

Exhibit S

Community Education and Information Assistive Technology and Disability Awareness Training Service Specifications

The following are requirements for all Vendors providing this service. The MSP shall ensure that these are met by each 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 (CE&I) Assistive Technology and Disability Awareness Training is part of an Arizona Department of Economic Security (ADES) endeavor to promote inclusive and accessible services for persons with disabilities. Services under this Service Specification include:
 - 1.1.1 Service Coordination: Regularly occurring meetings with Vocational Rehabilitation (VR) to review provision of all services under this Service Specification.
 - 1.1.2 Educational Workshops: Development and delivery of in-person and virtual classes, demonstrations, hands-on opportunities that enhance staff competencies in areas including but not limited to disability awareness, disability etiquette, and Assistive Technology (AT) for individuals with vision, hearing, combined vision/hearing, cognition, speech, physical access, and mental health impairments.
 - 1.1.3 Site Evaluation: Conduct in-person and virtual site evaluations which result in written recommendations for AT purchases and staff training needs.
 - 1.1.4 Training Services: Development and provision of in-person and virtual training, and technical assistance that enable staff to identify, maintain, and assist individuals with disabilities in the use of specific Assistive Technology.
 - 1.1.5 Resource Development: Creation of accessible format help documents, tip sheets, and other guidance materials for staff on topics including but not limited to disability awareness, disability etiquette, and AT for individuals with vision, hearing, combined vision/hearing, cognition, speech, physical access, and mental health impairments.
- 1.2 This service is to be provided to Vocational Rehabilitation (VR) staff and ARIZONA@WORK staff. VR and ARIZONA@WORK staff receiving services under these Service Specifications are collectively referred to as "staff".
 - 1.2.1 Services providing Education Workshops, Site Evaluations, Training Services, or Resource Development must be approved by VR before being scheduled and provided.
- 1.3 The ADES Division of Employment and Rehabilitation Services (DERS)/Rehabilitation Services Administration (RSA) VR works in partnership with, and is frequently housed in, ARIZONA@WORK job centers or ADES Multi-Service Centers (MSCs). DERS also maintains Resource Rooms located in RSA offices throughout Arizona. Locations where services shall be provided under these service specifications are collectively referred to as "sites".
 - 1.3.1 This service is not intended to provide any other service not herein specified.
 - 1.3.2 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 for whom English is not their primary

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language and use all other appropriate and effective modes of communications used by VR Clients (e.g., Spanish language, American Sign Language, etc.).

- 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; and
- 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 and conduct quarterly meetings with the designated VR Representative to:
 - a. Discuss upgrades and enhancements of ATArizona.com;
 - b. Review requests and service delivery details pertaining to Educational Workshops, Site Evaluations, Training Services, and Resource Development; and
 - c. Plan, review and revise the content, curricula, and delivery schedule of Educational Workshops.
- 2. For each meeting, maintain a record of topics discussed, decisions made, and changes to content, curricula, and service delivery.
- 3. Complete the Assistive Technology and Disability Awareness Training Quarterly Planning Report (Exhibit S1).

2.2.2 Educational Workshops

1. Workshop Development.

- a. Within ten (10) business days of receipt of a Service Request through the MSP, prepare and submit a Project Cost Proposal through the MSP for RSA review and approval.
- b. The Project Cost Proposal must include:
 - 1. Educational Workshop name (i.e., "Workshop Development for...")
 - 2. The proposed cost of developing the workshop content and associated materials.
 - 3. The timeline for completion of the Workshop.
 - 4. The proposed Workshop agenda including title; summary of topics covered, learning objectives, total training hours.
 - 5. The list of resources/materials, including Participant Evaluation Survey, to be developed for the Workshop(s).
- c. After receipt of the Purchase Order (PO) through the MSP:
 - 1. Develop a draft of the agreed upon workshop materials.
 - 2. Coordinate with the designated VR Representative for review of draft material.
 - 3. Finalize materials and ensure materials are in an accessible format for persons with disabilities.
 - 4. Submit the completed Workshop materials through the MSP for RSA approval.

