



knowledge services

STATE OF MICHIGAN
MANAGED SERVICE PROVIDER (MSP)
IT STAFF AUGMENTATION
STATE USER KICK OFF MEETING

March 2021

■ Agenda

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- Introductions
- Knowledge Services Overview
- Industry Definitions
- Process Overview
- State Objectives
- Contract Requirements
- Implementation Timeline
- Next Steps
- Questions & Answers



About Knowledge Services

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- 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, Nevada, Colorado, Rhode Island, Wisconsin and Michigan
 - All Labor Categories – Medical, Administrative, IT, Professional
 - Statement of Work
 - Private Talent Cloud



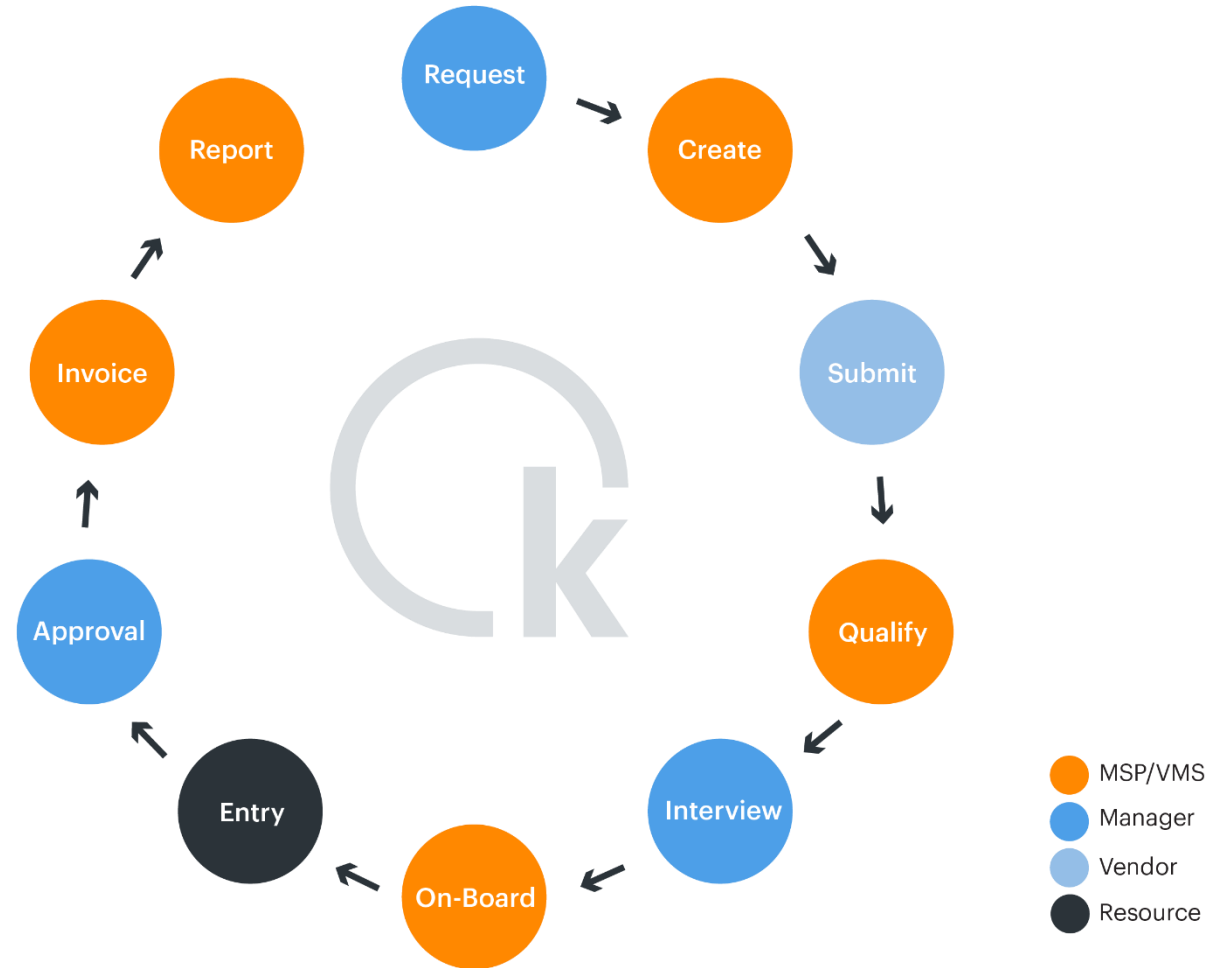
Industry Definitions

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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.

