



knowledge services

MILWAUKEE COUNTY
MANAGED SERVICE PROVIDER (MSP)
NON-IT STAFF AUGMENTATION
COUNTY USER KICK OFF MEETING

June 2021

Agenda

- Introductions
- Knowledge Services Overview
- Industry Definitions
- Process Overview
- County 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, Entertainment
 - MSP for the States of Indiana, Maine, Arizona, Tennessee, Florida, Utah, Ohio, Mississippi, Missouri, North Dakota, Nevada, Colorado, Rhode Island, Wisconsin and Michigan
 - All Labor Categories – Medical, Administrative, IT, Professional
 - Statement of Work



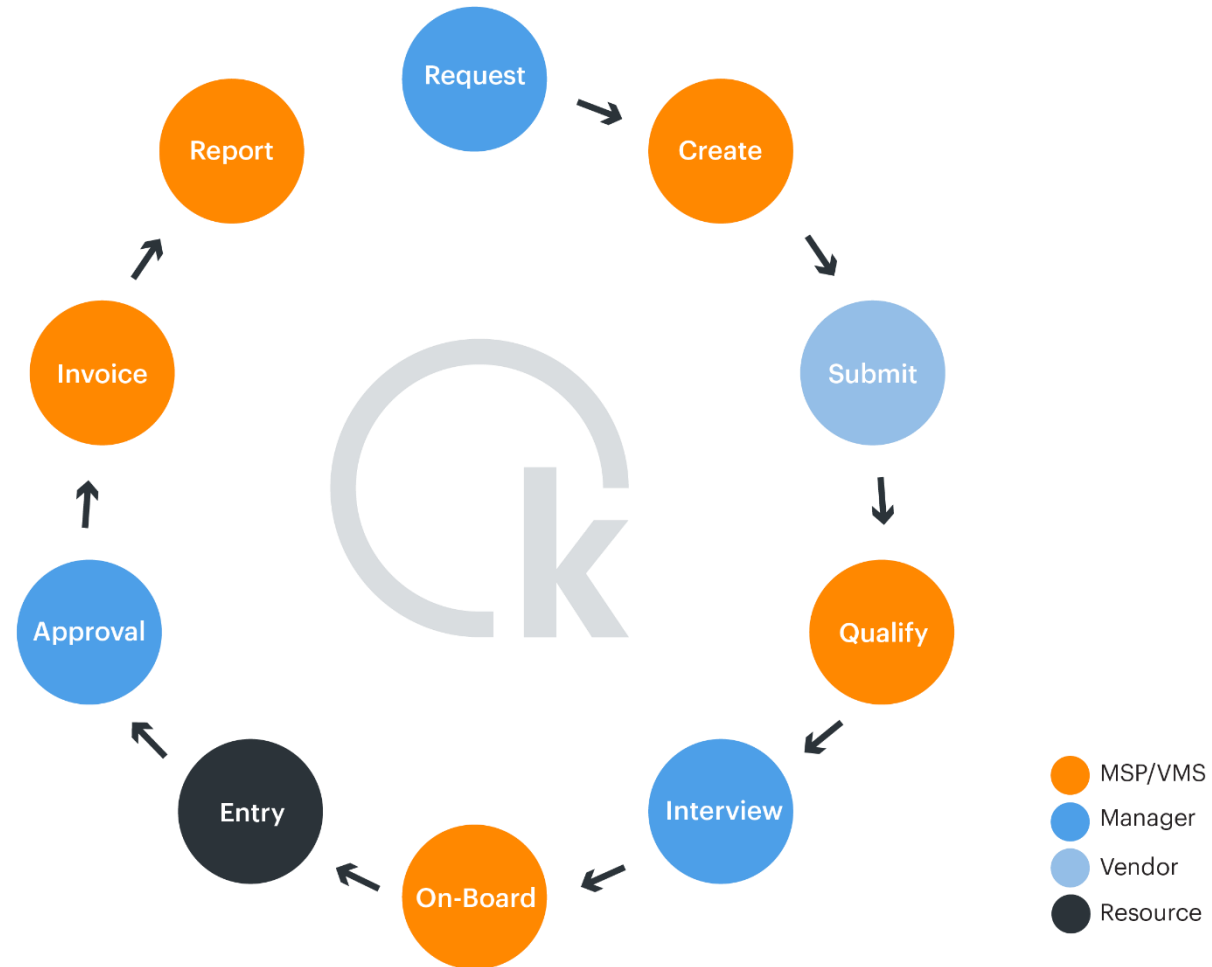
■ Industry Definitions

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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.

