State of Maine
Information Technology Managed Staffing Program
MA 18P-301280 - 0204

Overview for Managed Service Provider

The State of Maine has contracted with Knowledge Services (KS) for Managed Service Provider (MSP) services. Knowledge Services is the one-point-of-contact for contingent Information Technology (IT) labor for government in the state of Maine. The contract is available for use by all state agencies, political subdivisions, and other governmental bodies within the state of Maine.

In its MSP role, Knowledge Services works with purchasing and various departmental managers involved, as well as any other support agencies, to relieve the burden of procurement and administration of contract IT labor. The on-premise, industry experts including account managers, client advocates, training specialists and concierge staff provide hiring managers unparalleled responsiveness, resource quality, problem resolution and escalation support.

The goals of the MSP include:
- Adding value in the areas of contingent IT worker procurement and utilization;
- Reducing the costs associated with contingent IT engagement and management;
- Providing one-point-of-contact for securing IT temporary labor, minimizing the time spent engaging contingent resources and ensuring compliance with the state policies and procedures;
- Developing processes and policies that ensure compliance with legal, statutory, and regulatory requirements;
- Tracking, monitoring and managing supplier performance;
- Providing reports that will help the state with budgeting and give visibility into its contingent workforce spending;
- Aligning all job descriptions with associated qualifications and experience levels with State Personnel Department IT job classifications;
- Increasing the overall quality and speed of supplemental staff replacements;
- Allowing other governmental entities to utilize the MSP Program and contracted rates.

Knowledge Services has positioned a full time IT MSP Program Manager at the Office of Information Technology building, 51 Commerce Drive, Augusta, Me. The Program Manager, Brain Whitley is the primary conduit for provisioning of all contract staff.

Success Factors in Recruiting IT Temporary Contract Personnel

The most important success factors in recruiting IT contract personnel are communication and timeliness.

The objective of the recruiting experience is to provide the (1) correct person, with the (2) right skill set, and the (3) right motivation, at the (4) right time and (5) reasonable financial value to complete the project work.

Communication and timeliness are essential and begins immediately.

1) Pre-planning – Identify when the project needs a resource, what technical skills are required (what would the perfect candidate look like), develop a budget. Perform this exercise jointly with the KS Program Manager --- Communicate.
2) Planning – Discuss with the KS Program Manager how and when the recruiting should be performed, options for reviewing resumes and screening candidates, timing of interviews, and expectations for project start. Communicate.
3) Develop a job/skills description - This must be communicated to vendors so they can locate the best fit person. The more detailed the description, in all likelihood, the better the persons fit. The job questionnaire is a critical communication to the search team. Communication.
4) Screening and Interview – Promptly execute the screening and interview process with the KS program manager. If the resume submissions are not acted upon quickly the candidate may become unavailable. Communication & Timeliness.
5) Selection Decision – Promptly, same day, make a decision on an acceptable or best candidate. If you identify a strong individual not all interviews need to be conducted. Select and move. Communication and Timeliness.
6) On-boarding – On-board the contract worker as soon as possible. Timeliness.
7) Off-boarding – If the contract worker is not performing to expectation, make a decision and terminate the contract. The contractor must perform to expectations. A performance improvement plan is not needed or appropriate. The KS program manager can aid. Timeliness.

Pre-Planning for Securing IT Temporary Personnel (State of Maine)

1. The Engagement Manager develops a project plan and budget.
   a. The Engagement Manager identifies their staffing need by skills area and experience level. Review the Job Titles described in: ---------- to identify an initial best fit job category. The Hiring Manager should also consult with the Maine Program Manager, B. Whitley, to gain more detail about what titles are most commonly used, best fit, skills, and any recruiting advice.
   b. The Engagement Manager selects a job title. Each job title has a Not-To-Exceed budget rate assigned to it. The NTE rate is used for budgeting. Reference this Rate table document.
   c. The Engagement Manager forecasts an assignment start-date, end-date and overall project duration. The state-date should be no sooner than 3 weeks from the current date. The start-date could be later if the project work assignments are not fully developed. The Engagement Manager should consider their availability for interviews and work readiness, if applicable, when establishing a forecasted start-date. If a known qualified contract candidate is being requested, the start-date could be earlier. The engagement manager should consider if this is a full-time or part-time assignment. Short work projects, less than three months, can be difficult to staff (consider that a candidate may need to relocate), and are not recommended.
   d. The Engagement Manager completes a budget. For example, a 12 week full time assignment: 12 weeks x 40 hours/week x $50/hour (for example) = $24,000.00.

2. Knowledge Services holds weekly teleconferences with IT staffing companies enrolled in the network. If a work requirement is known beforehand, Knowledge Services can put the network on notice that a job will be posted seeking certain skills so the recruiting companies have advance notice and may be able to search for highly qualified personnel beforehand.
3. If multiple contract assignments are being recruited simultaneously, with similar technical skills, resumes may be able to be shared across Engagement Managers to expedite the search process.

