knowledge services

Serving Those Who Serve Others

State of South Carolina VM/MSP Manager Kickoff Meeting

IT Staff Augmentation, IT Small Applications, SOW, & ITPS

April 2025

Meet the Team

Kyle Neira
Senior MSP Account Manager
1 Month 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

Bill Evans
Senior Vice President
16 Years with KS

Knowledge Services Capabilities Overview

Managed Services

- Staff Augmentation
- Statement of Work
- Human Services

Workforce Management

- Project-based Solutions
- Program-based Solutions

Survey Management

- Development + Design
- Administration + Collection
- Analysis + Report of Findings

Staffing + Recruiting

- Direct + Contract-to-Hire
- Temporary Staffing
- Employer of Record (EOR)

Cybersecurity Services

- Consulting & Advisory Services
- RAMPxchange Cyber Marketplace
- StateRAMP Founding Member + PMO
- dotStaff VMS has achieved StateRAMP Ready & FedRAMP Ready statuses
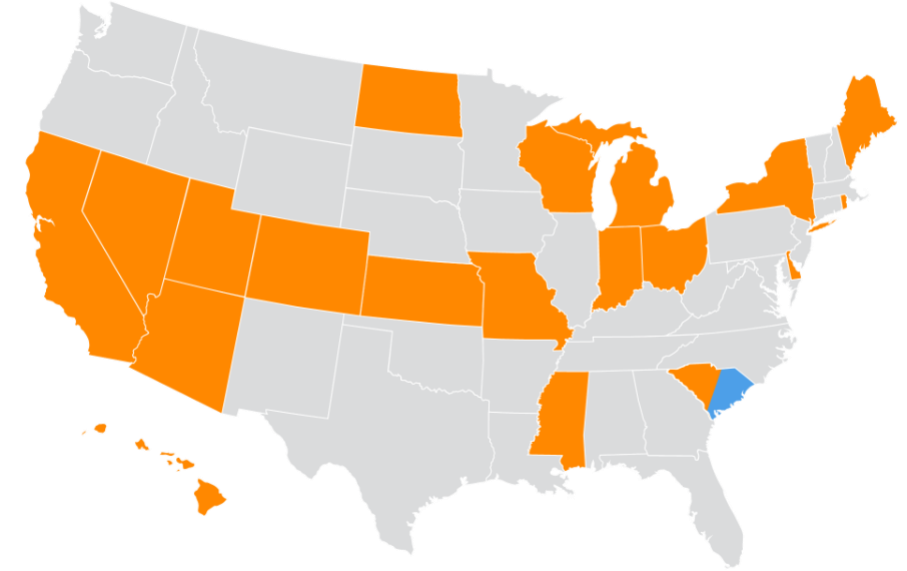
Serving Those Who Serve Others
Founded in 1994 | WBE

Agenda

- Introductions

- Knowledge Services Overview

- Common FAQs

- Industry Definitions

- VM/MSP IT Staff Augmentation, IT Small

   Application, & SOW

- State Objectives

- Contract Requirements

- Implementation Timeline

- Next Steps

- Key Knowledge Services Contacts

- Q & A

Common Questions

Leadership Team

- What's the risk of disruption or program failure?
- Will this improve transparency, governance & savings?
- Is there a documented plan for program transition & implementation?
- How will this reduce administrative burden?

Vendor Network Partners

- Will existing resources continue / be transitioned to MSP program?
- Can I still talk with managers?
- Will our performance be measured? How?
- Will payment be delayed or affected?

State Managers

- What will happen to my existing resources & vendor network?
- Will I be able to:
  - Maintain vendor network relationships?
  - Easily & quickly procure quality resources?
  - Retain quality resources?
  - Can I continue to fill my staffing needs efficiently?

Resources

- Will I lose my position?
- Can I / will I have to change suppliers?
- Will my pay rate or payment schedule be affected?

Common State Manager Questions

- **What will happen with contracts that are currently in place?**
  - All incumbent resources who are in place directly with vendors will remain in place and will continue their current assignments, as directed by the State of South of Carolina.

- **What is required from me with respect to time and effort?**
  - You will be asked to participate in one of several discovery meetings and in one of several training sessions that Knowledge Services will host. These sessions are approximately 1-1.5 hours in duration.

- **When will I begin using the new VM/MSP contract with Knowledge Services and when should I stop entering POs under the current contract and start entering POs under the new contract?**
  - The current contract with Tapfin will remain in effect until Monday, June 30th, 2025, and will continue to fulfill the VM/MSP needs until the transition and program go live with Knowledge Services on Tuesday, July 1st, 2025.
  - Blackout period weeks of 6/16/2025 & 6/23/2025

Industry Definitions

- 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 vendors.

- 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.

