



knowledge services

Serving Those Who Serve Others

State of Carolina VM/MSP Vendor Kickoff Meeting
IT Staff Augmentation, IT Small Application, SOW, & ITPS

April 2025

Meet the Team



Kyle Neira
Senior MSP Account Manager
1 Month with KS



Angela Jirsa
Regional Director, MSP Programs
5 Years with KS



Ashley Lacy
Director, MSP Operations & Implementations
10 Years with KS



Jenna Lentz
Senior Practice Director
12 Years with KS



Bill Evans
Senior Vice President
16 Years with KS

Knowledge Services Capabilities Overview



Managed Services

- Staff Augmentation
- Statement of Work
- Human Services

Workforce Management

- Project-based Solutions
- Program-based Solutions

Survey Management

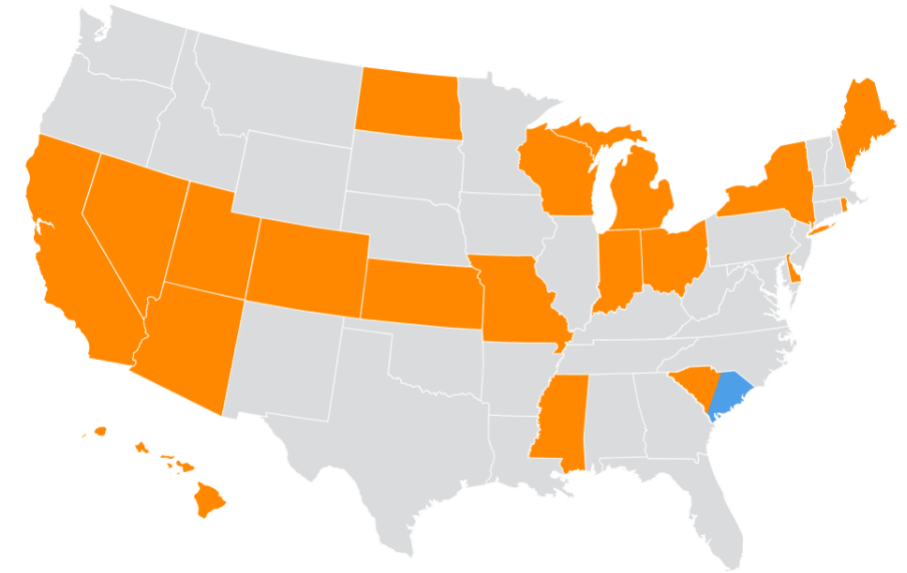
- Development + Design
- Administration + Collection
- Analysis + Report of Findings

Staffing + Recruiting

- Direct + Contract-to-Hire
- Temporary Staffing
- Employer of Record (EOR)

Cybersecurity Services

- Consulting & Advisory Services
- RAMPxchange Cyber Marketplace
- StateRAMP Founding Member + PMO
- dotStaff VMS has achieved StateRAMP Ready & FedRAMP Ready statuses



Serving Those Who Serve Others
Founded in 1994 | WBE

Agenda

Serving Those Who Serve Others

- Introductions
- Knowledge Services Overview
- Common FAQs
- Industry Definitions
- VM/MSP IT Staff Augmentation, IT Small Applications, & SOW
- State Objectives
- Contract Requirements
- Implementation Timeline
- Next Steps
- Key Knowledge Services Contacts
- Q & A



Common Questions



Leadership Team

- What's the risk of disruption or program failure?
- Will this improve transparency, governance & savings?
- Is there a documented plan for program transition & implementation?
- How will this reduce administrative burden?

Vendor Network Partners

- Will existing resources continue / be transitioned to MSP program?
- Can I still talk with managers?
- Will our performance be measured? How?
- Will payment be delayed or affected?

State Managers

- What will happen to my existing resources & vendor network?
- Will I be able to:
 - Maintain vendor network relationships?
 - Easily & quickly procure quality resources?
 - Retain quality resources?
 - Can I continue to fill my staffing needs efficiently?

Resources

- Will I lose my position?
- Can I / will I have to change suppliers?
- Will my pay rate or payment schedule be affected?

