knowledge services
Serving Those Who Serve Others

State of South Carolina VM/MSP Manager Training Meeting
IT Staff Augmentation & IT Small Applications

June 2025

Introduction & MSP Team Overview

Dana Bufford
MSP Program Delivery Specialist
1 Month with KS

Chloe Clinton
MSP Program Delivery Specialist
1 Month with KS

Lexi Hustedt
MSP Program Delivery Specialist
1 Month with KS

Kyle Neira
Senior MSP Account Manager
3 Months with KS

Angela Jirsa
Regional Director, MSP Programs
5 Years with KS

Ashley Lacy
Director, MSP Operations & Implementations
10 Years with KS

Jenna Lentz
Senior Practice Director
12 Years with KS

Agenda

Serving Those Who Serve Others

- Knowledge Services Overview

- Implementation Timeline

- Industry Definitions

- Contractual Requirements

- VM/MSP Processes

- IT Staff Augmentation Request Process

- IT Small Application Request Process

- dotStaff™ Demo

- Questions & Answers

Remaining Implementation Timeline

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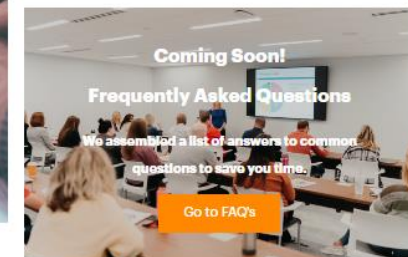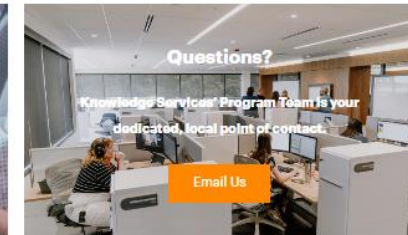| IT Staff Augmentation & IT Small Application Implementation	
New Requisition Black Out Period	Week of June 16th & June 23rd
Manager Program and VMS Training	Weeks of June 9th & June 16th
Vendor Program and VMS Training	Weeks of June 9th & June 16th
Final Data Transition and Revisions	Week of June 16th
Resource Time Entry Training	Week of June 23rd
Program Welcome Email	Week of June 30th
Go Live for new IT Staff Augmentation Requisitions and IT Small Application Projects	Tuesday, July 1st , 2025

State of South Carolina Manager Program Page

https://programs.knowledgeservices.com/scmsp/managers-msp-program-info

Program Page Includes:

- Program Kickoff Presentation

- Program Training Presentation

- Important Reminders

- Program Information

- dotStaff™ Training materials

Proprietary & Confidential

Contractual Requirements

- Knowledge Services will work with the current Vendors and new Vendors to be onboarded in the VM/MSP program

- Background checks, security checks, investigations, and visa checks, as required by the State, will be Vendor funded

- VM/MSP will provide contracted Vendor metrics, reporting, and audits on Vendor performance
  - Managers shall provide feedback throughout the requisition process

- 1.0% Vendor-Funded VM/MSP Transaction Fee + 0.5% State Administrative Fee
  - 0.5% administrative fee will be remitted to the State Procurement Office

- Invoices will be submitted to the UGUs on two set days each month (bi-weekly)

- UGUs have 30 work days in which to make payment to the VM after receipt of the service and acceptance of the invoice.

- Vendors will be paid via ACH 3 business days after Knowledge Services receives payment from the State

IT Staff Augmentation Contractual Requirements

- Rate Card – Not-to-exceed maximum bill rate (screenshot)

- UGU Managers should submit a Statement of Work (SOW) including
  - Required skills
  - Required Candidate proficiency with each required skill
  - Number of years of experience with each required skill
  - Most recent time period in which the Candidate should have last used

- Hiring Manager selects at least 3 candidate(s) for interview
  - If there are not 3 qualified candidates to interview, the Hiring Manager will interview the qualified candidates

- Onboarding Requirements
  - Nationwide criminal history check, which must include Federal, State, and County records for the states (or countries if applicable) where the Supplier's employee has resided in the past seven years
  - Credit History Check
  - Confirmation of E-Verify completion
  - Confidentiality & Ownership of Work Agreement
  - Employment Status Validation Form*
  - Temporary Worker Agreement*
  - Any additional agency specific onboarding requirements

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State of South Carolina MSP Program Not-to-Exceed Rate Card

