



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 the State Agencies/Managers with whom I've always worked?

- As a registered vendor for the State of Michigan MSP program, your company will be able to maintain established relationships and continue working with State Agencies.

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.

I have not received the instructions and password for completing the Master Services Agreement (MSA) yet. Where can I find that information?

- In partnership with the State of Michigan, vendor registration for the Knowledge Services State of Michigan MSP Program will occur in phases to allow sufficient processing time for all vendors.
 - **Phase 1 Vendor Registration:** Vendors with current, active contractor personnel on assignment at the State of Michigan
 - MSA submission deadline is Friday, April 9th, 2021.
 - **Phase 2 Vendor Registration:** All other current, active vendors
 - Instructions to complete the vendor registration documents and the password to access the MSA will be sent the week of April 12th, 2021.



Where can I access the Master Services Agreement (MSA), Sample Certificate of Insurance, W-9, Kick Off Presentation, and the Not-to-Exceed Bill Rate Card?

- This information is located on the State of Michigan Vendor Website:
<https://programs.knowledgeservices.com/mimsp/mimsp-program-info-vendors/>

How will I know if we are fully registered for the Knowledge Services State of Michigan MSP Program?

- Once the agreement is fully executed, the Vendor contact who executed the agreement will receive a copy of the MSA for the Vendor's records.

What are the payment terms of the Knowledge Services contract?

- The State of Michigan has net 45-day payment terms with Knowledge Services upon receipt of invoice.
- Vendors must select one of the following options for payment terms during the registration process:
 - Knowledge Services will pay Vendor in twenty (20) business days of its receipt of payment from the State (excluding national bank holidays), after deducting the MSP Compliance and Administrative fees.
 - Knowledge Services will pay Vendor in three (3) business days from receipt of payment from the State for an additional fee of one percent (1%) of the invoice amount, after deducting the MSP, Compliance, and Administrative fees.
 - Knowledge Services will pay Vendor in ten (10) business days following the *invoice* date to the State (for approved timesheets) for an additional fee of three percent (3%), after deducting the MSP, Compliance, and Administrative fees.

Will Vendors invoice Knowledge Services?

- No, Vendors will not invoice Knowledge Services or the State of Michigan. Knowledge Services invoices the State of Michigan on behalf of Vendors from approved time entered in the dotStaff™ VMS.

We utilize subcontractors/sub-vendors for our current contracts. Will anything change with this process with this new Contract with Knowledge Services?

- We will be reaching out to collect information on your current contracts as part of the data request. Once the Knowledge Services MSP Program is live, subcontracting will be limited to one level deep, meaning you can partner with one additional subcontractor layer to submit candidates. More details on this process will be covered in the upcoming vendor trainings.



Does the Knowledge Services State of Michigan MSP Program have vendors organized in a tier structure?

- In consultation with the State, the MSP Program is vendor-neutral. Opportunities are released to all fully-registered, compliant vendors in the MSP program at the same time.

What are the steps to be considered as a vendor in other states for which Knowledge Services is the current MSP provider?

- Each State maintains its own separate, unique processes and timelines for their vendor network. To be considered for opportunities outside the State of Michigan MSP program, please email us at mimsp@knowledgeservices.com.

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.