

SPO ALERT

Date: November 12, 2024
To: State Agencies, Chief Procurement Officers, and Cooperative Program Members
From: ADOA - State Procurement Office
Re: UPDATE: MTS-MSP Multi-Temporary Staffing Services - Managed Service Provider

The Arizona Department of Administration, State Procurement Office issued an MTS-MSP Multi-Temporary Staffing Services - Managed Services Provider RFP (BPM006018) on March 21, 2024. After completing the evaluation process, GuideSoft Inc. dba Knowledge Services (Knowledge Services) was awarded the MTS-MSP Multi-Temporary Staffing Services - Managed Services Provider (MSP) contract (CTR073668).

Knowledge Services, with the support of a Vendor Management System (VMS) technology developed by dotStaff™, will manage the State of Arizona's Staff Augmentation and Project Based Consulting Programs. Knowledge Services is the largest provider of MSP services to State governments and is currently the MSP provider for the States of Colorado, Delaware, Maine, Michigan, Mississippi, Missouri, Nevada, North Dakota, Ohio, Rhode Island, Utah, and Wisconsin.

This program will be the State of Arizona's mandatory contracting method to acquire staff augmentation and project based consulting services. The initial work with Knowledge Services has begun for implementation and transition activities to prepare for go live of the State of Arizona MTS-MSP Program on Saturday, March 29, 2025.

The Knowledge Services MSP program will provide State/Customer managers the opportunity to secure staff augmentation and project based consulting services with existing staffing vendors, as well as work with additional vendors that were not previously engaged.

Knowledge Services Program Team

Knowledge Services' Program Team will support SOAZ managers, facilitate recruiting and manage contract operations. The Program Team will perform a variety of duties. They will: consult with managers, develop individual position requirements based on job skill needs, enter position and skill requirements in the VMS, post position requisition to vendors for candidate recruiting, perform candidate screening based on skills and individual job needs, coordinate candidate interviewing (screening, scheduling, coordination), coordinate candidate on-boarding (State background checks, orientation, etc.), coordinate resource performance management (performance measurement, off-boarding, etc.) and manage and mentor the vendor network.

Below, please find "MSP Program Common User Concerns / Questions." Knowledge Services will be conducting in-person and virtual Kick Off Meetings for State/Customer Managers the weeks of December 2nd and December 9th. Additional communications will be forthcoming, which will include Kick Off Meeting registration information, an implementation timeline, and the Go Live date.

For further information or questions, please contact Simon Alvarez at Simon.Alvarez@azdoa.gov or the Knowledge Services Program Team at AZMSP@KnowledgeServices.com.

For further information or questions for the *Department of Economic Security (DES)*, please contact Amber Schroeder (ASchroeder@azdes.gov) and Alexis Morse (AlexisMorse@azdes.gov).

Sincerely,



Simon P. Alvarez

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MSP Program Common User Concerns / Questions

- **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.**
- **What will happen to the Vendors with whom I've always worked?**
 - **We expect that current vendors in the network 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.**
- **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 Arizona.**
- **What is required from me with respect to time and effort?**
 - **You will be asked to participate in one of several kick-off meetings and in one of several training sessions that Knowledge Services will host. These sessions are approximately 1.5 hours in duration.**
- **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 will be extended and remain in effect until Friday, March 28, 2025, and will continue to fulfill the MTS-MSP needs until the transition and program go live with Knowledge Services on Saturday, March 29, 2025. Please continue regular business under the current Acro contract, during the transition and until the go live with Knowledge Services.**