



knowledge services

STATE OF DELAWARE  
MANAGED SERVICE PROVIDER (MSP)  
IT STAFF AUGMENTATION AND SOW PROJECT SERVICES  
STATE USER TRAINING SESSION

October 2022

# Agenda

## Serving those who serve others

- Introductions
- Knowledge Services Overview
- Industry Definitions
- Process Overview
- Program Requirements
- MSP Process Requirements
- Statement of Work (SOW) 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 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 <sup>th</sup>    |
|         | b. Incumbent IT Staff Augmentation Resource Transition Go Live<br><i>Replacing GSS 15597-IT_SERVICES</i>        | Monday, August 15 <sup>th</sup>  |
| Phase 2 | Statement of Work (SOW) Project Staffing Go Live<br><i>Replacing DTI16630-ITSTFFSVCS and GSS17557-CYBER_SEC</i> | Monday, October 10 <sup>th</sup> |

# ■ 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**

# ■ MSP Staff Augmentation Request Process

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1. Agency Manager creates a draft Posting in dotStaff™
2. MSP Program Team conducts intake call with Agency Manager
3. MSP Program Team releases requisition 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 Agency Manager's preference
7. Agency Manager, or MSP Program Team on behalf of the Agency Manager, requests interviews through dotStaff™
8. Agency Manager conducts interviews and notifies MSP Program Team of selected candidate(s) for position
9. MSP Program Team requests Best and Final Offer (BAFO) from Supplier
10. Agency Manager or MSP Program Team accepts the Bid of the selected candidate in dotStaff™



# ■ MSP Staff Augmentation Request Process - continued

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11. Supplier confirms Candidate acceptance of the position by accepting the Engagement Request in dotStaff™
12. MSP Program Team works with Supplier to complete onboarding requirements for accepted Candidate
13. Agency Manager provides PO to MSP Program Team
14. MSP Program Team finalizes start date with Agency Manager and Supplier
15. Agency Manager or MSP Program Team rejects remaining candidate bids on the Posting in dotStaff™ providing reasons for rejection
16. Resource begins assignment and enters time in dotStaff™
17. Designated Time Approver(s) approves time in dotStaff™
18. dotStaff™ generated invoices sent to the State monthly
19. State pays Knowledge Services
20. Knowledge Services pays the Suppliers



# ■ Intake Call Overview

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

# ■ Program Requirements

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- Participating suppliers must sign vendor MSA with Knowledge Services
  - Phase 2 suppliers have been invited to participate
- Bill Rate Card – hourly, not-to-exceed rates by job title
  - Incumbent staff augmentation resources grandfathered in at existing bill rates, unless otherwise directed by the State
- 1% MSP Fee
- Monthly invoicing with net 30 payment terms
- Supplier-funded SBI fingerprint background checks, as required by the State
- Sex Offender Registry Check
  - Required for onsite resources and for those working with vulnerable populations

# ■ 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     |

## ■ Program Requirements, contd.

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- Sub-vendors limited to “One Level Deep”
  - Must be pre-approved by MSP via email at requisition level
- Service Level Agreements

