



knowledge services

MILWAUKEE COUNTY  
MANAGED SERVICE PROVIDER (MSP)  
NON-IT STAFF AUGMENTATION  
SUPPLIER 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
  - Statement of Work



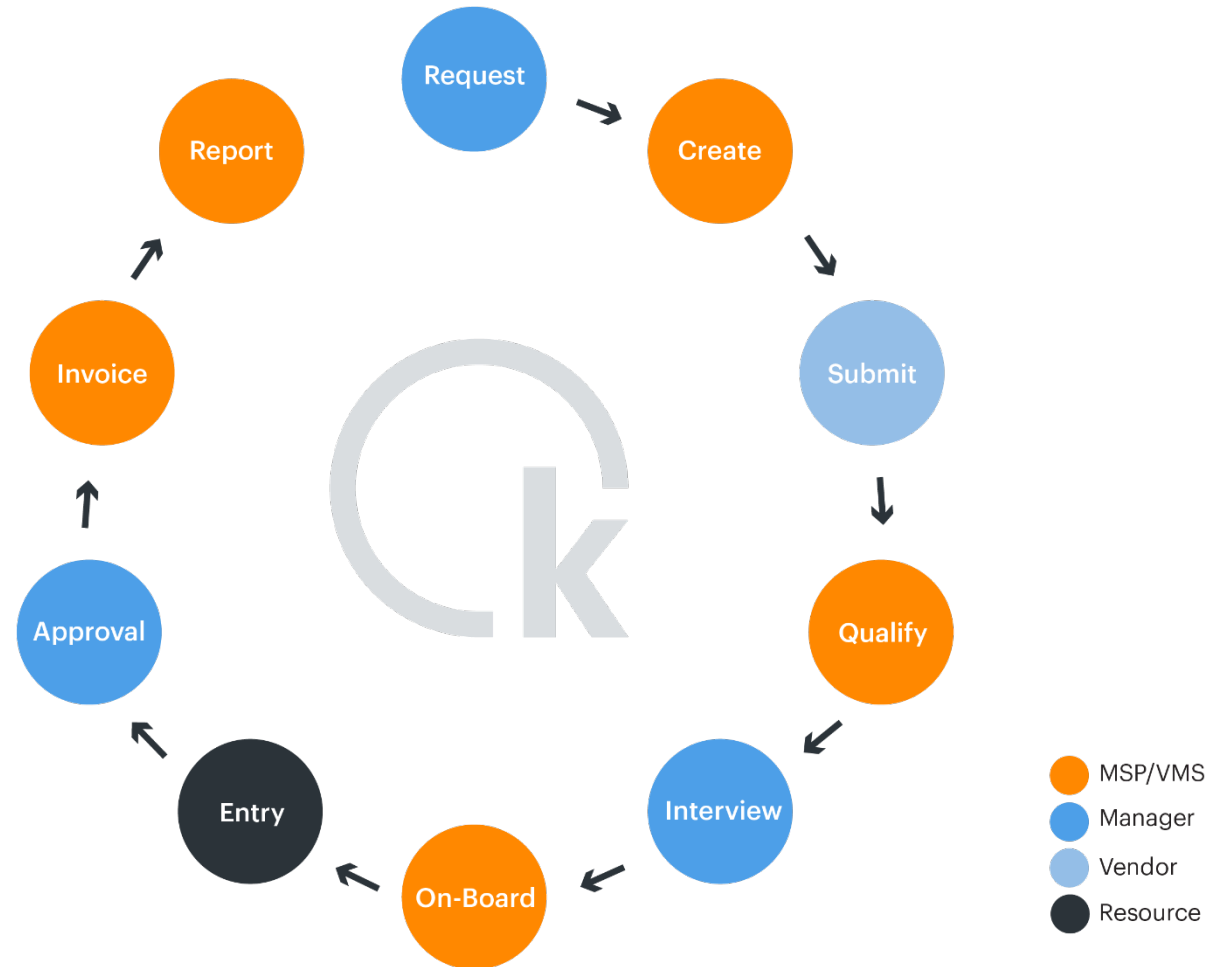
# ■ Industry Definitions

## Serving those who serve others

- 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.

