



knowledge services

STATE OF DELAWARE
MANAGED SERVICE PROVIDER (MSP)
IT STAFF AUGMENTATION/PROJECT SERVICES
PHASE 2 STATE USER KICK OFF MEETING

August 2022

■ Agenda

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



About Knowledge Services

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- 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 Arizona, Maine, Utah, Mississippi, Missouri, North Dakota, Nevada, Colorado, Rhode Island, Wisconsin and Michigan
 - All Labor Categories – Medical, Administrative, IT, Professional
 - Statement of Work



■ Phased Contract Implementation

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Phase 1	a. New IT Staff Augmentation Requisitions Go Live	Tuesday, July 5 th
	b. Incumbent IT Staff Augmentation Resource Transition Go Live <i>Replacing GSS 15597-IT_SERVICES</i>	Monday, August 15 th
Phase 2	Statement of Work (SOW) Project Staffing Go Live <i>Replacing DTI16630-ITSTFFSVCS and GSS17557-CYBER_SEC</i>	Monday, October 10 th

■ Industry Definitions

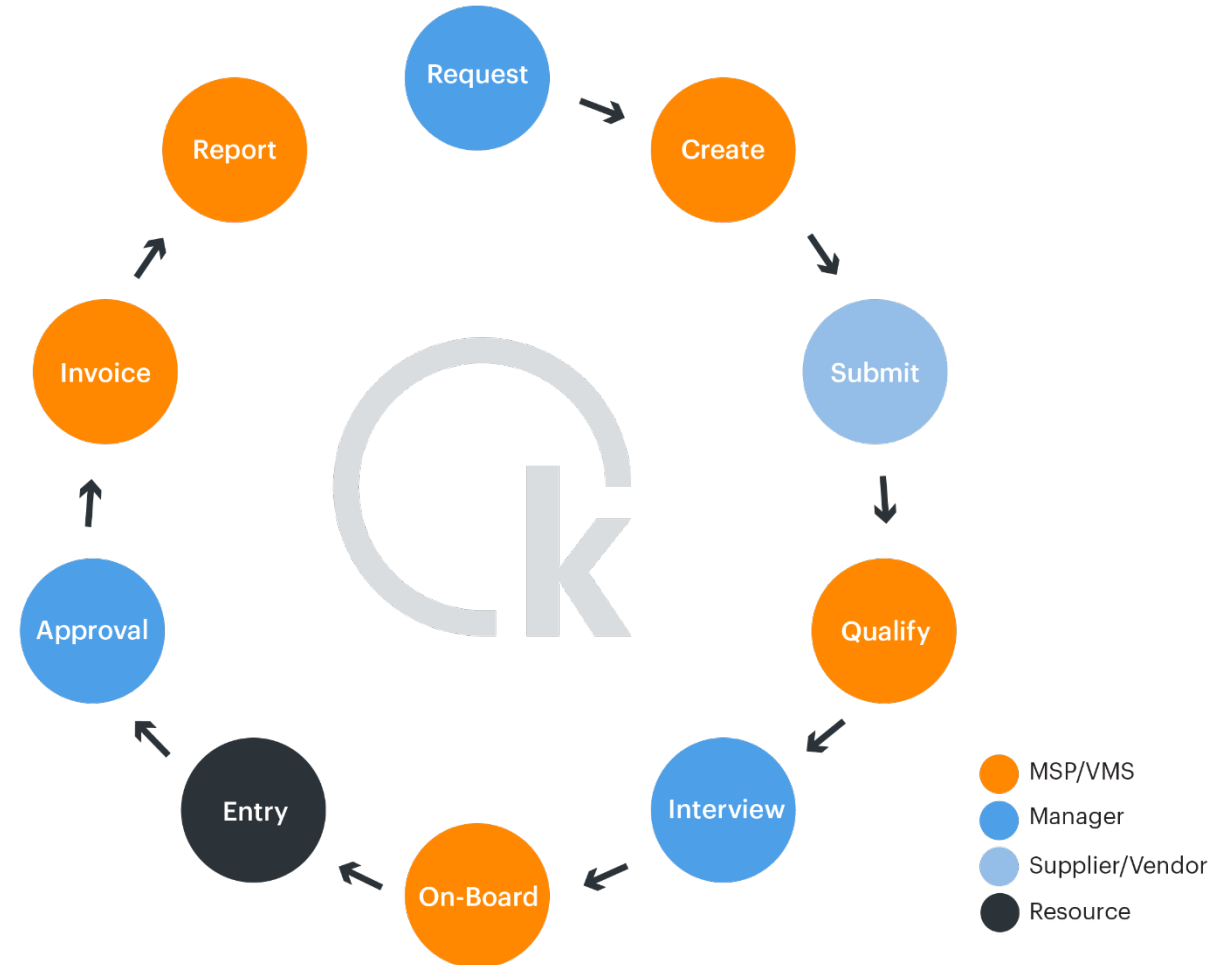
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- As the **Managed Service Provider (MSP)**, Knowledge Services takes on primary responsibilities for managing an organization's contingent/temporary/contractor workforce program, project/milestone deliverable work and staffing suppliers.
- dotStaff™ 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.