IT Staff Augmentation	Bill Rates
Job Title	Do Not Exceed
Banner - Project Manager - Entry	$72.32
Banner - Project Manager - Intermediate	$77.73
Banner - Project Manager - Advanced	$91.47
Banner - Project Manager - Project Lead	$106.09
Banner - Project Manager - Consultant	$111.94
Banner - Tech Cons - IAS - Entry	$72.57
Banner - Tech Cons - IAS - Intermediate	$79.21
Banner - Tech Cons - IAS - Advanced	$85.63
Banner - Tech Cons - IAS - Project Lead	$90.68
Banner - Tech Cons - IAS - Consultant	$101.86
Business Analyst - Entry	$52.64
Business Analyst - Intermediate	$67.27
Business Analyst - Advanced	$80.98
Business Analyst - Project Lead	$94.93
Business Analyst - Consultant	$110.96
Client Technologies Technician - Entry	$59.59
Client Technologies Technician - Intermediate	$72.71
Client Technologies Technician - Advanced	$94.00
Client Technologies Technician - Project Lead	$109.63
Client Technologies Technician - Consultant	$115.28
Computer Operator - Entry	$37.47
Computer Operator - Intermediate	$44.25
Computer Operator - Advanced	$46.11
Computer Operator - Project Lead	$52.89

Proprietary & Confidential

IT Staff Augmentation Contractual Requirements

- Resources may only work on assignment for 12 months
  - Extensions can be granted up to 36 months with written justification and approval

- Rate Increase can only be requested once every 12 months while on assignment.

- Offshore work is prohibited

- Resources provided must be W2 employees of the Vendor

- UGU Managers should provide feedback after review of candidate qualifications detailing how they did not meet the qualifications

- If the UGU Manager plans to hire a Resource as a state employee, they will notify the KS MSP Team, who will confirm they've been on assignment for 90 calendar days

- Vendors will be responsible to return UGU equipment within seven (7) days of any request by UGU or upon termination or conclusion of assignment

VM/MSP Processes

- Vendor Submission Process

    - Resume with Candidate's full name (no logo or contact information)

    - Last 5 of Social Security Number (ex. 111-1X-XXXX)

    - Bill Rate

    - Candidate Cover Sheet (screenshot)

    - Right to Represent

- Intake Call with UGU Manager for each position

- Weekly Vendor Calls

- Visa Renewal Letter Process

- Assignment extension form / documentation

- UGU Manager should notify KS MSP immediately of any offboarding requests. KS MSP will facilitate ending the assignment

State of South Carolina
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 South Carolina. 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: Yes

*Current Location of Candidate (City, State): Charleston, SC

*Is candidate through a sub vendor: No

    If yes, sub vendor name: Click or tap here to enter text.

*Earliest availability to start if selected: ASAP

 *Key engagements over the last two years: Worked as a Business Analyst within State Government

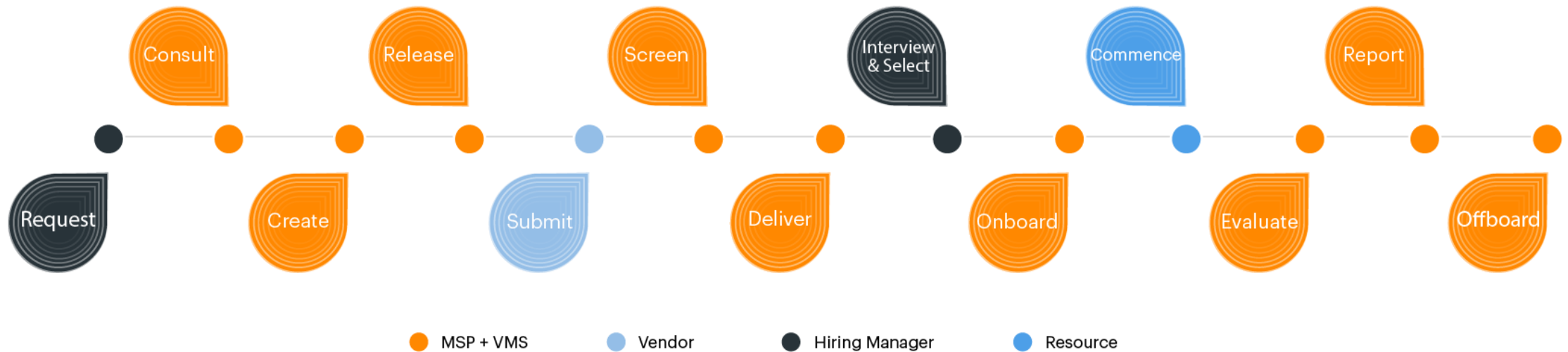*Has candidate ever worked at the State: No

