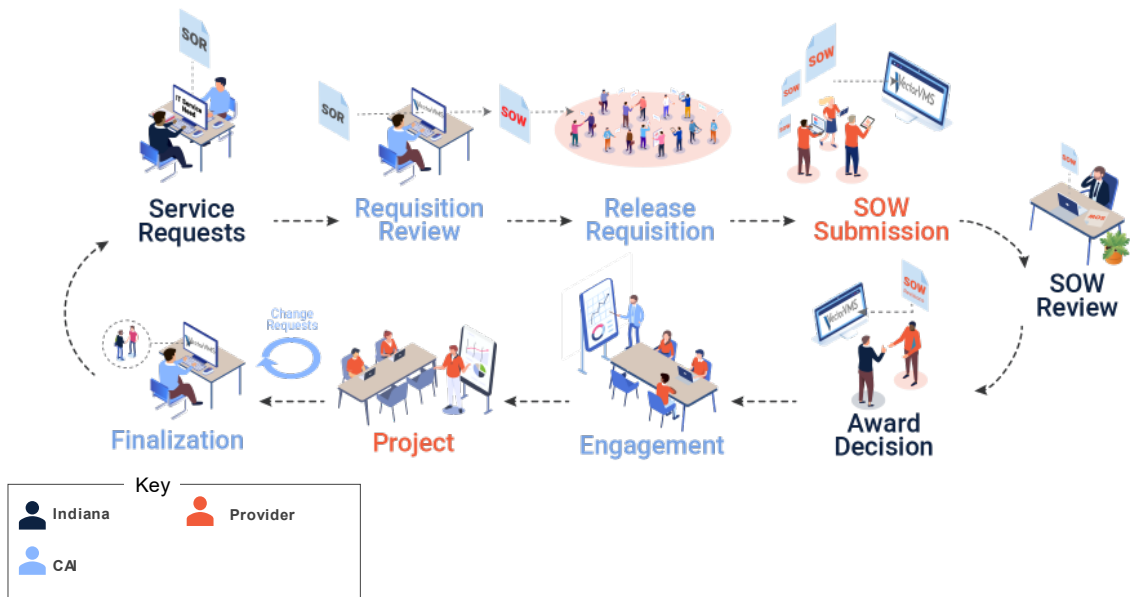
Overview of Program

- The program was awarded through RFP 21-64147, a competitive procurement
- The program will consist of:
    o Information Technology staff augmentation
    o Administrative staff augmentation
    o Medical staff augmentation
    o Information Technology project work
    o Independent Verification and Validation (IV&V) of Information Technology project work
- CAI will utilize VectorVMS to facilitate the staff augmentation and project workflow process
- Enrollment in the program and resulting documentation management will take place within CAI's Supplier Management Portal

What's changed?	What hasn't?
New MSP New VMS New rate card New rate model, based off resource pay rate New enrollment process New insurance requirements New documentation management process	Overall workflow process Payment process

Staff Augmentation Workflow Process

1 Consult
CAI Contract Manager (CM) consults with Agency and qualifies need

2 Create
Agency creates the request in the VectorVMS ® System

3 Validate
CAI CM validates the requirement for completeness and submits to Provider Network

4 Submit
Providers submit candidates

5 Qualify
CAI CM screens candidates and forwards qualified candidates to Agency within four business days of release

6 Select
Agency reviews qualified candidates and selects interviewees

7 Coordinate
CAI CM confirms candidate's acceptance and initiates on-boarding process

8 On-board
Provider facilitates background checks, screenings, and signing of non-disclosure and other conditional documents – documents sent to CAI CM

9 Start Work
Candidate is engaged, begins assignment, and submits timesheets each week

10 Evaluate
CAI CM consults with the agency to review resource work and completes evaluation in the VectorVMS ® System for Provider feedback

Key
- Indiana
- CAI
- Provider
- Candidate

Project Workflow Process

Service Requests → Requisition Review → Release Requisition → SOW Submission → SOW Review → Award Decision → Engagement → Project → Finalization

Change Requests

Key
- Indiana
- CAI
- Provider

State of Indiana Managed Services Provider Contract
Contract Overview and Frequently Asked Questions – December 2021

Frequently Asked Questions
Enrollment Questions

Where/how do I enroll?

An overview of enrollment information is housed on the public web portal: https://www.cai.io/msp/indiana/. This information includes the program Subcontractor Agreement and the Criteria for Participation, which lists all required/optional items that you will need to provide as part of enrollment.

Your actual enrollment in the Indiana program will take place via CAI's Supplier Management Portal: https://cai.service-now.com/sm. Within the Portal, you will formally enroll in the Indiana program by submitting all enrollment materials. Once all required items have been provided, CAI's Vendor Management Team will review the submitted documentation and work with you to finalize your enrollment.

What is required as part of enrollment?

CAI requires a signed Subcontractor Agreement, a Certificate of Insurance matching contract requirements, a W-9, and Marketing Materials for your company. You may optionally provide a copy of your Indiana MBE, WBE, or IVOSB certification, but this is not required for enrollment. The Criteria for Participation located on the public web portal, https://www.cai.io/msp/indiana/ will outline the specific enrollment requirements. These items will also be shown within the Supplier Management Portal as you initiate your enrollment.

Does the enrollment window close?

No. CAI's network is open, meaning that companies may choose to enroll at any time. The only "closed" network within the Indiana program will be for vendors wishing to provide IV&V services, as these vendors must be approved by the State. Additional information on the qualification process for IV&V services will be provided once available.

Where did the terms and conditions of the subcontractor agreement come from?

The terms and conditions of the Subcontractor Agreement are largely flowed down from the master agreement between CAI and the State of Indiana. Additionally, CAI's Legal and Governance teams require additional terms and conditions to be included in the Agreement.

