



Qknowledge services

Serving those who serve others



Meet Our Team



Serving those who serve others



Alec Brown

Senior MSP Account Manager



Anna Alvarez

MSP Delivery Specialist



Jose Leyva

MSP Delivery Specialist



David Seaman

MSP Delivery Specialist



Jenna Lentz

Senior Practice Director, MSP



Andrea Connell

Director - SOW,
Center of Excellence



Justine Handzel

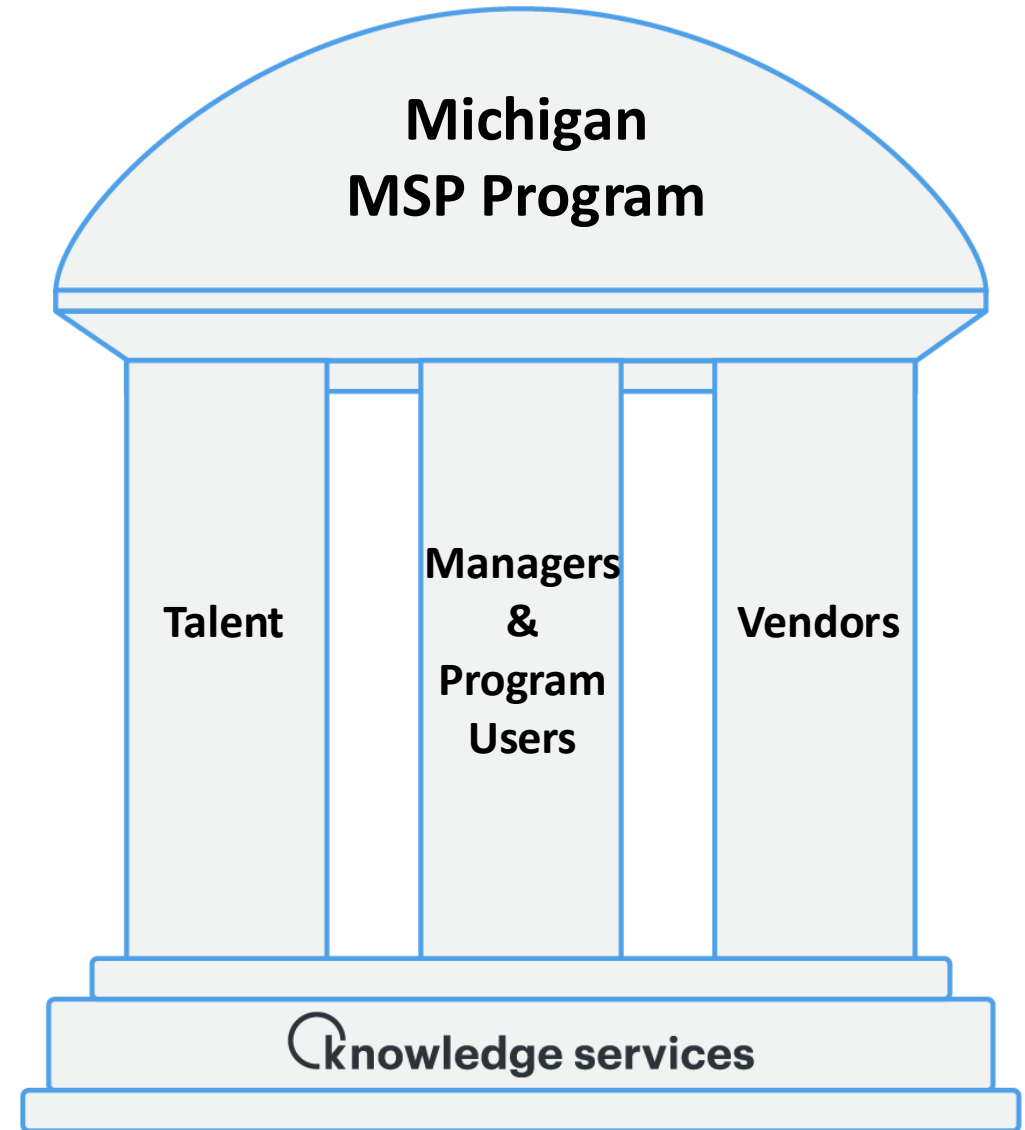
Regional Director

MSP Philosophy

3 Pillar Philosophy of a Successful MSP Program

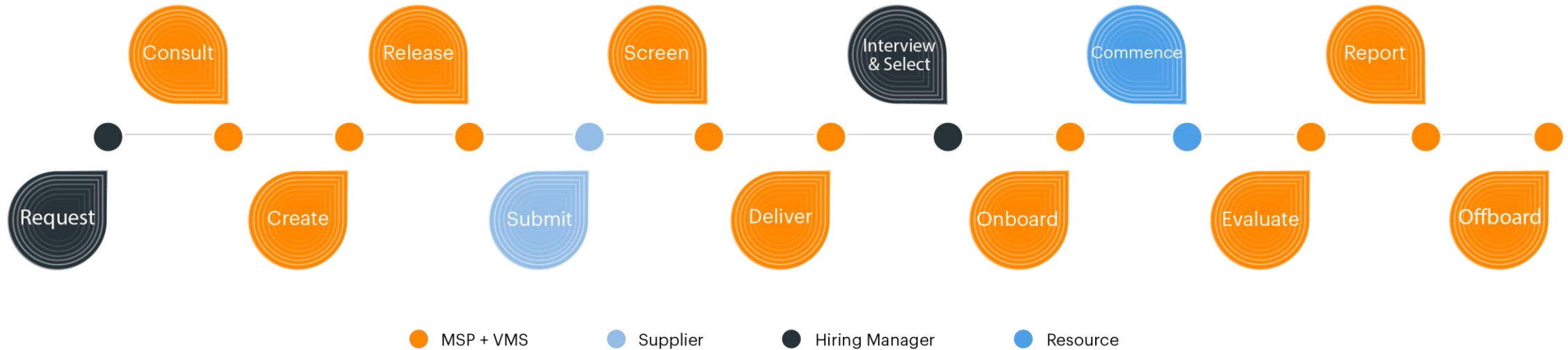
Contract History

- Contract Go Live | May 2021
- Staff Augmentation
- SOW



Staff Augmentation Services Process Workflow

Staff Augmentation beginning with the State's request to obtain a Resource and ending with assignment end/termination.



