

Exhibit H

Community Education and Information Disability Benefits Website Service Specifications

The following are requirements for all Vendors providing this service. The MSP shall ensure that these are met by the Vendor/Subcontractor as stipulated in section 6.11 of the contract. Failure to meet the service or performance standards may result in corrective action, up to and including suspension and or removal from the Managed Service Provider's Network of Subcontracted Vendors.

1.0 SERVICE DESCRIPTION

- 1.1 Community Education and Information Disability Benefits Website services provide information on, and/or instructions in, various subjects through public contact and/or meetings, printed materials and media presentations focused on a particular subject, field of interest, agency or service(s).
- 1.2 Services under this Service Specification include:
 - 1.2.1 Service Coordination;
 - 1.2.2 Website Maintenance and Updates;
 - 1.2.3 Website Enhancements;
 - 1.2.4 An Assistance and In-State Training Program (DB101 Training and Support) available to individuals and groups on request.
- 1.3 The Arizona Disability Benefits 101 (DB101) website provides information about employment, health coverage and benefits, as well as calculator tools to assist Arizonans with disabilities and VR Clients in making informed decisions about work and self-sufficiency, and consists of the following:
 1. Twenty-two (22) content sections that provide information in plain user-friendly language on State, Federal, and other disability benefit programs;
 2. Five (5) content sections that are devoted to sharing fictional scenarios of individuals with disabilities experiencing a return to work, changing jobs, or going to school;
 3. Three (3) benefits planning estimators that allow end users to create and explore individualized scenario-based planning for work, including how their health care and benefits might be affected by changes in employment and earnings; and
 4. DB101 Training and Support services.
- 1.4 This service is not intended to provide any other service not herein specified.
- 1.5 Definitions: Terms are defined in Exhibit C3.

2.0 SERVICE REQUIREMENTS

The Vendor shall:

- 2.1 General Requirements
 - 2.1.1 Provide all services in a manner that is culturally relevant and linguistically appropriate to the population to be served.
 - 2.1.2 Communicate, either directly or through the assistance of professional services, in modes of communication accessible to those who have limited speaking ability (e.g., Deaf/Hard of Hearing through American Sign Language) or in the native language of VR Clients for whom English is not their primary language, and use all other appropriate and effective modes of communications used by VR Clients (e.g., Spanish language, American Sign Language, etc.).

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- 2.1.3 If the Vendor does not have the capacity/capability to communicate directly, the Vendor shall utilize the assistance of professional interpreting services (e.g., Services to Deaf or Hard of Hearing require staff certified in ASL. Services to the Deaf-Blind require staff certified in Tactile Sign Language, etc.).
 - 2.1.4 Comply with Arizona Revised Statute §41-3531 and §3532 as may be amended and Section 508 of the Rehabilitation Act of 1973, which requires that employees and members of the public shall have access to and use of information technology that is comparable to the access and use by employees and members of the public who are not individuals with disabilities.
 - 2.1.5 Perform all services only after receiving a Purchase Order (PO) issued from the Arizona Procurement Portal (APP) through the MSP. Verbal purchase orders, or any purchase order not issued through the MSP, are not valid.
- 2.2 Service Provision - Provide services as follows:
- 2.2.1 Service Coordination
 - 1. Schedule quarterly meetings with designated RSA staff to:
 - a. Discuss minor and major revisions to the content of the website;
 - b. Secure approval for any enhancement to the website by RSA after its review; and
 - c. Keep a summary record (minutes) of what occurs, decisions made at the meetings, and any document approval by RSA.
 - 2.2.2 Website Maintenance and Updates
 - 1. Submit a Maintenance & Training Plan to the MSP by June 1st of each year for the upcoming full State Fiscal Year (July 1-June 30) to include:
 - a. A breakdown of the anticipated maintenance cost for each Website Section, estimated amount of time or number of hours required and the total dollar amount.
 - b. Upon review and approval of the Maintenance & Training Plan, RSA will issue a Purchase Order (PO) through the MSP for the purpose of providing Website Maintenance services.
 - 2. Make the Website operational and available to users twenty-four (24) hours per day/seven (7) days per week (24/7) except for Scheduled Downtime.
 - a. "Scheduled Downtime" means those times where the Vendor notifies the MSP and RSA of periods when the website will not be available ("downtime") at least five (5) days prior to commencement of such downtime.
 - b. There shall be no more than twelve (12) hours of Scheduled Downtime per State Fiscal Year.
 - c. Notify MSP and RSA immediately via email about unscheduled interruptions in website service which exceed fifteen (15) minutes, with an estimated time for restoration of services, and then notify both when the services have been restored.
 - 3. Establish and maintain a schedule to review and revise the existing website content and links (e.g., Calculators: text, figures, and references) at intervals frequent enough to ensure site and information is current and accurate to include:
 - a. Information and Referral Maintenance;
 - b. Systematic Content Quality Review;
 - c. Content Maintenance;
 - d. Website Parameter Updates;
 - e. Calculator Program Rule Updates;
 - f. Calculator Events and Fortune Cookie Updates; and
 - g. Calculator QA Testing.

