knowledge services

Toll Free: 877.256.6948
Office: 317.578.1700
Fax: 317.578.7600

9800 Crosspoint Boulevard
Indianapolis, IN 46256
www.KnowledgeServices.com

DTI10043-IT_STAFF_MSP
IT STAFFING AUGMENTATION MSP
FAQ by Phased Transition Plan

Phased Transition Overview:

Contract Execution
Week of May 2nd

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Kick Off Meetings with State Users/Suppliers and Supplier Onboarding
Week of May 16th

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Discovery Meetings with Staff Augmentation Power Users
Weeks of May 23rd and May 30th

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Program and VMS Training with State Users and Suppliers
Weeks of June 20th and June 17th

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New Requests for Staff Augmentation are Released through KS
Tuesday, July 5th

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Incumbent Staff Augmentation Resources Transition to KS Contract at Current Rates
Monday, August 15th replacing GSS 15597-IT_SERVICES

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New Requests for Project Staffing are Released through KS
Monday, October 10th

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Incumbent Project and SOW Staffing Transition to KS at Current Rates
Monday, October 10th replacing DTI16630-ITSTFFSVCS and GSS17557-CYBER_SEC

Definitions:

MSP	A **Managed Service Provider (MSP)** is a company that takes on primary responsibility for managing an organization's contingent workforce program (consulting services workers).
VMS	A **Vendor Management System (VMS)** is an Internet-enabled contingent worker sourcing and billing application that enables an organization to procure and manage a wide range of contingent workers and services in accordance with the organization's business rules.
Staff Augmentation	In typical IT staff augmentation placements, State managers are managing the work product to include a resource's schedule, tasks, and work output.
Project Staffing (SOW)	In SOW projects, the supplier manages the work product (i.e. the number of resources completing the work, the hours spent completing the work, and the work output) and submits fixed-fee, pre-established milestones/deliverables for approval for invoicing as the project milestones are completed and accepted by the State.
MSP Fee	Vendor-funded Knowledge Services fee withheld from State payment prior to Vendor remittance. This fee is included in the resource bill rate. The MSP fee is inclusive of VMS usage.
Incumbent IT Staff Augmentation Resources	Contingent/temporary workers currently on assignment with the State through other IT staff augmentation contracts
Suppliers	Subcontractors who recruit and employ IT staff augmentation resources

Roles and Responsibilities:

This is a statewide, mandatory use IT contract that was transferred from GSS. The contract management sponsor is the DTI procurement team.

IT Staffing Augmentation	Project Staffing and SOW Deliverable Based Staffing	Consulting
• Covered by DTI210043-IT_STAFF_MSP • Mandatory use contract: Agencies leverage at need	• Covered by DTI210043-IT_STAFF_MSP • Mandatory use contract: Agencies leverage at need	• **NOT COVERED** by DTI210043-IT_STAFF_MSP • Open: Agencies leverage at need per their internal procurement policy

General Program FAQs

1. What current contracts does this impact?

GSS15597-IT_SERVICES, Information Technology Staff Augmentation Services
DTI16630-ITSTFFSVCS, Information Technology Project Staffing
GSS17557-CYBER_SEC, Cyber Security and Disaster Recovery Staffing Services

2. How was this vendor selected?

A selection committee that included multiple Agencies, many of whom are the State's largest consumers of the above contracts, ultimately selected Knowledge Services (KS). The committee was comprised of representatives from DelDOT, DHSS, DOS, DOE, DelJIS, and DTI. With the committee's guidance, DTI Procurement executed the state-wide contract. KS is the largest provider of MSP services to State governments: Arizona, Maine, Tennessee, Utah, Wisconsin, Mississippi, Missouri, North Dakota, Nevada, Colorado, Rhode Island, and Michigan.

3. Who will be the primary contact for this company as they work with each agency?

Jenna Lentz
(602)680-5568
DEMSP@knowledgeservices.com

4. What will happen to our current bill rates?

Rates are similar rate card schedules, but updated for 2022:

- The MSP program will utilize the Not-To-Exceed (NTE) Bill Rate Card by job title established in the contract.
- Timesheet submissions and approvals performed through VMS
    - KS offers a similar Vendor Management System (VMS)
    - Vendor educations: Kick-off to understand KS, process and tools followed by a separate training on VMS
- Invoices completed monthly by the ordering Agency
- Payment cycles should not be affected by the transition

5. What will happen to the Suppliers with whom I've always worked?

Decisions on what incumbent engagements to roll into the program are made by the ordering agency and not DTI. Knowledge Services will invite all current staffing suppliers to join the Knowledge Services MSP program. Communications will be provided to current staffing suppliers throughout the implementation regarding the new contract, registration instructions, incumbent data collection and training sessions. We expect that current staffing suppliers in the network will enroll with Knowledge Services to continue servicing the State. Additional staffing suppliers can be added to the supplier pool as needed. To summarize,

6. What is required from me with respect to time and effort?

You will be asked to participate in *one (1)* of several kick-off meetings and in *one (1)* of several education sessions that Knowledge Services will host. These sessions are approximately one (1) hour in duration. Power-using managers will also be asked to participate in a discovery meeting to share agency-specific requirements, processes, and business needs around staff augmentation and project staffing procurement, onboarding, invoicing, and reporting requirements.