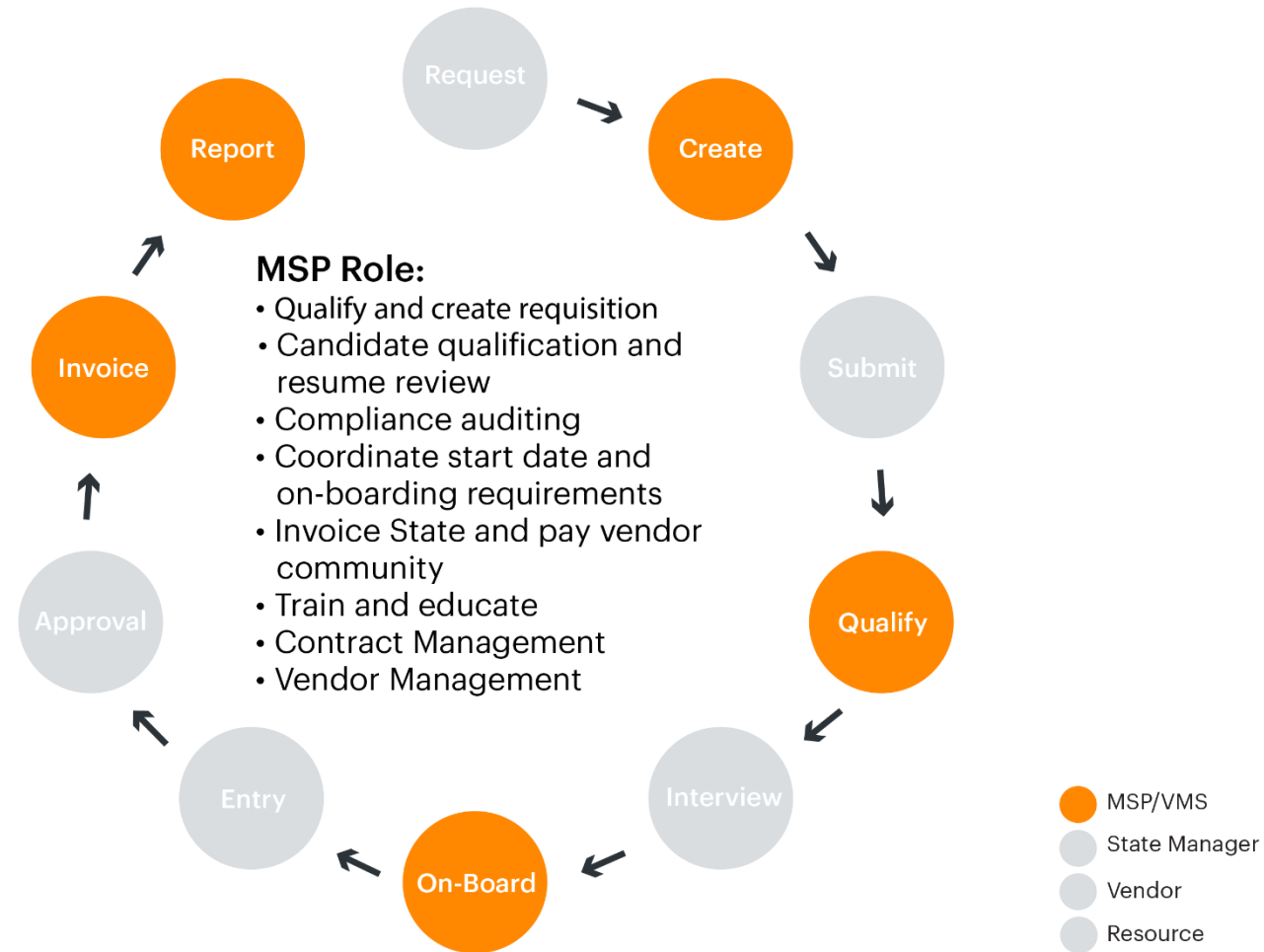
Process Workflow - Overall

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