Standardization with configuration flexibility by department and agency

Intake call on every position – Manager determines number of qualified resumes to see

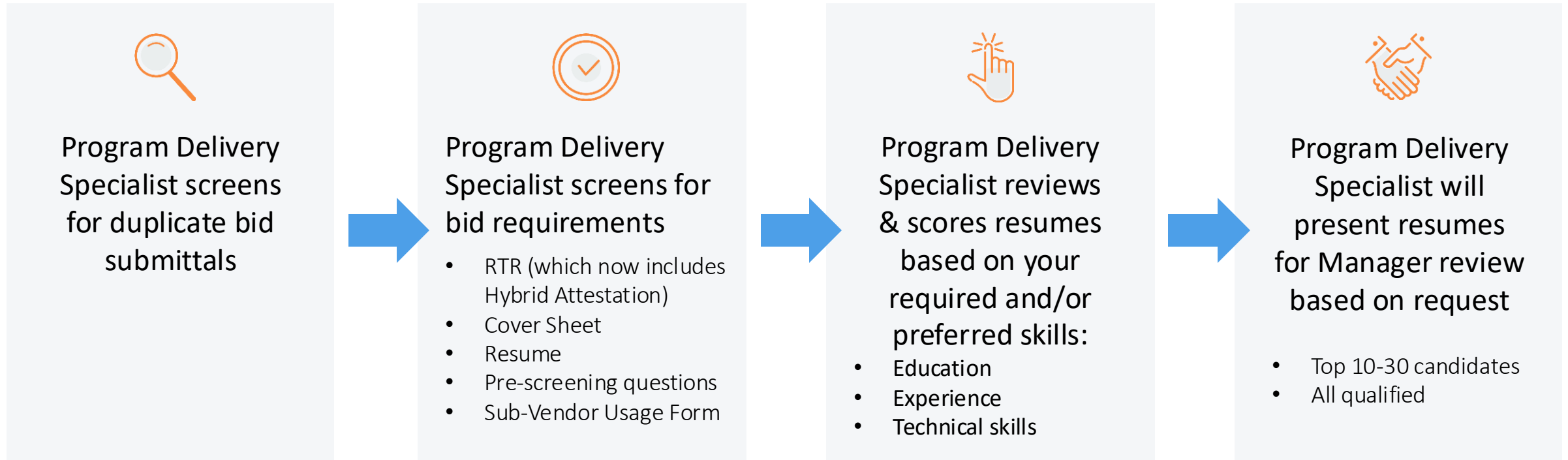
Every resume reviewed and scored by MSP Team

Every background check reviewed and validated

MSP Team will follow up on the performance of every new start

Reporting, analytics, and recommendations on all aspects of workflow

Overview of Candidate Screening



State of Michigan Not-To-Exceed Rate Card



State of Michigan MSP Program Not-To-Exceed Rate Card

Job Category	Job Title	Skill Level	Maximum All-Inclusive Bill Rate
Applications	Programmer Analyst	Analyst 1	\$53.76
		Analyst 2	\$68.79
		Analyst 3	\$77.55
		Analyst 4	\$86.77
		Analyst 5	\$90.68
		Analyst 6	\$103.15
	Programmer	Programmer 1	\$46.50
		Programmer 2	\$56.14
		Programmer 3	\$68.40
		Programmer 4	\$81.43
		Programmer 5	\$86.77
		Programmer 6	\$94.27
	Software Test Analyst	Analyst 1	\$39.13
		Analyst 2	\$49.86
		Analyst 3	\$58.92
		Analyst 4	\$69.93
		Analyst 5	\$80.57
	Technical Writer	Technical Writer 1	\$38.50
		Technical Writer 2	\$43.57
		Technical Writer 3	\$60.95
	Business Analyst	Analyst 1	\$46.49
		Analyst 2	\$54.31
		Analyst 3	\$62.92

● Candidate VMS Scoring: Go Live 8/24/26

Candidate evaluation enhancements in dotStaff™ that is now visible to hiring managers.

What You'll See:

- MSP Evaluation and a VMS Score (%) for each candidate in View Bids.
- The VMS Score (%) column displays a match percentage from 0-100% that indicates how closely a candidate's resume aligns with the position description and skills included in the dotStaff™

☐	User ID	Title	Name	Rate	MSP Evaluation	VMS Score (%)
☐	893758	██████████...	██████████	\$94.86	9.00	41.79
☐	893509	██████████	██████████	\$94.86	9.50	67.78
☐	893439	██████████...	██████████	\$94.86	9.00	53.93



Interview Best Practices- Detecting AI Use

Look for signs of AI assistance

- Candidate struggles when asked to elaborate or provide examples
- Answers include technical key words without clear explanation

Test real-time thinking and verify responses

- Introduce scenario-based questions requiring problem-solving on the spot
- Ask for specific details about past projects or decisions
- Ask follow-up questions that require personal experience or situational judgement
 - Use behavioral questions (tell me about a time you handled X)

Tips for handling AI detection

- Clarify expectations- inform candidates upfront that interviews should reflect their own experience
- Document observations- keep notes on inconsistencies or signs of AI use

If you suspect AI is being used, please report it to Knowledge Services. Our team will follow up with the vendor immediately

Vendor Engagement

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337 Active Vendors (Signed MSA)



Weekly Vendor Calls



Ensuring Responsiveness



Vendor Participation



Performance Feedback

Average Manager Ratings



Managed Services Provider (MSP) Program Information for State of Michigan Vendors

Refer back to this page for up-to-date information regarding the Michigan MSP Program for IT Staff Augmentation.