2. Workshop Delivery

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- a. Within ten (10) business days of receipt of a Service Request through the MSP, prepare and submit a Project Cost Proposal through the MSP to RSA for review and approval.
- b. The Project Cost Proposal must include:
 1. The Workshop Name (i.e., "Workshop Delivery for ...").
 2. The location for the Workshop.
 3. The date and time the Workshop is to be held, if known.
 4. The estimated duration of the Workshop.
 5. The proposed cost for delivering the Workshop.
- c. After receipt of the Purchase Order (PO) through the MSP and at least one (1) week prior to the scheduled workshop date, contact the local Site Facilitator (as applicable) in order to:
 1. Confirm Workshop date, location, and attendees.
 2. Verify the operational status of the equipment and assistive technology to be used during the workshop.
 3. Secure system passwords for public access computers, if required.
- d. For each Workshop provided, utilize the Workshop Sign-In Sheet (Exhibit S4) to document attendees of the Workshop.

2.2.3 Site Evaluation

1. Within ten (10) business days of receipt of a Service Request through the MSP, prepare and submit a Project Cost Proposal through the MSP to RSA for review and approval.
2. The Project Cost Proposal must include:
 - a. The Site Evaluation Name (i.e., "Site Evaluation for...").
 - b. The location for the Site Evaluation.
 - c. The date and time the Site Evaluation is to be held, if known.
 - d. The estimated duration of the Site Evaluation visit.
 - e. The proposed cost for conducting the Site Evaluation.
3. After receipt of the Purchase Order (PO) through the MSP, schedule and conduct the Site Evaluation.
4. Complete the Site Evaluation Report (Exhibit S3) to include feedback and recommendations regarding:
 - a. Current AT equipment.
 - b. AT equipment recommended for purchase.
 - c. Training hours necessary to enable site staff to assist individuals with disabilities in the use of specific assistive technology at the designated location.

2.2.4 Training Services

1. Within ten (10) business days of receipt of a Service Request through the MSP, contact the designated Site Facilitator to determine Training needs and location (in-person or virtual), and date(s) the Training may be held.
2. Prepare and submit a Project Cost Proposal through the MSP to RSA for review and approval.
3. The Project Cost Proposal must include:
 - a. The Training Name (i.e., "Training for...").
 - b. The location for the Training.
 - c. The date and time the Training is to be held, if known.
 - d. The estimated duration of the Training.
 - e. The proposed cost for conducting the Training.
4. After receipt of the Purchase Order (PO) through the MSP, contact the designated Site Facilitator (as applicable) in order to:
 - a. Schedule and confirm the Training Services date, location, time, and attendees.

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- b. Conduct Training Services as scheduled for the purpose of enabling staff to identify, maintain, and assist individuals with disabilities in the use of specific assistive technology at the designated location.
- c. Provide training attendee(s) with relevant training and resource materials.
- d. For each training provided, utilize the Training Sign-In Sheet (Exhibit S5) to document attendees of the Training.

2.2.5 Resource Development

1. Within ten (10) business days of receipt of a Service Request through the MSP, prepare and submit a Project Cost Proposal through the MSP to RSA for review and approval.
2. The Project Cost Proposal must include:
 - a. The Resource Development Name (i.e., "Resource Development for...").
 - b. Breakdown of resource development costs (as applicable per request).
 - c. Estimated timeline for completion.
3. After receipt of the Purchase Order (PO) through the MSP:
 - a. Develop a draft of the agreed upon resource materials.
 - b. Coordinate with the designated VR Representative for review of draft material.
 - c. Finalize materials and ensure materials are in an accessible format for persons with disabilities.
 - d. Submit the completed resource(s) through the MSP for RSA approval.

2.3 Service Provider (Vendor) Qualification Requirements

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

1. Educational Workshops and Resource Development:
 - a. A minimum of one (1) year documented experience in:
 1. Planning, organizing and conducting educational workshops or training sessions.
 2. The use of primary AT products for individuals with vision, hearing, combined vision/hearing, cognition, speech, physical access, and mental health impairments.
 3. Working and communicating with people living with a full spectrum of disabilities including but not limited to blindness/vision impairment, deaf/hard of hearing, learning disabilities/cognitive challenge, and ergonomics/physical access.
2. Site Evaluation and Training Services:
 - a. A minimum of two (2) years documented experience in the use of AT products for individuals with vision, hearing, combined vision/hearing, cognition, speech, physical access, and mental health impairments.
 - b. Knowledge of the Rehabilitation Act, Americans with Disabilities Act, and Workforce Innovation and Opportunity Act.
 - c. One (1) or more certifications and/or licenses in Assistive Technology, including but not limited to: ATP (RESNA Assistive Technology Practitioner), ATACP (CSUN Assistive Technology Applications Certificate Program), AT Graduate Certificate (NAU/IHD program) or other.
3. Provide Sign Language and Foreign Language services through personnel who meet the qualifications listed in Exhibit C2.

