



knowledge services

SAVANNAH RIVER NUCLEAR SOLUTIONS, LLC (SRNS)

MANAGED SERVICE PROVIDER (MSP)

STAFF AUGMENTATION

END USER TRAINING SESSION

MAY 2024

Meet Our Team

Serving those who serve others



Ryan Royer

Senior Program Manager,
MSP Programs



Angela Jirsa

Regional Director,
MSP Programs



Jenna Lentz

Senior Practice Director



Bill Evans

Senior Vice President



Stephanie McClure

Senior Manager,
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Ashley Lacy

Director, MSP Operations
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Crystal Steward

MSP Program Delivery Specialist



Shane Greene

MSP Program Delivery Specialist



Kelsey Malone

MSP Program Delivery Specialist

Agenda

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- Introductions
- Knowledge Services Overview
- Industry Definitions
- Process Overview
- Program Requirements
- MSP Process Requirements
- Implementation Timeline
- VMS Demo
- Questions & Answers



■ 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 suppliers.
- 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.



■ Implementation Phases

Implementation Phase	Goals and Objectives
Phase 1	• All BOA Holders (CLS) • RFQs in KS VMS • SRNS HR standard job descriptions • Time entry in SRNS sPro timekeeping system • SRNS remits payment to CLS • CLS pay management fee to KS
Phase 2	• All BOA Holders (CLS) • RFQs in KS VMS • SRNS HR standard job descriptions • Time entry in VMS • SRNS remits payment to CLS • CLS pay management fee to KS

■ Phase 1 MSP Staff Augmentation Process

Requisition Process (*timing goal is 21 calendar days*)

1. **SRNS End User/Hiring Manager** emails requisition information and approved job description to SRNS requisition writer and KS MSP Program Team
2. KS MSP Program Team schedules intake call with **SRNS End User/Hiring Manager**
3. SRNS requisition writer enters information from SRNS End User/Hiring Manager into sPro and routes through the approval workflow
4. SRNS Buyer emails copy of approved requisition to KS MSP Program Team with competitive bill rate range identified
5. KS MSP Program Team builds draft RFQ in VMS and completes intake call with **SRNS End User/Hiring Manager**



■ Intake Call Overview

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- After KS MSP Program Team builds draft RFQ in VMS, KS MSP Program Team completes intake call with SRNS End User/Hiring Manager
- Intake discussion items confirmed, include:
 - Qualification of position details
 - Confirm interview panel that needs to complete PF-52
 - Project details, if applicable
 - # of qualified candidates the SRNS End User/Hiring Manager would like to review
 - Interview availability, interview process, and ideal start date
 - Work schedule (onsite, offsite)
 - Additional information, if applicable

Phase 1 MSP Staff Augmentation Process

Requisition Process cont. (timing goal is 21 calendar days)

6. MSP Program Team updates RFQ and releases to all CLS at the same time in VMS for 5 business days
7. CLS submit qualified candidates to RFQ in VMS
 - Resume with Candidate’s full name
 - Last 5 of Social Security Number (ex. 111-1X-XXXX)
 - Candidate Cover Sheet (screenshot)
 - Right to Represent
 - Sub-Vendor Request Form - SRNS
Procurement approval is required for all requests to utilize a sub-tier
8. KS MSP Program Team reviews and evaluates resumes based on requirements of the RFQ
9. KS MSP Program Team sends resumes and scoring matrix for review based on SRNS End User/Hiring Manager’s preference

Savannah River Nuclear Solutions (SRNS)
Candidate Cover Sheet

Please attach completed form as an additional document with the candidate resume in dotStaff™. This form is required for all staff augmentation positions with the SRNS. If required fields on this form are not completed, candidate may be withdrawn from consideration.

*REQUIRED FIELD

*RFQ Number: Click or tap here to enter text.

*Candidate Name: Click or tap here to enter text.

*Is candidate a U.S. Citizen: Choose an item.

*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-tier: Choose an item.

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

*Earliest availability to start if selected: Click or tap here to enter text.

*Key engagements over the last two years: Click or tap here to enter text.

