



State of Michigan MSP Program Frequently Asked Questions

When will the State of Michigan Knowledge Services MSP Program Go Live?

- **New Requisitions:** All new requisitions will be filled through the Knowledge Services MSP Program effective Monday, May 10th, 2021.
- **Incumbent Contractor Personnel:** All existing contractor personnel time entry and invoicing will be through the Knowledge Services VMS, dotStaff™ effective Thursday, July 1, 2021.

What do MSP and VMS stand for? What do they mean?

- **A Managed Service Provider (MSP)** is a company that takes on primary responsibility for managing an organization's contingent workforce program.
- **A Vendor Management System (VMS)** is an Internet-enabled contingent worker sourcing and billing application that enables an organization to procure and manage a wide range of contingent workers and services in accordance with the organization's business rules.

What will happen with incumbent contractor personnel and projects that are currently in place?

- All incumbent contractor personnel who are in place directly with vendors will remain in place and will continue their current assignments, as directed by the State of Michigan.

How will the Knowledge Services State of Michigan MSP Team screen resumes?

- Knowledge Services is still actively discussing current processes with the State agencies and users to develop the protocol for screening candidates that best fits the State's needs. Processes may vary by agency and/or hiring manager preference, as well.

Is there an exception process for contractors whose bill rate falls above the Maximum All-Inclusive Bill Rate on the rate card?

- Knowledge Services and DTMB are working to develop the bill rate exception process for the State of Michigan MSP Program.

Are there templated security checks for candidate screening?

- Standardized background and security checks will be a part of the candidate's onboarding process, as directed by the State, and as needed for the specific department or agency.



Will existing vendors be invited to register for the MSP Program under Knowledge Services?

- Knowledge Services has invited vendors to register who have current, active contractor personnel on assignment with the State of Michigan and/or who have recently bid candidates for consideration in the current MSP program.

Where can the Not-To-Exceed Rate Card and Job Descriptions be found?

- The rate card and standard job descriptions can be found on the Manager Information Page under the Program Documents section.
 - <https://programs.knowledgeservices.com/mimsp/mimsp-program-info-managers/>

How will the contractor renewal process work in the Knowledge Services State of Michigan MSP program?

- Knowledge Services and the State are still discussing the process that will best align with the State's needs during the annual renewal process.