    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: Several high level positions as a Business Analyst
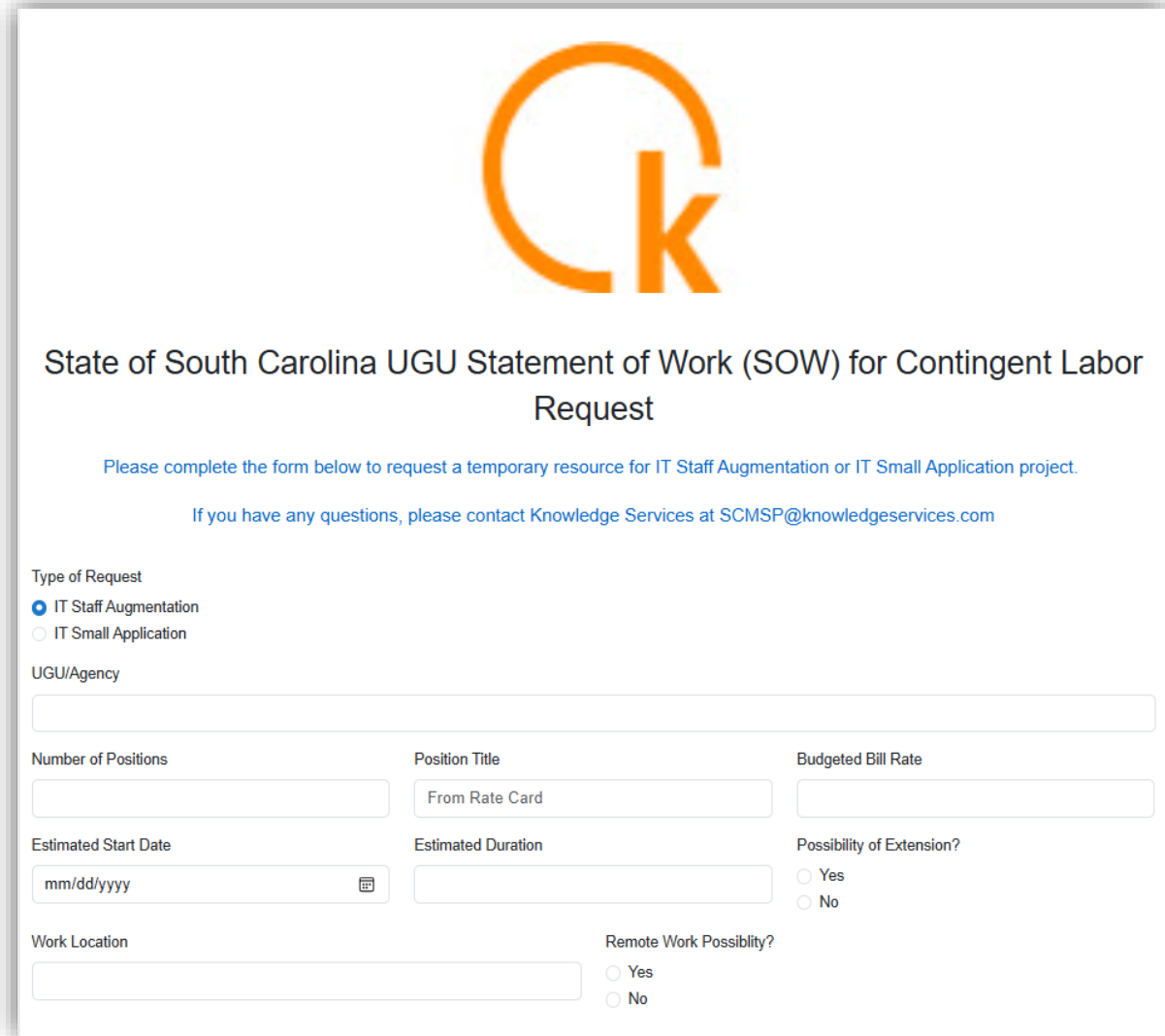
IT Staff Augmentation | Workflow