# Service Level Agreements

| Service Level Metric                                          | Target Service Level | Service Level Description                                                                                                                                           | Metric Calculation                                                                                                                                |
|---------------------------------------------------------------|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| Resume Submittal Response Time                                | 92%                  | Measures response time from approved request to delivery of candidate resumes.                                                                                      | Average number of requisitions which received first batch review within four business days                                                        |
| Round One Fill Rate                                           | 92%                  | Measures ability to satisfactorily fulfill request with first round of resumes submitted to requestor.                                                              | Total number of filled positions resulting from the first round of resumes / total number of requisitions filled                                  |
| Customer Service Response Time: Manually Generated            | 100%                 | Confirmation and estimated resolution time for inquiry by email, phone or within four (4) business hours during business hours.                                     | Number of inquiries meeting response time requirement/total number of inquiries                                                                   |
| Retention Rate                                                | 3% or lower          | Measures the percentage of resources that leave before the end of their engagement, not at the direction of the State.                                              | Number of turnovers leaving before the end of their engagement on a quarterly basis.                                                              |
| Resource Dismissal                                            | 1% or lower          | Measures number of resources dismissed due to inadequate resource performance.                                                                                      | Number of turnovers (due to inadequate performance) / total number of resources engaged through end of the quarter including SLA exempt resources |
| Resource's meeting Technical Criteria                         | 99% or higher        | Measures quality of resources submitted to manager. Resumes need to meet technical requirements.                                                                    | Number of resumes meeting technical requirements by score submitted to manager / total numbers of resumes submitted to manager                    |
| Attrition Rate                                                | 5% or lower          | Measures resource turnover due to unplanned situations that are not caused by the State of Delaware, excluding inadequate performance, death, serious illness, etc. | Number of unplanned turnovers within the quarter / total number of resources engaged through end of the quarter including SLA exempt resources    |
| Candidates Interviewed                                        | 80%                  | Measures the number of candidates who fulfill interview requests.                                                                                                   | Number of candidates interviewed / total number of candidates requested for interview                                                             |
| Candidates fulfilling offers of engagement / failure to start | 95%                  | Measures the number of candidates who start engagements after offer acceptance. Measures false starts.                                                              | Number of candidates starting engagements / total number of candidates accepting offers of engagement                                             |

# ■ 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.

# ■ MSP Process Requirements

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- Submission Process
  - Resume
  - Candidate Cover Sheet (screenshot)
  - Right to Represent
- Interview Process
  - Agency Manager/MSP Program Team requests interviews through dotStaff™ with selected candidates
  - Upon selection, Agency Manager/MSP Program Team accepts the bid of the selected candidate bids in dotStaff™
- Onboarding Requirements
  - Fingerprint Background Check
  - Sex Offender Registry Check
  - Temporary Worker Agreement
  - W2/IC 1099 Employment Status Validation Form
  - Confirmation of E-Verify Completion
  - Any agency specific onboarding requirements

# ■ Candidate Cover Sheet

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## State of Delaware 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 Delaware. 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.

# ■ MSP Process Requirements

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- Off-boarding Processes
  - Termination Process
  - Suppliers are responsible for cost of shipping State property back to the State immediately
  - MSP Program Team to end Resource's contract in dotStaff™
- Weekly Supplier Calls
- Visa Renewal Letter Process (screenshot)
- Suppliers must adhere to the MSP Process for all open requisitions

# ■ Visa Renewal Letter Process

<https://forms.dotstaff.com/en-US/tenants/SODE/forms/9d40534a-430b-4181-a968-75edd5a5d4c7>

State of Delaware MSP Program

Visa Letter Request

Please direct questions to the State of Delaware MSP Program Team at: [DEMSP@knowledgeservices.com](mailto:DEMSP@knowledgeservices.com)