Are redlines of the subcontractor agreement considered?

No. Due to the open nature of the network and the administrative burden associated with maintaining different versions of Subcontractor Agreements, CAI will not accept redlines or modifications to the agreement.

How were the insurance requirements determined?

The majority of the insurance coverage levels required for enrollment in the contract are required within the master agreement between CAI and the State. In addition, CAI requires Employers Liability coverage due to corporate policies. These insurance coverage levels are required by all participating providers as well to be in compliance with the contract.

What additional insurance requirements will there be?

Certain types of positions (ex., medical staffing positions) may require additional insurance coverage on a case-by-case basis. These additional requirements must be met by all companies wishing to provide

candidates, and proof of coverage will be required during the candidate submission process. These levels will be noted on the applicable requisition within the VMS and companies will be able to view the requirements ahead of time.

I submitted my documentation, now what?

After all required documentation has been submitted, your enrollment application will be reviewed by a member of CAI's Vendor Management Team to ensure that it meets the requirements of the contract. All communication regarding your application will take place within the Supplier Management Portal. Once your documentation meets the contract requirements, the CAI Vendor Management Team will work with you to provide access to VectorVMS.

Please note that all required documentation must be maintained and in compliance throughout your participation in the contract. The Supplier Management Portal will distribute automated alerts as documentation is nearing expiration or has expired. Failure to maintain documentation will result in your company being deemed as non-compliant and removed from the provider network.

Will I use the same system to review requirements and submit candidates?

No, CAI utilizes VectorVMS as the system to facilitate the end-to-end workflow of the contract, including requirement entry, candidate submittal, and time entry.

How do I get access to VectorVMS?

Following approval of your enrollment packet, the CAI Vendor Management Team will work with you to provide access to VectorVMS.

Go-Live/Transition Questions

What does the "Go-Live" on 1/1/2022 actually entail?

The "Go-Live" on 1/1/2022 means that all new positions will begin being released by CAI via VectorVMS. CAI and the State will be hosting transition discussions for existing engagements with agencies to determine their plans for their contractor(s).

What will happen to my current staff augmentation engagements after 1/1/2022?

While the final decision for continuing any current engagement past 1/1/2022 rests with the State, all current Purchase Orders will initially be permitted to extend past 12/31/2021 as long as the purchase order is dispatched before the contract expiration date. CAI and the State will monitor these Purchase Orders so that transition decisions can be made well in advance of funding running out. IDOA will likely establish a target date sometime in 2022 for all engagements to be transitioned to the CAI contract, and this date will be communicated in advance to all parties as soon as it is established.

What will happen when the PO for my contractor expires or runs out of funding?

CAI and the State will monitor Purchase Orders for current engagements so that transition decisions can be made well in advance of funding running out. During this time, the State will issue direction as to whether a contractor will be transitioning to the new contract, and if so, CAI will work with the representative company to ensure they are prepared for the transition process.

Will my current contractors' rates be "grandfathered in"?

This will be a State decision at the time of transition.

How does the new rate card work?

Each position released through the program has been assigned a minimum and maximum pay rate for the resource, as well as a maximum markup percentage for vendors based on that rate. These are outlined within the Subcontractor Agreement, and the pay rate information will also be displayed on the requisition within VectorVMS. When you submit a candidate within the VMS, you will enter the actual hourly rate to be paid to the resource and the system will automatically calculate the resulting rate to be paid to your company based on the markup percentage assigned to the specific title.

Do I need to resubmit my candidate as part of the transition, and if so, where?

Yes, CAI will create new requisitions for transitioning candidates within VectorVMS, and you will be required to submit the candidate to the requisition marked as being their transition requisition, along with any required supporting documentation. This will be coordinated with you at the time of transition.

My company is performing project work under the incumbent contract. Will this be transitioned?

No. IT Project and IV&V work taking place under the incumbent contract will finish out under existing purchase orders and will not transition to the CAI contract. After 1/1/22, all new requests for these services will take place under the CAI contract.

Payment/Invoicing Questions

What are the differences in payment terms?

CAI offers a variety of payment terms to best meet your company's financial needs. The default payment term for the contract is pay when paid, net 7 days. This means that CAI will pay your company 7 days after receiving payment from the State.

There are also two "prompt payment" options available, Net 15 days, and Net 2 days, and both options do not require CAI's receipt of payment from the State prior to issuing payment to your company. The Net 15 option means that CAI will pay your company 15 days after the date the State is invoiced, for a 1% fee deducted from the invoice total. The Net 2 option means that CAI will pay your company 2 days after the date that the State is invoiced, for a 3% fee deducted from the invoice total. **Please note that fixed-price, deliverables-based projects are not eligible for these "prompt payment" options and will be paid the default contract payment term (pay when paid, net 7 days).**

Do I need to invoice CAI for hours worked on staff augmentation positions?

No. CAI's invoicing process for staff augmentation positions is based off approved timesheets within VectorVMS. No invoice is necessary for hourly positions.

Do I need to invoice CAI for hours worked on fixed price, deliverables-based projects?

Yes. CAI will require an invoice to be attached within VectorVMS for milestones associated with fixed-price, deliverables-based projects.

How will my company get paid?

CAI encourages our vendor partners to sign up for our ACH service in order to expedite payment to your company. Information will be provided at the time of enrollment.

Payment via check is also available.

Other Questions

Who can I contact with other questions?

For questions related to enrollment or enrollment documentation, please utilize the "Contact Us" option within the Supplier Management Portal to get in contact with the CAI Vendor Management Team.

For technical assistance with the Supplier Management Portal, please contact SM.PortalHelp@cai.io.

For all other items during the enrollment and transition process, you may contact the CAI Help Desk at Indiana.Help@cai.io.