



knowledge services

STATE OF NEVADA
MANAGED SERVICE PROVIDER (MSP)
FOR IT STAFF AUGMENTATION
VENDOR TRAINING SESSION

June 2019

Agenda

- Introductions
- Knowledge Services Overview
- Industry Definitions
- Process Overview
- Program Requirements
- 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, 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



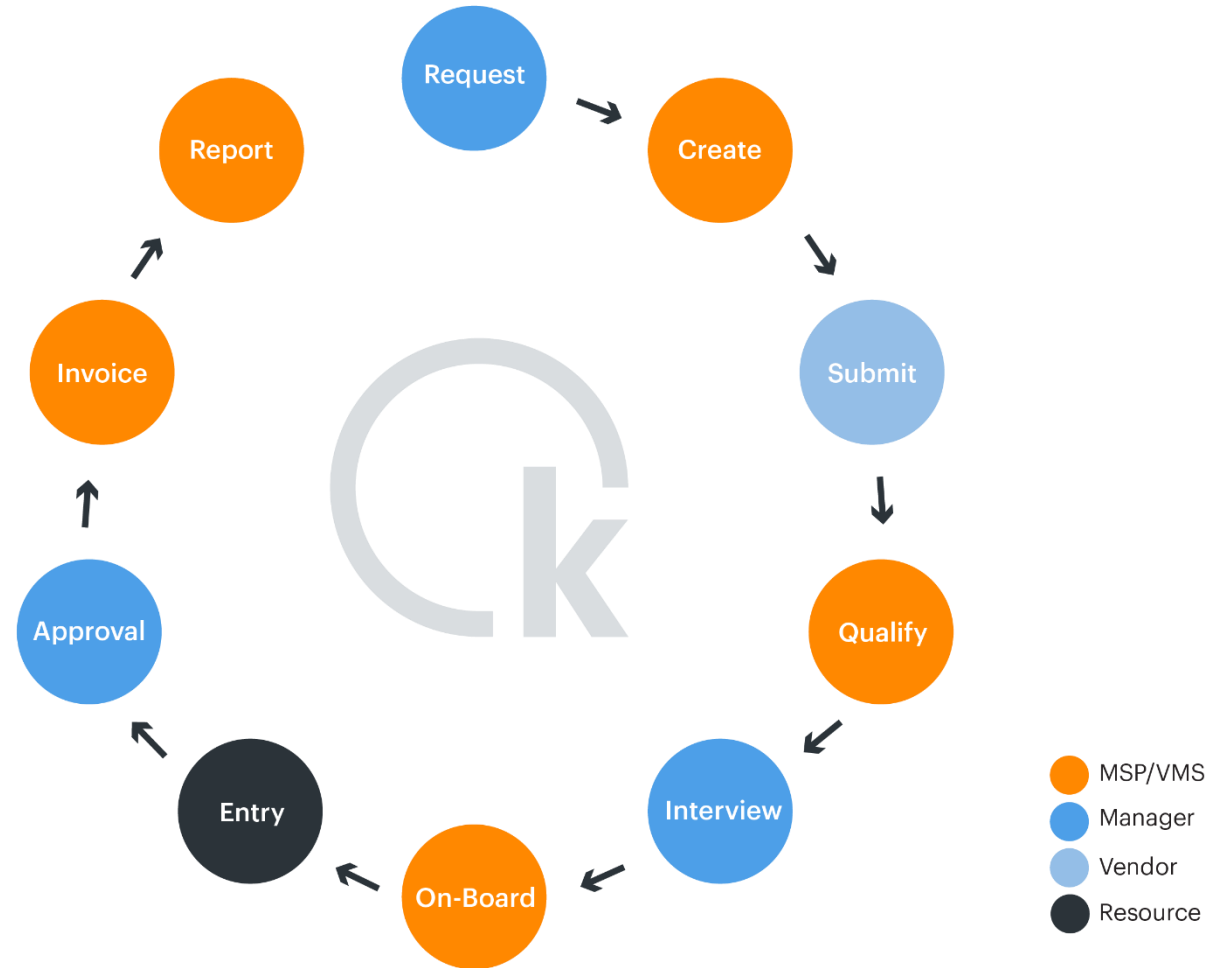
■ Industry Definitions

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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.