Supplier Information

Prime Supplier Company Name (Supplier within Program) \*

Prime Supplier Contact Submitting Request First Name \*

Prime Supplier Contact Submitting Request Last Name \*

Prime Supplier Contact Submitting Request Email Address \*

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 \*

Direct Employer/Visa Holder Main Point of Contact Last Name \*

Direct Employer/Visa Holder Email Address \*

Direct Employer/Visa Holder Phone # \*

Resource Information

Resource Full Legal Name \*

Client Department/Agency Utilizing Contract Resource \*

Resource Start Date \*

mm/dd/yyyy

# IT Statement of Work (SOW) Projects

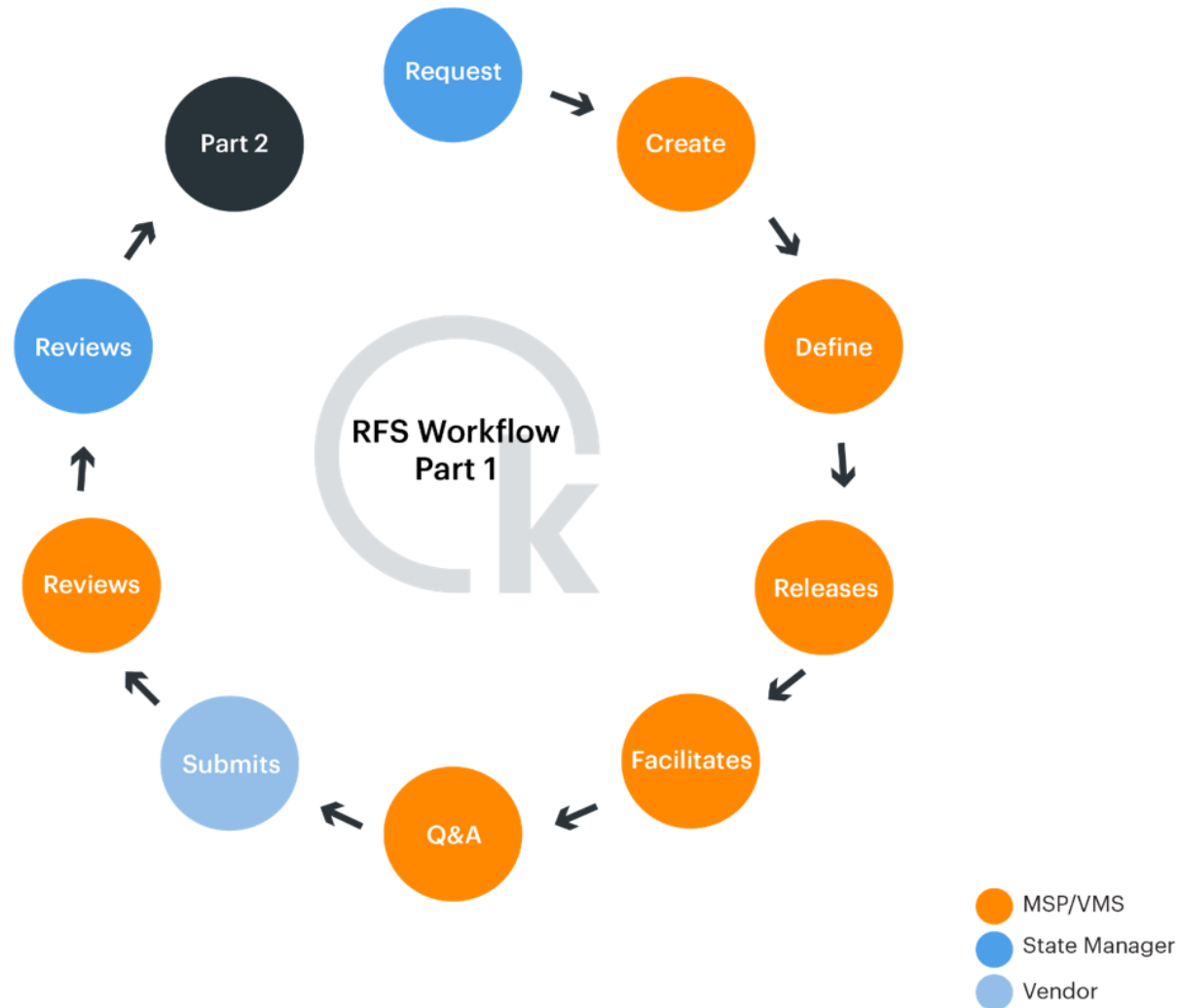
# ■ Definitions

## Serving those who serve others

- MSP – Managed Service Provider (Knowledge Services)
- VMS – Vendor Management System (dotStaff <sup>TM</sup>)
- 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