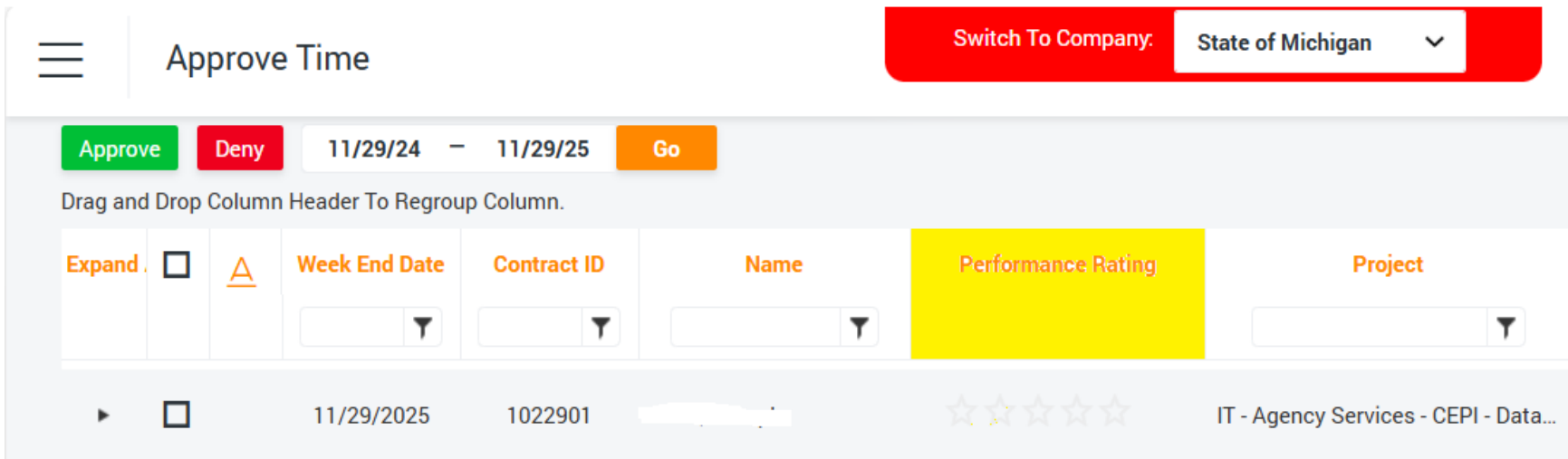
The State of Michigan has selected Knowledge Services as its Managed Service Provider (MSP) for IT Staff Augmentation Services. The Knowledge Services MSP Program is referred to as 'MIMSP' and delivers solutions to help manage sourcing, tracking, reporting and invoicing of IT Staff Augmentation Services.

As part of our MSP solution, Knowledge Services utilizes the dotStaff™ system to optimize and manage the staff augmentation process. Through this platform, open competition assures vendor equality and fair access to business opportunities.

If you have any questions, please email us at MIMSP@knowledgeservices.com.

Weekly Performance Ratings

- We strongly encourage managers to provide a weekly performance rating for their resources when approving timesheets in dotStaff™
- Regular ratings help our team proactively identify and address performance concerns with the vendor before they escalate
- Ratings can be submitted using full-star or half-star increments
- Managers also have the option to leave additional written feedback
- To add comments, first select a star rating, then click the comment box and enter your feedback
- Consistent feedback helps drive timely coaching, performance, improvement, and overall resource success



The screenshot displays the 'Approve Time' interface in dotStaff. At the top, there is a navigation bar with a hamburger menu icon, the title 'Approve Time', and a red button labeled 'Switch To Company: State of Michigan' with a dropdown arrow. Below this is a control bar with 'Approve' (green), 'Deny' (red), a date range '11/29/24 - 11/29/25', and a 'Go' (orange) button. A instruction 'Drag and Drop Column Header To Regroup Column.' is visible. The main table has columns: 'Expand' (with a checkbox), 'Week End Date' (with a date input), 'Contract ID' (with an input), 'Name' (with an input), 'Performance Rating' (highlighted in yellow, with a star rating input), and 'Project' (with an input). A data row is shown below with values: a checkbox, '11/29/2025', '1022901', a blurred name, a 5-star rating, and 'IT - Agency Services - CEPI - Data...'.

