



**knowledge services**

STATE OF OHIO

MANAGED SERVICE PROVIDER (MSP)

NON-IT STAFF AUGMENTATION

STATE USER TRAINING SESSION

**October 2023**

# Agenda

## Serving those who serve others

- Introductions
- Knowledge Services Overview
- Industry Definitions
- Process Overview
- Program Requirements
- MSP Process Requirements
- Implementation Timeline
- dotStaff™ Demo
- Questions & Answers



# About Knowledge Services

## Serving those who serve others

- 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

### Serving those who serve others

- 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.

# ■ MSP Staff Augmentation Request Process

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1. Agency Manager, or MSP Team on behalf of the Agency Manager, creates a draft Posting in dotStaff™
2. MSP Program Team conducts intake call with Agency Manager
3. MSP Program Team releases requisition to Suppliers in dotStaff™
4. Suppliers submit qualified candidates in dotStaff™
5. MSP Program Team reviews and evaluates resumes
6. MSP Program Team sends resumes for review based on the Agency Manager's preference
7. Agency Manager, or MSP Team on behalf of the Agency Manager, requests interviews through dotStaff™
8. Agency Manager conducts interviews and notifies MSP Team of selected candidate(s) for position
9. MSP Program Team requests Best and Final Offer (BAFO) from Supplier
10. Agency Manager or MSP Program Team accepts the Bid of the selected candidate in dotStaff™



## ■ MSP Staff Augmentation Request Process - continued

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11. The Supplier confirms Candidate acceptance of the position by accepting the Engagement Request in dotStaff™
12. MSP Program Team works with Supplier to complete onboarding requirements for accepted Candidate
13. Agency Manager provides PO to MSP Program Team
14. MSP Program Team finalizes start date with Agency Manager and Supplier
15. Agency Manager or MSP Program Team rejects remaining candidate bids on the Posting in dotStaff™ providing reasons for rejection
16. Resource begins assignment and enters time in dotStaff™
17. Designated Time Approver(s) approves time in dotStaff™
18. dotStaff™ generated invoices sent to the State monthly
19. State pays Knowledge Services
20. Knowledge Services pays the Suppliers



## ■ Intake Call Overview

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- After the Agency Manager, or MSP Team on behalf of Agency Manager, creates the draft Posting in dotStaff™, the MSP Program will reach out to the Agency Manager to confirm and review positions details
- Intake discussion items confirmed, include:
  - Qualification of position details
  - # of qualified candidates Agency Manager would like to review
  - Interview availability and ideal start date
  - Budget
  - Additional information, if applicable

## ■ Program Requirements

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- Participating suppliers must sign supplier MSA with Knowledge Services
  - Current suppliers have been 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
- Monthly invoicing with payment due upon receipt
- 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



## ■ Program Requirements, cont.

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- Sub-vendors limited to “One Level Deep”
  - Must be pre-approved by MSP via email at requisition level
- Purchase Orders issued to Knowledge Services
- Service Level Agreements

## ■ Program Requirements, cont.

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- **Travel Expenses:** Supplier shall enter all pre-approved, reimbursable expenses into the VMS for payment by the State as “pass-through” expenses. Expenses may be pre-approved only by the State and will not be reimbursable unless indicated on the job posting that such expenses may be reimbursed.
- **Overtime:** applies to hours worked over 40 hours per week at a rate of time and one-half. All overtime must be pre-approved in writing by the Ordering Agency prior to contractor working overtime hours.
- **Maximum Bill Rate:** Maximum Bill Rates are listed on the Not-to-Exceed Rate Card for each Region and Tier. If position requires a higher not-to-exceed bill rate than listed on the Rate Card, Agency/Department Point of Contact/Hiring Manager must receive internal DAS – Office of Procurement approval.



## Service Level Agreements

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Performance Metric	Contractor Goal	Performance Target	Description	Calculation	Frequency of Review
Requisition Confirmation Time	4 business hours	94% or Higher	Measure average response time from receipt of request to confirmation of request receipt.	Number of requests which received confirmation within 4 hours divided by the total number of requests	Monthly
Urgent Requisition Confirmation Time	1 Hour	99% or Higher	Measure average response time from receipt of urgent request to confirmation of request receipt.	Number of urgent requests which received confirmation within 1 hour / the total number of requests.	Monthly
Normal Fill Rate	N/A	94% or Higher	Measures Contractor's ability to satisfactorily fulfill requisitions: Indicates how many requisitions are open.	Total number of filled positions at month end / total number of requisitions that have been in place over 2 weeks.	Monthly
First Round Normal Fill Rate	4 business days	92% or Higher	Measures the Contractor's ability to satisfactorily fulfill requisitions within first round of resumes submitted to requestor (normal requisitions).	Total number of filled positions resulting from first round resumes / total number of requisitions filled.	Monthly

## Service Level Agreements

Serving those who serve others

Performance Metric	Contractor Goal	Performance Target	Description	Calculation	Frequency of Review
Urgent Submittal Response Time	2 business days	94% or Higher	Measures the average time from receipt of Urgent/STAT request to delivery of first candidate's resume.	Number of Urgent requisitions that received first batch of resumes for review within required hours / total number of Urgent requisitions.	Monthly
Urgent/STAT Fill Rate	N/A	92% or Higher	Measures Contractor's ability to fulfill Urgent/STAT requisitions: Indicates how many requisitions are open. NOTE: When Vendor fills the original position/shift, Vendor is responsible for Urgent/STAT backfills if they filled the shift originally.	Total number of Urgent/STAT filled positions at month end / total number of requisitions that have been in place over two weeks	Monthly
First Round Urgent Fill Rate	N/A	92% or Higher	Measures Contractor's ability to fulfill requisitions within first round of resumes submitted to requestor (Urgent requisitions).	Total number of Urgent filled positions resulting from first round of resumes / total number of requisitions filled.	Monthly



