



knowledge services

STATE OF NEVADA
MANAGED SERVICE PROVIDER (MSP)
FOR IT STAFF AUGMENTATION
MANAGER KICK OFF MEETING

May 2019

Agenda

- Introductions
- Knowledge Services Overview
- Industry Definitions
- Process Overview
- State Objectives
- Contract Requirements
- Implementation Timeline
- Next Steps
- Questions & Answers

About Knowledge Services

Serving those who serve others

- 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, Food Services, Entertainment
 - MSP for State of Indiana, Maine, Arizona, Tennessee, Florida, Utah, Ohio, Mississippi, Missouri, North Dakota and Nevada
 - All Labor Categories
 - Statement of Work
 - Private Talent Cloud



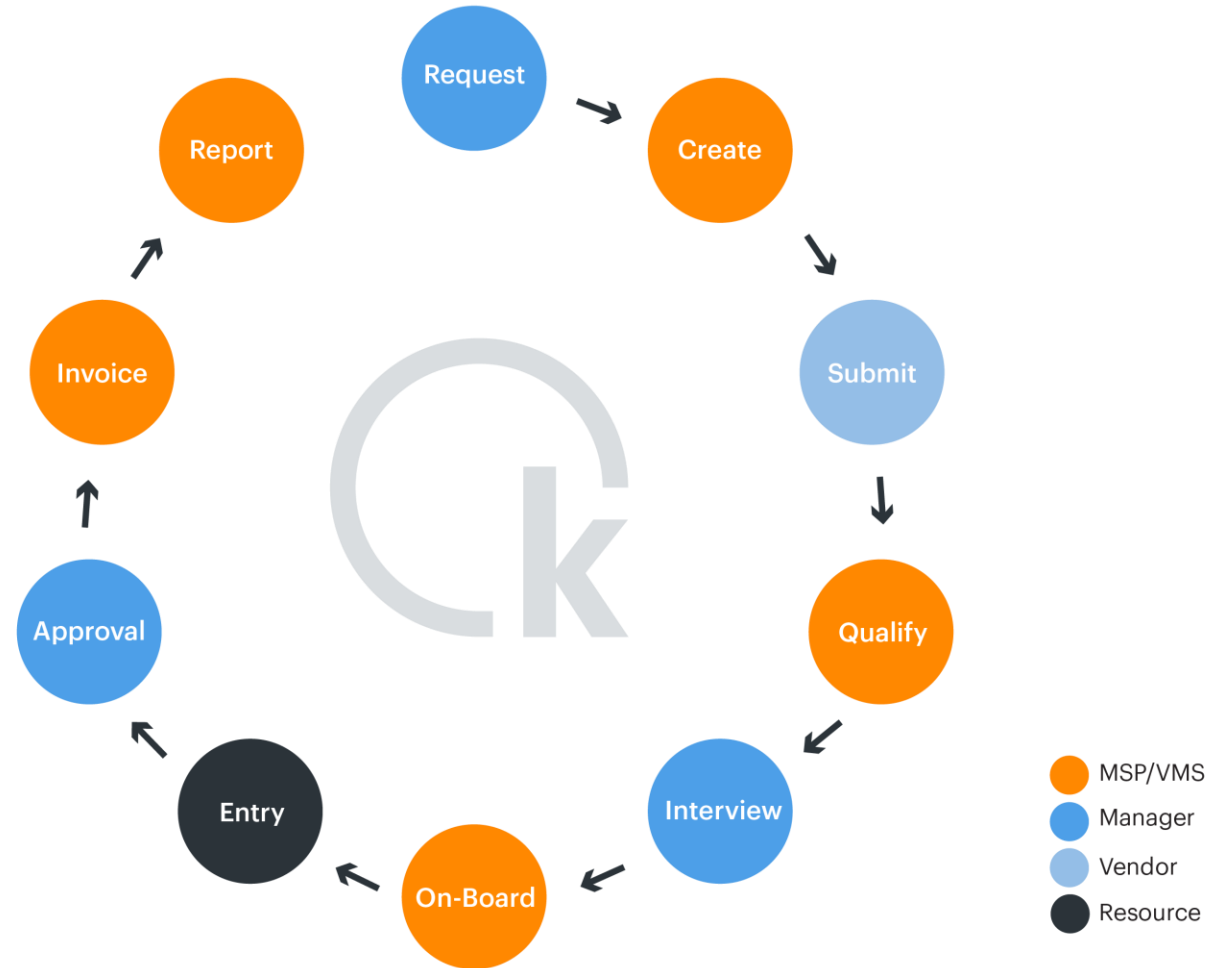
Industry Definitions

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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 us 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.