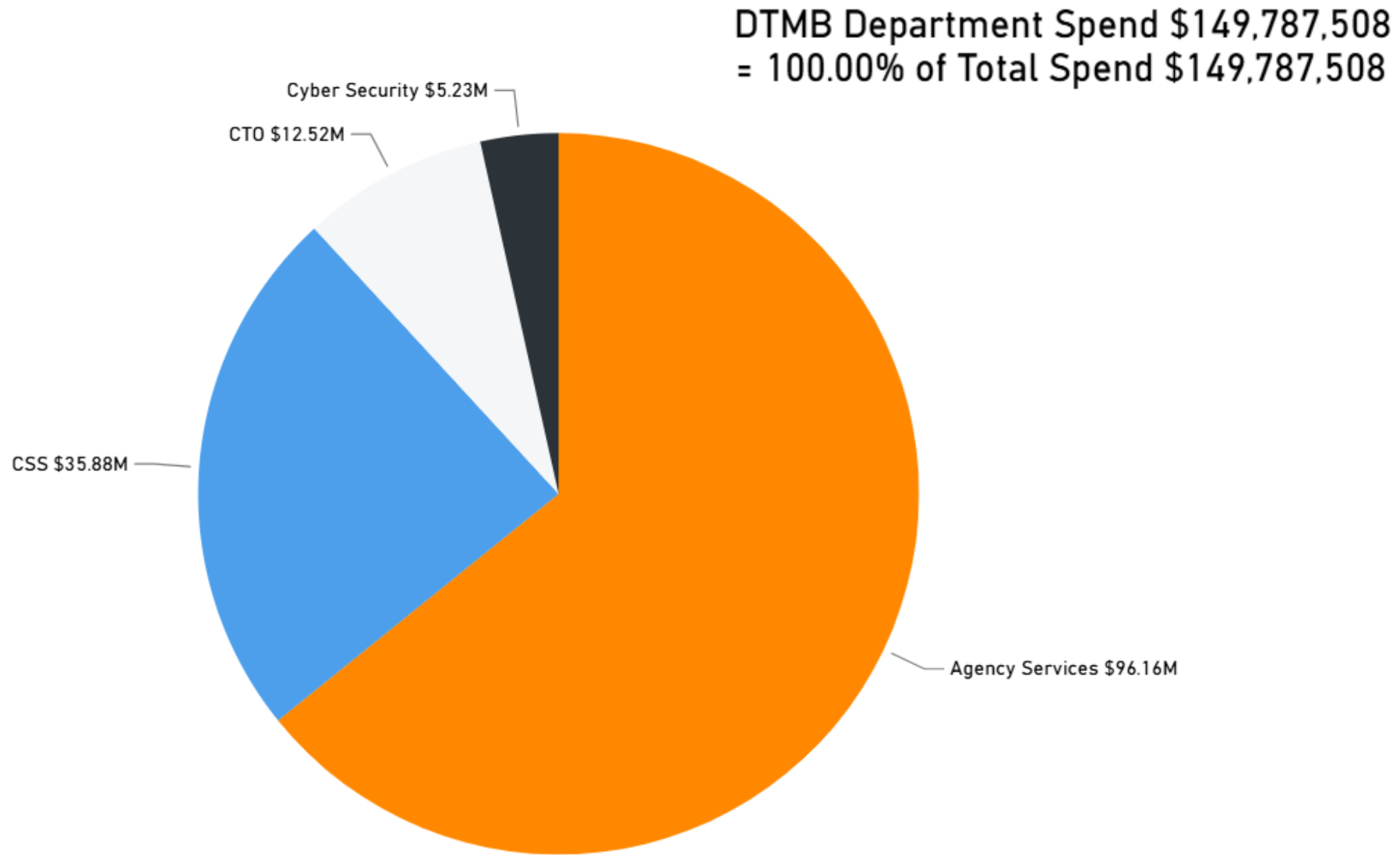
Expand	Week End Date	Contract ID	Name	Performance Rating	Project
☐	11/29/2025	1022901	[Blurred]	★★★★★	IT - Agency Services - CEPI - Data...

Overtime & Holiday Reporting: Comment Requirements

- Comments are required when a resource submits more than 40 hours per week
- A clear business justification must be provided for any additional hours worked
 - Examples may include specific tasks, assignments, projects, or responsibilities that required extra time
- Detailed comments help prevent approval delays and reduce follow-up questions from Procurement
 - Procurement will review submissions weekly and escalate any missing documentation to the appropriate manager
- Consistent documentation supports program compliance, reporting, and oversight

Project / Category / Cost Center			Shift Start	Sun 07/19	Mon 07/20	Tue 07/21	Wed 07/22	Thu 07/23	Fri 07/24	Sat 07/25	Total
IT - Agency Services - LEO - N	▼	Comments (500 characters max)	Duration:	2.0000	8.0000	8.0000	8.0000	8.0000	8.0000		42.0000
Time Entry	▼	7/19 (Sunday): Overtime pre-approved for 2 hours - Production Smoke Testing after OS Patching (2 hours)									Invoiced
☐ Override											

Spend by Division



Proprietary & Confidential



Top Agencies by Division

Agency Services: 96.15M

- DHHS- 33.57M
- MDOT- 11.53M
- Treasury- 6.67M
- LEO- 5.74M
- ORS- 5.65M

CTO: 12.51M

- CT01 Cloud and Infrastructure Delivery- 3.71M
- CT06 Network Services- 3.70M
- CT03 Endpoint & User Management- 1.72M
- CT02 Core Infrastructure Services- 1.72M
- CT04 Boss-A-CTO Executive- 1.54M

