



knowledge services

STATE OF ARIZONA
ADOT MVD MVM PROJECT
MANAGED SERVICES PROVIDER (MSP)
MVM USER KICK OFF MEETING

December 2021

■ Agenda

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- Introductions
- Knowledge Services Overview
- Industry Definitions
- Process Overview
- ADOT Objectives
- Contract Requirements
- Implementation Timeline
- Next Steps
- 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 Indiana, Maine, Arizona, Tennessee, Florida, Utah, Mississippi, Missouri, North Dakota, Nevada, Colorado, Rhode Island, Wisconsin and Michigan
 - All Labor Categories – Medical, Administrative, IT, Professional
 - Statement of Work
 - Private Talent Cloud



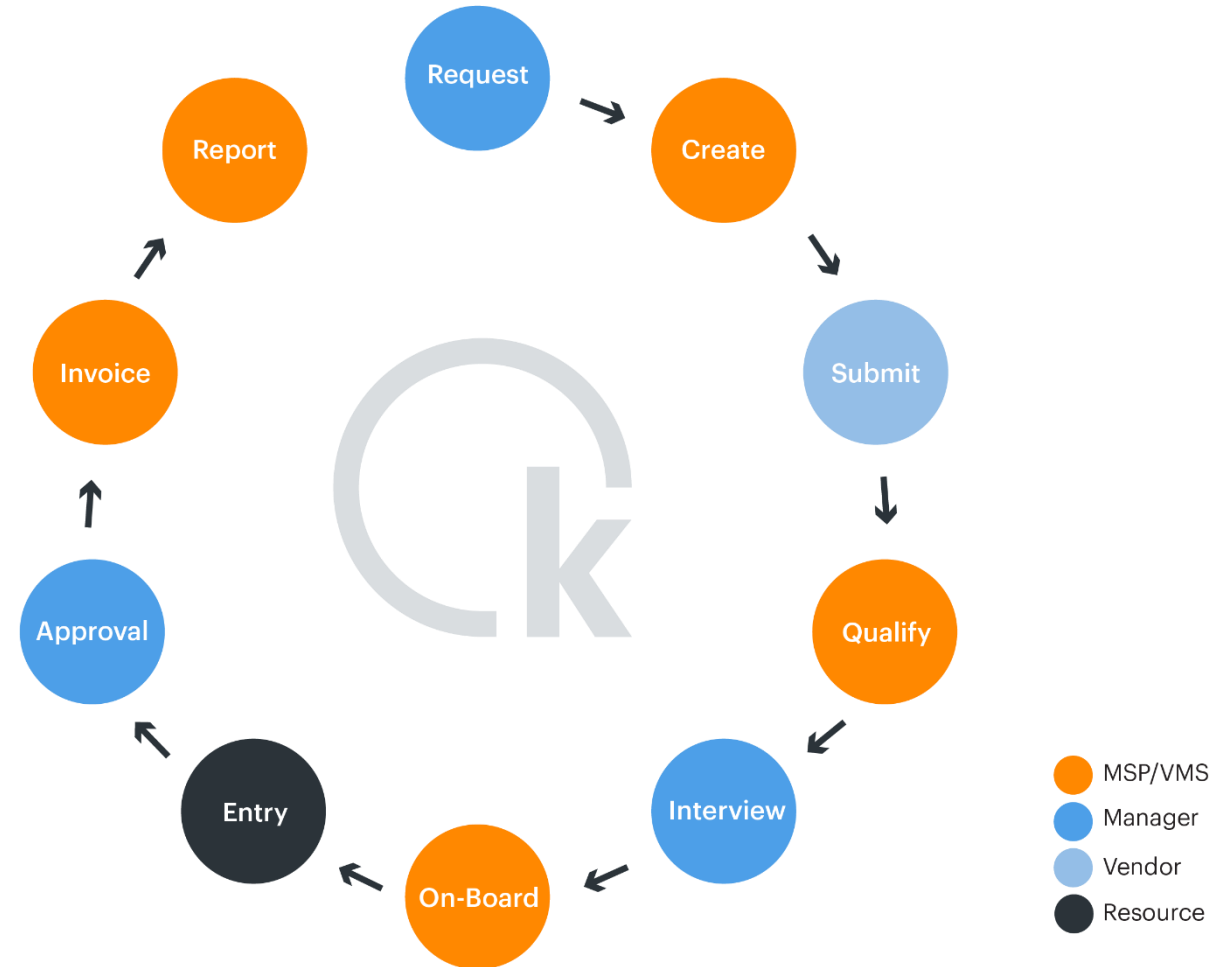
■ Industry Definitions

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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.

