knowledge services

STATE OF NEVADA
MANAGED SERVICE PROVIDER (MSP)
FOR IT STAFF AUGMENTATION
MANAGER TRAINING SESSION

June 2019

Agenda

- Introductions
- Knowledge Services Overview
- Industry Definitions
- Process Overview
- Program Requirements
- 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, Food Services, Entertainment
  - MSP for State of Indiana, Maine, Arizona, Tennessee, Florida, Utah, Ohio, Mississippi, Missouri, North Dakota and Nevada
  - All Labor Categories
  - Statement of Work
  - Private Talent Cloud

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 us 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.

Process Workflow - Overall

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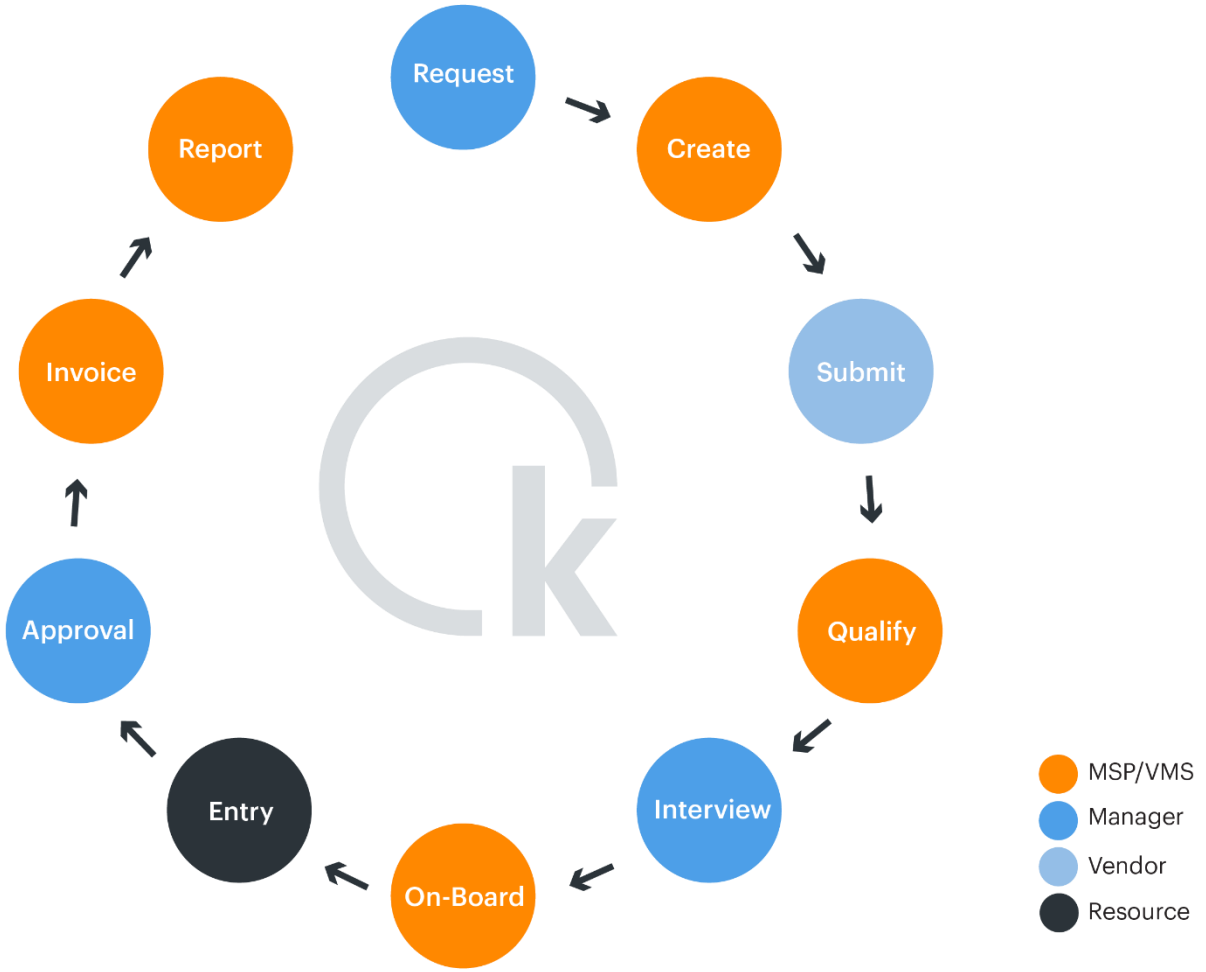