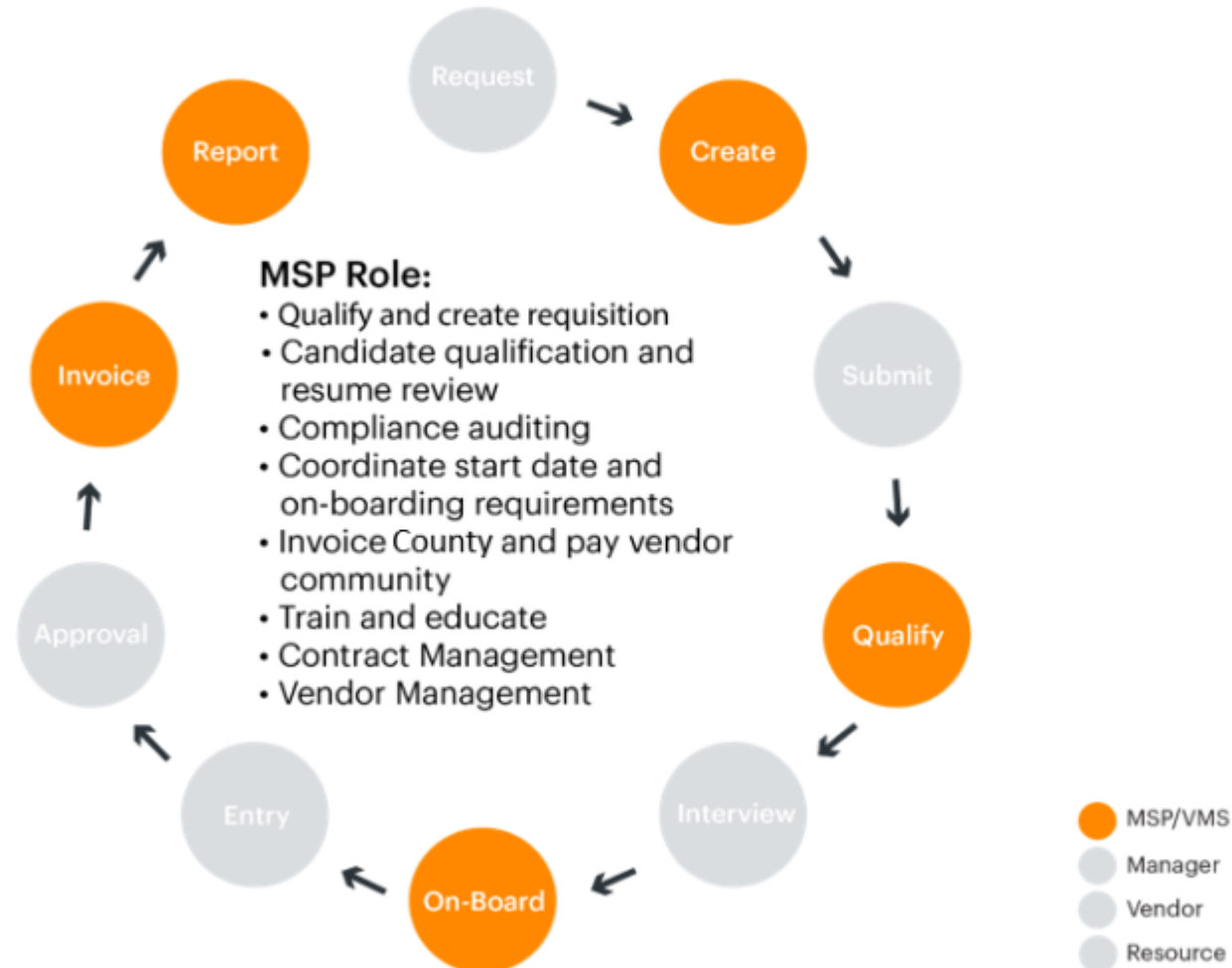
# Process Workflow - Overall

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