



# IT Staff Augmentation MSP

Managed by CAI

Iowa's IT Managed Services Contract supports the state's strategic initiative aimed at reducing costs, improving productivity and processes, and increasing competition for all IT services suppliers, including Iowa-based and targeted small businesses (TSBs).

## Standardized Process

This contract is a proven solution that allows all Iowa public entities to find talented IT resources through one standard procurement vehicle.

Each time there is a T&M need, the Agency and the contract managed service provider (MSP), CAI, classify it as one of the contract's job titles that encompass various skill levels and technical knowledge. Each title has a fixed hourly rate based on current market conditions in Iowa. This means all agencies, regardless of size, can leverage the State's unified buying power to get a resource for the same rate.

Once the need is classified, it is released to our open vendor network comprised of companies of all sizes and types, enabling the State to find the right resource, no matter how unique the skill set.

After several thousand engagements across MSP contracts in other states, CAI has developed a proven process that puts a person on assignment in a matter of a few weeks.

## Benefits

Benefits of the IT Managed Services Contract include:

- A local senior account management team experienced in IT Consulting and Services
- A web-based workflow, requisitioning, and time tracking tool, accessible anytime, anywhere
- An open network of IT Services companies that can respond to every IT need
- Fixed competitive pricing by job description, experience level, and skill set
- Ad-hoc reporting that provides key metrics on Agency, CAI, and Vendor performance

The contract combines the strengths of an experienced MSP, an open vendor network, and an automated vendor management system to help Iowa find quality resources fast.

## Managed Service Provider

CAI's account management team is the contract's central point of contact, managing the following service delivery activities:

- Response management
- Candidate evaluation and validation
- Interview facilitation
- On-boarding support
- Invoice processing
- Help Desk and training support
- Performance oversight

CAI's dedicated, Des Moines-based Account Manager is Shannon Swenson: [shannon.swenson@cai.io](mailto:shannon.swenson@cai.io)

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## Vendor Management System

CAI uses the vendor management system known as VectorVMS to give contract users real-time access to all stages of the procurement process:

- Requisition creation, approval, and release to the vendor network
- Candidate sourcing and screening
- Communication between the Agencies, CAI, and vendors during the selection process
- On-boarding
- Timesheet/expense submission and approval

VectorVMS is available 24x7; all that's needed is an internet connection. Once your company has completed the enrollment process, the CAI Operations Team will work to make sure you and your team has access to your own instance of the system, where no other company can access.

## Opportunity for All Businesses

CAI supports the State's belief that all companies should be given the maximum opportunity to participate in the purchasing process. That is why Iowa-based companies, as well as those certified by Iowa as TSBs, receive competitive requisitions 12 hours ahead of the rest of the network.

To learn more about the Iowa TSB program, please visit the Department of Inspections and Appeals' website at <https://dia.iowa.gov/tsb/>

## CAI Support

For contract assistance, please contact CAI's MSP Help Desk:

**Phone: 800-635-5138**

**Email: [MSP\\_VendorMgmt@compaid.com](mailto:MSP_VendorMgmt@compaid.com)**

## Learn More

Please check <http://iowa.compaid.com> for detailed contract information and various tips for success.