

## MSP Usage Instructions

### SWC #387 Managed Service Provider (MSP)

### Usage Instructions and Contact Information

#### **Contract Period:**

This is a three-year contract with two one-year renewal options. It began on March 1, 2022. The final end date if all renewal options are exercised will be February 28, 2027.

#### **Summary/Background Information:**

This contract is for any temporary or contract labor needs for authorized users of this Statewide Contract. It is open to all State Agencies, local governments, and certain non-profit organizations. All positions listed on the contract can be accessed by viewing the Pro Forma contract at <https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/state-agencies-/statewide-contract-instruction--swc-.html>. If there is a position that needs to be listed on the contract, it can be added by a formal MOU process conducted by the contract administrator listed below.

#### **State Contract Administrator:**

Kelly Bekele  
Category Specialist  
Central Procurement Office  
(615)-253-1637  
[Kelly.Bekele@tn.gov](mailto:Kelly.Bekele@tn.gov)

#### **Supplier Contact Information:**

Uwork.com, Inc. DBA Covendis Technologies  
Edison Contract: 73706

## **Covendis Account Services Team**

[customercare@covendis.com](mailto:customercare@covendis.com)

866-COVENDIS (866-268-3634)

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Greg Taylor  
Program Manager  
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[Greg.Taylor@covendis.com](mailto:Greg.Taylor@covendis.com)

**Emergency Call Procedures:** If there is an emergency with any temporary or contracted resource contact the contract administrator at the number listed above.

**This contract is for Temp Work and Staff Augmentation.** Project-based deliverables, Statewide Contract 233 for SOW Projects will be transitioned into SWC 387 with Covendis. Usage Instructions will be updated once the transition is finalized. The SOW Projects contract enables agencies to request professional services for IT projects. These projects will be less than one million dollars (\$1,000,000) and include tasks such as analysis, planning, design, development, upgrades, onetime maintenance, installation, integration, and knowledge transfer.

Please contact the contract administrator at the number listed above for information regarding the submission of new IT Projects under this contract.

Telephonic Interpretation: Telephonic interpretation will be utilized through Avaza in the same form and fashion as you have in the past. The only thing that has changed is that billing will be through Covendis. You can contact Avaza directly at 800-482-4292 or 615-534-3400 for an immediate need or Minh Nguyen at 615-364-2600 or [m.nguyen@avaza.co](mailto:m.nguyen@avaza.co) For assistance with this contract please contact Melissa Honabach listed above or the State contract administrator.

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*Covendis will establish and manage a sub-vendor network that is sub-vendor neutral for both the State's Staff Augmentation Program and Projects-Based Deliverables Staffing. Covendis will manage candidate sourcing while ensuring rates for the Staff Augmentation program do not exceed the maximum bill Rate Card. Covendis will provide ongoing administration of the MSP program.*

# Usage Instructions

IT, General Administration, and Medical: To utilize the IT, Medical, and/or General Administrative portions of this contract please follow the process described below:

## **To Create and Post a New Requisition:**

1. **Log in** to the Covendis VMS at: <https://state-of-tennessee.covendis.com/>
2. Select **Requisitions > Add New Requisition** from the top menu.
3. Select the **Folder (Business Unit), Classification, and Type (Group Time and Materials** for an hourly position, or **Project/Milestone** for a deliverable-based Requisition).
4. Complete the required information as applicable paying close attention to the \* required fields.
  - If there is a rate card on file for the requisition, much of the billing, work schedule and location information will be pre-filled.
  - Requisition requirements and posting preferences may be pre-filled, depending on the organization's administrator specified parameters.
5. Once you have finished filling out the posting details, select **Next**.
6. Please complete the following steps of the Requisition creation process, including approvals, attaching files, and setting qualifications.
7. Review the requisition for any final edits, and when ready to post, select **Post Requisition**.

All IT, medical, general administration, and language positions must receive HR approval as required by the Department of Human Resources. The requisition approval process will be facilitated through the Covendis system. Once the appropriate approvals are made, the requisition will be reviewed by the Covendis Account Services team to ensure that all information is complete and free of errors before it is posted out to the sub-vendor network.


Once the requisition is posted, sub-vendors respond by submitting candidate proposals or resumes. Users can choose to have Covendis forward a small group of the top-rated candidates or choose to view every proposal submitted as they are submitted. Once received, each proposal is pre-screened and scored by a member of the Proposal Review Team before it is forwarded to the requester and/or hiring manager to review. This part of the process helps Covendis ensure you receive the most qualified candidates for the role.

### **To Review Proposals:**

1. Select **Proposals > Active** from the top menu bar.
2. To review the specific details of the proposal, select the **Proposal ID** number in the far-left column.
3. To review a candidate's qualifications, scroll down to the **Candidate Details** section and click on the Candidate's name.
4. Scroll down to the **Skill Summary** section to review the listed qualifications.
5. Once you've reviewed a specific proposal, respond to the supplier by choosing one of the options at the bottom of the page: **Accept**, **Decline**, or **Counter** (see further instructions below for Counter). If opting not to respond, select '**Return**' to return to the list of proposals.

