



knowledge services

STATE OF MISSOURI
MANAGED SERVICE PROVIDER (MSP)
IT STAFF AUGMENTATION
VENDOR TRAINING SESSION

June 2022

Agenda

Serving those who serve others

- Introductions
- Process Overview
- Program Requirements
- MSP Process Requirements
- Implementation Timeline
- dotStaff™ Demo
- Questions & Answers



■ MSP Staff Augmentation Request Process

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1. ITSD/State Manager submits Posting Requisition Form to MSP Program Team
2. MSP Program Team conducts intake call with State Manager
3. MSP Program Team releases requisition to all Vendors at the same time in dotStaff™
4. Vendors submit qualified candidates in dotStaff™
5. MSP Program Team reviews and evaluates resumes
6. MSP Program Team sends resumes for review based on State Manager's preference
7. State Manager, or MSP Program Team on behalf of the State Manager, requests interviews through dotStaff™
8. State Manager conducts interviews and notifies MSP Program Team of selected candidate(s) for position
9. MSP Program Team requests Best and Final Offer (BAFO) from Vendor
10. State Manager accepts the Bid of the selected Candidate



■ MSP Staff Augmentation Request Process - continued

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11. Vendor confirms candidate(s) acceptance of position by accepting Engagement Request in dotStaff™
12. MSP Program Team works with Vendor to complete onboarding requirements for accepted Candidate(s)
13. ITSD/State Manager provides PO to MSP Program Team
14. MSP Program Team finalizes start date with State Manager and Vendor
15. MSP Program Team rejects remaining candidate bids in dotStaff™ providing reasons for rejection
16. Resource enters time in dotStaff™
17. State Manager approves time in dotStaff™
18. dotStaff™ generated invoices sent to the State weekly
19. State pays Knowledge Services
20. Knowledge Services pays the Vendors



■ Intake Call Overview

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- After the State Manager submits the Posting Requisition Form, the MSP Program Team will reach out to the State Manager to confirm and review positions details
- Intake discussion items confirmed, include:
 - Qualification of position details
 - Project details, if applicable
 - # of qualified candidates State Manager would like to review
 - Interview availability and ideal start date
 - Budget
 - Additional information, if applicable


Program Requirements

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- Participating vendors must sign new vendor MSA with Knowledge Services
 - New MSA has been sent to current vendors to participate
- New Bill Rate Card – hourly, not-to-exceed rates – effective July 1, 2022
- MSP Fee and Administrative Fee to the State – effective July 1, 2022
 - Applies to all resources (incumbents and new placements)
 - 2.6% MSP Fee
 - 1% MI administrative fee (payable to the State of Michigan)
 - 1% MO administrative fee (payable to the State of Missouri)
- Bill Rate Example
 - Resource hourly bill rate: \$100/hr
 - 4.6% total
 - \$2.60/hr retained by Knowledge Services as the MSP fee
 - \$1.00/hr administration fee paid back to State of Missouri
 - \$1.00/hr administration fee paid back to the State of Michigan
 - \$95.40/hr sent to Vendor as payment

■ New Not-to-Exceed Bill Rate Card

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Job Category	Job Title	Skill Level	Maximum All-Inclusive Bill Rate
Applications	Programmer Analyst	Analyst 1	\$53.77
		Analyst 2	\$65.52
		Analyst 3	\$73.87
		Analyst 4	\$82.65
		Analyst 5	\$86.36
		Analyst 6	\$98.25
	Programmer	Programmer 1	\$46.51
		Programmer 2	\$56.14
		Programmer 3	\$68.40
		Programmer 4	\$79.07
		Programmer 5	\$84.25
		Programmer 6	\$91.53

■ Program Requirements, contd.

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- Payment to Vendors with 10 business day payment terms
- Weekly time entry and invoicing to the State
- Sub-vendors limited to “One Level Deep”
 - Must be pre-approved by MSP via email at requisition level

■ MSP Process Requirements

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- Submission Process
 - Resume
 - Candidate Cover Sheet (screenshot)
 - Right to Represent (screenshot)
 - Sub-Vendor Usage Request Form, if applicable (screenshot)
- Interview Process
 - State Manager/MSP Program Team requests interviews through dotStaff™ and conducts interviews with selected Candidates
 - State Manager/MSP Program Team accepts/rejects candidate bids in dotStaff™ providing reasons for rejection
- On-boarding Requirements
 - Fingerprint Background Screening
 - State of Missouri Resource W2/IC Validation Form (Screenshot)
 - Temporary Worker Agreement
 - Missouri Contractor Agreement
 - E-Verify
 - Any department/division specific onboarding requirements

Candidate Cover Sheet

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State of Missouri 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 Missouri. If required fields on this form are not completed, candidate may be withdrawn from consideration.