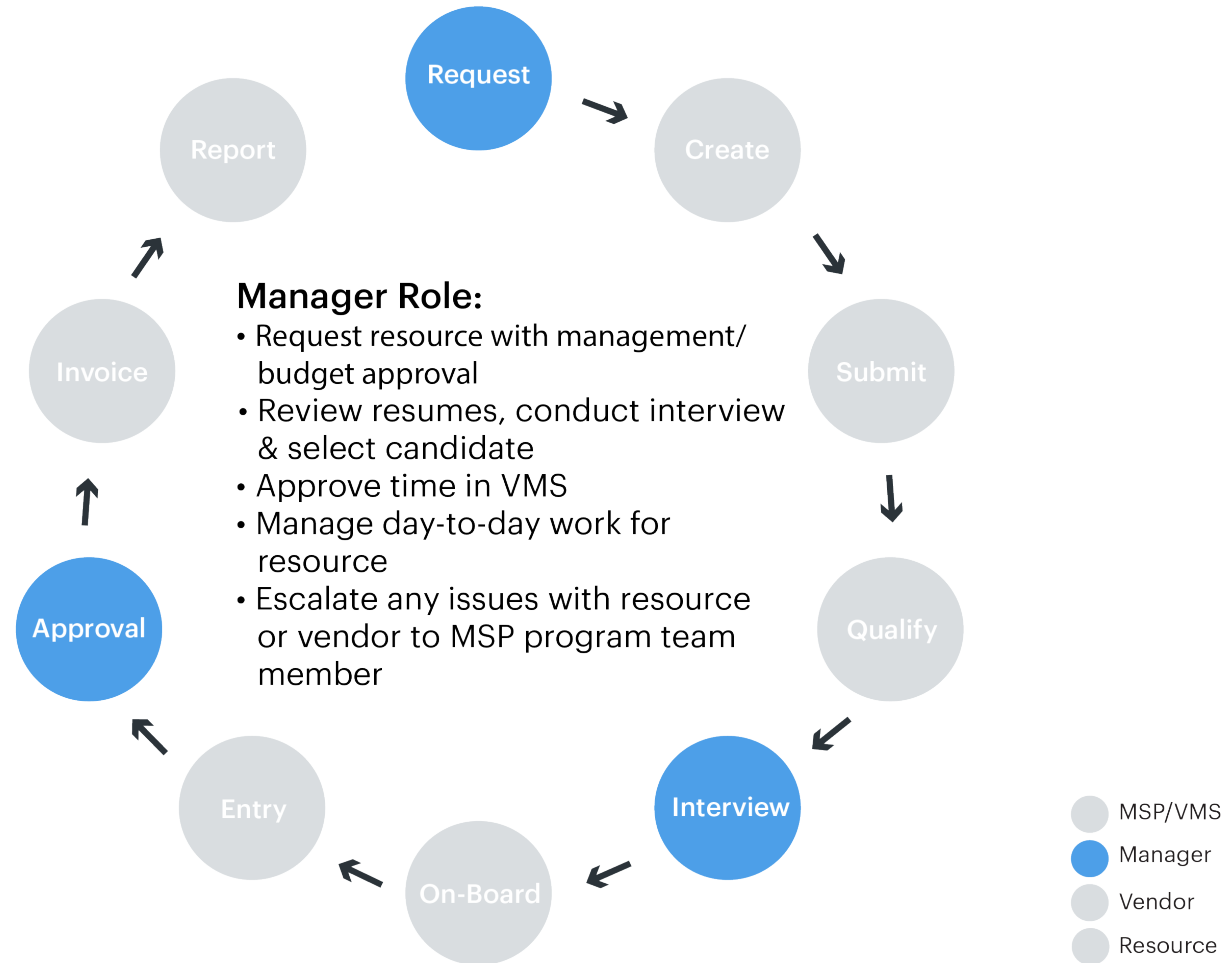
# ■ Process Workflow – MSP Role