As part of the process of assessing candidates proposed by sub-vendors, the hiring manager may request to interview the candidate either by phone, virtually or in person. Interview scheduling is also facilitated within the Covendis platform, you will request an interview using the following steps.

### **To Request an Interview:**

1. Select **Requisitions > Active** from the top menu.
2. Select the **Requisition ID** number for the posting you would like to schedule an interview for.
3. Scroll to the **Interview Schedule** section. Select **Edit Interview Schedule** 
4. Select **Insert** to begin adding time slots for your availability.
5. Once you have inserted all interview dates and times as desired, select the **Save** button, then **Return**.
6. In the **Proposals** section, located below the **Interview Schedule** and **Screening** sections, see a list of all candidates. Toggle Yes in the far-left column for the candidates you wish to interview, and at the bottom of the requisition page select Schedule Interviews. This will send notifications to the preferred candidates that they need to select an interview time slot.
7. You will then be sent to a summary page where you fill out general interview information. Fill this out and select **Save**.
8. You will be notified when candidates select interview times.

Once the proposal or candidate is accepted and the designated approval steps are completed, the proposal will be converted into a contract by the Covendis Program Manager. The Program Manager will confirm the Purchase Order, start day and any onboarding documentation is available to the contractor. Once finalized, the contract will be viewable under Contracts > Active.

### **Time Approvals:**

Candidates create time bills online and submit them to the time approver to accept or reject. Once time has been submitted an email is sent to the time approver contact(s) indicating that a time bill awaits approval. You must accept each time bill prior to being invoiced. This gives you the ability to reject disputed items and prevent them from being invoiced.

Our VMS keeps a log of every action during the bill process. The status, username, and date/time are recorded when a user creates a bill and when the status of the bill is changed (e.g. submitted, resubmitted, approved, rejected, unapproved, invoiced). These logs are attached to the appropriate bill and may be viewed in real-time within the VMS and generated reports. Users may also opt to receive notifications about any change to a bill's status.

### **To Review & Accept or Reject Time Bills:**

To review time bill information, follow these steps:

1. Select **Bills > Time Bills > Active Time Bills** from the top menu.
2. Select the time bill you wish to review from the list of time by selecting the **Bill ID**.
3. From the right side of the page, select the **Activity** line items that you wish to accept or reject.
4. Select the **Accept** or **Reject** button.
5. If you reject the time bill, it is helpful to enter a reason in the comments field prior to selecting **Reject**.
6. If you do not wish to act on the time bill, select **Cancel**.
7. You can review the history of the time bill (i.e. when and by whom the time bill was submitted, approved, rejected, billed and allocated) by selecting the Status link on the time bill.

**Note: If duplicate time/expense bills exist, view all potential duplicates by double selecting the duplicate icon  next to the time bill.**

### **Billing and Payment Information:**


Covendis is an end-to-end, closed-loop system. Payment processing is automated, done entirely within the VMS, and fully integrated with Wells Fargo, providing a high degree of financial integrity, accuracy, and speed (e.g. next-day turnaround time.)

After entering hours for the week, Contractors submit their time or milestone bills to managers for approval. On a weekly, bi-weekly, or monthly basis (as pre-determined by the agency), Covendis will process all approved bills into batched invoices. Once Covendis invoices a bill, it will show up in the sub-vendor's invoices section of the VMS. All invoice statuses, including the due date, invoiced date, sent date, payment method, and check number are visible and updated in real-time. This provides full transparency to both sub-vendors and the State.

The Covendis accounting department processes payments from the State within one business day. All payment processing is automated and done directly in the system, which provides real-time transparency, reduces errors, and ensures all transaction data is properly recorded.

As soon as a payment is marked as received within the VMS, the transaction is sent via live-feed to Wells Fargo, which issues a payment to the sub-vendor within one business day. The sub-vendor may easily select from a variety of payment options, such as check, ACH, and wire transfer. All receipts and details for the transactions are also logged and tracked within the system and accessible by both sub-vendors and the State, down to the daily line-item level.

### **To View Invoices:**

1. Select **Invoices > List All Invoices** from the top menu. A list of all invoices will be displayed.
2. Select the invoice with the correct date to see details.
3. Select **Invoice Detail Report** from the bottom of the screen.
4. A Crystal Report Viewer window will pop up and display the report. This report displays information at the time bill item level. Buyer Admins and Engagement Managers can export the Invoice Detail Report into an Excel report. In the top left corner select the **Export This Report icon** . In the pop-up box choose which format you'd like to receive the report, then choose which pages you want to print, then select **Export**.
5. Select **OK** on the confirmation screen. The selected portions of the report will appear in the format that was selected. Save the document for reference and use.
6. Close the Crystal Reports Viewer window. The Invoice Details screen will appear.
7. To Print the Invoice Detail, select the **Print Invoice** and select Print from the file menu.
8. Select **Return** to return to the Invoice list.