***REQUIRED FIELD**

*Posting Number:

*Candidate Name:

*Candidate Availability for In Person interview: Choose an item.

*Current Location of Candidate (City, State):

*Is candidate through a sub vendor: Choose an item.

If yes, sub vendor name:

*Earliest availability to start if selected:

*Key engagements over the last two years:

*Has candidate ever worked at the State: Choose an item.

■ Right to Represent Form

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- A 'Right to Represent' (RTR) is a statement from the candidate giving a company permission to represent them for a position.
 - **RTRs are posting (position) specific and should be attached to each posting submission**
 - Cannot accept “blanket” RTRs
 - Need a RTR for each posting (position) to which a candidate is submitted
 - Valid RTRs include:
 - Date completed within posting (position) parameters
 - Contain Posting ID number
 - Include a statement of approval from candidate giving a specific company permission to submit
 - Include email correspondence between Vendor and candidate to include date and time stamp with statement of approval

Right to Represent Example

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From: Candidate Name <email@email.com>
Sent: Monday, June 2, 2022 11:08 AM
To: John Smith <contact@abcvendorcompany.com>
Subject: RE: MOMSP Right to Represent - Posting ID 123456

I, 'Candidate Name', give 'Vendor Company Name' permission to submit my resume to Posting ID 123456.

Thank you,

Candidate Name

From: Vendor Contact Name <contact@abcvendorcompany.com>
Sent: Monday, June 2, 2022 10:50 AM
To: Candidate Name <email@email.com>
Subject: MOMSP Right to Represent - Posting ID 123456

Hello,


Please confirm that 'Vendor Company Name' has the right to submit you for consideration to the Business Analyst position at 'State Agency Name' under Posting ID 123456.

Thank you,

Vendor Name

Sub-Vendor Usage Request Form

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State of Missouri
Sub-Vendor Usage Request Form

This form is to request the usage of a sub-vendor in the Knowledge Services State of Missouri MSP Program.

dotStaff Posting ID#: *

Vendor Name: *

Sub-Vendor Name: *

Resource Name: *

<input type="text"/>	<input type="text"/>
<small>First Name</small>	<small>Last Name</small>

I confirm the above-named resource is a W2 of the above-named Sub-Vendor

I understand Knowledge Services limits sub-vendor usage to only one level and I certify only one level of sub-vendor will be used for this engagement should the resource be selected

■ MSP Process Requirements

Serving those who serve others

- Submission Process
 - Resume
 - Candidate Cover Sheet (screenshot)
 - Right to Represent (screenshot)
 - Sub-Vendor Usage Request Form, if applicable (screenshot)
- Interview Process
 - State Manager/MSP Program Team requests interviews through dotStaff™ and conducts interviews with selected Candidates
 - Upon selection, State Manager/MSP Program Team accepts/rejects candidate bids in dotStaff™ providing reasons for rejection
- On-boarding Requirements
 - Fingerprint Background Screening
 - State of Missouri Resource W2/IC Validation Form (Screenshot)
 - Temporary Worker Agreement
 - Missouri Contractor Agreement
 - E-Verify
 - Any department/division specific onboarding requirements

■ Fingerprint Background Screening

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- Register with Missouri Automated Criminal History System (MACHS)
 - <https://www.machs.mo.gov/MACHSFP/home.html>
 - In State: Candidate performs fingerprint process in Missouri at approved station or Missouri State Highway Patrol (MSHP).
 - Out of State: Candidate performs fingerprint process at local law enforcement with card and overnights fingerprints to fingerprint vendor.
Note: There may be an added expense for fingerprinting when completed outside the Missouri network
- Schedule fingerprinting check
 - <https://www.identogo.com/locations/missouri>
- Vendor Escrow Account Setup - No Charge Authorization Codes (NCAC)
 - https://www.identogo.com/uploads/general/MO_NCAC_Account_Application.pdf
 - Instructions to setup accounts that allow candidates to charge the cost of services if vendor is paying for background checks
Note: Candidates can pay at the time of service

Missouri Automated Criminal History System (MACHS)

Missouri State Highway Patrol

MSHP Search | MSHP Home
Colonel Eric T. Olson, Superintendent

Missouri Automated Criminal History System (MACHS)

Home About Contact Name Search Portal FAQ Links

MACHS Fingerprint Search Portal

- To register with MACHS to be fingerprinted for a State and/or FBI Criminal Background Check your employer or licensing agency must have provided you with a registration number to enter when registering.
- If you do not have a registration number, please contact your employer or licensing agency to receive one.
- If the purpose of the criminal history search is not for an employer or licensing agency but is instead for yourself for personal review purposes, please contact our office at (573) 526-6153 option 3 for further instructions.

