



knowledge services

MILWAUKEE COUNTY
MANAGED SERVICE PROVIDER (MSP)
NON-IT STAFF AUGMENTATION
SUPPLIER USER TRAINING SESSION

August 2021

■ Agenda

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- Introductions
- Knowledge Services Overview
- Industry Definitions
- Process Overview
- Program Requirements
- MSP 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, Entertainment
 - MSP for the States of Indiana, Maine, Arizona, Tennessee, Florida, Utah, 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.

■ MSP Staff Augmentation Request Process

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1. Hiring Manager creates a draft Posting in dotStaff™
2. MSP Program Team conducts intake call with Hiring Manager
3. MSP Program Team releases Posting to Suppliers in dotStaff™
4. Suppliers submit qualified candidates in dotStaff™
5. MSP Program Team reviews and evaluates resumes
6. MSP Program Team sends resumes for review based on the Hiring Manager's preference
7. Hiring Manager requests interviews through dotStaff™ and conducts interviews with selected Candidates
8. Hiring Manager notifies MSP Program Team of selected Candidate for position
9. MSP Program Team requests Best and Final Offer (BAFO) from Supplier
10. Hiring Manager accepts/rejects Candidate bids in dotStaff™ providing reasons for rejection



■ MSP Staff Augmentation Request Process - continued

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11. Supplier confirms Candidate acceptance of position by accepting Engagement Request in dotStaff™
12. MSP Program Team works with Supplier to complete onboarding requirements for accepted Candidate
13. MSP Program Team finalizes start date with Hiring Manager and Supplier
14. Hiring Manager provides PO to MSP Program Team prior to the Contingent Worker's assignment start
15. Contingent Worker enters time in dotStaff™
16. Hiring Manager approves time in dotStaff™
17. dotStaff™ generated invoices sent to the County weekly
18. The County pays Knowledge Services
19. Knowledge Services pays the Suppliers



■ Intake Call Overview

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- After the Hiring Manager creates the draft Posting in dotStaff™, the MSP Program Team will reach out to the Hiring Manager to confirm and review positions details
- Intake discussion items confirmed, include:
 - Qualification of position details
 - Project details, if applicable
 - # of qualified candidates Hiring Manager would like to review
 - Interview availability and ideal start date
 - Budgeted hourly bill rate
 - Additional information, if applicable

■ Program Requirements

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- Participating Suppliers must sign vendor MSA with Knowledge Services
 - Suppliers have been invited to participate
- Hourly, not-to-exceed bill rates based on Department's/Hiring 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 through HireRight, as required by County Department/Division

■ Program Requirements, contd.

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- Sub-vendors limited to “One Level Deep”
 - Supplier must submit Sub-Vendor Usage Request Form and the request then must be pre-approved by MSP at requisition level
- All Resources must be employed by Suppliers as W-2 employees
- 72-hour replacement requirement
- Service Level Agreements (screenshot)
- Conversion Table (screenshot)

Service Level Agreements

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Performance Metric	Service Level Description	Performance Target	Calculation
Resource Dismissal	Number of Resources dismissed due to inadequate Resource performance	7% or lower	# of turnovers (due to inadequate performance) / total # of placements
Supplier Performance	Percentage of posting responses with competitive responses	80%	# of postings with bids submitted by vendor / total # of postings

■ Conversion Table

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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

■ MSP Process Requirements

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- Submission Process
 - Resume
 - Candidate Cover Sheet (screenshot)
 - Right to Represent (screenshot)
- Interview Process
 - Hiring Manager requests interviews through dotStaff™ and conducts interviews with selected Candidates
 - Hiring Manager accepts/rejects candidate bids in dotStaff™ providing reasons for rejection
- On-boarding Requirements
 - Temporary Worker Agreement
 - Resource Employment Status Validation Form
 - Confirmation of E-Verify Completion
 - Any department/division specific onboarding requirements

Candidate Cover Sheet

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Milwaukee County
Candidate Cover Sheet

Please attach completed form as an additional document with the candidate resume in dotStaff™. This form is required for all non-IT staff augmentation positions with Milwaukee County. 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 County: Choose an item.

■ 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 Supplier and candidate to include date and time stamp with statement of approval

Right to Represent Example

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From: Candidate Name <email@email.com>
Sent: Monday, August 16, 2021 11:08 AM
To: Supplier Company Contact <contact@suppliercompany.com>
Subject: RE: Milwaukee County Right to Represent - Posting ID 12345

I, 'Candidate Name' , give 'Supplier Company Name' permission to submit my resume to Posting ID 12345.

Thank you,

Candidate Name

From: Supplier Company Contact <contact@suppliercompany.com>
Sent: Monday, August 16, 2021 10:50 AM
To: Candidate Name <email@email.com>
Subject: Milwaukee County Right to Represent - Posting ID 12345

Hello,

Please confirm that 'Supplier Company Name' has the right to submit you for consideration to the Administrative Assistant position at 'County Department' under Posting ID 12345.

Thank you,

Supplier Company Contact Name

Resource Employment Status Validation Form

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

Knowledge Services MSP

Resource Employment Status Validation Form

Milwaukee County

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 Milwaukee County Program Team at: MC MSP@knowledgeservices.com

*denotes required field

Resource Information

Resource Name: *

Client Department/Agency for Assignment: *

Job Title for Assignment: *

Assignment Start Date (within MSP Program): *

Vendor Information

Prime Vendor Legal Name: *

Prime Vendor DBA Name:

Prime Vendor Federal EIN: *

Number of Sub-Vendors Involved in Engagement: *

16 |



■ MSP Process Requirements

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- Off-boarding Processes
 - Termination Process
 - Suppliers to coordinate return of County property immediately
 - MSP Program Team to end Contingent Worker contract in dotStaff™
- Weekly Supplier Calls
- Visa Renewal Letter Process (screenshot)
- Suppliers must adhere to the MSP Process for all open requisitions

■ Visa Renewal Letter Process

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

Milwaukee County Managed Service Provider (MSP) Program

Visa Letter Request

Please direct questions to the Milwaukee County Program Team at: MCMSP@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): *

Prime Vendor Contact Submitting Request (Email Address): *

First Name

Last Name

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

Number of Sub-Vendors Involved in Engagement *

Direct Employer/Visa Holder (of Resource) *

Direct Employer/Visa Holder Main Point of Contact *

Direct Employer/Visa Holder Email Address *

Direct Employer/Visa Holder Phone # *

First Name

Last Name

2. Resource Information

Resource Full Legal Name *

Client Department/Agency Utilizing Contract Resource *

■ Implementation Timeline

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IT Staff Augmentation	
Communication - Internal & External	Ongoing
Kick Off Meetings	Week of June 21 st
Supplier Enrollment	Week of June 28 th
Agency/Department Discovery Meetings	Weeks of July 12 th through August 2 nd
Supplier MSA Due Date	Friday, July 30 th , 2021
Manager Program and VMS Training	Week of August 16 th
Supplier Program and VMS Training	Week of August 16 th
Program Go Live	Monday, August 30 th , 2021

dotStaff™ Demonstration

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- dotStaff™ Postings
 - Reviewing Postings
 - Submitting Bids/Candidate Documents
- Reviewing Candidate Bid Statuses
- Reviewing/Confirming Candidate Interviews
- Accepting Engagement Requests
- Submitting/Reviewing Timesheets/Expenses
- Reporting

■ Milwaukee County Supplier Website

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

Site Includes:

- Program Kick Off Presentation
- Program Training Presentation
- MSP Process Overview Document
- dotStaff™ Training Materials

Questions

Contact Us

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Thank you