



knowledge services

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

August 2019

Agenda

- Introductions
- Knowledge Services Overview
- Industry Definitions
- Scope of Services
- State Objectives
- Process Overview
- Contract Requirements
- Implementation Timeline
- 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



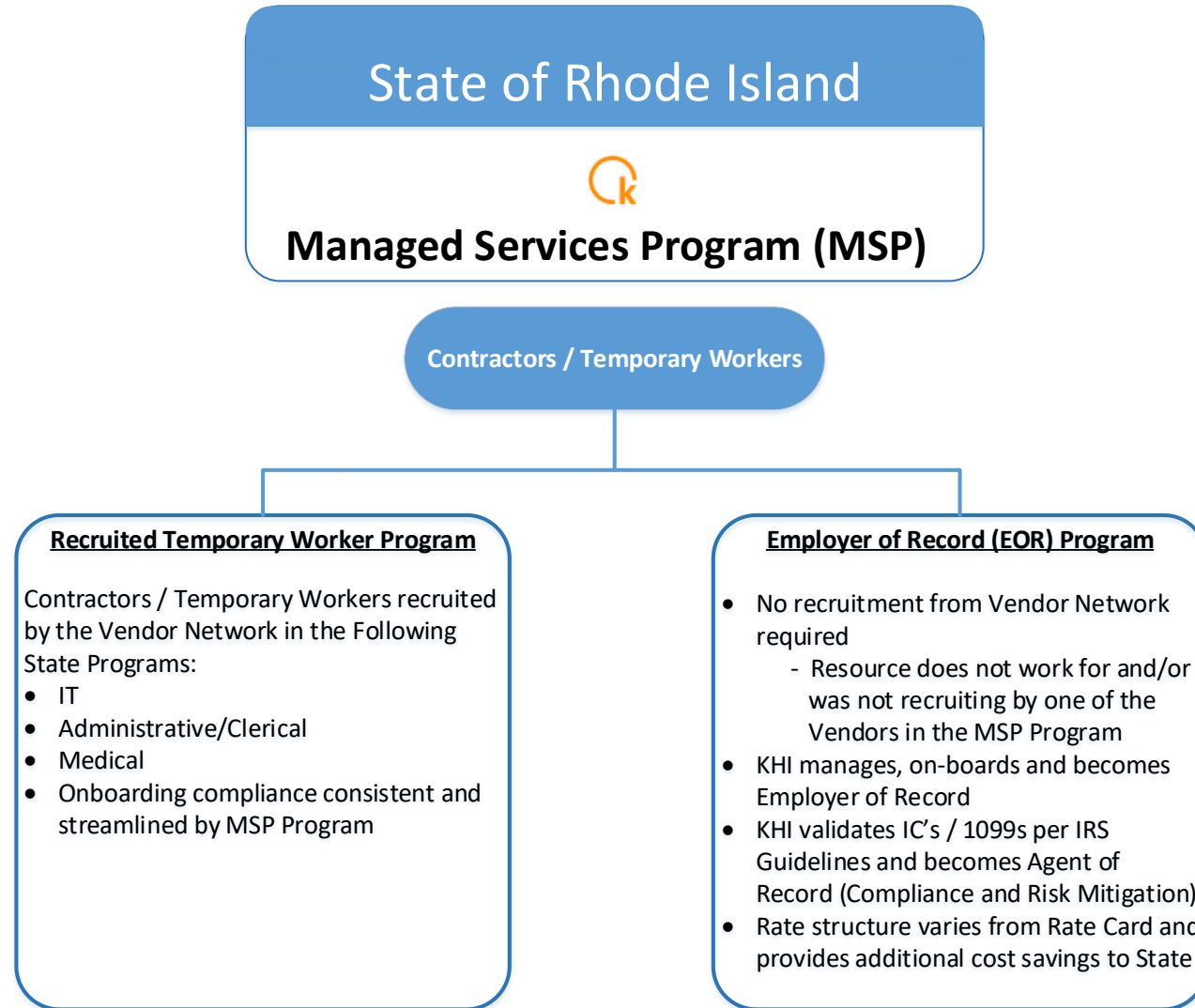
Industry Definitions

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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

■ Requirements

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- Participating vendors must sign vendor MSA with Knowledge Services
 - Vendors have been invited to participate
- Bill Rate Card – hourly, not-to-exceed rates to be developed during implementation
- 2.6% MSP Fee
- 2 business day probationary period for all consultants
- Weekly invoicing with net 20 payment terms
- Vendor-funded background checks as required by State agency

Implementation Timeline

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IT & Administrative/Clerical Labor Categories	
Communication - Internal & External	Ongoing
Kick Off Meetings	Week of August 5 th
Kick Off Meetings Vendor Enrollment	Starting Week of August 12 th
Discovery Meetings	Weeks of August 12 th , August 19 th and August 26 th
Vendor MSA Due Date	September 16, 2019
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, 2019
Incumbent Contractor Go Live for Time Entry	September 30, 2019

■ Next Steps

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- Vendors complete & return Master Services Agreement (MSA) – due by Monday, September 16th
- Agencies complete & return data sheets to provide information on incumbent temporary workers
- Schedule Discovery Meetings
- Managers register to attend training

Discovery Meetings

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- **Purpose:** To ensure that our team is fully educated about the processes, needs, expectations, standards and the strengths/weaknesses of current practices within each Agency
- **What to expect:** Approx. 1 hour conference call by Agency/Division to discuss the current temporary labor procurement process and to identify any unique business needs and/or requirements for the agency
- **Who to include:** Managers who utilize temporary labor most often (power users), Agency HR and Accounting contacts who are familiar with the temporary labor procurement process and Agency requirements
- **Information Requested:**
 - Current temporary labor procurement process
 - Agency/Division background check/drug screening requirements
 - Onboarding requirements (required paperwork, security clearances, badges, etc.)
 - Invoicing contacts and invoicing requirements
 - Job titles and descriptions currently in use

■ Manager Training

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- **Purpose:** To provide in-depth training on MSP program processes and dotStaff functionality for those Client users currently utilizing temporary labor and for those who may have a need for temporary labor in the future
- **What to expect:** 1.5 to 2 hours of interactive, VMS-based training
- **Who to include:** All Client users involved in the temporary labor procurement process – resource managers, time approvers, HR and accounting contacts

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.

■ State of Rhode Island Manager Website

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<https://programs.knowledgeservices.com/rimsp/rimsp-program-information/>

Site Includes:

- Program Kick Off presentation
- Program Information
- dotStaff™ Training materials

Questions

Contact Us

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Thank you