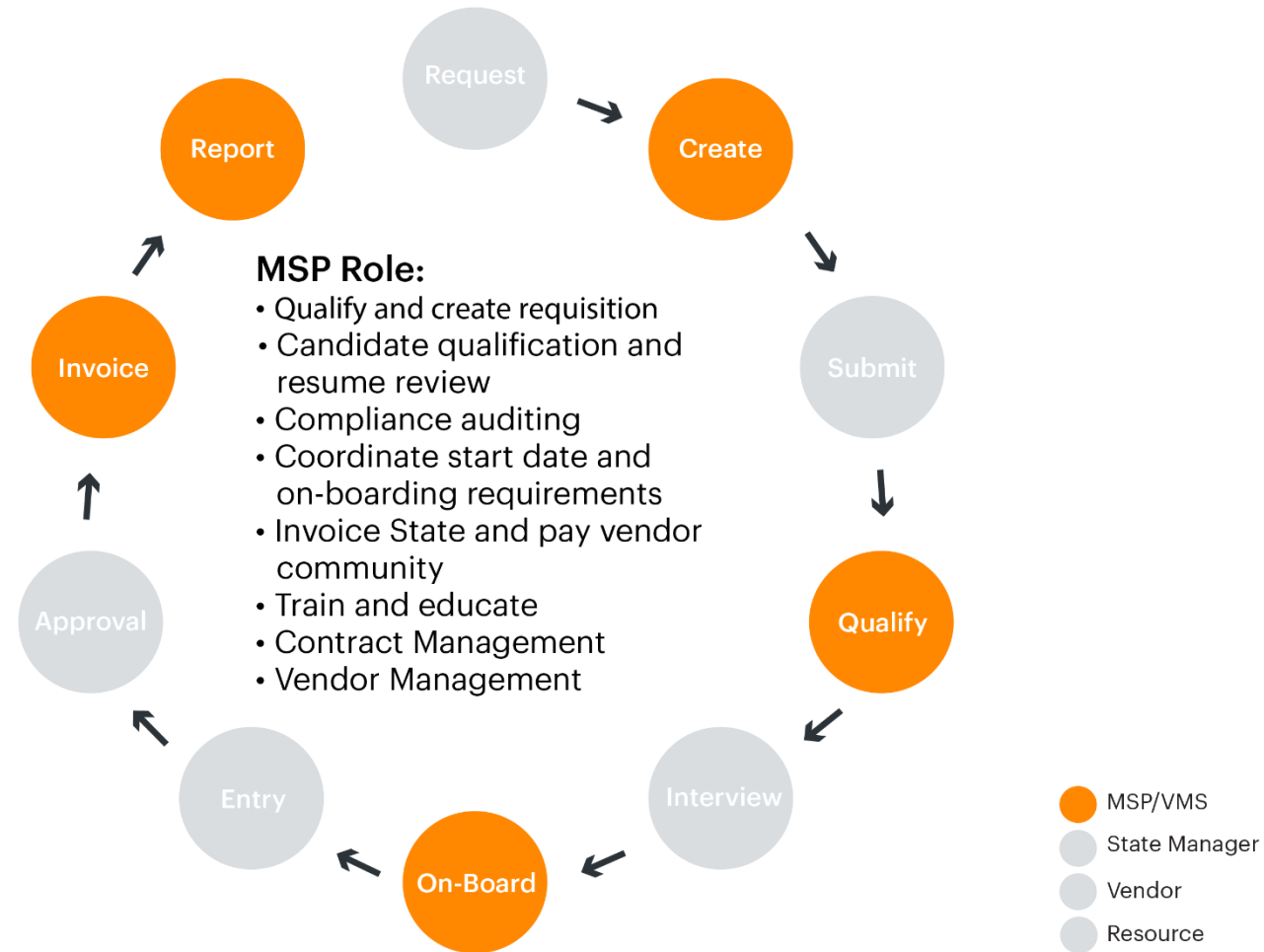
Process Workflow - Overall

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