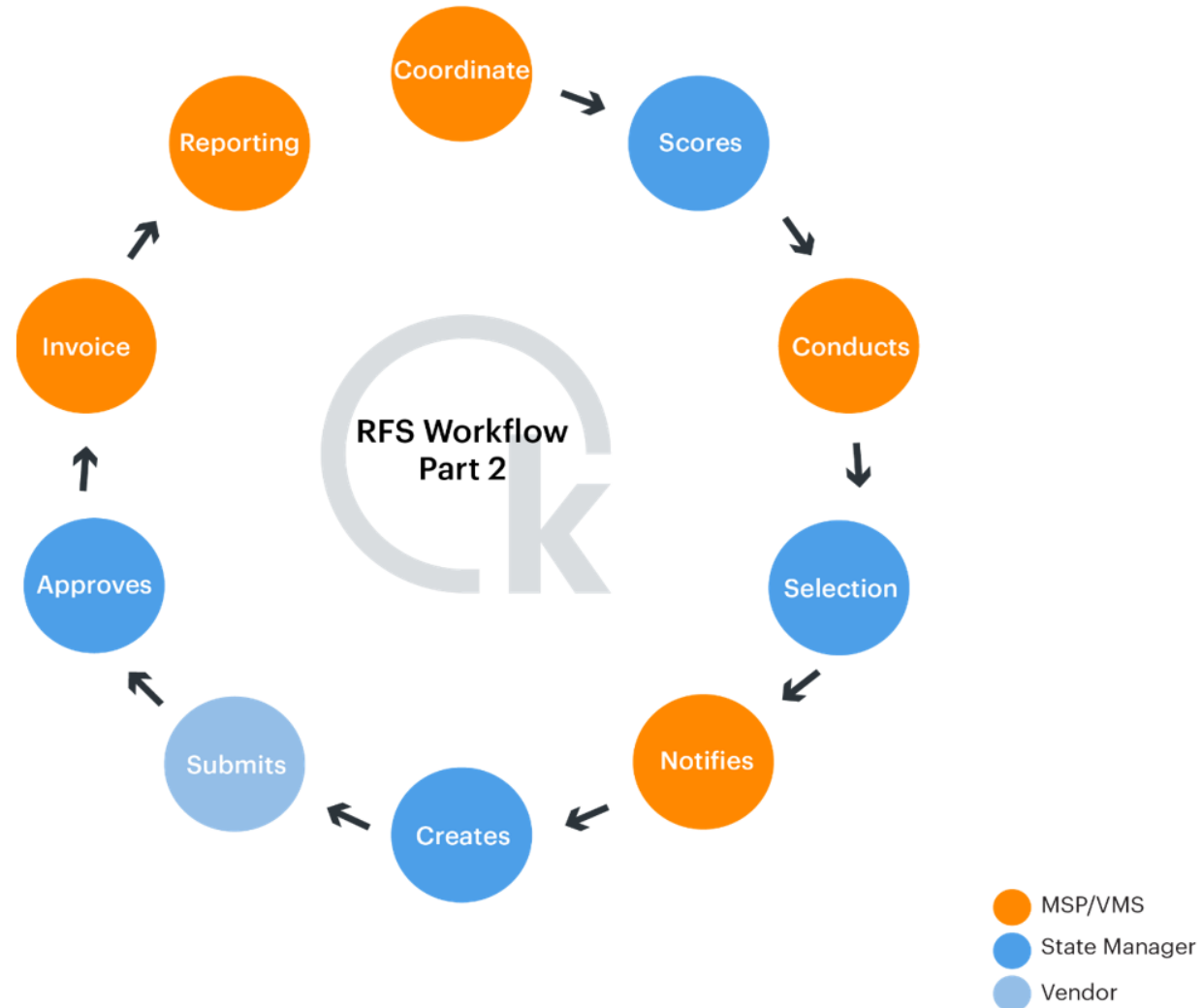
# ■ SOW RFS Process Overview

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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

# Request for Project Services Template

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## Project Background

### PROJECT OVERVIEW

1. Project Identification
  - a. Project Purpose and Objective  
[Redacted]
  - b. Background  
[Redacted]
2. Acronyms/Definitions  
[Redacted]
3. Scope of Work & Deliverables
  - a. Services Required  
[Redacted]
  - b. Deliverables  
[Redacted]
  - c. In Scope  
[Redacted]
  - d. Out of Scope  
[Redacted]
  - e. Environment  
[Redacted]
4. Pricing Model
  - a. Milestone/Deliverable: To be utilized when invoicing/payment will be submitted after approval of milestones and/or deliverables. Project Manager and/or Project Sponsor to indicate Milestones/Deliverables for which they are looking to be submitted.
  - b. Fixed-bid: To be utilized when invoicing/payment will be submitted when the project is completed.