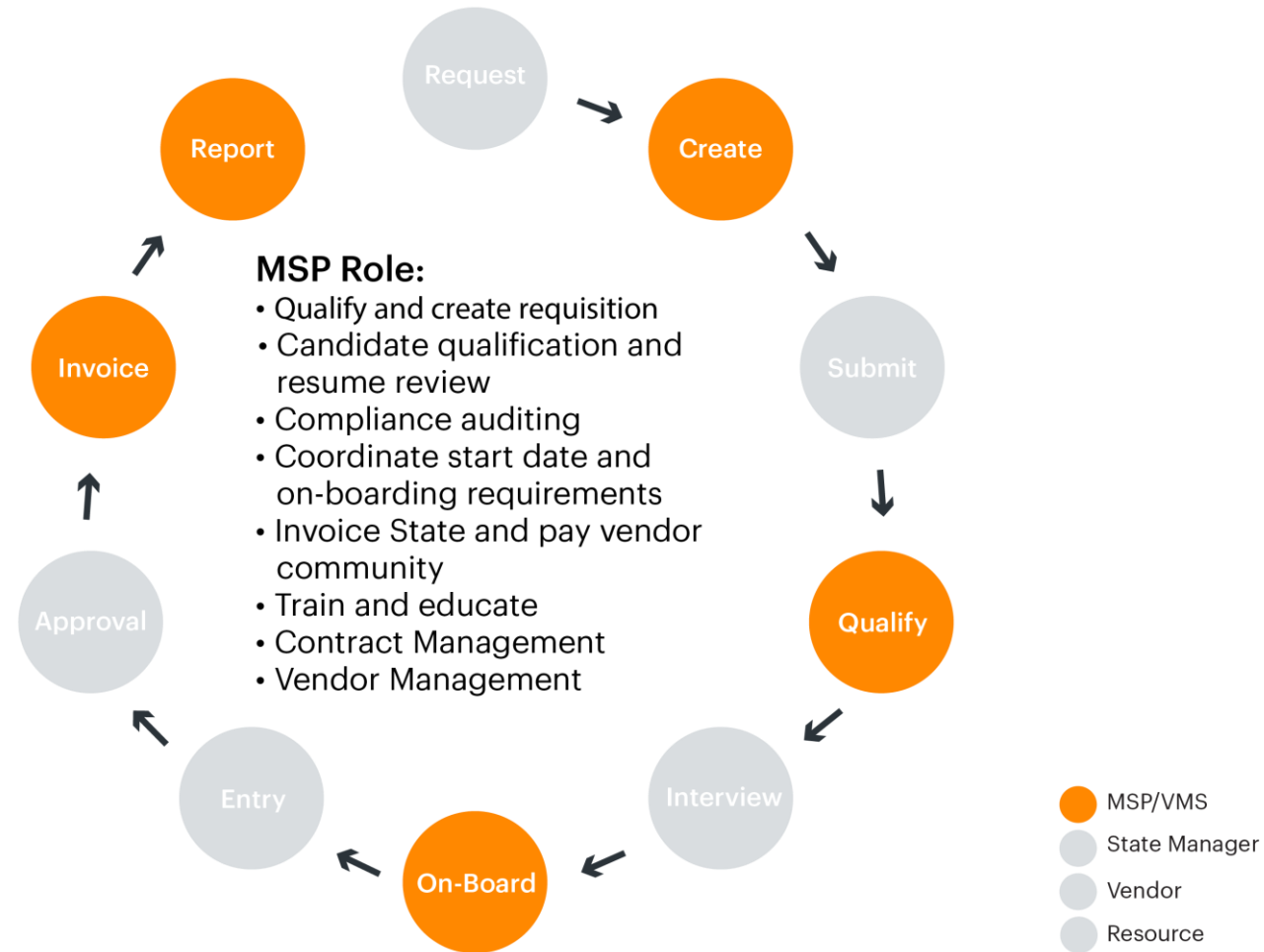
Process Workflow - Overall

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