Common Vendor Questions



- **What will happen with contracts that are currently in place?**
 - All incumbent resources who are in place directly with vendors will remain in place and will continue their current assignments, as directed by the State of South Carolina.
- **What is required from me with respect to time and effort?**
 - You will be asked to participate in one of several kickoff meetings and in one of several training sessions that Knowledge Services will host. These sessions are approximately 1-1.5 hours in duration.
- **When will I begin using the new VM/MSP contract with Knowledge Services?**
 - The current contract with Tapfin will remain in effect until Monday, June 30th, 2025, and will continue to fulfill the VM/MSP needs until the transition and program go live with Knowledge Services on Tuesday, July 1st, 2025.
 - Blackout period weeks of 6/16/2025 & 6/23/2025

Industry Definitions



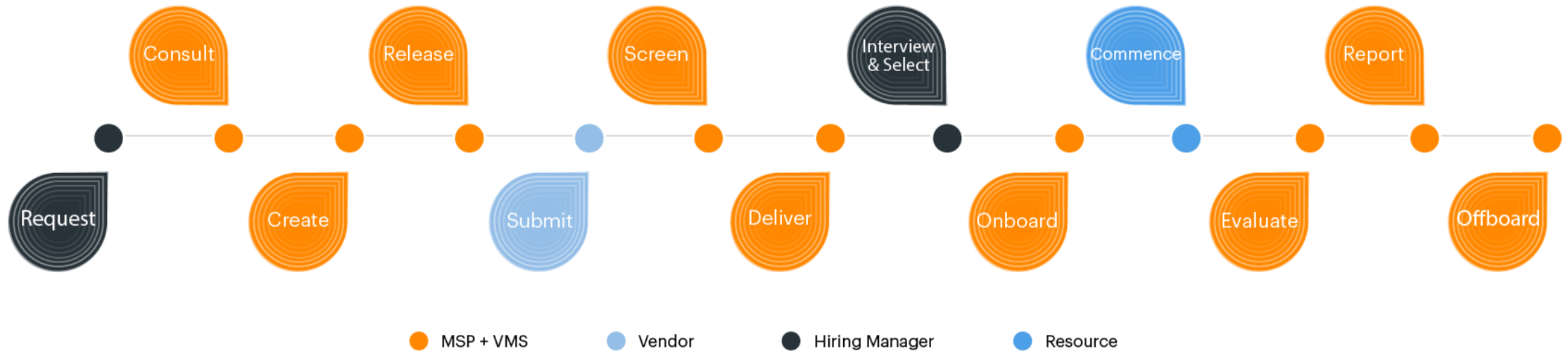
- As the **Managed Service Provider (MSP)**, Knowledge Services takes on primary responsibilities for managing an organization's contingent/temporary/contractor workforce program, project/milestone deliverable work and staffing vendors.
- dotStaff™ is Knowledge Services' **Vendor Management System (VMS)** 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.



IT Staff
Augmentation
Services & Small
Applications



IT Staff Augmentation & Small Application Services | Workflow



Standardization with configuration flexibility by department and agency and UGU

Intake call on every position – Manager determines number of qualified resumes to see

Every resume reviewed and scored by team

Every background check reviewed and validated

Reporting, analytics, and recommendations on all aspects of workflow

Statement of Work



Statement of Work – Process Workflow





State Objectives



- Single MSP provider
- Transparency & visibility
- Financial efficiencies
- Tracking and reporting on State professional services contracts (IT Staff Augmentation, IT Small Application, SOW, & IT Professional Services)
- Streamlining via Vendor Manager (VM)/Managed Service Provider (MSP) & Vendor Management System (VMS)
- Manage Supplier contracts
- Assist Purchasing Entities with Statement of Work (SOW) drafting
- Smooth data transition
- Data security
- Governance & compliance

Contractual Requirements



- Vendors must maintain compliance to participate in the program
- All Resources must be set up as W2 employees
- Offshore work will be prohibited
- Vendors may only sub-contract to one (1) layer upon approval from MSP
- Vendors shall not subcontract more than twenty percent (20%) of total Resources engaged
- Vendors will ensure all Resource's submitted meet the minimum qualifications, adhere to the rate requirements, and bid documentation is accurate. Maximum submittal per posting is 2 candidates.
- Vendor funded and centralized background checks, security checks, investigations, and visa checks as required by the state
- Vendors will provide a 5-business day service guarantee for Resource's that fail to meet the performance expectations of the role
- Rate Card – Not-to-exceed maximum bill rate



Not-to-Exceed Rate Card



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State of South Carolina MSP Program Not-to-Exceed Rate Card

IT Staff Augmentation		Bill Rates
Job Title	Do Not Exceed	
Banner - Project Manager - Entry	\$72.32	
Banner - Project Manager - Intermediate	\$77.73	
Banner - Project Manager - Advanced	\$91.47	
Banner - Project Manager - Project Lead	\$106.09	
Banner - Project Manager - Consultant	\$111.94	
Banner - Tech Cons - IAS - Entry	\$72.57	
Banner - Tech Cons - IAS - Intermediate	\$79.21	
Banner - Tech Cons - IAS - Advanced	\$85.63	
Banner - Tech Cons - IAS - Project Lead	\$90.68	
Banner - Tech Cons - IAS - Consultant	\$101.86	
Business Analyst - Entry	\$52.64	
Business Analyst - Intermediate	\$67.27	
Business Analyst - Advanced	\$80.98	
Business Analyst - Project Lead	\$94.93	
Business Analyst - Consultant	\$110.96	
Client Technologies Technician - Entry	\$59.59	
Client Technologies Technician - Intermediate	\$72.71	
Client Technologies Technician - Advanced	\$94.00	
Client Technologies Technician - Project Lead	\$109.63	
Client Technologies Technician - Consultant	\$115.28	
Computer Operator - Entry	\$37.47	
Computer Operator - Intermediate	\$44.25	
Computer Operator - Advanced	\$46.11	
Computer Operator - Project Lead	\$52.89	

