



knowledge services

STATE OF OHIO

MANAGED SERVICE PROVIDER (MSP)

NON-IT STAFF AUGMENTATION

AGENCY USER KICK OFF MEETING

August 2023

Agenda

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- Introductions
- Knowledge Services Overview
- Industry Definitions
- Process Overview
- State Objectives
- Contract Requirements
- Implementation Timeline
- Next Steps
- 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, Entertainment
 - MSP for the States of Maine, Utah, Mississippi, Missouri, North Dakota, Nevada, Colorado, Delaware, Rhode Island, Wisconsin, Michigan, and Ohio
 - All Labor Categories – Medical, Administrative, IT, Professional
 - Statement of Work



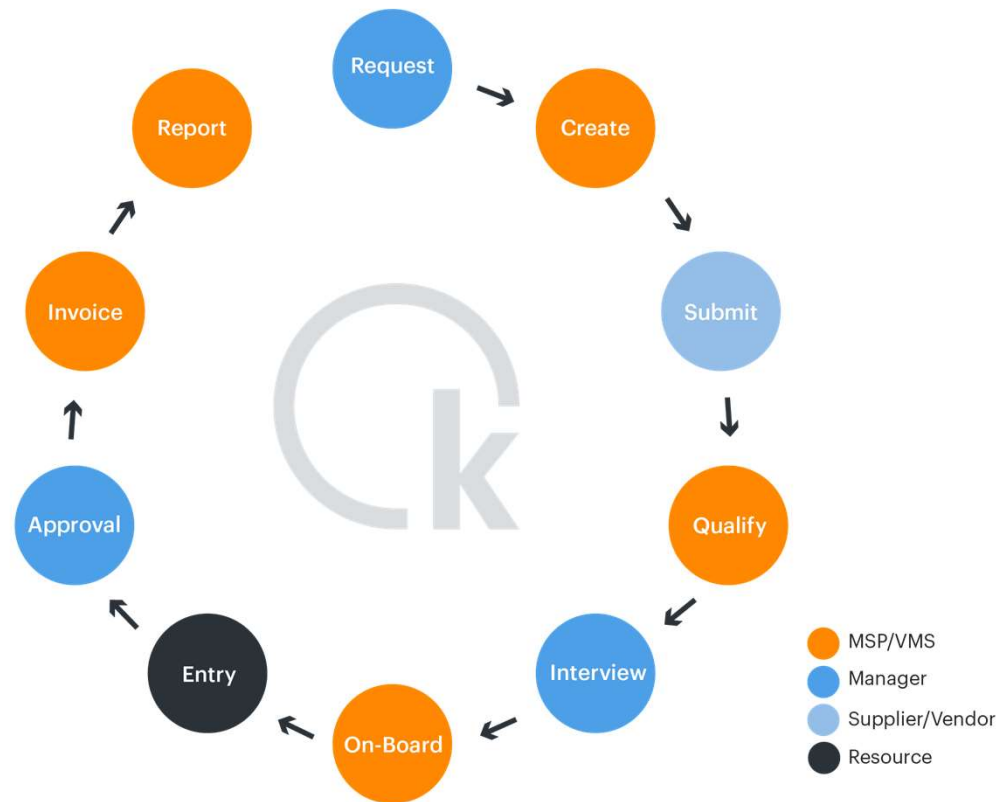
■ Industry Definitions

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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 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.