*Has candidate ever worked at Savannah River Nuclear Solutions, LLC (SRNS): Choose an item.

If yes, dates of employment at SRNS: Click or tap here to enter text.

If yes and actively supporting SRNS via full service employment or staff augmentation task order agreement, what is the active TOA#: Click or tap here to enter text.

Phase 1 MSP Staff Augmentation Process

Technical Evaluation and Negotiation

10. SRNS End User/Hiring Manager completes PF-81 for candidates reviewed for position and SRNS End User/Hiring Manager or KS MSP Program Team schedules interviews in VMS **within 5 business days**
11. Once interviews are complete, KS MSP Program Team accepts/reject candidate bids in VMS providing reasons for rejection
12. SRNS End User/Hiring Manager notifies SRNS Buyer and KS MSP Program Team of selected candidate with PF-81 attached
13. KS MSP Program Team notifies CLS of offer to selected candidate and requests Best and Final Offer (BAFO)
14. CLS submits BAFO indicating the candidate has accepted the position
15. KS MSP Program Team notifies SRNS Buyer of finalized hourly bill rate and if a sub-tier is utilized
16. SRNS Buyer compiles Justification of Award (JFA) and submits to Manager/Senior Manager for approval
17. SRNS Buyer sends award documents, including Task Order Agreement (TOA) and required documents to KS MSP Program Team
18. KS MSP Program Team sends TOA and required documents to CLS to review and sign, with the SRNS End User/Hiring Manager and End User Support Group (ESS) copied
19. TOA and required document are signed and sent to KS MSP Program Team, SRNS Buyer and ESS
20. SRNS Buyer executes TOA and dispatches Purchase Order (PO)



■ Phase 1 MSP Staff Augmentation Process

Onboarding, Time Entry, and Invoicing

21. ESS Group initiates the badging and onboarding process
22. CL begins assignment once cleared
23. CL records time worked in sPro weekly
24. SRNS pays CLS based on timesheet entry approval in sPro
 - Payment terms of Net 30 from approval of the SRNS sPro timesheet
25. CLS pays Knowledge Services for the management fees
 - 1.75% CLS-Funded MSP Management Fee



■ Implementation Timeline

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Staff Augmentation	
Communication – Internal and External	Ongoing
BOA Holder Enrollment	Started Week of May 6 th
Announcement of Kick-Off and VMS Training Schedule	Week of May 6 th and Week of May 13 th
BOA Holder MSP Introductory Meetings	Week of May 13 th
SRNS End User and BOA Holder Program Kick-Off and VMS Training	Week of May 27 th
Program Welcome Email	Week of May 27 th
Go Live Announcement	Monday, June 3 rd

SRNS End User/Hiring Manager Website

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https://programs.knowledgeservices.com/srns/srns_end_users_program_page/

Site Includes:

