

knowledge services

STATE OF WISCONSIN
MANAGED SERVICE PROVIDER (MSP)
IT STAFF AUGMENTATION
SUPPLIER TRAINING SESSION

March 2021

Agenda

Serving those who serve others

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

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.

MSP Staff Augmentation Request Process

Serving those who serve others

1. Authorized User creates a draft RFS (Posting) in dotStaff™
2. MSP Program Team conducts intake call with Authorized User
3. MSP Program Team releases RFS to all Suppliers at the same time in dotStaff™
4. Suppliers submit qualified candidates in dotStaff™
5. MSP Program Team reviews and evaluates resumes
6. MSP Program Team sends resumes for review based on the Authorized User's preference
7. Authorized User requests interviews through dotStaff™ and conducts interviews with selected Candidates
8. Authorized User accepts/rejects candidate bids in dotStaff™ providing reasons for rejection
9. The Supplier confirms Candidate acceptance of the position by accepting the Engagement Request in dotStaff™
10. MSP Program Team works with Supplier to complete onboarding requirements for accepted Candidate



MSP Staff Augmentation Request Process - continued

Serving those who serve others

11. MSP Program Team finalizes start date with Authorized User and Supplier
12. Authorized User provides PO to MSP Program Team at least 3 business days prior to the Contracted Personnel's assignment start
13. Contracted Personnel enters time in PeopleSoft or dotStaff™ before 2pm CT on Mondays, depending on agency requirements
14. Authorized User approves time in PeopleSoft or dotStaff™ by 12pm CT on Tuesdays
15. Approved time from PeopleSoft is uploaded into dotStaff™, as needed
16. dotStaff™ generated invoices sent to the State bi-weekly
17. State pays Knowledge Services
18. Knowledge Services pays the Suppliers



Intake Call Overview

Serving those who serve others

- After the Authorized User creates the draft RFS (Posting) in dotStaff™, the MSP Program will reach out to the Authorized User to confirm and review positions details
- Intake discussion items confirmed, include:
  - Qualification of position details
  - Project details, if applicable
  - # of qualified candidates Authorized User would like to review
  - Interview availability and ideal start date
  - Budget
  - Additional information, if applicable

Program 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 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 10 business day payment terms to suppliers

Bill Rate Card 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

Program Requirements, contd.

Serving those who serve others

- Supplier-funded background checks as required by State agency
- Sub-vendors limited to “One Level Deep”
  - Must be pre-approved by MSP via email at requisition level
- Additional Business Rules
- Service Level Agreements

Additional Business Rules

Serving those who serve others

- **Travel Expenses**: Written authorization must be obtained beforehand for reimbursement of travel expenses. All receipts must be presented as documentation for approved expenses.
- **Overtime**: All time is paid at the hourly, straight-time Bill Rate
- **Multiple Assignments**: Contracted Personnel may be allowed to work across agencies, departments, projects, etc.
- **Maximum Bill Rate**: The candidate's Bill Rate cannot exceed the Bill Rate listed on the RFS or the Maximum Hourly Rate in the Rate Card. Any rate card additions or bill rate exceptions must be approved by State Contract Manager.
- **On-Call Rates**: When Contracted Personnel agree to be available for work outside of their normal working hours and Authorized User agrees to pay Contracted Personnel an hourly on-call rate. On-call rates are determined and/or provided by the applicable State Agency or Authorized User in its sole discretion and shall not exceed $2.25 per hour
- **Job Descriptions**: Standard job titles on the rate card will be used on RFS order requisitions



Service Level Agreements

Serving those who serve others

Service Level Metric	Target Service Level	Service Level Description	Frequency of Review
Candidate Qualifications	15% or Less for Each Subcontractor	The VMS system will accommodate a designation of "non-qualified" for any candidate submitted during the RFS process. The VMS system will also have a field in which a reason for the classification can be noted by the State hiring manager (e.g. does not meet minimum experience requirements of the RFS, etc.). The VMS Company will track these designations.	State Fiscal Year
Candidate & Resume Accuracy	100%	Measures the accuracy of resumes submitted, experiences conveyed to an Authorized User, and/or the participation of the actual candidate in various hiring processes.	As Needed
Performance Removal	5% or Lower	Measures Contracted Personnel turnover due to inadequate performance.	Monthly