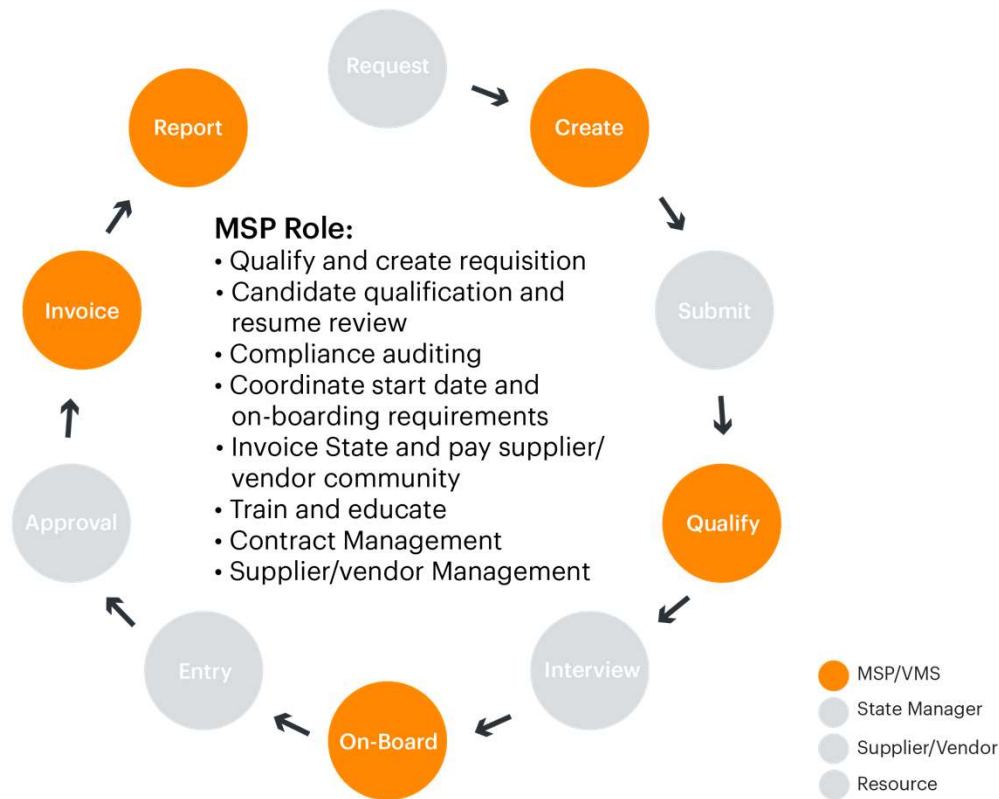
Process Workflow - Overall

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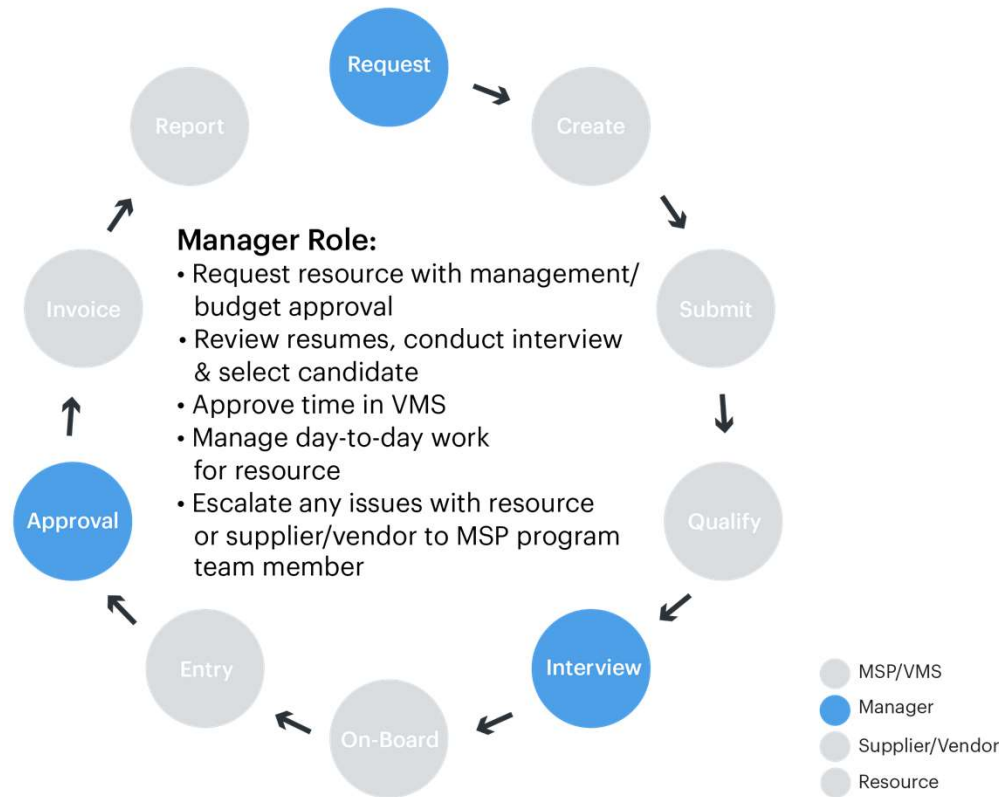
Process Workflow – MSP Role