IT Staff Augmentation

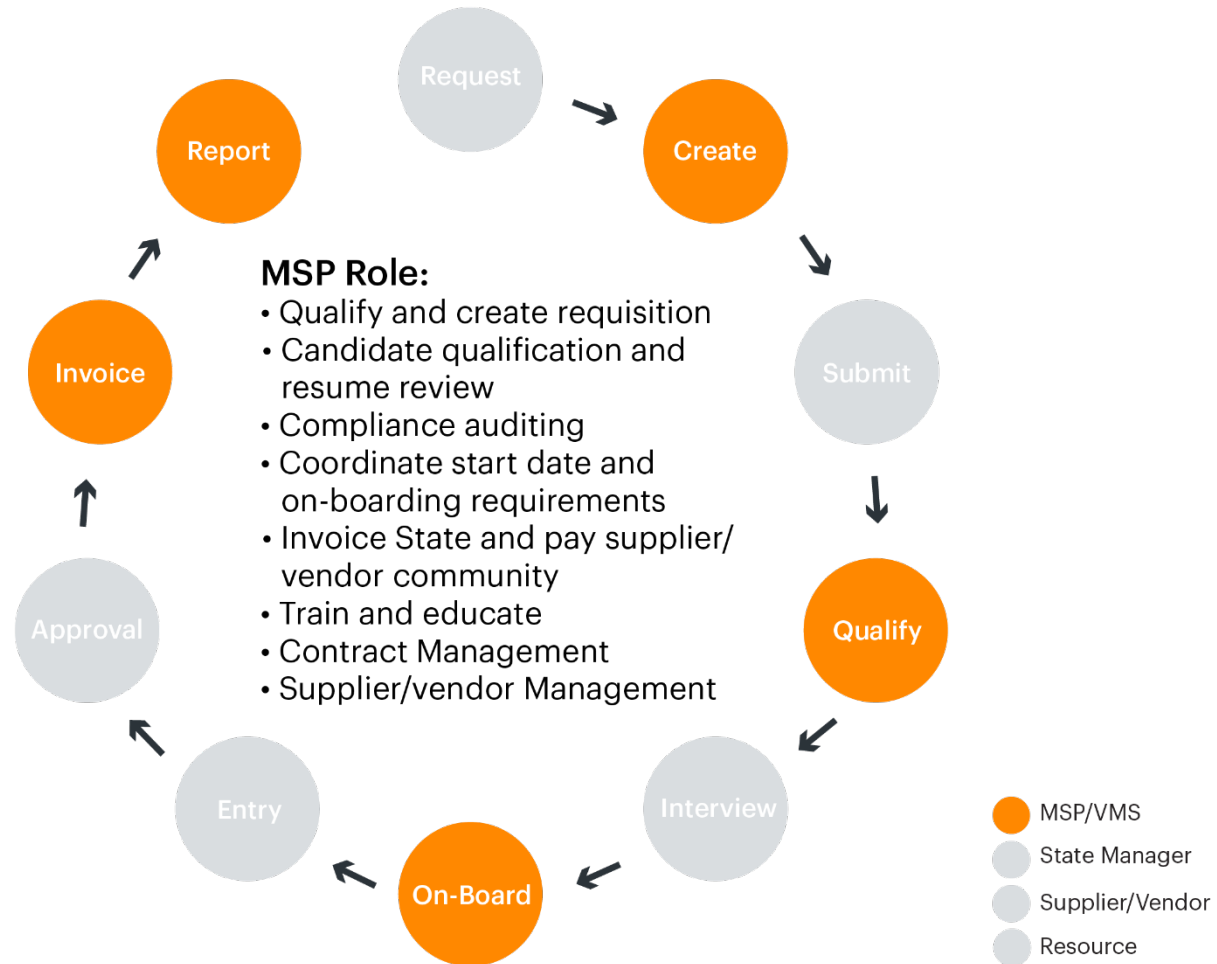
Process Workflow - Overall

