


# Memorandum

---

**To:** ITS Customers in Need of IT Consulting Services  
**From:** David C. Johnson   
**Date:** March 9, 2018 (*updated April 27, 2023*)  
**Re:** Managed Service Provider Program Instructions for Use  
**CC:** ITS Project File Number 42686, 47561

---

## 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 Service 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.
  - 2.2.1 Once ITS has evaluated a Vendor's proposal and resolved any items needing clarification, ITS will add the Vendor to the Valid Vendor List for RFP No. 3850.
  - 2.2.2 Knowledge Services also performs a Vendor screening and approval process and maintains a Valid Vendor List for the MSP program.
  - 2.2.3 Vendors must be on the RFP No. 3850 Valid Vendor List and the MSP Valid Vendor List to be eligible to respond to MSP procurement requests for consulting services.

- 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. In accordance with State purchasing laws, services under \$75,000 can be obtained with two written quotes without ITS involvement or by using the MSP.
- 2.4 The MSP Program will assist government entities in the areas of contingent worker (Staff Augmentation) and milestone, deliverable, and/or service-based statement of work (Project) procurements.
- 2.4.1 ITS will perform a cursory review of milestone, deliverable, and/or service-based SOW procurements, make recommendation for changes, and will work with the government entity and Knowledge Services to finalize the SOW.
- 2.5 *Effective Dates*
- 2.5.1 The Managed Service Provider Master Agreement is valid from June 21, 2017 until June 20, 2023 or until revised or replaced.
- 2.5.2 A Statement of Work can be in effect for up to a five (5) year term; however, no rate increases are allowed unless specified in the SOW. After 5 years, the consulting services must be recompleted.
- 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
<b>Staff Augmentation Requests:</b> Doreen DeLancy Office: 601-300-3781 Mobile: 615-979-9072 Email: Doreend@KnowledgeServices.com	Renee Murray Office: 601-432-8146  Email: Renee.Murray@its.ms.gov
<b>Project (Milestone/Deliverable) Requests:</b> Andrea Connell Office: 317-806-6196 Mobile: 317-847-3057 Email: andreac@knowledgeservices.com	
<b>Knowledge Services Support Team:</b> msmsp@KnowledgeServices.com	

#### **4. Selection of Resources**

- 4.1 Knowledge Services may conduct an in-take session at the request of government entities to help define requirements and solicit responses from the Valid Vendor List that has completed registration with the State's General RFP No. 3850 and registration with Knowledge Services.
  - 4.1.1 Government entity should specify mandatory and preferred skills and experience levels.
  - 4.1.2 Government entity must use open and competitive specifications that do not limit competition and that accurately represent their true business requirements.
  - 4.1.3 Government entity must include evaluation categories and the allocated points for each category in the job posting.
    - 4.1.3.1 The sum of all categories will equal 100 points.
    - 4.1.3.2 Although evaluation categories will vary based upon the specific services being procured, some common categories include but are not limited to: Cost, Vendor Qualifications, Experience of Proposed Staff, References, Vendor's Approach/Executive Summary, and Project Plan.
    - 4.1.3.3 The number of points allocated to cost for procurements under ITS purview is typically a minimum of 30 – 35 points and the non-cost categories comprise the remaining 65 – 70 points.
    - 4.1.3.4 Government entity can request assistance from ITS or Knowledge Services on the allocation of points used for scoring criteria.
- 4.2 *Review qualifications*
  - 4.2.1 Knowledge Services will make recommendations based on qualifications of submitted candidates.
  - 4.2.2 Government entity will choose how many resumes to review and which candidates to interview, document details, and include scoring criteria for its purchase file.
- 4.3 *Interviews*
  - 4.3.1 Knowledge Services will coordinate the scheduling of interviews.
  - 4.3.2 Government entity is responsible for conducting interviews.
- 4.4 Government entity should select the lowest and best responding vendor. Miss. Code Ann. § 25-53-5 specifies that acquisitions be made from the lowest and best proposal. If selection of the proposal meets government entity's criteria in addition to price, government entity should furnish justification of the criteria upon which it believes the

selection of “lowest and best” proposal was selected. Include these details for government entity’s purchase file.

4.5 *Execute a Statement of Work (SOW)*

4.5.1 Knowledge Services will create the SOW that will be signed between Knowledge Services, the awarded Vendor, and the government entity as an exhibit to the Master Consulting Services Agreement between the State of Mississippi and Knowledge Services.

4.5.2 Knowledge Services will send ITS a copy of the fully executed SOW. and ITS will post the 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 MAGIC Contract number and a NIGP code to complete their purchase. The following information will be used for purchasing services using the Managed Service Provider Program.

<b>MAGIC Information for MSP Contract</b>	
MAGIC Contract Number	8500000820
Supplier Number	3102023941
NIGP Code	91871
NIGP Code Description	IT Professional Fees: Outside Vendor

5.1.1 No other NIGP Codes are permitted for use with the MSP Program.

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

5.1.2.1 Attach a copy of the fully executed 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 Government entities must approve or reject vendor’s time or milestone deliverables within 10 business days as stated in the Master Consulting Services Agreement with Knowledge Services.

5.3 ITS will upload a copy of the fully executed SOW as an attachment to the MAGIC Contract.

## **6. What Goes in Your Purchase File**

ITS does not receive proposals or scoring details associated with MSP procurements. Therefore, it is the government entity's responsibility (not ITS' or Knowledge Services') to respond to any third-party requests for information associated with the MSP procurement in accordance with its entity's public records request process and procedures. For this reason, as well as for audit purposes, it is critical that government entities retain the following information in its purchase file:

- 6.1 A copy of this memorandum
- 6.2 A copy of the fully executed SOW and contract between the State of Mississippi and Knowledge Services
- 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 Request Assistance or Report Issues**

- 7.1 Contact Knowledge Services at [msmsp@KnowledgeServices.com](mailto:msmsp@KnowledgeServices.com) or [Doreend@knowkledgeservices.com](mailto:Doreend@knowkledgeservices.com)
  - 7.1.1 Send a copy to Renee Murray at [Renee.Murray@its.ms.gov](mailto:Renee.Murray@its.ms.gov)
- 7.2 If you have any feedback that may help us improve the MSP Program, please contact Renee Murray.