

MTS-MSP Multi-Temporary Staffing Services- Managed Service Provider Transition Frequently Asked Questions (FAQs)

1. What does MSP and VMS stand for? What do they mean?

- A **Managed Service Provider (MSP)** is a company that takes on primary responsibility for managing an organization's contingent workforce program (consulting services workers).
- A **Vendor Management System (VMS)** is an Internet-enabled contingent worker sourcing and billing application that enables an organization to procure and manage a wide range of contingent workers and services in accordance with the organization's business rules.

2. GuideSoft Inc. dba Knowledge Services (KS) was awarded the MTS-MSP Multi-Temporary Staffing Services - Managed Services Provider (MSP)

- Contract # CTR073668
- Go-Live is on Saturday, March 29th, 2025
- SPO Contract Manager: Simon Alvarez (Simon.Alvarez@azdoa.gov)

3. What will happen to the Vendors with whom I've always worked?

- We expect current network vendors will enroll with Knowledge Services to continue servicing staff augmentation and project-based consulting needs.
- Additional vendors can be added to the vendor pool as needed.

4. What will happen with contracts that are currently in place?

- All incumbent resources who work directly with vendors will remain in place and continue their current assignments, as directed by the State of Arizona.

5. Will Contractors who convert from Acro Service Corporation to Knowledge Services be required to wait a period for medical benefits, or will they be transitioned immediately (as appropriate)?

- Knowledge Services will invite current staffing vendors to participate in the Knowledge Services MTS-MSP Program. As long as the resources' staffing vendor is fully registered to participate, the resources should remain with their current employer (vendor) as part of the transition. That said, the

benefits they receive through their staffing vendor should not change due to the transition.

6. What time and effort is required of me for this transition?

- You will be asked to participate in one of several Kick-off Meetings and training sessions that Knowledge Services will host. These sessions are approximately 1.5 hours in duration.
- Knowledge Services will conduct in-person and virtual Kick-off Meetings for State/Customer Managers during the weeks of December 2nd and December 9th, 2024.
- Link to sign up for one of the Knowledge Services Kick-off Meetings: https://knowledgeservices.formstack.com/forms/azmsp_manager_kickoff

7. Will the Kick-off presentation be shared?

- Knowledge Services will send emails after the Kick-off Meetings and all information will be shared on the State of Arizona Management Program Page: <https://programs.knowledgeservices.com/azmsp/managers-mts-msp-program-info/>.
- Program Page Includes:
 - i. Program Kick-off Presentation
 - ii. Important Reminders
 - iii. Program Information
 - iv. dotStaff™ Training materials

8. How can I reach Knowledge Services?

- Direct any questions to: azmsp@knowledgeservices.com

9. How do we get POs to go to the Knowledge Services master email address AZMSP@KnowledgeServices.com?

- This will be at the discretion of the Agency to submit their Agency POs to Knowledge Services at the master email address.

10. When will I begin using the new MTS-MSP contract with Knowledge Services, and when should I stop entering POs under the current contract and start entering POs under the new contract?

- The current contract with Acro Service Corporation Service Corporation will be extended and remain in effect until Friday, March 28th, 2025. It will

continue to fulfill the MTS-MSP needs until the transition and program Go-Live with Knowledge Services on Saturday, March 29th, 2025. Please continue regular business under the current Acro Service Corporation contract during the transition until the Go-Live with Knowledge Services.

11. When can Agencies start processing reqs/POs for Knowledge Services for Go-Live 3/29/25 in APP?

- Agencies can begin entering POs in APP on 2/1/25 (with an effective date of 3/29/25). As of now, new requisitions will not be processed by Knowledge Services until the Go-Live date of 3/29/25.

12. Is it documented anywhere (in the contract or procurement memo) that KS will honor Acro contract pricing from 3/29/2025 through 6/30/2025?