CSS: 35.88M

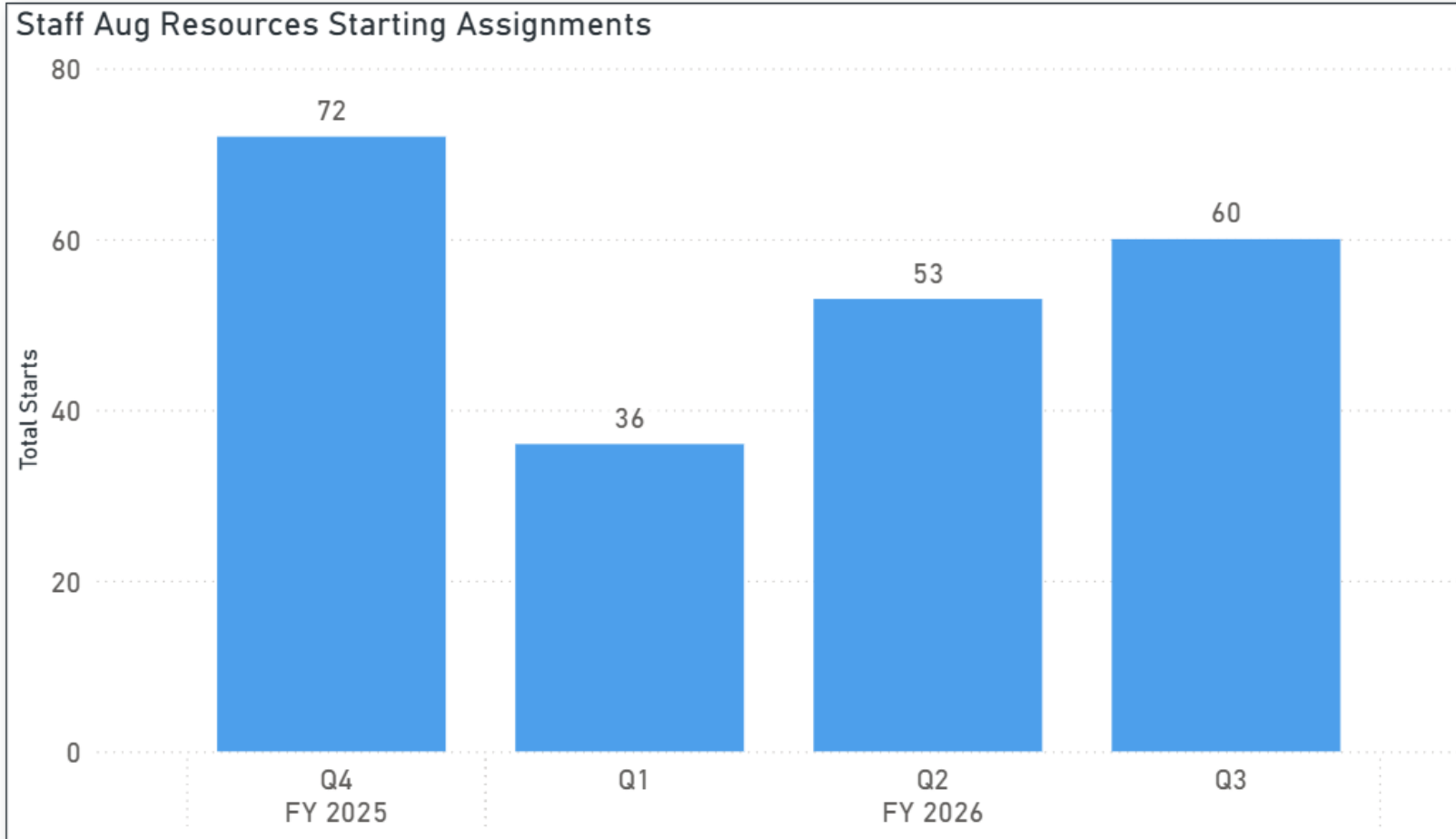
- EPMO- 19.16M
- End User Support- 5.90M
- eMichigan- 5.32M
- EICIM- 2.95M
- MPSCS- 2.09M

