



knowledge services

MARICOPA COUNTY COMMUNITY COLLEGE DISTRICT (MCCCD)

MANAGED SERVICE PROVIDER (MSP)

STAFF AUGMENTATION

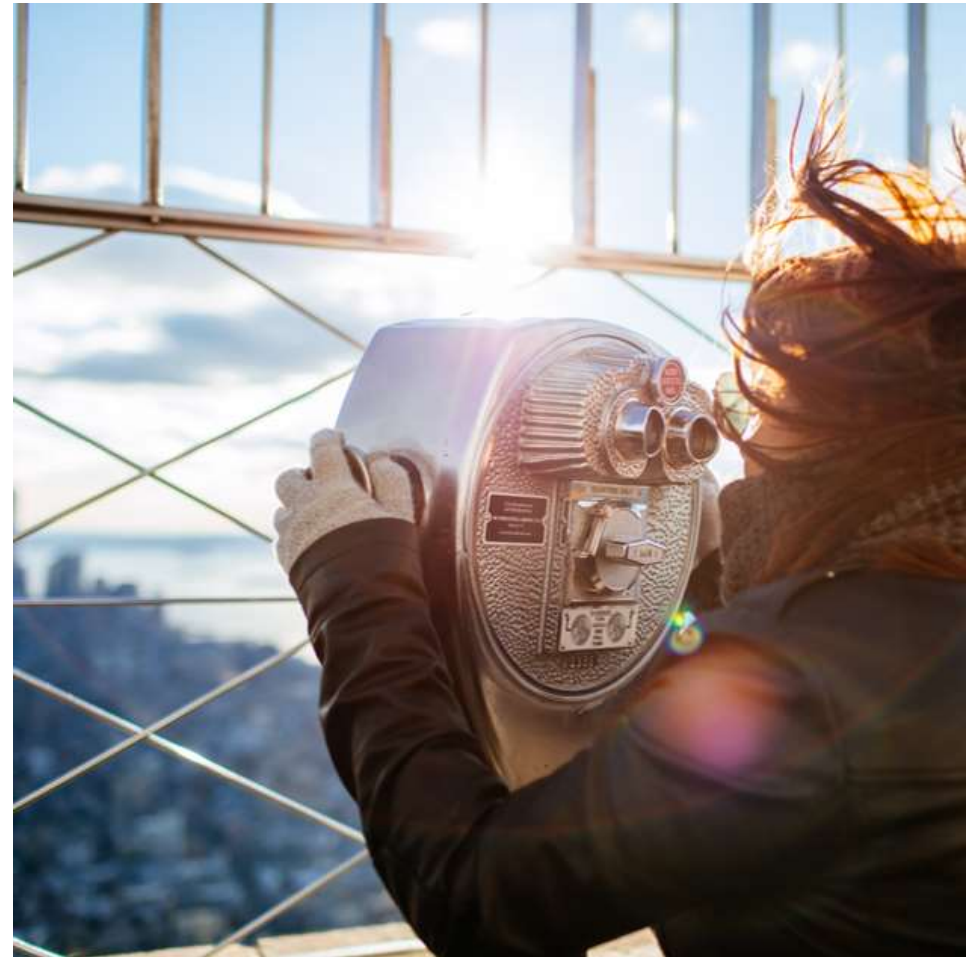
MCCCD USER TRAINING SESSION

February 2024

■ Agenda

Serving those who serve others

- Introductions
- Knowledge Services Overview
- Industry Definitions
- Process Overview
- Program Requirements
- MSP Process Requirements
- Implementation Timeline
- dotStaff™ Demo



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 Maine, Utah, Mississippi, Missouri, North Dakota, Nevada, Colorado, Delaware, Rhode Island, Wisconsin, Michigan, and Ohio
 - All Labor Categories – Medical, Administrative, IT, Professional
 - Statement of Work



■ Industry Definitions

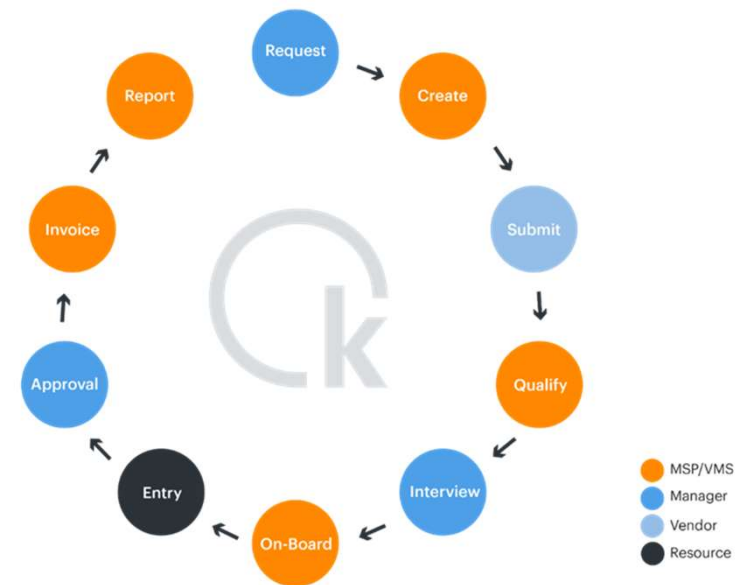
Serving those who serve others

- 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.

