



knowledge services

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

October 2022

■ Agenda

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- 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

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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

■ 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 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

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Service Level Metric	Target Service Level	Service Level Description	Metric Calculation
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
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
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
Candidates Interviewed	80%	Measures the number of candidates who fulfill interview requests.	Number of candidates interviewed / total number of candidates requested for interview
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

■ MSP Process Requirements

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- Submission Process
 - Resume
 - Candidate Cover Sheet (screenshot)
 - Right to Represent (screenshot)
 - Sub-Vendor Usage Request Form, if applicable (screenshot)
- 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 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.

■ Right to Represent Form

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- 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

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From: Candidate Name <email@email.com>
Sent: Monday, June 2, 2022 11:08 AM
To: Vendor Company Contact <contact@vendorcompany.com>
Subject: RE: DEMSP Right to Represent - Posting ID 123456

I, 'Candidate Name', give 'Vendor Company Name' permission to submit my resume to Posting ID 123456.

Thank you,

Candidate Name

From: Vendor Company Contact <contact@vendorcompany.com>
Sent: Monday, June 2, 2022 10:50 AM
To: Candidate Name <email@email.com>
Subject: DEMSP Right to Represent - Posting ID 123456

Hello,

Please confirm that 'Vendor Company Name' has the right to submit you for consideration to the Programmer 2 position at the State of Delaware under Posting ID 123456.

Thank you,

Vendor Company Contact Name

Sub-Vendor Usage Request Form

<https://forms.dotstaff.com/en-US/public/SODE/forms/6c719b51-a8e0-41fc-bac2-23317e886cc5>

State of Delaware MSP Program

Sub-Vendor Usage Request Form

This form is to request the usage of a sub-vendor in the Knowledge Services State of Delaware MSP Program.
Please direct your questions to the State of Delaware Program Team at: DEMSP@knowledgeservices.com

dotStaff Posting ID# *

Supplier Company Name *

Sub-Vendor Name *

Resource First Name * Resource Last Name *

I confirm: *

☐ the above-named resource is a W2 of the above-named Sub-Vendor

I understand: *

☐ Knowledge Services limits sub-vendor usage to only one level and I certify only one level of sub-vendor will be used for this engagement should the resource be selected

I certify: *

☐ this sub-vendor has not been debarred in the State of Delaware

Supplier Representative First Name * Supplier Representative Last Name *

Supplier Representative Email *

■ MSP Process Requirements

Serving those who serve others

- Submission Process
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- Onboarding Requirements
 - Fingerprint Background Check
 - Temporary Worker Agreement
 - W2/IC 1099 Employment Status Validation Form (screenshot)
 - Confirmation of E-Verify Completion
 - Any agency specific onboarding requirements

Resource Employment Status Validation Form

<https://forms.dotstaff.com/en-US/public/SODE/forms/a4826f7a-6328-4f8d-b303-9f380d51eca7>

State of Delaware MSP Program

Resource Employment Status Validation Form

Supplier 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 Delaware Program Team at: DEMSP@knowledgeservices.com

Resource Information

Resource First Name *

Resource Last Name *

Client Department/Agency for Assignment *

Job Title for Assignment *

Assignment Start Date (within MSP Program)

Supplier Information

Prime Supplier Legal Name *

Prime Supplier DBA Name *

Prime Supplier Federal EIN *

Direct Employer of Resource *

Number of Sub-Vendors Involved in Engagement *

Supplier Certification Statement

*Must be completed by a Prime Supplier Representative who has signatory authority on behalf of the Prime Supplier within the MSP Program.

I certify that the information provided in this Form is true and correct to the best of my knowledge. I understand that the inaccuracy or falsification of any information provided may result in the termination of any Contract to provide services on behalf of Client. I further agree to notify Knowledge Services in the event of any change(s) to the information provided in this Form. Knowledge Services reserves the right to require additional information or documentation, upon request.

I certify that the above Resource is: *

a W2 Employee

an Independent Contractor (1099) and that our company has validated that the above Resource meets the definition of an Independent Contractor, per the IRS guidelines.