Process Workflow – MSP Role

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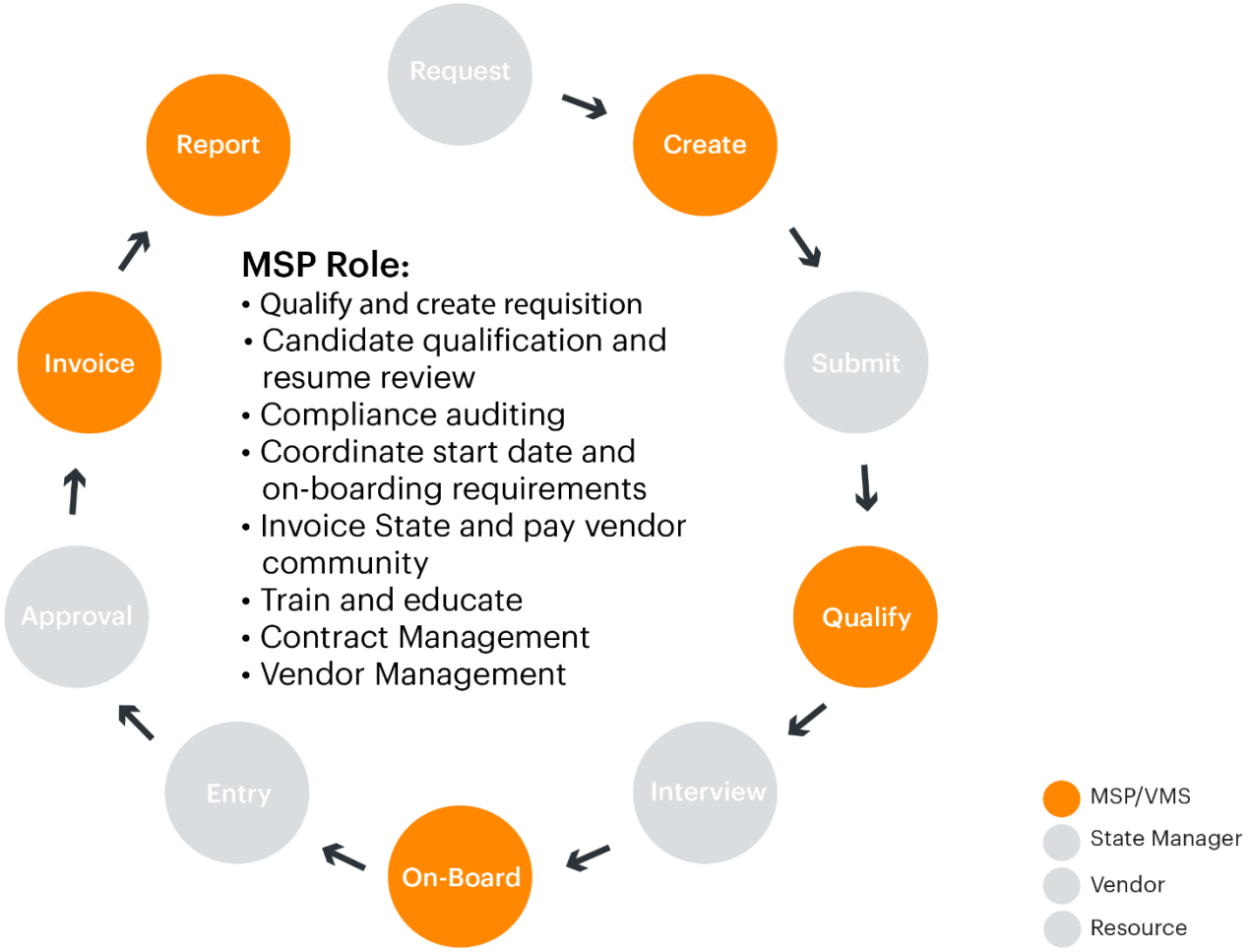

