



knowledge services

Serving Those Who Serve Others

State of Arizona MTS-MSP Manager Training Meeting
Medical Staff Augmentation

March 2025

Introduction & MSP Team Overview



Jenna Lentz
Senior Practice Director



Matt Fahey
Regional Director



Stephanie McClure
Senior Manager, Implementations



Yasanta Wells
Vendor Network Manager



Bill Evans
Senior Vice President



Andrea Connell
Director, Statement of Work,
Center of Excellence



John Towle
Training & Change
Management Specialist



Ashley Lacy
Director, MSP Operations

Introduction & MSP Team Overview



Halley Naramore
Program Manager



Darren Boykin
Program Manager Cooperatives



Gabby Rogals
Account Manager



Lilly Armendariz
Account Manager



Bertha Mendez
Account Manager



Maty Kalos
Account Manager



Andrew Coates
Account Manager



Navi Gill
Account Manager



Elizabeth Barrett-Delaney
Account Manager

Account Manager Agency Breakout



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Account Manager	Labor Category	Agencies
Gabby	Admin/General Services	ACDHH, AZ Auditor, AZDIFI, AZGOHS, AZOAH, AZ State Parks, Board of Athletic Training, SBOE, AZDVS, AZED, AZGamming, AZDOR, AZDES – OIG, DTS, AZEIP
Andrew	Admin/General Services	ASBCS, AZBCB, AZDA, AZHS, AZOEO, AZWater, Courts, AHCCCS, AZDHS, AZDES – DERS, OOD, DCC, CCSD, DCAD
Bertha	Admin/General Services	ASRS, AZCJC, AZDFFM, AZLand, AZSBE, AZWIFA, ICA, AZDCS, AZMD, AZDES – DBME, DFO, DCSS, DAAS
Lilly	Medical and Admin	All AZDES state operated facilities, DDD (Admin and Medical)
Maty	Medical	All DVS Facilities, AZ Pioneer Home, All other state agency medical needs

* Subject to change based upon program volume.

Account Manager Agency Breakout



Serving Those Who Serve Others

Account Manager	Labor Category	Agencies
Elizabeth	IT	AZBTR, AZCEC, AZDA, AZFTF, AZGOHS, AZLottery, AZMD, AZNATPHATH, AZOEO, Board of Athletic Training, Board of Optometry, Courts, AHCCCS, ASRS, AZDCS, AZDHS, AZDJC, AZDOHS, AZDOR, AZDOT, PSPRS, AZDES-DDD, DERS, DBME
Navi	IT	AZCC, AZCorrections, AZDEMA, AZGamming, AZInsurance, AZ Massage Board, AZMSC, AZNCIABOARD, AZWIFA, Board of Occupational Therapy Examiners, Board of Respiratory Therapy, VETBOARD, ASRS, AZDEQ, AZDOA, AZDPS, AZED, AZGFD, AZLibrary, AZDES – DTS, ITG, AZEIP, CCSD, CAD, DAAS, DCSS, DFO
Darren	All Labor Categories	All Cooperative users: Valley Metro, Maricopa Community College District, Pinal County, City of Tolleson, City of Surprise, City of Apache Junction, City of Peoria, Town of Payson

* Subject to change based upon program volume.

Agenda

Serving Those Who Serve Others

- Knowledge Services Overview
- Industry Definitions
- MSP Staff Augmentation Request Process
- Contractual Requirements
- MSP Process Requirements
- Implementation Timeline
- dotStaff™ Demo
- Questions & Answers



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.



MSP Staff Augmentation Request Process



Posting Requisition Process

1. Hiring Manager submits a dotStaff™ Posting Request form
2. MSP Program Team confirms receipt of request within 4 business hours
3. MSP Program Team creates a draft Posting in dotStaff™ and qualifies the requisition through an intake call with the Hiring Manager
 - Intake call discussion items confirmed, include:
 - Qualification of position details
 - # of qualified candidates the Agency Manager would like to review
 - Interview availability and ideal start date
 - Work Schedule and Location
 - Budget
 - Additional information, if applicable



MSP Staff Augmentation Request Process



Posting Requisition Process cont.

4. MSP Program Team updates the Posting and releases the Posting to all Vendors servicing the position labor category at the same time in dotStaff™ for 3 business days
5. Vendors submit qualified candidates in dotStaff™
 - Resume with Candidate's full name
 - Last 5 of Social Security Number (ex. 111-1X-XXXX)
 - Pay Rate & Mark-Up
 - Candidate Cover Sheet (screenshot)
 - Right to Represent
 - Sub-Vendor Request Form, if applicable
 - Credentials Packet
6. MSP Program Team reviews and evaluates resumes based on requirements of the Posting
7. MSP Program Team sends resumes for review based on the Hiring Manager's preference within 4 business days

State of Arizona
Candidate Cover Sheet

Please attach completed form as an additional document with the candidate resume in dotStaff™. This form is required for all staff augmentation positions with the State of Arizona. If required fields on this form are not completed, including additional forms such as the Sub Vendor Request form (link below), 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.