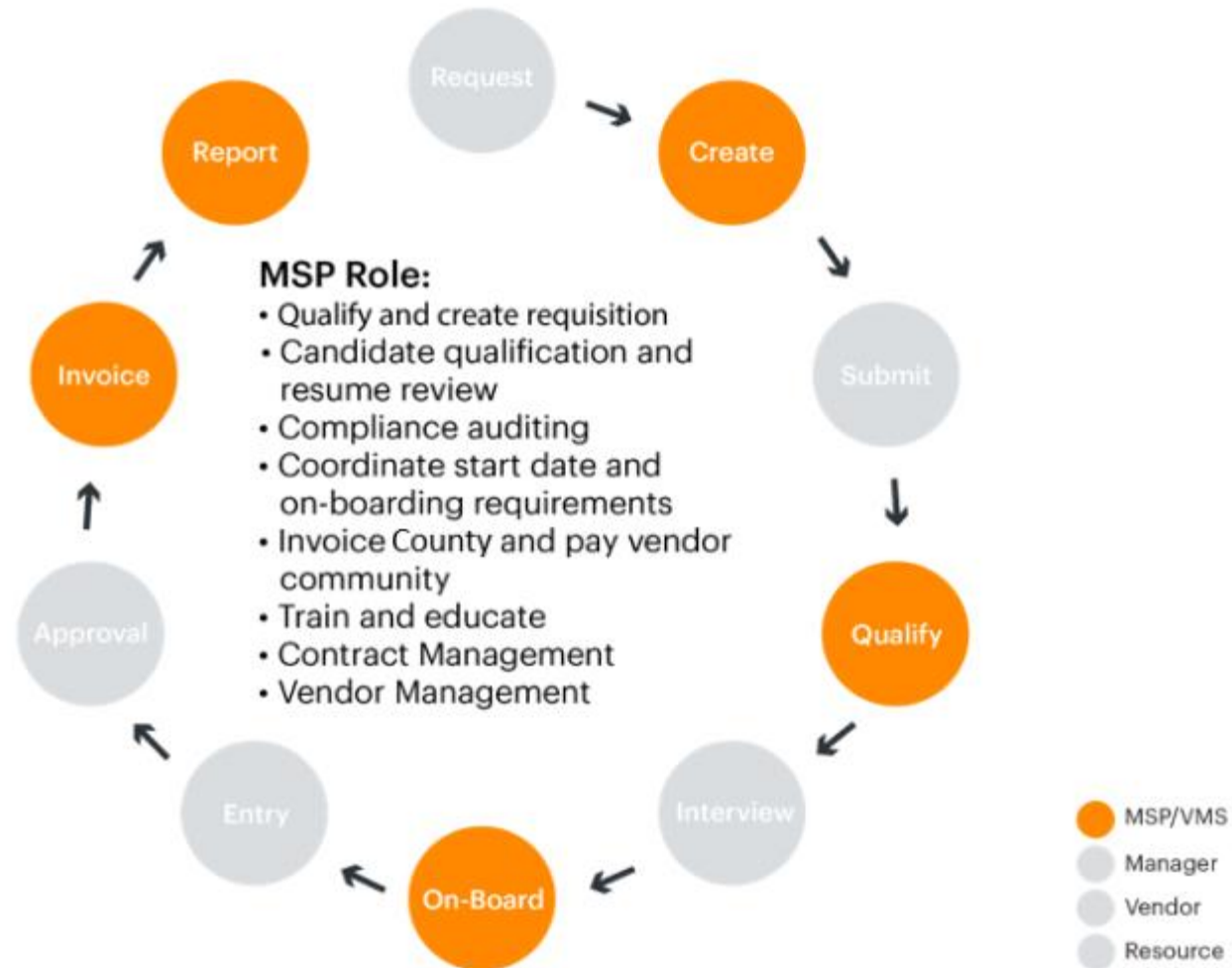
Process Workflow - Overall

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