knowledge services

Vendor Change Request Policy

Knowledge Services is streamlining process across all programs, one of which, is the Vendor Change Request process. While changing vendors is an infrequent occurrence, and is not encouraged by the MSP or the Client, when a need arises and appropriate approvals are in place, the MSP will facilitate the process as follows:

- MSP receives request to move contractor from current vendor to a different vendor
- MSP determines reason for request
- If applicable, the MSP facilitates vendor change request with current vendor providing contractor
    - Current vendor must provide an approved written release to the MSP on vendor letterhead with signature
- Upon release from current vendor, the MSP communicates with new vendor to secure
    - Bill rate
    - Communicate any compliance requirements
    - Establish an effective date for the change
- The MSP communicates effective transition date with current vendor
- The MSP communicates the change to the client including the effective date
    - The MSP facilitates any new purchase orders with client, if needed
- The MSP creates a Posting in dotStaff for the new vendor to submit
- The new Vendor submits the resource at or below the previous bill rate in dotStaff
- The new Vendor completes all compliance
- The MSP verifies all compliance is met and facilitates the required changes in dotStaff

The written request from the current vendor providing the contractor must contain the following:

- Contractor name
- Current bill rate
- Effective date
- Written release must be provided on vendor letterhead

Please contact ohmsp@knowledgeservices.com with any questions.