



knowledge services

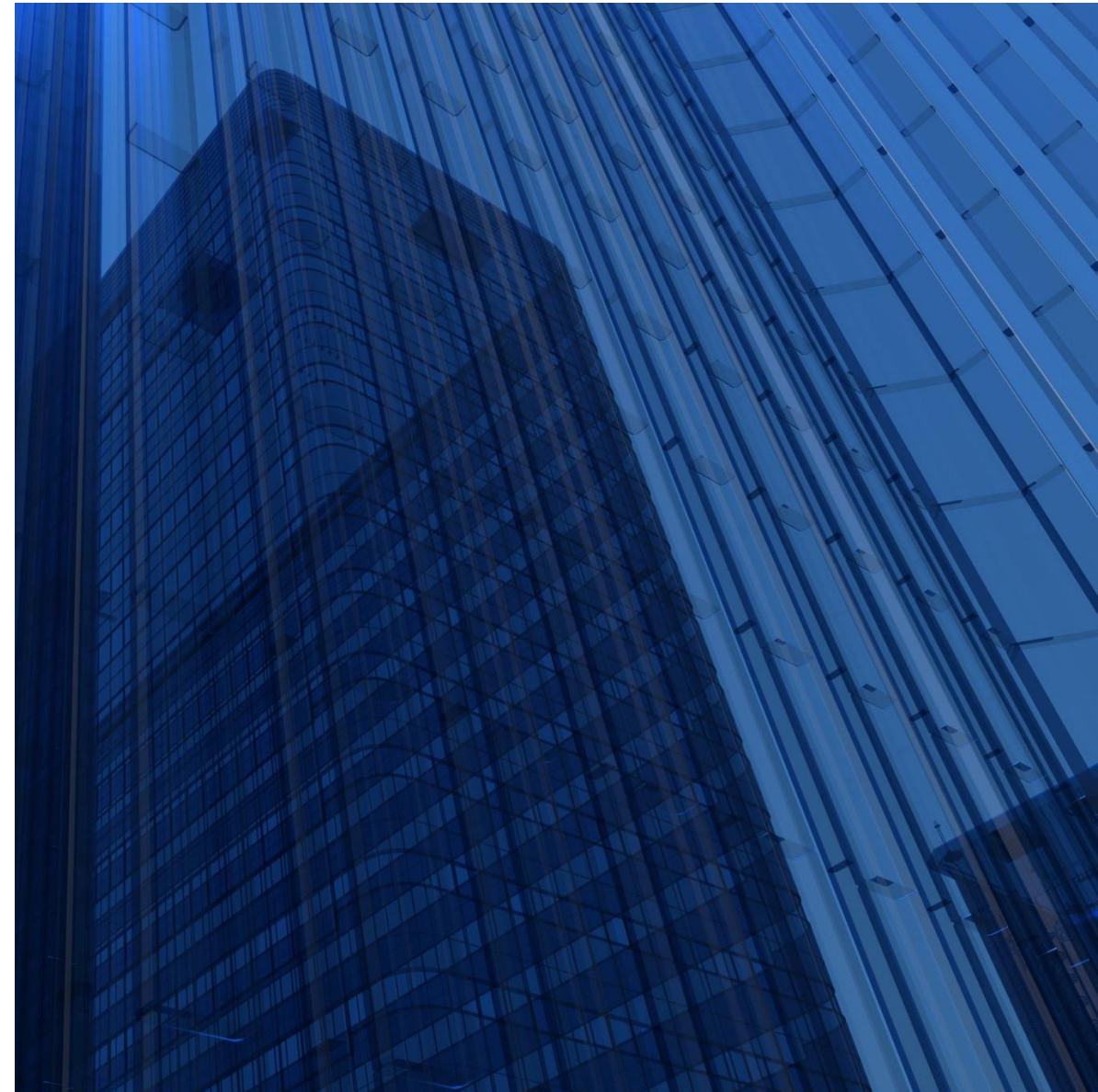
STATE OF MICHIGAN
MANAGED SERVICE PROVIDER (MIMSP)
IT STAFF AUGMENTATION
STATE MANAGER TRAINING SESSION

April 2021

Agenda

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- Introductions
- Knowledge Services Overview
- Industry Definitions
- Process Overview
- Program Requirements
- MiMSP Process Requirements
- Implementation Timeline
- dotStaff™ Demo
- 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



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.

