State of Arizona Department of Transportation

MVD MvM Project

Staff Augmentation and SOW Projects

Managed Service Provider (MSP) User Guide

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Purpose

The purpose of this contract is to provide Staff Augmentation and Statement of Work (SOW) project services to the ADOT MvM Project. This document presents Program processes to provide the way the contract is to be used by the ADOT MvM Project (Client), Kyndryl and Knowledge Services.

Program Information

ADOT Work Week	**Monday to Sunday**
ADOT Fiscal Year	**7/1 – 6/30**
MSP Program Fee (Vendor-Funded)	**2%**
Program Naming Convention	**Vendors, Resources**
Overtime Differential	**1.5 for FLSA-qualified positions**
Client Payment Terms	**Net 30**
Vendor Payment Terms	**10 Business Days**
Invoicing Frequency	**Weekly**
MSP Program Manager	**Tracy Morales**
MSP Program Manager Email	**TracyM@knowledgeservices.com**
MSP Program Manager Phone	**602-889-4317**
MSP Program Team Email	**AZMSP@knowledgeservices.com**
Manager Information Page	**https://programs.knowledgeservices.com/adot/adot-mvm-msp-program-info-managers/**
Vendor Information Page	**https://programs.knowledgeservices.com/adot/adot-mvm-msp-program-info-vendors/**
Vendor Visa Letter Request Form	**https://knowledgeservices.formstack.com/forms/adot_mvm_msp_visa_letter_request_form**
Sub-Vendor Usage Request Form	**https://knowledgeservices.formstack.com/forms/msp_adot_mvm_subvendor_usage_request_form**
Resource Employment Status Validation Form	**https://knowledgeservices.formstack.com/forms/msp_adot_mvm_msp_resource_employment_status_validation_form**
Posting Requisition Form	**https://knowledgeservices.formstack.com/forms/msp_adot_mvm_requisition_form**

Requisition Process

1. ADOT MvM Project Office Manager completes the Job Posting Requisition Form
    - Posting title naming convention:
        - **City, State – Category – ADOT – MVD – MvM – freetext (Title)**

    Ensure manager provides the following (but not limited to) in addition to a job description

    - Position Title
    - Position Address
    - Weekly Hours
    - Number of Positions
    - Expected Start and End Date

        - Shift Start and End Time
        - Budgeted Bill Rate (Determined by ADOT)
        - Position Description
        - Experience and Skills Required
        - Experience and Skills Preferred
        - Internal Notes
        - Vendors to receive posting
        - Days for posting release
        - Bid limit per vendor – standard is 3 bids
        - Open to remote?
2. Knowledge Services MSP qualifies the requisition through an intake call with the ADOT MvM Project Office Manager
3. Knowledge Services MSP Team updates the Posting in dotStaff™
    - All postings should be created as Daily Postings (to track total hours worked per day)
    - Complete User Defined Fields
        - **Project Manager** – This user will be the Project Manager listed on the Project
        - **Invoice Recipient –** Enter the contact of who should receive the invoices
4. Knowledge Services MSP Team releases the Posting to Vendors in dotStaff™
5. Vendors submit qualified candidates to the Posting in dotStaff™ including resume, candidate cover sheet, right to represent and bill rate
    - Sub-vendors limited to 'One Level Deep'
        - The Vendor will submit the Sub-Vendor Usage Request Form to request permission to utilize the sub-vendor prior to submission. If any additional information is needed for the submission, it will be requested by our MSP Team. The sub-vendor's information will also be provided on the Candidate Cover Sheet as part of the submission.
6. Knowledge Services MSP Team reviews resumes and evaluates Candidates based on minimum requirements of the Posting
    - Candidate Cover Sheet and Right to Represent need to be included along with the resume submission
7. Knowledge Services MSP Team sends all resumes to ADOT MvM Project Office Manager for pre-screening (or otherwise based on the ADOT MvM Project Office Manager's preference)

Interview and Selection Process

1. ADOT MvM Project Office Manager/Hiring Manager reviews resumes and selects Candidate(s) for interview
2. Vendors confirm interview date and time for Candidate(s) in dotStaff™
3. ADOT MvM Project Office Manager/Hiring Manager interviews Candidate(s), and notifies Knowledge Services MSP Team of selected Candidate
4. Knowledge Services requests Best and Final Offer (BAFO) from Vendor of selected candidate, if requested by the Client
5. ADOT MvM Project Office Manager accepts the Bid of the selected Candidate and rejects any remaining Bids of submitted Candidates

6. The Vendor confirms Candidate acceptance of the position by accepting the Engagement Request(s) in dotStaff™
7. Knowledge Services MSP Team initiates the onboarding process with the ADOT MvM Project Office Manager/Hiring Manager and Vendor/Candidate(s)