Process Workflow – Manager Role

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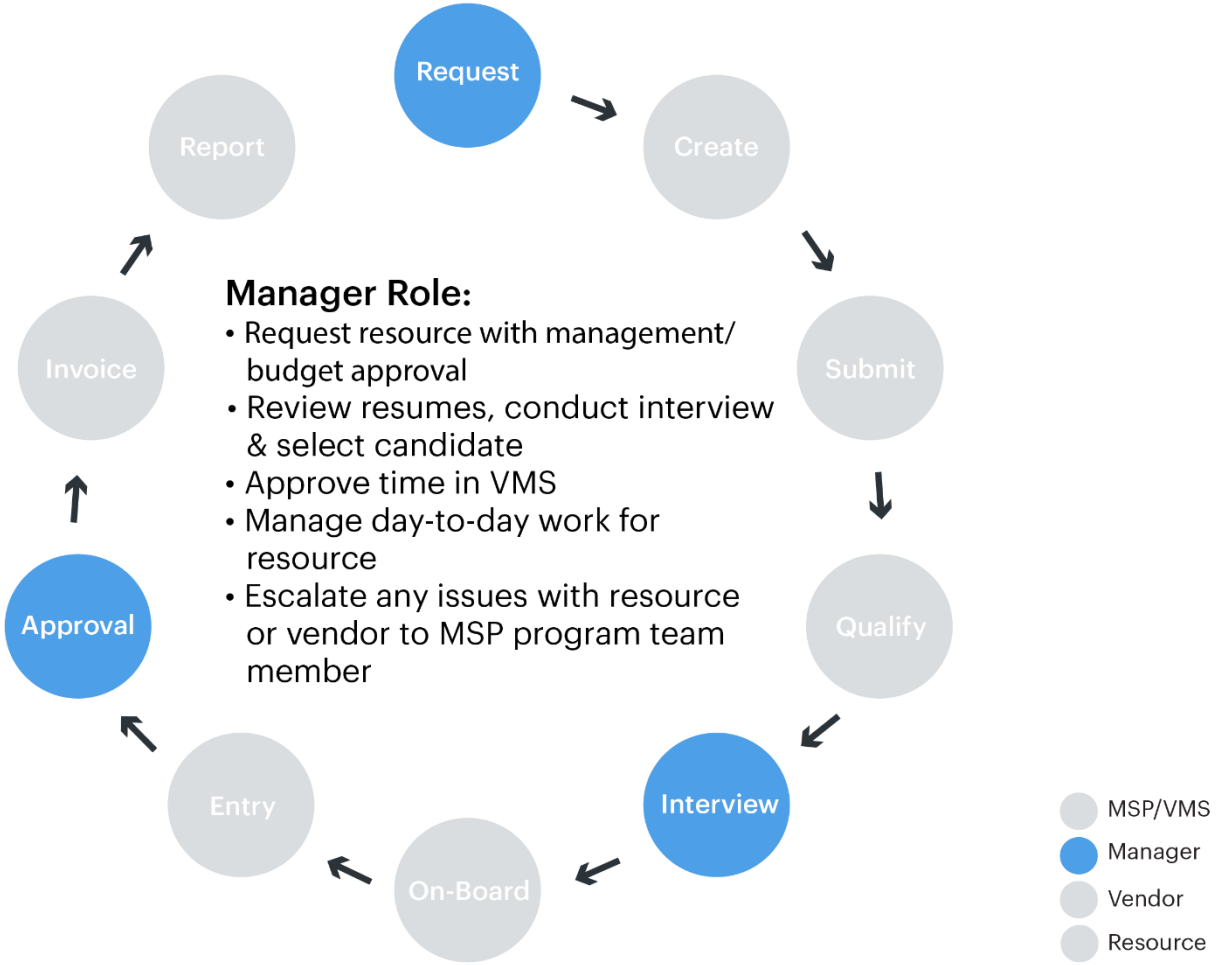