■ MiMSP Staff Augmentation Request Process

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1. State Manager creates a draft requisition (Posting) in dotStaff™
2. Knowledge Services conducts intake call with State Manager
3. Knowledge Services routes Posting for approval, if needed
4. Knowledge Services notifies DTMB Financial Services of request to initiate requisition in Sigma
5. Knowledge Services releases Posting to all Vendors in dotStaff™
6. Vendors submit qualified candidates in dotStaff™
7. Knowledge Services reviews and evaluates resumes
8. Knowledge Services sends resumes for review based on the State Manager's preference
9. State Manager requests interviews through dotStaff™ and conducts interviews with selected Candidates
10. State Manager accepts/rejects candidate bids in dotStaff™ providing reasons for rejection



■ MiMSP Staff Augmentation Request Process - continued

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11. The Vendor confirms Candidate acceptance of the position by accepting the Engagement Request in dotStaff™
12. Knowledge Services notifies DTMB Financial Services of selected Candidate information for PO finalization
13. Knowledge Services works with Vendor to complete onboarding requirements for accepted Candidate
14. DTMB Financial Services provides PO to Knowledge Services prior to the Contractor Personnel's assignment start date
15. Knowledge Services finalizes start date with State Manager and Vendor
16. Contractor Personnel enters time in dotStaff™ weekly
17. State Manager approves time in dotStaff™ by 4pm ET on Tuesdays
18. dotStaff™ generated invoices sent to the State bi-weekly
19. State pays Knowledge Services
20. Knowledge Services pays the Vendors



■ Intake Call Overview

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- After the State Manager creates the draft requisition (Posting) in dotStaff™, Knowledge Services will reach out to the State Manager to confirm and review positions details
- Intake discussion items confirmed, include:
 - Qualification of position details – Top 3 skills requested
 - 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
 - Current, active vendors have been invited to participate
- Bill Rate Card – hourly, not-to-exceed rates by job title category and skill level
 - Incumbent contractor personnel grandfathered in at existing bill rates with a 1.85% increase
- 0.85% MSP Fee
- 1% Administrative Fee to State
- First 40-hour probationary period
- Security Awareness Training completion by Contractor Personnel within 6 months of assignment start date and biennially thereafter, as required by State
- Bi-weekly invoicing with net 45-day payment terms

Not to Exceed Bill Rate Card 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	\$53.76
		Analyst 2	\$65.51
		Analyst 3	\$73.86
		Analyst 4	\$82.64
		Analyst 5	\$86.36
		Analyst 6	\$98.24
	Programmer	Programmer 1	\$46.50
		Programmer 2	\$56.14
		Programmer 3	\$68.40
		Programmer 4	\$79.06
		Programmer 5	\$84.24
		Programmer 6	\$91.52
	Software Test Analyst	Analyst 1	\$39.13
		Analyst 2	\$45.33
		Analyst 3	\$53.56
		Analyst 4	\$60.55
		Analyst 5	\$61.98



■ Program Requirements, contd.

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- State-performed fingerprint background check to meet CJIS Compliance, as required by State
- Vendor-funded background checks and/or drug screens as required by State agency
 - HireRight
 - iCHAT
- Sub-vendors limited to “One Level Deep”
 - Must be pre-approved by Knowledge Services via Sub-Vendor Usage Request Form at requisition level

■ MiMSP Process Requirements

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- Submission Process
 - Resume with Candidate's full, legal name included
 - Candidate Cover Sheet (screenshot)
 - Right to Represent
 - Sub-Vendor Usage Request Form, if applicable
- Interview Process
 - State Manager requests interviews through dotStaff™ and conducts interviews with selected Candidates
 - State Manager accepts/rejects Candidate bids in dotStaff™ providing reasons for rejection
- On-boarding Requirements
 - Temporary Worker Agreement
 - Acceptable Use of Information Technology Policy
 - W2/IC 1099 Employee Status Validation Form
 - Confirmation of iCHAT Completion
 - Any department/division/agency specific onboarding requirements

■ Candidate Cover Sheet

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State of Michigan Candidate Cover Sheet

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

*REQUIRED FIELD

*Posting Number: Click or tap here to enter text.