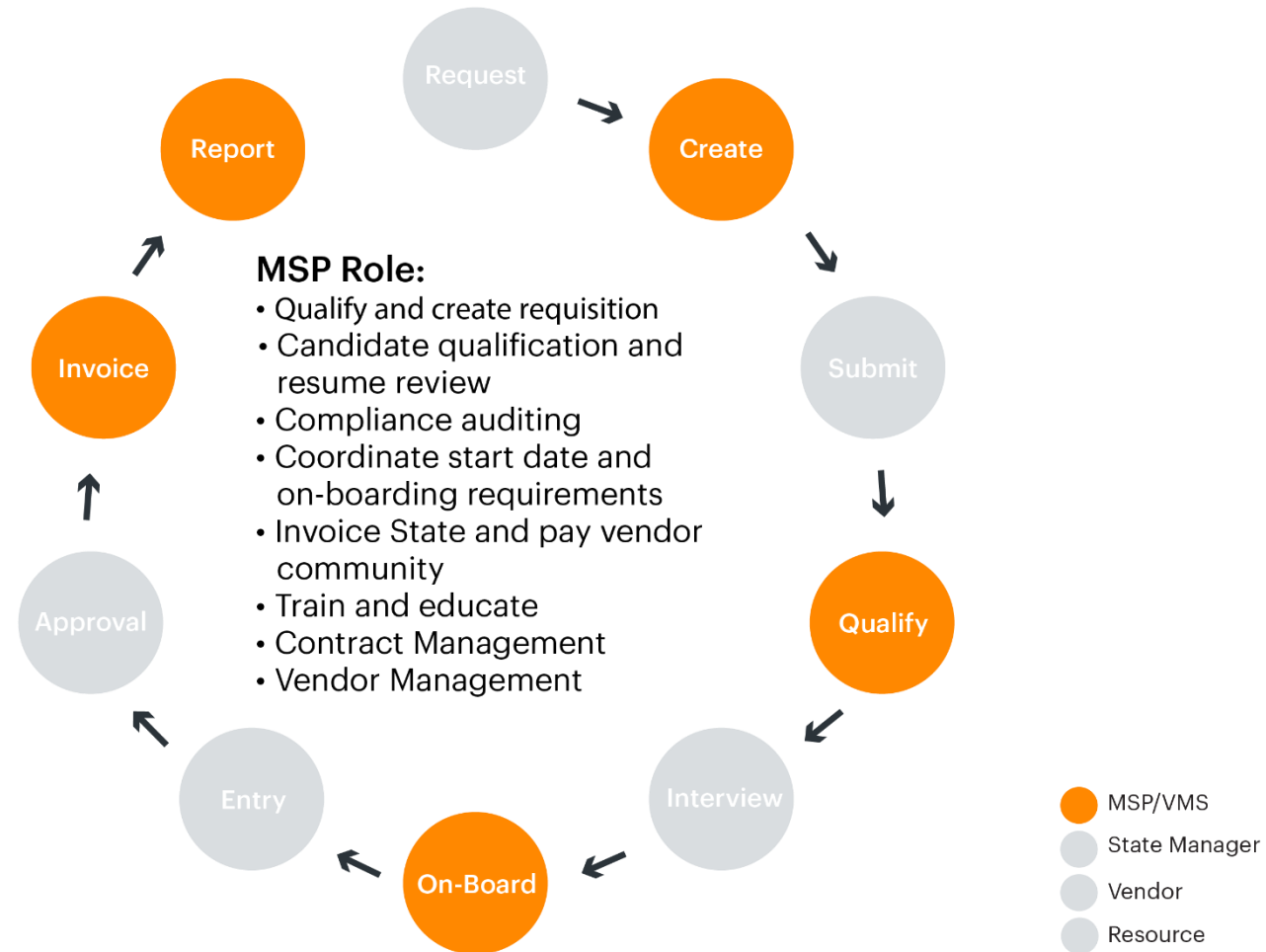
Process Workflow - Overall

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