



knowledge services

STATE OF RHODE ISLAND
MANAGED SERVICE PROVIDER (MSP)
IT AND ADMINISTRATIVE STAFF AUGMENTATION
INTRODUCTION MEETING

July 2019

Agenda

- Introductions
- Knowledge Services Overview
- Industry Definitions
- State Objectives
- Implementation Milestones
- Internal and External Communications
- Next Steps
- Questions & Answers

About Knowledge Services

Serving those who serve others

- Founded in 1994
- Certified WBE
- Workforce Management Experts
 - Managed Service Provider (MSP)
 - Vendor Management System (VMS) – dotStaff™
 - Employer of Record (EOR) / Payrolling
 - IC/1099 Compliance Programs
 - Managed Programs
 - Staffing / Recruiting
- Proven MSP Program Expertise
 - 50 enterprise wide programs in Government, Healthcare, Banking/Finance, Retail, Entertainment
 - MSP for the States of Indiana, Maine, Arizona, Tennessee, Florida, Utah, Ohio, Mississippi, Missouri, North Dakota and Nevada
 - All Labor Categories
 - Statement of Work
 - Private Talent Cloud



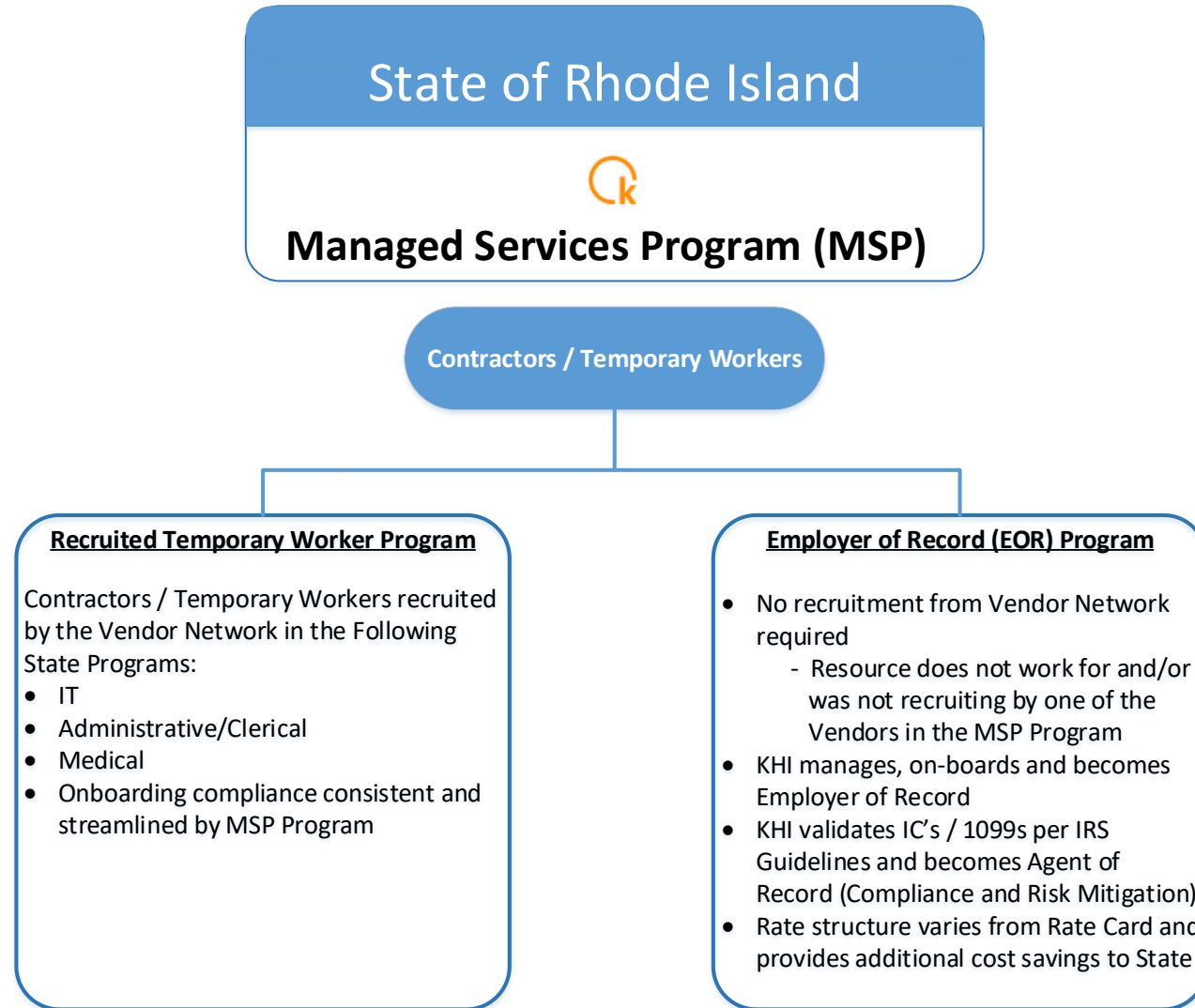
Industry Definitions

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- As the **Managed Service Provider (MSP)**, Knowledge Services takes on primary responsibilities for managing an organization's contingent/temporary/contractor workforce program, project/milestone deliverable work and staffing suppliers.
- dotStaff™ is Knowledge Services' **Vendor Management System (VMS)** which is an internet-enabled workforce and project sourcing, timekeeping, milestone and invoicing application that enables Users to procure and manage a wide range of contingent/temporary/contract and project resources and services in accordance with the organization's processes and rules.

Scope of Services

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■ State of Rhode Island Objectives

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- Cost savings
- Transparency & visibility
- Governance & compliance
- Streamlining processes via Vendor Management System
- Competitive bidding environment

■ MSP Staff Augmentation Request Process

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1. State Manager creates/submits requisitions in dotStaff™
2. MSP Program Team conducts intake call with State Manager
3. MSP Program Team releases requisition to Vendors
4. Vendors submit qualified candidates in dotStaff™
5. MSP Program Team reviews and vets resumes
6. State Manager reviews resumes in dotStaff™
7. State Manager coordinates and conducts interviews via dotStaff™
8. State Manager accepts and rejects candidates in dotStaff™
9. MSP Program Team confirm onboarding credentialing

