

Use Case Examples for Services & Personas

VENDOR MANAGEMENT SYSTEM (VMS)

Utilized by MSP Program

The cloud solution, dotStaff™, is the technology that automates the procurement and management of contract labor and deliverable based statement of work (SOW) efforts for projects across all labor categories, including information technology, medical/healthcare and general/administrative services. The dotStaff™ solution is supported by Knowledge Services' MSP program team, which delivers vendor management and program support for all temporary labor and SOW needs. dotStaff™ delivers improved speed to service, reduced costs and compliance improvements that result in better and faster sourcing of temporary labor and SOW services.

PRO & MOBILE PRO SOLUTION

Field Services/Mobile Case Management/Mobile MSP

The dotStaff™ SaaS solution delivers powerful functionality for Field Services / Mobile Case Management (MCM) and Mobile MSP applications. Our solution is a web-based, mobile application that allows clients to interactively engage with their entire mobile and field based workforce. As a highly configurable SaaS solution, the Knowledge Services Field Services, MCM and Mobile MSP application reduces costs, increases efficiencies, drives compliance, automates workflows and provides improved visibility and accountability. Our SaaS solution results in service improvement for clients and the constituents they serve.

Public Health

The dotStaff™ Public Health solution provides our clients an opportunity to improve quality care and services in the homes and communities of the citizens they serve. Clients benefit from consolidated, paperless, verifiable and reportable data to ensure the quality of service delivery. Public Health customers also improve services through increased productivity and enhanced functionality for service providers, contractors, guardians and patients.

SOLUTION FEATURES

VMS/MSP/SOW



- Contracts Compliance
- Contractor Sourcing Process Management
- Resume Submission & Scoring
- Rating & Feedback
- Competitive Bidding & Reverse Auction Functionality
- Personnel Credentialing & Licensing
- Pre-Employment Screening Compliance & Tracking
- Time, Expense & Project Tracking, Entry & Approval
- Approval Workflows
- Interactive Calendaring & Scheduling
- Funding Source Tracking & Reporting
- Automatic Notifications
- Business Intelligence, Analytics & Reporting
- NIST / HIPAA / CJIS Compliant

Field, MCM, and Mobile MSP



- Expense / Mileage Tracking, Reporting & Management
- Route Optimization
- Location Validation Services
- Interactive Calendaring & Scheduling
- Electronic Forms
- Data Capture Tracking, Reporting & Management
- Collaboration Portal
- Real-time Notifications & Alerts
- Credentialing Management
- Preemptive & Reactive Safety Features
- Business Intelligence & Analytics
- Connected / Disconnected
- NIST / HIPAA / CJIS Compliant

Public Health



- Electronic Visit Verification
- Point-of-Care Information Access
- Point-of-Care Documentation
- Secure Data Capture & Management including Video, Photo, Case Metadata, & More
- Secure Messaging / Communication Platform
- Real-Time Notifications & Alerts
- Expense / Mileage Tracking, Reporting & Management
- Telehealth
- Remote Real-Time Care Plan Access
- Case Management, Back-Office & EMR System Integrations
- Gig Management
- Business Intelligence & Analytics
- NIST / HIPAA / CJIS Compliant

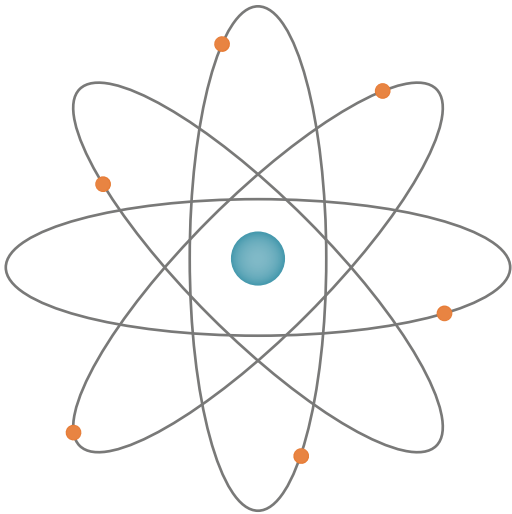
SOLUTION BENEFITS

VMS/MSP/SOW

- Hard and Soft Dollar Savings
- Single Point of Contact
- Experienced Program Teams
- Vendor Management & Optimization
- Consolidated Invoicing
- Single Contract Vehicle
- Improved Compliance & Risk Mitigation
- Business Reporting & Analytics

