



knowledge services

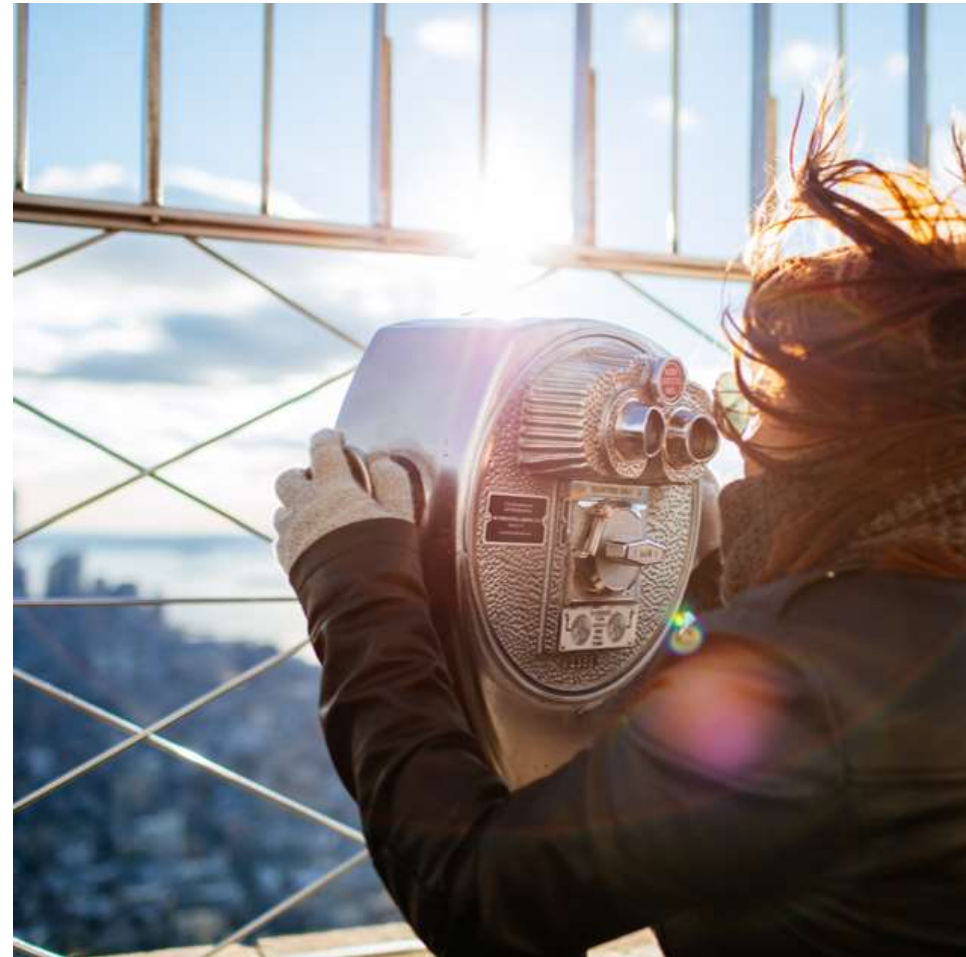
STATE OF ARIZONA
ADOT ITG MANAGED SERVICE PROVIDER (MSP)
USER TRAINING SESSION

June 2023

■ Agenda

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- Introductions
- Knowledge Services Overview
- Industry Definitions
- Process Overview
- Program Requirements
- MSP Process Requirements
- Implementation Timeline
- dotStaff™ Demo
- 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
 - Private Talent Cloud



■ Industry Definitions

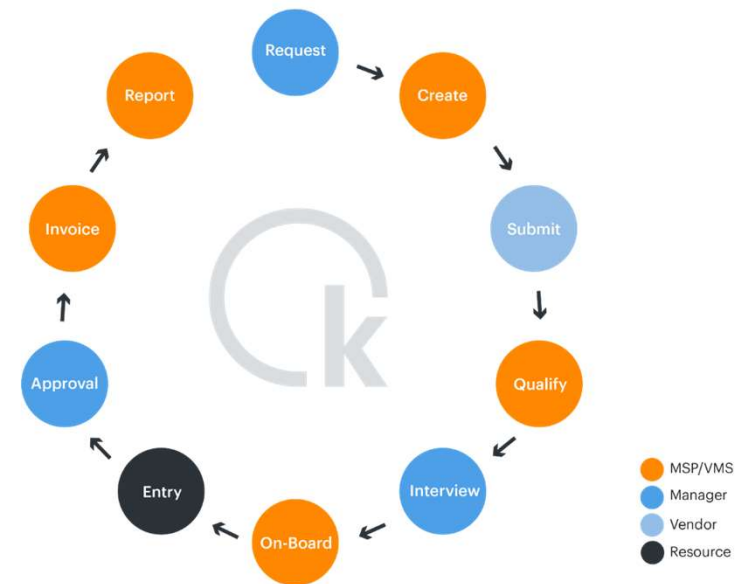
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- As the **Managed Service Provider (MSP)**, Knowledge Services takes on primary responsibilities for managing an organization's contingent/temporary/contractor workforce program, project/milestone deliverable work and staffing suppliers.
- dotStaff™ 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.