MSP Process Requirements

Serving those who serve others

- Submission Process
  - Resume with Candidate's full, legal name included (Last Name, Full First Name, Middle Initial)
  - Candidate Cover Sheet (screenshot)
  - Right to Represent (screenshot)
- Interview Process
  - Authorized User requests interviews through dotStaff™ and conducts interviews with selected Candidates
  - Authorized User accepts/rejects candidate bids in dotStaff™ providing reasons for rejection
- On-boarding Requirements
  - Contracted Personnel Agreement
  - W2/IC 1099 Employee Status Validation Form
  - Confirmation of E-Verify Completion
  - Any agency division/bureau specific onboarding requirements

Candidate Cover Sheet

Serving those who serve others

State of Wisconsin

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 Wisconsin. 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.

Right to Represent Form

Serving those who serve others

- A ‘Right to Represent’ (RTR) is a statement from the candidate giving a company permission to represent them for a position.
  - **RTRs are posting (position) specific and should be attached to each posting submission**
  - Cannot accept “blanket” RTRs
    - Need a RTR for each posting (position) to which a candidate is submitted
  - Valid RTRs include:
    - Date completed within posting (position) parameters
    - Contain Posting ID number
    - Include a statement of approval from candidate giving a specific company permission to submit
    - Include email correspondence between Supplier and candidate to include date and time stamp with statement of approval

Right to Represent Example

Serving those who serve others

From: Candidate Name <email@email.com>
Sent: Monday, March 22, 2021 11:08 AM
To: Supplier Company Contact <contact@suppliercompany.com>
Subject: RE: WIMSP Right to Represent - Posting ID 12345

I, 'Candidate Name', give 'Supplier Company Name' permission to submit my resume to Posting ID 12345.

Thank you,

Candidate Name

From: Supplier Company Contact <contact@suppliercompany.com>
Sent: Monday, March 22, 2021 10:50 AM
To: Candidate Name <email@email.com>
Subject: WIMSP Right to Represent - Posting ID 12345

Hello,

Please confirm that 'Supplier Company Name' has the right to submit you for consideration to the .Net Developer position at 'State Agency Name' under Posting ID 12345.

Thank you,

Supplier Company Contact Name

MSP Process Requirements

Serving those who serve others

- Submission Process

  - Resume with Candidate's full, legal name included (Last Name, Full First Name, Middle Initial)
  - Candidate Cover Sheet (screenshot)
  - Right to Represent (screenshot)

- Interview Process

  - Authorized User requests interviews through dotStaff™ and conducts interviews with selected Candidates
  - Authorized User accepts/rejects candidate bids in dotStaff™ providing reasons for rejection