Public Health

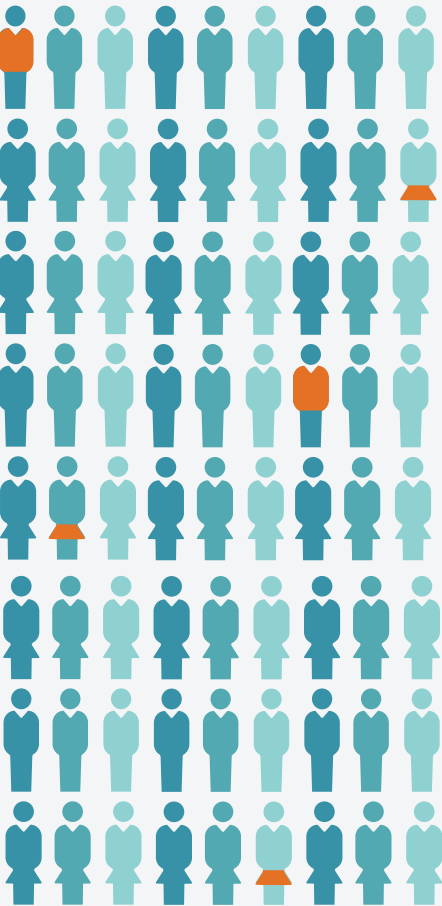
- Electronic Visit Verification
- Personal Care Services Validation
- Improved Quality of Care & Outcomes
- Elimination of Improper Payments
- Service Provider Management & Optimization
- Elimination of Paper Based Processes
- Service Provider Credentialing
- Fraud Prevention
- Increased Configuration, Compliance & Risk Mitigation
- Enhanced Communication
- Reduced Costs



Field, MCM, and Mobile MSP

- Hard and Soft Dollar Savings
- Elimination of Paper Based Processes
- Process Efficiency Gains
- Improved Visibility, Accountability & Governance
- Heightened Safety Practices
- Real-Time Data Access & Reporting
- Enterprise-Wide Flexibility
- Enhanced Data Security
- Flexible Funding Options

SAMPLE USER TYPES



VMS/MSP/SOW

- Vendor Administrators
- Vendor Users
- Vendor Resources / Contractors
- IC/1099 Contractors
- Client Administrators
- Client Users
- MSP Program Team

Field, MCM, and Mobile MSP

- State Full-Time Employees (FTE)
- Investigators
- Auditors
- Field Technicians
- Inspectors
- Assessors
- Field Collectors
- Fleet Operations
- Parole/Probation Officers
- Public Safety Personnel

Public Health

- In-Home Health Service Providers
- Therapists
- Psychiatrists / Psychologists
- Caseworkers
- In-Home Health Aides
- Nurses
- Social Workers
- Independent Contractors

Cloud Solution Contract & RFP Overview

SUMMARY

The purpose of the Request for Proposal (RFP) is to establish Master Agreements with qualified Offerors to provide services related to cloud solutions for all Participating Entities. The resulting Master Agreement contract(s) will provide Participating Entities with access to technical capabilities that run in cloud environments and meet the NIST Essential Characteristics. Sub-categories in scope are the three NIST Service Models, Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Services (IaaS).



QUICK FACTS

- **58** Initial Respondents to the Utah NASPO ValuePoint Cloud Solutions Bid
 - ↳ **52** Proposals met the 11 minimum qualifications on a pass/fail basis
 - ↳ **38** Proposals then exceeded technical scoring requirements and were awarded
- **Original solicitation number:** CH16012
- **Bid start date:** 12/21/2015
- **Bid end date:** 3/10/2016
- **Inception date:** September 16, 2016
- **Current expiration date:** September 15, 2026 (10 year term)
- **0.25%** NASPO ValuePoint administrative fee

Knowledge Services is proud to be an awarded vendor in which we provide Software as a Service (SaaS) under the NASPO ValuePoint Cloud Solutions Contract.



STATES THAT SUBMITTED AN INTENT TO PARTICIPATE: **35**

