knowledge services

STATE OF WISCONSIN
MANAGED SERVICE PROVIDER (MSP)
IT STAFF AUGMENTATION
SUPPLIER 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
  - Statement of Work
  - Private Talent Cloud



Industry Definitions

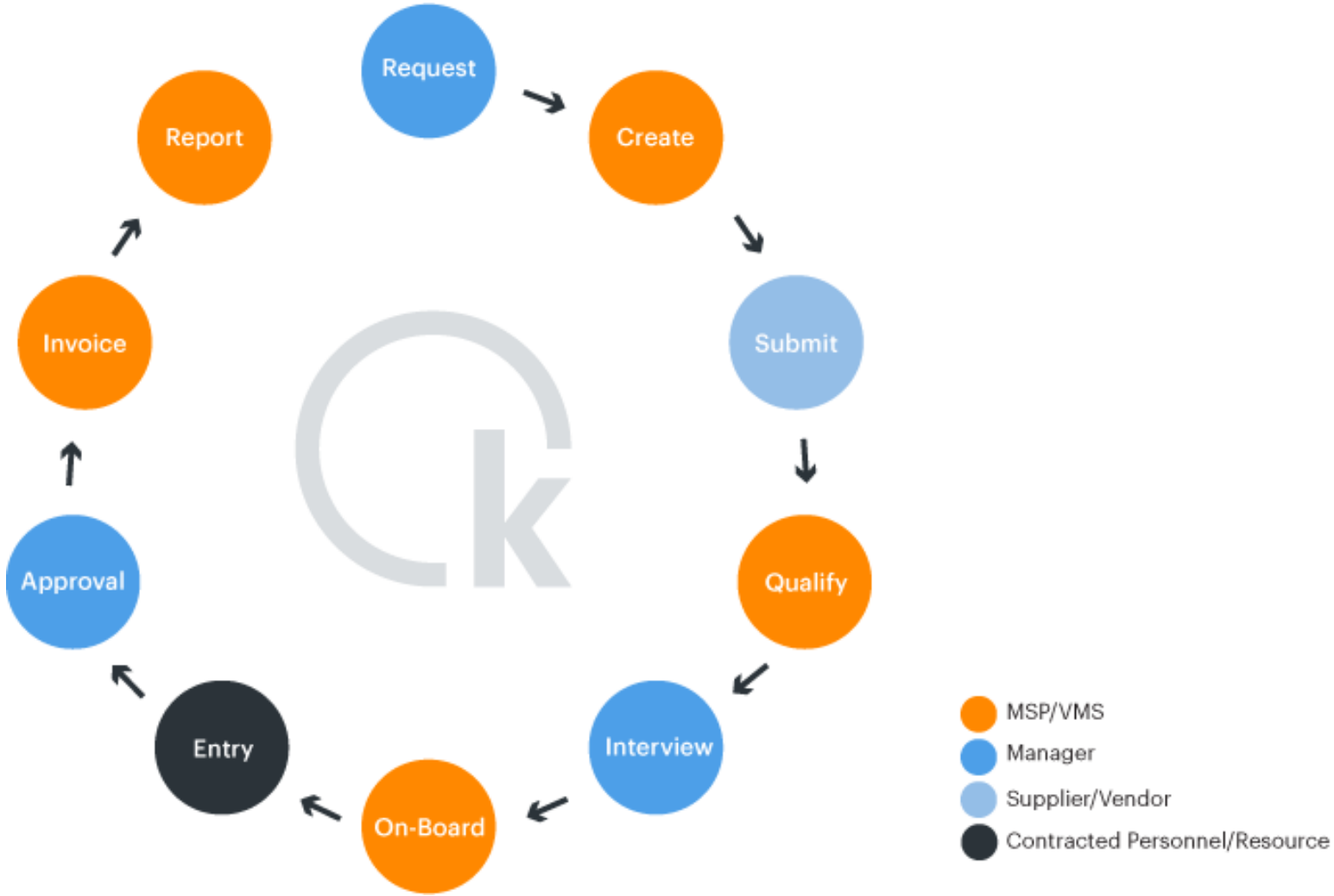
Serving those who serve others

- 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

Serving those who serve others



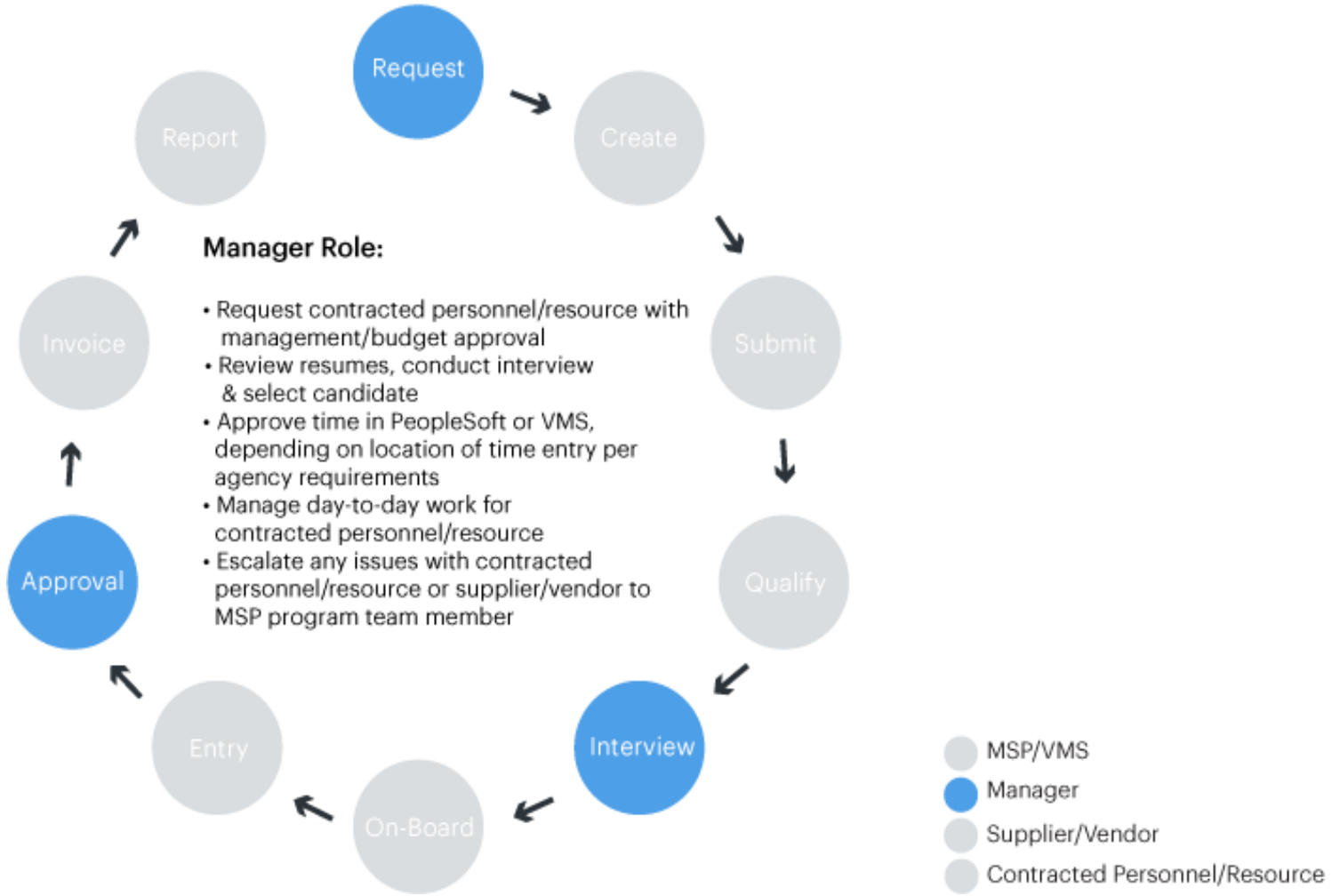
Process Workflow – MSP Role

Serving those who serve others



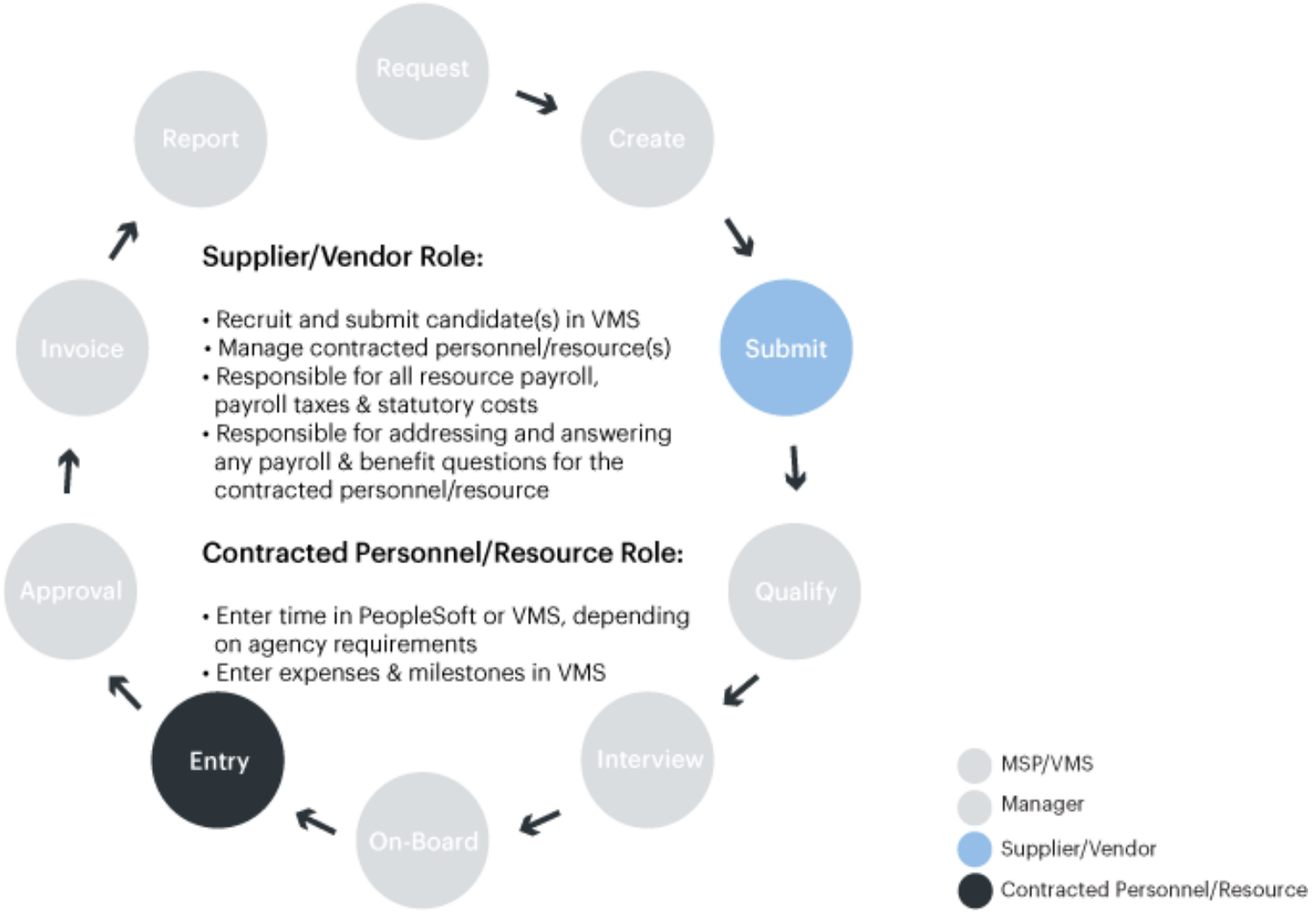
Process Workflow – Manager Role

Serving those who serve others



Process Workflow – Supplier/Contracted Personnel Role

Serving those who serve others



State of Wisconsin Objectives

Serving those who serve others

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

Requirements

Serving those who serve others

- 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 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 10 business day payment terms to vendors
- Supplier-funded background checks as required by State agency

Not to Exceed Bill Rate Structure

Serving those who serve others

knowledge services