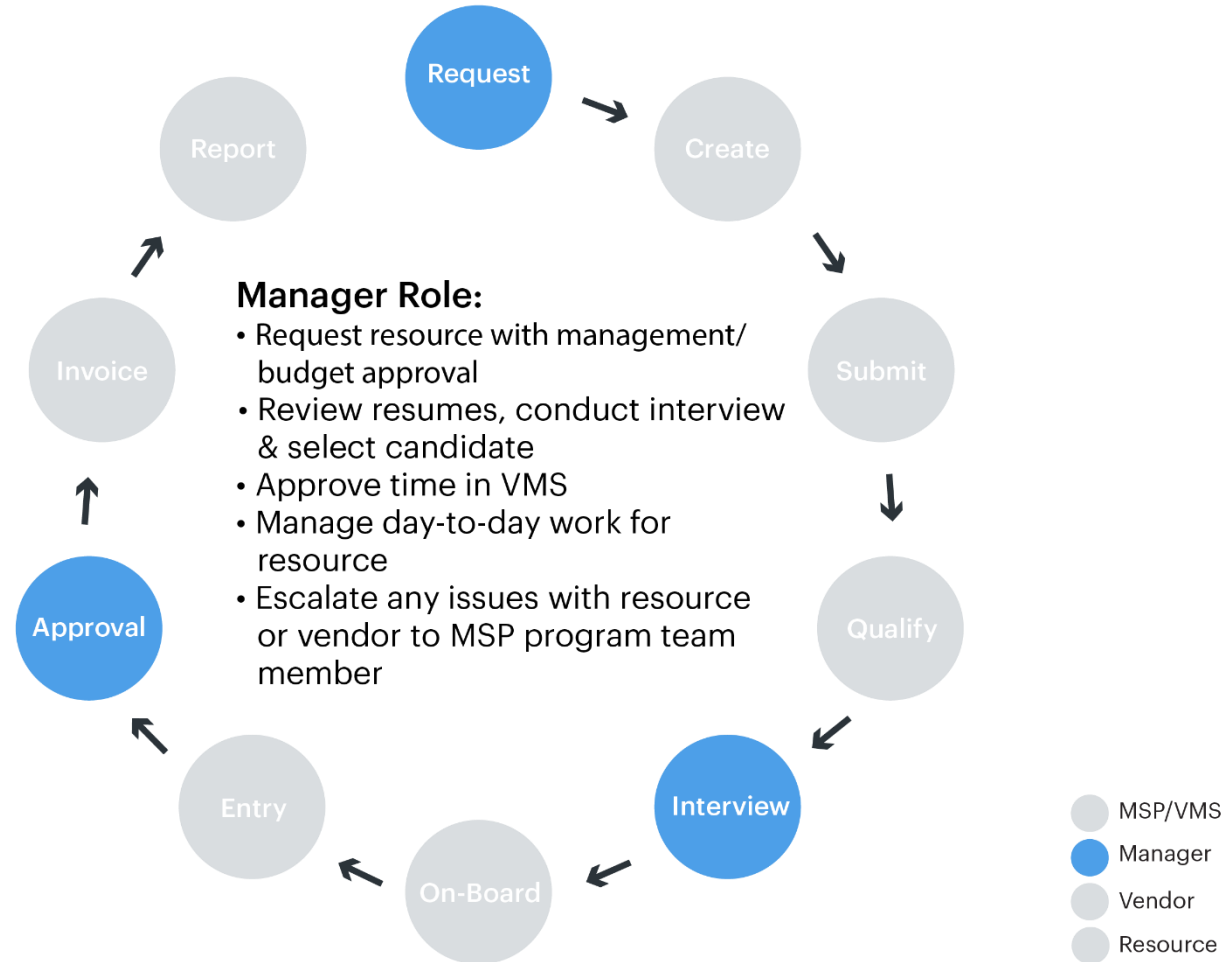
Process Workflow – MSP Role