If yes, have you submitted the sub vendor request form (<https://forms.dotstaff.com/en-US/tenants/SOAZ/forms/e7f44300-2039-43a7-8c0c-9be731b365a6>): Choose an item.

***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 of Arizona:** Choose an item.

MSP Staff Augmentation Request Process



Interview and Selection Process

8. Hiring Manager, or MSP Program Team on behalf of the Hiring Manager, requests interviews through dotStaff™
9. Hiring Manager conducts interviews and notifies MSP Program Team of selected candidate(s) for position
10. MSP Program Team requests Best and Final Offer (BAFO) from Vendor of selected candidate, if requested by the Hiring Manager
11. Hiring Manager or MSP Program Team accepts the Bid of the selected candidate in dotStaff™
12. MSP Program Team rejects the remaining Bids in dotStaff™ based on the feedback provided by the Hiring Manager
13. The Vendor confirms Candidate acceptance of the position by accepting the Engagement Request(s) in dotStaff™
14. MSP Program Team notifies the Hiring Manager of Candidate acceptance within 2 business days of the offer being extended



MSP Staff Augmentation Request Process



Onboarding, Time Entry & Billing Process

15. MSP Program Team coordinates the completion of onboarding forms with Vendor of the selected Candidate
16. MSP Program Team verifies completion of each onboarding requirement by reviewing the documents in dotStaff™
17. MSP Program Team collects start date and intended length of assignment and prepares and sends the PO Quote, if required, to the Agency
18. MSP Program Team obtains PO from APP or Hiring Manager, and confirms receipt within 2 business days
19. MSP Program Team finalized start date with Agency Manager and Vendor
20. Resource begins assignment and enters time in dotStaff™
21. Designated Time Approver(s) approve time in dotStaff™
22. dotStaff™ generated invoices sent to the Agency
23. State pays Knowledge Services
24. Knowledge Services pays the Vendors



Contractual Requirements



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- Participating vendors must sign MSA with Knowledge Services
 - Current vendors have been invited to participate
- 0.74% Vendor-Funded Administrative MSP Fee
 - Additional 2% 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
- Service Level Agreements

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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Service Level Agreements

Performance Metric	Goal	Description
Requisition Confirmation Response time	4 business hours	Measures average response time from receipt of request to confirmation of request receipt.
Resume Submittal Response time	4 business days	Measures average response time from receipt of request to delivery of first candidate's resume.
Normal Fill Rate	95%	Measures Contractor's ability to satisfactorily fulfill requisitions: Indicates how many requisitions are open.
Qualified Candidates	95%	Measures the ability to fulfill requisitions with qualified, skilled candidates as required by the Customer
Invoice Accuracy	98%	Measures the Contractor's ability to provide accurate and timely invoicing that corresponds precisely with the services rendered and the terms Contract. The Contractor is also responsible for ensuring that all Resources are accurately and promptly paid.
Customer Satisfaction Survey Results	92%	Measures the overall customer satisfaction of the MSP Contractor
Customer Inquiry Response Time	1 business day	Measures average response time from receipt of customer inquiry to making contact with customer (phone call or email)
Medical Personnel Licensure and Certification	100%	Measures timely submission of Medical Personnel Licensure and Certification Packets to Nursing Supervisors



Conversion Schedule

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Conversion Fee Schedule for Resources Working 40 - 21 hours per week	
Hours Worked	MAXIMUM Conversion Fee
0 – 160 hours worked	20% of first year annual salary
>161 – 320 hours worked	15% of first year annual salary
>321 – 480 hours worked	10% of first year annual salary
>481 – 640 hours worked	5% of first year annual salary
>641 hours worked	No Fee

Conversion Fee Schedule for Resources Working 20 – 1 hours per week	
Hours Worked	MAXIMUM Conversion Fee
0 – 80 hours worked	20% of first year annual salary
>81 – 160 hours worked	15% of first year annual salary
>161 – 280 hours worked	10% of first year annual salary
>281 – 400 hours worked	5% of first year annual salary
>401 hours worked	No Fee

There is no conversion fee for Resources who are hired by the Customer after the Resource has been assigned to that Customer for four (4) months. The “No Fee” period may be for a shorter period of time if agreed to in writing between the Customer and Contractor.