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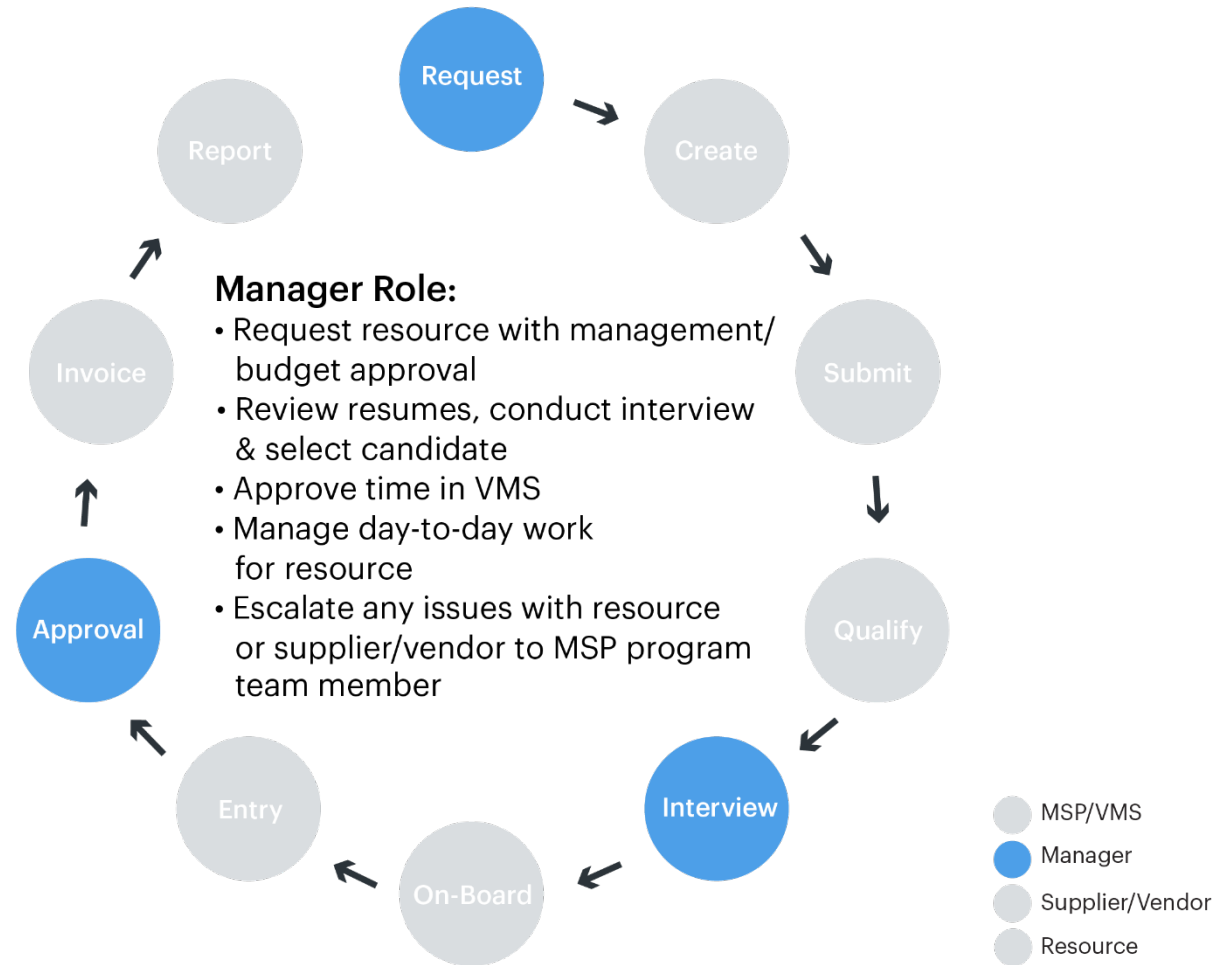
Process Workflow – MSP Role