Consult   Release   Screen   Interview & Select   Commence   Report

Request   Create   Submit   Deliver   Onboard   Evaluate   Offboard

● MSP + VMS   ● Vendor   ● Hiring Manager   ● Resource

IT Staff Augmentation Process

Requisition Process

1. The Hiring Manager submits a dotStaff™ Statement of Work (SOW) form (Screenshot)

2. KS MSP Team qualifies the requisition through an intake call with the Hiring Manager

3. KS MSP Team sends the Posting for approval in dotStaff™, if applicable

4. KS SCMSP Team releases the Posting to Vendors in dotStaff™ for 7 calendar days

5. Vendors submit qualified candidates in dotStaff™

6. KS MSP Team reviews and evaluates resumes based on requirements

7. KS MSP Team sends the top qualified resumes for review after 8:00 AM Eastern Time of the 8th day per UGU preference

8. UGU/Hiring Manager or KS MSP Team, on behalf of Manager, requests interviews in dotStaff™

State of South Carolina UGU Statement of Work (SOW) for Contingent Labor Request

Please complete the form below to request a temporary resource for IT Staff Augmentation or IT Small Application project.

If you have any questions, please contact Knowledge Services at SCMSP@knowledgeservices.com

Type of Request
- ● IT Staff Augmentation
- ○ IT Small Application

UGU/Agency

Number of Positions | Position Title (From Rate Card) | Budgeted Bill Rate

Estimated Start Date (mm/dd/yyyy) | Estimated Duration | Possibility of Extension? ○ Yes ○ No

Work Location | Remote Work Possiblity? ○ Yes ○ No

IT Staff Augmentation Process

9. UGU/Hiring Manager selects candidate for position

10. UGU/Hiring Manager provides feedback on other submitted/interviewed candidates

11. KS MSP Team notifies Vendors of selected & rejected candidates in VMS

12. KS MSP Team facilitates BAFO, if requested

13. KS MSP Team coordinates onboarding with Vendor per UGU/Agency requirements

14. KS MSP Team facilitates Vendor & UGU signatures on Confidentiality & Ownership of Work Agreement (Screenshot)

15. KS MSP Team works with UGU/Hiring Manager to collect

    • Start date & First day details

    • Length of assignment

    • Purchase Order

Confidentiality & Ownership of Work Agreement

THIS AGREEMENT is made this ____ day of _____, 20___, by and between the State of South Carolina, its agencies, political subdivisions and entities entitled to utilize state term contracts relating to Information Technology (Government) and the individual signatory hereto, a person who wishes to work with the Government as the employee of a Contractor which has agreed to provide employment services pursuant to state term contracts for the purpose of temporary employment in the provision of Information Technology services (Consultant).

Background

Government is engaged in the development, use and application of various types of intellectual property including information technology. Consultant, an employee of a Contractor, represents that he or she has expertise and experience which meet or exceed the requirements of the Government entity and therefore desires to provide temporary services to the Government. Based on Consultant's represented history and qualifications as submitted directly or through Contractor, Government desires to retain the services of Consultant and Consultant desires to render such services on the terms and conditions set forth below and in the controlling State Term Contract.

In consideration of the foregoing and the mutual covenants herein contained, the parties, intending to be legally bound agree as follows:

1. **Retention as Consultant.** Government intends to retain Consultant, and Consultant hereby agrees to render consulting services to Government, upon the terms and conditions set forth herein.

2. **Duties.** Consultant covenants and agrees that it will, as an employee of a Contractor, perform all services as represented in its application and accompanying materials in seeking the temporary assignment. Consultant further affirmatively covenants that it will not violate any security and safety rules, policies, principles or directives promulgated by Government for the governance of its systems or other property, including but not limited to, information technology security applicable to the organization for which services are being provided.

3. **Independent Contractor Status.** The parties recognize that Consultant is an employee of an independent contractor and is not an employee, agent, partner, joint venturer, covenantor, or representative of Government and that Government will not incur any liability as the result of Consultant's actions. Consultant shall at all times represent and disclose that it is an employee of an independent contractor of Government and shall not represent to any third party that Consultant is an employee, agent, covenantor, or representative of Government. Government shall not withhold any funds from Consultant for tax or other governmental purposes, and Consultant shall be responsible for the payment of same. Consultant shall not be entitled to receive any employment benefits offered or provided by Government to its employees including, but not limited to, workers' compensation insurance, medical insurance or retirement benefits. Government will have no control over Consultant's employment status with Contractor.