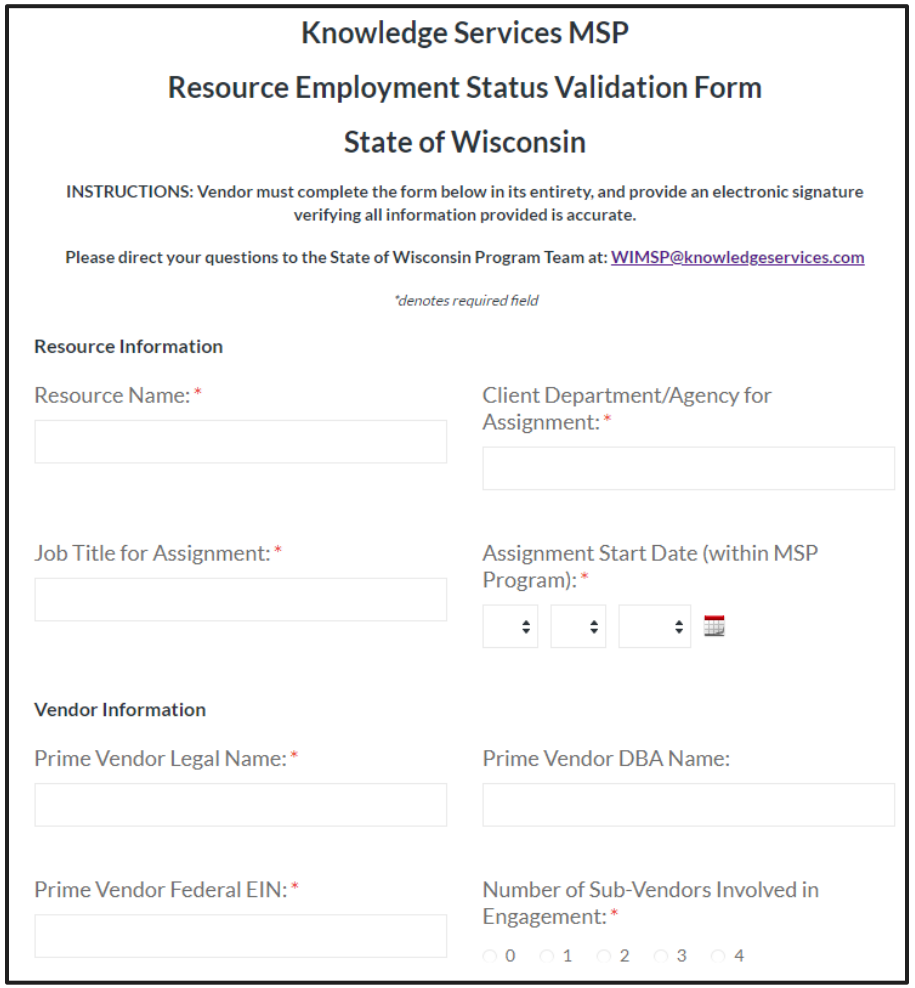
- On-boarding Requirements

  - Contracted Personnel Agreement
  - W2/IC 1099 Employee Status Validation Form
  - Confirmation of E-Verify Completion
  - Any agency division/bureau specific onboarding requirements

Contracted Personnel W2/IC 1099 Employee Status Validation Form

Serving those who serve others

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



Knowledge Services MSP

Resource Employment Status Validation Form

State of Wisconsin

INSTRUCTIONS: Vendor must complete the form below in its entirety, and provide an electronic signature verifying all information provided is accurate.

Please direct your questions to the State of Wisconsin Program Team at: WIMSP@knowledgeservices.com

*denotes required field

Resource Information

Resource Name: *

Client Department/Agency for Assignment: *

Job Title for Assignment: *

Assignment Start Date (within MSP Program): *

Vendor Information

Prime Vendor Legal Name: *

Prime Vendor DBA Name:

