



Harvard/DZX MSP Manager Training



HARVARD
UNIVERSITY

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Who to Call: DZX Program Management Office (PMO)



A Managed Service Program (MSP) is responsible for managing all aspects of an organization's contingent workforce program.

Responsibilities include:

- Program oversight and governance
- Supplier selection and management
- Management of requisition activity
- Consolidated billing across all suppliers utilizing SAP Fieldglass
- To reach the DZX PMO please email Harvard@DZConneX.com

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Tier 2 Escalation Point
Strategic Projects

Harvard has created a link on the Harvie portal with important information regarding the [Contingent Workforce](#) program.

Managers can find useful information regarding:

- Workflow and Process
- Fieldglass
- A Program Guideline
- FAQs

Contingent workers can find several topics as well such as:

- Parking and campus safety tips
- Contingent worker policies
- Workplace policies that apply when on assignment at Harvard
- Important schedule notes regarding holidays/weather



While DZX partners with Harvard as the MSP, DZX is also positioned to provide payroll services for pre-identified contingent workers. Some of the benefits of hiring your contingent worker through DZX are:

- Payroll supplier diversification and risk mitigation
- Cost savings via lower markup
- Competitive benefits package
- White glove/high-touch service for all candidates
- A strategic partner who will build efficiencies into our program
- Increased candidate and hiring manager satisfaction
- Continued MSP program engagement through Fieldglass VMS

Payrolled vs. Recruited Contingent Workers



What is a Payrolled Contingent Worker?

- Payrolled contingent workers are workers who are already identified for a particular role and hired through the MSP Program through one of our three payroll providers: **AllSource PPS, Checks and Balances, and DZX Payroll.**

What are the Associated Costs?

- The contractual markup for payrolled workers through this MSP Program depends on the worker's work location:
 - Payrolled MA: **20.25%** markup (AllSource); **20.5%** markup (Checks and Balances), **19.25%** markup (DZX)
 - Payrolled Out of State: **19.1%** markup (AllSource); **19.35%** markup (Checks and Balances), **19.1%** markup (DZX)

What is a Recruited Contingent Worker?

- Recruited contingent workers are workers who are identified by a supplier organization for an open role that you have posted in Fieldglass. They are presented by one of our supplier partners, and are then reviewed, interviewed, and finally selected by the Harvard hiring manager to be hired on through the MSP Program.

What are the Associated Costs?

- Because recruited roles require more time/resources from the supplier organizations to source for the candidates, the markup is higher than payrolled workers.
 - Recruited roles through this MSP Program are capped at a 40% markup (with one exception due to a trail run for a 50% markup with one supplier)

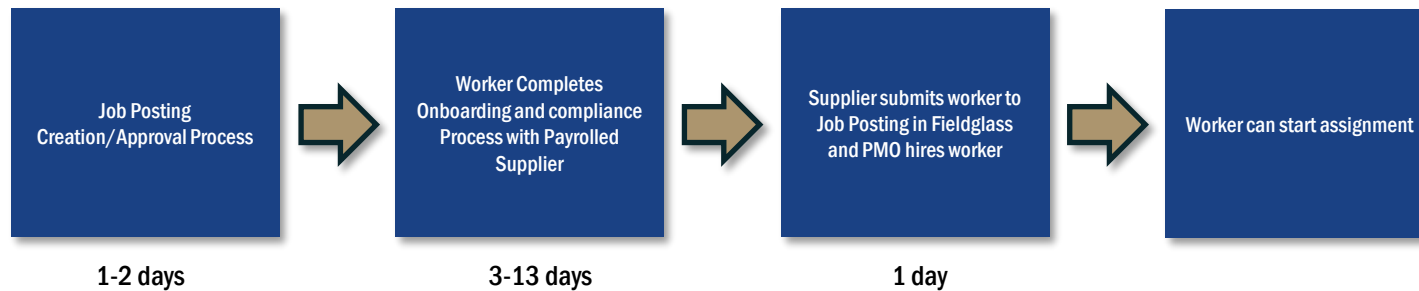
What is the Prompt Pay Discount?

- Harvard receives a 1% prompt pay discount for invoicing through this MSP Program, so for budget planning purposes, please deduct 1% from the above markups.

