



knowledge services

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

January 2022

■ 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, Arizona, Tennessee, 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

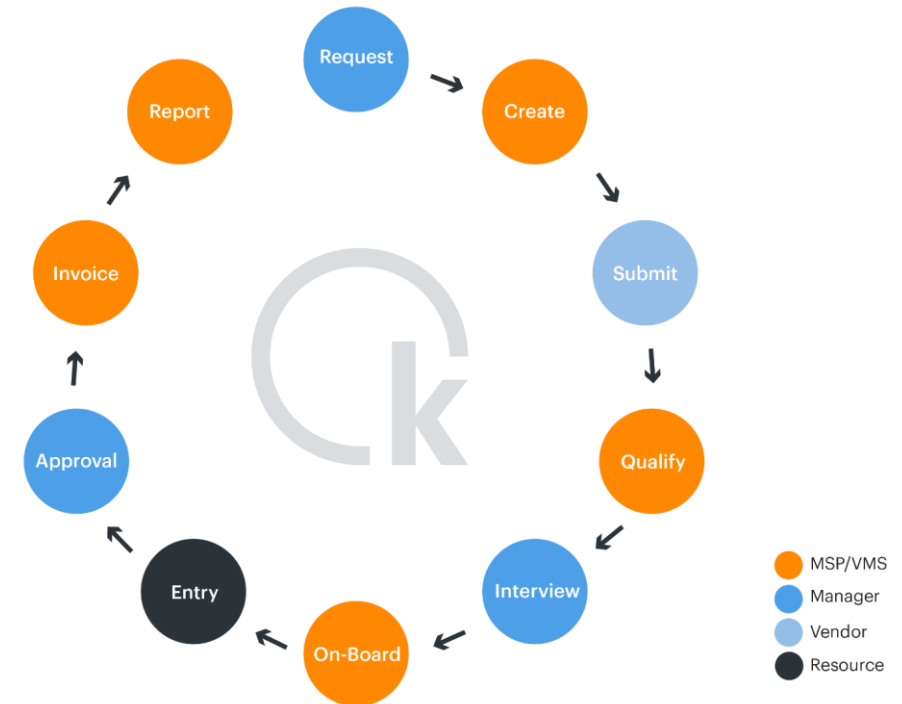
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- As the **Managed Service Provider (MSP)**, Knowledge Services takes on primary responsibilities for managing an organization's contingent/temporary/contractor workforce program, project/milestone deliverable work and staffing suppliers.
- dotStaff™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

MSP Staff Augmentation Request Process

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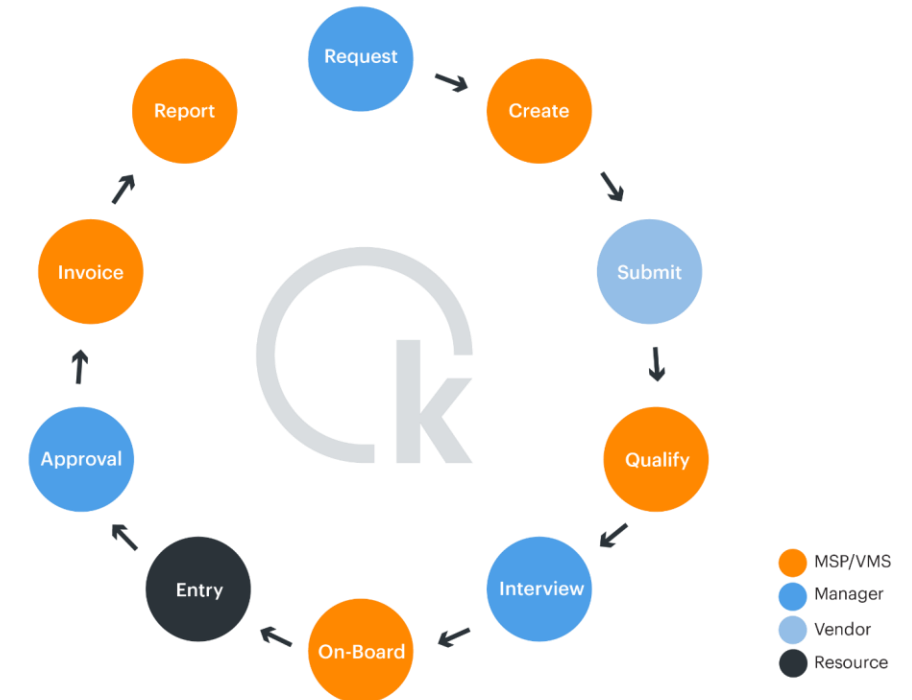
1. ADOT MvM Project Office Manager completes the Job Posting Requisition Form
2. MSP Program Team creates draft Posting in dotStaff™ and conducts intake call with ADOT MvM Project Office Manager/Hiring Manager
3. MSP Program Team finalizes Posting details and releases to Vendors in dotStaff™
4. Vendors 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 MvM Project Office Manager's preference
7. ADOT MvM Project Office Manager/Hiring Manager requests interviews through dotStaff™ and conducts interviews with selected Candidate(s)
8. ADOT MvM Project Office 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 MvM Project Office Manager accepts/rejects candidate bids in dotStaff™ providing reasons for rejection



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 MvM Project Office Manager and Vendor
14. ADOT/Kyndryl provides PO to MSP Program Team
15. Resource enters time in dotStaff™ weekly
16. ADOT Client Manager(s) approve time in dotStaff™
17. dotStaff™ generated invoices sent to the Client weekly
18. The Client pays Knowledge Services
19. Knowledge Services pays the Vendors



■ Intake Call Overview

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- After the ADOT Client Manager completes the Posting Requisition Form, the MSP Program will reach out to the ADOT Client 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 Client 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 at the time of the 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 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 MvM Project Office Manager/Hiring Manager requests interviews through dotStaff™ and conducts interviews with selected Candidates
 - ADOT MvM Project 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

Candidate Cover Sheet

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ADOT MvM Project Candidate Cover Sheet

Please attach completed form as an additional document with the candidate resume in dotStaff™. This form is required for all staff augmentation positions with ADOT MvM. 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.

■ 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 Renewal Letter Process

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

ADOT MvM Managed Service Provider (MSP) Program

Visa Letter Request

Please direct questions to the AZ MSP Program Team at: AZMSP@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): *

A copy of this completed form will be sent to the email address provided

First Name

Last Name

Number of Sub-Vendors Involved in Engagement *

Direct Employer/Visa Holder (of Resource) *

Direct Employer/Visa Holder Main Point of Contact *

First Name

Last Name

Direct Employer/Visa Holder Email Address *

Direct Employer/Visa Holder Phone # *

2. Resource Information

Resource Full Legal Name *

Client Department/Agency Utilizing Contract Resource *

■ Implementation Timeline

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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 20 th
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

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-mvm-msp-program-info-managers/>

Site Includes:

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

Questions

Contact Us

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Thank you