Cyber Security: 5.23M

- MCS- 4.39M
- CIP- 0.83M



Program Participation Summary



Program Activity

11,701

MSP Administrative Actions

22,667

Invoices Processed

13,046

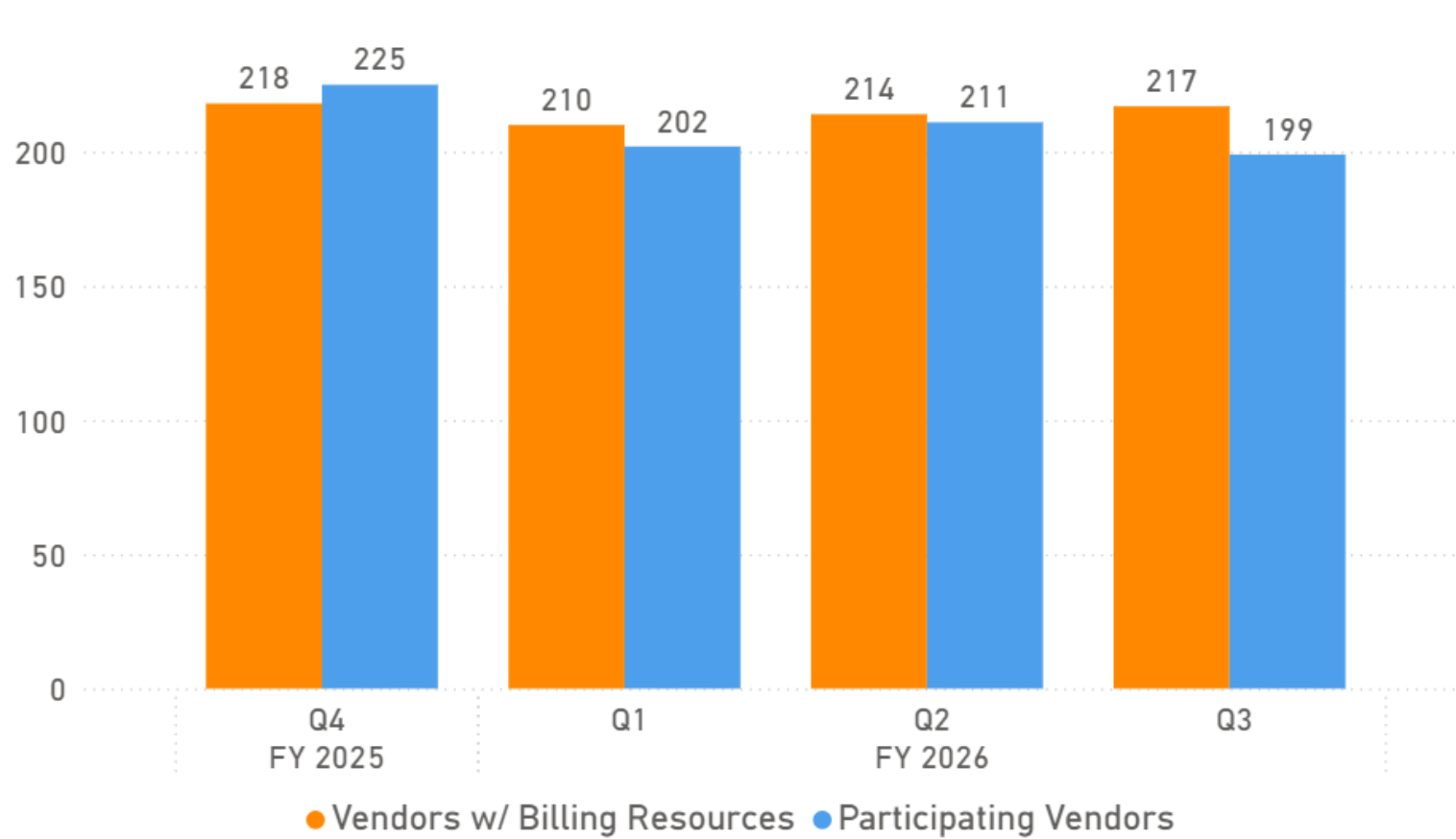
Resume Submissions

201

Positions Filled

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Vendor Participation Snapshot



291
Total Registered Staff Aug
Vendors

253
Submitted at least 1 resume

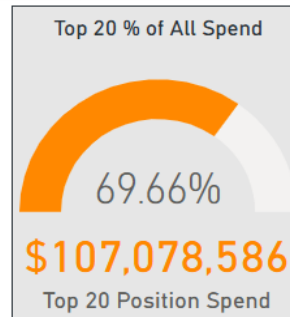
87%
Participation

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Top 20 Utilized Positions

Position Title	# of Resources	% Headcount	Spend	% Spend
Programmer Analyst 6	160	15.05%	\$20,905,875	12.88%
Business Analyst 5	82	7.71%	\$10,769,905	6.64%
Project Manager 3	72	6.77%	\$12,566,893	7.74%
Help Desk 3	48	4.52%	\$1,913,651	1.18%
Programmer 6	45	4.23%	\$6,750,052	4.16%
Consultant*	41	3.86%	\$6,679,644	4.12%
Programmer Analyst 5	40	3.76%	\$5,144,761	3.17%
IT Contractor Entry*	32	3.01%	\$2,297,775	1.42%
Programmer Analyst 4	32	3.01%	\$3,689,161	2.27%
System Analyst 6	32	3.01%	\$5,098,137	3.14%
Infrastructure Solutions Architect 5	28	2.63%	\$6,853,540	4.22%
Software Test Analyst 5	25	2.35%	\$2,164,798	1.33%
Program Manager	23	2.16%	\$4,292,803	2.64%
Programmer Analyst 3	22	2.07%	\$2,857,046	1.76%
Software Solutions Architect	20	1.88%	\$2,770,607	1.71%
Project Manager 2	18	1.69%	\$2,890,328	1.78%
System Analyst 5	18	1.69%	\$2,841,926	1.75%
Data Warehouse Architect 5	17	1.60%	\$3,506,691	2.16%
Database Administrator 5	17	1.60%	\$3,084,994	1.90%
Enterprise Architect	15	1.41%	\$3,179,507	1.96%