Process Workflow – Vendor/Resource Role

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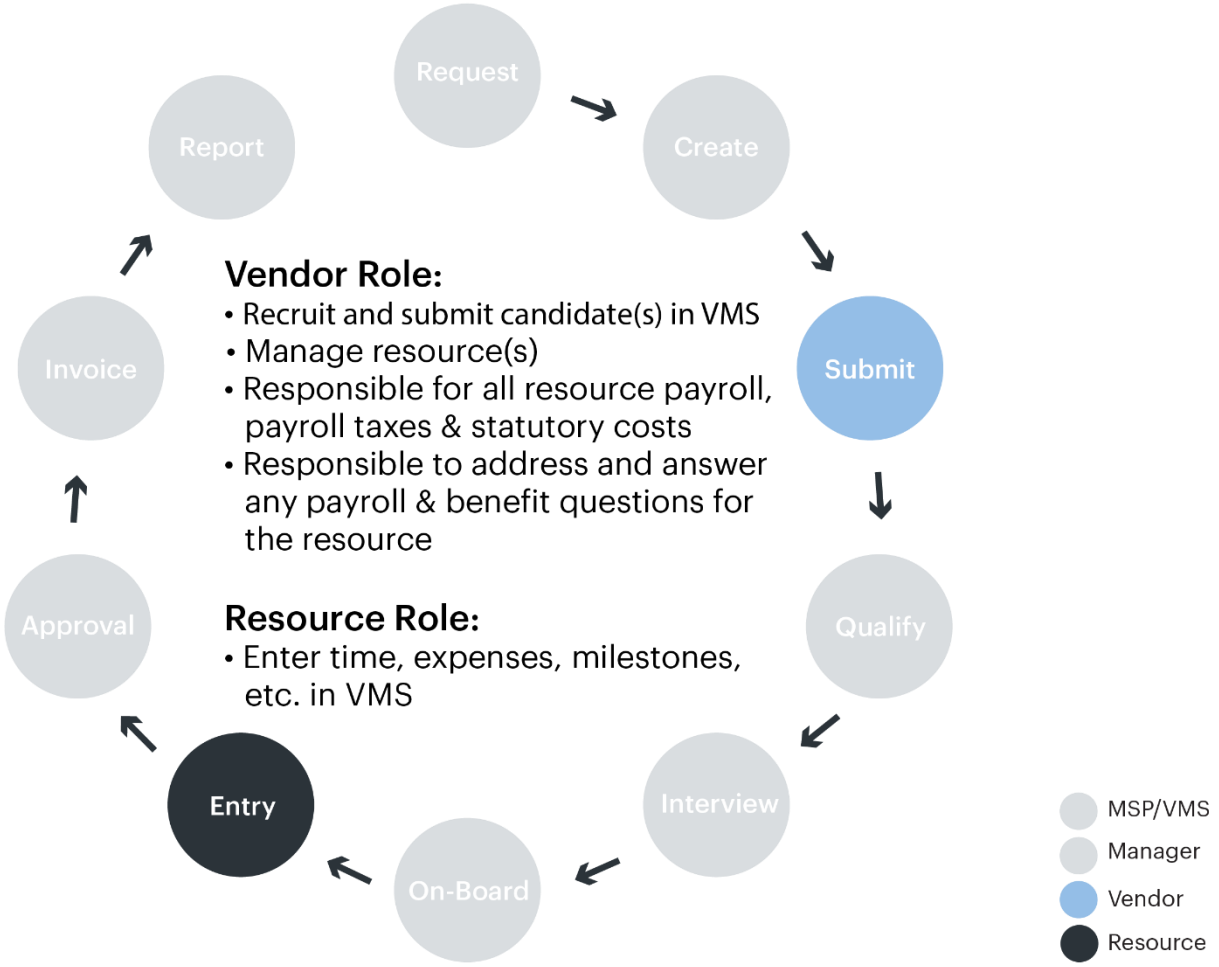

State of Nevada Objectives

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- Access to additional vendors
- MSP team must work in the best interest of the State
- Transparency & visibility
- Governance & compliance
- Streamlining processes via Vendor Management System
- eProcurement System Integration

Program Requirements

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- Participating vendors must sign vendor MSA with Knowledge Services
    - Vendors have been invited to participate
- Bill Rate Card (screenshot)
- 2.6% MSP Fee
- 1% SONV Administrative Fee
- Bill Rate Example:
    - Consultant hourly bill rate: $100/hr
    - 3.6% total fees (2.6% MSP fee and 1% SONV admin fee) = $3.60/hr
        - $2.60/hr retained by Knowledge Services as the MSP fee
        - $1.00/hr sent to SONV for Administrative Fee
    - $96.40/hr sent to Vendor as payment
- FBI (or other Federal investigative authority) Fingerprint search and background check for all consultants
- 2 business day probationary period for all consultants
- Sub-vendors limited to “One Level Deep”
    - Must be pre-approved by MSP via email at requisition level

Bill Rate Card Structure

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Attachment CC - IT Service Level Hourly Rates Guidesoft, Inc. dba Knowledge Services CETS #21167			
Position Title	**Experience Level 1 = Less Than Two (2) Years Experience Level 2 = Two (2) to Five Years Experience Level 3 = Six (6) to Eight (8) Years Experience Level 4 = Greater Than Nine (9) Years**	**Minimum Hourly Rate**	**Maximum Hourly Rate**
Application Developer	Level 1	23.33	38.88
	Level 2	36.29	60.48
	Level 3	51.73	76.08
	Level 4	61.69	90.72
Application Systems Analyst / Programming Manager	Level 1	53.95	79.34
	Level 2	58.21	85.61
	Level 3	65.31	96.05
	Level 4	74.54	109.62
Application Systems Analyst / Programmer	Level 1	27.36	45.60
	Level 2	43.92	73.20
	Level 3	57.94	85.20
	Level 4	65.28	96.00
Architect	Level 1	32.08	53.46
	Level 2	43.74	72.90
	Level 3	54.86	80.68
	Level 4	62.13	91.37

