



knowledge services

Serving Those Who Serve Others

State of Connecticut MSP Vendor Training Meeting
Medical Staff Augmentation

June 2025

Introduction & MSP Team Overview



Tyler Thurn

Regional Director, MSP Programs
1 Year with KS



Cassie Perry

Program Delivery Specialist, MSP Programs
1 Year with KS



Kathy Seymour

Delivery Manager, MSP Programs
3 Years with KS



Jenna Lentz

Senior Practice Director
12 Years with KS



Stephanie McClure

Senior Manager, MSP Implementations
12 Years with KS



Karen Minniear

Training and Compliance, MSP Programs
4 Years with KS



John Towle

Senior Manager, MSP Training
3 Years with KS

Agenda

Serving Those Who Serve Others

- Knowledge Services Overview
- Industry Definitions
- MSP Staff Augmentation Request Process
- MSP Process Requirements
- Contractual Requirements
- Implementation Timeline
- dotStaff™ Demo
- Questions & Answers



Knowledge Services Capabilities Overview



Managed Services

- Staff Augmentation
- Statement of Work
- Human Services

Workforce Management

- Project-based Solutions
- Program-based Solutions

Survey Management

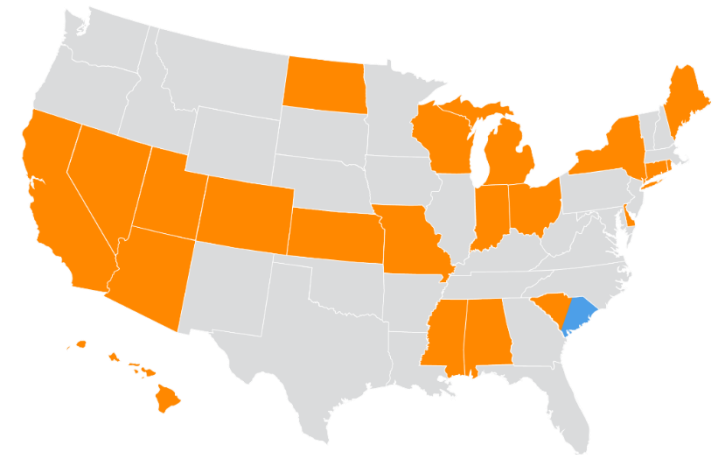
- Development + Design
- Administration + Collection
- Analytics + Report of Findings

Staffing + Recruiting

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

Cybersecurity Services

- StateRAMP (dba GovRAMP) Founding Member
- RAMPQuest
 - StateRAMP (dba GovRAMP) PMO
 - Consulting & Advisory Services
- RAMPxchange Cyber Marketplace
- dotStaff™ VMS has achieved StateRAMP Ready & FedRAMP Ready statuses



Serving Those Who Serve Others
Founded in 1994 | WBE

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.



MSP Staff Augmentation Request Process



Posting Requisition Process

1. Hiring Manager submits a dotStaff™ Posting Request form
2. MSP Program Team confirms receipt of request within 4 business hours
3. MSP Program Team creates a draft Posting in dotStaff™ and 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 Agency Manager would like to review
 - Interview availability and ideal start date
 - Work Schedule and Location
 - Budget
 - Additional information, if applicable



MSP Staff Augmentation Request Process



Posting Requisition Process cont.

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

**State of Connecticut
Candidate Cover Sheet**

Please attach completed form as an additional document with the candidate resume in dotStaff™. This form is required for all medical staff augmentation positions with the State of Connecticut. If required fields on this form are not completed, including additional forms such as the Sub Vendor Request form (link 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.

