



knowledge services

Serving Those Who Serve Others

State of Arizona MTS-MSP Manager Kickoff Meeting
Staff Augmentation and Project Based Consulting Services

December 2024

Introduction & MSP Team Overview



Jenna Lentz 

Senior Practice Director
11 Years with Knowledge Services



Matt Fahey

Regional Director
10 Months with Knowledge Services



Hailey Naramore 

Program Manager
6 Years with Knowledge Services



Stephanie McClure

Senior Manager, Implementations
11 Years with Knowledge Services



Yasanta Wells

Vendor Network Manager
11 Years with Knowledge Services



Bill Evans

Senior Vice President
15 Years with Knowledge Services

Introduction & MSP Team Overview



Andrea Connell

Director, Statement of Work,
Center of Excellence
15 Years with Knowledge Services



John Towle

Training & Change
Management Specialist
2 Years with Knowledge Services



Ashley Lacy

Director, MSP Operations
10 Years with Knowledge Services



Gabby Rogals

Account Manager
2 Years with Knowledge Services



Elizabeth Barrett-Delaney

Account Manager
2 Years with Knowledge Services

Agenda

Serving Those Who Serve Others

- Introductions
- Knowledge Services Overview
- Common FAQs
- Industry Definitions
- MSP Staff Augmentation and Project Based Consulting Process Overview
- State Objectives
- Contract Requirements
- Implementation Timeline
- Next Steps
- Key Knowledge Services Contacts
- Q & A



Common Questions



Leadership Team

- What is the difference between this MSP offering & the existing contracts?
- What's the risk of disruption or program failure?
- Will this improve transparency, governance & savings?
- Is there a documented plan for program transition & implementation?
- How will this reduce administrative burden?

Vendor Network Partners

- Will existing resources continue / be transitioned to MSP program?
- Can I still talk with managers?
- Will our performance be measured? How?
- Will payment be delayed or affected?

State Managers

- What will happen to my existing resources & vendor network?
- Will I be able to:
 - Maintain vendor network relationships?
 - Easily & quickly procure quality resources?
 - Retain quality resources?
 - Can I continue to fill my staffing needs efficiently?

Resources

- Will I lose my position?
- Can I / will I have to change suppliers?
- Will my pay rate or payment schedule be affected?

Common State Manager Questions



- **What will happen to the Vendors with whom I've always worked?**
 - We expect that current vendors in the network will enroll with Knowledge Services to continue servicing staff augmentation and project based consulting needs.
 - Additional vendors can be added to the vendor pool as needed.
- **What will happen with contracts that are currently in place?**
 - All incumbent resources who are in place directly with vendors will remain in place and will continue their current assignments, as directed by the State of Arizona.
- **What is required from me with respect to time and effort?**
 - You will be asked to participate in one of several kickoff meetings and in one of several training sessions that Knowledge Services will host. These sessions are approximately 1-1.5 hours in duration.
- **When will I begin using the new MTS-MSP contract with Knowledge Services and when should I stop entering POs under the current contract and start entering POs under the new contract?**
 - The current contract with Acro Service Corporation will be extended and remain in effect until Friday, March 28th, 2025, and will continue to fulfill the MTS-MSP needs until the transition and program go live with Knowledge Services on Saturday, March 29th, 2025. Please continue regular business under the current Acro contract, during the transition and until the go live with Knowledge Services.