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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 *

IT Statement of Work (SOW) Projects

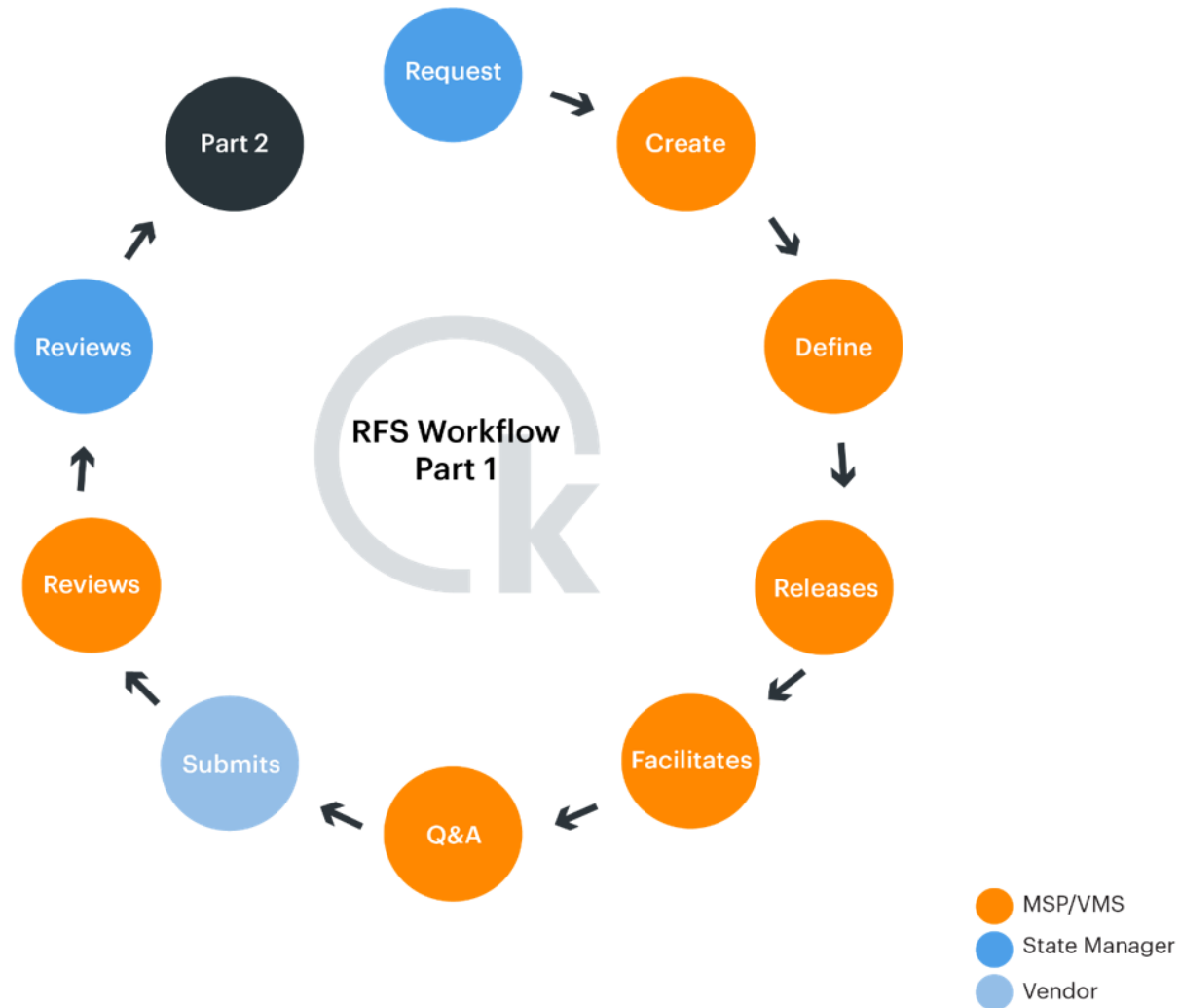
■ Definitions

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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