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4. Periodic testing of website and content accessibility using screen reading assistive technology (AT) products, screen magnification AT products, speech recognition, custom display settings such as High Contrast, and alternative browser checks.
5. Updates, modification or addition of new information as determined by the Vendor or requested by RSA that does not require significant alterations to the design or structure of the website.

2.2.3 Website Enhancements

1. Review a website enhancement request from RSA for major content changes that require a full rewrite of the existing article, or which would modify the design or structure of the website.
2. Within thirty (30) days of receiving the website enhancement request from RSA, develop a Website Enhancement Plan for RSA review and approval to include the cost, hours planned and completion date breakdown of each of the deliverable(s), and the overall proposed cost and timeline.
 - a. RSA will review and approve or reject the proposed Website Enhancement Plan. If the Website Enhancement Plan is approved, RSA will issue a Purchase Order (PO) through the MSP, which shall authorize payment either in whole or per deliverable.
 - b. After receipt of the Purchase Order (PO), implement the approved Website Enhancement Plan.
 - c. If RSA determines the need for the Website Enhancement to be expanded or modified after the issuance of the Purchase Order (PO), the Vendor may be requested submit a revised Website Enhancement Plan to include the additional or reduced cost and timeline of the expansion or modification.

2.2.4 DB101 Training and Support

1. Include in the Maintenance & Training Plan (2.2.2.1) line items covering administrative costs for the year, to include operating and supply costs, and on-line and phone assistance.
2. Provide Statewide technical assistance to groups and individuals in Arizona communities via phone and internet.
 - a. Respond to all requests for assistance inquiries within one (1) business day;
 - b. Log all requests for assistance inquiries on the CE&I Disability Benefits Website DB101 Request for Assistance Report (Exhibit H2).
3. Develop materials for and conduct Trainings for Professionals in the use of DB101, including methods and techniques for incorporating DB101 into day-by-day business practices.
 - a. RSA Staff must be invited to each Trainings for Professionals event.
4. Submit materials including an outline or syllabus for the group, individual, and Trainings for Professionals training events for approval and as changes are made.
5. Act as Subject Matter Expert for Arizona-specific DB101 enhancements and State-to-State information sharing.

2.3 Service Provider (Vendor) Qualification Requirements

2.3.1 Utilize personnel or subcontractor(s) who meet the following documented criteria:

1. Maintenance and Updates;
 - a. Personnel or subcontractors who supervise the services:
 1. Have a minimum of three (3) years documented experience in designing, developing, and maintaining internet websites and supporting IT infrastructure, including the hardware and software necessary for the current Website.
2. DB101 services:

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- a. Personnel or subcontractors who supervise the services, or personnel or subcontractors who provide any help desk services or intake services:
 1. Have evidence of documented work history as a Certified Work Incentive Coordinator; and
 2. Have knowledge, training and/or work experience, providing guidance regarding the use of DB101 and Work Incentive Planning and Assistance (WIPA) services and resources.
- 2.3.2 Provide Sign Language and Foreign Language services through personnel who meet the qualifications listed in Exhibit C2.
- 2.4 Administrative Requirements
 - 2.4.1 Possess the resources to host a website, to include at a minimum server(s), Internet connections, and security software.
 - 2.4.2 Establish and maintain a record for each service type provided to include, at a minimum, the following:
 1. Service Request Information;
 2. Purchase Orders (PO) authorizing services;
 3. CE&I Disability Benefits Website DB101 Quarterly Planning Report (Exhibit H1);
 4. CE&I Disability Benefits Website DB101 Request for Assistance Report (Exhibit H2);
 5. Invoices and support documentation for all costs incurred for the service provision; and
 6. Other pertinent documents applicable to the Service Specifications.
 - 2.4.3 Have a Quality Management Plan in order to continuously monitor the delivery of services provided to include the following:
 1. Incident management, corrective action and preventions;
 2. Complaints and grievances;
 3. Monitoring and evaluating the quality of the service provision;
 4. Routine monitoring of its personnel and subcontractors to ensure the effectiveness of the services.
 - 2.4.4 Adhere to the Vendor Code of Conduct (Exhibit C).
 - 2.4.5 Adhere to the requirements of the Rehabilitation Act and its implementing regulations 34 CFR 361.51 "Standards for facilities and providers of services".