325
Other Resources
\$46,628,784
Other Positions Spend



Vendor/Supplier Participation Snapshot

Performance Metrics

89.73 Bid Submissions on average to get **1** Start

1 out of **1.98** Bids submitted is pre-approved by MSP

14% of MSP-Approved Bids are requested to Interview

89% of Interview requests result in an Interview

On average, **4.37** Interviews occur for **1** Engagement Request

Bid Rate Against Max Hourly Rate

Submitted Bids



Bid Rate Against Max Hourly Rate

Started Bids

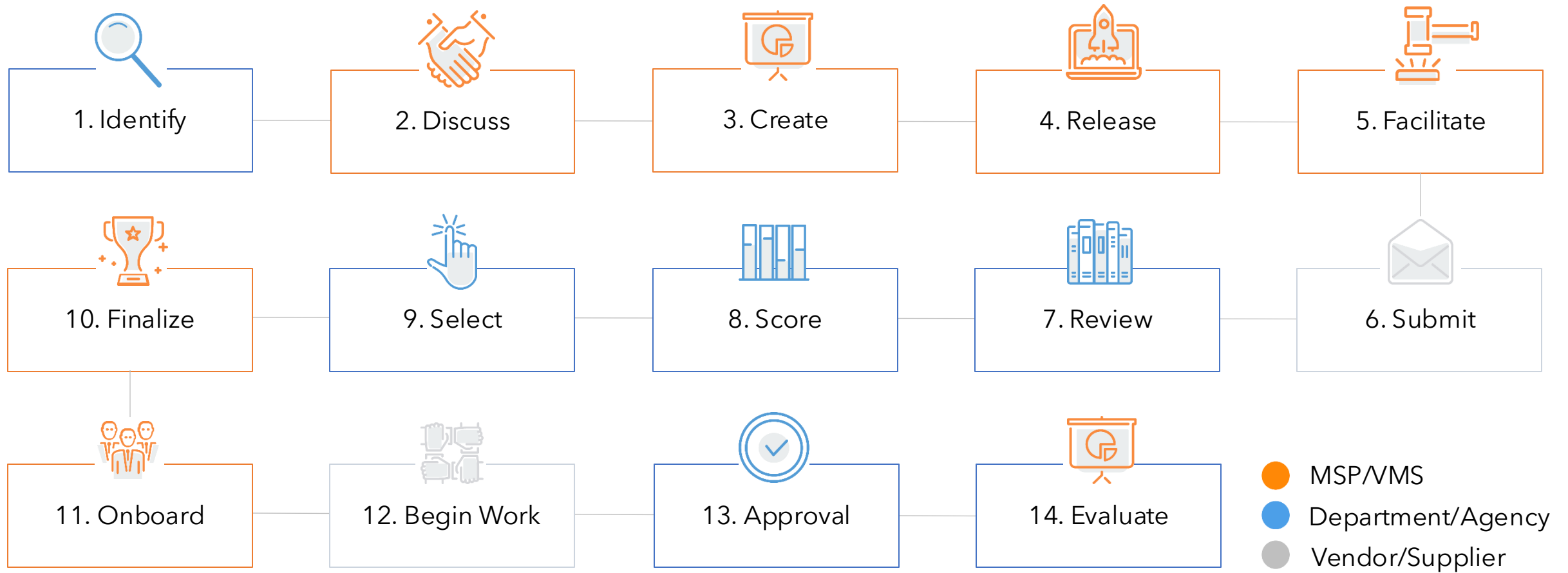


MSP

Deliverables-based Project Procurement



Scope of Services | Project Workflow



Program SOW Summary



Projects Procured Across KS Programs

vCISO Services	Cybersecurity Services	IT & Privacy Audits
Risk Assessment	System Modernization	PMO Services
Disaster Recovery	System Assessments	ADA Compliance
IV&V Services	Broadband Consulting	Rural Health Initiatives

