State of Wisconsin MSP Program
Frequently Asked Questions

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

- **New Requisitions**: All new requisitions will be filled through the Knowledge Services MSP Program effective Monday, April 12, 2021.
- **Incumbent Contracted Personnel**: All existing contracted personnel time entry (if applicable) 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 supplier for the MSP program, your company will be able to maintain established relationships and continue working with State Agencies.

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

- 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.

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 Wisconsin Supplier Website: https://programs.knowledgeservices.com/wimsp/wimsp-program-info-suppliers/. To access the Supplier Website, you will need to enter the case sensitive password: wimsp

What is the deadline for submitting the Master Services Agreement (MSA) to Knowledge Services?

- Friday, March 12th, 2021

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

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

After reviewing the Not-to-Exceed Bill Rate Card, the bill rates of our current contracted personnel are higher than the maximum hourly bill rates on the rate card. How will these be handled with this new Contract with Knowledge Services?

- The State is currently having discussions at the Agency level regarding the addition of higher job title levels to the rate card, as justified. There will be an updated version of the rate card coming soon.

What are the payment terms of the Knowledge Services contract?

- The State of Wisconsin has net 30-day payment terms with Knowledge Services upon receipt of invoice. Knowledge Services will remit payment to Suppliers within 10 business days from the date payment is received from the State.

Will Suppliers invoice Knowledge Services?

- No, Suppliers will not invoice Knowledge Services or the State of Wisconsin. Knowledge Services invoices the State of Wisconsin on behalf of Suppliers from approved time entered/uploaded 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 supplier trainings.