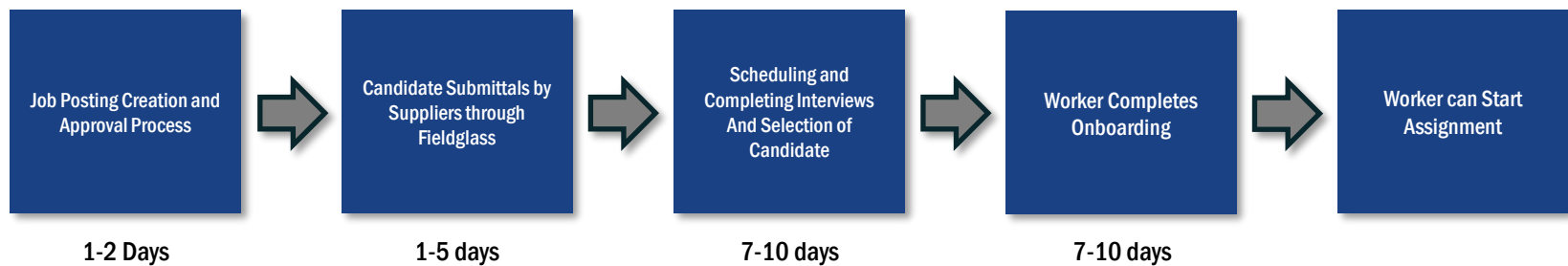
Contingent Worker Onboarding Timelines



Payrolled Timeline: 7-14 Business Days



Recruited Timeline: 3-4 weeks



Tenure Limitations



Contingent workers are subject to tenure limits as per Harvard policy. The durations are based on various factors as seen below and are embedded directly within the Fieldglass job templates.

	FLSA Non-Exempt/ Overtime Eligible	FLSA Non-Exempt/ Overtime Eligible with Exempt Job Duties	FLSA Exempt with Exempt Job Duties	FLSA Exempt Computer Professionals
Recruited (from Agency or Staffing Firm)	3 months	18 months	18 months	18 months
Registered State Payrolled		18 months	18 months	18 months
Unregistered State Payrolled	18 months	18 months	18 months	18 months

Qualifying Exceptions: For 3-month positions, the assignment may continue for up to 6 months if the contingent worker is backfilling a named Harvard employee who is expected to return to work after a leave of absence or that has permanently left. Leaves may be for short-term disability, a long-term leave, Workers' Compensation or FMLA. The name of the Harvard employee being backfilled must be documented in Fieldglass.

Conversion Fees

When Harvard hires an agency-recruited contingent worker to its “regular” payroll, the following conversion fees will apply:

Labor Category	Conversion Fees
Admin/Clerical/Industrial	0 to 210 hours -- 15% of annual starting salary 211 to 420 hours -- 10% of annual starting salary 421 or more hours -- 0% fee
IT/Professional (Accounting, Finance, Business Professional, Creative, Sciences and Technical)	0 to 280 hours -- 20% of annual starting salary 281 to 595 hours -- 10% of annual starting salary 596 or more hours -- 0% fee

There are no conversion fees for a payrolled worker hired by Harvard.

Direct Hire Fees

- Number of suppliers supporting, fee structure, timeline
 - **20% of guaranteed first year salary for workers placed at \$50k or above**
 - **15% of guaranteed first year salary for workers placed below \$50k**

Harvard Manager Reminders:



- Workers should not begin working until a work order is completely set up in Fieldglass (if extenuating circumstances, please discuss with the PMO directly)
- Timesheets, expense sheets, and miscellaneous invoices should be reviewed by the approver prior to approving to confirm dates, hours (if applicable), and cost string are all correct. If any of these are incorrect, they should be rejected, or if there are questions managers should reach out to the PMO
- Job Posting template selection – payroll vs recruited
- Prior to setting up a job posting, the manager should ensure it's structured properly regarding work location and FLSA exemption status.
- Tenure – HU's internal policy. DZX monitors and reports to HU leadership any tenure infractions
- HU managers should not be interacting directly with suppliers, even if they are in the program. This MSP is vendor neutral, and all communications should be relayed through the DZX PMO so we can ensure program compliance and minimize co-employment risk
- ICs: pilot program currently, coming soon to the program as a whole

Questions?



Thank you for your time and attention.

We appreciate your partnership!

Please feel welcome to reach out to the DZConneX PMO team at Harvard@DZconneX.com



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