



knowledge services

STATE OF RHODE ISLAND
MANAGED SERVICE PROVIDER (MSP)
IT AND ADMINISTRATIVE STAFF AUGMENTATION
STATE USER TRAINING SESSION

September 2019

Agenda

- Introductions
- Knowledge Services Overview
- Industry Definitions
- Scope of Services
- State Objectives
- Process Overview
- Contractual Requirements
- MSP Process Requirements
- Implementation Timeline
- dotStaff™ Demo
- 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



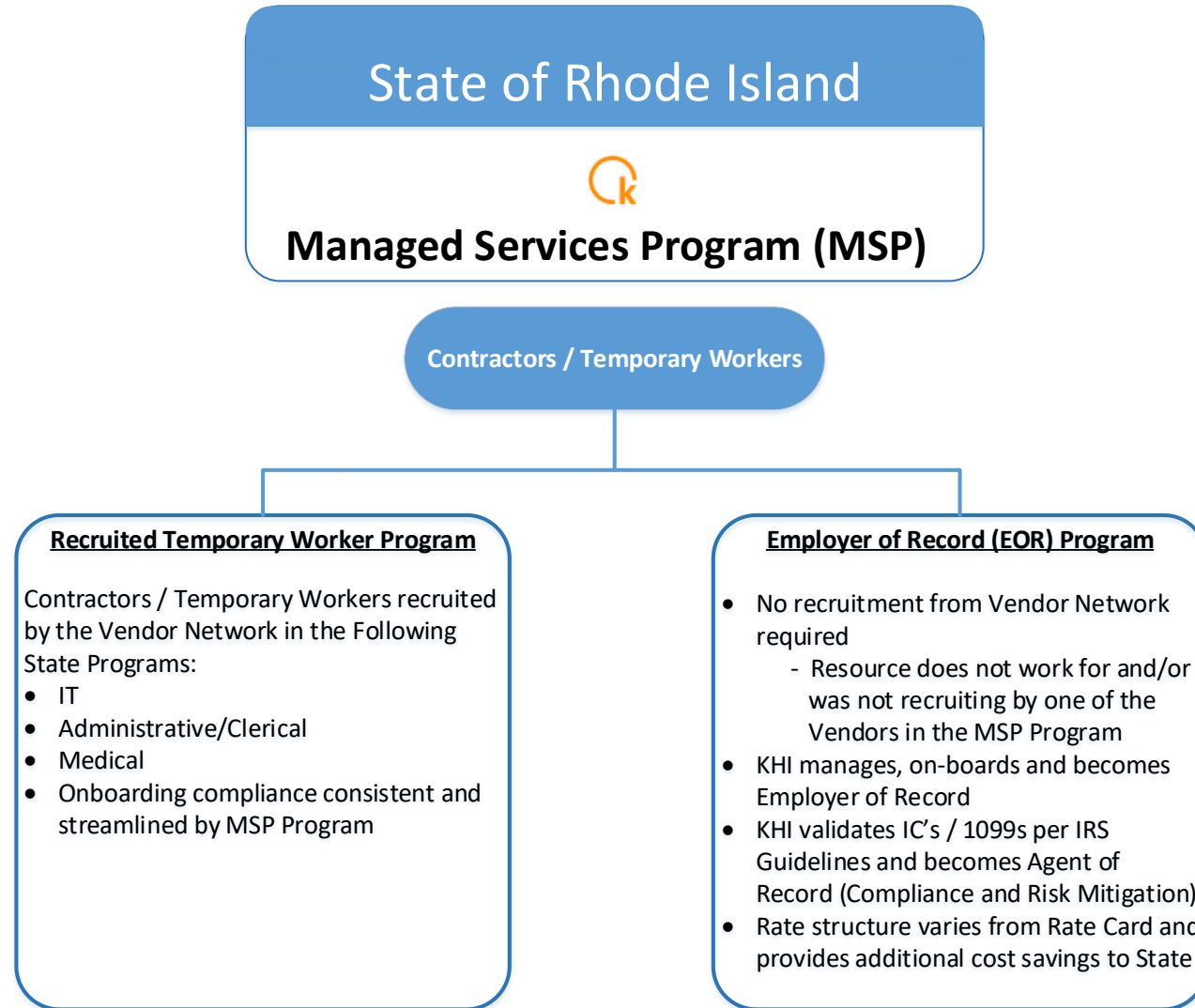
■ Industry Definitions

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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