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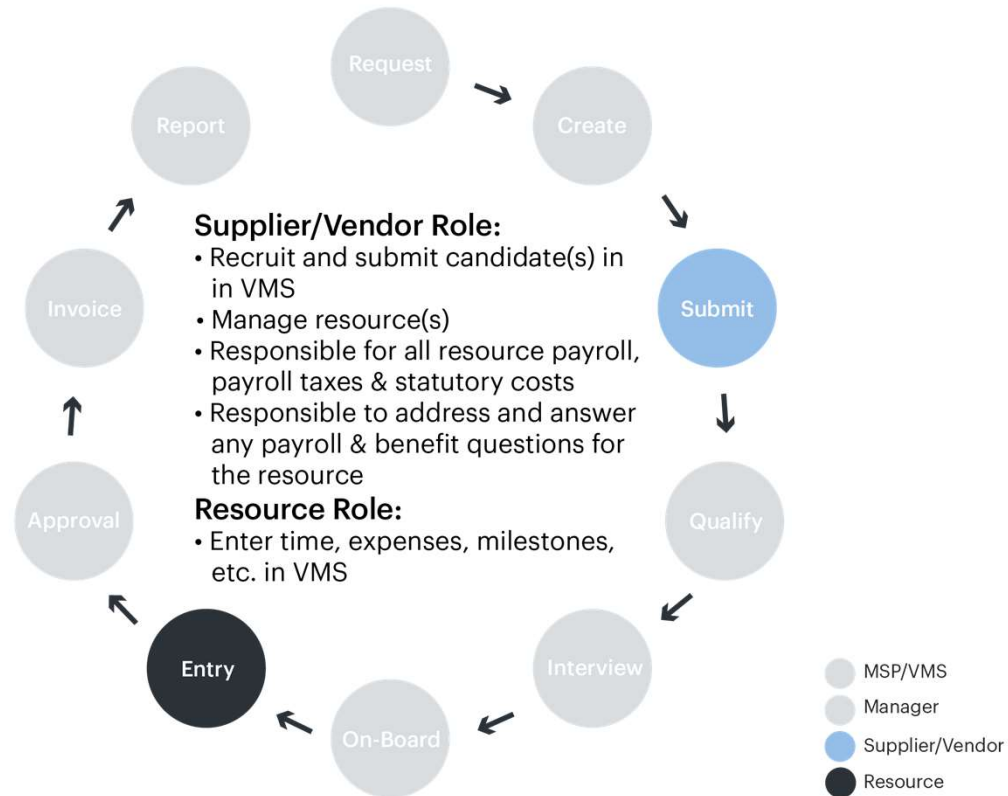
Process Workflow – Manager Role

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Process Workflow – Supplier/Resource Role

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■ State of Ohio Objectives

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- Single MSP provider
- Cost savings
- Transparency & visibility
- Governance & compliance
- Streamlining processes via Vendor Management System
- Competitive bidding environment
- Access to a diverse and skilled workforce
- Operational efficiencies

■ Requirements

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- Participating suppliers must sign supplier MSA with Knowledge Services
 - Current suppliers will be invited to participate
- Bill Rate Card – hourly, not-to-exceed rates by region, job title and skill level
 - Incumbent non-IT staff augmentation resources grandfathered in at existing bill rates, unless otherwise directed by the State
- 1.9% Client-Funded MSP Fee
- Supplier-funded drug screens and background checks, as required by the State
- State-performed background checks, as required by the State
- First 5 days worked probationary period

Not to Exceed Bill Rate Structure

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State of Ohio Non-IT MSP Program Not-to-Exceed Rate Card

Region 1

Williams, Fulton, Lucas, Ottawa, Defiance, Henry, Wood, Sandusky, Erie, Paulding, Putnam, Hancock, Seneca, Huron, Van Wert, Allen, Hardin, Wyandot, Crawford

Position Description	CEILING BILL RATE - ST	CEILING BILL RATE - T2	CEILING BILL RATE - T3
Account Clerk 1	\$17.95	\$19.75	\$21.72
Account Clerk 2	\$19.55	\$21.51	\$23.66
Account Clerk 3	\$20.86	\$22.94	\$25.24
Accountant	\$27.23	\$29.96	\$32.95
Accounts Payable Supervisor	\$29.31	\$32.24	\$35.46
Accounts Receivable Supervisor	\$30.80	\$33.88	\$37.26
Activities Aide	\$24.64	\$27.10	\$29.81
Activity Therapy Specialist 1	\$27.55	\$30.31	\$33.34
Activity Therapy Specialist 2	\$32.28	\$35.50	\$39.05
Administrative Assistant 1	\$17.64	\$19.40	\$21.34
Administrative Professional 1	\$19.26	\$21.19	\$23.31
Administrative Professional 2	\$20.11	\$22.12	\$24.33



■ Employer of Record Program/Payrolling Services

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When non-IT staff augmentation resources are identified/recruited (and possibly interviewed, tested, and approved) by the State, Knowledge Services may become the Employer of Record (EOR), responsible for administering payroll and payroll related costs, as well as all employer mandated taxes and insurances.