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

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

MSP Staff Augmentation Request Process



Interview and Selection Process

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



MSP Staff Augmentation Request Process

Onboarding, Time Entry & Billing Process

15. MSP Program Team coordinates the completion of onboarding forms with Vendor of the selected Candidate
16. MSP Program Team verifies completion of each onboarding requirement by reviewing the documents in dotStaff™
17. MSP Program Team obtains PO from Hiring Manager
18. MSP Program Team finalized start date with Agency Manager and Vendor
19. Resource begins assignment and enters time in dotStaff™
20. Designated Time Approver(s) approve time in dotStaff™
21. dotStaff™ generated invoices sent to the Agency
22. State pays Knowledge Services
23. Knowledge Services pays the Vendors





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)
- Hourly Bill Rate
- Candidate Cover Sheet
- Right to Represent (Screenshot)
- Credential Packet, if required

Interview Process

- Agency Manager/MSP Program Team requests interviews through dotStaff™ with selected candidates
- Upon selection, Agency Manager/MSP Program Team accepts the bid of the selected candidate in dotStaff™

Onboarding Requirements

- Standard Criminal Background Check
- Temporary Worker Agreement
- Resource Employment Status Validation Form (Screenshot)
- Confirmation of E-Verify Completion
- Reference and Past Employment Checks
- Any agency specific onboarding requirements



Right to Represent Form



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- A 'Right to Represent' (RTR) is a statement from the candidate giving a company permission to represent them for a position.
 - **RTRs are posting (position) specific and should be attached to each posting submission**
 - Cannot accept “blanket” RTRs
 - Need a RTR for each posting (position) to which a candidate is submitted
 - Valid RTRs include:
 - Date completed within posting (position) parameters
 - Contain Posting ID number
 - Include a statement of approval from candidate giving a specific company permission to submit
 - Include email correspondence between Supplier and candidate to include date and time stamp with statement of approval

Right to Represent Example

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From: Candidate Name <email@email.com>
Sent: Monday, June 9, 2025 11:08 AM
To: Vendor Company Contact <contact@vendorcompany.com>
Subject: RE: SOCT Right to Represent - Posting ID 123456

I, 'Candidate Name', give 'Vendor Company Name' permission to submit my resume to Posting ID 123456.

Thank you,

Candidate Name

From: Vendor Company Contact <contact@vendorcompany.com>
Sent: Monday, June 9, 2025 10:50 AM
To: Candidate Name <email@email.com>
Subject: SOCT Right to Represent - Posting ID 123456

Hello,

Please confirm that 'Vendor Company Name' has the right to submit you for consideration to the Registered Nurse position with SOCT under Posting ID 123456.

Thank you,

Vendor Company Contact Name



MSP Process Requirements



Serving Those Who Serve Others

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Resource Employment Status Validation Form



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<https://forms.dotstaff.com/en-US/tenants/SOCT/forms/eae50fc9-fae5-4bad-8b9a-2ad30e496011>


**Knowledge Services MSP Program
Resource Employment Status Validation Form
State of Connecticut**

Vendor must complete the form below in its entirety, and provide an electronic signature verifying all information provided is accurate.

Please direct your questions to the CTMSP Program Team at: CTMSP@knowledgeservices.com

Resource Information

| | | |
|------------------------|--|---|
| Resource First Name * | Resource Last Name * | Client Department/Agency for Assignment * |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Job Title Assignment * | Assignment Start Date (within MSP Program) * | Estimated Assignment End Date * |
| <input type="text"/> | <input type="text" value="mm/dd/yyyy"/> | <input type="text" value="mm/dd/yyyy"/> |

Vendor Information

| | | |
|---------------------------|-------------------------|----------------------------|
| Prime Vendor Legal Name * | Prime Vendor DBA Name * | Prime Vendor Federal EIN * |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |



MSP Process Requirements



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Off-boarding Processes

- Termination Process
- Vendor Shall be responsible for the return of any property issued to Resource and shall pay shipping costs associated with the same. Vendor shall be responsible for any unreturned, lost or damaged property issued to Resource, including but not limited to computer equipment, keys, ID badges, etc. If applicable, Vendor shall pay Client's invoice(s) for unreturned or damaged items within fourteen (14) days
- MSP Program Team to end Resource's contract in dotStaff™

Weekly Vendor Calls

Vendors must adhere to the MSP process for all open requisitions

Contractual Requirements



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- Knowledge Services will work with the current staffing resource providers to register for the MSP program
- Staff resource provider-funded background checks
- 2.629% MSP Fee
- Rate Card – Not-to-exceed maximum bill rate
 - Incumbent resources transition in at existing bill rates
- First 5 business day probationary period
- Contingent Worker required to take an unpaid lunch break
- dotStaff™ generated weekly invoices sent to Agency