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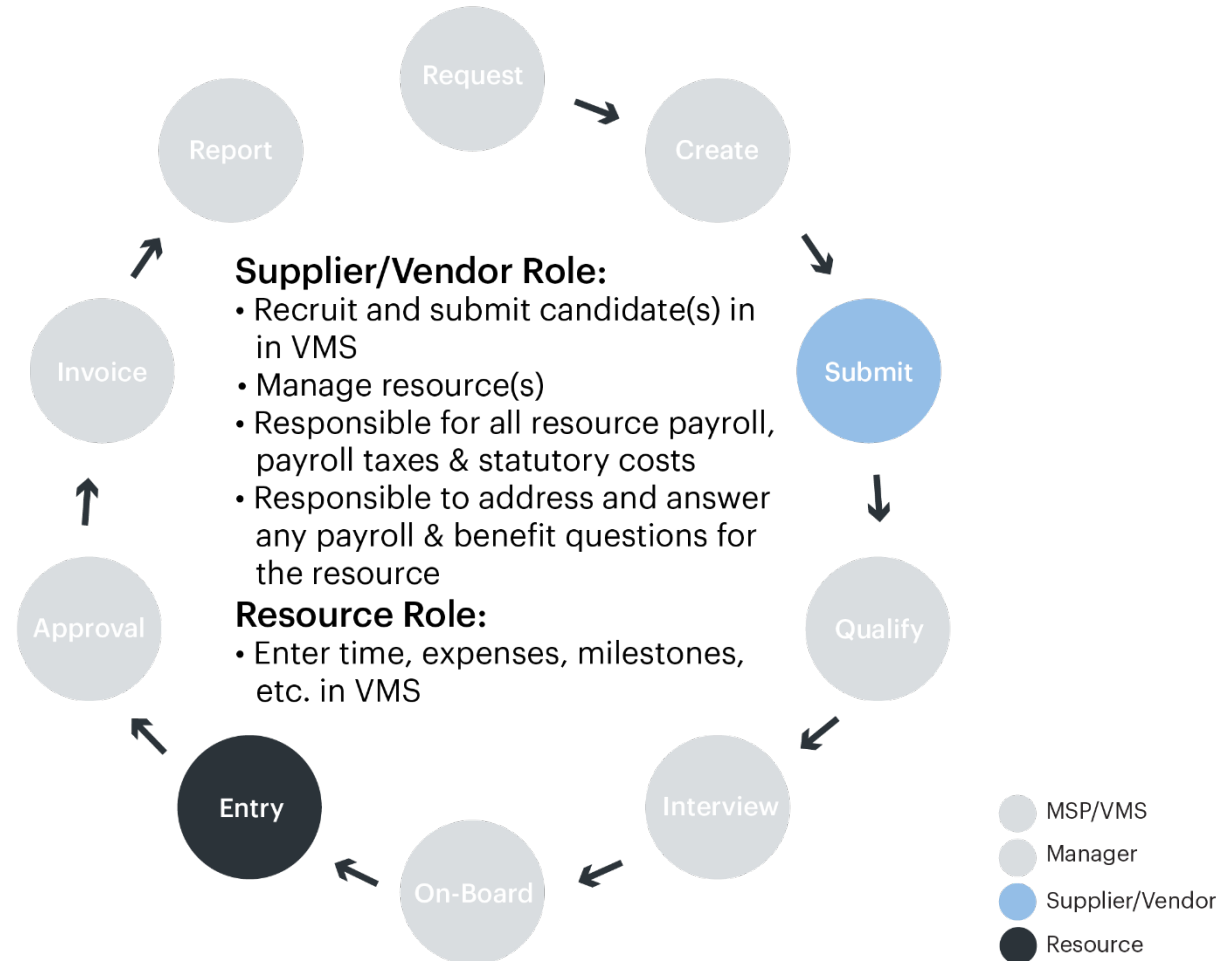
■ Process Workflow – Manager Role