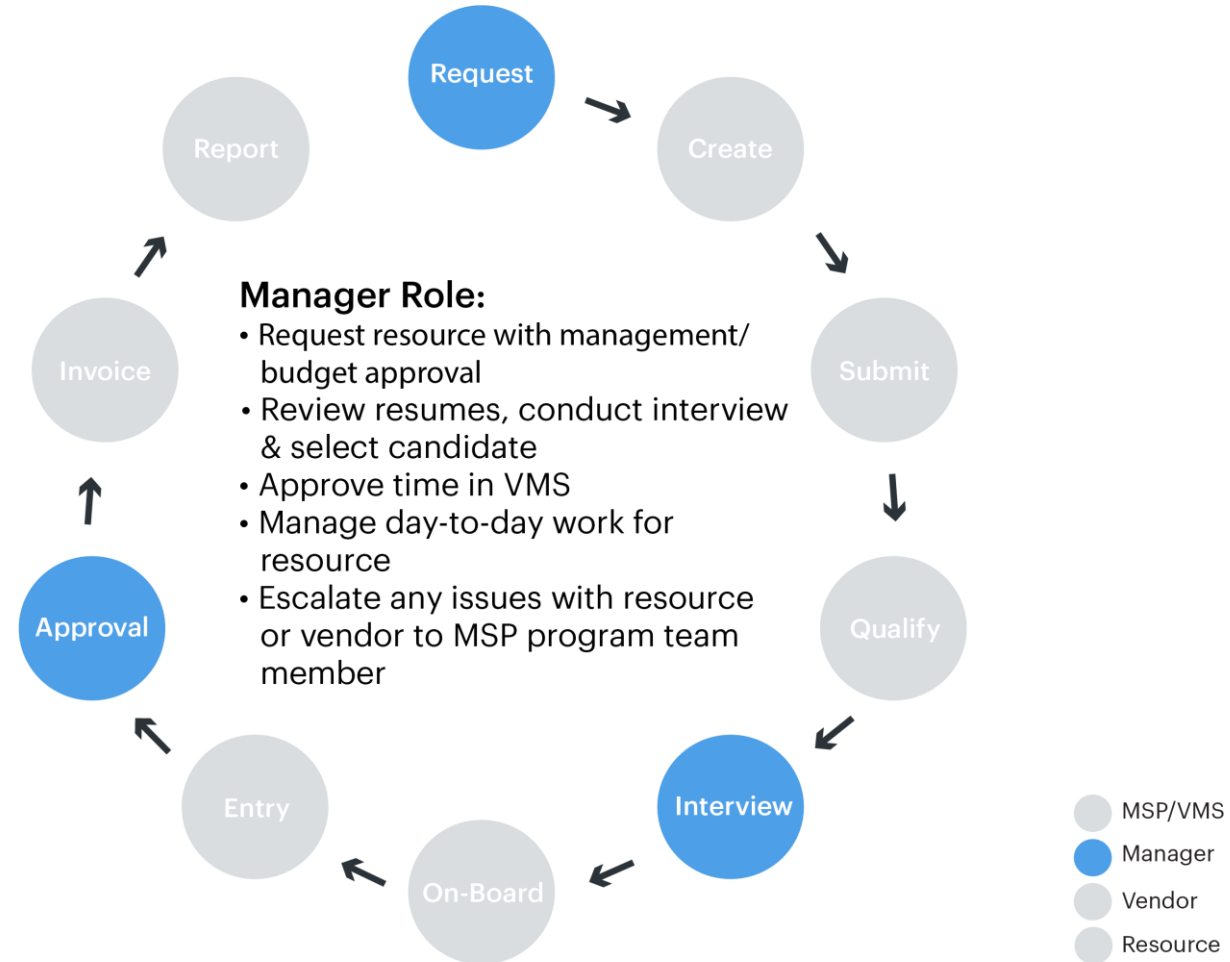
Process Workflow – MSP Role