MSP Staff Augmentation Request Process

Serving those who serve others

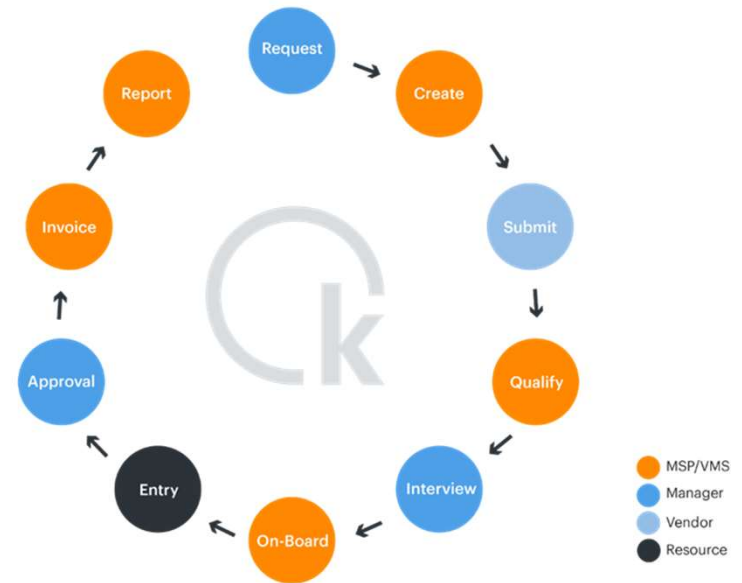
1. MCCCCD Manager submits the Posting Requisition Form or creates draft Posting in dotStaff™
2. MSP Program Team conducts intake call with MCCCCD Manager
3. MSP Program Team finalizes Posting details and releases to Vendors in dotStaff™
4. Vendors submit qualified candidates in dotStaff™
5. MSP Program Team reviews and evaluates resumes
6. MSP Program Team sends resumes for review based on the MCCCCD Manager's preference
7. MCCCCD Manager, or MSP Team on behalf of the MCCCCD Manager, requests interviews through dotStaff™
8. MCCCCD Manager conducts interviews and notifies MSP Team of selected candidate(s) for position
9. MSP Program Team requests Best and Final Offer (BAFO) from Vendor
10. MCCCCD Manager or MSP Program Team accepts the Bid of the selected candidate in dotStaff™



■ MSP Staff Augmentation Request Process - continued

Serving those who serve others

11. The Vendor confirms Candidate acceptance of the position by accepting the Engagement Request in dotStaff™
12. MSP Program Team works with Vendor to complete onboarding requirements for accepted Candidate
13. MCCCCD Manager provides PO to MSP Program Team
14. MSP Program Team finalizes start date with MCCCCD Manager and Vendor
15. MCCCCD Manager or MSP Program Team rejects remaining candidate bids on the Posting in dotStaff™ providing reasons for rejection
16. Resource begins assignment and enters time in dotStaff™
17. Designated Time Approver(s) approves time in dotStaff™
18. dotStaff™ generated invoices sent to MCCCCD weekly
19. MCCCCD pays Knowledge Services
20. Knowledge Services pays the Vendors



■ Intake Call Overview

Serving those who serve others

- After the MCCCCD Manager completes the Posting Requisition Form or creates the draft Posting in dotStaff™, the MSP Program will reach out to the MCCCCD Manager to confirm and review position details
- Intake discussion items confirmed, include:
 - Qualification of position details
 - # of qualified candidates MCCCCD Manager would like to review
 - Interview availability and ideal start date
 - Budget
 - Additional information, if applicable

■ Program Requirements

Serving those who serve others

- Participating vendors must sign vendor MSA with Knowledge Services
 - Current vendors have been invited to participate
- Rate Card – Not-to-exceed mark-up categories by labor category (screenshot)
- 2.54% Vendor-Funded MSP Fee (1.54% MSP Fee + 1% Administrative Fee)
- Weekly invoicing with net 30-day payment terms
- Vendor-funded background checks, as required by MCCCCD
- Sub-vendors limited to “One Level Deep”
 - Must be pre-approved by MSP via email at requisition level
- Conversion Fees (screenshot)

