



Date: March 21, 2025

To: State Agencies

From: State Procurement Office

Subject: SPO ALERT - TRANSITION UPDATE: MTS-MSP Multi-Temporary Staffing Services - Managed Service Provider

The State Procurement Office (SPO) has been made aware that Contractor Resources are reaching out to state employees looking for clarity on the transition of the Managed Service Provider (MSP) contract. The State is contracted with the MSP, and communication regarding the transition of the MSP contract needs to come through SPO to the MSP. We recommend that you confer with your general counsel and SPO before providing any responses to the Contractor Resources regarding questions they may have about the transition of the MSP contract.

To ensure all communication regarding the MSP contract transition goes through SPO to the MSP, the following information may be used to respond:

The State is currently in the final process of transitioning the MTS-MSP contract from Acro to Guidesoft, dba Knowledge Services. On March 28, 2025, the State contract with Acro, CTR060284, will expire. On March 29, 2025, the State contract with Guidesoft, CTR073668, will go live.

Per the requirements of the contract, Guidesoft is responsible for the network of temporary staffing resources and subcontractors in its network. At this time, the State understands Acro, and their staffing arm ATPSG, are not subcontracted with Guidesoft to become part of the Guidesoft MTS-MSP vendor network. This means that Acro and ATPSG resources will have their temporary staffing assignments end upon the Acro contract expiration, March 28, 2025. Should a resource assignment end, the State agency may seek to backfill those resources, as they deem necessary, under the MTS-MSP contract beginning March 29, 2025.

For resources that have completed the onboarding process with Guidesoft, or a supplier that is part of the Guidesoft MTS-MSP vendor network, those assignments will transition uninterrupted to the Guidesoft MTS-MSP contract on March 29, 2025