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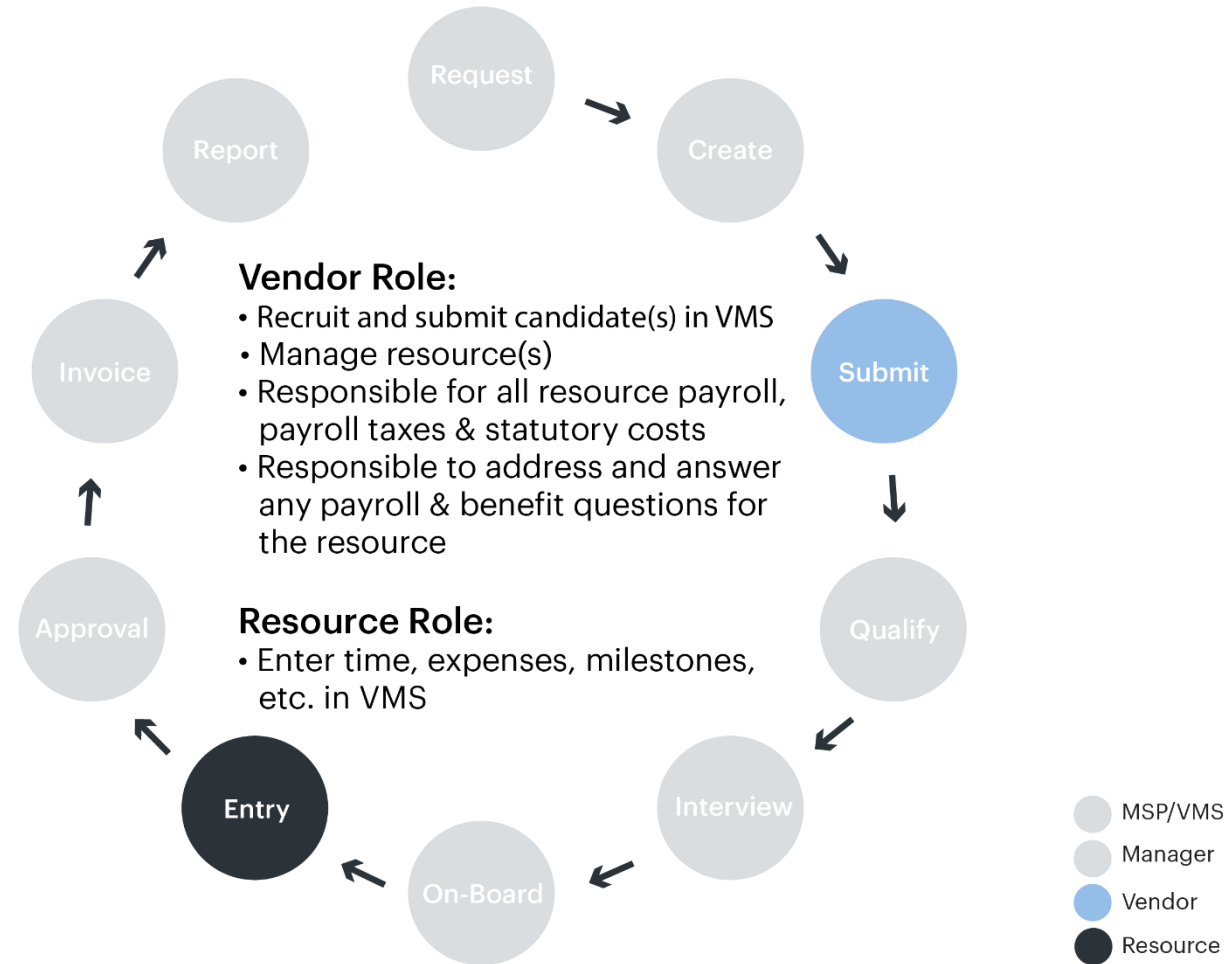
Process Workflow – Manager Role

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Process Workflow – Vendor/Resource Role

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Program Requirements

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- Participating vendors must sign vendor MSA with Knowledge Services
- Bill Rate Card (screenshot)
- 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
- Sub-vendors limited to “One Level Deep”
 - Must be pre-approved by MSP via email at requisition level

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 |



■ MSP Process Requirements

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- Submission Process
 - Resume
 - Candidate Cover Sheet (screenshot)
 - Right to Represent (screenshot)
- Interview Process
 - InterviewStream – video interview as first interview step (screenshot)
 - Additional interviews as requested by State Manager
- On-boarding Requirements
 - Fingerprint Background Screening
 - State of Nevada Resource W2/IC Validation Form (screenshot)
 - Temporary Worker Agreement
 - E-Verify
 - Any department/division specific onboarding requirements
- Off-boarding Processes
 - Termination Processes
 - Vendors to coordinate return of State property immediately
- Weekly Vendor Calls
- Visa Renewal Letter Process (screenshot)

Candidate Cover Sheet

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State of Nevada Candidate Cover Sheet

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

If yes, **what department and division:** Click or tap here to enter text.

If yes, **dates of employment at the State:** Click or tap here to enter text.

***Describe how past work experience relates to this position:** Click or tap here to enter text.

Recruiter Notes: Click or tap here to enter text.

Right-To-Represent: Click or tap here to enter text.



REFERENCES for Click or tap here to enter text.

A minimum of three (3) references are required for the consultant to be considered. References should be pre-screened by the vendor prior to submittal.