*Candidate Name: Click or tap here to enter text.

*Candidate Availability for In Person interview: Choose an item.

*Current Location of Candidate (City, State): Click or tap here to enter text.

*Is candidate through a sub vendor: Choose an item.

If yes, sub vendor name: Click or tap here to enter text.

*Earliest availability to start if selected: Click or tap here to enter text.

*Key engagements over the last two years: Click or tap here to enter text.

*Has candidate ever worked at the State: Choose an item.

■ MiMSP Process Requirements

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- Off-boarding Processes
 - Termination Process
 - Vendors to ensure Contractor Personnel returns borrowed State equipment (such as but not limited to laptops, monitors, keyboards, phones, tablets, FOBs, ID Cards, keys, and other State property) immediately
 - Knowledge Services to end Contractor Personnel contract in dotStaff
- Weekly Vendor Calls
- Visa Letter Requests (screenshot)
- Vendors must adhere to the Knowledge Services Process for all open requisitions

■ Visa Letter Request Form

https://knowledgeservices.formstack.com/forms/mimsp_visalletterrequestform

State of Michigan Managed Service Provider (MSP) Program

Visa Letter Request

Please direct questions to the State of Michigan Program Team at: MIMSP@knowledgeservices.com

(Once your submission has been received, please allow 7-10 business days for the MSP Visa Letter to be completed)

**denotes required field*

Disclaimer: Client will not provide a Client Letter directly to MSP Program Vendors. Please coordinate all such requests through Knowledge Services. Please provide the requested information so that Knowledge Services can generate a customized letter. Please note that it is Vendor's responsibility to include any additional required information, and Knowledge Services does not provide advice or guidance as to the required content of such letters.

1. Vendor Information

Prime Vendor Company Name (Vendor within Program)

Prime Vendor Contact Submitting Request (Name): * Prime Vendor Contact Submitting Request (Email Address): *

<input type="text"/>	<input type="text"/>	<input type="text"/>	
<small>First Name</small>	<small>Last Name</small>	<small>A copy of this completed form will be sent to the email address provided</small>	

Number of Sub-Vendors Involved in Engagement *

0 1 2 3 4

Direct Employer/Visa Holder (of Resource) *	Direct Employer/Visa Holder Main Point of Contact *	Direct Employer/Visa Holder Email Address *	Direct Employer/Visa Holder Phone # *
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<small>First Name</small> <small>Last Name</small>		

2. Resource Information

Resource Full Legal Name *	Client Department/Agency Utilizing Contract Resource *
<input type="text"/>	<input type="text"/>



Implementation Timeline

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IT Staff Augmentation	
Communication - Internal & External	Ongoing
Kick Off Meetings	Week of March 8 th
Vendor Enrollment	Starting Week of March 15 th
Manager Program and VMS Training	Week of April 26 th
Vendor Program and VMS Training	Weeks of April 26 th and May 3 rd
Vendor MSA Due Date	Friday, May 7 th , 2021
Program Go Live for New Requisitions	Monday, May 10 th , 2021
Incumbent Contractor Go Live for Time Entry/Invoicing through KS	Thursday, July 1 st , 2021

■ dotStaff™ Demonstration

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- dotStaff™ Postings
 - Creating Postings
 - Reviewing Bids/Candidate Resumes
- Requesting Candidate Interviews
- Accepting/Rejecting Candidate Bids
- Onboarding Checklist
- Time Approval
- Weekly Performance Feedback
- Reporting

■ State of Michigan Manager Website

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

Site Includes:

- Program Kick Off Presentation
- Program Training Presentation
- Process Overview Documents
- Program Not-to-Exceed Rate Card
- dotStaff™ Training Materials

Questions

Contact Us

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Thank you