



IT Contingent Labor MSP  
Managed by CAI

# SWaM IT Business Matchmaking Event

Presented by Computer Aid, Inc.

Friday, May 1<sup>st</sup>, 2015

# Agenda

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- Introductions
- Background on the Program
- Supplier Network Overview
- CAI's Roles and Responsibilities
- Results
- Current Needs
- Contract Web Portal
- CAI Contact Information
- Questions?

# Background on the Program

- Since 2006, Virginia's IT Contingent Labor (ITCL) Contract has been used to procure IT services
  - New VITA solicitation in 2012 ; CAI awarded contract in 2013
- Enterprise-wide program available to all public bodies throughout Virginia
  - State agencies, cities, counties, colleges, universities, etc.
- Immediate access to IT business opportunities across the Commonwealth
- Hourly, time and materials (T&M) engagements
  - Over 40 job titles and descriptions tailored to Virginia's specific IT needs
  - Skill categories that match the State's technology demands
  - Not to Exceed rate card based on latest market conditions in local Virginia areas
- Fixed-price, deliverables-based projects (SOWs) under \$2 million - Since Dec., 2011
  - Fifteen specialty areas covering various types of deliverables-based work
  - Standardized processes and templates that make the response process more efficient

# Supplier Network Overview

- **Staff augmentation** network can be joined at any time
  - Basic documentation must be provided to CAI to join
    - Signed subcontractor agreement
    - Current insurance certificate
    - W9
    - Marketing literature
  - Divided into two tiers (SWaM/top performers and non-SWaM)
    - SWaMs and top performing suppliers receive requisitions 48 hours ahead of non-SWaMs
- **Statement of Work (SOW)** network requires approval during annual qualification period
  - Suppliers are reviewed to ensure they have both experience delivering fixed price, deliverables based projects and the financial capabilities to support this type of work

# CAI's Roles and Responsibilities

- CAI is responsible for managing the entire requisitioning process
  - Releasing the opportunity to invoicing the Agency and paying suppliers
- CAI roles:
  - Consultant
    - Meets with Agencies to understand initiatives and help build staff aug. requisitions
    - Mentors Commonwealth users and assists with development of the SOR
  - Response Manager - Staff Augmentation
    - Releases job requirements to the open vendor network
    - Receives, reviews, and screens candidates to validate skills
    - Supplies three to five qualified candidates to Agency within four business days
  - Response Manager - SOW
    - Enrolls and qualifies suppliers for each specialty area
    - Tracks milestones and deliverables

# CAI's Roles and Responsibilities

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- CAI roles:
  - Vendor Coordinator
    - Manages subcontractor agreements, insurances, and SWaM certifications
    - Develops customized training manuals and training sessions
    - Creates and maintains web portal with contract information and tips for success
  - Operations Administrator
    - Manages timesheets, purchase orders, and invoices
    - Operates help desk to answer agency and vendor questions

# Results

- **Staff Augmentation:**
  - 50 Commonwealth entities have procured IT services within the past year
  - 806 staff augmentation engagements began between 1/1/14 and 12/31/14
    - 191 suppliers were awarded engagements
    - SWaM suppliers won over 60% of competitive requirements
  - SWaMs were awarded over \$33.5 million during this time period
- **Statement of Work:**
  - 22 agencies engaged 65 projects in the past year
    - These projects were awarded to 20 suppliers
    - SWaMs won over 63% of these projects
  - Total agency budget for SOWs awarded to SWaMs is nearly \$5.4 million

# Current Needs

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- Job titles
  - Programmer Analyst, Project Manager, Software Test Analyst, Business Analyst
- Technologies
  - SharePoint, Java, .Net, Oracle, Powerbuilder, Lotus Notes
- Pay close attention to Peoplefluent notifications for the latest info
  - Release of a requirement
  - Weekly updates
  - Ad-hoc communications throughout the week



- Portal contains helpful contract information, including:
  - Subcontractor Agreement/Addendum
  - FAQs
  - Helpful Hints
  - Job Titles
  - Resume Template
  - E-RTR Template
  - Invoicing Processes
  - Performance Dashboard
  - Link to SWaM program
- Portal also provides links to other CAI MSP contract portals, the main MSP portal and a process overview webpage

VA IT Contingent Labor MSP  
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Home Process Supplier Information Portals

## Serving as VA's Contingent Labor Solution

CAI is the Virginia IT Contingent Labor contracts full-service Managed Service Provider, overseeing all service delivery tasks including:

- Agency consultation
- Response management
- Candidate evaluation and validation
- Interview facilitation
- Invoice processing
- Help desk support
- Performance oversight

### Learn More

Please use the links below to access contract information, including a fact sheet, job title document and a skills matrix. These documents are provided for reference for both current suppliers and those desiring more information regarding CAI's MSP programs.

- Fact Sheet
- Staff Aug. Process
- Job Titles
- CoVA Regions
- Contract Information
- SOW Results

### Join

The documents and links below provide current and prospective suppliers with the Criteria for Participation, the Subcontractor Agreement, any Addendums that have been released and any other relevant information regarding program participation.

- Criteria for Participation
- SWaM Program
- Master Sub Agreement and Addendum

### Succeed

CAI is dedicated to the success of all suppliers participating in the MSP programs. The documents and links contained within this section offer additional information regarding the program's processes, policies and best practices to ensure the success of your company.

- Guidelines for Successful Submissions
- Resume Templates
- Staff Aug. Invoicing Process
- SOW Invoicing Process
- Expense/Travel Regulations
- E-RTR Process Overview
- E-RTR Templates

### Presentations and Reports

- Performance Dashboard

Please direct all general contract questions to our Help Desk at  
MSPNetwork\_Help@compaid.com or 800-635-5138

Please note: Questions regarding specific opportunities and candidates should be directed to our Account Management Team.

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# CAI Contact Information

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# Questions

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Questions?