



knowledge services

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

March 2021

Agenda

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

About Knowledge Services

Serving those who serve others

- 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



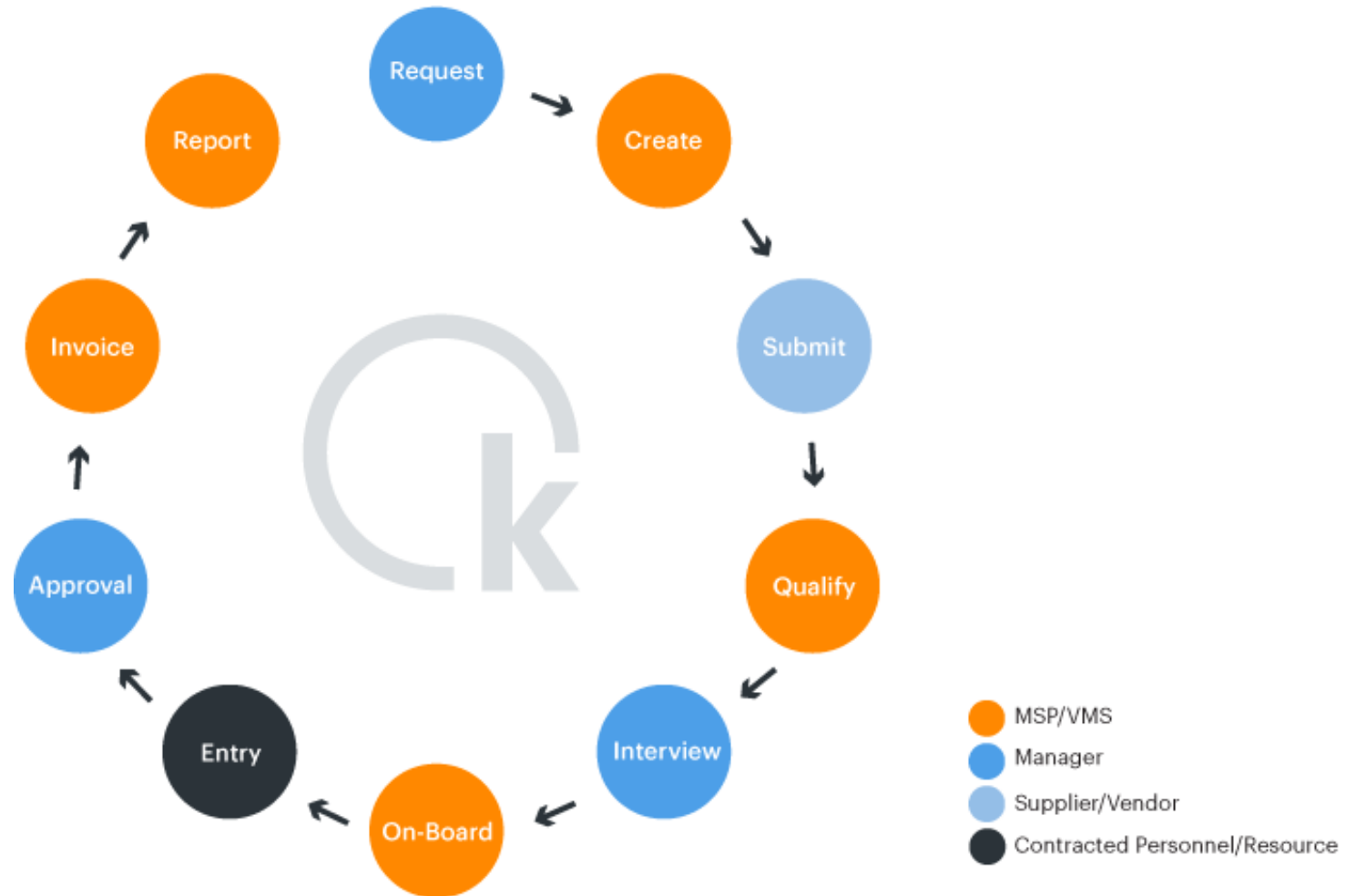
■ Industry Definitions

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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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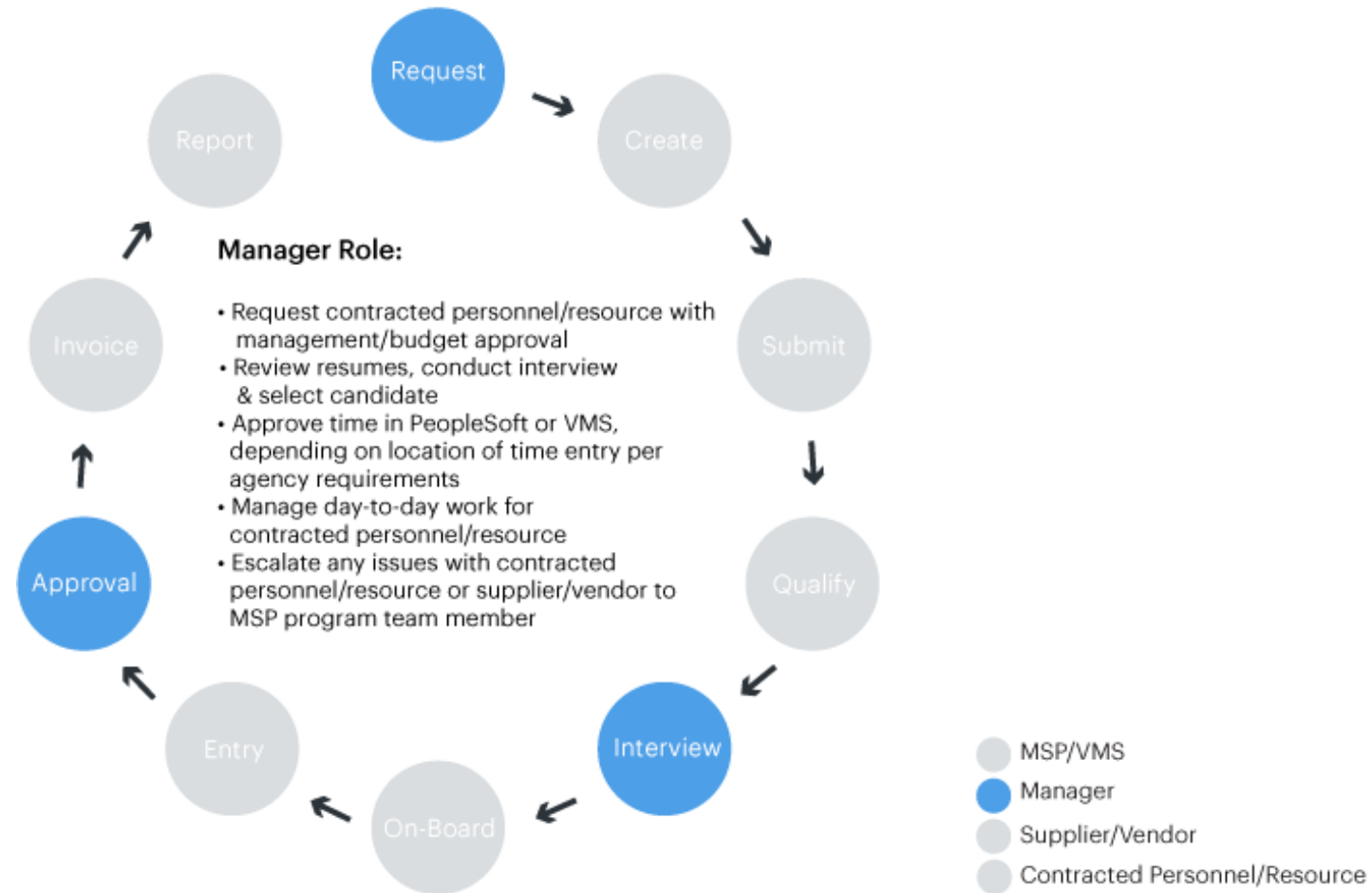
■ Process Workflow – MSP Role