Industry Definitions



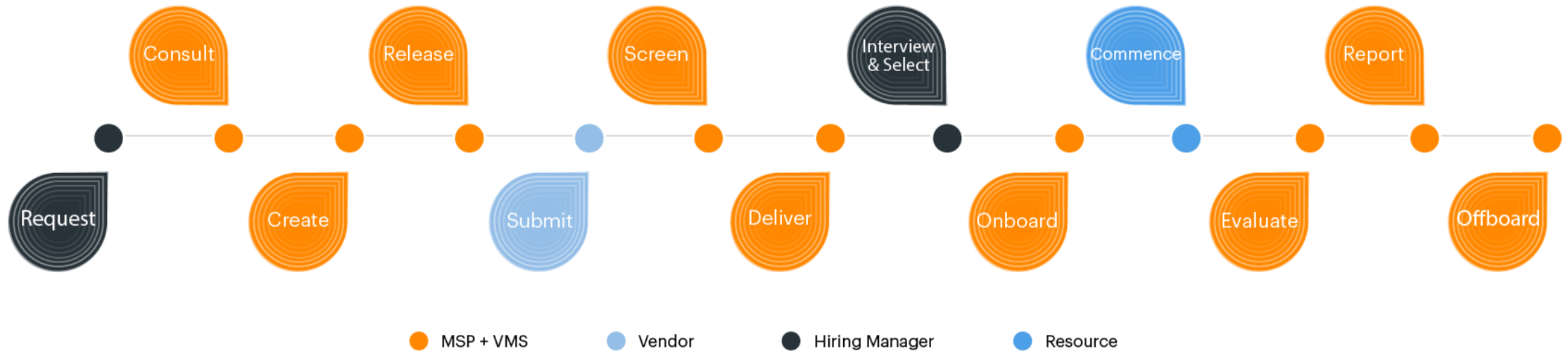
- As the **Managed Service Provider (MSP)**, Knowledge Services takes on primary responsibilities for managing an organization's contingent/temporary/contractor workforce program, project/milestone deliverable work and staffing vendors.
- dotStaff™ is Knowledge Services' **Vendor Management System (VMS)**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



Staff
Augmentation
Services



Staff Augmentation Services | Workflow



Standardization with configuration flexibility by department and agency

Intake call on every position – Manager determines number of qualified resumes to see

Every resume reviewed and scored by team

Every background check reviewed and validated

MSP will follow up on the performance of every new start – 1st week, 1 month, and quarterly thereafter

Reporting, analytics, and recommendations on all aspects of workflow

Project Based
Consulting



Project Based Consulting – Process Workflow



Required Documents



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 Objectives



- Single MSP provider
- Transparency & visibility
- Financial efficiencies
- Streamlining via Managed Service Provider (MSP) & Vendor Management System (VMS)
 - Standardized, but flexible
- Smooth data transition
- Data security
- Governance & compliance
- Access to a diverse and skilled workforce

Contractual Requirements



- Participating vendors must sign MSA with Knowledge Services
 - Current vendors will be invited to participate
- 0.74% Vendor-Funded Administrative MSP Fee
 - Additional 2% (*effective 1/1/25*) State Administrative Fee for Cooperatives only (paid back to the State)
- Rate Card – Not-to-exceed mark-up categories with the maximum percentage markup over pay rate by subcategory (screenshot)
 - Transitioned incumbent resources will be grandfathered in at existing bill rates, unless otherwise directed by the State
 - Transitioned resources will align to the new rate card effective 7/1/2025
- First 15 business day probationary period for all resources
- Payment terms of Net 30 upon receipt of an accurate and complete invoice
- Vendor-funded fingerprint background checks and drug screens, as required by State

Not-to-Exceed Mark-Up Categories Rate Card



State of Arizona MTS-MSP Program Not-to-Exceed Mark-Up Categories

A. BUSINESS OPERATIONS	Maximum % Markup over Pay Rate
Accounting	29.00%
Administrative	32.00%
Call Center	29.00%
Data Entry	29.00%
Marketing	29.00%
B. EDUCATION	
Business Operations	29.00%
Certified Personnel	29.00%
C. INFORMATION TECHNOLOGY	
Database Administration	29.00%
Systems Administration	29.00%
Business Analysis	33.50%
Data Analysis	29.00%
IT Security	29.00%
Software Quality Assurance	33.50%

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Employer of Record Program/Payrolling Services



When resources are pre-identified (and possibly interviewed, tested, and approved) by the State, Knowledge Services may become the Employer of Record (EOR), responsible for any prescreening, payroll and payroll related costs, employee relations, as well as all employer mandated taxes and insurances.