Reference #1:

Name:

Title:

Phone Number:

Email Address:

Reference #2:

Name:

Title:

Phone Number:

Email Address:

Reference #3:

Name:

Title:

Phone Number:

Email Address:



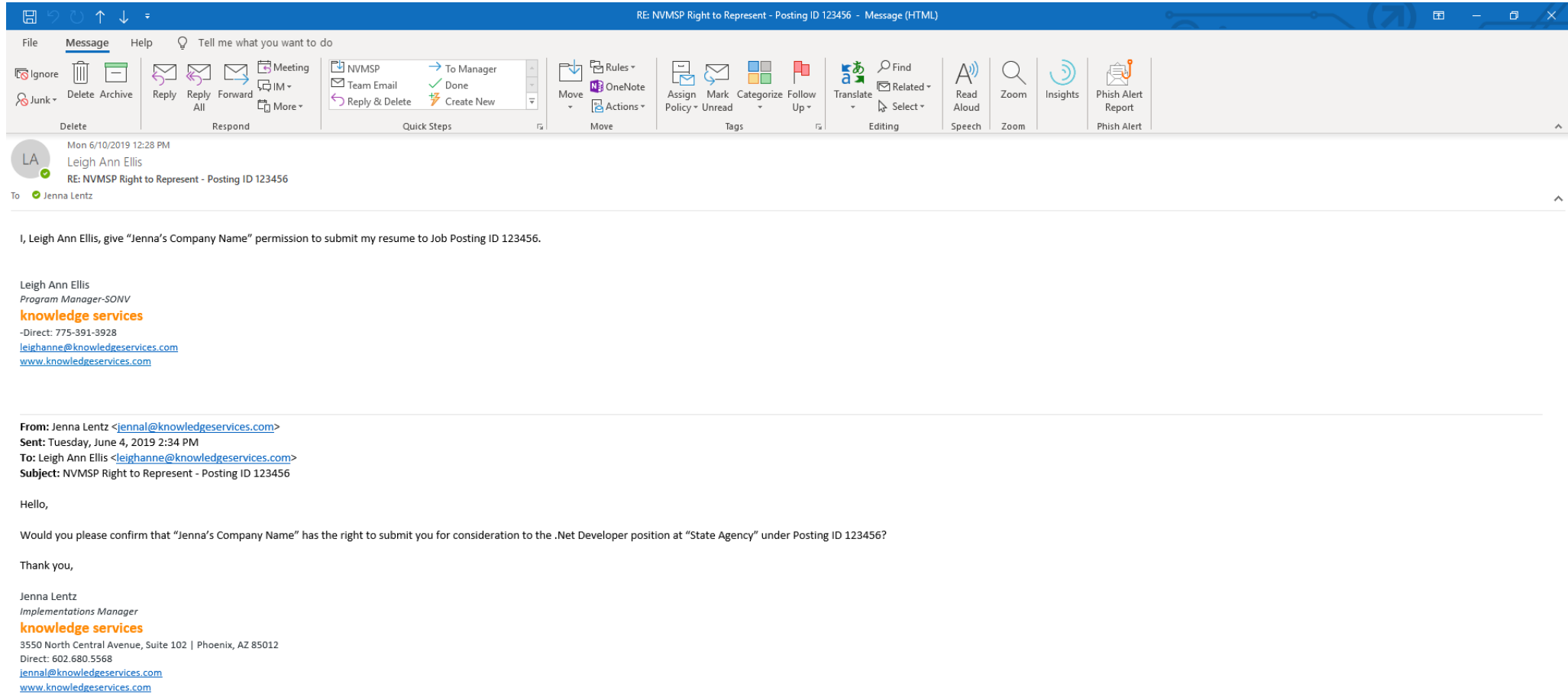
■ Right to Represent Form

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- A 'Right to Represent' (RTR) is a statement from the candidate giving a company permission to represent them for a position.
 - **RTRs are posting (position) specific and should be attached to each posting submission**
 - Cannot accept “blanket” RTRs
 - Need a RTR for each posting (position) to which a candidate is submitted
 - Valid RTRs include:
 - Date completed within posting (position) parameters
 - Contain Posting ID number
 - Include a statement of approval from candidate giving a specific company permission to submit
 - Include email correspondence between Vendor and candidate to include date and time stamp with statement of approval