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■ Process Workflow – Supplier/Resource Role

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IT Statement of Work (SOW) Projects

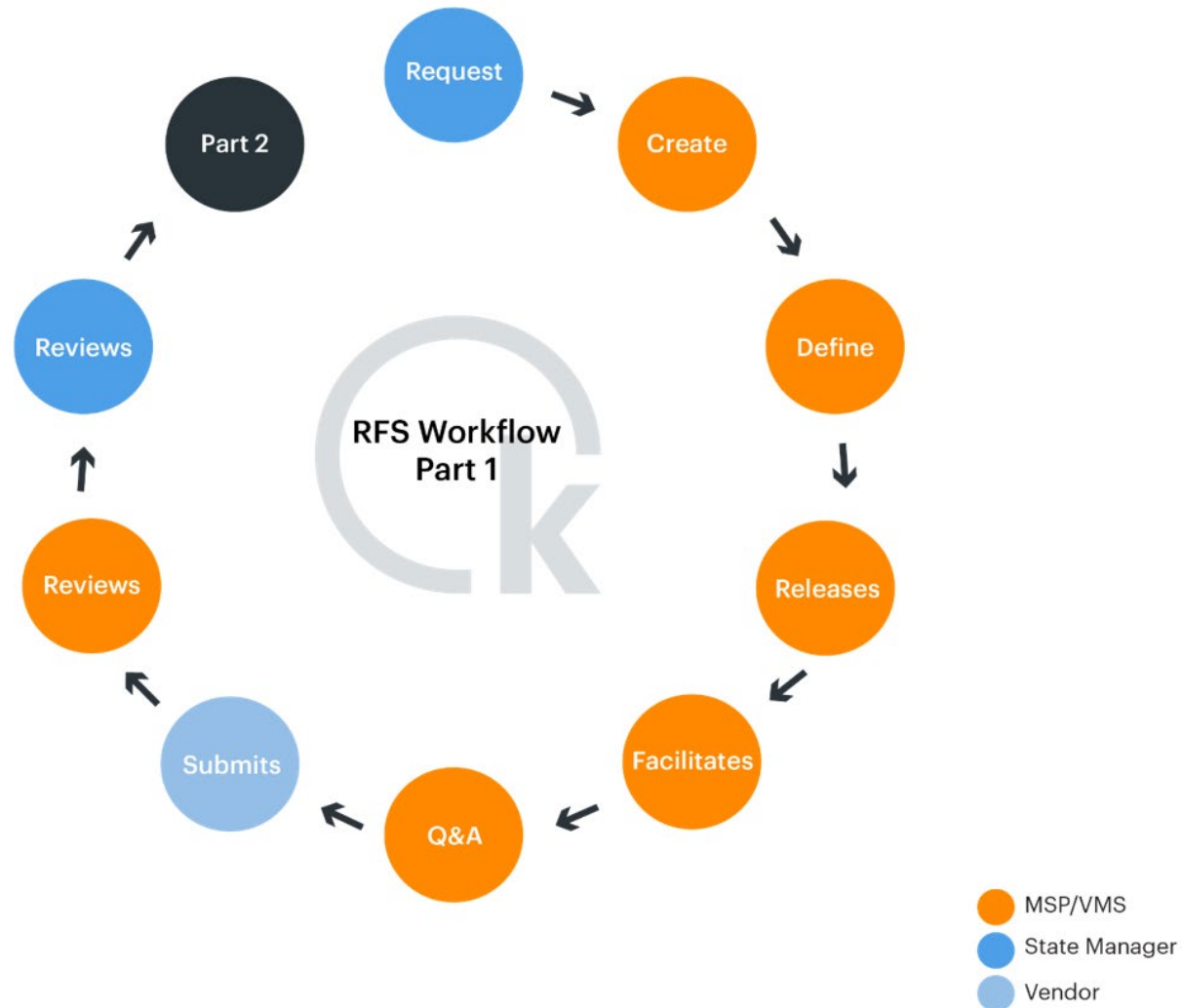
■ Definitions

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- MSP – Managed Service Provider (Knowledge Services)
- VMS – Vendor Management System (dotStaff TM)
- Contract Holder – Knowledge Services (KS)
- Client – the State, the Agency
- State Manager – Agency point of contact
- Request for Services (RFS) – The solicitation for services distributed to the Vendors
- Statement of Work – Activities, deliverables and timeline a vendor must execute
- Fixed-Bid Based – One payment issued at the completion of a project
- Milestone Based – Payment issued per milestone completed
- Deliverable Based – Payment issued per deliverables completed
- Time and Materials Based – Payment issued monthly, based upon hours worked