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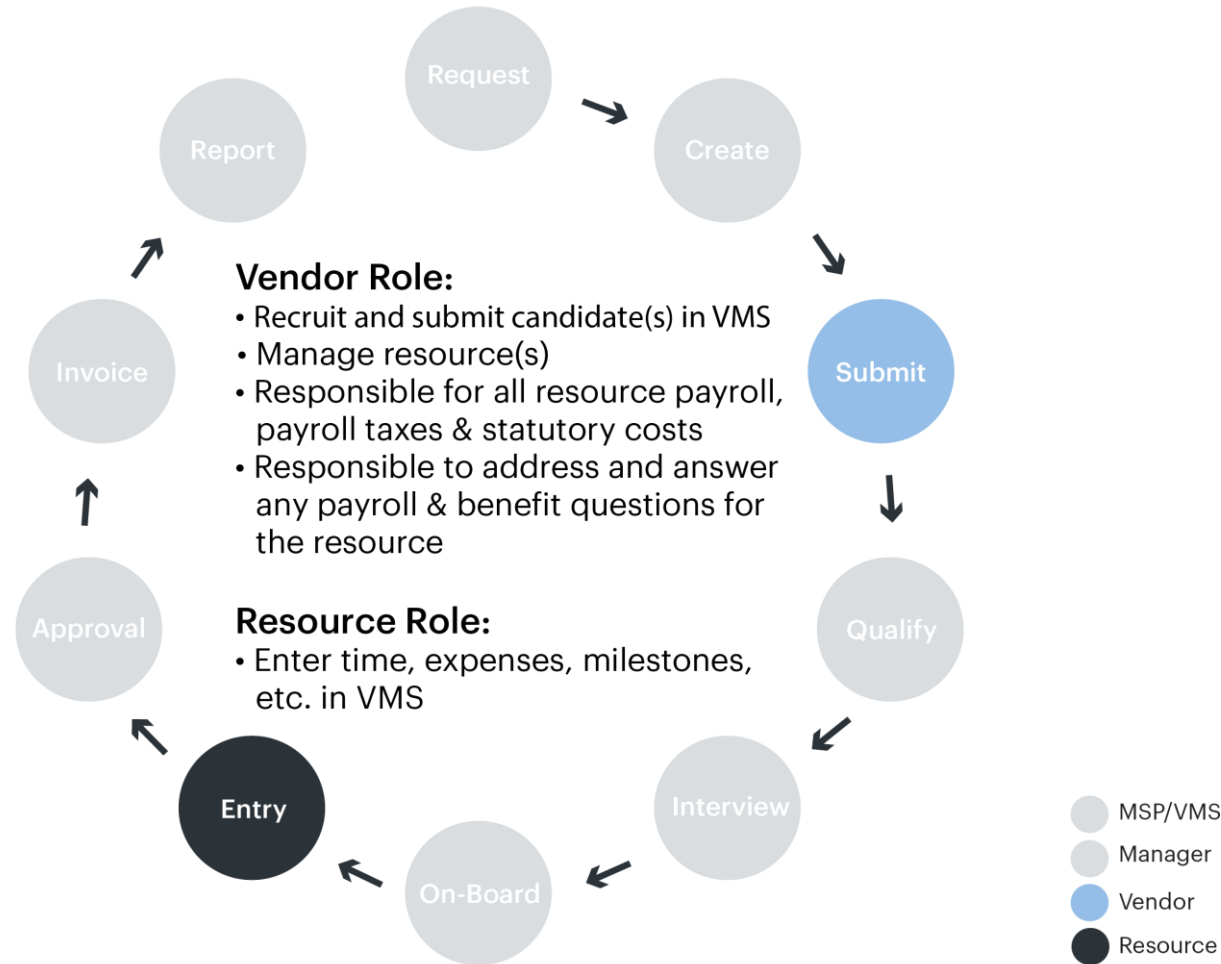
Process Workflow – Manager Role