4. **Compensation.** Government shall pay Consultant through its employer, as compensation for the services to be rendered, the remuneration established in the State Term Contract.

5. **Term.** This Agreement shall commence on the date first written above and shall continue, regardless of interruptions in the provision of services, for as long as Consultant and Consultant's employer continue to provide services to the Government, unless specifically terminated.

IT Staff Augmentation Process

Onboarding, Time Entry & Billing Process

16. Resource begins assignment and enters time in dotStaff™

17. Designated Time Approver(s) approve time in dotStaff™

18. dotStaff™ generated invoices are sent to the UGU/Agency

19. State pays Knowledge Services

20. Knowledge Services pays the Vendors

21. KS MSP Team will reach out UGU/Hiring Managers 45 days prior to a Resource assignment ending

22. UGU/Hiring Manager will provide business justification of renewal via a dotStaff Form & updated PO (Screenshot)

23. KS MSP Team will initiate offboarding process, if no extension

24. If Resource has been on assignment for 36 months, the KS MSP Team will work with UGU/Manager to release a new Posting in dotStaff™

State of South Carolina UGU Resource Assignment Renewal Form

Please complete the form below regarding your IT Staff Augmentation Resource's assignment.

If you have any questions, please contact Knowledge Services at SCMSP@knowledgeservices.com

Requesting Manager Name

UGU/Agency Name

Resource Name

Resource Job Title

Would you like to extend your Resource's assignment?
- ○ Yes
- ○ No, the assignment is complete

Please provide a business justification for the extension below:

Please provide feedback on the Resource's performance:

IT Small Application Contractual Requirements

- All projects must be approved by IT Planning if applicable to the UGU

- 1 Job Order Quote permitted per vendor

- Total Project Limits
  - $2,000,000
  - 18,000 Hours

- Job Order Request should include and adhere to the Rate Card (Screenshot)

- Evaluation criteria: technical approach to the module, qualifications of workers being offered, implementation schedule, allocation of hours, and proposed job order price

- Vendors have 3 days to object after award

- Single Agency Limits: Cumulative value of all job orders awarded by a single UGU to a single vendor cannot exceed $5 million

- Single Contractor Limits: Cumulative value of all job orders awarded to a single Vendor cannot exceed $10 million

- Cumulative Contract Limits: Cumulative value of all invoices cannot exceed $100 million

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State of South Carolina VM/MSP Program Not-to-Exceed Rate Card

IT Small Application Development	
Job Title	**Not to Exceed Bill Rate**
Business Analyst - Entry	$ 51.60
Business Analyst - Intermediate	$ 65.30
Business Analyst - Advanced	$ 76.98
Business Analyst - Project Lead	$ 90.96
Business Analyst - Consultant	$ 107.70
Applications Systems Analyst - Entry	$ 52.33
Applications Systems Analyst - Intermediate	$ 65.85
Applications Systems Analyst - Advanced	$ 83.79
Applications Systems Analyst - Project Lead	$ 97.49
Applications Systems Analyst - Consultant	$ 111.57
Database Analyst - Entry	$ 52.24
Database Analyst - Intermediate	$ 71.56
Database Analyst - Advanced	$ 89.49
Database Analyst - Project Lead	$ 99.52
Database Analyst - Consultant	$ 114.51
Data/Information Architect - Entry	$ 66.13
Data/Information Architect - Intermediate	$ 87.56
Data/Information Architect - Advanced	$ 97.95
Data/Information Architect - Project Lead	$ 109.27
Data/Information Architect - Consultant	$ 121.13
Database Administrator - Entry	$ 61.78
Database Administrator - Intermediate	$ 83.80
Database Administrator - Advanced	$ 99.50
Database Administrator - Project Lead	$ 121.69
Database Administrator - Consultant	$ 121.69
Internet/Web Engineer - Entry	$ 49.53
Internet/Web Engineer - Intermediate	$ 62.57
Internet/Web Engineer - Advanced	$ 77.30
Internet/Web Engineer - Project Lead	$ 95.71
Internet/Web Engineer - Consultant	$ 103.95
Network Administrator - Entry	$ 54.21
Network Administrator - Intermediate	$ 69.08
Network Administrator - Advanced	$ 84.76