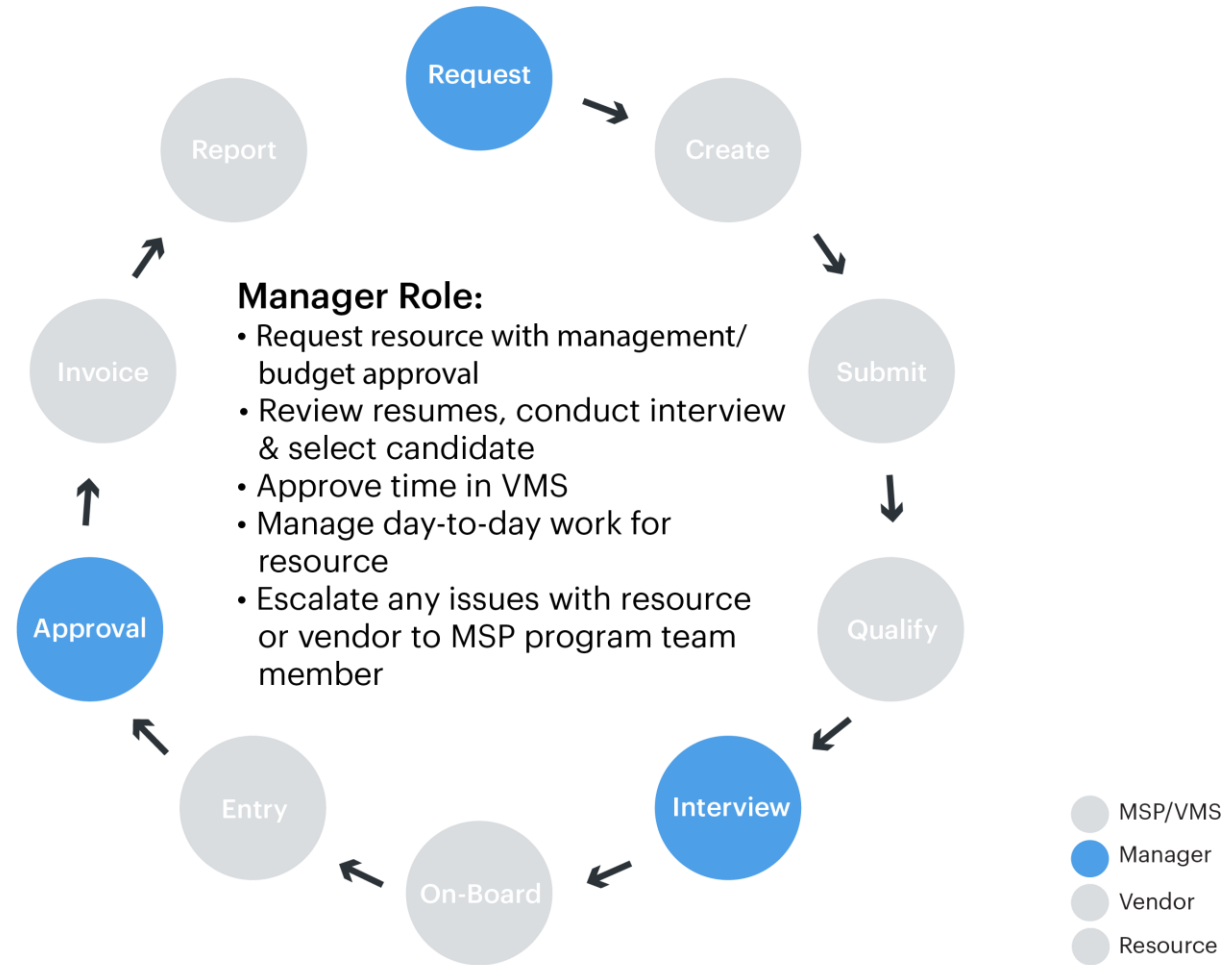
Process Workflow – MSP Role