# Service Level Agreements

## Serving those who serve others

Performance Metric	Contractor Goal	Performance Target	Description	Calculation	Frequency of Review
Attrition Rate	N/A	8% or Lower	Measures resource turnover due to unplanned situations which are not caused by the State, not including inadequate performance, death, serious illness, etc. Does not include performance removal data.	Number of unplanned turnovers / total number of resources working on contract. Reasons must be included in the report.	Monthly
Performance Removal	N/A	5% or Lower	Measures resource turnover due to inadequate resource performance. Does not include attrition rate data.	Number of turnovers (due to inadequate performance) / total number of resources.	Monthly
MBE Usage	N/A	15% or Higher	Measure of how many MBE certified resources are being used by the State.	Dollars paid to MBE within period / Total dollars paid within period	Monthly
EDGE Usage	N/A	5% or Higher	Measure of how many EDGE certified resources are being used by the State.	Dollars paid to EDGE within period / Total dollars paid within	Monthly
Customer Service Survey Results	Monthly survey of the satisfaction of the client with the resources placed at that Agency by the Contractor. Survey will highlight positive and negative points about the Contractor's processes and resources in order to identify areas for improvement. The DAS OPS representative will review and include overall results as part of the scorecard.				

## ■ Employer of Record Program/Payrolling Services

### Serving those who serve others

When non-IT staff augmentation contractors 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.

# ■ MSP Process Requirements

## Serving those who serve others

- Submission Process
  - Resume with Candidate's full, legal name included (Last Name, Full First Name, Middle Initial)
  - Candidate Cover Sheet (screenshot)
  - Right to Represent
- Interview Process
  - Agency Manager/MSP Program Team requests interviews through dotStaff™ and conducts interviews with selected Candidates
  - Upon selection, Agency Manager/MSP Program Team accepts/rejects candidate bids in dotStaff™ providing reasons for rejection
- Onboarding Requirements
  - Temporary Worker Agreement
  - Employment Status Validation Form
  - Confirmation of E-Verify Completion
  - Any agency facility/division specific onboarding requirements



# ■ Candidate Cover Sheet

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## State of Ohio Non-IT Candidate Cover Sheet

Please attach completed form as an additional document with the candidate resume in dotStaff™. This form is required for all non-IT staff augmentation positions with the State of Ohio. 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.



## ■ MSP Process Requirements

### Serving those who serve others

- Off-boarding Processes
  - Termination Process
  - Vendor is responsible for any equipment issued to Vendor's Resource(s), and in the event of loss, damage, theft or failure to return such equipment, Vendor is responsible for reimbursement of such damaged or lost equipment and Knowledge Services may deduct such amounts from Vendor's payments.
  - MSP Program Team to end Contractor's contract in dotStaff
- Weekly Supplier Calls
- Visa Renewal Letter Process (screenshot)
- Suppliers must adhere to the MSP Process for all open requisitions

## ■ Visa Renewal Letter Process

<https://forms.dotstaff.com/en-US/public/SOOH%20-%20Non-IT/forms/551b343d-3f55-4f7b-8fc6-0c7eb82f616d>



### State of Ohio Non-IT MSP Program Visa Letter Request

Please direct questions to the State of Ohio MSP Program Team at: [OHMSP@knowledgeservices.com](mailto:OHMSP@knowledgeservices.com)

**Supplier Information**

Prime Supplier Company Name (Supplier within Program) \*

Prime Supplier Contact Submitting Request First Name \*      Prime Supplier Contact Submitting Request Last Name \*

      

Prime Supplier Contact Submitting Request Email Address \*

Number of Sub-Vendors Involved in Engagement \*



## Implementation Timeline

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Non-IT Staff Augmentation	
Communication - Internal & External	Ongoing
Kick Off Meetings	Week of July 31 <sup>st</sup>
Supplier Enrollment	Week of August 7 <sup>th</sup>
Agency Discovery Meetings	Weeks of August 14 <sup>th</sup> – September 11 <sup>th</sup>
Supplier MSA Due Date	Friday, September 15 <sup>th</sup> , 2023
Manager Program and VMS Training	Weeks of October 16 <sup>th</sup> and 23 <sup>rd</sup>
Supplier Program and VMS Training	Weeks of October 16 <sup>th</sup> and 23 <sup>rd</sup>
Program Go Live for New Non-IT Staff Augmentation Requisitions	Sunday, October 29 <sup>th</sup>
Incumbent Non-IT Staff Augmentation Resources Go Live for Time Entry	Sunday, October 29 <sup>th</sup>

## ■ dotStaff™ Demonstration

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

## ■ State of Ohio Hiring Manager Website

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[https://programs.knowledgeservices.com/ohmsp/nonit\\_managers/](https://programs.knowledgeservices.com/ohmsp/nonit_managers/)

Site Includes:

- Hiring Manager Kick Off presentation
- Hiring Manager Training presentation
- Employer of Record (EOR) Payroll Request Form
- State of Ohio Non-IT MSP Service Level Agreements (SLAs)
- Program Not-to-Exceed Rate Card
- dotStaff™ Training materials

# Questions

## Contact Us

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**Thank you**