3.0 VENDOR PERFORMANCE EVALUATION

- 3.1 Performance Standards. The Vendor shall meet the following minimum acceptable performance standards during each State Fiscal Year:
 - 3.1.1 **Performance Standard #1:** At minimum, ninety-five percent (95%) adherence to the agreed upon schedule and timeline for Website Maintenance and Enhancements.
 - 3.1.2 **Performance Standard #2:** At a minimum, nine (9) statewide Training for Professionals events will be conducted each year.
 1. If participants in the events are not available, a narrative explanation of the efforts made to recruit participants over the period shall be submitted to RSA through the MSP as a Notice.
 - 3.1.3 **Performance Standard #3:** The Vendor shall submit no less than ninety percent (90%) of their initial Reporting Packets completely and accurately, as defined by the MSP, by the established timelines identified within these Service Specifications.
- 3.2 The MSP and ADES/RSA will analyze the Vendor's progress in achieving the overall minimum acceptable service standards.

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4.0 PAYMENT

- 4.1 Payment rates are all inclusive, which means they include the Vendor's staff time, administrative costs, research, report preparation, travel time and mileage, and other costs associated with the service provision. RSA will not pay for these costs separately.
- 4.2 Payment for services provided under these Service Specifications shall be made through the MSP program as follows:
1. Based on the Maintenance & Training Plan approved by RSA for the State Fiscal Year, the MSP will invoice RSA twice each year, August 1 for July - December and February 1 for January - June.
 2. For website upgrades and enhancements payment may be in whole or per deliverable as approved by RSA in 2.2.4.2.a.
- 4.3 Vendors are responsible for notifying RSA through the MSP when an interpreter is required and provide service only after an amended Purchase Order has been issued. Reimbursement for the use of interpreters for American Sign Language (ASL) or foreign language(s) shall be made at the actual expenses incurred and upon submission of verifying documentation with the invoice.
- 4.4 No charge for any service shall be accepted by or paid by RSA if submitted to RSA more than seventy-five (75) calendar days after the end of the reporting period (e.g., if services were provided during the March reporting period, RSA will not accept a Reporting Packet submitted after June 14th).

5.0 REPORTING REQUIREMENTS

The Vendor shall report on service provision as follows:

- 5.1 Submit to the MSP completely and accurately as defined by the MSP one (1) PDF Reporting Packet through the MSP's program within fifteen (15) calendar days following the end of each calendar month in which CE&I Disability Benefits Website services were provided.
- 5.1.1 The Reporting Packet shall include the following reports, as applicable, during the reporting period:
1. Quarterly based on the State Fiscal Year, for Service Coordination and Website Maintenance and Updates, a CE&I Disability Benefits Website DB101 Quarterly Planning Report (Exhibit H1), to include:
 - a. Minutes from the meeting;
 - b. Action items approved during the meeting(s);
 - c. Enhancements to the website approved during the meeting(s);
 - d. Statements on the progress of enhancements being made;
 - e. Website summary including hits, areas of interest from monthly analytics;
 - f. Feedback and comments of interest received through the website; and
 - g. Updates made to content on the website.
 2. For Assistance and In-State Training:
 - a. A monthly CE&I Disability Benefits Website DB101 Request for Assistance Report (Exhibit H2), including at a minimum the date of the request, request type, worked date, total work time, and a general description of the assistance provided.
 - b. A Sign-In Sheet (Exhibit C1) for each event conducted, including at a minimum the name and type of event (individual training, group training, Training for Professionals), date of

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the event, time of the event, location where the event is held, the name of the person leading the event (the Facilitator) and a list of attendees.

- 5.1.2 Incomplete or inaccurate Reporting Packets, report(s) or supporting document(s), will not be processed and will be returned to the Vendor. The Vendor will be responsible to submit a corrected request and/or a corrected reporting packet.
- 5.1.3 Reporting Packets submitted with multiple PDFs will not be processed and will be returned to the Vendor. The Vendor is responsible for submitting one (1) PDF Reporting Packet completely and accurately through the MSP's program.

- 5.2 Submit to the MSP as appropriate:
 - 5.2.1 Verification of the qualifications of staff or subcontractors, using Exhibit H3, Affirmation of Qualifications.
 - 5.2.2 Formal written notification within five (5) business days of issuance of any actions from any of the applicable licensing and regulatory boards or agencies in the State where the Vendor is established which may result in disciplinary action taken on their current licensure.
 - 5.2.3 Current Certificates of Insurance, no later than ten (10) days following the expiration of the existing Certificate of Insurance.

- 5.3 Other Reports
 - 5.3.1 RSA reserves the right to require that the Vendor submit additional or revised reports related to the service provision and performance.
 - 5.3.2 Reporting requirements, methods and/or formats (Exhibits, including Service Specifications) may be changed without amendment.
 - 5.3.3 The Vendor will be notified in writing about any change in reporting forms through the Managed Service Provision Contractor.