IT Staff Augmentation Services & Small Applications

IT Staff Augmentation & Small Application Services | Workflow
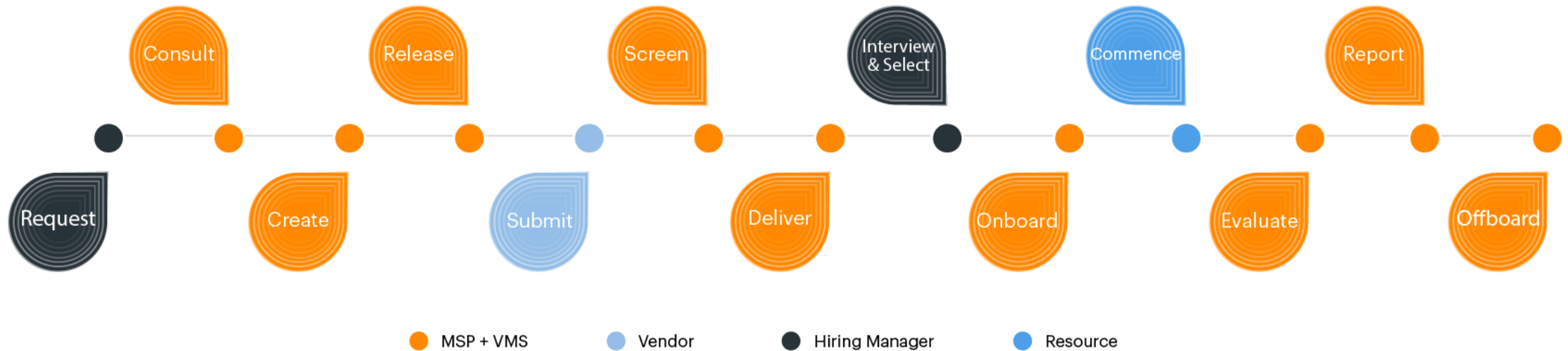
Standardization with configuration flexibility by department, agency and UGU

Intake call on every position
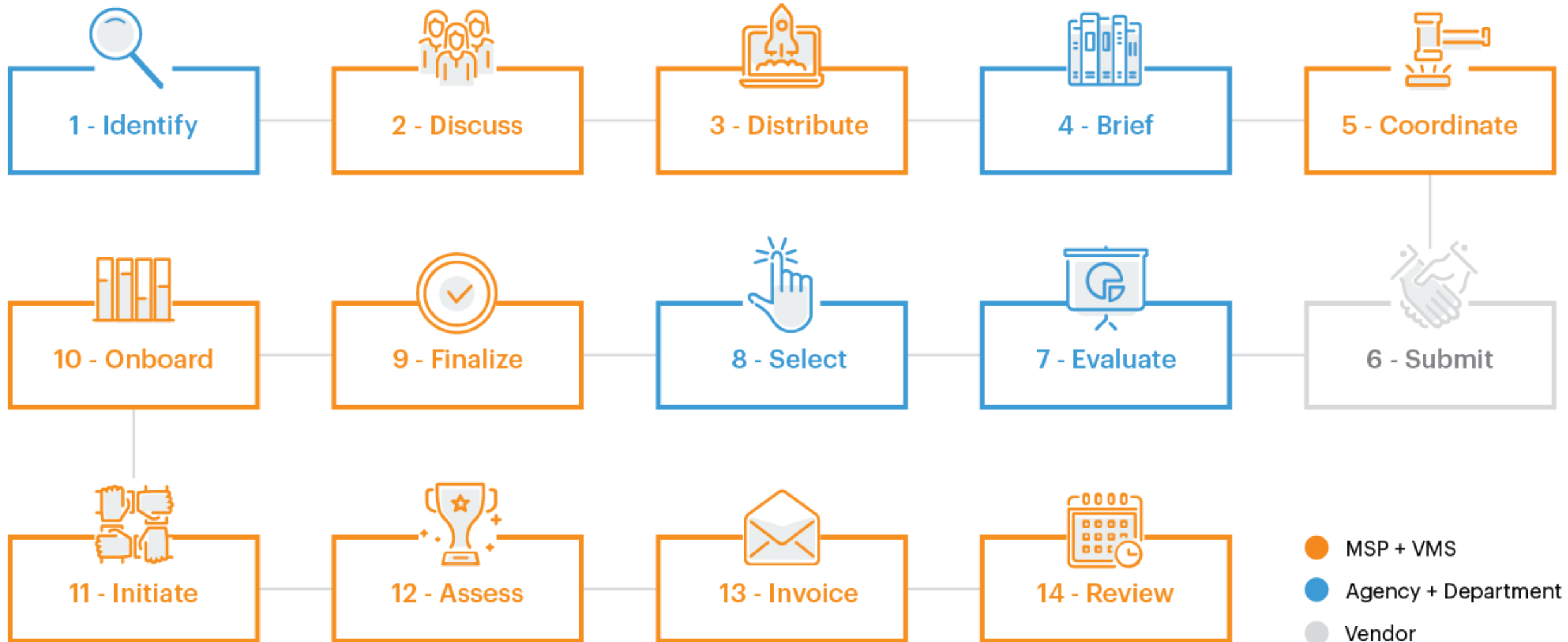
Every resume reviewed and scored by team