Describe the Work, Required Skills and Reason to Perform the Project

1. The Engagement Manager completes the Job Posting Questionnaire. The Job Posting Questionnaire describes the work, key skills required for the work, and the reason the work contract is being initiated. Please consult with B. Whitley to receive a semi-completed form. Key points on the Job Posting Questionnaire are:
    a. Posting Title – Title of the Job – for example, Programmer-5 ACES
    b. Incumbent Name – If there is a known candidate who is required due to technical skills or application knowledge, identify the person and firm they work for, if any.
    c. Shift Hours, etc – If the position is part time, use this general area to so identify.
    d. Background Check – Identify any special background checks required to perform the work. Maine Revenue Services requires a tax check, signature of non-disclosure statements and training. Maine State Police and other sworn law enforcement units require fingerprint based background checks.
    e. Interview – To expedite candidate screening, while preserving personal interaction, a webcam interview is recommended. Alternatively, an on-site interview may be requested, for local candidates. A phone-only interview is not recommended.
    f. Posting ID – Knowledge Services will supply a posting-id number.
    g. Manager Information (3) – This area of the document identifies who is requesting the worker, who will interview (access to bid resumes) and approve timesheets.
    h. Position Description and Job Skill Set (4) – describe the work, required and desired skills. This information is provided to work recruiters. The more detailed the work description, in general, the better the match of the final candidate to the job requirements. A description of the 'successful candidate' will aid recruiters locate the best matching resource.
    i. Position Justification (5) – For State managers, please complete the justification table boxes describing what the work is, why it is needed.
2. When the Job Posting Questionnaire is completed, discuss with the Program Manager how resumes should be screened and delivered to the Engagement Manager. Consider if the Engagement Manager wants to look at all resumes, are there any screening questions desired, should the resumes be delivered as good candidates are identified, etc.

Work Funding and Position Approval

1. The Engagement Manager should provide the following key information to the Agency contact responsible for creation of the funding Delivery Order so that person may create the Delivery Order (Purchase Order) in the State of Maine Advantage accounting system.
    a. Position Title

       b. Work/budget start-date

       c. Work/budget end-date

       d. Budget/funding value, in example above $24,000.00

       e. State accounting system funding codes (or AAF)

       f. Please supply the DO creator the Job Posting Questionnaire. The DO creator should electronically attach the Questionnaire to the DO.

       g. Ask the DO creator to copy you regarding the DO creation status, otherwise, the Engagement Manager will not know the status of the project funding.

2. The DO creator will initiate the Delivery Order in the State of Maine Advantage accounting system. The Master Agreement number for the contract is MA 18P-301280 - 0204. The vendor code for Knowledge Services, dba as GuideSoft, is VS0000010028. The DO will process through an agency approval workflow. After the agency funding unit approves the DO, it workflows to the Division of Purchases. The Division of Purchases will apply their final approval and forward the package to Knowledge Services for execution.

3. If there is no feedback on the DO and position status after 3 to 5 work days, the Engagement Manager should follow up.

Work Assignment Advertising and Recruiting

1. The Knowledge Services Program Team must post position within 4 hours of receipt for standard job orders and 2 hours for urgent job orders.

2. The KS Program Team emails notifications to all the Vendors about the opportunity.

3. The Vendors submit resumes and rate bids. The standard is to accept candidate submissions for 4 business days after the position if posted.

4. The KS team reviews résumés and conducts pre-screening interviews. KS will select the top Candidates to present to the Engagement Manager. To expedite candidate availability, KS may immediately release resumes to the State Engagement Manager when a good fit is located versus waiting for most vendor submissions to occur. Discuss this option with the KS Program Manager.

5. KS generally schedules the interviews; however, the Engagement Manager could schedule the interview.

6. The Engagement Manager reviews, interviews and selects the Candidate and notifies the KS Program Team of who is selected, rejected and why.

7. The KS Program Team notifies the Vendor of the selected Candidate.

8. The KS Program Team notifies the Vendors of Candidate rejections.

9. The KS Program Team arranges the start date with input from the Engagement Manager.

10. The KS Program Manager coordinates on-boarding the Candidate with the Engagement Manager.

11. Time is entered daily or weekly on-line by the Resource through the dotStaff system (see Resource Get Started Guide).

12. The Hiring Managers approve time online on the Monday following the previous weeks' time entered (see State of Indiana Get Started Guide).

13. Invoices are generated Tuesdays at 4:00 p.m.

Work Assignment Extensions

A work assignment extension may be appropriate if the contract scope has changed. A work assignment extension, from the business process perspective, is similar to the Work Funding process and the Contract Amendment process.

The Engagement Manager should analyze the spending and funding status of the in-place Delivery Order. What is the current assignment end-date, are funds remaining and how much money is available?   The Engagement Manager should re-forecast the end-date of the work assignment, forecast additional work hours required and forecast additional funding required. OIT and agency approval are required to execute the DO change. An AAF is requested, if needed.

The new work assignment end-date, additional funding value and funds source information (Advantage coding) should be supplied to the agency DO creator to change the Advantage accounting system funding document. The Division of Purchases also requires a short explanation of the business reason for the project extension, such as, *The yyyyyyy project is being extended from mm-dd-yyyy to mm-dd-yyyy for the following reasons (1) xxxxxxxx project started 4 weeks late due to contractor and OIT/Agency staff availability and (2) the OIT/Agency team has decided to include yyyyyyyy in the scope of the project (or after the project was initiated in more detail, project work estimates required adjustment, etc).*   The business reason justification may be attached to the DO by the DO creator.