Prime Vendor Federal EIN: *

Number of Sub-Vendors Involved in Engagement: *

0 1 2 3 4

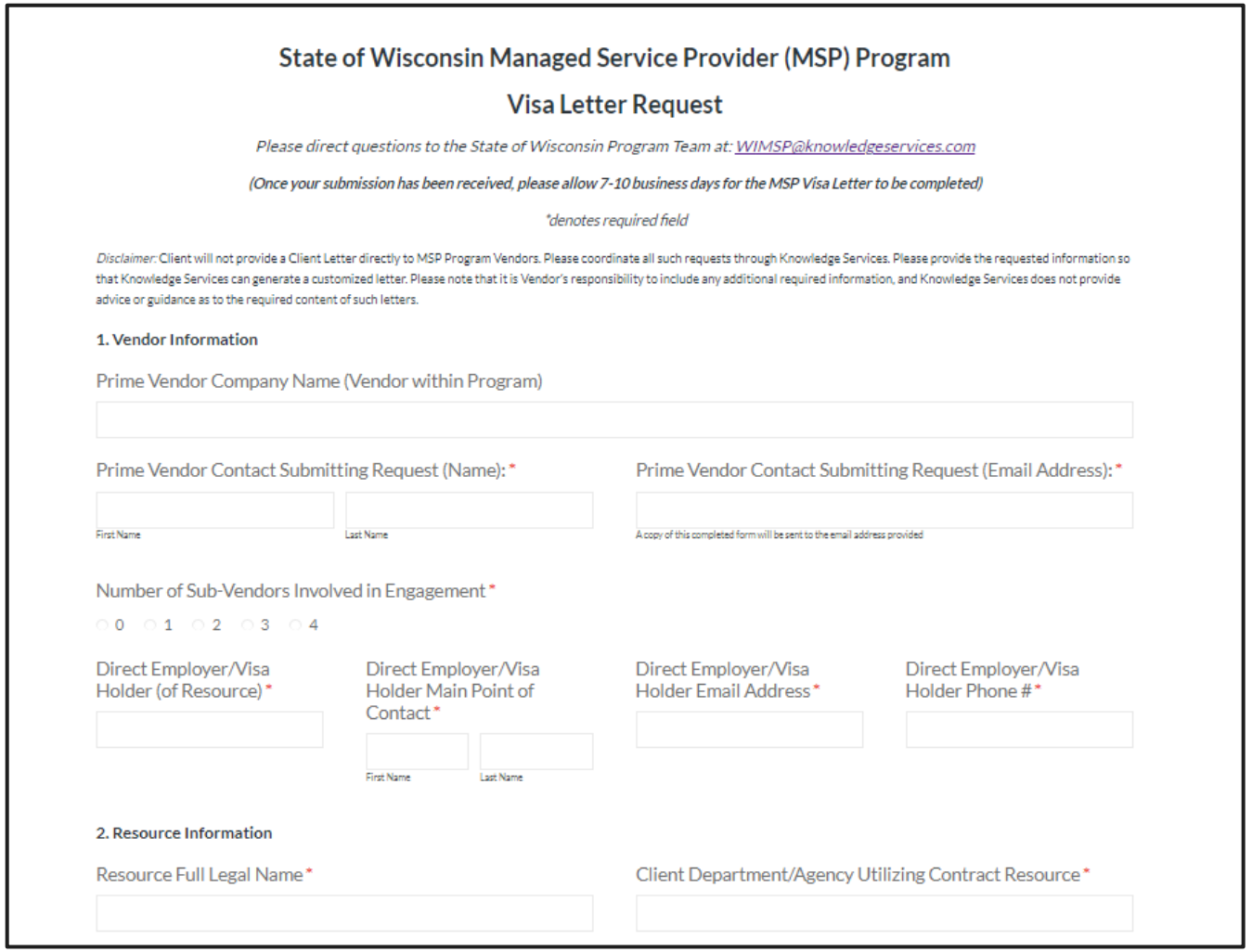
MSP Process Requirements

Serving those who serve others

- Off-boarding Processes
  - Termination Process
  - Suppliers to ensure Contracted Personnel returns borrowed Authorized User's equipment (such as but not limited to laptops, monitors, keyboards, phones, tablets, FOBs, ID Cards, keys, and other Authorized User property) and bears the cost or expenses of shipping or returning the equipment to the Authorized User within five business days (5) of engagement end date or Contracted Personnel's departure
  - Authorized User may complete an evaluation at the end of the assignment for the Contracted Personnel
  - MSP Program Team to end Contracted Personnel contract in dotStaff
- Weekly Supplier Calls
- Visa End-Client Letters and/or any US Immigration Office (USCIS) requested letters (screenshot)
- Suppliers must adhere to the MSP Process for all open requisitions

Visa End-Client Letters and/or any US Immigration Office (USCIS) Requested Letters

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



State of Wisconsin Managed Service Provider (MSP) Program

Visa Letter Request

Please direct questions to the State of Wisconsin Program Team at: WIMSP@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): *

First Name

Last Name

Prime Vendor Contact Submitting Request (Email Address): *

A copy of this completed form will be sent to the email address provided

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 *

First Name

Last Name

Direct Employer/Visa Holder Email Address *

Direct Employer/Visa Holder Phone # *

2. Resource Information

Resource Full Legal Name *

Client Department/Agency Utilizing Contract Resource *

Implementation Timeline

Serving those who serve others

IT Staff Augmentation	
Communication - Internal & External	Ongoing
Kick Off Meetings	Week of March 1st
Supplier Enrollment	Starting Week of February 22nd
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	Weeks 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

dotStaff™ Demonstration

Serving those who serve others

- dotStaff™ Postings
  - Viewing Postings
  - Submitting Bids/Candidate Documents
- Reviewing Candidate Bid Statuses
- Reviewing/Confirming Candidate Interviews
- Accepting Engagement Requests
- Onboarding Checklist
- Submitting/Reviewing Timesheets/Expenses
- Reporting

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 Training Presentation
- Program Information
- dotStaff™ Training Materials

Questions

Contact Us

Angela Jirsa
Program Account Manager
angelaj@knowledgeservices.com

Jenna Lentz
Director, Implementations
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