Right to Represent Example

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RE: NVMSPP Right to Represent - Posting ID 123456 - Message (HTML)

File Message Help Tell me what you want to do

Ignore Delete Archive Reply Reply Forward Meeting IM More

Quick Steps: NVMSPP, Team Email, Reply & Delete, To Manager, Done, Create New

Move OneNote Actions Assign Policy Mark Unread Categorize Follow Up Translate Related Select Read Aloud Zoom Insights Phish Alert Report

Mon 6/10/2019 12:28 PM

LA Leigh Ann Ellis

RE: NVMSPP Right to Represent - Posting ID 123456

To Jenna Lentz

I, Leigh Ann Ellis, give "Jenna's Company Name" permission to submit my resume to Job Posting ID 123456.

Leigh Ann Ellis
Program Manager-SONV
knowledge services
-Direct: 775-391-3928
leighanne@knowledgeservices.com
www.knowledgeservices.com

From: Jenna Lentz <jennal@knowledgeservices.com>
Sent: Tuesday, June 4, 2019 2:34 PM
To: Leigh Ann Ellis <leighanne@knowledgeservices.com>
Subject: NVMSPP Right to Represent - Posting ID 123456

Hello,

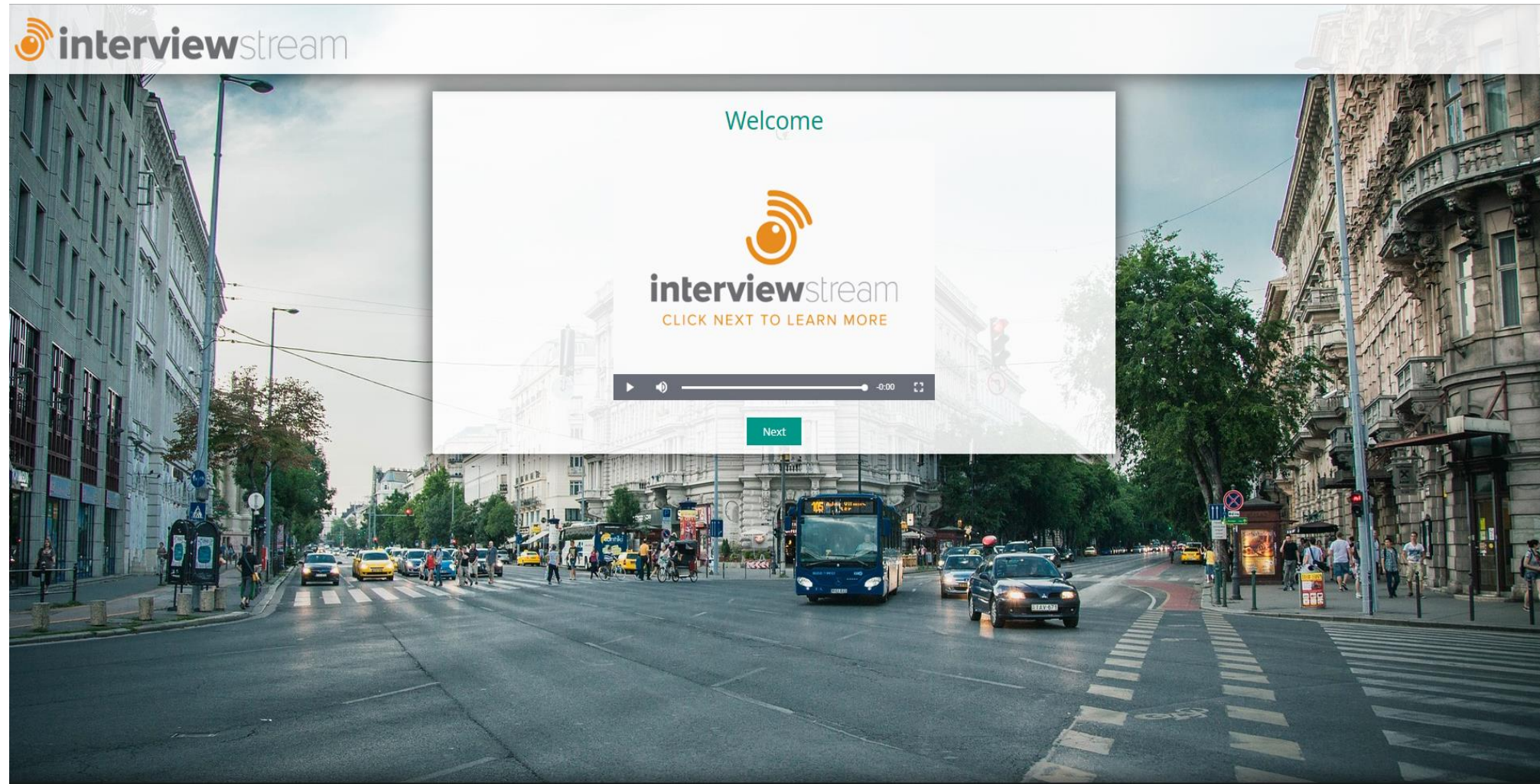
Would you please confirm that "Jenna's Company Name" has the right to submit you for consideration to the .Net Developer position at "State Agency" under Posting ID 123456?