[Click here to Register with MACHS](#)

Resource Employment Status Validation Form

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https://knowledgeservices.formstack.com/forms/mso_msp_resource_employment_status_validation_form

Knowledge Services MSP
Resource Employment Status Validation Form
State of Missouri

INSTRUCTIONS: Vendor must complete the form below in its entirety, and provide an electronic signature verifying all information provided is accurate.

Please direct your questions to the MOMSP Program Team at: MOMSP@knowledgeservices.com

**denotes required field*

Resource Information

Resource Name: *	Client Department/Agency for Assignment: *
<input type="text"/>	<input type="text"/>
Job Title for Assignment: *	Assignment Start Date (within MSP Program) *
<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

Vendor Information

Prime Vendor Legal Name: *	Prime Vendor DBA Name:
<input type="text"/>	<input type="text"/>
Prime Vendor Federal EIN: *	Is a Sub-Vendor Involved in Engagement? *
<input type="text"/>	<input type="radio"/> Yes <input type="radio"/> No



■ MSP Process Requirements

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- Off-boarding Processes
 - Termination Process
 - Vendors are responsible for cost of shipping State property back to the State immediately
 - MSP Program Team to end resource's contract in dotStaff™
- Visa Renewal Letter Process (screenshot)
- Vendors must adhere to the MSP Process for all open requisitions

■ Visa Renewal Letter Process

https://knowledgeservices.formstack.com/forms/momsp_visaletterrequestform

State of Missouri Managed Service Provider (MSP) Program

Visa Letter Request

Please direct questions to the MOMSP Program Team at MOMSP@knowledgeservices.com

(Once your submission has been received, please allow 7-10 business days for the MSP Visa Letter to be completed)

**denotes required field*

Disclaimer: Client will not provide a Client Letter directly to MSP Program Vendors. Please coordinate all such requests through Knowledge Services. Please provide the requested information so that Knowledge Services can generate a customized letter. Please note that it is Vendor's responsibility to include any additional required information, and Knowledge Services does not provide advice or guidance as to the required content of such letters.

1. Vendor Information

Prime Vendor Company Name (Vendor within Program)

Prime Vendor Contact Submitting Request (Name): * Prime Vendor Contact Submitting Request (Email Address): *

<input type="text"/> <small>First Name</small>	<input type="text"/> <small>Last Name</small>	<input type="text"/> <small>A copy of this completed form will be sent to the email address provided</small>	
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Number of Sub-Vendors Involved in Engagement *

0 1 2 3 4

Direct Employer/Visa Holder (of Resource) *	Direct Employer/Visa Holder Main Point of Contact *	Direct Employer/Visa Holder Email Address *	Direct Employer/Visa Holder Phone # *
<input type="text"/>	<input type="text"/> <small>First Name</small> <input type="text"/> <small>Last Name</small>	<input type="text"/>	<input type="text"/>

2. Resource Information

Resource Full Legal Name *	Client Department/Agency Utilizing Contract Resource *
<input type="text"/>	<input type="text"/>



Implementation Timeline

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IT Staff Augmentation	
Communication - Internal & External	Ongoing
Change Management Meetings	Week of May 23 rd
Vendor Enrollment	Week of May 23 rd
Utilization of New Rate Card for Future Placements	Week of May 23 rd
Vendor MSA Due Date	Friday, June 10 th
Vendor Program Training	Week of June 13 th
Program Go Live for New MSP Contract	Friday, July 1 st , 2022

■ dotStaff™ Demonstration

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- dotStaff™ Postings
 - Viewing Postings
 - Submitting Bids/Candidate Documents
- Reviewing Candidate Bid Statuses
- Reviewing/Confirming Candidate Interviews
- Accepting Engagement Requests
- Onboarding Checklist
- Submitting/Reviewing Timesheets/Expenses
- Reporting

■ State of Missouri Vendor Website

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<https://programs.knowledgeservices.com/momsp/momsp-vendor-information-page/>

Site Includes:

- Vendor Registration Information
- New Not-to-Exceed Rate Card
- Program Information
- dotStaff™ Training Materials

Questions

Contact Us

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Thank you