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

Serving those who serve others

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

Next Steps

Serving those who serve others

- Suppliers complete & return Master Services Agreement (MSA) – due by Friday, March 12th
    - Compliant COI must be maintained throughout the contract to maintain access to opportunities
- Suppliers register to attend training
- Suppliers audit & return data sheets to provide information on incumbent contracted personnel

Supplier Trainings

Serving those who serve others

- **Purpose:** To provide in-depth training on MSP program processes and dotStaff functionality for those Supplier users currently providing contracted personnel and for those who may provide contracted personnel in the future
- **What to expect:** 1 hour of program and VMS-based training
- **Who to include:** All Suppliers users involved in the contracted personnel staffing process – account managers, recruiters, HR and accounting contacts

Common Supplier Questions

Serving those who serve others

- What will happen with contracts that are currently in place?
  - All incumbent contractors in place today who align with contractual requirements will continue their current assignments as directed by the State of Wisconsin
  - Incumbent contractors will be rolled into the IT VMS/MSP program effective July 1st (invoicing will be through dotStaff™)
- What will happen with the State Agencies/Managers with whom I've always worked?
  - As a registered supplier in the MSP Program, your company will be able to maintain established relationships and continue working with the State of Wisconsin.

State of Wisconsin Supplier Website

Serving those who serve others

https://programs.knowledgeservices.com/wimsp/wimsp-program-info-vendors/

Website Password: wimsp

Site Includes:

- Master Services Agreement (MSA)
- Program Kick Off Presentation
- Program Information
- dotStaff™ Training Materials

Questions

Contact Us

Angela Jirsa
Program Account Manager
angelaj@knowledgeservices.com

Jenna Lentz
Sr. Implementations Manager
jennal@knowledgeservices.com

Damon Grothe
Vice President, Professional Services
damong@knowledgeservices.com

Andrea Connell
Director, MSP Program Delivery
andreac@knowledgeservices.com

WIMSP@KnowledgeServices.com

Thank you