VM/MSP Processes

- Intake Call and requirements review with UGU Manager for each Project request

- Conduct RFI, if needed

- Job Order Quote Review dotStaff™ form

  - Each JOQ received & considered
  - Price quoted
  - Evaluation methodology used in selecting the Vendor to receive the order
  - Determination of reasonableness regarding price to be paid and the hours to be worked
  - Job Order Quote selection
  - Feedback for all JOQs

- Mid-Project check in

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Type of Request
- ○ IT Staff Augmentation
- ● IT Small Application

UGU/Agency

Title of Project

Description of work to be performed:

List desired project performance schedule:

List desired deliverables:

Anticipated Project Complete Date:

Any special requirements:

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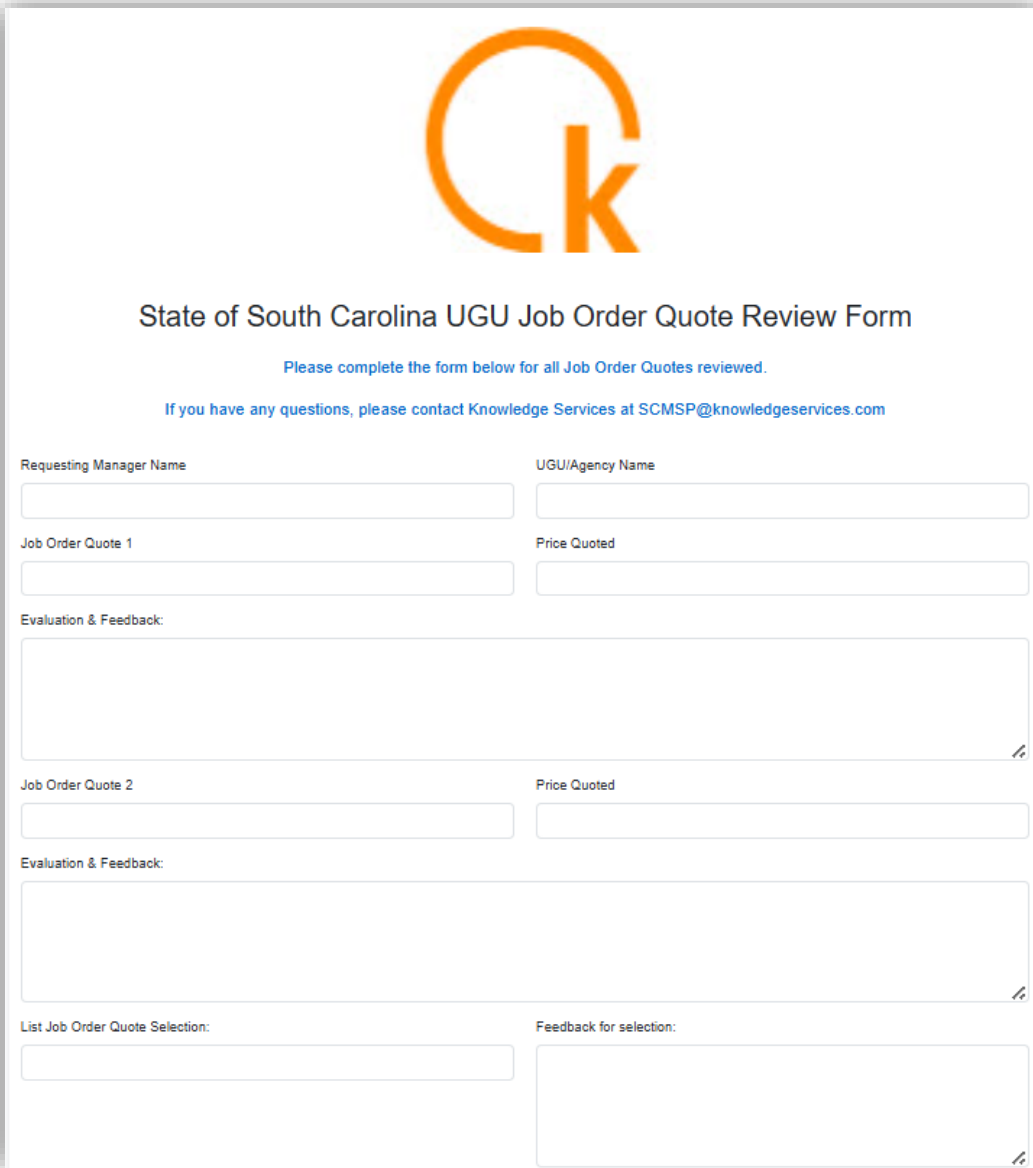
Statement of Work – Process Workflow

