

# **State of Indiana MSP Program Doing Business with Knowledge Services**

**Indiana MWBE  
Business Development Week**

Presentation Date  
October 21, 2013

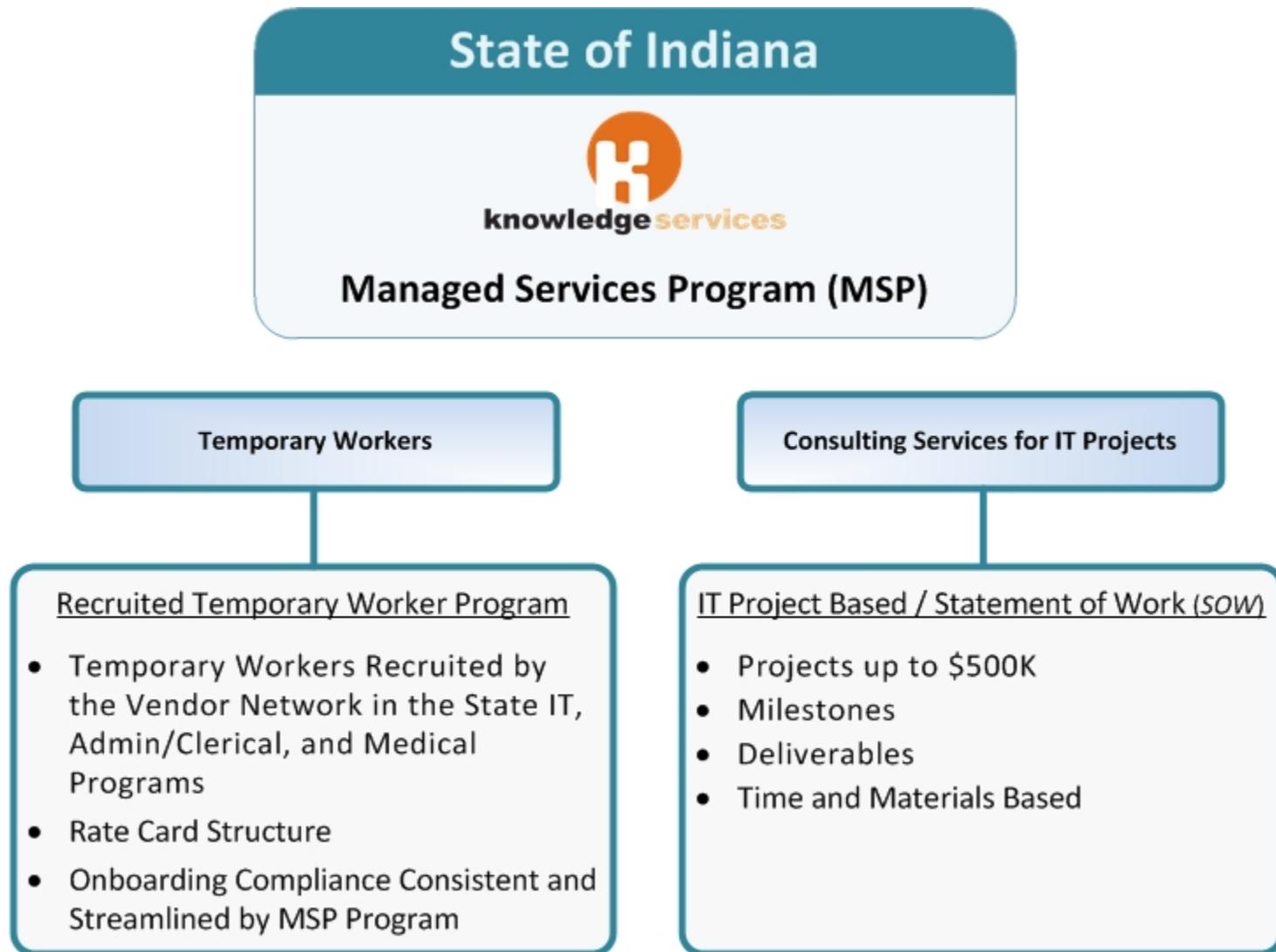
# Agenda

- 📍 **Program Overview**
- 📍 **Scope**
- 📍 **Benefits**
- 📍 **Spend Reports**
- 📍 **Doing Business with Knowledge Services**
- 📍 **Contacts**
- 📍 **Discussion & Questions**

# Knowledge Services' MSP Program Overview



- **As the Managed Service Program (MSP) Provider, Knowledge Services takes on the primary responsibilities for managing the State's Contingent/Temporary/Contractor Workforce Program, IT Project Work (<\$500K) and 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 us to procure and manage a wide range of Contingent/Temporary/Contract and Project resources and services in accordance with the State's processes and rules**



# Program Benefits

- **Dedicated onsite team to facilitate entire process**
- **Efficiency**
  - Single invoicing
  - Transparent Payment Processing
  - Centralized communications
  - Electronic timekeeping, expenses and invoices
- **Technology**
  - Standardize & streamline requisition management
    - All agencies
    - IT, Admin/Clerical/Finance, Medical
  - Real time data on market rate changes and fluctuations
  - Cost reduction in administration, billing errors and payment cycle
  - Business intelligence
- **Partnership & Communication**
  - Forecasting new positions
  - Weekly posting status updates
  - Facilitate relationships
  - Support and education
- **Broader Opportunities for Vendors**

# Program Overview

<b>IT Program</b>	<b>Q1/2013</b>	<b>Q2/2013</b>
<b>Total Hours Entered</b>	<b>84,832</b>	<b>89,466</b>
<b>Total \$ Entered</b>	<b>\$7,125,404</b>	<b>\$8,282,166</b>
<b>Total HC Entering Time</b>	<b>208</b>	<b>214</b>

<b>Admin/Clerical Program</b>	<b>Q1/2013</b>	<b>Q2/2013</b>
<b>Total Hours Entered</b>	<b>277,387</b>	<b>333,624</b>
<b>Total \$ Entered</b>	<b>\$4,597,362</b>	<b>\$5,632,885</b>
<b>Total HC Entering Time</b>	<b>859</b>	<b>940</b>

<b>Medical Program</b>	<b>Q1/2013</b>	<b>Q2/2013</b>
<b>Total Hours Entered</b>	<b>81,191</b>	<b>81,321</b>
<b>Total \$ Entered</b>	<b>3,047,167</b>	<b>3,132,555</b>
<b>Total HC Entering Time</b>	<b>356</b>	<b>389</b>

## Vendor Vetting Process

- Complete vendor vetting questionnaire
- Minimum of 5 years staffing experience
- Experience in high volume staffing
- Verifiable references
- Contract compliance

## Actively seeking vendors

- MBE and WBE Vendors
- Veteran Business Enterprises
- IT Project Vendors

# Onsite Team Contact Information

 **Director Government MSP Solutions**

**Andrea Connell**

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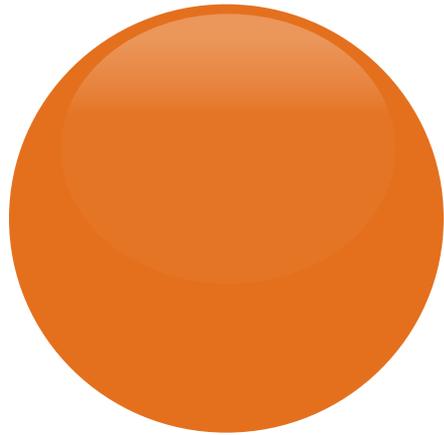
**317-806-6196**

 **Senior Program Manager:**

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# DISCUSSION AND QUESTIONS