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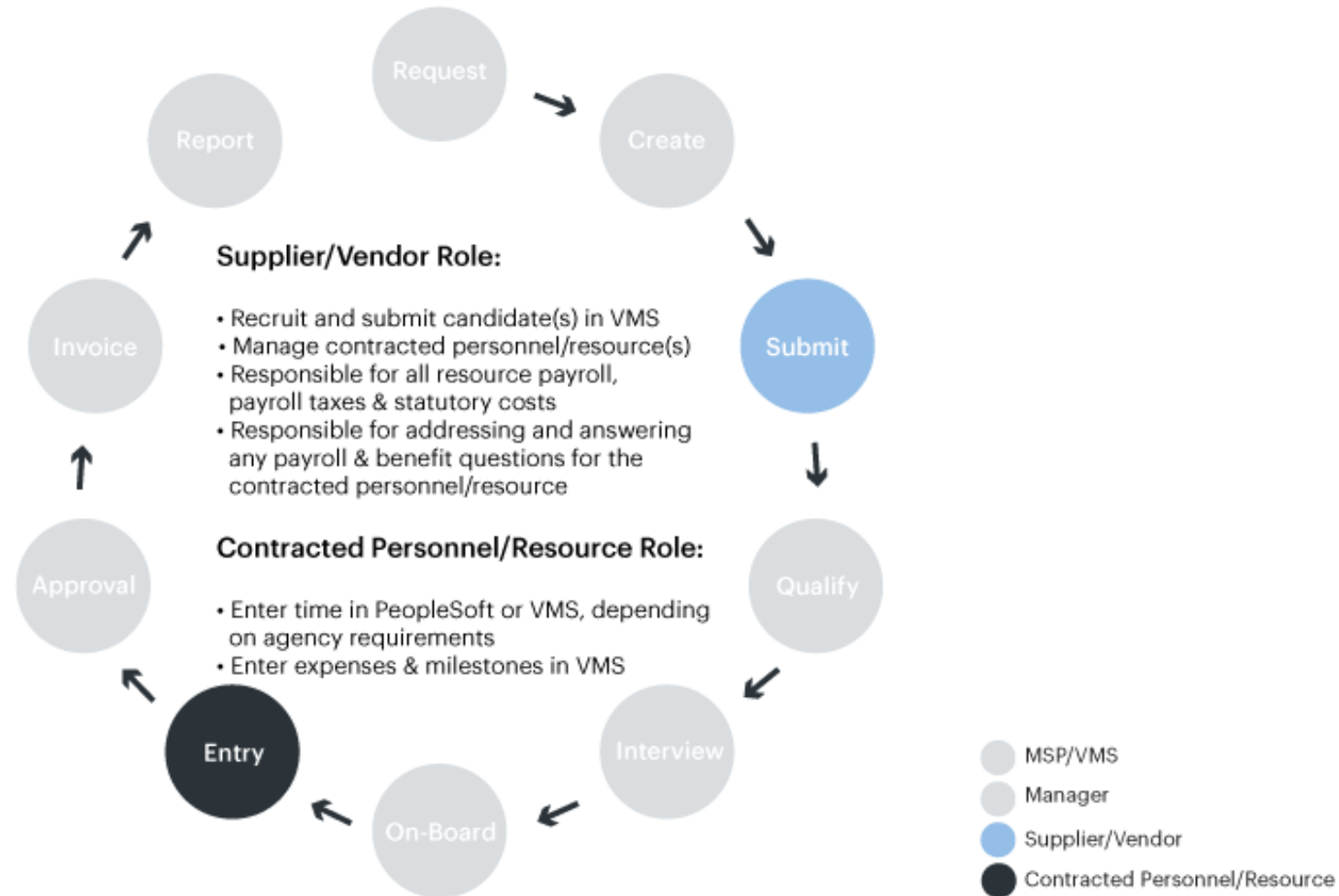
■ Process Workflow – Manager Role