SOW Spend Overview

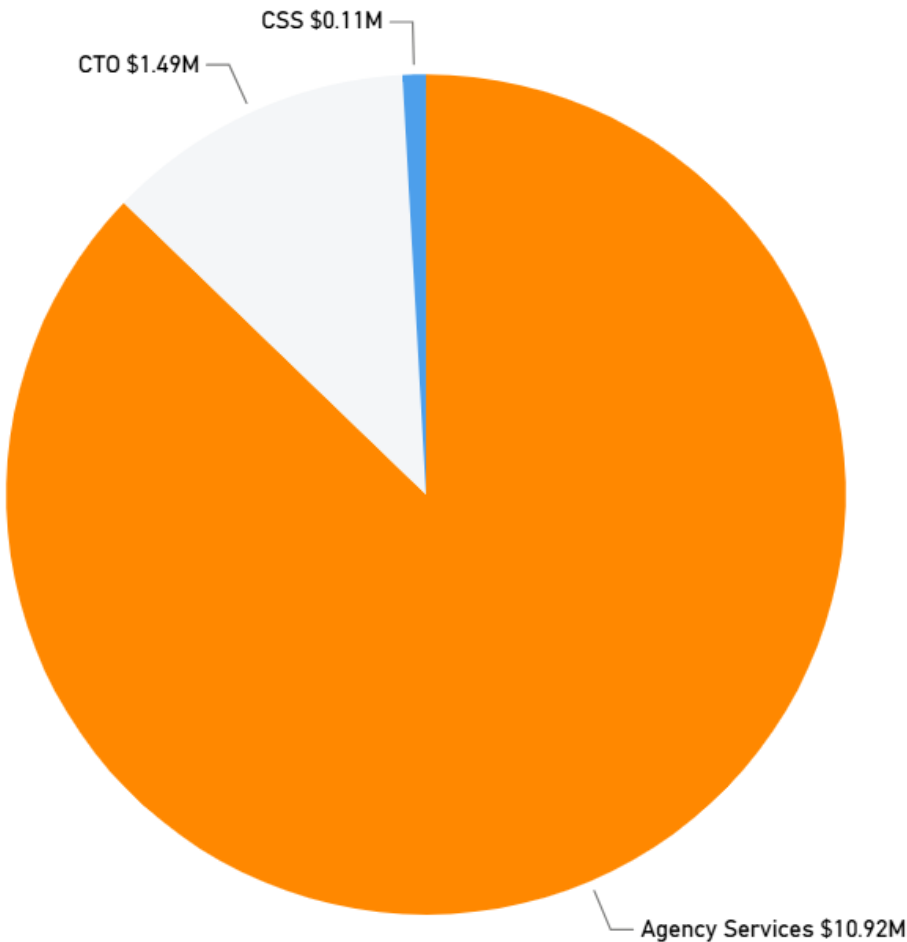
Last 4 Quarters

Last Quarter

Category

SOW

DTMB Department Spend \$12,517,682
= 100.00% of Total Spend \$12,517,682



SOW Spend Overview

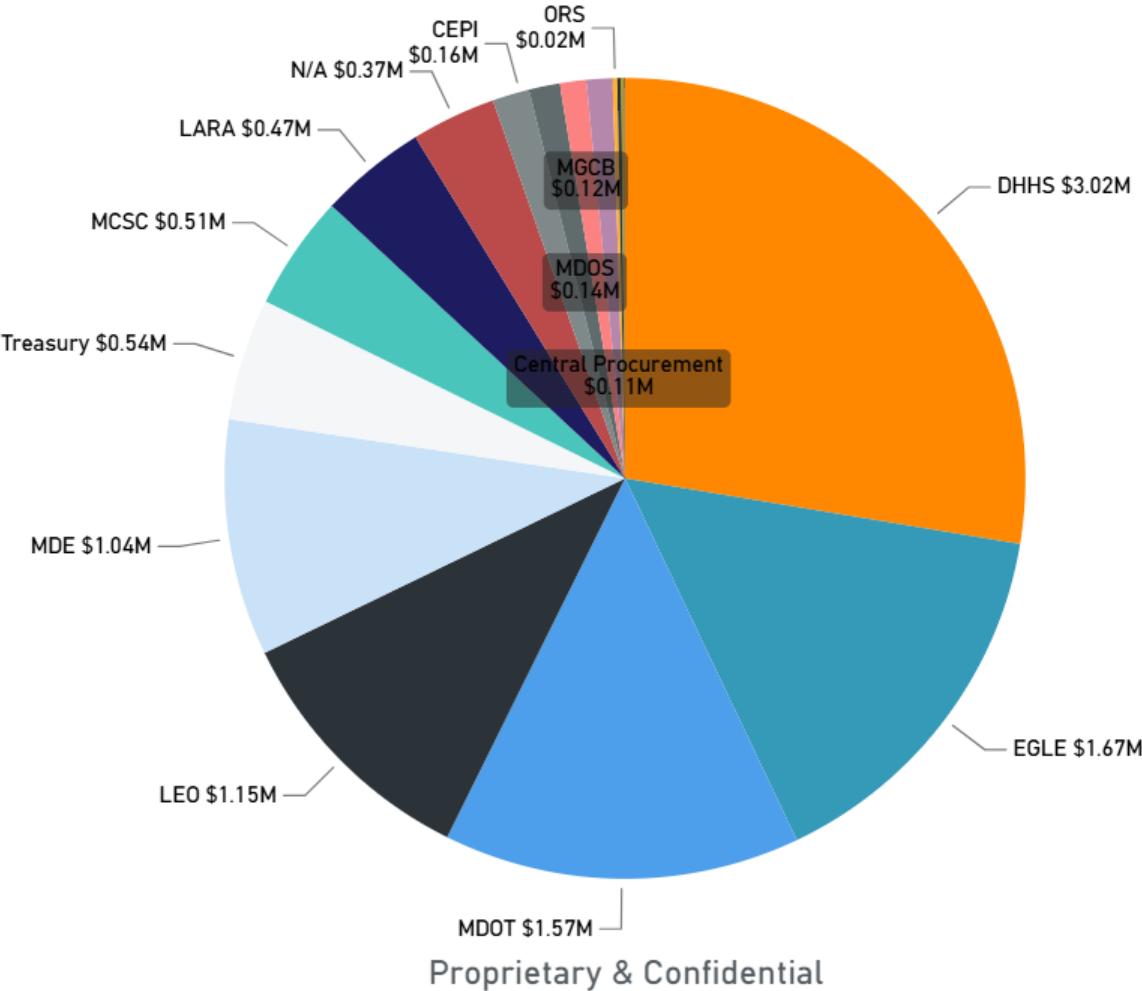
Last 4 Quarters

Last Quarter

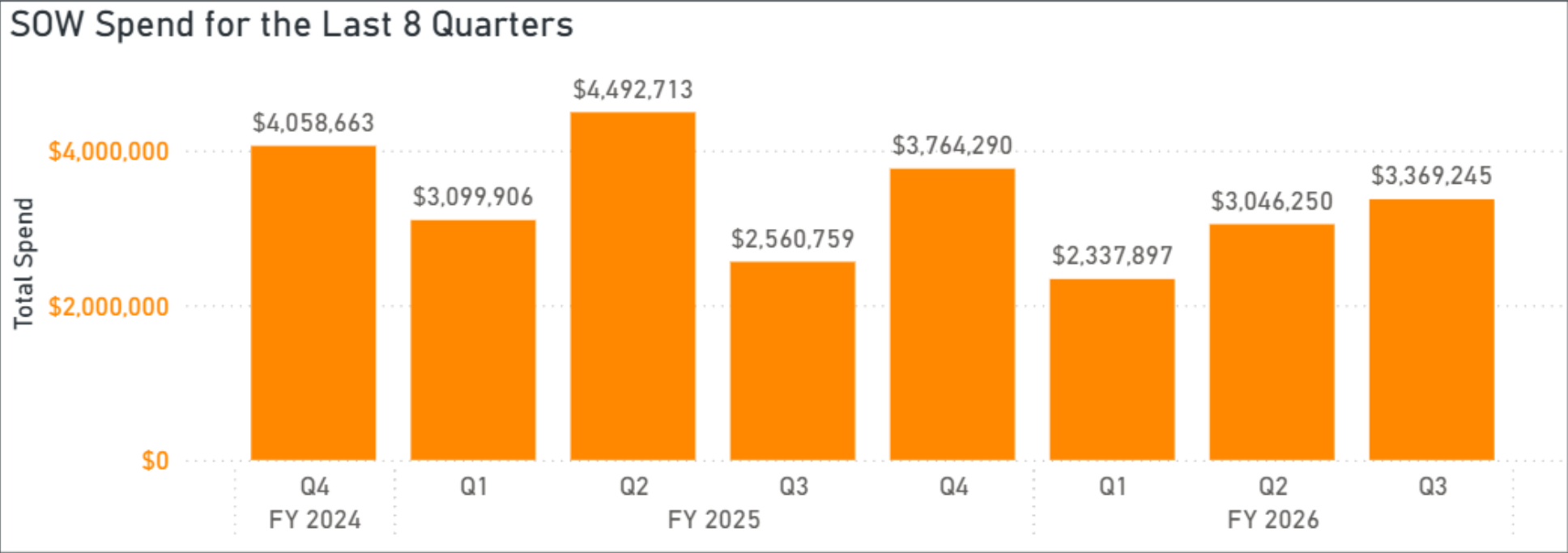
Category

SOW

Agency Services Division Spend \$10,916,772
= 87.21% of DTMB Spend \$12,517,682



SOW Spend Overview



Contact Us

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Thank You