# Project Timeline Template

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| Timeline / Important Dates                                                                                                                     |                                                               |
|------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|
| Activity                                                                                                                                       | Date                                                          |
| Issue of SOW/Project Request for Services                                                                                                      |                                                               |
| Deadline for Vendors to Submit Written Questions to <a href="mailto:DEMSP@knowledgeservices.com">DEMSP@knowledgeservices.com</a> by 2:00pm EST |                                                               |
| Agency Answers to Written Questions                                                                                                            |                                                               |
| Proposals Due in dotStaff™ by 2:00pm EST                                                                                                       |                                                               |
| Evaluation of Proposals                                                                                                                        |                                                               |
| Best and Final Offers                                                                                                                          |                                                               |
| Services Awarded                                                                                                                               |                                                               |
| Services Start                                                                                                                                 | Upon fully-executed work order and issuance of purchase order |

*The above timeline is only an illustration of the SOW/Project RFS process. The dates associated with each step are not to be considered binding. Due to the unpredictable nature of the SOW/Project RFS process in general, these dates are commonly subject to change. At the conclusion of the evaluation process, all Respondents will be informed of the evaluation team's findings.*

# Q&A Template

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[illegible]

# Project Services Evaluation Template

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## Evaluation Process and Criteria

Proposals will be evaluated based upon the proven ability of the Respondent to satisfy the requirements of the Request for Project Services in a cost-effective manner.

### Summary of Evaluation Criteria:

| Criteria                               | Points               |
|----------------------------------------|----------------------|
| 1. Adherence to Mandatory Requirements | Pass/Fail            |
| 2. Management Assessment/Quality (MAQ) | 70 available points  |
| 3. Cost (Cost Proposal)                | 30 available points  |
| Total                                  | 100 available points |

# Work Order Template

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**Managed Service Provider**  
Request for Project Services Work Order

**Project Name:**

**State Agency:**

**Vendor:**

**Project Start Date:**

**Work Order Description/Justification (See attached Statement of Work)**

| Milestone/Deliverable or Services Description | Cost |
|-----------------------------------------------|------|
| Deliverable:                                  | \$   |
| Deliverable:                                  | \$   |
| Deliverable:                                  | \$   |
| Deliverable:                                  | \$   |
| Deliverable:                                  | \$   |
| Total Project Cost                            | \$   |

Master Agreement No. DTI210043-IT\_STAFF\_MSP

Until the contract is approved and fully executed, any actions you take in reliance of contract approval are at your own risk. Therefore, it may be unwise to expend funds or incur expenses in anticipation that contract negotiations will be successful and a tendered contract will be approved.

Vendor must log into dotStaff and submit the milestone for approval and invoicing upon completion of the work. Agency will be invoiced upon approval of the milestone within the dotStaff system.

**\* Any additional modifications will only be authorized by a Change Order issued through the requesting agency.**

| Authorization               |                     |      |
|-----------------------------|---------------------|------|
| Vendor Authorized Signature | Vendor Printed Name | Date |
|                             |                     |      |
| Agency Authorized Signature | Agency Printed Name | Date |
|                             |                     |      |
| MSP Authorized Signature    | MSP Printed Name    | Date |
|                             |                     |      |

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# Change Order Template

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Managed Service Provider

Request for Services - Change Order

Project Name:

State Agency:

Vendor:

Change Order #:

Project Start Date:

Work Order Description/Justification (See attached Statement of Work)

| Milestone/Deliverable or Services Description | Cost |
|-----------------------------------------------|------|
| Deliverable 1:                                | \$   |
| Deliverable 2:                                | \$   |
| Deliverable 3:                                | \$   |
| Deliverable 4:                                | \$   |
| Total Change Order Cost                       | \$   |
| Total Project Cost                            | \$   |

Master Agreement No. DTI210043-IT\_STAFF\_MSP

Until the contract is approved and fully executed, any actions you take in reliance of contract approval are at your own risk. Therefore, it may be unwise to expend funds or incur expenses in anticipation that contract negotiations will be successful and a tendered contract will be approved.

