

# MANAGED SERVICE PROVIDER PROGRAM

The Mississippi Department of Information Technology Services (ITS) and Guidesoft, d/b/a Knowledge Services, have entered into a contract for a Managed Service Provider (MSP) program. A Managed Service Provider solution will continue to be competitive and add value in areas of contingent worker and milestone, deliverable and/or service based statement of work (SOW) procurements. Knowledge Services 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.

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To be added to the MSP program, Vendors must:

1. Submit a response to the Mississippi Department of Information Technology Services' General RFP No. 3850.
  - Navigate to this page on the ITS website: [RFPS AND SOLE SOURCES ADVERTISED | Mississippi Department of Information Technology Services \(ms.gov\)](#)
  - Enter 3850 in the search criteria box.
  - Follow the instructions posted in the solicitation and any subsequent amendments to submit an RFP response.

For questions about the General RFP 3850 please contact the EPL Team with ITS: [epl.team@its.ms.gov](mailto:epl.team@its.ms.gov). The EPL Team will review the response and work with you to get the response approved.

2. Complete the Knowledge Services Contract/supportive documentation:
  - Project/Milestone Master Service Agreement: [Link to Project/Milestone MSA](#).
  - Staff Augmentation Master Service Agreement: [Link to Staff Augmentation MSA](#)

For questions about the registration process for Knowledge Services please contact Doreen DeLancy, 601-300-3781 or [doreend@knowledgeservices.com](mailto:doreend@knowledgeservices.com). Vendors can participate in either or both types of solicitations depending on their expertise and business model provided the appropriate Agreement is executed.

3. Complete HireRight Registration: All vendors supporting the program must utilize this pre-employment company for all new hires. Please note this includes Contingent Labor vendors and Independent Contractors. If a Vendor is already registered with HireRight the Vendor must still complete this step in order to connect their existing account to Knowledge Services.
  - Email company name, first/last name of person authorized to register a new account (or link your current account) with HireRight and their email address to Doreen DeLancy. A link will be sent from HireRight to activate the company account and an on-site screening will be arranged by HireRight. If you already have an account with HireRight and will only need to link to Knowledge Services you will not need an additional on-site screening. HireRight must list a Vendor as "active" on their website before being added to the approved vendor list.

Once all three steps are completed please email [doreend@knowledgeservices.com](mailto:doreend@knowledgeservices.com) and copy [mmsp@knowledgeservices.com](mailto:mmsp@knowledgeservices.com) so they can add you to the Knowledge Services Vendor Management System, dotStaff, and the active vendor list. This will provide notice of and access to solicitations and you'll also receive an invitation to join weekly vendor meeting to discuss current and upcoming job postings.

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Link to Agency Instructions and Statements of Work: <https://www.its.ms.gov/procurement/managed-service-provider-program>