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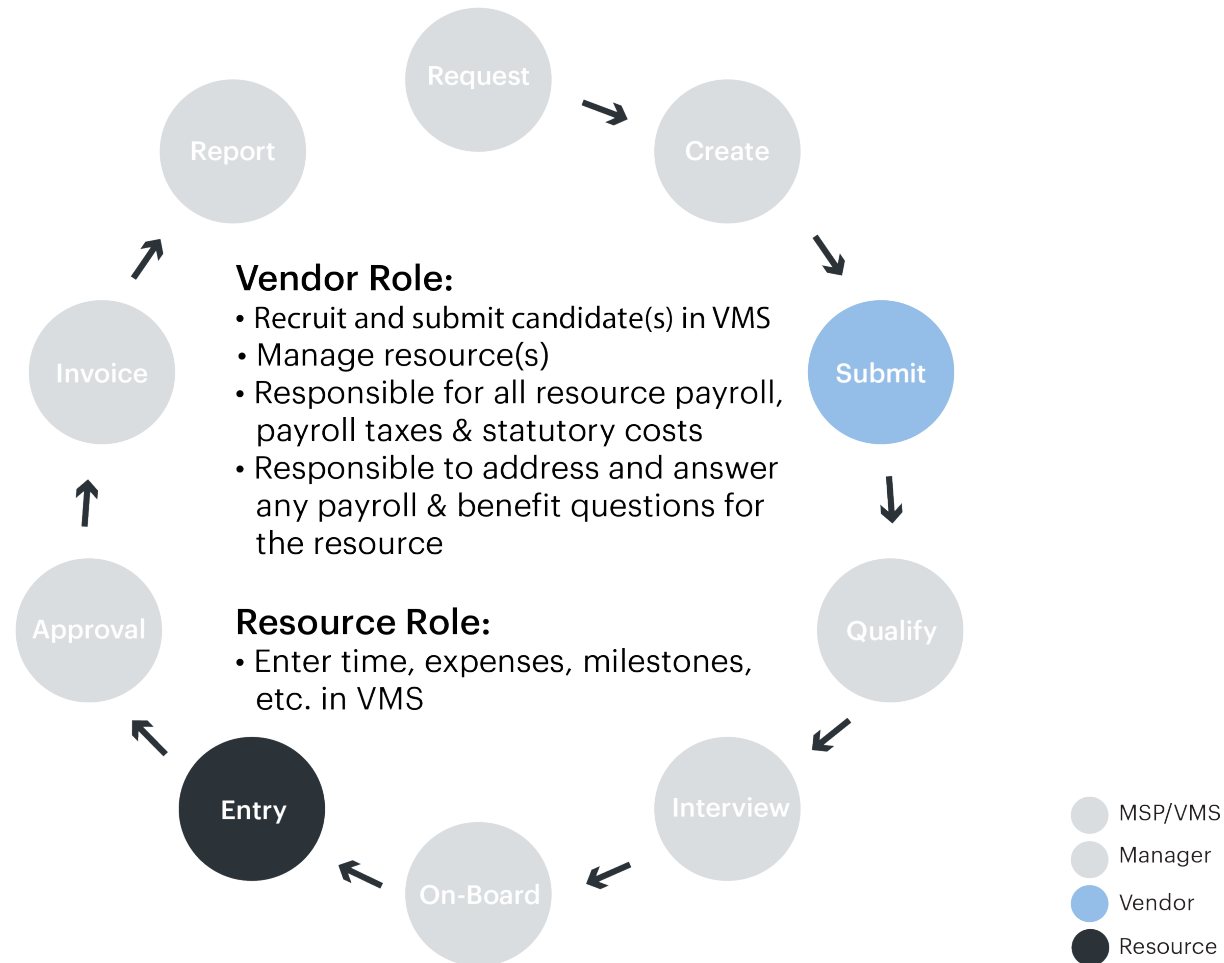
# ■ Process Workflow – Manager Role

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# ■ Process Workflow – Vendor/Resource Role

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# ■ Milwaukee County Objectives

## Serving those who serve others

- 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 10 business day payment terms to Suppliers
- Supplier-funded background checks and drug screenings as required by County department/agency
- All Resources must be employed by Suppliers as W-2 employees

# ■ 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 <sup>st</sup>                            |
| Vendor Enrollment                    | Week of June 28 <sup>th</sup>                            |
| Agency/Department Discovery Meetings | Weeks of July 12 <sup>th</sup> and July 19 <sup>th</sup> |
| Vendor MSA Due Date                  | Friday, July 30 <sup>th</sup> , 2021                     |
| Manager Program and VMS Training     | Week of August 16 <sup>th</sup>                          |
| Vendor Program and VMS Training      | Weeks of August 16 <sup>th</sup>                         |
| Program Go Live                      | Monday, August 30 <sup>th</sup> , 2021                   |

## ■ Next Steps

### Serving those who serve others

- Suppliers complete & return Master Services Agreement (MSA) – due by Friday, July 30<sup>th</sup>
  - Compliant COI must be maintained throughout the contract to maintain access to opportunities
- Suppliers complete & return data sheets to provide information on incumbent temporary staff
- Suppliers register to attend training

# ■ Supplier Trainings

## Serving those who serve others

- **Purpose:** To provide in-depth training on MSP program processes and dotStaff functionality for those Supplier users currently providing temporary staff and for those who may provide temporary staff in the future
- **What to expect:** 1 hour of program and VMS-based training
- **Who to include:** All Supplier users involved in the temporary staffing process – account managers, recruiters, HR and accounting contacts

# ■ Common Supplier Questions

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- What will happen with contracts that are currently in place?
  - All incumbent temporary staff in place today will continue their current assignments as directed by Milwaukee County
  - Incumbent temporary staff will be rolled into the MSP program effective August 30<sup>th</sup> (time entry and invoicing will be through dotStaff™)
- What will happen with the Agencies/Managers with whom I've always worked?
  - As a registered supplier in the MSP Program, your company will be able to maintain established relationships and continue working with Milwaukee County.

# ■ Milwaukee County Supplier Website

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<https://programs.knowledgeservices.com/mcmisp/milwaukee-county-program-info-suppliers/>

Site Includes:

- Master Services Agreement (MSA)
- Program Kick Off Presentation
- Program Information
- dotStaff™ Training Materials

# Questions

## Contact Us

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**Thank you**