



State of Rhode Island

MSP Staff Augmentation Request Process

Request

1. A State Manager may initiate a staff augmentation request by logging into dotStaff™, selecting Postings → View Postings → Add. Please select the type of posting you would like to create, complete the form and save as a draft.

(a) If you do not have a dotStaff™ account, please reach out to our team at RIMSP@knowledgeservices.com.

Create

2. KS MSP Program Team will reach out to conduct an intake call with the State Manager to qualify the request. The team will confirm job details, expectations for the role and any relevant project information.

Submit

3. Once the posting is finalized, KS MSP Program Team will release the requisition to Vendors in dotStaff™.

4. Vendors will submit qualified candidates in dotStaff™ for consideration. The candidate submissions will include the candidate's resume, bill rate, cover sheet and Right to Represent statement.

Qualify

5. KS MSP Program Team will review submitted candidates and vet resumes based on the requirements of the requisition. Once reviewed, KS MSP Team will send resumes of qualified Candidates to the State Manager via dotStaff™.

6. State Manager will review resumes in dotStaff™ by navigating to Postings → View Postings, double selecting the posting of interest, and selecting the Bids tab. Bid attachments may be reviewed by selecting the download icon on the candidate's line item.

Interview

7. Under the Bids tab, State Manager may coordinate interviews via dotStaff™ by checking the box associated with a candidate's line item and selecting the Interview button in the upper right-hand corner. Vendors will confirm interview times with their candidates and confirm interviews in dotStaff™.

On-Board

8. Once interviews are completed, State Managers will accept and reject candidate bids in dotStaff™ by checking the box associated with a candidate's line item and selecting Accept or Reject in the upper left-hand corner. Vendor will extend a contingent offer to the selected candidate(s) and accept the Engagement Request in dotStaff™ upon candidate's acceptance of offer.

9. KS MSP Program Team will coordinate and confirm onboarding credentialing requirements with the State and Vendor of the selected candidate(s). Credentialing requirements may include background checks, drug screenings and onboarding paperwork required for the position.



10. The State Manager will complete a PO/Release Request in Workday for the selected Candidate(s), and the fully approved PO will be issued via email to KS MSP Program Team.

- a) Resources can start after PO has been delivered to MSP Program Team and onboarding is complete



11. Once candidates are cleared to begin working, KS MSP Program Team will finalize the start date and any first day instructions with the State Manager and provide to the Vendor.

12. Resource will enter weekly hours worked in dotStaff™ and will submit timesheets for approval at the end of each work week. dotStaff activation and time entry instructions are provided to Resources by their Vendor.



13. State Manager/Designated Time Approver(s) reviews timesheets in dotStaff™ and approves or denies the timesheets each week by Wednesday at 4:00pm ET.

14. Once timesheets are approved, invoices are generated in a weekly invoicing cycle (Wednesday's at 4pm EST) and sent to the State.

- a) On bank holiday weeks, invoices are delayed by 1 business day.



15. State remits payment to KS within contractual terms of net 20 days.

16. Upon payment, Knowledge Services remits payment to Vendor within contractual terms of 10 business days.

Termination and Offboarding Process

1. State Manager informs KS MSP Team of request to offboard a Resource, termination effective date, reason for termination.
2. KS MSP Team informs Vendor of the offboarding request and instructs Vendor to terminate Resource after the Resource's shift on the established last day.
3. Vendor sends KS MSP Team confirmation once offboarding is complete.
4. KS MSP Team confirms offboarding completion with Agency.
5. Vendor collects property from Resource, if required, for return to State. State agency has the option to provide shipping label for Resource to ship equipment direct.
6. KS MSP Team ends Resource contract in dotStaff once last timesheet has been submitted.



Requisition and Purchase Order Creation

1. Agencies will complete steps 1-9 to identify temporary staff Resource
2. The requisition should be created as a Service Lines, and include the Resource's name, job title, and hourly rate.

A full dotStaff™ instructional guide and additional program information may be found on the Manager Information Page: <https://rhodeisland.knowledgeservices.com/program-information>

Please contact our KS MSP team with any questions at RIMSP@knowledgeservices.com