



knowledge services

STATE OF DELAWARE
MANAGED SERVICE PROVIDER (MSP)
IT STAFF AUGMENTATION
STATE USER TRAINING SESSION

June 2022

■ Agenda

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

■ 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
 - Suppliers with active resources and spend in the last fiscal year 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
 - Temporary Worker Agreement
 - W2/IC 1099 Employee 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.

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■ 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

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 *

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 *

■ Implementation Timeline

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Phase 1 - IT Staff Augmentation	
Communication - Internal & External	Ongoing
Kick Off Meetings	Week of May 16 th
Supplier Enrollment	Week of May 23 rd
Agency Discovery Meetings	Weeks of May 23 rd – May 30 th
Supplier MSA Due Date	Friday, June 17 th , 2022
Manager Program and VMS Training	Weeks of June 20 th and June 27 th
Supplier Program and VMS Training	Weeks of June 20 th and June 27 th
Program Go Live for New Staff Augmentation Requisitions	Tuesday, July 5 th , 2022
Incumbent Staff Augmentation Resources Go Live for Time Entry	Monday, August 15 th , 2022

dotStaff™ Demonstration

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- dotStaff™ Postings
 - Creating Postings
 - Reviewing Bids/Candidate Resumes
- Requesting Candidate Interviews
- Accepting/Rejecting Candidate Bids
- Onboarding Checklist
- Time 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