1 - Identify
2 - Discuss
3 - Distribute
4 - Brief
5 - Coordinate

10 - Onboard
9 - Finalize
8 - Select
7 - Evaluate
6 - Submit

11 - Initiate
12 - Assess
13 - Invoice
14 - Review

- MSP + VMS
- Agency + Department
- Vendor
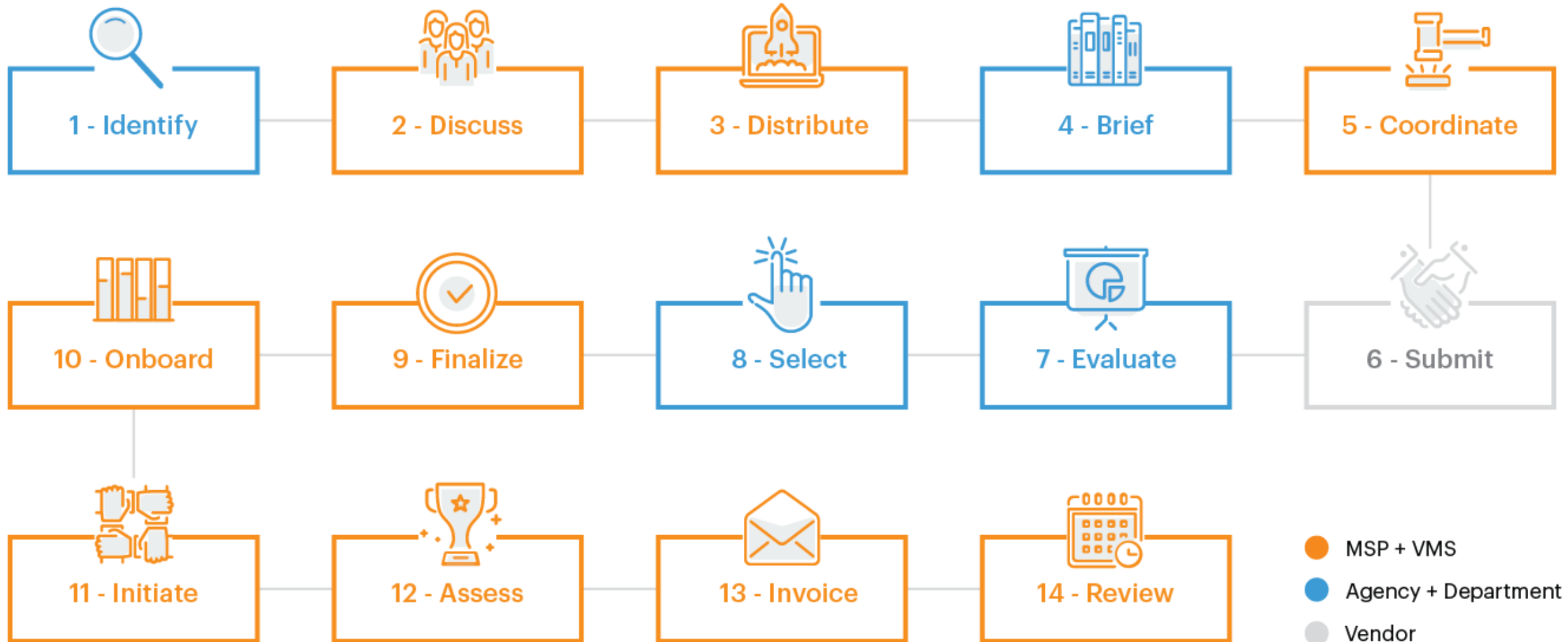
IT Small Application Process & Utilization

Requisition Process

1. UGU/Requesting Manager completes Statement of Work Form to initiate Job Order Request

2. KS MSP Team will route Statement of Work form to ITMO for approval

3. KS MSP Team contacts UGU/Requesting Manager to schedule intake call

4. KS MSP Team creates a Job Order in the dotStaff™ and releases to Vendors for 10 calendar days

5. Vendors submit Job Order Quotes (proposals) in dotStaff™

6. KS MSP Team reviews Job Order Quotes

7. Knowledge Services MSP Team will facilitate Oral presentations and BAFO, as needed

8. UGU/Requesting Manager completes Job Order Quote Review dotStaff™ form

9. KS MSP Team issues notice of the selection to all Vendors

10. Job Order is created
    - Modifications require a written amendment

State of South Carolina UGU Job Order Quote Review Form

Please complete the form below for all Job Order Quotes reviewed.