Vendor must log into dotStaff and submit the milestone for approval and invoicing upon completion of the work. Agency will be invoiced upon approval of the milestone within the dotStaff system.

\*Any additional modifications will only be authorized by a Change Order issued through the requesting agency.

| Authorization               |                     |      |
|-----------------------------|---------------------|------|
| Vendor Authorized Signature | Vendor Printed Name | Date |
|                             |                     |      |
| Agency Authorized Signature | Agency Printed Name | Date |
|                             |                     |      |
| MSP Authorized Signature    | MSP Printed Name    | Date |
|                             |                     |      |

# Project Close Out Template

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|                          |                    |              |
|--------------------------|--------------------|--------------|
| Project Name:            | Vendor:            | Prepared By: |
|                          |                    |              |
| Customer/End User Group: | Sponsoring Agency: | Date:        |
|                          |                    |              |

## 1 Project Lessons Learned

The objective of this report is gathering all relevant information for better planning of later project stages and future projects, improving implementation of new projects, and preventing or minimizing risks for future projects.

### 1.1 Project Successes and Contributors

| Success Description | Factors that Supported the Success               |
|---------------------|--------------------------------------------------|
|                     | <ul style="list-style-type: none"><li></li></ul> |
|                     | <ul style="list-style-type: none"><li></li></ul> |

### 1.2 Project Shortcomings, Cause, and Actions

| Shortcoming Description | Project Area | Suggested Remediation Action |
|-------------------------|--------------|------------------------------|
|                         |              |                              |
|                         |              |                              |

## PERFORMANCE APPRAISAL 1=UNSATISFACTORY, 2=FAIR, 3=SATISFACTORY, 4=OUTSTANDING

| Factor                                                                                          | 1 | 2 | 3 | 4 | Comments |
|-------------------------------------------------------------------------------------------------|---|---|---|---|----------|
| Ability to achieve project objectives                                                           |   |   |   |   |          |
| Effectiveness in overall project direction and leadership during all phases                     |   |   |   |   |          |
| Ability to effectively communicate with customer, sponsor, project team, and other stakeholders |   |   |   |   |          |
| Overall Attitude                                                                                |   |   |   |   |          |
| Ability to effectively use organizational resources                                             |   |   |   |   |          |
| Ability to build and maintain an effective project team                                         |   |   |   |   |          |
| Effective project planning                                                                      |   |   |   |   |          |
| Effective project execution and control                                                         |   |   |   |   |          |
| Ability to sustain high level of customer satisfaction                                          |   |   |   |   |          |

Additional comments

|  |
|--|
|  |
|--|

# 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 <sup>nd</sup>                       |
| Supplier Enrollment                                                           | Week of August 22 <sup>nd</sup>                       |
| Agency Discovery Meetings                                                     | Weeks of Sept 5 <sup>th</sup> – Sept 12 <sup>th</sup> |
| Supplier MSA Due Date                                                         | Friday, September 16 <sup>th</sup>                    |
| Manager Program and VMS Training                                              | Week of October 3 <sup>rd</sup>                       |
| Supplier Program and VMS Training                                             | Week of October 3 <sup>rd</sup>                       |
| Program Go Live for New IT SOW Requisitions                                   | Monday, October 10 <sup>th</sup> , 2022               |
| Incumbent IT Project Staffing/Cyber Security Resources Go Live for Time Entry | Monday, October 10 <sup>th</sup> , 2022               |

# ■ dotStaff™ Demonstration

## Serving those who serve others

- dotStaff™ Postings
  - Creating Postings
  - Reviewing Bids/Candidate Resumes
  - Viewing SOW Postings
  - Submitting Bids/Documents
  - Reviewing Project Bid Statuses
- Requesting Candidate Interviews
- Accepting/Rejecting Candidate Bids
- Onboarding Checklist
- Time Approval/Milestone Approval
- Weekly Performance Feedback
- Reporting



# ■ State of Delaware Manager Website

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

Site Includes:

- Important Reminders
- Program Kick Off Presentation
- Program Information
- dotStaff™ Training materials

# Questions

## Contact Us

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**Thank you**