- EOR / Payrolling Services Schedule:

- Mark Up Rate is 23% for W2 Resources and 5% for IC/1099s
- If prescreening is required, Knowledge Services completes all required prescreening for assignment.

Implementation Timeline

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Non-IT Staff Augmentation	
Communication - Internal & External	Ongoing
Kick Off Meetings	Week of July 31 st
Supplier Enrollment	Week of August 7 th
Agency Discovery Meetings	Weeks of August 14 th – September 11 th
Supplier MSA Due Date	Friday, September 15 th , 2023
Manager Program and VMS Training	Weeks of October 16 th and 23 rd
Supplier Program and VMS Training	Weeks of October 16 th and 23 rd
Program Go Live for New Non-IT Staff Augmentation Requisitions	End of October
Incumbent Non-IT Staff Augmentation Resources Go Live for Time Entry	End of October

■ Next Steps

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- Suppliers complete & return Master Services Agreement (MSA) – due by Friday, September 15th
 - Compliant COI must be maintained throughout the contract to maintain access to opportunities
- Knowledge Services to schedule Discovery Meetings with State Agencies
- Managers register to attend training
- Managers update & return data sheets as needed to provide information on incumbent non-IT staff augmentation resources

Discovery Meetings

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- **Purpose:** To ensure that our team is fully educated about the processes, needs, expectations, standards and the strengths/weaknesses of current practices within each Agency
- **What to expect:** Approx. 1 hour conference call by Agency/Division to discuss the current non-IT temporary labor procurement process and to identify any unique business needs and/or requirements for the Agency
- **Who to include:** Managers who utilize non-IT temporary labor most often (power users), Agency HR and Accounting contacts who are familiar with the temporary labor procurement process and Agency requirements
- **Information Requested:**
 - Current non-IT temporary labor procurement process
 - Agency/Division background check/drug screening requirements
 - Onboarding requirements (required paperwork, security clearances, badges, etc.)
 - Invoicing contacts and invoicing requirements
 - Job titles and descriptions currently in use

■ Manager Training

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- **Purpose:** To provide in-depth training on MSP program processes and dotStaff functionality for those Client users currently utilizing non-IT staff augmentation resources and for those who may have a need for non-IT staff augmentation resources in the future
- **What to expect:** 1 hour of program and VMS-based training
- **Who to include:** All Client users involved in the non-IT staff augmentation resource procurement process – resource managers, time approvers, HR and accounting contacts

Common State Manager Questions

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- **What happens to my existing non-IT staff augmentation resources?**
 - All incumbent non-IT staff augmentation resources in place today will continue their current assignments as directed by the State of Ohio.
 - Incumbent non-IT staff augmentation resources will be rolled into the MSP program effective at the end of October (invoicing will be through dotStaff™).
- **What will happen to the Suppliers with whom I've always worked?**
 - We expect that current suppliers in the network will enroll with Knowledge Services to continue servicing non-IT staff augmentation needs that are released through the MSP Program.
 - Additional suppliers can be added to the supplier pool as needed.

State of Ohio Non-IT Manager Website

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dotStaff Login

https://programs.knowledgeservices.com/ohmsp/nonit_managers/

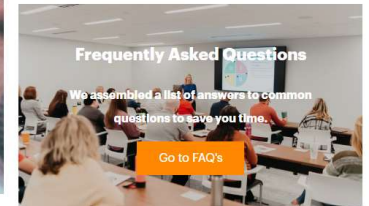
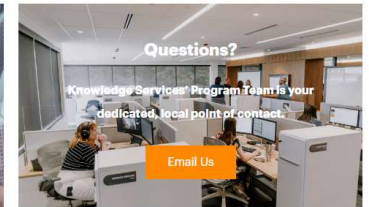
Site Includes:

- Program Kick Off Presentation
- Important Reminders
- Program Information
- dotStaff™ Training materials



MSP Program Information for State of Ohio Non-IT Hiring Managers

Contract RSC013736



Managed Services Provider (MSP) Program Information for State of Ohio Non-IT Hiring Managers

Welcome to the Knowledge Services MSP information page for State of Ohio Non-IT Hiring Managers. This MSP Program will be referred to as 'OHMSP'. We look forward to serving you!

The State of Ohio Division of Administrative Services (DAS), Office of Procurement Services have entered into a new contract with Knowledge Services resulting from RFP SRC5969. Knowledge Services will act as the Managed Service Provider (MSP) for Non-IT Staff Augmentation and manage the State of Ohio's Non-IT staff augmentation services to ensure consistent and streamlined processes, onboarding compliance, improved resource quality, and business intelligence.

Please use the program links below for additional State of Ohio Non-IT program information:

Questions

Contact Us

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Thank you