



knowledge services

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

December 2019

Agenda

- Introductions
- Knowledge Services Overview
- Industry Definitions
- Scope of Services
- State Objectives
- Process Overview
- Contractual Requirements
- MSP Process Requirements
- 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



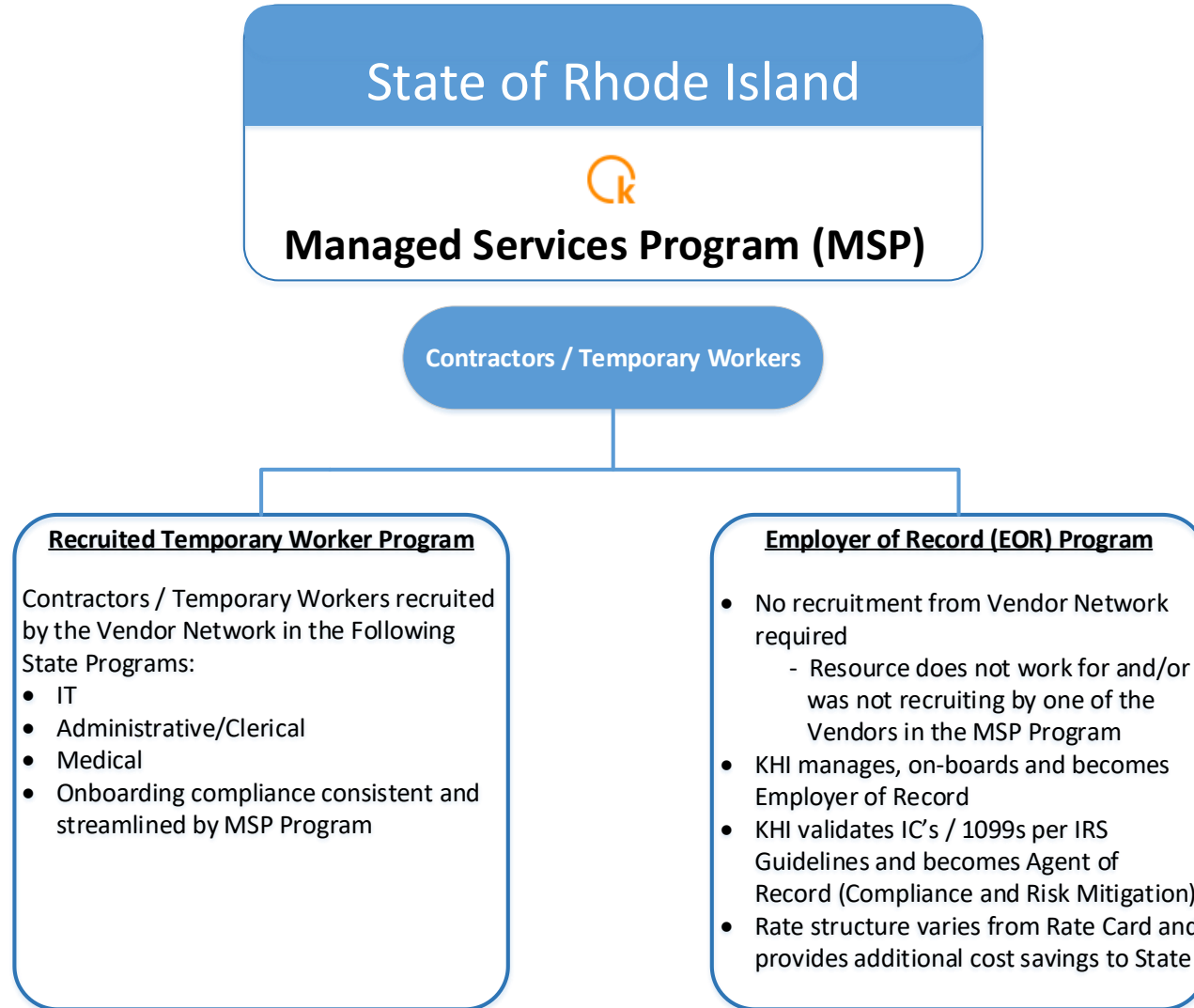
Industry Definitions

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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 obtains internal approvals for a new temporary resource
2. State Manager creates/submits requisition in dotStaff™
3. State Manager sends completed posting for approval by Erica Yanke and VMO Office
4. MSP Program Team conducts intake call with State Manager
5. MSP Program Team releases requisition to Vendors
6. Vendors submit qualified candidates in dotStaff™
7. MSP Program Team reviews and vets resumes
8. State Manager reviews resumes in dotStaff™
9. State Manager coordinates and conducts interviews via dotStaff™
10. MSP Program Team or VMO Office conducts BAFO, if requested
11. State Manager accepts and rejects candidates in dotStaff™

■ MSP Staff Augmentation Request Process - continued

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

■ Intake Call Overview

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- After State Manager submits posting and the posting has been approved by Erica Yanke and the VMO office, the MSP Program Team will reach out to the State Manager to confirm and review position 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
- Bill Rate Card – hourly, not-to-exceed rates (screenshot)
- 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

Interim Not-to-Exceed Rate Card

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INFORMATION TECHNOLOGY	Interim Not-To-Exceed Bill Rate
Business Analyst - Junior	\$ 70.69
Business Analyst - Intermediate	\$ 82.95
Business Analyst - Senior	\$ 96.97
Configuration Specialist - Junior	\$ 66.50
Configuration Specialist - Intermediate	\$ 79.87
Configuration Specialist - Senior	\$ 96.27
Content Developer - Junior	\$ 61.27
Content Developer - Intermediate	\$ 72.81
Content Developer - Senior	\$ 87.00
Course Developer - Junior	\$ 60.20
Course Developer - Intermediate	\$ 72.48
Course Developer - Senior	\$ 87.33
Data Entry - Junior	\$ 29.71
Data Entry - Intermediate	\$ 38.43
Data Entry - Senior	\$ 47.54

■ Program Requirements, contd.

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- 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

■ 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