



**State of Nevada MSP Program  
Vendor Kick Off Meetings  
Questions and Answers**

**Q:** Will KS send all the submitted resumes to Client Managers or only the top 5 resumes?

**A:** The number of resumes submitted to Client Managers will depend on manager preference and vary by posting.

**Q:** What are the payment terms between the State and Knowledge Services?

**A:** The State has 30 days to remit payment to Knowledge Services once an invoice is received.

**Q:** Will each opportunity indicate if all resumes will be submitted to the State?

**A:** Yes, we can list this information in the posting if known.

**Q:** If resumes are not submitted to the State, is the vendor notified of such?

**A:** Bid statuses are reflected in dotStaff™ and will indicate where the candidate's submission is in the review process.

**Q:** Will the vendors continue to use the State of Nevada Resume template?

**A:** Knowledge Services will provide training the week of June 10th which will include submission requirements.

**Q:** Why does Knowledge Services wait 10 days to pay us after receiving payment from the State?

**A:** Our Accounting team must have sufficient time to receive client funds, apply the funds to ensure accuracy and issue vendor payment.

**Q:** Are the candidates eligible for overtime pay, if yes by how much?

**A:** Vendors are responsible for paying resources according to State laws for hours worked. All hours worked will be billed to the State at the resource's straight time bill rate.

**Q:** From the time an employee enters their time, are we potentially looking at 45 - 60 days to receive payment?

**A:** Potentially. The State's payment terms with Knowledge Services are 30 days from receipt of a correct invoice. Knowledge Services remits payment to Vendors within 10 business days after receipt of invoice payment.

**Q:** Is there any submission cover letter while submitting candidates?

**A:** Knowledge Services will provide training the week of June 10th which will include submission requirements.



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**Q:** Is there any probation period like with State of MS?

**A:** Per contractual terms, Vendor shall provide all Resources to the State on a probationary basis for two (2) business days.

**Q:** If we have a consultant on billing now, will we have to pay KS 3.6% effective 7-1-19?

**A:** Yes, the 2.6% MSP fee and the 1% SONV Admin fee for a total fee of 3.6% will apply to all consultants effective 7/1/19.

**Q:** Will the Background check be completed through Hire Right?

**A:** At this time, no screenings will be required through HireRight. The State fingerprint background check will continue to be required for all consultants, and Knowledge Services will follow the same fingerprint background check process currently in place.

**Q:** What happens if my current contract pays more than the top of your charts.

**A:** Current IT consultants will be grandfathered in at current bill rates unless otherwise instructed by the State.

**Q:** Do we need to use any specific background check vendor?

**A:** Candidates will be following the existing State fingerprint background check process currently in place.

**Q:** Can we submit subcontracting or C2C candidates? If yes, do we need to receive permission from KS and IT Hiring manager?

**A:** Vendor may use sub-vendors, but sub-vendor usage is limited to “one level deep”. Vendors must notify Knowledge Services and receive approval prior to candidate submission.

**Q:** Is there any RTR for submission?

**A:** Knowledge Services will provide training the week of June 10th which will include submission requirements.

**Q:** What is the interview process? In-Person interview process or will phone/Skype also be allowed?

**A:** The interview process will vary by position and depend on manager preference. Interviews could be in-person, phone, Skype or video interviews.



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**Q:** Who in our firm should do the June 10th training? Accounting folks?

**A:** Training communications will include intended parties for each training session. A separate finance training will be provided for accounting personnel.

**Q:** What is the process to transfer existing work orders to KS?

**A:** Knowledge Services is working with the State to transition all existing work orders. Vendors must register as a vendor in the MSP program to continue existing work orders past the Go Live date of July 1st.

**Q:** Since we have another account with KS for other States, I believe we do not need to register for another account as the email ID is the same on all which we receive the notifications regarding new requisition postings, closing of requisitions etc.

**A:** All invited vendors must complete the State of Nevada Master Services Agreement to register as a vendor in the NVMSPP program, even if the vendor already has an existing dotStaff™ account for other States.

**Q:** Is the parking paid for contractors? If yes, what is the cost for a day and monthly pass.

**A:** Parking is not paid for any contractors unless otherwise specified in the posting. To our knowledge, all State buildings have available parking.

**Q:** Will the resumes have the vendor name?

**A:** Knowledge Services will provide training the week of June 10th which will include submission requirements.

**Q:** Will you be adding more vendors? If yes, is there any criteria to add more vendors?

**A:** At this time, current vendors supporting the State have been invited to join the MSP program. Additional vendors may be added at the direction of the State.

**Q:** Will we still be required to provide computers and software for some of the requirements? If so, will the rates be adjusted to take those costs into consideration?

**A:** If required, this information will be specified on the posting, and vendors may consider these costs when submitting candidate bill rates.

**Q:** In the dotStaff system - can all vendors see all resumes submitted for each RFP?

**A:** No, vendors can only see their company's candidates in the dotStaff™ system. Vendors cannot see other vendors' candidates.



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**Q:** Will there be training for front-line consultants on how to use dotStaff or just training for vendors?

**A:** Knowledge Services will train Vendors, and Vendors will be responsible for training their consultants. A Resource Get Started Guide is available on the Vendor Information Page to provide to consultants for guidance.

**Q:** Are consultants able to reach out to Knowledge Services and/or State staff managing the contract directly or do they work through their vendors for any issues, concerns, questions?

**A:** Consultants should work through their vendors, as their direct employer, for any questions or concerns. Knowledge Services is able to assist as needed.

**Q:** Is there going to be a maximum number of candidates from each vendor that can be submitted to each request?

**A:** We typically allow vendors to submit 2-3 candidates per posting, but this information will be specified on the posting.

**Q:** Will the contract terms for subcontractors apply for current work orders/staff?

**A:** At this time, we are collecting data for current IT consultants and will review with the State to determine next steps.

**Q:** What is the process of requesting immigration documentation for employment verification letters?

**A:** Knowledge Services will provide training the week of June 10th which will include the Visa Letter Request process.

**Q:** What is the current timeframe for when the State will notify you of work order extensions for next State FY?

**A:** The State is working to confirm extensions as quickly as budgets are confirmed/approved, and Knowledge Services will notify vendors as additional work order extensions are received from the State.

**Q:** How can we be a part of KS contracts in other States?

**A:** Please send an email to [NVMSP@knowledgeservices.com](mailto:NVMSP@knowledgeservices.com) stating your interest, and we will provide additional information.