



Knowledge services

Serving Those Who Serve Others

State of Alabama MSP Manager Training Meeting
IT Staff Augmentation

August 2025

Introduction | Meet Our Team



Jonathan Ainbinder

Account Manager, MSP Programs

1 Month with KS



Tyler Thurn

Regional Director, MSP Programs

2 Years with KS



Stephanie McClure

Senior Manager, MSP Implementations

12 Years with KS



Jenna Lentz

Senior Practice Director

12 Years with KS

Agenda

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- Knowledge Services Overview
- MSP Staff Augmentation Request Process
- MSP Process Requirements
- Contractual Program Requirements
- Reporting & Metrics
- Implementation Timeline
- VMS, dotStaff™ Demo
- Q & A



MSP Staff Augmentation Request Process



Posting Requisition Process

1. Hiring Manager creates a draft Posting in dotStaff™ or submits an electronic [Posting Request form](#)
2. MSP Program Team confirms receipt of request within 4 business hours
3. MSP Program Team qualifies the requisition through an intake call with the Hiring Manager
 - Intake call discussion items confirmed, include:
 - Qualification of position details
 - # of qualified candidates the Hiring Manager would like to review
 - Interview availability and ideal start date
 - Budget
 - Additional information, if applicable



MSP Staff Augmentation Request Process



Posting Requisition Process cont.

4. MSP Program Team updates the Posting and routes for approval through dotStaff™
5. Once the approval workflow is complete, MSP Program Team releases the Posting to all Suppliers at the same time in dotStaff™ for 3 business days
6. Suppliers submit qualified candidates in dotStaff™
 - Resume with Candidate's full name
 - Last 5 of Social Security Number (ex. 111-1X-XXXX)
 - Bill Rate
 - Candidate Cover Sheet (screenshot)
 - Right to Represent
7. MSP Program Team reviews and evaluates resumes based on requirements of the Posting
8. MSP Program Team sends resumes for review based on the Hiring Manager's preference within 4 business days

State of Alabama
Candidate Cover Sheet

Please attach completed form as an additional document with the candidate resume in dotStaff™. This form is required for all IT staff augmentation positions with the State of Alabama. If the required fields on this form are not completed, including additional forms such as the Sub Vendor Request form (linked below), candidate may be withdrawn from consideration.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.

If located out of state, is the candidate willing to relocate? Choose an item.

***Is candidate through a sub vendor:** Choose an item.

If yes, sub vendor name: Click or tap here to enter text.

If yes, have you submitted the sub vendor request form (found [here](#))?: Choose an item.

MSP Staff Augmentation Request Process



Interview and Selection Process

9. Hiring Manager, or MSP Program Team on behalf of the Hiring Manager, requests interviews through dotStaff™
10. Hiring Manager conducts interviews and notifies MSP Program Team of selected candidate(s) for position
11. MSP Program Team requests Best and Final Offer (BAFO) from Supplier of selected candidate, if requested by the Hiring Manager
12. Hiring Manager or MSP Program Team accepts the Bid of the selected candidate in dotStaff™
13. MSP Program Team rejects the remaining Bids in dotStaff™ based on the feedback provided by the Hiring Manager
14. Supplier confirms Candidate acceptance of the position by accepting the Engagement Request(s) in dotStaff™



MSP Staff Augmentation Request Process

Onboarding, Time Entry & Billing Process

15. MSP Program Team coordinates the completion of onboarding requirements and forms with Supplier of the selected Candidate
16. MSP Program Team verifies completion of each onboarding requirement by reviewing the documents in dotStaff™
17. MSP Program Team collects start date and PO
18. MSP Program Team finalizes start date with Hiring Manager and Supplier and sets Resource up for time entry in dotStaff™
19. Resource begins assignment and enters time in dotStaff™ weekly by Monday at 11am CT
20. Designated Time Approver(s) approve time in dotStaff™ weekly by Tuesday at 11am CT
21. dotStaff™ generated invoices sent to Agency monthly
22. State pays Knowledge Services
23. Knowledge Services pays the Suppliers