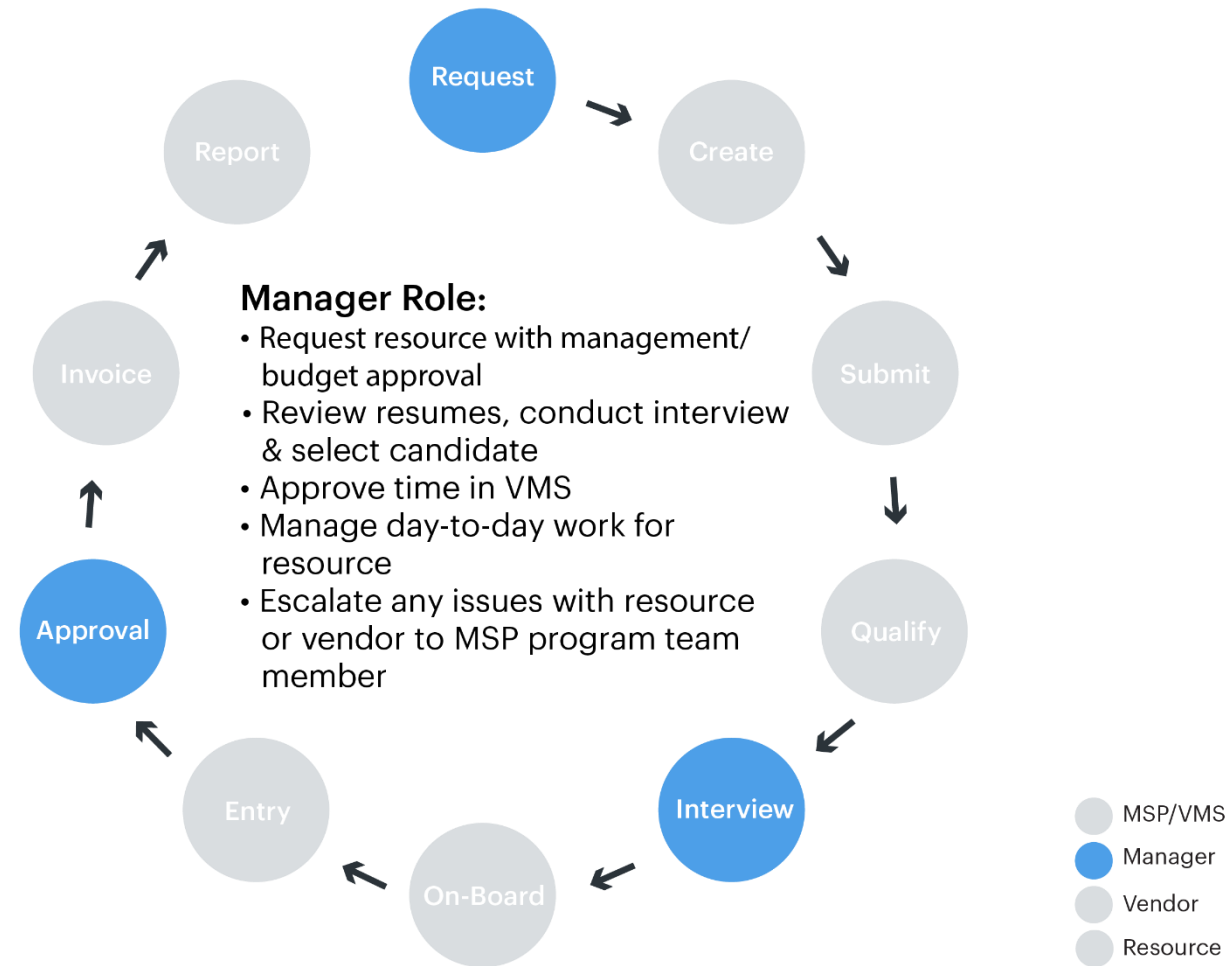
■ Process Workflow – MSP Role