7. What is the purpose of the discovery meetings?

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. one (1) hour meeting/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.

(7. Cont.)

Information Requested:

- Current temporary labor procurement process
- Agency/Division background check/drug screening requirements (outside of State-level requirements)
- Onboarding requirements (required paperwork, security clearances, badges, etc.)
- Invoicing contacts and invoicing requirements
- Job titles and descriptions currently in use
- Confirmation of incumbent IT staff augmentation resource data

8. When will State users get access to the Vendor Management System, dotStaff™, and will training be provided for the new system?

Knowledge Services will create State user accounts in dotStaff™ and send activation emails to State users with instructions for activating their accounts one (1) week prior to New IT Staff Augmentation Requisitions Go Live. Training for utilizing dotStaff™ will be provided in multiple training education sessions conducted prior to Go Live.

9. In the Knowledge Services MSP Program, how does invoicing occur?

Each week, IT staff augmentation resources will submit timesheets for approval in the dotStaff™ VMS. Submitted timesheets will be sent to the designated State time approver(s) for review and approval. In the dotStaff™ system, timesheets cannot be invoiced to the State until they have been approved by each resource's designated State time approver(s). Invoices will be emailed monthly to ordering State agencies for all timesheets that have been submitted and approved by the monthly invoicing cycle cutoff.

Invoicing will occur the same way for SOW projects. Milestones must be submitted and approved by the designated State milestone approver(s) prior to invoicing the respective ordering State agencies occurring.

10. Is this a Statewide Contract for Technology Services or Resources that is Mandatory Use for State Agencies?

Yes, this is a mandatory use statewide IT contract for IT staff augmentation and project staffing. This contract will be issued to cover the requirements for all State Agencies defined in 29 Del. C. §9003C, and shall be accessible to School Districts, Political Subdivisions, Municipalities, Volunteer Fire Companies, or higher education entities receiving state funds.

REF: Title 29, Chapter 9016E Delaware Code. All state agencies as defined in 29 Del. C. §9003C shall procure all technology services or resources through the statewide contracts administered by the Department of Technology and Information. "Agency" or "state agency" does not include the legislative and judicial branches of state government, any non-executive branch agencies of the government, or any university, or local education agencies. This is a mandatory use contract for technology services or resources.

11. What financial information will you need from agencies, if any?

Purchase Orders will need to be issued to Knowledge Services for all incumbent IT staff augmentation resources transitioning into the MSP program effective August 15^{th}. POs will also be required for any new resource placements through the MSP program prior to the resource's start date.

12. Where will the vendor send invoices?

Billing is to the ordering agency and not DTI to disperse. Knowledge Services will invoice each ordering agency separately, breaking out the invoices by agency, division, PO, or resource, as requested. dotStaff™ will be the record of time, and invoices will be generated out of dotStaff directly from approved timesheets in the system. Suppliers in the MSP program will not send invoices, as Knowledge Services will invoice the State on behalf of our suppliers. Billing occurs via emailed invoices in .pdf and/or Excel format and will be emailed to the invoice recipients specified by each agency. Agencies will pay Knowledge Services, and Knowledge Services will pay suppliers.

13. What if the agency does not want to roll in a particular project or resource?

Agencies will have the option not to roll in a particular project or resource. The general recommendation, however, will be to transition most to all incumbent projects and resources into the Knowledge Services MSP program. All incumbent resources that roll into the program will have the same SLA and bill rates unless directed otherwise by the ordering agency. Knowledge Services will work with Agencies throughout the implementation to confirm which incumbent resources will transition into the Knowledge Services MSP program. There may be certain exceptions to the recommendation to roll in resources, such as an engagement that is ending in a few months after the implementation of the Knowledge Services MSP program, for which Knowledge Services may recommend that the state agency does not roll in that engagement. For any incumbent resources not transitioning into the MSP program and not being maintained outside of the MSP program, Knowledge Services will work with the State and Supplier to ensure all parties are notified of the request to end the assignment prior to transition.

14. Who are the stakeholders and how and when will they be engaged?

Stakeholders in the contract are DTI procurement, Agency IT Directors, and power-using managers of IT staff augmentation and project staffing resources. Through ongoing communications through the implementation, stakeholders will be asked to participate in one

(1) of several kick-off meetings, one (1) of several agency-specific discovery sessions, and one (1) of several education sessions that Knowledge Services will host.