Thank you,

Jenna Lentz
Implementations Manager
knowledge services
3550 North Central Avenue, Suite 102 | Phoenix, AZ 85012
Direct: 602.680.5568
jennal@knowledgeservices.com
www.knowledgeservices.com

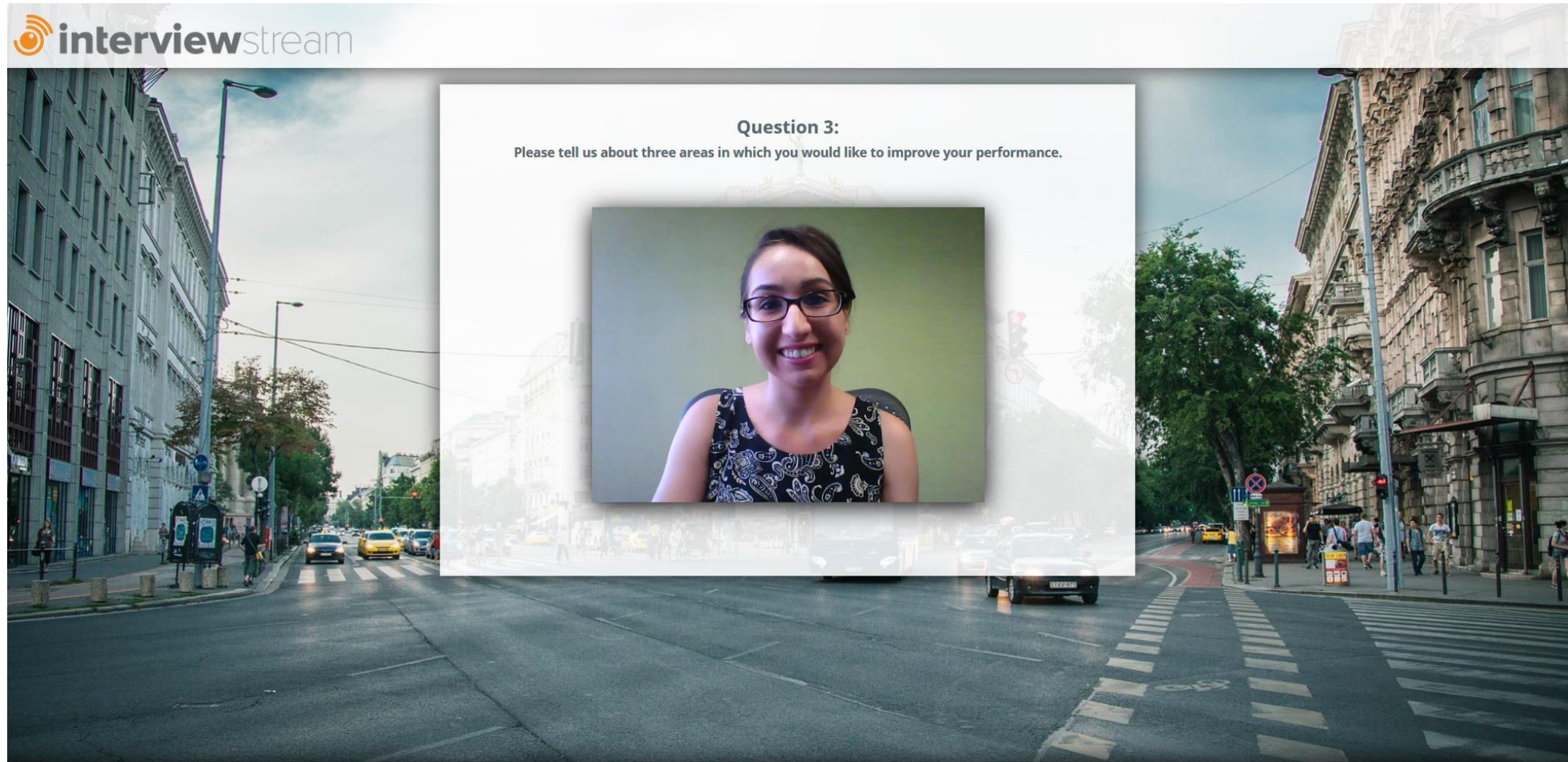
InterviewStream

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InterviewStream

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The screenshot shows the InterviewStream logo in the top left corner. The main content area features a video feed of a woman with glasses and a black and white patterned top. Above the video, the text reads: "Question 3: Please tell us about three areas in which you would like to improve your performance." The background of the interface is a blurred city street scene.

■ Fingerprint Background Screening Process

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- Consultant must have a current fingerprint search and background check performed by the Federal Bureau of Investigation or other Federal investigative authority.
- All costs associated with background checks will be at the vendor's expense. Fingerprint cost: \$40.25 as of July 1, 2019.
- The vendor/consultant will email the following completed documents to NVMSP@knowledgeservices.com. The completed forms will be forwarded to the contracting agency designee.
 - Fingerprint Background Waiver Form
 - Prior Arrests and Criminal Conviction Disclosure Form
 - Fingerprint Request Form
 - Statement of Understanding Form
- In-state consultants can perform Live Scan fingerprinting at the Nevada Department of Public Safety.
- If out-of-state, consultant must provide one (1) completed fingerprint card from a local sheriff's office (or other law enforcement agency).
- Vendor must provide a money order or cashier's check made payable to "Records, Communications and Compliance Division" in the amount specified at time of submission.
- Consultant(s) may not begin work until such time as they have been cleared by the contracting agency.
- Positive findings from a background check are reviewed by the contracting agency, in consultation with the State Chief Information Security officer and may result in the removal of a consultant from the project.
- Other background checks may be required depending on the agency for which work will be performed.

State of Nevada Resource W2/IC Validation Form

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


Knowledge Services MSP