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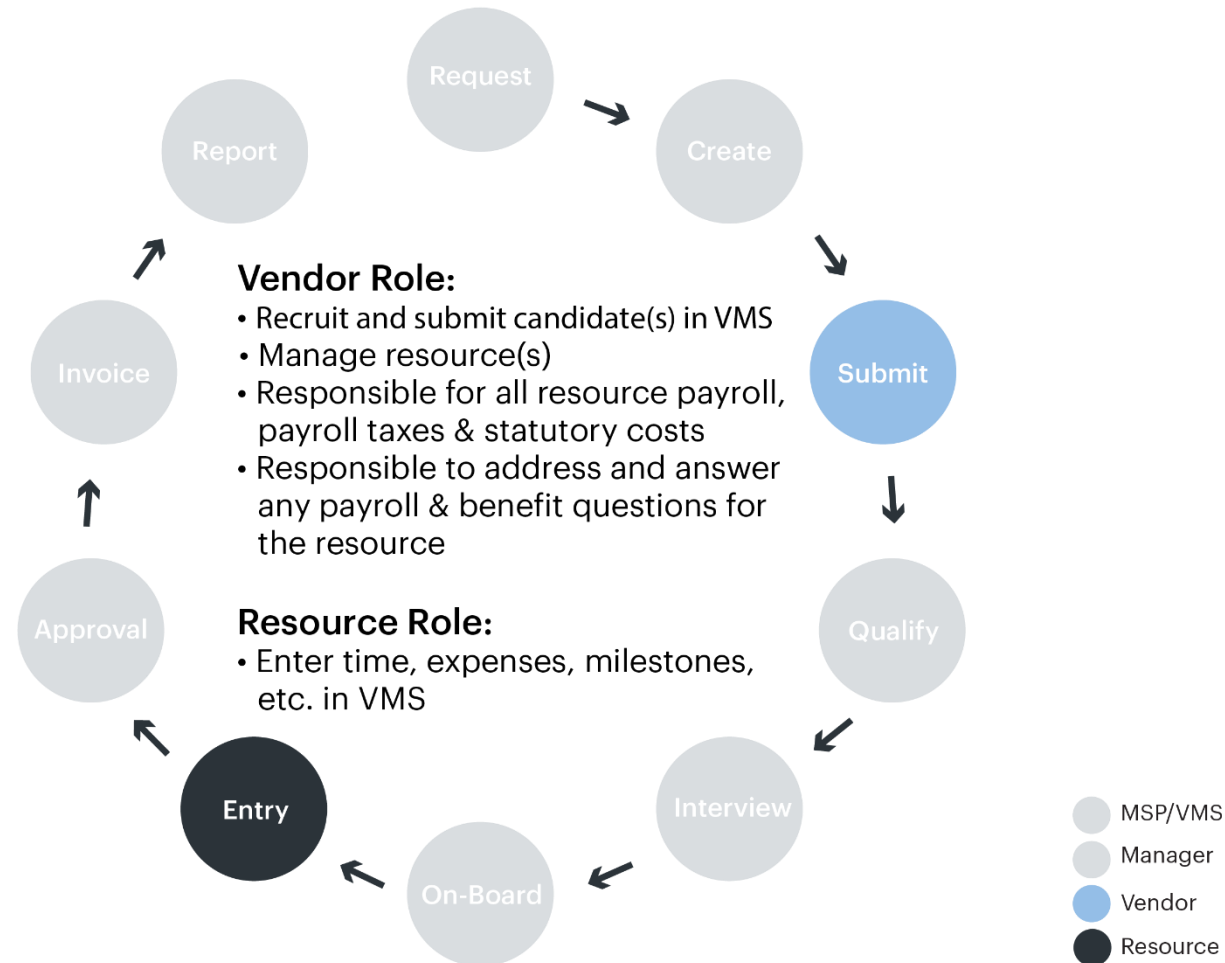
■ Process Workflow – Manager Role

