



Computer Aid, Inc.
1390 Ridgeview Drive
Allentown, PA 18104

June 10, 2021

Mark Hempel, Director of Account Management
Indiana Department of Administration, Procurement Division
402 W. Washington St., Room W462
Indianapolis, Indiana 46204
Ref.: RFP 21-67147 Managed Services Provider (MSP)

Mr. Hempel,

Computer Aid, Inc. (CAI) is pleased to respond to *RFP 21-67147 Managed Service Provider (MSP)* for the Indiana Department of Administration (IDOA). We have provided a detailed and complete response to all requirements and acknowledge our full understanding of the general information presented in Section 1 of the RFP. We agree with requirements and conditions furnished in Section 1.

As an MSP with 17 years of experience delivering MSP services across multiple states, CAI is extremely well positioned to deliver the required services. CAI stands apart with a service that is driven by quality, integrity, and performance. With a dedicated Contingent Workforce Solutions (CWS) practice, CAI has a fully staffed, capable program team that will provide the required services to meet IDOA's needs, and those of its customers. Our solution is driven through careful management of service levels and a customer-focused approach, coupled with a proficiency in a proven vendor management tool for more than 17 years.

Our program team is led by Ms. Linda Leiby, who has more than 26 years of IT experience and leads our CWS practice. She will have access to company-wide resources to support the program and can make decisions on behalf of CAI that promote positive service delivery. With 14 discrete MSPs delivered or being currently delivered by CAI, we are an ideal partner for IDOA. We meet the requirements, providing the full range of staff augmentation needs, management of 2,250 vendors through our existing programs, direct placement experience, placement of selected resources, and working with specially selected vendors and those with unique skills or certifications, such as the medical and administration work categories and the IV&V project requirements.

CAI has engaged with more than 170 providers to establish an initial network across all categories to support IDOA and its customers. However, during our outreach to IDOA's existing MSP provider network, CAI was informed that the incumbent was utilizing an exclusive teaming agreement with providers within the current network, restricting them from indicating interest in the provider network of other respondents. Several providers who informed us of this agreement indicated a willingness to participate in our provider network should CAI be awarded the resulting contract.

CAI accepts the requirement to provide the services needed subject to the terms and conditions of the RFP, as well as State mandatory contract clauses.

The following individual is authorized to bind CAI and gives assurance the information provided in its proposal in response to Section 2.3.4 is accurate and complete.

Mr. D. Abraham Hunter, Executive Vice President
Computer, Aid, Inc.
717-651-3080 (office)
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Address: 1390 Ridgeview Drive, Allentown, PA 18104



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We accept communication and further clarifications will be conducted via email and can be communicated via Mr. Hunter.

Confidential Information. To assist IDOA, CAI has limited the amount of information it considers proprietary or confidential to two key areas: Trade Secrets based upon either CAI or VectorVMS® workflows, invoice, or reporting examples; and client project information.

| Explanation for Redaction | Proposal Locations |
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| CAI relies upon the following regarding redaction of items it considers a Trade Secret. "Trade secret" has the meaning set forth in Indiana Code section 24-2-3-2: <i>"Trade secret" means information, including a formula, pattern, compilation, program, device, method, technique, or process, that:</i> <i>(1) derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use; and</i> <i>(2) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy</i> | Attachment E, Business Proposal, Pages 1-16 Attachment F, Technical Proposal, Pages 2-3, 6, 8-9, 12, 14, 17, 19-22, 24, 26-31, 35, 38-39, 40-43, 45-52, 54, 56-57, 62-63, 66, 69-71, 74-78, 79, 84 Attachment A Attachment A1 Attachment C Attachment J Attachment O Attachment P Appendix 5, Diverse Business Letters and Certifications Appendix 6, Disaster Recovery Policy Appendix 7, Sample Subcontractor Agreement Appendix 8, VectorVMS Standard Reports Appendix 9, VectorVMS Custom Reports Appendix 10, Architecture Diagram Appendix 11, Implementation Plan Appendix 12, SOC 2 Final Report Appendix 13, Cost Proposal Narrative |

On behalf of CAI, we appreciate the opportunity to respond to the request for proposal and look forward to working with the IDOA to support its goals and objectives.

Sincerely,

D. Abraham Hunter
Executive Vice President, Public Sector
Computer Aid, Inc.