MSP Process Requirements

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- Submission Process
    - Resume
    - Candidate Cover Sheet (screenshot)
    - Right to Represent
- Interview Process
    - InterviewStream – video interview as first interview step (screenshot)
    - Additional interviews as requested by State Manager
- On-boarding Requirements
    - Fingerprint Background Screening
    - State of Nevada Resource W2/IC Validation Form
    - Temporary Worker Agreement
    - E-Verify
    - Any department/division specific onboarding requirements
- Off-boarding Processes
    - Termination Processes
    - Vendors to coordinate return of State property immediately
- Weekly Vendor Calls
- Visa Renewal Letter Process (screenshot)

Candidate Cover Sheet

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State of Nevada
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 Nevada. 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.

If yes, what department and division: Click or tap here to enter text.

If yes, dates of employment at the State: Click or tap here to enter text.

***Describe how past work experience relates to this position:** Click or tap here to enter text.

Recruiter Notes: Click or tap here to enter text.

Right-To-Represent: Click or tap here to enter text.

REFERENCES for Click or tap here to enter text.

A minimum of three (3) references are required for the consultant to be considered. References should be pre-screened by the vendor prior to submittal.

Reference #1:	
Name:	
Title:	
Phone Number:	
Email Address:	
Reference #2:	
Name:	
Title:	
Phone Number:	
Email Address:	
Reference #3:	
Name:	
Title:	
Phone Number:	
Email Address:	

InterviewStream

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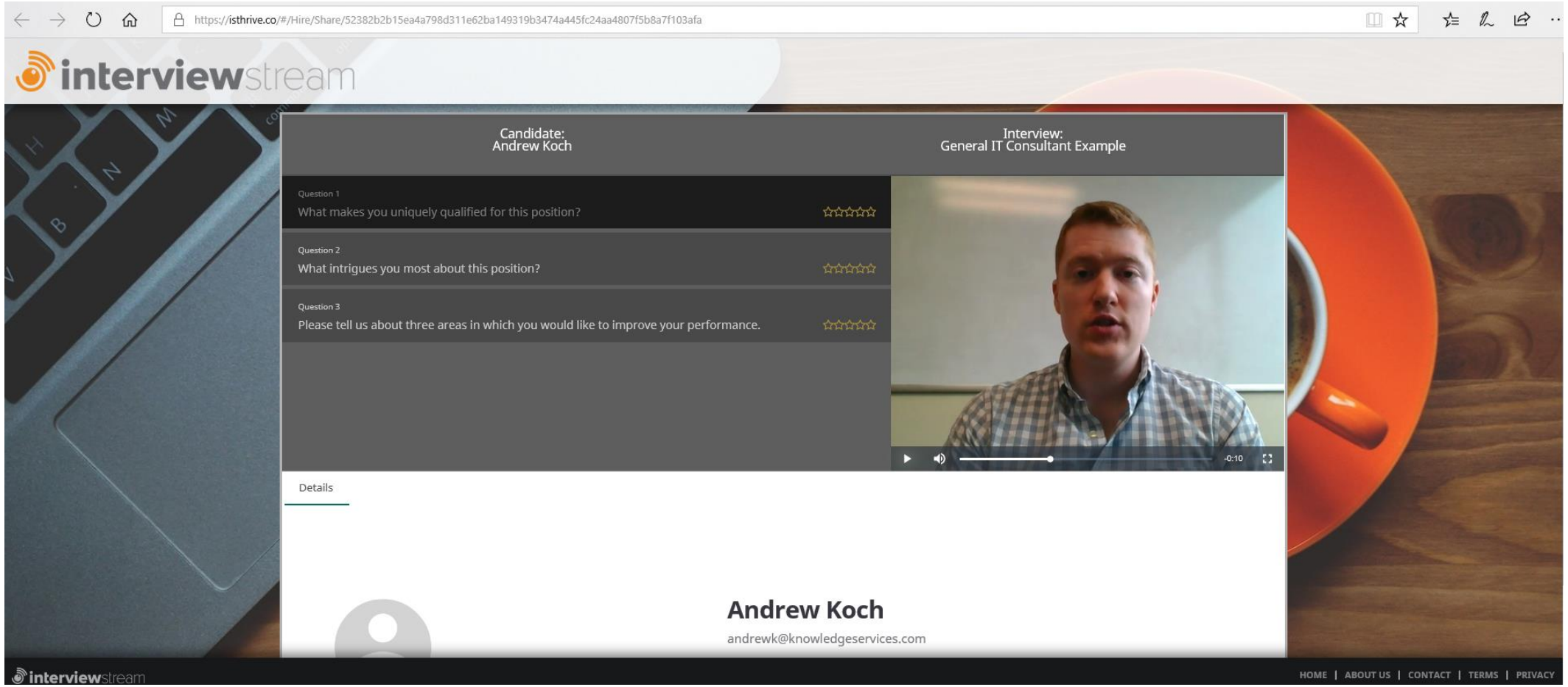