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Process Workflow – Vendor/Contractor Personnel Role

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■ ADOT MVD Objectives

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- Streamlining processes via Vendor Management System
- Single MSP provider
- Transparency & visibility
- Governance & compliance
- Competitive bidding environment

■ Requirements

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- Participating vendors must sign vendor MSA with Knowledge Services
 - Current vendors will be invited to participate
- The rate for each position shall be determined by the Department at the time of posting
 - Incumbent resources grandfathered in at existing bill rates
- 2% Vendor-funded MSP Fee
- Weekly invoicing with net 30-day payment terms
- Vendor-funded background checks, as required by State
- State-performed fingerprint background check, as required by State

■ Implementation Timeline

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IT Staff Augmentation	
Communication - Internal & External	Ongoing
Kick Off Meetings	Week of December 6th
Vendor Enrollment	Week of December 13th
MvM Discovery Meetings	Weeks of December 13 th and 20th
Vendor MSA Due Date	Friday, January 14th
Manager Program and VMS Training	Week of January 17th
Vendor Program and VMS Training	Week of January 17th
Program Go Live for New Requisitions	Monday, January 24th
Incumbent Contractor Personnel Go Live for Time Entry	Monday, January 24th

■ Next Steps

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- Vendors complete & return Master Services Agreement (MSA) – due by Friday, January 14th
 - Compliant COI must be maintained throughout the contract to maintain access to opportunities
- Schedule Discovery Meetings
- Managers register to attend training

■ Discovery Meetings

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- **Purpose:** To ensure that our team is fully educated about the processes, needs, expectations, standards and the strengths/weaknesses of current practices within ADOT
- **What to expect:** Approx. 1 hour meeting to discuss the current temporary labor procurement process and to identify any unique business needs and/or requirements for ADOT
- **Who to include:** Managers who utilize temporary labor most often (power users), ADOT HR contacts who are familiar with the temporary labor procurement process and ADOT requirements
- **Information Requested:**
 - Current contractor personnel procurement process
 - ADOT background check/drug screening requirements
 - Onboarding requirements (required paperwork, security clearances, badges, etc.)
 - Job titles and descriptions currently in use

■ Manager Training

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- **Purpose:** To provide in-depth training on MSP program processes and dotStaff functionality for those ADOT users currently utilizing contractor personnel and for those who may have a need for contractor personnel in the future
- **What to expect:** 1 hour of program and VMS-based training
- **Who to include:** All ADOT users involved in the contractor personnel procurement process – contractor personnel managers, time approvers, and HR contacts

■ Common Manager Questions

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- **What happens to my existing contractor personnel?**
 - All incumbent contractor personnel in place today will continue their current assignments as directed by ADOT
 - Incumbent contractor personnel will be rolled into the MSP program effective January 24th (invoicing will be through dotStaff™)
- **What will happen to the Vendors with whom I've always worked?**
 - We expect that current vendors in the network will enroll with Knowledge Services to continue servicing IT staff augmentation and project needs that are released through the MSP Program.
 - Additional vendors can be added to the vendor pool as needed.

■ ADOT Manager Website

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<https://programs.knowledgeservices.com/adot/adot-mvm-msp-program-info-managers/>

Site Includes:

- Important Reminders
- Program Information
- dotStaff™ Training materials

Questions

Contact Us

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Thank you