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Process Workflow – Vendor/Resource Role

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■ State of Nevada Objectives

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- Access to additional vendors
- MSP team must work in the best interest of the State
- Transparency & visibility
- Governance & compliance
- Streamlining processes via Vendor Management System
- eProcurement System Integration

Requirements

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- Participating vendors must sign vendor MSA with Knowledge Services
 - Vendors have been invited to participate
- Bill Rate Card
- 2.6% MSP Fee
- 1% SONV Administrative Fee
- Bill Rate Example:
 - Consultant hourly bill rate: \$100/hr
 - 3.6% total fees (2.6% MSP fee and 1% SONV admin fee) = \$3.60/hr
 - \$2.60/hr retained by Knowledge Services as the MSP fee
 - \$1.00/hr sent to SONV for Administrative Fee
 - \$96.40/hr sent to Vendor as payment
- FBI (or other Federal investigative authority) Fingerprint search and background check for all consultants
- 2 business day probationary period for all consultants

Bill Rate Card Structure

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Attachment CC - IT Service Level Hourly Rates Guidesoft, Inc. dba Knowledge Services CETS #21167			
Position Title	Experience Level 1 = Less Than Two (2) Years Experience Level 2 = Two (2) to Five Years Experience Level 3 = Six (6) to Eight (8) Years Experience Level 4 = Greater Than Nine (9) Years	Minimum Hourly Rate	Maximum Hourly Rate
Application Developer	Level 1	23.33	38.88
	Level 2	36.29	60.48
	Level 3	51.73	76.08
	Level 4	61.69	90.72
Application Systems Analyst / Programming Manager	Level 1	53.95	79.34
	Level 2	58.21	85.61
	Level 3	65.31	96.05
	Level 4	74.54	109.62
Application Systems Analyst / Programmer	Level 1	27.36	45.60
	Level 2	43.92	73.20
	Level 3	57.94	85.20
	Level 4	65.28	96.00
Architect	Level 1	32.08	53.46
	Level 2	43.74	72.90
	Level 3	54.86	80.68
	Level 4	62.13	91.37



Implementation Timeline

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Communication – Internal & External	Ongoing
Vendor Enrollment	Week of April 15 th
Kick Off Meetings	Week of May 20 th
Vendor MSA Due Date	May 31, 2019
Manager Program Training	Week of June 10 th
Vendor Program Training	Week of June 10 th
Program Go Live for New Requisitions	June 17, 2019
Program Go Live for Time Entry	July 1, 2019

■ Next Steps

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- Vendors complete & return Master Services Agreement (MSA) – due by May 31st
- Managers register to attend training

Common State Manager Questions

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- What happens to my existing contractors?
 - All incumbent contractors in place today will continue their current assignments as directed by the State of Nevada
 - Incumbent contractors will be rolled into the MSP program effective July 1st (time approval and invoicing will be through dotStaff™)
- What will happen to the Vendors/Suppliers 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 needs that are released through the MSP Program.
 - Additional vendors can be added to the vendor pool as needed.

■ State of Nevada Manager Website

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<https://programs.knowledgeservices.com/nvmisp/nvmisp-program-information/>

Site Includes:

- Program Kick Off presentation
- Program Not to Exceed Rate Card
- dotStaff™ Get Started Guide

Questions

Contact Us

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Thank you