

SWC# 387 Managed Service Provider (MSP)

Usage Instructions and Contact Information

Edison Contract 37896

Contract Period: This is a five years contract term running from August 1, 2013 to July 31 2020.

Summary/Background Information: This contract is for any temporary or contract labor need for authorized users of this statewide contract. It is open to all state agencies, local government and certain nonprofit organizations. All positions listed on the contract can be accessed by viewing the Pro Forma contract at <https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/state-agencies-/statewide-contract-instruction--swc-.html>. If there is a position needed not listed on the contract it can be added by a formal MOU process conducted by the contract administrator listed below.

State Contract Administrator:

Laitin Beecham
Category Specialist
Central Procurement Office
(615) 291-5794
Laitin.Beecham@tn.gov

Vendor Contact Information:

Guidesoft d/b/a Knowledge Services
Edison Contract: 37896
Vendor Number: 166529
Yasanta Wells
Program Manager
615-253-4834
tnmsp@knowledgeservices.com
yasantaw@knowledgeservices.com

Central Procurement Office • Tennessee Tower, 3rd Floor

312 Rosa L. Parks Avenue, Nashville, TN 37243

Tel: 615-741-1035 • Fax: 615-741-0684 • tn.gov/generalservices/

Emergency Call Procedures: If there is an emergency with any temporary or contracted resource contact the contract administrator at the number listed above.

This contract is for Temp work and staff augmentation. For Project-based deliverables, the contract that is used is Statewide Contract 233, SOW Projects with Knowledge Services. The SOW Projects contract enables agencies to request professional services for IT projects. These projects will be less than one million dollars (\$1,000,000.00) and include tasks such as analysis, planning, design, development, upgrades, onetime maintenance, installation, integration, and knowledge transfer.

SOW Projects
Edison Contract #: NV56721
Supplier #: 160525

Usage Instructions:

1. IT and General Administration: To utilize either the IT and/or General Administrative portions of this contract please follow the process listed below:
 - Fill out the "Contingent Labor Request Form" which can be downloaded at <https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/state-agencies-/statewide-contract-instruction--swc-.html>
 - All IT and Administrative positions must have an HR approval as required by the Department of Human Resources. This can be accomplished by getting your agency's HR approval on the MSP Contingent Labor Request form.
 - Submit the form to the email listed in the bottom right hand corner of the form.
 - Once submitted, someone responsible for the labor area you are requesting will get in contact with the requester to find out more details about what is needed.
 - The Knowledge Services representative will compare the details of what the agency needs to the job title listed on the form to either confirm that is the correct job title for the need or recommend a different job title. If a different job title is recommended Knowledge Services will explain specifically why they feel the job title needs to change.

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- Once the proper job title and corresponding do not exceed rate is agreed to, Knowledge Services will post the position to their dotStaff Vendor Management System (VMS) for vendors to submit resumes and rates under the do not exceed rate to.
 - The posting will then follow a standard reverse auction format where the do not exceed rate is the maximum that will be paid.
 - The do not exceed rate is not required to be used in the job posting though. If an agency needs the rate to be lower they can list a "budgeted rate" lower than the do not exceed rate as the highest rate they are willing to pay.
 - Once resumes come in users can have Knowledge Services screen out a certain number of resumes or choose to see everything submitted.
 - Users will then let Knowledge Services know which individuals they would like to interview and have Knowledge Services set up the interviews.
 - Once the user has decided which resource they would like to fill a position, Knowledge Services will extend the offer to the individual and start the on boarding process for them to start working.
 - All time entry for the resource and time approvals will occur in the dotStaff system weekly.
2. Medical: If you wish to utilize this portion of this contract please contact the vendor contact or State contract administrator listed above.
3. Telephonic Interpretation:
- Telephonic interpretation will be utilized through Avaza in the same form and fashion as you have in the past. The only thing that has changed is that billing will be through Knowledge Services.
 - If for some reason, Avaza sends you an invoice directly please inform them you were told billing would be through Knowledge Services and that you cannot pay the invoice.
 - You can contact Avaza directly at 800-482-4292 or 615-534-3400 for an immediate need or Minh Nguyen at 615-364-2600 or m.nguyen@avaza.co
 - For assistance with this contract please contact the Knowledge Services vendor contact as listed above or the State contract administrator.