**Payment Processing Workflow:**

1. Sub-vendor or contractor enters and submits a time bill or the appropriate project milestone
2. Agency time approver/manager approves or rejects the submitted bill
3. At designated intervals, Covendis captures all approved bills
4. Covendis provides invoicing details to the agency for the approved bills
5. Fiscal manager approves or rejects the invoice
6. Covendis collects payment from the client
7. Covendis processes the payment for distribution

**Conversion Costs:**

If the State determines it is in its best interest to hire or convert the employee of the Contractor or a sub-vendor to a State employee or to a State designated payroll provider, Contractor or Sub-vendor will release employee from any non-compete agreements that may be in effect. This will be at no cost to the State, Contractor or employee with more than 480 hours worked for non-professional positions.

**Travel Pay:**

The Contractor shall not be compensated or reimbursed for travel, meals, or lodging unless otherwise specified and approved in advance. In instances where travel by the contractor is necessary, travel shall be reimbursed by the State according to the State's Comprehensive Travel Regulation Policy.

**Expenses:**

When creating a requisition, the hiring manager can determine if expenses may be billed. If allowed, expenses will be submitted and approved with using the same process as time bills.

**Overtime:**

When creating a requisition, the hiring manager will determine if overtime is allowed. Per SWC 387, overtime is set at 1.4x the bill rate. Contractors should seek approval prior to working overtime.

**State Requisition and Purchase Order Generation:**

For information on how to create a requisition and/or purchase order please reference our CPO Job Aids on the following page: <https://www.teamtn.gov/cpo/learning-development/cpo-job-aids.html>



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- For assistance with this contract please contact the Covendis vendor contact as listed above or the State contract administrator.

# Local Government Usage Instructions

This contract is available to all local governments and State universities in the State of Tennessee, and any nonprofit which is exempted from taxation under 26 U.S.C. Section 501(c)(3) as amended and which contracts with the Department of Mental Health and Substance Abuse Services or Department of Intellectual & Developmental Disabilities to provide services to the public (T.C.A. 33-2-401). Tennessee. These non-State agency Authorized Users are encouraged, but not required, to use a process similar to the one outlined for state agencies, replacing the State-only applicable approvals and endorsements with their own. They will process POs and payments in accordance with their own internal rules and procedures.

# System Training and Support

## End User Support:

Covendis provides multiple channels for user support, including a toll-free help desk phone number, online issue reporting system via email, documentation, training, a comprehensive online knowledge database, and community forums.

Users can contact the Covendis help desk by dialing our toll-free support number, 1-877-COVENDIS (268-3634), which is available between 7 AM and 7 PM CDT, Monday through Friday, though certain **team members are often available beyond designated hours for mission-critical or time-sensitive** issues.

Please see the below navigation - available on all pages of the VMS - click on the “?” in a circle (marked in red) and it will take you to the Knowledgebase with job aids.

The screenshot shows the Covendis Buyer Support Center interface. At the top, there is a navigation bar with the Covendis logo and a user profile for Ashley A Lemos. Below the navigation bar, there are several tabs: Home, Solutions, Forums, and Tickets. A search bar is located below the tabs. To the right of the search bar, there are links for 'New Support Ticket', 'Check Ticket Status', and 'Call Us At (770) 903-9990'. The main content area is titled 'Knowledge base' and contains several categories of articles: 'Users (5)', 'Approvals (4)', 'Folders (6)', 'Notifications (1)', 'Pricing (3)', and 'Requisitions (8)'. A red circle highlights a question mark icon in the top navigation bar, with a red arrow pointing to it from a small red square icon.

## **Ongoing Training:**

Covendis offers a variety of ongoing support and training.

### **Web-based (Live)**

- **Web-based, live group training:** Using web conferencing technology on a production-ready test environment, these trainings walk users through the system step by step. Group trainings are usually scheduled once a week. High-level, interactive trainings hosted by system specialists can also be scheduled as needed. Specialist trainings cover advanced VMS functionality, ad hoc reporting, detailed assignment and billing setups, customized workflows, and advanced agency system settings.
- **Web-based, live one-on-one trainings:** Our account services staff provides ad hoc, one-on-one trainings via web conferencing or screen sharing. These interactions can be scheduled or launched immediately as needed.

### **Chat-based**

- **Chat-based (Live):** Covendis provides instant access to a live support specialist right from within the application during normal business hours.
- **Chat-based (Anytime/after hours) self-directed:** Covendis hosts a comprehensive online knowledge database with searchable help documentation and resources on every aspect of the VMS. Access this database instantly from within the application using our "Ask me anything" AI assistant.
- **Web-based/VMS Self-Help Video Library:** Short, topic-specific and intentions-based video modules provide guidance on specific system functionality, allowing users to learn on their own time and at their own pace.

The Covendis Account Services team can be reached via phone or email:

Email: [customercare@covendis.com](mailto:customercare@covendis.com)

Phone: 866-COVENDIS (268-3634)