■ Intake Call Overview

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- After State Manager submits requisition, the MSP Program will reach out to the State Manager to confirm and review positions details.
- Intake discussion items confirmed, include:
 - Qualification of position details
 - Project details, if applicable
 - # of qualified candidates State Manager would like to review
 - Interview availability and ideal start date
 - Budget
 - Additional information, if applicable

Program 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
- 2.6% MSP Fee
- Bill Rate Example:
 - Consultant hourly bill rate: \$100/hr
 - 2.6% total fees
 - \$2.60/hr retained by Knowledge Services as the MSP fee
 - \$97.40/hr sent to Vendor as payment
- 2 business day probationary period for all consultants
- Weekly invoicing with net 20 payment terms
- State must approve/deny timesheets in dotStaff™ within 6 business days from date of entry into the VMS

■ Program Requirements, contd.

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- PO/Release off of Master Contract required for incumbent resources transitioning to MSP program effective 9/30/19
- Vendor-funded background checks as required by State agency
- Sub-vendors limited to “One Level Deep”
 - Must be pre-approved by MSP via email at requisition level
- MBE Participation Requirement
 - Knowledge Services may direct certain staff augmentation positions to certified MBE firms so that such participation goals are achieved
- Conversion Table (screenshot)
- Service Level Agreements (screenshot)

Conversion Table

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Hours Worked	Conversion Fee
0 – 160 hours worked	20% of first year annual salary
>160 – 320 hours worked	15% of first year annual salary
>320 – 480 hours worked	12.5% of first year annual salary
>480 – 640 hours worked	10% of first year annual salary
>640 – 800 hours worked	7.5% of first year annual salary
>800 – 960 hours worked	5% of first year annual salary
>960 hours worked	0% of first year annual salary



Service Level Agreements

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Activity	Timeline
Work Request Confirmation	4 business hours
Release of Request to Supplier Base	1 business day
Resume Submittal Response Time	4 business days

■ MSP Process Requirements

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- Submission Process
 - Resume
 - Candidate Cover Sheet (screenshot)
 - Right to Represent
- Interview Process
 - Interviews as requested by State via dotStaff™
- On-boarding Requirements
 - Temporary Worker Agreement
 - W2/IC 1099 Employee Status Validation Form
 - E-Verify
 - Any department/division specific onboarding requirements

Candidate Cover Sheet

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Candidate Cover Letter

Please attach completed form as an additional document with the candidate resume in dotStaff™. This form is required for all Staff Augmentation positions with the State of Rhode Island. If required fields on this form are not completed, candidate may be withdrawn from consideration.

***REQUIRED FIELD**

***Posting Number:** [Click here to enter text.](#)

***Candidate Name:** [Click here to enter text.](#)

***Candidate Availability for In Person interview:** [Choose an item.](#)

***Current Location of Candidate (City, State):** [Choose an item.](#)

***Is candidate through a sub vendor:** [Choose an item.](#)

If yes, sub vendor name: [Click here to enter text.](#)

***Earliest availability to start if selected:** [Click here to enter text.](#)

***Key engagements over the last two years:** [Click here to enter text.](#)

***Has candidate ever worked at the State:** [Choose an item.](#)

If yes, what department: [Click here to enter text.](#)

If yes, dates of employment at the State: [Click here to enter text.](#)

■ MSP Process Requirements

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- Off-boarding Processes
 - Termination Process
 - Vendors to coordinate return of State property immediately
 - State Manager to end Resource contract in dotStaff™
- Weekly Vendor Calls
- Visa Renewal Letter Process
- Vendors must adhere to the MSP Process for all open requisitions

Implementation Timeline

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IT & Administrative/Clerical Labor Categories	
Communication - Internal & External	Ongoing
Kick Off Meetings	Week of August 5 th
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

■ dotStaff™ Demonstration

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- dotStaff™ Postings
 - Creating Postings
 - Reviewing Bids/Candidate Resumes
- Requesting Candidate Interviews
- Accepting/Rejecting Candidate Bids
- Time Approval
- Ending Contracts*
- Reporting

■ 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 Training presentation
- MSP Process Overview Document
- Program Not to Exceed Rate Card
- dotStaff™ Training materials

Questions

Contact Us

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Thank you