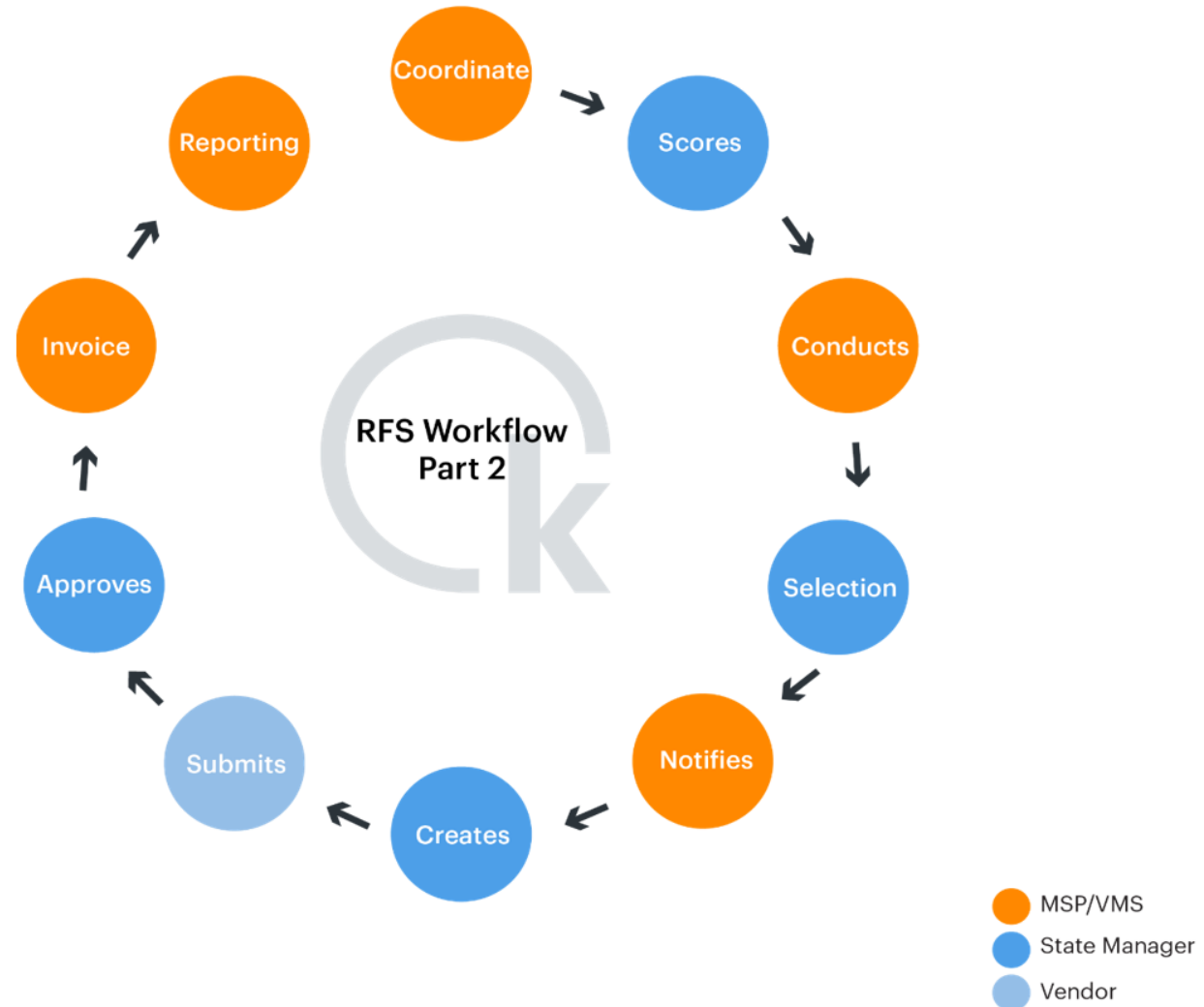
SOW RFS Process Overview

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SOW RFS Process Overview

Serving those who serve others



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 DEMSP@knowledgeservices.com 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



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

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

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■ Implementation Timeline

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Phase 2 - IT Staff Augmentation/Project Services	
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, Sept 16 th , 2022
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

■ dotStaff™ Demonstration

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



■ State of Delaware Supplier Website

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

Site Includes:

- Supplier Registration Information
- Program Kick Off Presentation
- Program Information
- dotStaff™ Training materials

Questions

Contact Us

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Thank you