

# ARIZONA

SPO ALERT

Date: March 25, 2025

To: State Agencies

From: State Procurement Office

Re: SPO ALERT - TRANSITION UPDATE: MTS-MSP Multi-Temporary Staffing Services - Managed Service Provider

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## Pre-identified Resources - Stop Work Order Issued, effective March 28, 2025

Today, the State Procurement Office issued a stop work order to Acro for Pre-identified Resources. This means that resources will not automatically transition to the new MTS-MSP contract. You will be required to take the actions outlined below. Here is the language from the stop work order.

*Effective immediately, Acro shall stop the onboarding process and any onboarding activities for Pre-Identified Resources under this contract and any Pre-Identified Resources who have not started providing services to the State shall not begin work under their assignment. Effective at 6pm MST March 28, 2025, all Pre-Identified Resource currently providing services to the State shall discontinue work and their assignments will end. Any outstanding purchase orders, XRM assignment dates, or other assignment information related to Pre-Identified Resources will also terminate at 6pm MST on March 28, 2025. This Stop Work Order shall continue until you receive written confirmation from the State Procurement Office that the Stop Work Order is no longer effective.*

The State Procurement Office will be working closely with agencies to ensure we can onboard resources into the new program as deemed necessary by you, the customer. More guidance will be given by the State Procurement Office once we have communicated this information with Knowledge Services.

### Actions Required:

A. If you have Pre-identified Resources on assignment today and want to continue their assignment under the new MTS-MSP contract, please do the following.

1. Please gather the following:
  - a. Name of the individual
  - b. Agency and Division in Agency being supported
  - c. Resource position
  - d. Labor Category of the position
2. Hold information for further direction tomorrow once the State Procurement Office has established a plan with Knowledge Services for onboarding.
3. At this time you can communicate the following to resources who reach out:
  - a. A stop work order has been placed for Pre-Identified Resources, effective March 28, 2025. You, as the customer, intend to continue the assignment on March 29, 2025.

The State is actively working on the next steps, and more information will be communicated as it becomes available.

**B. If you have Pre-identified Resources on assignment today and DO NOT want to continue their assignment under the new MTS-MSP contract, you are not required to take any action.**

#### **Placing new Purchase Orders under CTR073668**

As the State transitions from contract CTR060284 MTS-MSP with Acro to CTR073668 with Guidesoft dba Knowledge Services, Agencies must have new Purchase Orders placed under CTR073668 for Contractor Resources where the Agency intends to continue assignments and are scheduled to begin on March 29, 2025 or beyond. New POs can be entered into APP with the an effective date of March 29, 2025 or later.

Agencies must also be registered in Knowledge Services' Vendor Management System, dotStaff™. For assistance with registering with the Vendor Management System (VMS), dotStaff™, please contact the Knowledge Services MSP team at AZMSP@KnowledgeServices.com. Please note, all new dotStaff™ accounts are required, and any previous accounts have been deactivated. Once the KS MSP team has created a new dotStaff™ account, they will send out instructions via email for activating the new account.

For additional information and resources regarding the program, agencies may visit the Arizona MTS-MSP Program Information for Manager page [here](#), which includes FAQs and Program Training materials.

#### **PO Payments for CTR060284 after Contract Expiration**

In coordination with SPO Compliance and the Division of Business and Finance, the State Procurement Office is issuing the following guidance and memo related to purchase order payments after the expiration of the Acro MTS-MSP contract on March 28, 2025.

One of the following may apply if an agency has an open Purchase Order (PO) as of March 29, 2025:

- **Correct PO:** If there is a PO in APP that is tied to the recently lapsed contract, the accounting information is correct, and the PO does not need to be modified, payment can be processed under the existing PO.
- **PO Administration Change Required:** If there is a PO in APP that is tied to the recently lapsed contract and needs an Admin Change Order for the assigned Chart of Accounts with no adjustment to the PO amount, these payments would need to be processed directly in AZ360 and have all procurement-related documents for the transition attached. For ADOA, the agency generally includes a written email from the PO owner authorizing ADOA Accounting to proceed with payment in AZ360 and tying it to the active PO. This process is standard for ADOA. However, each Agency may have different general processes to meet the same needs. Using ADOA's standard process or your Agency's process is acceptable.
- **PO Change Order Required:** If the Purchase Order allocated fewer services or dollars than actually received under the lapsed contract, additional amounts may be paid under an off-contract purchase order with this memo attached. Buyers should also notate the original purchase order on the new requisition and purchase order for accurate record keeping and to show that funds were correctly encumbered under the original PO.

Compliance with SPO Form 205A for the Forced Labor of Ethnic Uyghurs Ban would not be applicable in this situation.

Please use the attached memo if final payment cannot be made in APP. For any other questions related to final payment processing or placing new purchase orders, please contact Simon Alvarez at [simon.alvarez@azdoa.gov](mailto:simon.alvarez@azdoa.gov).

The following screenshot provides an example from REQ000889998 showing where to upload this memo and where to include the original purchase order number in APP.

The screenshot shows the requisition form for REQ000889998. The form includes fields for Requisition Status (Draft), Requisition Type (Off-Contract), Request Name (Example PO for MTS-MSP Change ...), Requester (Shelley Kim), ID Type, Site (State Procurement Office), Special Purchase Type, Fiscal Year (2025 - State of Arizona), and checkboxes for Set aside spend, Open Requisition, and PO Multi Year Funding. The File(s) section shows a file named MEMO TO FILE 3-24-2025.pdf. A red arrow points to this file with the text "Upload the Memo here". The right side of the form shows the Ship to and Deliver to addresses, and an internal conversation thread. A red arrow points to the chat input field with the text "Use the chat to enter: 1) original purchase order number and 2) the memo with the text 'memo to file'".

CTR060284 Final Purchase Order Payments:  
[CTR060284 Final Purchase Order Payments](#)