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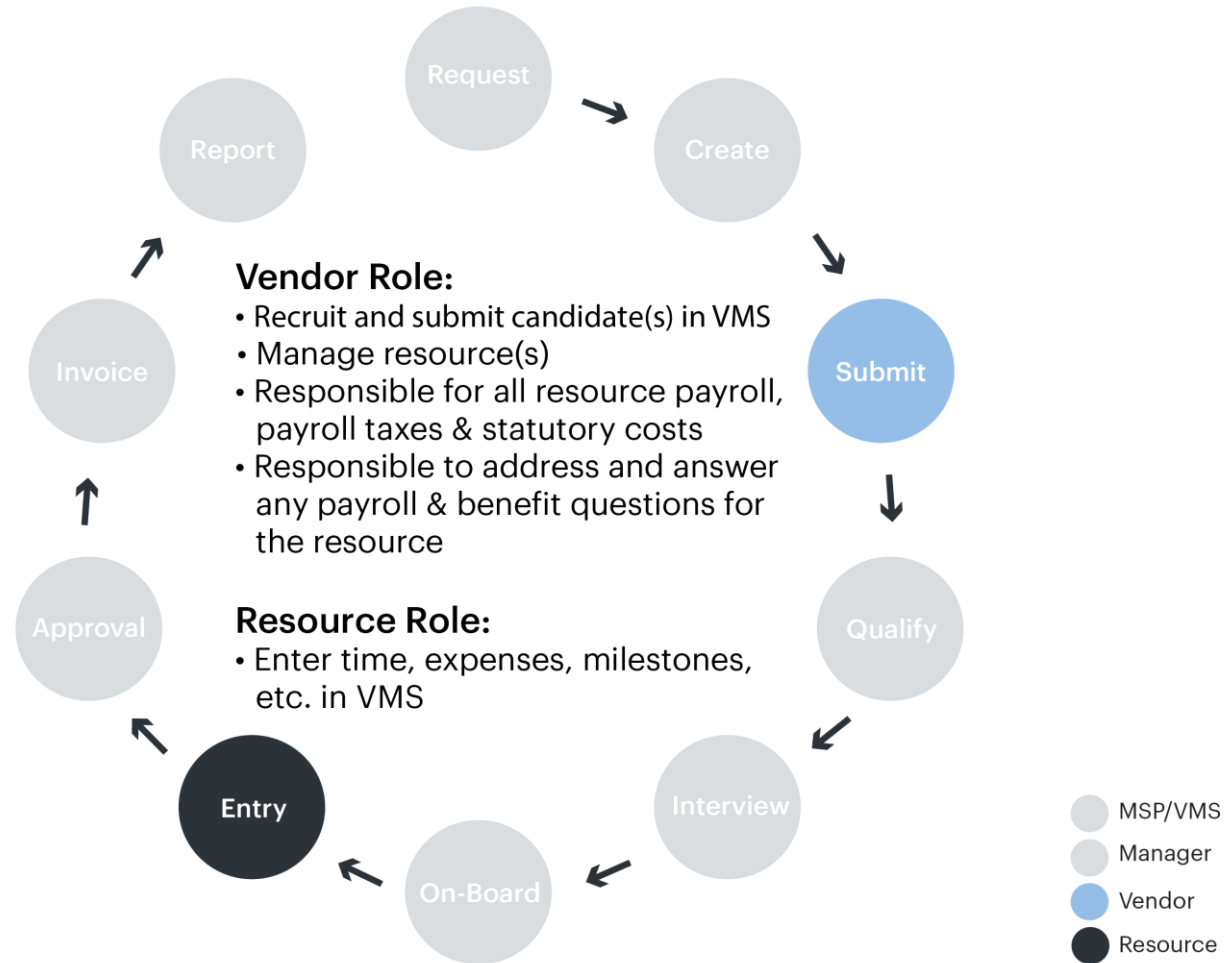
Process Workflow – Manager Role