■ MSP Staff Augmentation Request Process - continued

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10. MSP Program Team finalizes start date with State Manager and Vendor
11. State Manager provides PO to MSP Program Team
12. Resource can start after PO has been delivered to MSP Program Team
13. Resource enters time in dotStaff™
14. State Manager Approves time in dotStaff™
15. dotStaff™ generated invoices sent to the State
16. State pays Knowledge Services
17. Knowledge Services pays the Vendors

Implementation Timeline

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IT & Administrative/Clerical Labor Categories	
Initial Internal & External Communication	Week of July 15 th
Vendor Enrollment	Starting Week of August 5 th
Kick Off Meetings	Week of August 5 th
Discovery Meetings	Weeks of August 12 th , August 19 th and August 26 th
Future State Process Meeting	Week of September 2 nd
Manager Program and VMS Training	Week of September 16 th and/or Week of September 23 rd
Vendor Program and VMS Training	Week of September 16 th and/or Week of September 23 rd
Program Go Live for New Requisitions	September 30 th , 2019
Incumbent Contractor Go Live for Time Entry	September 30 th , 2019

Onsite Kick Off Meeting Schedule

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Wednesday, August 7 th	9:00AM – 10:00AM	Client Users
Wednesday, August 7 th	10:30AM – 11:30AM	<i>Administrative Vendors</i>
Wednesday, August 7 th	1:30PM – 2:30PM	Client Users
Wednesday, August 7 th	3:00PM – 4:00PM	<i>IT Vendors</i>

Thursday, August 8 th	9:00AM – 10:00AM	Client Users

*Webinar schedule TBD

■ Next Steps

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- Internal and External communications approved and delivered
- Schedule Kick Off Meetings for State Users
- Schedule Kick Off Meetings for Vendors
- Schedule Discovery Meetings

Common State Manager Questions

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- What happens to my existing contractors?
 - All incumbent contractors in place today will continue their current assignments as directed by the State of Rhode Island
 - Incumbent contractors will be rolled into the MSP program effective September 30th (time approval and invoicing will be through dotStaff™)
- What will happen to the Vendors/Suppliers with whom I've always worked?
 - We expect that current vendors in the network will enroll with Knowledge Services to continue servicing IT and Administrative/Clerical staff augmentation needs that are released through the MSP Program.
 - Additional vendors can be added to the vendor pool as needed.

Questions

Contact Us

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Thank you