Resource Employment Status Validation Form
State of Nevada

INSTRUCTIONS: Vendor must complete the form below in its entirety, and provide an electronic signature verifying all information provided is accurate.

Please direct your questions to the NVMSP Program Team at: NVMSP@knowledgeservices.com

*denotes required field

Resource Information

| | |
|---|--|
| <p>Resource Name: *</p> <input type="text"/> | <p>Client Department/Agency for Assignment: *</p> <input type="text"/> |
| <p>Job Title for Assignment: *</p> <input type="text"/> | <p>Assignment Start Date (within MSP Program) *</p> <input type="text"/> <input type="text"/> <input type="text"/>  |

Vendor Information

| | |
|--|--|
| <p>Prime Vendor Legal Name: *</p> <input type="text"/> | <p>Prime Vendor DBA Name:</p> <input type="text"/> |
| <p>Prime Vendor Federal EIN: *</p> <input type="text"/> | <p>Number of Sub-Vendors Involved in Engagement *</p> <p><input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4</p> |
| <p>Direct Employer of Resource: *</p> <input type="text"/> | |

Vendor Certification Statement

■ Visa Renewal Letter Process

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

State of Nevada Managed Service Provider (MSP) Program

Visa Letter Request

Please direct questions to the NVMSPP Program Team at NVMSPP@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): *

First Name

Last Name

Prime Vendor Contact Submitting Request (Email Address): *

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

Number of Sub-Vendors Involved in Engagement *

0 1 2 3 4

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 *

Resource Job Title *

Contractor Start Date *

Job Description (from dotStaff): *

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 |

■ dotStaff™ Demonstration

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- Dashboard
- Postings
 - Reviewing Postings
 - Submitting Candidates
 - Attaching Resumes and Additional Program Required Documents
 - Reviewing Bids
- Time Entry/Expense Submission
- Reporting

■ State of Nevada Vendor Website

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

Website Password: nvstaffaug

Site Includes:

- Program Kick Off Presentation
 - Q&A from Kick Off Meetings
- Program Training Presentation
- Program Not to Exceed Rate Card
- dotStaff™ Get Started Guide

Questions

Contact Us

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NVMSP@KnowledgeServices.com

Thank you