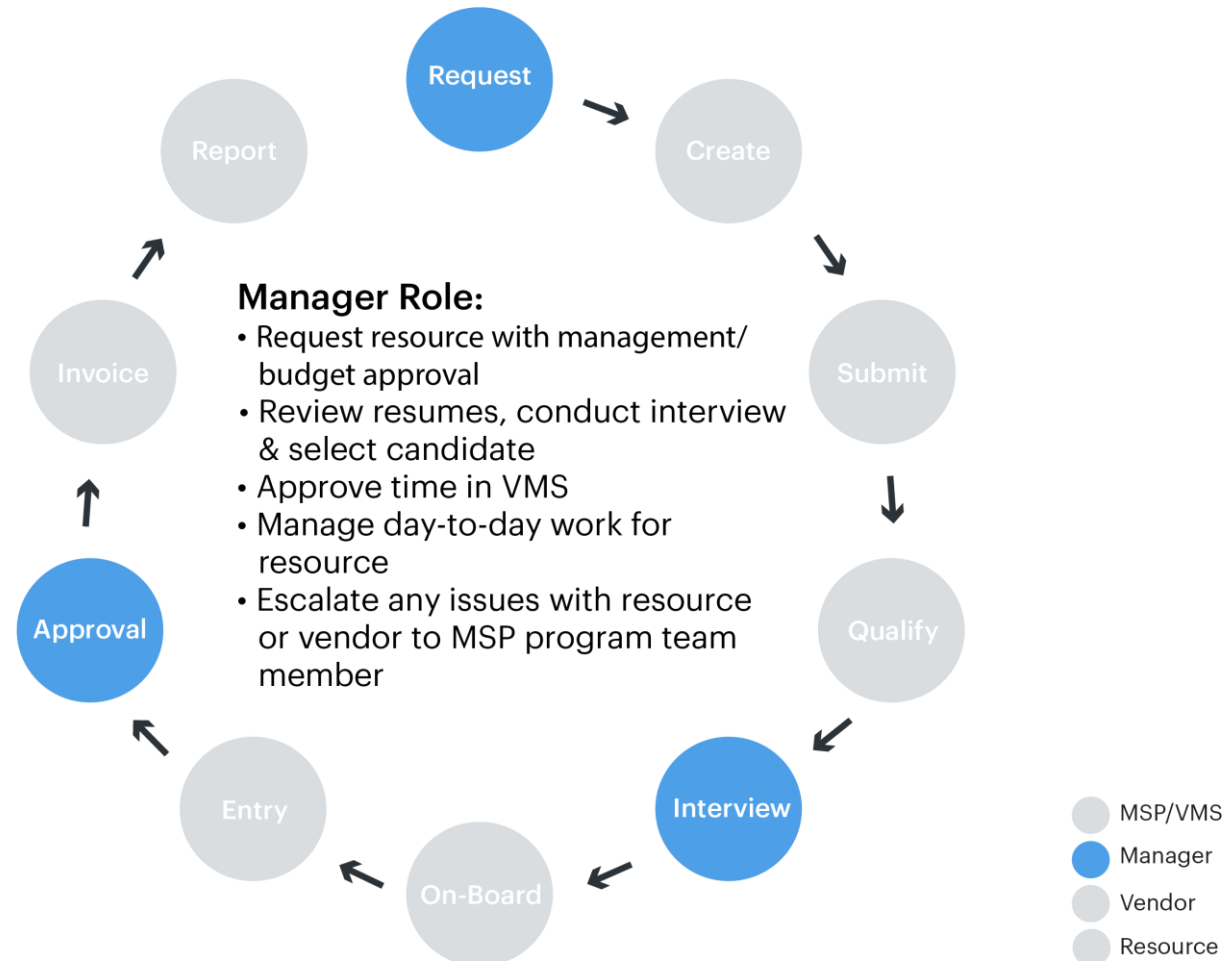
■ Process Workflow – MSP Role