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Process Workflow – Supplier/Contracted Personnel Role

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■ State of Wisconsin Objectives

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- Operational Efficiencies
- Streamlining processes via Vendor Management System
- Scalability
- Access to a diverse and skilled workforce
- Transparency & visibility
- Governance & compliance

■ Requirements

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- Participating suppliers must sign vendor MSA with Knowledge Services
 - Suppliers have been invited to participate
- Bill Rate Card – hourly, not-to-exceed rates by job title levels
- 0.95% MSP Fee
- First 21 day guarantee period for all consultants
- 3 week non-billable training period for substitution contracted personnel (backfills) by the same Supplier of any Engagement of six (6) months or greater length
- Bi-weekly invoicing with net 30 payment terms
- Supplier-funded background checks as required by State agency

■ Not to Exceed Bill Rate Structure

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 State of Wisconsin	
Job Title & Level	Maximum Hourly Rate
Application Architect I	\$58.00
Application Architect II	\$83.00
Application Architect III	\$107.00
Business Analyst/Consultant I	\$41.00
Business Analyst/Consultant II	\$48.00
Business Analyst/Consultant III	\$60.00
Business Intel Architect I	\$60.00
Business Intel Architect II	\$75.00
Business Intel Architect III	\$100.00
Business Intel Data Modeler I	\$66.00
Business Intel Data Modeler II	\$70.00
Business Intel Data Modeler III	\$85.00
Business Intel Technical Lead I	\$64.00

■ Implementation Timeline

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IT Staff Augmentation	
Communication - Internal & External	Ongoing
Supplier Enrollment	Starting Week of February 22 nd
Kick Off Meetings	Week of March 1 st
Supplier MSA Due Date	Friday, March 12 th , 2021
Blackout Period for New Requisitions	Monday, March 15 th – April 9 th
Manager Program and VMS Training	Week of March 29 th
Supplier Program and VMS Training	Weeks of March 29 th and April 5 th
Program Go Live for New Requisitions	Monday, April 12 th , 2021
Incumbent Contractor Go Live for Time Entry/Invoicing through KS	Thursday, July 1 st , 2021

■ Next Steps

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- Suppliers complete & return Master Services Agreement (MSA) – due by Friday, March 12th
 - Compliant COI must be maintained throughout the contract for Suppliers to maintain access to opportunities
- Agencies update & return data sheets as requested to provide information on incumbent contracted personnel
- Bureau of Procurement & Agencies internally review incumbent contracted personnel alignment to new rate card
- Managers register to attend training

■ 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 contracted personnel and for those who may have a need for contracted personnel in the future
- **What to expect:** 1 hour of program and VMS-based training
- **Who to include:** All Client users involved in the contracted personnel procurement process – contractor managers, time approvers, HR and accounting contacts

■ Common State Manager Questions

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- What happens to my existing contracted personnel?
 - All incumbent contracted personnel who are in place directly with suppliers and align with contractual requirements will remain in place and will continue their current assignments as directed by the State of Wisconsin
 - Incumbent contracted personnel will be rolled into the MSP program effective July 1st (invoicing will be through dotStaff™)
- What will happen to the Suppliers with whom I've always worked?
 - We expect that current suppliers in the network will enroll with Knowledge Services to continue servicing IT staff augmentation needs that are released through the MSP Program.
 - Additional suppliers can be added to the supplier pool as needed.

■ State of Wisconsin Manager Website

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

Website Password: wimsp

Site Includes:

- Program Kick Off presentation
- Program Information
- dotStaff™ Training materials

Questions

Contact Us

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Thank you