
Memorandum

To: ITS Customers in Need of IT Consulting Services
From: Craig P. Orgeron, Ph. D. ^{CPO}
Date: March 9, 2018 (*updated* July 24, 2020)
Re: Managed Service Provider Program Instructions for Use

1. Managed Service Provider Program

A Managed Service Provider (MSP) can be described as a company that takes on primary responsibility for managing an organization's contingent workforce program. Under the MSP model, the MSP carries the primary responsibility for over-seeing all consulting services engagement requirements from candidate selection to compliance and reporting. The MSP becomes the point of contact for agencies utilizing the program.

2. Procurement Background

- 2.1 ITS and Guidesoft, Inc. dba Knowledge Services entered into a Master Consulting Services Agreement on June 21, 2017, for the provision of a Managed Services Provider Program (MSP) to supply contingent information technology (IT) staff for the State of Mississippi.
- 2.2 General RFP No. 3850 was issued to establish a vendor pool to be used for the acquisition of Information Systems Consulting Services. ITS will continue to maintain the General RFP No. 3850 Vendor pool. Any Vendors solicited by Knowledge Services or wishing to participate in the MSP will respond to the ITS General RFP No. 3850 for evaluation by ITS.
- 2.3 Procurement requests for consulting services will no longer be sent to ITS. The MSP is replacing the ITS Letter of Configuration (LOC) process that was previously used to obtain resources for consulting services. The MSP becomes the point of contact for any Mississippi entity utilizing the program, with ITS providing contract management and program oversight.
- 2.4 The MSP will encourage competition and add value in areas of contingent worker and milestone, deliverable and/or service based statement of work (SOW) procurements.

2.5 *Effective Dates*

2.5.1 The Managed Services Provider Master Agreement has a three-year term, being valid from June 21, 2017 until November 30, 2021, or until revised or replaced.

2.5.2 A Statement of Work can be renewed for a three (3) year term; however, no rate increases are allowed.

2.6 *Who May Use*

2.6.1 The program may be used by any government entity in the State of Mississippi. Any entity using this award, including those not under ITS purview, must follow this Instructions for Use Memorandum.

3. Vendor Information

3.1 Requests for resources will be made directly to Knowledge Services through the contact information below.

Knowledge Services	ITS
Doreen DeLancy Office: 601-300-3781 Mobile: 678-502-0617 Email: Doreend@KnowledgeServices.com	Jeanette Crawford Office: 601-432-8179 Fax: 601-713-6380 Email: Jeanette.Crawford@its.ms.gov
Knowledge Services Support Team msmsp@KnowledgeServices.com	

4. Selection of Resources

Knowledge Services will work with each Mississippi government entity in the selection of resources:

- 4.1. Define requirements and solicit responses from the General RFP Vendor pool
 - 4.1.1 Government entity should identify Mandatory and Preferred Skills.
 - 4.1.2 Government entity must use open and competitive specifications.
- 4.2 Review qualifications
 - 4.2.1 Knowledge Services will make recommendations based on qualifications of submitted candidates.
 - 4.2.1 Government entity will choose how many resumes to review and which candidates to interview, documenting details for their purchase file.
 - 4.2.2 Government entity will score individual candidates and keep details for their purchase file.
- 4.3 Interviews
 - 4.3.1 Knowledge Services will coordinate the scheduling of interviews.
 - 4.3.1 Government entity is responsible for conducting interviews.
- 4.4 Select the lowest and best responding vendor
- 4.5 Execute a Statement of Work (SOW)
 - 4.5.1 ITS will post a copy of the signed SOW on the ITS website.

5. Mississippi's Accountability System for the Government Information and Collaboration (MAGIC)

- 5.1 State agency customers are required to purchase through Mississippi's Accountability System for the Government Information and Collaboration (MAGIC). These customers will need the contract number and a NIGP code to complete their purchase. The following information will be used for purchasing services using the Managed Services Provider Program.

MAGIC Information for MSP Contract	
Magic Contract Number	8500000460
Supplier Number	3102023941
NIGP Code	91871
NIGP Code Description	IT Professional Fees: Outside Vendor

5.1.1 Reference RFP No. 3850 – IT Consulting Services General RFP on your purchase order.

5.1.1.1 Attach a copy of the resulting Statement of Work (SOW) to the purchase order in MAGIC.

5.2 Knowledge Services will invoice Mississippi government entities directly and they will pay Knowledge Services. Knowledge Services will then pay the vendor(s) providing the IT consulting services.

5.2.1 Agencies must approve or reject vendor's time within 10 business days.

5.3 ITS will upload a copy of the signed SOW as an attachment to the Magic Contract.

6. What Goes in Your Purchase File

- 6.1 A copy of this memorandum
- 6.2 A copy of the SOW from Knowledge Service
- 6.3 A copy of the purchase order
- 6.4 Selection justification documentation, including scoring details
- 6.5 Any additional project-related documentation

7. To report Problems or Request Assistance

7.1 If you have any problems with your General RFP No. 3850 request, please do the following:

7.1.1 Notify Knowledge Services of the problem in writing; and

7.1.2 Send a copy to ITS using one of the following methods:

E-mail: jeanette.crawford@its.ms.gov

FAX: (601) 713-6380

Mail: ITS, 3771 Eastwood Drive, Jackson, MS 39211

- 7.2 If you have any feedback that may help us improve the MSP Program, please contact ITS in writing by e-mail, fax, or mail.

- 7.3 If you have questions about using the Managed Services Provider Program, please contact Jeanette Crawford, ISS Process Specialist at (601) 432-8179.