Not-to-Exceed Rate Card



State of Connecticut MSP Medical Program Not-to-Exceed Rate Card

**NTE Bill Rates below are inclusive of MSP/VMS Fees.*

| CATEGORY | POSITION TITLE | NTE FULLY BURDENED HOURLY BASE RATE BY COUNTY | | | | | | | |
|---------------------|--------------------------------|---|-----------------|-------------------|------------------|------------------|-------------------|----------------|----------------|
| | | Fairfield County | Hartford County | Litchfield County | Middlesex County | New Haven County | New London County | Tolland County | Windham County |
| ASSISTANT SERVICES | Certified Nurses' Aide | \$56.49 | \$56.49 | \$55.50 | \$55.08 | \$55.50 | \$55.08 | \$55.08 | \$55.08 |
| | Dental Assistant | \$28.76 | \$28.76 | \$28.25 | \$28.04 | \$28.25 | \$28.04 | \$28.04 | \$28.04 |
| | Physician or Medical Assistant | \$36.97 | \$36.97 | \$36.32 | \$36.05 | \$36.32 | \$36.05 | \$36.05 | \$36.05 |
| | Discharge Planner | \$102.70 | \$102.70 | \$100.90 | \$100.13 | \$100.90 | \$100.13 | \$100.13 | \$100.13 |
| | Health Information Technician | \$38.00 | \$38.00 | \$37.33 | \$37.05 | \$37.33 | \$37.05 | \$37.05 | \$37.05 |
| DENTAL | Dental Hygienist | \$64.70 | \$64.70 | \$63.57 | \$63.09 | \$63.57 | \$63.09 | \$63.09 | \$63.09 |
| | Dentist | \$128.38 | \$128.38 | \$126.13 | \$125.17 | \$126.13 | \$125.17 | \$125.17 | \$125.17 |
| | Oral Surgeon | \$154.05 | \$154.05 | \$151.36 | \$150.20 | \$151.36 | \$150.20 | \$150.20 | \$150.20 |
| DIETARY | Dietitian | \$50.32 | \$50.32 | \$49.44 | \$49.07 | \$49.44 | \$49.07 | \$49.07 | \$49.07 |
| | Nutrition Consultant | \$74.46 | \$74.46 | \$73.15 | \$72.60 | \$73.15 | \$72.60 | \$72.60 | \$72.60 |
| LABORATORY SERVICES | Microbiologist | \$51.35 | \$51.35 | \$50.46 | \$50.07 | \$50.46 | \$50.07 | \$50.07 | \$50.07 |
| | Phlebotomist | \$35.95 | \$35.95 | \$35.32 | \$35.05 | \$35.32 | \$35.05 | \$35.05 | \$35.05 |
| | Advanced Nurse Practitioner | \$164.32 | \$164.32 | \$161.44 | \$160.21 | \$161.44 | \$160.21 | \$160.21 | \$160.21 |
| | Licensed Practical Nurse | \$77.03 | \$77.03 | \$75.68 | \$75.10 | \$75.68 | \$75.10 | \$75.10 | \$75.10 |
| | Nurse Clinician | \$138.65 | \$138.65 | \$136.22 | \$135.18 | \$136.22 | \$135.18 | \$135.18 | \$135.18 |
| | Nurse Consultant | \$143.78 | \$143.78 | \$141.26 | \$140.19 | \$141.26 | \$140.19 | \$140.19 | \$140.19 |

Contractual Requirements



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■ Remaining Implementation Timeline

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| Staff Augmentation Implementation | |
|---|--------------------------------------|
| Vendor Program Registration Due | Wednesday, June 18 th |
| Manager Program and VMS Training | Week of June 16 th |
| Vendor Program and VMS Training | Week of June 16 th |
| Final Data Transition and Revisions | Week of June 23 rd |
| Resource Time Entry Training | Week of June 23 rd |
| Program Welcome Email | Week of June 30 th |
| Go Live for new medical Staff Augmentation Requisitions and Incumbent Contractor transition | Tuesday, July 1 st , 2025 |