- Per the Scope of Work of the Contract, Section 12.2.2.2, transitioned resources' existing bill rates shall remain in effect six (6) months after the date of program Go-Live or the next State Fiscal Year, whichever comes first. After six (6) months or the next State Fiscal Year, transitioned resources shall transition to the current bill rates at no additional expense to the Customer(s).

13. If a project will continue past the March Acro Service Corporation expiration, should the requisitioner be entering the contract expiration date or the project's end date?

- The existing PO should state the employee(s) will be working until March 28th, 2025 and a new PO should be in place with Knowledge Services to cover hours worked March 29, 2025 and beyond. The existing PO will still be used to pay the invoice sent after March 28th, 2025 for services provided before March 29th, 2025. If there are milestone payments set up, then the existing PO should reflect those milestone payments that will be due to Acro Service Corporation (and that PO can be altered up until the last day of the existing contract). Any milestone payments that will be made to Knowledge Services will need to be made on a new PO.

14. If we are currently using Acro Service Corporation and have three temporary staff members under Contract, will their Contracts end automatically when the Acro Service Corporation contract expires? Would we then be required to reissue their temporary employment Contracts with the new Knowledge Services Contract, or will they be transferred automatically to the Knowledge Services Contract?

- All incumbent resources directly with vendors will remain in place and continue their current assignments unless otherwise directed by the State. During the Agency Kick-off Meetings, Knowledge Services will provide an overview of the MSP concept, implementation and transition timeline, and contract requirements.

15. How are background checks handled?

- Knowledge Services is currently using their provider (HireRight); however, once Knowledge Services starts working with the Agency/Coops, we will discuss how the background checks should be processed (i.e., Knowledge Services vendor or CBC portal).

16. Does SPO allow re-run background checks/ drug screens for current and new resources if requested by the Agencies?

- SPO has no objections to this, but should be handled on a case by case basis if an Agency requests this for any resource(s).

17. Agencies and KS need a better understanding on how Project Based Milestones work with the statewide contract.

- Please refer to the Scope of Work of the Contract, Section 6.4 Task Order Process for Projects. This will outline requirements for Project Proposals, including Proposed Milestones.

18. Is there a reporting system available? Can customized reports be produced?

- Yes, Knowledge Services uses a Vendor Management System (VMS) technology developed by dotStaff™.
- Customized reports are available, and the information will be filtered based on role/permissions.

19. Are shift differentials possible? (Possible Nursing/medical staff)

- Yes, these terms are in the current Knowledge Services contract. See Scope of Work, Section 7.2 VMS Requirements.

20. Will the vendors be training the contractors on how to enter timesheets?

- Yes, Knowledge Services will train vendors on how contractors should enter their timesheets. There will also be guides and training videos to assist the vendors on how contractors should enter their timesheets.

21. Are Agencies able to amend timesheets?

- Yes, to help eliminate amending timesheets, it is suggested to add multiple approvals to confirm that the time was entered correctly.

22. Will there be training on how to request bill rate changes?

- Yes, this will be discussed during the Discovery period with each Agency.

23. Is the current mark up for existing resources valid through 6/30/2025?

- Transitioned resources' existing bill rates shall remain in effect through 6/30/25. The mark up will change to align with the new statewide contract on 7/1/25.

24. Will Knowledge Services offer an invoice discount for early payment?

- No, there are no discounts for early payments.

25. Should timesheets be submitted every 2 weeks or every week?

- This is determined by the Agency whether it will be every 2 weeks or every week.

26. How do the Agencies handle the transition period of our time cards during the Go-Live when Knowledge Services pay week starts on Saturday to Friday, and Acro's pay week starts on Sunday to Saturday? Example: Shifts that start at 8pm and end at 4am the next day.

- If a resource begins a shift under the Acro contract, and that shift carries over to the Go-Live date of the Knowledge Services contract, then that resource should keep that entire shift under the Acro contract.

27. When will vendors be onboarded with Knowledge Services?

- Knowledge Services will start onboarding vendors the week of December 9th, 2024.

