



DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*



**Welcome to DES!**

# Help DES Keep You Safe and Secure

- Only use appropriate doors to enter/exit the building.
- Visitors must remain in common areas designed for the general public, such as waiting rooms, lobby areas, or designated locations within DES property, if not escorted by a DES employee.
- Visitors shall sign a Visitor Log upon arrival
- Be vigilant! Report Suspicious Activity!

Call ADES' Protective Services Administration/Security

(602) 542-3355

# Help DES Keep You Safe and Secure

In case of a Fire Alarm - "fire captains" will ensure that the floor is clear before proceeding to the evacuation spot, which is south of the West entrance in the ADOT parking lot directly across the street from the Madison DES parking garage entrance.





# **knowledge services**

Serving Those Who Serve Others

**State of Arizona MTS-MSP Vendor Training Meeting**  
**Admin/IT 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



## Serving Those Who Serve Others

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
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 to send 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 finalizes 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



## Serving Those Who Serve Others

- 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
- Sub-vendors limited to “One Level Deep”
  - Must be pre-approved by MSP via email at requisition level
- 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%

# Contractual Requirements



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# Service Level Agreements

Performance Metric	Goal	Description
Attrition Rate	8% or lower	Measures resource turnover due to unplanned situations that are not caused by the State, not including inadequate performance, death, serious illness, etc.
Performance Removal	5% or lower	Measures resource turnover due to inadequate resource performance
Qualified Candidates	95% or higher	Measures the ability to fulfill requisitions with qualified, skilled candidates as required by the Customer
Regulatory Compliance	95% or higher	Measures the Vendor's ability to ensure that all contingent workers comply with relevant laws, regulations, and policies of the Customer. This includes adhering to health and safety regulations, labor laws, and data protection and privacy laws.
Training and Performance	95% or higher	Measures the Vendor's ability to ensure that all supplied Resources have received adequate training to efficiently perform their jobs. Vendor also commits to monitor and manage the performance of contingent workers, remedying any identified performance issues.
Timecard Accuracy	10% or higher	Measures the accuracy of timecards submitted by Resources.
Timecard Timeliness	90% or higher	Measures the timeliness of timecard submittals
Resource Payments	95% or higher	Measures the percent of Resources paid for their performance under the Contract.



# Conversion Schedule

Serving those who serve others

<b>Conversion Fee Schedule for Resources Working 40 - 21 hours per week</b>	
<b>Hours Worked</b>	<b>MAXIMUM Conversion Fee</b>
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

<b>Conversion Fee Schedule for Resources Working 20 – 1 hours per week</b>	
<b>Hours Worked</b>	<b>MAXIMUM Conversion Fee</b>
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

## Serving those who serve others

- 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
- 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

## Serving those who serve others

- 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](mailto: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 # \*

# State of Arizona Vendor Program Page



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

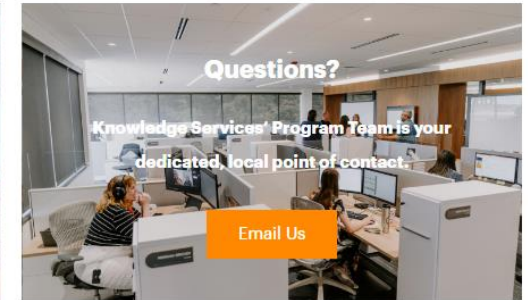
## Program Page Includes:

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



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

Contract CTR073668



# ■ Remaining Implementation Timeline

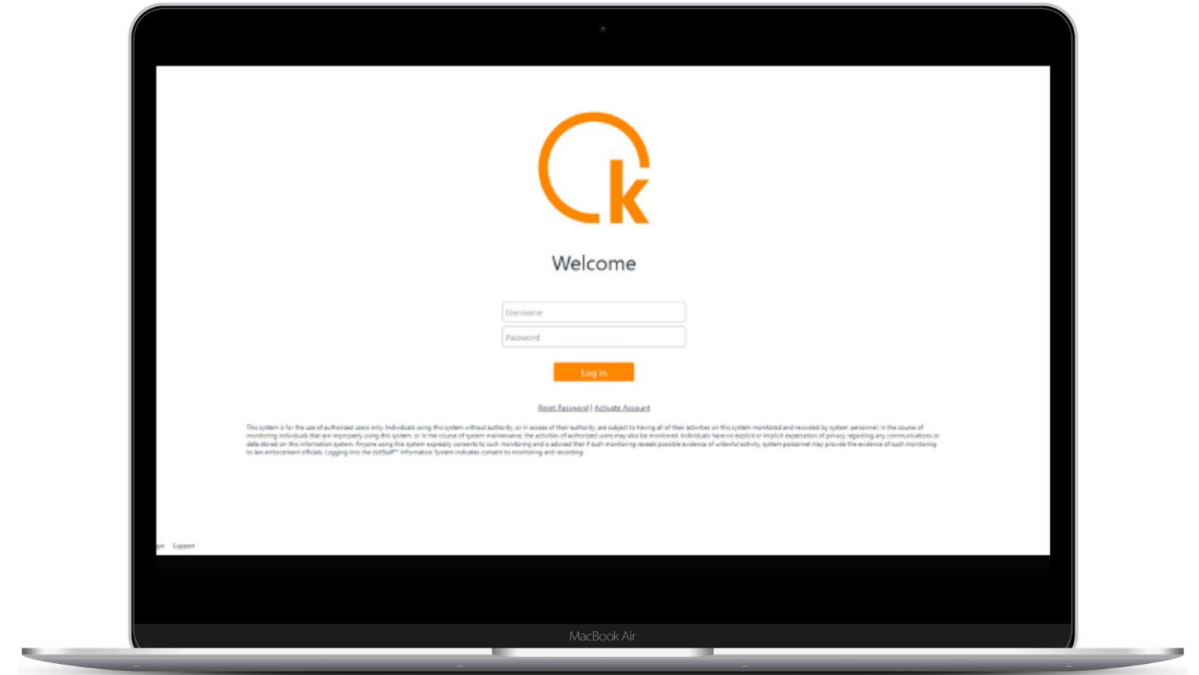
## Serving those who serve others

Staff Augmentation Implementation	
New Requisition Black Out Period	March 10 <sup>th</sup> – March 28 <sup>th</sup>
Manager Program and VMS Training	Weeks of March 10 <sup>th</sup> and March 17 <sup>th</sup>
Vendor Program and VMS Training	Weeks of March 10 <sup>th</sup> and March 17 <sup>th</sup>
Final Data Transition and Revisions	Week of March 17 <sup>th</sup>
Resource Time Entry Training	Week of March 24 <sup>th</sup>
Program Welcome Email	Week of March 24 <sup>th</sup>
Go Live for new Staff Augmentation Requisitions and Project Based Consulting Projects	Saturday, March 29 <sup>th</sup> , 2025

# ■ dotStaff™ Demonstration

## Serving those who serve others

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





# knowledge services

Affordable. Experienced. Local. Flexible. Proven.

**Committed to Arizona.**

We are here to answer any questions you may have.

[AZMSP@KnowledgeServices.com](mailto:AZMSP@KnowledgeServices.com)

# Questions and Answers