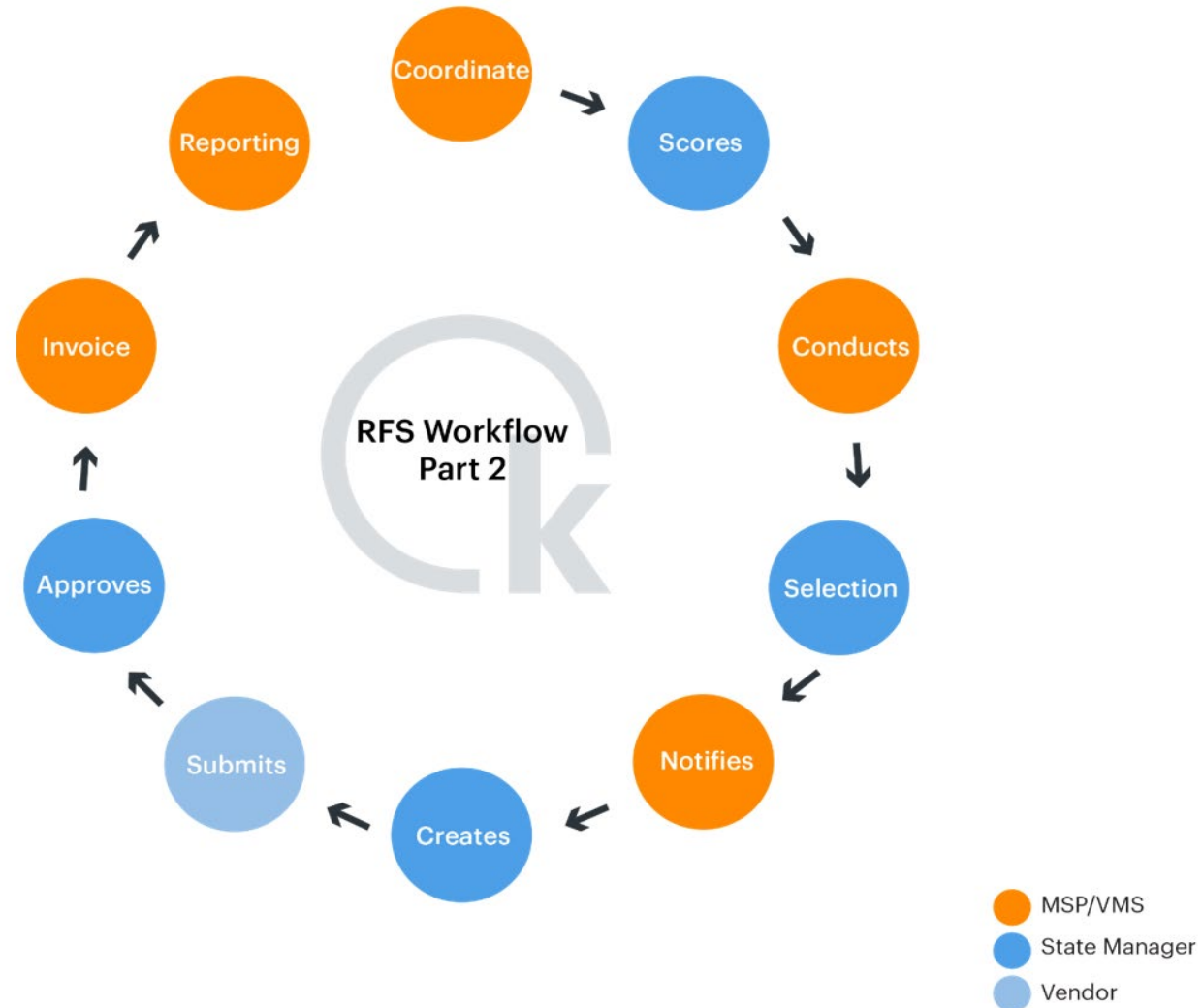
■ SOW RFS Process Overview

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■ SOW RFS Process Overview

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Required Documents

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Request for Project Services Template Details of project background, deliverables, and pertinent project details	Project Timeline Identified deadlines for pre-proposal conference call, Q&A, and proposal due date	Q&A Template Template for vendors to submit written questions and for Agency responses	Project Services Evaluation Template for award criteria
Work Order (WO) Work Order is created based on approved proposal	Purchase Order (PO) Agency issues PO based on fully-executed Work Order provided by the Knowledge Services MSP Team	Change Order (CO) Any SOW modifications will need to be communicated to the MSP and must be agreed upon by all parties	Project Close Out Document Template for agency to confirm completion to vendor after project completion

■ State of Delaware Objectives

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- Single MSP provider
- Cost savings
- Transparency & visibility
- Governance & compliance
- Streamlining processes via Vendor Management System
- Competitive bidding environment

■ Requirements

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- Participating suppliers must sign supplier MSA with Knowledge Services
 - Current suppliers will be invited to participate
- Bill Rate Card – hourly, not-to-exceed rates by job title
 - Incumbent IT project staffing/cyber security resources grandfathered in at existing bill rates, unless otherwise directed by the State
- 1% MSP Fee
- Monthly invoicing with net 30-day payment terms
- Supplier-funded fingerprint background checks, as required by State

■ Not to Exceed Bill Rate Structure

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State of Delaware IT MSP Program Not-to-Exceed Rate Card