28. What is the timeframe for onboarding?

- A vendor can be onboarded with Knowledge Services within 24 hours.
- There are times when it takes a vendor more than 24 hours to be onboard due to the vendor reviewing the contract and ensuring that the insurance requirements are met.
- A resource can be onboarded on average 5-7 business days, including fingerprint clearance and background checks.

29. Will there be a burndown report with function codes?

- Yes, the Vendor Management System (VMS) dotStaff™ can pull a report by function code and/or resource. If a customized report is needed, Knowledge Services will be able to produce.

30. If a new resource starts in January 2025, can they start with Knowledge Services?

- No, new resources must be onboarded with Acro Service Corporation.

31. When will pre-identified resources be notified?

- Pre-identified resources will be notified at least 30 days prior to Go-Live, March 29th, 2025.

32. Can we secure pre-identified resources?

- Yes, the resources will work with Knowledge Services to get onboarded.

33. Does Knowledge Services invoice the Agencies?

- It will be the Agency's preference.
- Options are Weekly, Bi-Weekly, and Monthly.

34. Is there a documented process on how State Agencies should handle Section 9.2.1 in the Scope of Work, regarding 10% credit for resources dismissed at and after 16 business days.

- Per the Scope of Work of the Contract, Section 9.2, the 10% credit only comes into play if the contractor's provided resource fails to perform or is found to lack the basic skills for which she/he was selected, or the contractor dismisses any resource prior to the end date specified in the Purchase Order and/or Task Order.

35. How will the transition of resources happen between Acro Service Corporation and Knowledge Services?

- Knowledge Services will take care of getting the data into the Vendor Management System (VMS), however, Agencies will need to verify the data is accurate.
- The VMS process will be run multiple times until Go-Live, March 29th, 2025.
 - i. High-level Process:
 1. Initial Data Validation (via spreadsheet) will be completed by each vendor.

2. After vendor validation, Agencies will verify the data validated by the vendor.

36. If there are new hires during the blackout period (3/10/25 - 3/28/25), how is that going to be handled?

- There will be no requisitions for new hires processed during the blackout (hiring freeze) period. If an Agency has an emergency based request, these will be reviewed by SPO on a case by case basis.

37. Currently, subcontractors who live out of state are passing the taxes to Acro and the State of Arizona pays the taxes on top of the mark up. Is this included in the new KS contract? Or how should this situation be handled under the new KS contract?

- Any out of state taxes should not be passed to the State. Per the Scope of Work of the Contract, Section 4.5.6.14, the contractor is solely responsible for the payment of all salaries, wages, bonuses, Social Security, taxes, federal and state unemployment insurance, liability and worker's compensation insurance, employee benefits, any and all taxes related to personnel.

38. When a contractor needs a letter for visa status, who will produce the letter?

- Knowledge Services will produce the letter.
- Knowledge Services will also monitor individuals who require a work status letter.

39. When will Knowledge Services training be held for the Agencies?

- Training for Agencies will take place the weeks of March 10th and March 17th, 2025.

40. What is the escalation process?

- [MTS-MSP Transition Escalation Path](#)
 - i. Identify the issue. Is the issue in the scope of work on the contract?
 1. Yes, then identify the area on the contract. Move to the next step.
 2. No, then move to the next step.
 - ii. Can the issue be resolved between the Agency/Coop and Knowledge Services?
 1. Yes, then the issue was resolved.

2. No, then escalate to involve your Purchasing department.
- iii. Can the Purchasing department resolve the issue?
 1. Yes, then the issue was resolved.
 2. No, review the [Escalation Checklist](#) prior to escalating to SPO.

41. What is the Escalation Checklist?

- Has the Agency/Coops tried to resolve this issue?
- Has the Agency/Coops' purchasing department assisted in the resolution?
- Has the process been documented?
- If yes on all 3 questions, then please escalate it to SPO.
 - i. Email Simon Alvarez (simon.alvarez@azdoa.gov) directly with all the documentation of the discussions and proposed solutions.