



PROGRAM TEAM

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HARVARD/DZX MSP FAQ

What is an MSP? A Managed Service Program (MSP) manages all aspects of a company's contingent workforce program.

What is a contingent worker (CW)? A contingent worker is a worker hired on a temporary basis to provide specific services. CWs are used to temporarily augment the regular workforce, backfill an employee on leave, fill in for staffing vacancy, or bring specialized skills to a project or effort. A CW can be either PAYROLLED (pre-identified) or RECRUITED by a supplier within the program.

Who is DZConnex? DZConnex is the services company managing the MSP for Harvard. DZX is also positioned to employ your payrolled (pre-identified) worker(s).

Who is AllSource? AllSource is a supplier, or partnering agency, in the MSP that can employ your payrolled (pre-identified) worker(s).

What is Fieldglass? Fieldglass is the vendor management system (VMS) housing the details of Harvard's contingent workforce under the MSP.

How many suppliers are a part of the MSP supporting recruitment efforts? The number of suppliers supporting the MSP can fluctuate slightly from time to time however, the MSP manages partnerships with up to 50+ participating suppliers.

How do I request a NEW contingent worker? A **New Fieldglass Job Posting** is needed to request and engage a contingent worker.

How do I login to Fieldglass? You can find a link to Fieldglass on the [Contingent Workforce | Harvard Human Resources](#) site and log in using your Harvard Key.

What information should I gather to prepare for my new Fieldglass request? Selecting the correct Fieldglass Job Posting Template is critical to a smooth and successful set up. Please be prepared to provide:

- Job role/Job description
- If Recruitment support is needed
- Start/end date
- Work location
- Desired payment method (hourly timesheets vs flat fee Misc Invoice)
- Contact information (if payrolled/pre-identified)
- Cost string(s)
- If HUID is needed and/or provisioning needs
- Hours/day and days/week

How is FLSA Classification and payment method related? HU has determined all Job Posting FLSA classifications as per the job description, however, the Supplier/Employer of Record (EOR), makes the final determination on FLSA classification.

- Non-Exempt workers are paid hourly via [FG timesheet](#) (CANNOT be paid a MI/flat fee) and are OT eligible as applicable by state and federal regulations.
- AllSourcePPS Exempt approved payrolled workers are paid via [FG MI/flat fee](#). Payment frequency can be a one-time payment or may be weekly, monthly, or bimonthly (2xs/mo).
- DZX Exempt Approved payrolled workers paid via [FG timesheet](#) (amounting in the expected weekly rate). Payment frequency can be a one-time payment or weekly.
- Exempt Computer Professional workers are paid via [FG timesheet](#) and are OT eligible at the ST rate.

Total Talent. Teams. Technology





What is the cost to engage a contingent worker through the MSP? There is a markup fee added to the hourly pay rate. The markup percentage varies per the following criteria:

- DZX - Payrolled in MA: 19.25%; Payrolled outside MA: 19.1%
- AllSource - Payrolled in MA: 20.25%; Payrolled outside MA: 19.1%
- Checks & Balances - Payrolled in MA: 20.5%; Payrolled outside MA: 19.35%
- Recruited: 40% and under

Are there discounts and/or rebates built into the MSP agreement? Yes. There is a 1% prompt pay discount applied to all FG invoices processed through the MSP. HU receives an annual volume rebate as per the annual spend.

Are contingent workers offered benefits? Generally, yes. FLSA status, assignment duration, and scheduled hours determine benefits eligibility and will be shared during the onboarding process from the EOR. Further information on benefits can be found in the [Program Guidelines](#).

Is there a limit to how long my worker can remain on assignment? Yes. Harvard has instituted tenure limits for contingent worker engagements. The tenure limit is visible within in the selected Fieldglass job posting and is monitored by DZX. Details of the tenure policy can be found in the [Program Guidelines](#).

Can I hire my contingent worker as a direct/fulltime HU worker? Yes. Payrolled workers can convert to direct/fulltime Harvard employment at any time at no cost/fee. Should you want to convert your recruited contingent worker to a full time HU employee, a conversion fee MAY apply as per labor category and total number of hours worked as a contingent worker. DZX can confirm the conversion fee as asked.

How can my contingent worker access Harvard systems and have a HU email address? HUID requests are sent to HHR from DZX during the set-up process and must be approved by the HU manager in the Harvard Sponsored Role (HSR) portal. Once the HUID# is assigned, your internal local onboarding can begin where you will start the necessary provisioning process.

Who should my worker reach out to with questions while on assignment? All HR Related topics should remain between the supplier (EOR) and the worker, i.e., pay rate, benefits, paystubs, taxes etc.

Does the DZX MSP support Direct Hire recruitment? Yes. The MSP is ready to help with your direct hire recruitment needs and will engage the supply chain to provide qualified candidates for your consideration as per the Fieldglass 'Direct Hire' Job Posting.

Where can I find additional information and How-To guides about the MSP? Additional program FAQs can be found on the Harvard Contingent-Workforce site at [FAQs | Harvard Human Resources](#). Helpful How-To guides can be found in the Fieldglass Reference Library; you can find the FG Reference Library under the question mark (?) in the upper right corner of the Fieldglass landing page.