 SRNS MSP Program Resources

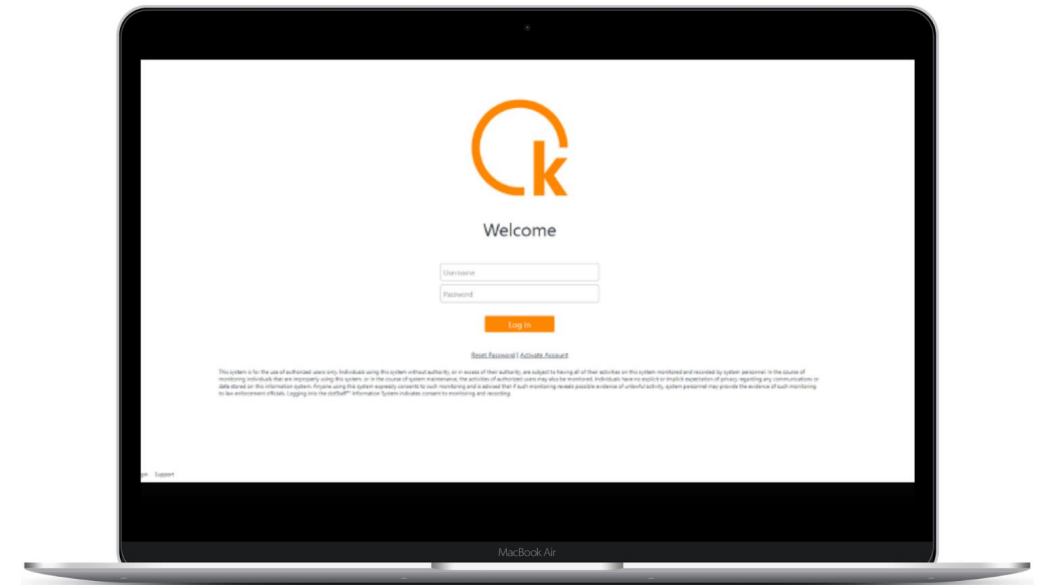
 VMS Training Materials



■ Next Steps

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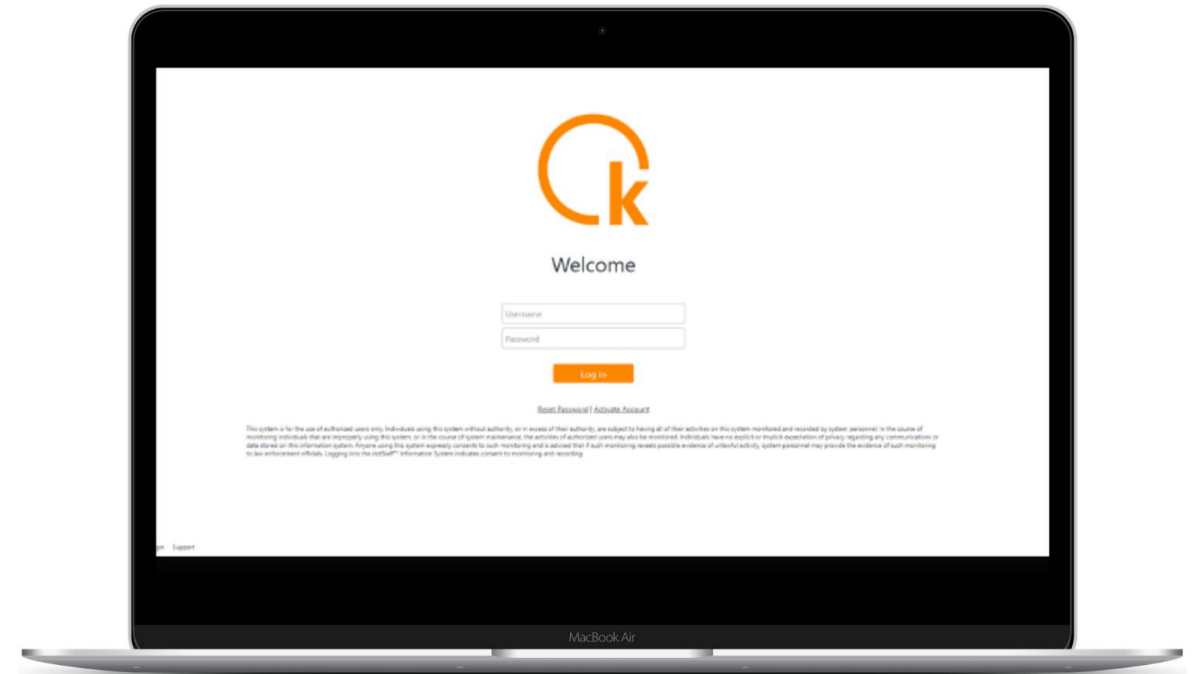
- End User to receive VMS account activation email by Friday, May 31st
- MSP Program Go-Live Monday, June 3rd, 2024
 - New RFQs released in VMS



VMS Demonstration

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- VMS RFQs
 - Creating RFQ
 - Reviewing Bids/Candidate Resumes
- Requesting Candidate Interviews
- Accepting/Rejecting Candidate Bids
- Onboarding Checklist



Contact Us

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Questions &
Feedback

Thank you