- **EOR / Payrolling Services Schedule:**

- Mark Up Rate is 9.5% + statutory costs for pre-identified resources
- Total Mark Up typically will be in the low 20% range, as statutory costs vary based upon a candidate's hourly pay rate



MSP Implementation Timeline



Staff Augmentation & Project Based Consulting Implementation	
Communication – Internal and External	Ongoing
Kickoff Meetings	Weeks of December 2 nd and December 9 th
Vendor Enrollment	Begin Week of December 16 th
Agency Discovery/Business Process Review Meetings	Weeks of January 6 th – Week of February 3 rd
Vendor MSA Due Date	Friday, January 24 th
Incumbent Data Validation and Data Load into VMS	Week of February 17 th
Manager Program and VMS Training	Weeks of March 3 rd and March 10 th
Vendor and Resource Program and VMS Training	Weeks of March 3 rd and March 10 th
Final Data Transition and Revisions	Week of March 17 th
Program Welcome Email	Week of March 24 th
Go Live for new Staff Augmentation Requisitions and Project Based Consulting Projects*	Saturday, March 29 th , 2025

Next Steps



- Vendors complete & return Master Services Agreement (MSA) – due by Friday, January 24th
 - Compliant COI must be maintained throughout the contract to maintain access to opportunities
- Knowledge Services to schedule Discovery/Business Process Reviews with State Agencies and Co-ops
- Managers to register to attend training
- Managers update & return data sheets as needed to validate information on incumbent staff augmentation resources and project based consulting projects

Discovery/Business Process Reviews



- **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/Co-op
- **What to expect:** Approx. 1 hour Microsoft Teams call by Agency/Division to discuss the current staff augmentation and/or project based consulting procurement process and to identify any unique business needs and/or requirements for the Agency/Co-op
- **Who to include:** Managers who utilize staff augmentation and/or project based consulting services most often (power users), Agency HR and Accounting contacts who are familiar with the staff augmentation and project based consulting procurement process and Agency requirements
- **Information Requested:**
 - Current staff augmentation and/or project based consulting procurement, labor/expense tracking, invoicing process
 - Agency/Division background check/drug screening requirements
 - Onboarding requirements (required paperwork, security clearances, badges, parking, work location, etc.)
 - Invoicing contacts and invoicing requirements
 - Job titles and descriptions currently in use
 - Known concerns or weaknesses in the current process
 - Forecasted needs
 - Reporting requirements

Manager Trainings



- **Purpose:** To provide in-depth training on MSP program processes and VMS functionality for those Client users currently utilizing staff augmentation resources and/or project based consulting services and for those who may have a need for staff augmentation resources and/or project based consulting projects in the future
- **What to expect:** 1.5 hours of program and VMS-based training
- **Who to include:** All Client users involved in the staff augmentation resource and/or project based consulting procurement process – resource managers, time approvers, HR and accounting contacts

State of Arizona Manager Program Page



<https://programs.knowledgeservices.com/azmsp/managers-mts-msp-program-info/>

Program Page Includes:

- Program Kickoff Presentation
- Important Reminders
- Program Information
- dotStaff™ Training materials

MSP Program Information for State of Arizona Managers
Contract CTR073668

Questions?
Knowledge Services' Program Team is your dedicated, local point of contact.
Email Us

Frequently Asked Questions
We assembled a list of answers to common questions to save you time.
Go to FAQ's

Multi-Temporary Staffing Services – Managed Services Provider (MTS-MSP) Program Information for State of Arizona Managers

The Arizona Department of Administration, State Procurement Office has entered into a new contract with Knowledge Services resulting from RFP BPM006018. Knowledge Services will act as the Managed Services Provider (MSP) and manage the State of Arizona's staff augmentation and project based consulting services to ensure consistent and streamlined processes, onboarding compliance, improved resource quality, and business intelligence.

Under this contract, the Knowledge Services MSP program is referred to as 'AZMSP'. It will deliver solutions to help manage sourcing, tracking, reporting, and invoicing of staff augmentation and project based consulting services.

Please use the program links below for additional State of Arizona program information:



knowledge services

Affordable. Experienced. Local. Flexible. Proven.

Committed to Arizona.

We are here to answer any questions you may have.

AZMSP@KnowledgeServices.com

Questions and Answers