15. Who are State power users?

Power users refer to those State managers who utilize IT staff augmentation and IT project staffing resources most often, as well as those State users heavily involved in the IT staff augmentation resource procurement process.

Phase 1 – IT Staff Augmentation

16. What contracts will transition in Phase 1 – IT Staff Augmentation?

Contract GSS15597-IT_SERVICES (Information Technology Staff Augmentation Services) will transition in Phase 1 of the Knowledge Services MSP contract implementation.

17. What will happen with incumbent resource contracts that are currently in place?

All incumbent IT staff augmentation and project staffing resources who are in place directly with suppliers will remain in place and will continue their current assignments, as directed by the State of Delaware. Incumbent IT staff augmentation and project staffing resources will transition into the program at their current bill rates (as applicable for project staffing), unless otherwise directed by the State.

18. What information will be required to transition incumbent IT staff augmentation resources into the Knowledge Services MSP contract?

During the implementation, Knowledge Services will work with State managers and suppliers to gather and analyze data and to resolve discrepancies around transitioning incumbent resources. New POs will need to be issued to Knowledge Services effective August 15th, so time may be invoiced by Knowledge Services from that date forward. Once incumbent resource data is confirmed and new POs are received, Knowledge Services will load incumbent resource data into dotStaff™ for time entry on Phase 1b Go Live forward.

19. Will this contract transition affect fiscal year-end close or my upcoming fiscal year budget?

Incumbent IT staff augmentation resources will transition on August 15th in order to allow time for agencies to complete fiscal year-end close. Knowledge Services is aware of the PO freeze period for issuing new POs during July. New POs will not be needed by Knowledge Services until the first 2 weeks of August to transition resources effective August 15th. Incumbent IT staff augmentation and project staffing resources will transition at their current bill rates unless otherwise directed by the State.

20. How will bill rates be determined in the Knowledge Services MSP program?

The MSP program will utilize the Not-To-Exceed (NTE) Bill Rate Card by job title established in the contract. Candidates submitted by Suppliers may be submitted up to, but not exceed, the maximum bill rate listed on the rate card for the requested job title. Any rates lower than the NTE rate card do not need to go through the rate change discussion. For bill rate exceptions (*i.e.* rates higher than the NTE rate card rate), we will work with the State during implementation to define a bill rate exception process.

21. What does the bill rate include?

The bill rates submitted for candidates are all-inclusive and will not exceed the contract's established NTE rate card. Knowledge Services has identified any associated Administrate fee, supplier-funded fee or any other miscellaneous fees for the managed services provided, which is a 1% MSP/VMS fee. The 1% MSP/VMS fee is included in the NTE rate listed on the rate card and in bill rates submitted for candidates.

22. What happens to any savings delta between the fee on our old staff augmentation contract and new MSP contract?

The new MSP fee is lower than the incumbent MSP fee for staff augmentation. Any potential cost savings because of the new, lower MSP fee for an incumbent engagement rolling into the program is a decision for the ordering agency (not DTI) on how to use. The ordering agency can pass on the savings to the contractor resource or can reduce the bill rate.

Phase 2 – Milestone/Deliverable Statement of Work (SOW) Projects: Monday, October 10th

23. What contracts will transition in Phase 2 of the implementation?

Contracts DTI16630-ITSTFFSVCS (Information Technology Project Staffing) and GSS17557-CYBER_SEC (Cyber Security and Disaster Recovery Staffing Services) will transition in Phase 2 with a Go Live slated for October 10th, as directed by the State. Not all current Project Staffing resources may transition into the Knowledge Services MSP contract, as some may sunset outside of the MSP program. Current Project Staffing resources who will transition into the Knowledge Services MSP contract will be determined in partnership with DTI and the requesting agency during implementation.

24. Will Project Staffing opportunities continue to be billed hourly?

It is the intent of the State to transition all project staffing opportunities to milestone/deliverable-based SOW projects, so that work is invoiced as milestone/deliverables instead of hourly-based timesheets. If a current incumbent project staffing engagement is better aligned with the MSP staff augmentation structure, then Knowledge Services will work with the relevant state agency to transition the SLA as if it were a Phase 1 staff augmentation SLA, maintaining the applicable bill rates and SLA. Knowledge Services will work with the State and requesting agency during the implementation to determine if current Project Staffing resources will transition into the MSP contract and if so, their method for invoicing after Go Live.

25. Will the 1% MSP fee be applied to current project staffing engagements?

The 1% MSP fee will apply to any project staffing engagements that transition into the Knowledge Services MSP program. Project staffing engagements will be transitioned at their current bill rates or equivalent milestone/deliverable amounts if converted to the milestone/deliverable billing model. The MSP fee is supplier-funded and will be deducted from payment made to the supplier.