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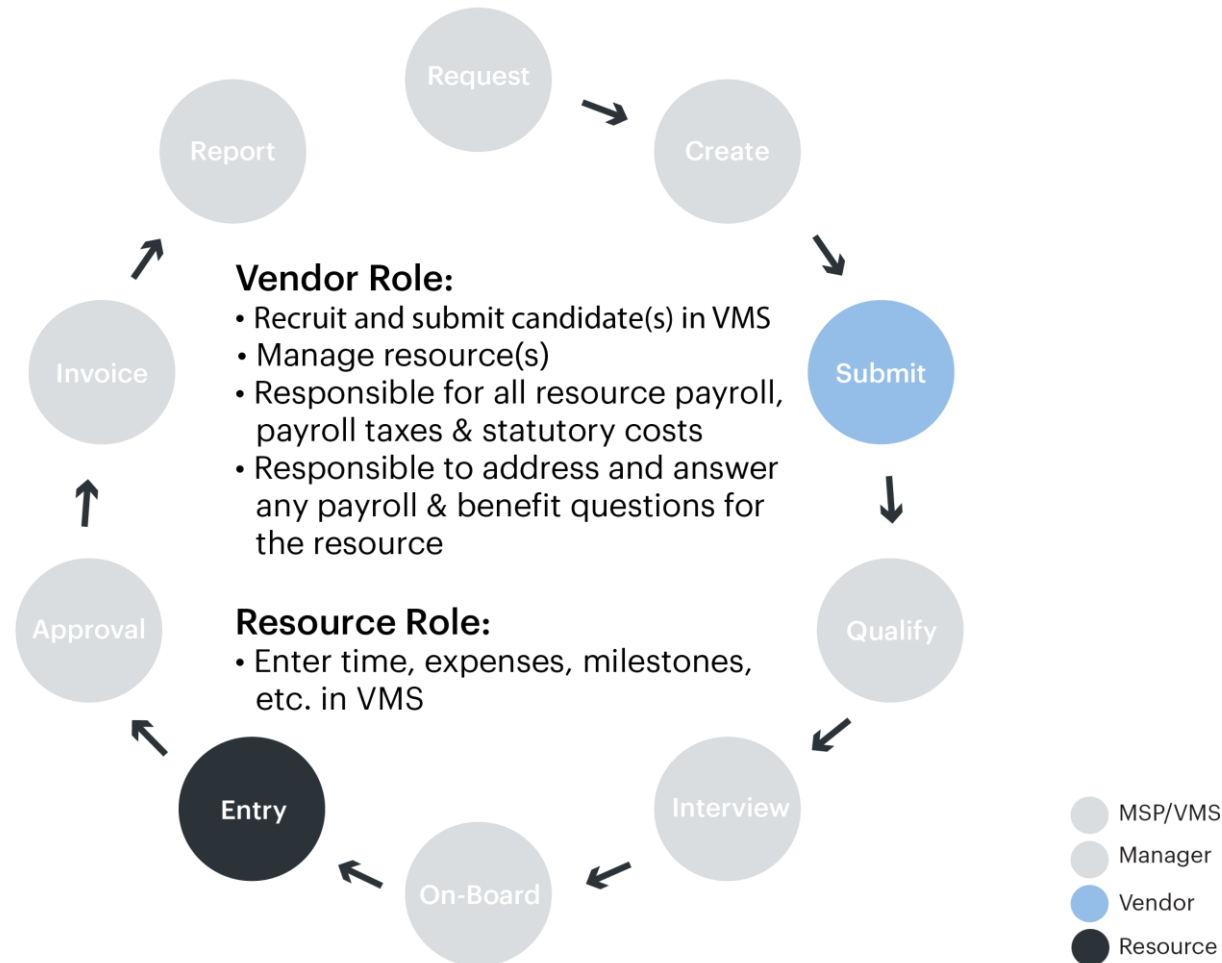
■ Process Workflow – Manager Role

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■ Process Workflow – Vendor/Resource Role

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■ Milwaukee County Objectives

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- Operational Efficiencies
- Transparency & visibility
- Governance & compliance
- Streamlining processes via Vendor Management System
- Competitive bidding environment