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Process Workflow – Vendor/Contractor Personnel Role

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■ State of Michigan Objectives

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- Single MSP provider
- Cost savings
- Transparency & visibility
- Governance & compliance
- Streamlining processes via Vendor Management System
- Competitive bidding environment

Requirements

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- Participating vendors must sign vendor MSA with Knowledge Services
 - Vendors will be invited to participate
- Bill Rate Card – hourly, not-to-exceed rates by job title category and skill level
 - Incumbent resources grandfathered in at existing bill rates
- 0.85% MSP Fee
- 1% Administrative Fee to State
- First 40-hour probationary period
- Monthly invoicing with net 45-day payment terms
- Vendor-funded background checks, as required by State
- State-performed fingerprint background check to meet CJIS compliance, as required by State
- Security Awareness Training completion by Contractor Personnel within 6 months of assignment start date and biennially thereafter, as required by State

Not to Exceed Bill Rate Structure

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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	\$53.77
		Analyst 2	\$65.52
		Analyst 3	\$73.87
		Analyst 4	\$82.65
		Analyst 5	\$86.36
		Analyst 6	\$98.25
	Programmer	Programmer 1	\$46.51
		Programmer 2	\$56.14
		Programmer 3	\$68.40
		Programmer 4	\$79.07
		Programmer 5	\$84.25
		Programmer 6	\$91.53

Implementation Timeline

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IT Staff Augmentation	
Communication - Internal & External	Ongoing
Kick Off Meetings	Week of March 8 th
Vendor Enrollment	Week of March 15 th
Agency Discovery Meetings	Weeks of March 15 th – March 29 th
Vendor MSA Due Date	Friday, April 9 th , 2021
Manager Program and VMS Training	Week of April 26 th
Vendor Program and VMS Training	Weeks of April 26 th and May 3 rd
Program Go Live for New Requisitions	Monday, May 10 th , 2021
Incumbent Contractor Personnel Go Live for Time Entry (unless renewal occurs prior to transition)	Thursday, July 1 st , 2021

■ Next Steps

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- Vendors complete & return Master Services Agreement (MSA) – due by Friday, April 9th
 - Compliant COI must be maintained throughout the contract to maintain access to opportunities
- Managers update & return data sheets as needed to provide information on incumbent contractor personnel
- 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 Division/DTMB Area to discuss the current temporary labor procurement process and to identify any unique business needs and/or requirements for DTMB
- **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 contractor personnel 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 contractor personnel and for those who may have a need for contractor personnel in the future
- **What to expect:** 1 hour of program and VMS-based training
- **Who to include:** All Client users involved in the contractor personnel procurement process – contractor personnel managers, time approvers, HR and accounting contacts

Common State Manager Questions

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- **What happens to my existing contractor personnel?**
 - All incumbent contractor personnel in place today will continue their current assignments as directed by the State of Michigan
 - Incumbent contractor personnel will be rolled into the MSP program effective July 1st (unless renewal occurs prior)
- **What will happen to the Vendors with whom I've always worked?**
 - We expect that current vendors in the network will enroll with Knowledge Services to continue servicing IT staff augmentation needs that are released through the MSP Program.
 - Additional vendors can be added to the vendor pool as needed.

■ State of Michigan Manager Website

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<https://programs.knowledgeservices.com/mimsp/mimsp-program-info-managers/>

Site Includes:

- Important Reminders
- Program Information
- dotStaff™ Training materials

Questions

Contact Us

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Thank you