



## **MSP/VMS Program Frequently Asked Questions (FAQ)**

Q: What do MSP and VMS stand for? What do they mean?

A: MSP stands for Managed Service Provider and VMS stands for Vendor Management System. The definitions are as follows:

A Managed Service Provider (MSP) is a company that takes on primary responsibility for managing an organization's contingent workforce program.

A Vendor Management System (VMS) is an Internet-enabled contingent worker sourcing and billing application that enables an organization to procure and manage a wide range of contingent workers and services in accordance with the organization's business rules.

Q: What role does Knowledge Services play?

A: Knowledge Services is the Managed Service Provider (MSP) for the State of Ohio that serves as the single point of contact for all IT Staff Augmentation needs. They manage the Staff Augmentation process from an agency's initial request, onboarding the employee to invoicing using the dotStaff™ VMS system.

Q: Am I able to continue direct communication with hiring managers?

A: We encourage current suppliers to participate and continue their relationship with the State of Ohio hiring managers. Communication between suppliers and the state is NOT prohibited in this program. We believe that communication with suppliers increases their ability to serve. Communication will also occur through the MSP.

Q: Does the State hiring manager still decide who gets hired?

A: Yes



Q: Do contractors still fill out timesheets?

A: There will be an electronic time sheet created each week, by each resource or their supplier in the dotStaff™ VMS system. The time record in the dotStaff™ system will serve as the official record of time.

The State hiring managers will approve the time each week in dotStaff™.

Timesheets from the system can easily be exported by the supplier.

Q: Will the State hiring manager see all resumes or will the MSP be screening out resumes?

A: This is the State hiring manager's choice. The MSP can facilitate screening and provide only qualified candidates, or the hiring manager can request to review all submissions.

Even when screening occurs, the State hiring manager is aware of total number of submissions and can request visibility to all.

Q: How is invoicing handled? As a supplier, where do we send our invoice?

A: Invoices are sent electronically to the State of Ohio by Knowledge Services.

All time and expenses that have been entered in the dotStaff™ technology by suppliers and approved by the State hiring manager will be automatically invoiced.

Suppliers should not send invoices to the State or the MSP.

Data in the dotStaff™ VMS will represent the official record of invoiced items.

Suppliers have real time visibility to all financial information relevant to their resources and services provided to the State of Ohio, including invoice number, project, type of billing, status, and anticipated payment date.