Not-to-Exceed Mark-Up Category Structure

Serving those who serve others



MCCCD Not-to-Exceed Mark-Up Categories

A. BUSINESS OPERATIONS	
Accounting	46.75%
Administrative	46.75%
Call Center	46.75%
Data Entry	46.75%
Marketing	46.75%
B. EDUCATION	
Business Operations	46.75%
Certified Personnel	43.25%
C. INFORMATION TECHNOLOGY	
Database Administration	43.25%
Systems Administration	43.25%
Business Analysis	43.25%
Data Analysis	43.25%
IT Security	43.25%
Software Quality Assurance	43.25%
Systems Analysis	43.25%
Application/Database Architecture	43.25%
Infrastructure Architecture	43.25%
Analysis/Development	43.25%
Development	43.25%
Programming	43.25%
ERP Analysis	45.50%
ERP Database Administration	45.50%

Conversion Fees

Serving those who serve others

Conversion Fee Schedule for Resources Working 40 - 21 hours per week	
Hours Worked	MAXIMUM Conversion Fee
0 – 160 hours worked	20% of first year annual salary
>161 – 320 hours worked	15% of first year annual salary
>321 – 480 hours worked	10% of first year annual salary
>481 – 640 hours worked	5% of first year annual salary
>641 hours worked	No Fee

Conversion Fee Schedule for Resources Working 20 – 1 hours per week	
Hours Worked	MAXIMUM Conversion Fee
0 – 80 hours worked	20% of first year annual salary
>81 – 160 hours worked	15% of first year annual salary
>161 – 280 hours worked	10% of first year annual salary
>281 – 400 hours worked	5% of first year annual salary
>401 hours worked	No Fee

■ Employer of Record Program/Payrolling Services

Serving those who serve others

When staff augmentation resources are identified/recruited (and possibly interviewed, tested, and approved) by MCCCCD, 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:

- Not-to-Exceed EOR Mark-ups:
 - EOR 1 (pay rate up to \$20.00/hour) – 26%
 - EOR 2 (pay rate \$20.01 - \$50.00/hour) – 23%
 - EOR 3 (pay rate greater than \$50.00/hour) – 21.5%
- If prescreening is required, Knowledge Services completes all required prescreening for assignment.

■ MSP Process Requirements

Serving those who serve others

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

Candidate Cover Sheet

Serving those who serve others



Maricopa County Community College District (MCCCD)
Candidate Cover Sheet

Please attach completed form as an additional document with the candidate resume in dotStaff™. This form is required for all staff augmentation positions with MCCCD. 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 MCCCD:** Choose an item.

■ MSP Process Requirements

Serving those who serve others

- Off-boarding Processes
 - Termination Process
 - Vendor to coordinate return of MCCCCD property immediately
 - MSP Program Team to end Resource's contract in dotStaff™
- Weekly Vendor Calls
- Visa Renewal Letter Process (screenshot)
- Vendors must adhere to the MSP Process for all open requisitions

■ Visa Renewal Letter Process

<https://forms.dotstaff.com/en-US/tenants/SOAZ/forms/8f52990d-23de-4a20-9a71-027321bea808>



Knowledge Services MSP Program
Visa Letter Request Form
State of Arizona/Participating AZ Cooperatives

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

Vendor Information

Prime Vendor Company Name (Vendor within Program) *

Prime Vendor Contact Submitting Request First Name *

Prime Vendor Contact Submitting Request Last Name *

Prime Supplier Contact Submitting Request Email Address *

Number of Sub-Vendors Involved in Engagement *

■ Implementation Timeline

Serving those who serve others

Staff Augmentation	
Communication - Internal & External	Ongoing
Vendor Enrollment	Week of February 5 th
Vendor MSA Due Date	Friday, February 23 rd , 2024
Manager Program and VMS Training	Week of February 19 th
Vendor Program and VMS Training	Week of February 19 th
Program Go Live for New Staff Augmentation Requisitions and SOW Projects	Monday, February 26 th

dotStaff™ Demonstration

Serving those who serve others

- dotStaff™ Postings
 - Creating Postings
 - Reviewing Bids/Candidate Resumes
- Requesting Candidate Interviews
- Accepting/Rejecting Candidate Bids
- Onboarding Checklist
- Time Approval
- Reporting

■ MCCCCD Manager Website

Serving those who serve others

<https://programs.knowledgeservices.com/mcccd-managers/>

Site Includes:

- Manager Training presentation
- Posting Requisition Form
- Employer of Record (EOR) Payroll Request Form
- Program Not-to-Exceed Mark-Up Category Rate Card
- dotStaff™ Training materials

Questions

Contact Us

Gabby Rogals
Program Delivery Specialist
gabbyr@knowledgeservices.com

Hailey Naramore
Program Delivery Manager
haileyn@knowledgeservices.com

Andrea Connell
Regional Director, MSP Programs
andreac@knowledgeservices.com

Jenna Lentz
Senior Practice Director
jennal@knowledgeservices.com

John Towle
Sr. Manager, MSP Operations & Compliance
johnt@knowledgeservices.com

Knowledge Services
Arizona MSP Program Team
AZMSP@KnowledgeServices.com

Thank you