



DE IT Staff Augmentation MSP

Managed by CAI

Overview

The Delaware IT Staff Augmentation Services Contract is an enterprise-wide procurement vehicle used by State Hiring Managers to fill staff augmentation positions. There are forty-two job titles with fixed hourly rates based on the latest market conditions in the State. They cover a broad range of services, experience levels, and skills. By implementing this contract statewide, Delaware is able to:

- Leverage its buying power as one single entity rather than as individual agencies
- Streamline and standardize IT procurement
- Allow suppliers to access all its IT staff augmentation opportunities through one web-based vendor management system (VMS)

Managed Service Provider

Computer Aid, Inc. (CAI) is the managed service provider (MSP) for this contract, involved in all aspects of the process:

- Agency consultation
- Response management
- VMS configuration and maintenance
- Vendor performance oversight
- Candidate evaluation
- Interview facilitation
- Invoice processing
- Help desk support

In short, CAI helps to find the most qualified people and handles the administrative tasks while the State handles its IT initiatives.

Benefits

This procurement vehicle provides:

- A CAI account manager with the IT staffing experience to help qualify your need
- A web-based workflow, requisitioning, and time tracking tool called PeopleFluent that can be accessed 24x7
- Service level agreements (SLAs) that ensure you find quality candidates quickly
- An open network of vendors able to respond to all your requirements
- Visibility into all stages of the procurement process through customizable reports

Contacting CAI

If you would like to learn more about this contract, please contact CAI's Account Manager, Steve McDowell, at **302-888-5518** or steve_mcdowell@compaid.com.

If you need additional assistance, please contact CAI's MSP Help Desk at **800-635-5138** or MSP_VendorMgmt@compaid.com.