■ Requirements

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- Participating suppliers must sign vendor MSA with Knowledge Services
 - Current suppliers will be invited to participate
- Hourly, not-to-exceed bill rates based on Department's/Manager's budget
- 2.2% MSP Fee
- 2 business day probationary period
- Weekly invoicing with net 15 payment terms
- Supplier-funded background checks and drug screenings as required by County department/agency
- All Resources must be employed by Suppliers as W-2 employees

■ Employer of Record Program/Payrolling Services

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When Resources are identified/recruited (and possibly interviewed, tested, and approved) by County, Knowledge Services may become the Employer of Record (EOR), responsible for administering payroll and payroll related costs, as well as all employer mandated taxes and insurances.

- **EOR / Payrolling Services Schedule:**

- Mark Up Rate is 23% for W2 Resources
- If prescreening is required, Knowledge Services completes all required prescreening for assignment.

■ Conversion Table

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All Positions	
Hours Worked	Conversion Fee
0 - 160 hours worked	20% of first year annual salary
>160 - 320 hours worked	15% of first year annual salary
>320 - 480 hours worked	12.5% of first year annual salary
>480 - 640 hours worked	10% of first year annual salary
>640 - 800 hours worked	7.5% of first year annual salary
>800 - 960 hours worked	5% of first year annual salary
>960 hours worked	0% of first year annual salary

■ Implementation Timeline

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IT Staff Augmentation	
Communication - Internal & External	Ongoing
Kick Off Meetings	Week of June 21 st
Vendor Enrollment	Week of June 28 th
Agency/Department Discovery Meetings	Weeks of July 12 th and July 19 th
Vendor MSA Due Date	Friday, July 30 th , 2021
Manager Program and VMS Training	Week of August 16 th
Vendor Program and VMS Training	Weeks of August 16 th
Program Go Live	Monday, August 30 th , 2021

■ Next Steps

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- Suppliers complete & return Master Services Agreement (MSA) – due by Friday, July 30th
 - Compliant COI must be maintained throughout the contract for Suppliers to maintain access to opportunities
- Departments/Divisions complete & return data sheets to provide information on incumbent temporary workers
- Knowledge Services schedules discovery meetings with appropriate County contacts
- Managers register to attend training

■ Discovery Meetings

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- **Purpose:** To ensure that our team is fully educated about the processes, needs, expectations, standards and the strengths/weaknesses of current practices within each Department/Division
- **What to expect:** Approx. 1 hour conference call by Department/Division to discuss the current temporary labor procurement process and to identify any unique business needs and/or requirements for the agency
- **Who to include:** Managers who utilize temporary labor most often (power users), Department HR and Accounting contacts who are familiar with the temporary labor procurement process and Department requirements
- **Information Requested:**
 - Current temporary labor procurement process
 - Department/Division background check/drug screening requirements
 - Onboarding requirements (required paperwork, security clearances, badges, etc.)
 - Invoicing contacts and invoicing requirements
 - Job titles and descriptions currently in use

■ Manager Training

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- **Purpose:** To provide in-depth training on MSP program processes and dotStaff functionality for those County users currently utilizing temporary workers and for those who may have a need for temporary workers in the future
- **What to expect:** 1 hour of program and VMS-based training
- **Who to include:** All County users involved in the temporary labor procurement process – temporary staff managers, time approvers, HR and accounting contacts

■ Common Manager Questions

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- What happens to my existing temporary workers?
 - All incumbent temporary staff who are in place directly with suppliers will remain in place and will continue their current assignments as directed by Milwaukee County
 - Incumbent temporary workers will be rolled into the MSP program effective August 30th (invoicing will be through dotStaffTM)
- What will happen to the Suppliers with whom I've always worked?
 - We expect that current suppliers in the network will enroll with Knowledge Services to continue servicing non-IT staff augmentation needs that are released through the MSP Program.
 - Additional suppliers can be added to the supplier pool as needed.

■ Milwaukee County Manager Website

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<https://programs.knowledgeservices.com/mcmssp/milwaukee-county-program-info-managers/>

Site Includes:

- Program Kick Off presentation
- Program Information
- dotStaff™ Training materials

Questions

Contact Us

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Thank you