MSP Process Requirements

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- Submission Process
 - Resume with Candidate's full name
 - Last 5 of Social Security Number (ex. 111-1X-XXXX)
 - Bill Rate
 - Candidate Cover Sheet
 - Right to Represent
- Interview Process
 - Hiring Manager/MSP Program Team requests interviews through dotStaff™ with selected candidates
 - Upon selection, Hiring Manager/MSP Program Team accepts the bid of the selected candidate in dotStaff™
- Onboarding Requirements
 - Standard Criminal Background Check
 - ALEA check, if required
 - Temporary Worker Agreement
 - Resource Employment Status Validation Form
 - Confirmation of E-Verify Completion
 - Any agency-specific onboarding documents



MSP Process Requirements

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- Off-boarding Processes
 - Termination Process
 - Supplier/Knowledge Services MSP Team collects any State property (all equipment, badges, keys, etc...) from Resource the day of the termination. Supplier shall be responsible for any unreturned, lost or damaged property issued to Resource, including but not limited to computer equipment, keys, ID badges, etc.
 - MSP Program Team to end Resource's contract in dotStaff™
- Weekly Supplier Calls
- Visa Renewal Letter Process
- Supplier must adhere to the MSP Process for all open requisitions



Contractual Requirements



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- Participating suppliers must sign MSA with Knowledge Services
 - Current suppliers have been invited to participate
- Rate Card – Not-to-exceed bill rate by position title (screenshot)
 - Transitioned incumbent resources will be grandfathered in at existing bill rates, unless otherwise directed by the State
- First 10 business day probationary period for all resources
- Monthly invoicing with State payment terms of Net 60
 - Supplier payment within 3 days (via ACH)
- Supplier-funded background checks



Not-to-Exceed Bill Rate Card



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State of Alabama IT MSP Program Not-to-Exceed Rate Card

Job Title	Maximum All-Inclusive Bill Rate
.Net Developer	\$ 97.99
Application Developer	\$ 93.80
Application Support Analyst	\$ 65.80
Application Systems Analyst / Programmer	\$ 95.20
Architect	\$ 136.52
Artificial Intelligence ("AI") Architect	\$ 104.33
AI Engineer	\$ 88.20
Big Data Architect	\$ 124.60
Big Data Engineer	\$ 89.51
Business Analyst	\$ 92.30
Business Intelligence Analyst/Developer	\$ 81.47
Business Intelligence Architect/Developer	\$ 110.00
Cloud Architect	\$ 165.15
Cloud Engineer	\$ 143.13
COBOL Programmer	\$ 110.10



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- Supplier-funded HireRight background checks

Reporting & Metrics



- Service Level Agreements (SLAs)
- Client Business Reviews (CBRs)
- Manager Roundtables
- Supplier Roundtables





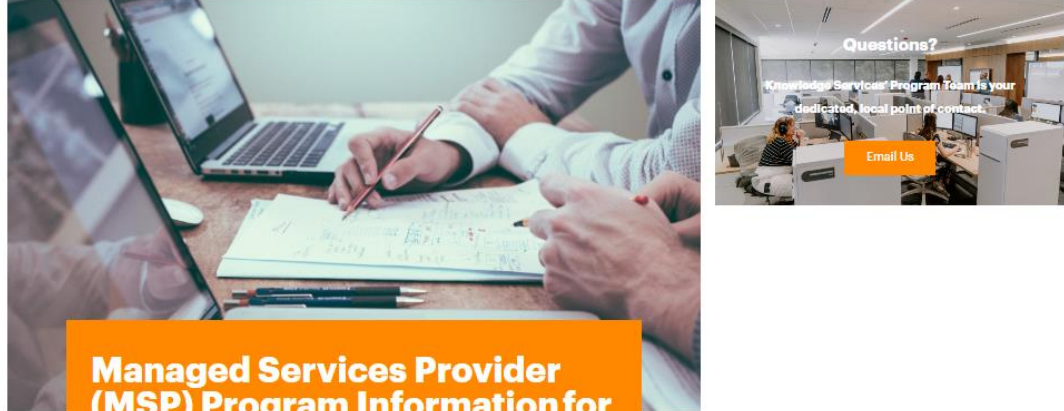
State of Alabama Manager Program Page



<https://programs.knowledgeservices.com/alabama/manager-msp-program/>

Program Page Includes:

- Program Training Presentation
- Important Reminders
- Program Information
- dotStaff™ Training materials



Managed Services Provider (MSP) Program Information for State of Alabama Managers

Participating Addendum #22PSX0086PA-AL2

Managed Services Provider (MSP) Program Information for State of Alabama Managers

The State of Alabama has entered into a participating addendum with Knowledge Services resulting from NASPO ValuePoint Master Agreement Number 22PSX0086AB. Knowledge Services will act as a Managed Services Provider (MSP) and manage the State of Alabama's IT staff augmentation services to ensure consistent and streamlined but flexible processes, onboarding compliance, improved resource quality, and business intelligence.