Onboarding Process

1. Knowledge Services MSP Team coordinates the completion of onboarding forms with Vendor of the selected Candidate. Forms will include:
    - Temporary Worker Agreement
    - Resource Employment Status Validation Form
    - Confirmation of E-Verify completion
    - Other Agency-specific onboarding paperwork, as required
    - Last 4 of SSN to send to MVM Project Office Manager
2. Vendor coordinates paperwork completion with the selected Candidate and uploads completed forms in dotStaff™
3. Standard Background checks are initiated and funded by the Vendor for the selected Candidate through HireRight
    - The Vendor works directly with the Candidate to initiate the background check
    - Background check results are received
        - Knowledge Services notifies the ADOT MvM Project Office Manager with the pass or fail result
            - Any flags on a background check are forwarded to the ADOT MvM Project Office Manager for confirmation of approval/disqualification
4. Knowledge Services MSP Team finalizes start date with ADOT MvM Project Office Manager/Hiring Manager and Vendor
5. ADOT MvM Project Office Manager provides Kyndryl/Knowledge Services MSP Team with Purchase Order (PO) prior to Resource assignment start date
    - MSP Team marks 'Receipt of PO' onboarding task as complete once the PO is received
6. Vendor informs Resource of first day instructions
7. Resource begins assignment
8. Any necessary internal onboarding paperwork is completed by Resource within the first few days of starting the position
9. Fingerprint Check is initiated and funded by ADOT within the 1st or 2nd week of assignment for all Resources, as required
    - ADOT will notify Knowledge Services MSP Team with pass or fail result and any actions required (results can take 3-4 months to receive)

Time Entry, Time Approval, and Invoicing Process

1. Resource enters weekly hours worked in dotStaff™ and submits timesheet for approval.
2. Designated time approver(s) reviews timesheet in dotStaff™ and approves or denies the timesheet.
    a. Approval cycle – 1 must approve from each level
        i. Level 1 – Bri Ferguson and Brianna Davoll

ii. Level 2 – Haidee Ontiveros, Laurie Skaggs, Jay Chilton and Bri Ferguson

b. If denied, Resource and Vendor receive email notification with reason for denial.
c. Resource/Vendor must make corrections to timesheet in dotStaff™ and resubmit for approval.

3. Once approved, invoices are generated in a weekly invoicing cycle (Tuesdays at 4pm EST; On bank holiday weeks, invoices are delayed by 1 business day) and emailed to Kyndryl contact, Sandy Gibbs **Sandra.Gibbs@kyndryl.com.**
4. Kyndryl remits payment to Knowledge Services within contractual terms.
5. Upon payment, Knowledge Services remits payment to Vendor within contractual terms.

Issue Escalation Resolution Process

1. Knowledge Services MSP Team learns of the issue
2. Knowledge Services MSP Team determines if issue can be resolved immediately
   a. If yes, Knowledge Services MSP Team resolves the issue (Step 5)
   b. If no, proceed to Step 3
3. Knowledge Services MSP Team researches the issue to identify the root cause and determines a Corrective Action Plan
4. Knowledge Services MSP Team informs Client of the issue and Corrective Action Plan
5. Knowledge Services MSP Team resolves the issue
6. Knowledge Services MSP Team alerts those affected by the issue
7. Knowledge Services MSP Team closes out and documents the issue

Bill Rate Increase Justification Process

1. Vendor requests bill rate increase with justification to Knowledge Services MSP Team
2. Knowledge Services MSP Team contacts Vendor to verify pay rate of individual and negotiate pay rate increase within the margins of the existing bill rates
3. Vendor confirms if pay rate increase can be given without increase in bill rate. If no, continue
4. Knowledge Services MSP Team submits bill rate increase request with justification to ADOT MvM Project Office Manager
5. ADOT MvM Project Office Manager/Hiring Manager reviews request internally for approval/denial
6. ADOT MvM Project Office Manager receives approval for bill rate increase
7. ADOT MvM Project Office Manager notifies Knowledge Services MSP Team of approval/denial and effective date, if approved
8. Knowledge Services MSP Team notifies Vendor of approval/denial
9. ADOT MvM Project Office Manager submits Change Order or issues New PO with the updated bill rate amount as of the established effective date, to Knowledge Services MSP Team
10. Knowledge Services MSP Team updates bill rate and PO details in dotStaff™ on effective date

Termination and Offboarding

1. ADOT MvM Project Office Manager informs Knowledge Services MSP Team of request to offboard a Resource, termination effective date and reason for termination
2. Knowledge Services MSP Team informs the Vendor of offboarding request and instructs the Vendor to terminate the Resource after the Resource's shift on the established last day
3. The Vendor sends Knowledge Services MSP Team confirmation once offboarding is completed
4. Knowledge Services MSP Team confirms offboarding completion with the ADOT MvM Project Office Manager
5. Vendor collects property from Resource, if required, for return to Client
6. Knowledge Services MSP Team ends Resource Contract in dotStaff™ once the last timesheet has been submitted

Visa Letter Requests

1. Vendor submits the Visa Letter Request Form with the Visa Letter
2. Knowledge Services MSP Team verifies the information in the Visa Letter
3. Once information in the Visa Letter is verified by the Knowledge Services MSP Team, the letter is forwarded to the Knowledge Services Legal Team
4. Knowledge Services Legal Team signs the Visa Letter and provides to the Knowledge Services MSP Team to send to the Vendor

General Information

Overtime

Overtime is defined as any time more than forty (40) hours per week. It is only with the AZ MVD's approval that a resource would be able to work greater than 40 hours per week at an OT differential. Weekend and after-hours work shall not be considered overtime unless more than forty (40) hours. **If the position falls under Fair Labor Standards Act (FLSA), then the overtime rate shall be billed at 1.5 times the regular rate for all approved overtime hours.**

- Knowledge Services MSP Team validates if OT is approved during the intake call and updates OT requirements in the Posting in dotStaff™
  If a position is OT-eligible, the resource will be set up on an OT contract in dotStaff™ at a differential of 1.5X

Reporting/Tracking Requirements

- Number of hours worked for each project/group per month