■ MSP Process Requirements

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- Submission Process
 - Resume with Candidate's full name
 - Last 5 of Social Security Number (ex. 111-1X-XXXX)
 - Pay Rate & Mark-Up
 - Candidate Cover Sheet
 - Right to Represent
 - Sub-Vendor Request Form, if applicable
 - Credential Packet
- 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 in dotStaff™
- Onboarding Requirements
 - Standard Criminal Background Check
 - Fingerprinting Background Check, if required
 - Temporary Worker Agreement
 - Resource Employment Status Validation Form
 - Confirmation of E-Verify Completion
 - Employment Verification
 - Reference and Past Employment Checks
 - Any agency specific onboarding requirements

■ MSP Process Requirements

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- Off-boarding Processes
 - Termination Process
 - Vendor shall be responsible for the return of any property issued to Resource and shall pay shipping costs associated with the same. Vendor shall be responsible for any unreturned, lost or damaged property issued to Resource, including but not limited to computer equipment, keys, ID badges, etc. If applicable, Vendor shall pay Client's invoice(s) for unreturned or damaged items within fourteen (14) days
 - MSP Program Team to end Resource's contract in dotStaff™
- Weekly Vendor Calls
- Vendors must adhere to the MSP Process for all open requisitions
- Visa Renewal Letter Process (screenshot)

■ Visa Renewal Letter Process

<https://forms.dotstaff.com/en-US/tenants/SOAZ/forms/8f52990d-23de-4a20-9a71-027321bea808>

**Knowledge Services MSP Program
Visa Letter Request Form
State of Arizona/Participating AZ Cooperatives**

Please direct questions to the AZMSP Program Team at: AZMSP@knowledgeservices.com

Vendor Information

Prime Vendor Company Name (Vendor within Program) *

Prime Vendor Contact Submitting Request First Name * Prime Vendor 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 # *

Employer of Record Program/Payrolling Services



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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:**

- Total Mark Up typically will be in the low 20% range, as statutory costs vary based upon a candidate's hourly pay rate

- **Pre-Identified Resource Transition:**

- All pre-identified resources currently through Acro will transition to Knowledge Services effective Saturday, March 29th, 2025
- Knowledge Services' Employer/Agent of Record affiliate, KHI Solutions, Inc., will become the Employer/Agent of Record for all pre-identified resources

State of Arizona Manager Program Page



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

Program Page Includes:

- Program Kickoff Presentation
- Program Training 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:

■ Remaining Implementation Timeline

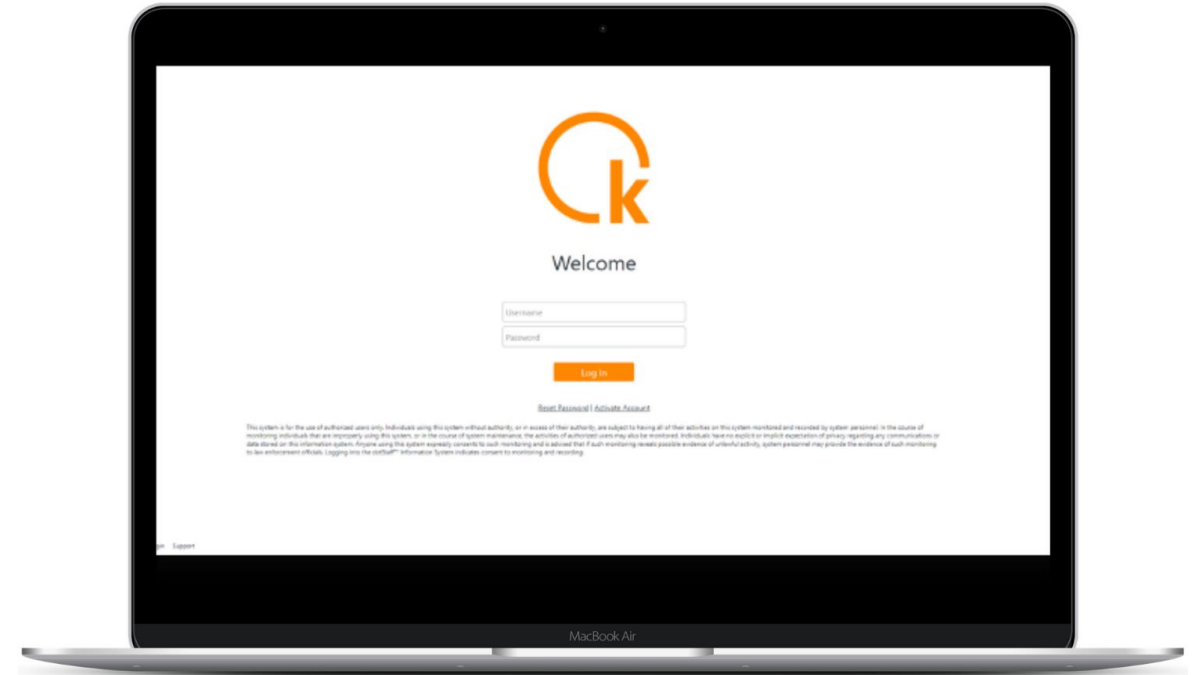
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Staff Augmentation Implementation	
New Requisition Black Out Period	March 10 th – March 28 th
Manager Program and VMS Training	Weeks of March 10 th and March 17 th
Vendor Program and VMS Training	Weeks of March 10 th and March 17 th
Final Data Transition and Revisions	Week of March 17 th
Resource Time Entry Training	Week of March 24 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

■ dotStaff™ Demonstration

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





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Affordable. Experienced. Local. Flexible. Proven.

Committed to Arizona.

We are here to answer any questions you may have.

AZMSP@KnowledgeServices.com

Questions and Answers