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4. Conversion Costs: If a user of this contract determines it is in their best interest to hire or convert the employee of the Contractor or a participating program vendor to a State employee or to a State designated payroll provider prior to completion of a 6-month period, the State will notify the Contractor or applicable sub vendor, who will in turn contact the Contractor or applicable sub vendor, of the State's intent to hire the resource. Please ensure you advise the contract administrator anytime you wish to convert someone to become a State employee. The State and Contractor will follow the schedule of conversion fees found below:

Conversion Fee Table	
Non-Professional Positions	Conversion Fee
<i>**Non-Professional** is defined as those positions earning an annual salary equivalent to less than \$40,000 per year*</i>	
0-160 hours worked	20% of pay rate
161-320 hours worked	15% of pay rate
321-480 hours worked	10% of pay rate
481 + hours worked	\$0 fee
Professional Positions	Conversion Fee
<i>**Professional** is defined as those positions earning an annual salary of \$40,000 +per year*</i>	
0-320 hours worked	20% of pay rate
321-640 hours worked	15% of pay rate
641-960 hours worked	10% of pay rate
960 + hours worked	\$0 fee

5. Travel Pay: The Contractor shall not be compensated or reimbursed for travel, meals, or lodging unless otherwise specified in advance. In instances where travel by Contingent Worker is necessary, travel shall be reimbursed by the State according to the State's Comprehensive Travel Regulation Policy.
6. Local Government Usage Instructions: This contract is available to all local governments and State universities in the State of Tennessee, and any nonprofit which is exempted from taxation under 26 U.S.C. Section 501(c)(3) as amended and which contracts with the Department of Mental Health and Mental Retardation to provide services to the public (T.C.A. 33-2-401). Tennessee. Local governments will

utilize this contract in the same form and fashion as listed above. They will process POs and payments in accordance with their own internal rules and procedures.

Requisition and Purchase Order Generation:

For information on how to create a requisition and/or purchase order please reference our CPO Job Aids on the following page: <https://www.teamtn.gov/cpo/learning-development/cpo-job-aids.html>

Billing and Payment Instructions:

All time entry for temporary or contracted labor will be done in Knowledge Services' Vendor Management System (VMS) called dotStaff. It will be up to the laborer or their vendor to enter the person's time into dotStaff. It will then be the responsibility of State employee whom is the manager of the laborer to approve the time and ensure accuracy. If anyone needs access or training on how to conduct time approval contact the vendor contact listed at the top of this page. Once complete an invoice will be generated with Net 30 day payment terms listed on the invoice by dotStaff on the next batch run, which occurs on Tuesday. The agency will then follow their normal procedures for invoice payment. Once Knowledge Services receives the payment they will pay the sub-vendor within ten days.

Asset and Inventory Management:

Any temporary or contracted resource can be converted to a State employee at anytime using the conversion table listed on the Pro Forma contract. If you wish to convert one of these resources to a State employee please contact the Contract Administrator listed above.

Miscellaneous Information: NA



Language Services Information Sheet

Usage Instructions and information for Language Services through the SWC-387 MSP Contract with Knowledge Services.

Documentation Translation and Telephonic Interpreter services are offered through this contract. On-site Services are not offered.

Approved Vendors Are:

- TransPerfect
- Linguistica
- Avaza

Before using the service, you must confirm with your Department Manager the unique access code assigned for the department. If there is not one assigned, the Department Manager may request one by contacting yasantaw@knowledgeservices.com. Reminder, your department should primarily use one vendor for streamlined billing purposes.

Step 1: Dial the toll-free number for the Language Provider

Step 2: Enter your Department's Access Code provided by the Language Provider

Step 3: Select the Language

Step 4: Provide your First/Last name, Phone Number calling from, and any other information to identify the call's requestor

For questions regarding these services, tnmsp@knowledgeservices.com or Yasanta Wells at yasantaw@Knowledgeservices.com.