MSP Staff Augmentation Request Process

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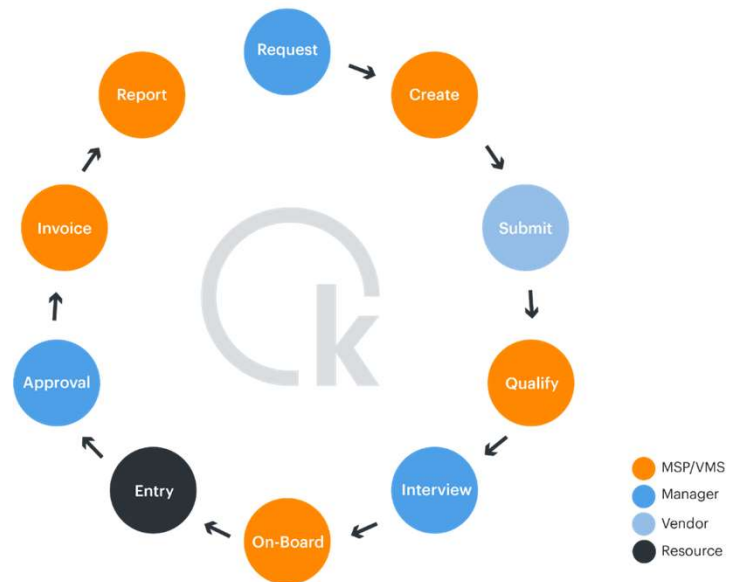
1. ADOT ITG Manager submits the Job Posting Requisition Form or creates draft Posting in dotStaff™
2. MSP Program Team conducts intake call with ADOT ITG Manager
3. MSP Program Team finalizes Posting details and releases to Vendors in dotStaff™
4. Vendors submit qualified candidates in dotStaff™
5. MSP Program Team reviews and evaluates resumes
6. MSP Program Team sends resumes for review based on the ADOT ITG Manager's preference
7. ADOT ITG Manager/Hiring Manager requests interviews through dotStaff™ and conducts interviews with selected Candidate(s)
8. ADOT ITG Manager notifies MSP Program Team of selected Candidate for position
9. MSP Program Team requests Best and Final Offer (BAFO) from Vendor, as requested
10. ADOT ITG 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. Vendor confirms Candidate acceptance of the position by accepting the Engagement Request in dotStaff™
12. MSP Program Team works with Vendor to complete onboarding requirements for accepted Candidate
13. MSP Program Team finalizes start date with ADOT ITG Manager and Vendor
14. ADOT ITG Manager provides Kyndryl with PO
15. ADOT ITG Manager or MSP Program Team rejects remaining candidate bids on the Posting in dotStaff™ providing reasons for rejection
16. Resource enters time in dotStaff™ weekly
17. ADOT ITG Client Manager(s) approve time in dotStaff™
18. dotStaff™ generated invoices sent to the Client weekly
19. Kyndryl pays Knowledge Services
20. Knowledge Services pays the Vendors



■ Intake Call Overview

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- After the ADOT ITG Office Manager completes the Posting Requisition Form or creates a draft Posting in dotStaff™, the MSP Program will reach out to the ADOT ITG Office Manager to confirm and review positions details
- Intake discussion items confirmed, include:
 - Qualification of position details
 - Project details, if applicable
 - # of qualified candidates the ADOT ITG Office 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 vendor MSA with Knowledge Services
 - Current vendors have been invited to participate
- The rate for each position shall be determined by ADOT ITG at the time of the Posting
- 2% MSP Fee
- Weekly invoicing with net 30-day payment terms
- Vendor-funded background checks, as required by the State
- State-performed fingerprint background check, as required by the State
- Sub-vendors limited to “One Level Deep”
 - Vendor must submit Sub-Vendor Usage Request Form and the request then must be pre-approved by MSP at requisition level

■ MSP Process Requirements

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- Submission Process
 - Resume
 - Candidate Cover Sheet (screenshot)
 - Right to Represent
- Interview Process
 - ADOT ITG Office Manager/Hiring Manager requests interviews through dotStaff™ and conducts interviews with selected Candidates
 - ADOT ITG Office Manager accepts/rejects candidate bids in dotStaff™ providing reasons for rejection
- Onboarding Requirements
 - Temporary Worker Agreement
 - Resource Employment Status Validation Form
 - Confirmation of E-Verify Completion
 - Any agency specific onboarding requirements
 - Last 4 of SSN and copy of Driver's License

■ Candidate Cover Sheet

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ADOT ITG 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 ADOT ITG. 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.

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

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.



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■ MSP Process Requirements

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- Off-boarding Processes
 - Termination Process
 - Vendors to coordinate return of State property immediately
 - MSP Program Team to end Resource's contract in dotStaff
- Weekly Vendor Calls
- Visa Renewal Letter Process (screenshot)
- Vendors must adhere to the MSP Process for all open requisitions

■ Visa Letter Request Process

<https://forms.dotstaff.com/en-US/tenants/ADOT%20-%20ITG/forms/3b44947f-85dc-4fe4-9693-d78f2d85aab5>



ADOT ITG MSP Program
Visa Letter Request

Please direct questions to Knowledge Services at: AZMSP@knowledgeservices.com.

Vendor Information

Prime Vendor Company Name (Vendor within Program) *

Prime Vendor Contact Submitting Request First Name *

Prime Vendor Contact Submitting Request Last Name *

Prime Vendor Contact Submitting Request Email Address *

Number of Sub-Vendors Involved in Engagement *

☐ 0

☐ 1

☐ 2

■ MSP Process Requirements

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■ Implementation Timeline

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IT Staff Augmentation	
Communication - Internal & External	Ongoing
ITG Discovery Meeting	Week of June 12th
Vendor Enrollment	Week of June 19th
Manager Program and VMS Training	Week of June 26th
Vendor Program and VMS Training	Week of June 26th
Data Validation	Week of June 26th
Vendor MSA Due Date	Friday, June 30th
Program Go Live	Monday, July 3rd

dotStaff™ Demonstration

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

■ ADOT Manager Website

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https://programs.knowledgeservices.com/adot/adot_itg_program_manager_page/

Site Includes:

- Posting Requisition Form
- Program Training Presentation
- dotStaff™ Training Materials

Questions

Contact Us

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Thank you