Job Title	Item Number	Hourly Rate
Business Analyst	BA1	\$67.55
Business Analyst	BA2	\$79.62
Business Analyst	BA3	\$89.53
Business Subject Matter Expert	BSME1	\$72.77
Business Subject Matter Expert	BSME2	\$84.72
Business Subject Matter Expert	BSME3	\$94.86
CADD/GIS Administrator	CGA1	\$67.86
CADD/GIS Administrator	CGA2	\$81.43
CADD/GIS Administrator	CGA3	\$90.24
Computer Operator	CO1	\$25.04
Computer Operator	CO2	\$30.89
Computer Operator	CO3	\$37.99
Continuity of Operations Specialist	COS1	\$58.10
Continuity of Operations Specialist	COS2	\$66.24
Continuity of Operations Specialist	COS3	\$76.98

■ Employer of Record Program/Payrolling Services

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When staff augmentation resources are identified/recruited (and possibly interviewed, tested, and approved) by the State, Knowledge Services may become the Employer of Record (EOR), responsible for administering payroll and payroll related costs, as well as all employer mandated taxes and insurances.

- **EOR / Payrolling Services Schedule:**

- Mark Up Rate is 25% for W2 Resources and 7.5% for IC/1099s
- If prescreening is required, Knowledge Services completes all required prescreening for assignment.

Implementation Timeline

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Phase 2 - IT Staff Augmentation and SOW Projects	
Communication - Internal & External	Ongoing
Kick Off Meetings	Week of August 22 nd
Supplier Enrollment	Week of August 22 nd
Agency Discovery Meetings	Weeks of Sept 5 th – Sept 12 th
Supplier MSA Due Date	Friday, September 16 th
Manager Program and VMS Training	Week of October 3 rd
Supplier Program and VMS Training	Week of October 3 rd
Program Go Live for New IT SOW Requisitions	Monday, October 10 th , 2022
Incumbent IT Project Staffing/Cyber Security Resources Go Live for Time Entry	Monday, October 10 th , 2022

■ Next Steps

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- Suppliers complete & return Master Services Agreement (MSA) – due by Friday, September 16th
 - Compliant COI must be maintained throughout the contract to maintain access to opportunities
- Knowledge Services to schedule Discovery Meetings with State Agencies
- Managers register to attend training
- Managers update & return data sheets as needed to provide information on incumbent IT project staffing/cyber security resources

■ Discovery Meetings

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- **Purpose:** To ensure that our team is fully educated about the processes, needs, expectations, standards and the strengths/weaknesses of current practices within each Agency
- **What to expect:** Approx. 1 hour conference call by Agency/Division to discuss the current temporary labor procurement process and to identify any unique business needs and/or requirements for the Agency
- **Who to include:** Managers who utilize temporary labor most often (power users), Agency HR and Accounting contacts who are familiar with the temporary labor procurement process and Agency requirements
- **Information Requested:**
 - Current temporary labor procurement process
 - Agency/Division background check/drug screening requirements
 - Onboarding requirements (required paperwork, security clearances, badges, etc.)
 - Invoicing contacts and invoicing requirements
 - Job titles and descriptions currently in use

■ 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 IT project staffing/cyber security resources and for those who may have a need for resources or SOW project services in the future
- **What to expect:** 1 hour of program and VMS-based training
- **Who to include:** All Client users involved in the IT staff augmentation resource/project procurement process – resource managers, time approvers, HR and accounting contacts

■ Common State Manager Questions

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- **What happens to my existing IT project staffing/cyber security/disaster recovery resources?**
 - All incumbent IT project staffing/cyber security/disaster recovery resources in place today will continue their current assignments as directed by the State of Delaware
 - Incumbent resources will be rolled into the MSP program effective Monday, October 10th (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 and project needs that are released through the MSP Program.
 - Additional suppliers can be added to the supplier pool as needed.

■ State of Delaware Manager Website

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

Site Includes:

- Important Reminders
- Program Information
- dotStaff™ Training materials

Questions

Contact Us

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Thank you