Every background check reviewed and validated

Reporting, analytics, and recommendations on all aspects of workflow

Statement of Work

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

State Objectives

- Single MSP provider

- Transparency & visibility

- Financial efficiencies

- Tracking and reporting on State professional services contracts (IT Staff Augmentation, IT Small Application, SOW, & IT Professional Services)

- Streamlining via Vendor Manager (VM)/Managed Service Provider (MSP) & Vendor Management System (VMS)

- Manage Supplier contracts

- Assist Purchasing Entities with Statement of Work (SOW) drafting

- Smooth data transition

- Data security

- Governance & compliance

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

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

- Rate Card – Not-to-exceed maximum bill rate

- 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

Not-to-Exceed Rate Card

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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

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MSP Implementation Timeline

IT Staff Augmentation, IT Small Applications, & SOW	
Communication – Internal and External	Ongoing
Kickoff Meetings	Weeks of April 7th
Vendor Enrollment	Begin Week of April 28th
Agency & UGU Discovery Sessions	Weeks of April 28th – May 12th
Incumbent Data Validation and Data Load into VMS	Weeks of May 19th & May 26th
Vendor MSA Due Date	Friday, May 30th
Final Data Transition and Revisions	Week of June 2nd
Manager Program and VMS Training	Weeks of June 9th & June 16th
Vendor and Resource Program and VMS Training	Weeks of June 9th & June 16th & June 23rd
Requisition Blackout Period	Week of June 16th & June 23rd
Program Welcome Email	Week of June 30th
Go Live for new IT Staff Augmentation Requisitions and IT Small Applications	Tuesday, July 1st , 2025
Go Live for new IT Professional Services	TBD - Post Vendor Solicitation

Next Steps

- Knowledge Services to schedule Discovery meeting with State Agencies and UGUs
  - Please fill out the kick-off meeting survey to ensure we are reaching out to the appropriate contacts to schedule the meetings

- Managers to register to attend training

- Knowledge Services will work with the Vendors to become fully compliant in the program

- Managers validate incumbent data transitioning to VM/MSP contract

Discovery Meetings

- **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/UGU

- **What to expect:** Approx. 1 hour Microsoft Teams call by Agency/Division/UGU to discuss the current staff augmentation and/or small application procurement process and to identify any unique business needs and/or requirements for the Agency/UGU

- **Who to include:** Managers who utilize IT staff augmentation and/or IT small application services most often (power users), Agency HR and Accounting contacts who are familiar with the IT staff augmentation and IT small application procurement processes and Agency/UGU requirements

- **Information Requested:**
  - Current staff augmentation and/or small application procurement, labor/expense tracking, invoicing process
  - Agency/UGU background check/drug screening requirements
  - Onboarding requirements (required paperwork, security clearances, badges, parking, work location, etc.)
  - Invoicing contacts and invoicing requirements
  - Job titles and descriptions currently in use
  - Known concerns or weaknesses in the current process
  - Forecasted needs
  - Reporting requirements

Manager Trainings

- **Purpose:** To provide in-depth training on MSP program processes and VMS functionality for those managers currently utilizing IT staff augmentation resources and/or IT small application services and for those who may have a need for staff augmentation resources and/or small application projects in the future

- **What to expect:** 1.5 hours of program and VMS-based training

- **Who to include:** All managers involved in the staff augmentation resource and/or small application procurement process – resource managers, time approvers, HR and accounting contacts

State of South Carolina Manager Program Page

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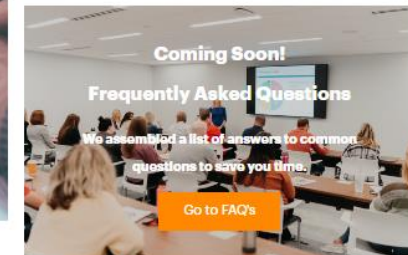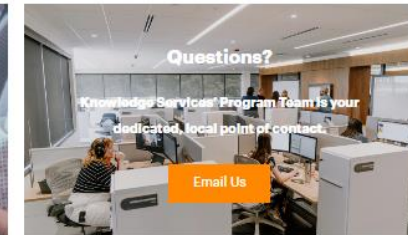
Program Page Includes:

- Program Kickoff Presentation

- Important Reminders

- Program Information

- dotStaff™ Training materials

Vendor Manager (VM)/Managed Services Provider (MSP) Program Information for State of South Carolina Managers

Vendor Manager Contract – 5400025468

Questions?
Knowledge Services' Program Team is your dedicated, local point of contact.
Email Us

Coming Soon!
Frequently Asked Questions
We assembled a list of answers to common questions to save you time.
Go to FAQ's

Vendor Manager (VM)/Managed Services Provider (MSP) Program Information for State of South Carolina Managers

The South Carolina Office of State Procurement has entered into a new contract with Knowledge Services resulting from STC Vendor Manager RFP 5400025468. Knowledge Services will act as the Vendor Manager (VM)/Managed Services Provider (MSP) and manage the State of South Carolina's IT

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