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Secretary

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OFFICE OF STATE PROCUREMENT

PROCUREMENT OFFICER'S DETERMINATION
Intergovernmental Cooperative Purchasing
NASPO ValuePoint Master Agreement #AR 2504
Vendor Managed Services Provider - GuideSoft dba Knowledge Services

CONTRACT No. **001B1600480**

May 6, 2021

Procurement Method:

In accordance with State Procurement Regulations COMAR 21.05.09.04, the Department of General Services (DGS), Office of State Procurement (OSP), has determined that it would be in the best interest of the State to procure a Vendor Managed Service Provider to create a cloud based solution and provide the administrative support services for the provisions of staffing Information Technology (IT), and Administrative/General Labor Services categories through the:

NASPO ValuePoint Cloud Solution (2016-2026) Master Agreement #AR 2504 with GuideSoft dba Knowledge Services, via Intergovernmental Cooperative Purchase Method

Knowledge Services' Cloud Solution, is an Enterprise-Wide Vendor Management System (VMS), Workforce Management solution, providing government entities a web-based, mobile-accessible platform that allows organizations to easily engage and govern contingent workers, contractors and Independent Contractors (IC/1099s). The solution, which includes all Managed Service Provider (MSP) support and administrative services, shifts burdensome contracts management and administration responsibilities to Knowledge Services.

Knowledge Services strives to make the governmental procurement process more efficient by establishing competitively priced contracts for IT and Administrative/General Labor Services. This contract will be available to authorized parties, including institutions of higher education, cities and counties, other political subdivision or special districts, and nonprofit corporations. This contract is a public competitive procurement process and compliant with State statutes.

Background:

Currently, some individual agencies have their own systems to provide on-call temporary contingent labor services in various labor categories. However, there is currently no State-wide system to accomplish this.

The contract provides on-call temporary contingent labor services in various labor categories to all State agencies to meet critical staffing needs. This contract provides for contingent labor resources to perform



responsibilities that would not necessitate the addition of a permanent employee. An agency issues a "Resource Service Order" (RSO) which defines the goals and objectives of the required services to be completed, and the labor category(ies). In addition to the Maryland Department of Transportation, both the Maryland Department of State Police (MDSP) and the Maryland Department of Public Safety and Correctional Services (DPSCS) have existing contracts and have indicated a continued need for these services. As a Statewide contract, this could also benefit agencies such as the Maryland Department of Health and the Maryland Department of Information Technology who have needs for such staffing services as well.

Finding of Fact:

Under this agreement, Knowledge Services shall provide a cloud solution and manage the entire ongoing administration of their VMS program, including the contract labor and direct hire sourcing process (the review, ranking, and filtering of candidates or proposals), and management of the vendor network to fulfill both time and materials and milestone, deliverable, and service-based SOW requests, where there are definitive deliverables and an established end or conclusion to the project. This will shift the administrative burden from the individual agencies and Office of State Procurement (OSP) to Knowledge Services, saving the State both time and money.

The VMS is intended to add value in the following areas: contingent worker and milestones, deliverables and service-based statement of work, and procurement and utilization. The VMS also reduces the costs associated with contingent engagement and management, minimizes the time spent engaging contingents and SOW projects. In addition, the VMS aligns all scope of work with its project classifications and manages its relationships with its contingent staffing and milestones; VMS also increases the overall quality and speed of supplemental staff replacements, contract to hire, and direct hire staffing requirements. The VMS contract will allow the Office of State Procurement (OSP) as well as State Agencies to purchase services via the Intergovernmental Cooperative Purchasing method.

The service order(s) requested through the VMS will be issued through secondary competition with multiple Contractors for both Functional Areas. As part of the transition, we have requested the three (3) current Master Contractors [Athena Consulting, LLC, Abacus Corporation, and Infojini, LLC], two (2) of which are MBE firms, to participate as VMS vendors. Maryland Works, Inc., has also agreed to participate as a vendor in F A2 services. Additionally, the Maryland Works Program will have the first right of refusal for administrative service requests. MBE and VSBE participation goals will be established for this contract.

Conclusion:

Although a NTE amount of \$100M has been requested for this contract, each Agency is required to get funding approval through their Finance Department for each request and will draw those funds from the Master Contract award amount.

This contract will offer, through the use of the NASPO ValuePoint cooperative contract, a cloud solution for the management and provision of supplemental and/or temporary employment services to be used by OSP and various Agencies. GuideSoft dba Knowledge Services will be procured pursuant to COMAR 21.05.09, Intergovernmental Cooperative Purchasing.

The Master Agreement, Participating Addendum (PA), OSP contract and any applicable addendums to the State Finance and Procurement Article and COMAR Title 21 regulations will form the entire agreement between Knowledge Services and the State of Maryland.

The use of this procurement method is determined to be in the best interest of the State. It will facilitate a more efficient and effective delivery of tasks and projects, greatly reduce the time period between purchase and delivery of the solution for obtaining the specialized and critical service needed by Maryland state agencies, provide cost saving to the State, will allow expeditious transparency to the citizens of Maryland, reduce the administrative burden on the State, and promote Intergovernmental Cooperation. The use of the Intergovernmental Cooperative Procurement method is not intended as a means to evade the purposes set forth under COMAR21.01.01.03 or State Finance and Procurement, Section 13-110. COMAR 21.05.09.05 requires the approval of the primary procurement unit head, and any other approvals required under this title.

Recommended by:

Pamela Malech

DGS, Procurement Officer

Approved by:

[Signature]

DGS, Chief Procurement Officer

Approved for Legal Form and Sufficiency by:

[Signature]

Babatunde Adedapo

5/11/2021

Assistant Attorney General