Fingerprint Background Screening Process

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- Consultant must have a current fingerprint search and background check performed by the Federal Bureau of Investigation or other Federal investigative authority.

- All costs associated with background checks will be at the vendor's expense. Fingerprint cost: $40.25 as of July 1, 2019.

- The vendor/consultant will email the following completed documents to NVMSP@knowledgeservices.com. The completed forms will be forwarded to the contracting agency designee.

    - Fingerprint Background Waiver Form
    - Prior Arrests and Criminal Conviction Disclosure Form
    - Fingerprint Request Form
    - Statement of Understanding Form

    - In-state consultants can perform Live Scan fingerprinting at the Nevada Department of Public Safety.
    - If out-of-state, consultant must provide one (1) completed fingerprint card from a local sheriff's office (or other law enforcement agency).
    - Vendor must provide a money order or cashier's check made payable to "Records, Communications and Compliance Division" in the amount specified at time of submission.

- Consultant(s) may not begin work until such time as they have been cleared by the contracting agency.

- Positive findings from a background check are reviewed by the contracting agency, in consultation with the State Chief Information Security officer and may result in the removal of a consultant from the project.

- Other background checks may be required depending on the agency for which work will be performed.

Visa Renewal Letter Process

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https://knowledgeservices.formstack.com/forms/nvmsp_visa_letter_request_form

State of Nevada Managed Service Provider (MSP) Program

Visa Letter Request

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

(Once your submission has been received, please allow 7-10 business days for the MSP Visa Letter to be completed)

**denotes required field*

Disclaimer: Client will not provide a Client Letter directly to MSP Program Vendors. Please coordinate all such requests through Knowledge Services. Please provide the requested information so that Knowledge Services can generate a customized letter. Please note that it is Vendor's responsibility to include any additional required information, and Knowledge Services does not provide advice or guidance as to the required content of such letters.

1. Vendor Information

Prime Vendor Company Name (Vendor within Program)

Prime Vendor Contact Submitting Request (Name): *

First Name Last Name

Prime Vendor Contact Submitting Request (Email Address): *

A copy of this completed form will be sent to the email address provided

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 Last Name

Direct Employer/Visa Holder Email Address *

Direct Employer/Visa Holder Phone # *

2. Resource Information

Resource Full Legal Name *

Client Department/Agency Utilizing Contract Resource *

Resource Job Title *

Contractor Start Date *

Job Description (from dotStaff): *

Implementation Timeline

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Communication – Internal & External	Ongoing
Vendor Enrollment	Week of April 15th
Kick Off Meetings	Week of May 20th
Vendor MSA Due Date	May 31, 2019
Manager Program Training	Week of June 10th
Vendor Program Training	Week of June 10th
Program Go Live for New Requisitions	June 17, 2019
Program Go Live for Time Entry	July 1, 2019

dotStaff™ Demonstration

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- NevadaEPro Punch Out to dotStaff™
- dotStaff Postings
  - Creating Postings
  - Reviewing Bids/Candidate Resumes
- PO Punch Out Request from dotStaff™ to NevadaEPro
- Time Approval
- Reporting

State of Nevada Manager Website

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https://programs.knowledgeservices.com/nvmsp/nvmsp-program-information/

Site Includes:

- Program Kick Off Presentation
- Program Training Presentation
- Program Not to Exceed Rate Card
- dotStaff™ Get Started Guide

Questions

Contact Us

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Thank you