If you have any questions, please contact Knowledge Services at SCMSP@knowledgeservices.com

Requesting Manager Name · UGU/Agency Name

Job Order Quote 1 · Price Quoted

Evaluation & Feedback:

Job Order Quote 2 · Price Quoted

Evaluation & Feedback:

List Job Order Quote Selection: · Feedback for selection:

IT Small Application Process & Utilization

1. Vendor submits Milestone/deliverables for approval in dotStaff™ upon completion of the work

2. Designated Milestone/deliverable approver reviews and approves in dotStaff™

3. Once approved, invoices are generated on a twice monthly invoicing cycle

4. State remits payment to Knowledge Services

5. Upon payment, Knowledge Services remits payment to Vendor

6. Upon receipt of the final invoice for the last module of the project, UGU/Project Manager submits statement of the Total Project Costs

7. Evaluation Report is completed by UGU/Project Manager (Screenshot)

8. KS MSP Team compiles all final documents in VMS

dotStaff™ Demonstration

Serving those who serve others

- dotStaff™ Postings

  - Reviewing Bids/Candidate Resumes

- Requesting Candidate Interviews

- Accepting/Rejecting Candidate Bids

- Onboarding Checklist

- Time Approval

- Reporting
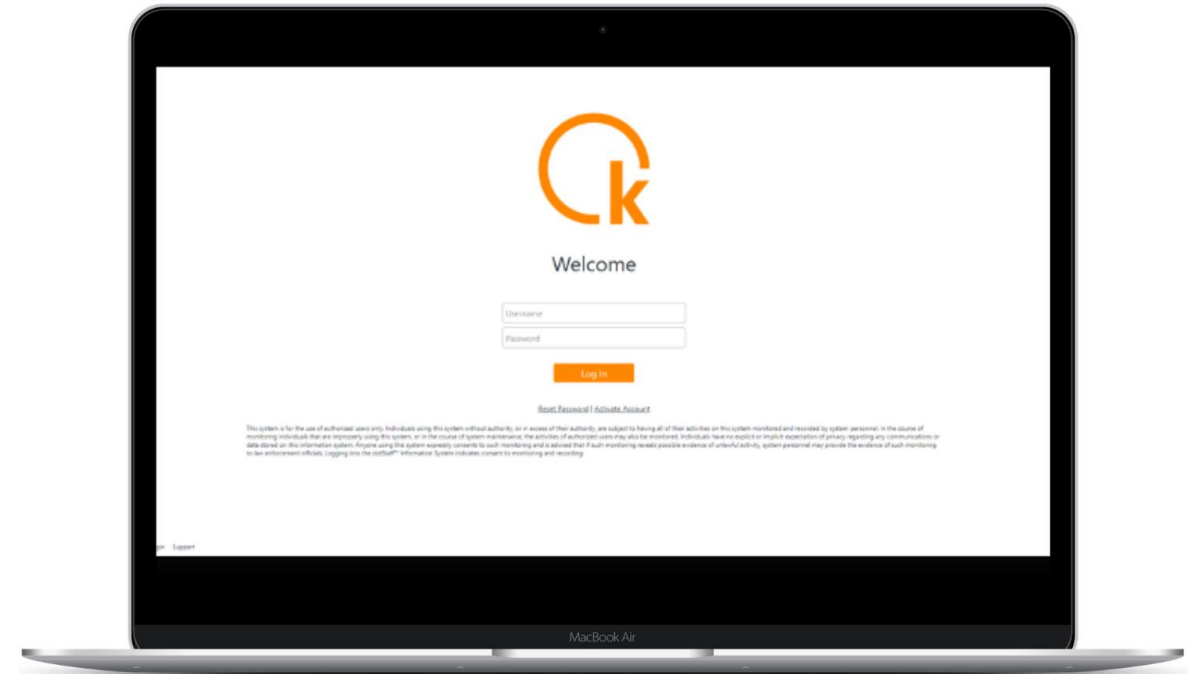
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knowledge services

Affordable. Experienced. Local. Flexible. Proven.
Committed to South Carolina.

We are here to answer any questions you may have.
SCMSP@KnowledgeServices.com

Questions
and Answers