Under this contract, the Knowledge Services MSP program is referred to as 'ALMSP'. It will deliver solutions to help manage sourcing, tracking, reporting, and invoicing of staff augmentation services.

As part of its MSP solution, Knowledge Services utilizes the dotStaff™ system to optimize and manage the contingent labor process. Through this platform, open competition assures vendor equality and fair access to business opportunities.



Remaining Implementation Timeline



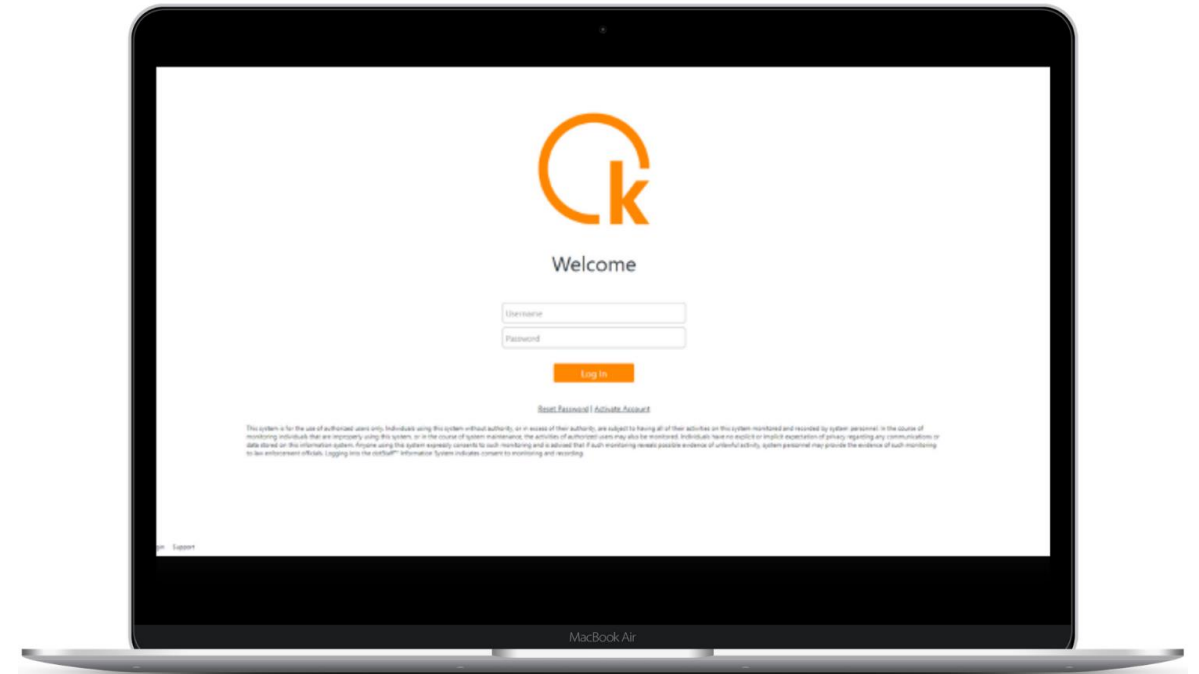
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Staff Augmentation Implementation	
Manager Program and VMS Training	Weeks of August 18 th (In-Person) and August 25 th (Virtual)
Supplier Program and VMS Training	Weeks of August 18 th (In-Person) and August 25 th (Virtual)
Final Data Transition and Revisions	Week of August 25 th
Resource Time Entry Training	Week of August 25 th (Virtual)
Program Welcome Email	Week of September 1 st
Go Live for new IT Staff Augmentation Requisitions and Incumbent Resource Time Entry in dotStaff™	Monday, September 1 st , 2025

dotStaff™ Demonstration

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



A photograph of four professionals (three women and one man) sitting in a modern office environment, smiling and engaged in conversation. The image is overlaid with a semi-transparent orange filter. The text is centered over the image.

Knowledge services

Affordable. Experienced. Local. Flexible. Proven.

Committed to Alabama.

We are here to answer any questions you may have.

ALMSP@KnowledgeServices.com

Questions and Answers