State of Connecticut Staffing Resource Provider Program Page



<https://programs.knowledgeservices.com/ctmsp/staffing-resource-providers-info/>

Program Page Includes:

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



Managed Services Provider (MSP) Program Information for State of Connecticut Staffing Resource Providers

Contract Number: 23PSX0113

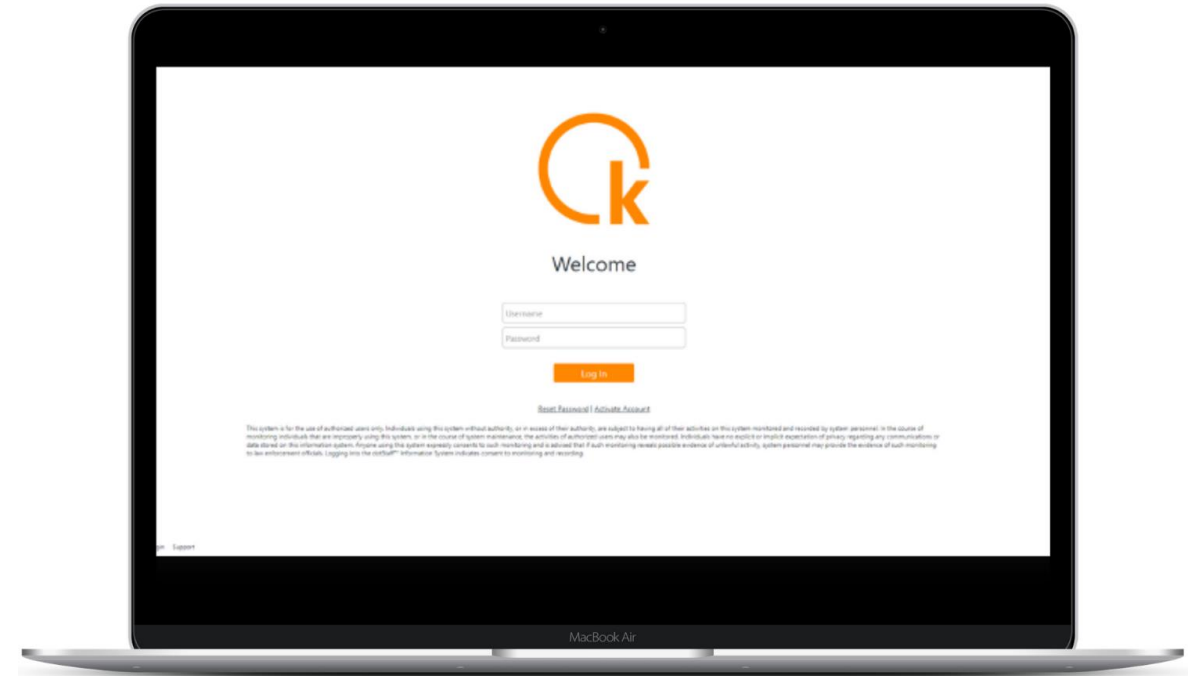
Managed Services Provider (MSP) Program Information for State of Connecticut Staffing Resource Providers

The State of Connecticut, DAS Procurement has entered into a new contract with Knowledge Services resulting from RFP (23PSX0113) for a Medical Services Managed Service Provider (MSP) and Vendor Management System (VMS). Knowledge Services will act as the Managed Services Provider (MSP) and manage the State of South Connecticut's Medical Staff Augmentation services to ensure consistent and streamlined but flexible processes, onboarding compliance, improved resource quality, and business intelligence.

■ dotStaff™ Demonstration

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- dotStaff™ Postings
 - Viewing Postings
 - Submitting Bids/Candidate Resumes
- Reviewing Candidate Bid Statuses
- Reviewing/Confirming Candidate Interviews
- Accepting Engagement Requests
- Onboarding Checklist
- Submitting/Reviewing Timesheets
- Reporting





knowledge services

Affordable. Experienced. Flexible. Proven.

Committed to Connecticut.

We are here to answer any questions you may have.

CTMSP@KnowledgeServices.com

Questions and Answers