Contractual Requirements



- Resources that are approved to bill overtime will be permitted to bill at 1.3 times their rate of pay
- Invoices will be submitted to the UGUs on two set days each month (bi-weekly). The State has 30 workdays to remit payment to Knowledge Services.
- Vendors will be paid via ACH 3 business days after Knowledge Services receives payment from the State
- Corrections or missing time will not be able to be billed 60 days from the date worked
- Resources may only work on assignment for 12 months
 - Extensions can be granted up to 36 months with written justification and approval
- 1.0% Vendor-Funded VM/MSP Transaction Fee + 0.5% State Administrative Fee
 - 0.5% administrative fee will be remitted to the State Procurement Office
- Vendor performance in the program will be tracked and monitored in the VMS. Debriefs can be scheduled upon request.



MSP Implementation Timeline



IT Staff Augmentation, IT Small Applications, & SOW	
Communication – Internal and External	Ongoing
Kickoff Meetings	Weeks of April 7th
Vendor Enrollment	Begin Week of April 28 th
Agency & UGU Discovery Sessions	Weeks of April 28 th – May 12 th
Incumbent Data Validation and Data Load into VMS	Weeks of May 19 th & May 26 th
Vendor MSA Due Date	Friday, May 30 th
Final Data Transition and Revisions	Week of June 2 nd
Manager Program and VMS Training	Weeks of June 9 th & June 16 th
Vendor and Resource Program and VMS Training	Weeks of June 9 th & June 16 th & June 23 rd
Requisition Blackout Period	Week of June 16 th & June 23 rd
Program Welcome Email	Week of June 30 th
Go Live for new IT Staff Augmentation Requisitions and IT Small Applications	Tuesday, July 1 st , 2025
Go Live for new IT Professional Services	TBD - Post Vendor Solicitation

Next Steps



- Knowledge Services will work with the Vendors to become fully compliant in the program by May 30th, 2025
 - Compliant COI must be maintained throughout the contract to maintain access to opportunities
- Vendors to register to attend training
- Vendors validate incumbent data transitioning to VM/MSP contract

Vendor Trainings



- **Purpose:** To provide in-depth training on MSP program processes and VMS functionality for those Vendor users currently providing IT staff augmentation resources and/or IT small application projects and for those who may provide IT staff augmentation resources and/or IT small application projects in the future
- **What to expect:** 1.5 hours of program and VMS-based training
- **Who to include:** All Vendor users involved in the IT staff augmentation resource and/or IT small application projects procurement process – account managers, recruiters, HR and accounting contacts

State of South Carolina Vendor Program Pages



<https://programs.knowledgeservices.com/scmsp/vendor-msp-program-info>

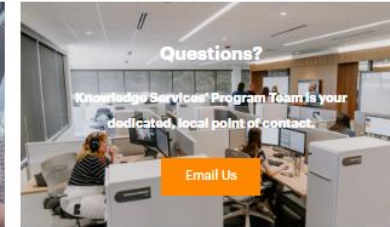
Program Page Includes:

- Vendor Registration Information
- Program Kick Off Presentation
- Program Information
- dotStaff™ Training Materials



**Vendor Manager
(VM)/Managed Services
Provider (MSP) Program
Information for State of South
Carolina Vendors**

Vendor Manager Contract – 5400025468



Vendor Manager (VM)/Managed Services Provider (MSP) Program Information for State of South Carolina Vendors

The South Carolina Office of State Procurement has entered into a new contract with Knowledge Services resulting from STC Vendor Manager RFP 5400025468. Knowledge Services will act as the Vendor Manager (VM)/Managed Services Provider (MSP) and manage the State of South Carolina's IT Staff Augmentation, IT Small Applications (SOW), and IT Professional Services (ITPS) services to ensure consistent and streamlined but flexible processes, onboarding compliance, improved resource quality, and business intelligence.



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Affordable. Experienced. Local. Flexible. Proven.

Committed to South Carolina.

We are here to answer any questions you may have.

SCMSP@KnowledgeServices.com

Questions and Answers