2.4 Administrative Requirements

2.4.1 Establish and maintain a record for each service type provided to include at minimum, the following:

1. Service Request Information;

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2. Purchase Orders (PO) authorizing services;
 3. Assistive Technology and Disability Awareness Training Quarterly Planning Report (Exhibit S1);
 4. Assistive Technology and Disability Awareness Training Monthly Service Report (Exhibit S2);
 5. Assistive Technology and Disability Awareness Training Site Evaluation Report (Exhibit S3);
 6. Assistive Technology and Disability Awareness Training Workshop Sign-In Sheet (Exhibit S4);
 7. Assistive Technology and Disability Awareness Training - Training Sign-In Sheet (Exhibit S5);
 8. Invoices and supporting documentation for all costs incurred for the service provision and;
 9. Other pertinent documents applicable to the Service Specifications.
- 2.4.2 Have a Quality Management Plan in order to continuously monitor the delivery of services provided to includes 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.

3.0 VENDOR PERFORMANCE EVALUATION

- 3.1 Service Outcomes:
- 3.1.1 Educational Workshops and Training Services: Attendees shall demonstrate their successful learning.
 - 3.1.2 Site Evaluations: Site Evaluation Reports (Exhibit S3) shall be succinct and thorough.
 - 3.1.3 Resource Development: Resources developed shall be clear and explicit.
- 3.2 Performance Standards: The Vendor shall meet the following minimum acceptable performance standards during the quarter:
- 3.2.1 **Performance Standard #1:** At a minimum, no less than ninety percent (90%) of the following services shall be completed within the agreed upon timeframes:
 1. Quarterly Planning Meetings;
 2. Workshop Development; and
 3. Resource Development.
 - 3.2.2 **Performance Standard #2:** At a minimum, ninety percent (90%) of participants who attend an Educational Workshop shall report a favorable outcome through the Participant Evaluation Surveys.
 - 3.2.3 **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.
- 3.3 The MSP and ADES/RSA will analyze the Vendor's progress in achieving the overall minimum acceptable service standards.

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 any other costs associated with service provision. RSA will not pay for these costs separately.

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- 4.2 Service Coordination: The Payment Unit for scheduling and conducting the Quarterly Planning Meeting with the designated VR Representative is one (1) hour, which equals sixty (60) minutes of actual time spent providing Service Coordination.
 - 4.2.1 The Payment Rate per hour is \$106.00.
 - 4.2.2 The Vendor shall bill only for time spent providing Service Coordination that lasts longer than fifteen (15) minutes, face-to-face, by video conference, or by phone call.
 - 4.2.3 A partial hour may be billed in increments of a quarter of an hour (15 minutes). The Vendor may round the total time spent to the nearest quarter of an hour (15 minutes). Example: 22 hours and 15 minutes = 22.25 hours; 22 hours and 19 minutes = 22.25 hours; 22 hours and 26 minutes = 22.5 hours; 22 hours and 30 minutes = 22.5 hours; 22 hours and 45 minutes = 22.75 hours.
- 4.3 Educational Workshops:
 - 4.3.1 The Payment Unit for Educational Workshops is as specified in the authorized Purchase Order (PO) for the approved Education Workshop Development and Delivery.
- 4.4 Site Evaluation:
 - 4.4.1 The Payment Unit for a Site Evaluation is as specified in the authorized Purchase Order (PO) for the approved Site Evaluation.
- 4.5 Training Services:
 - 4.5.1 The Payment Unit for Training Services is as specified in the authorized Purchase Order (PO) for the approved Training Services.
- 4.6 Resource Development:
 - 4.6.1 The Payment Unit for Training Services is as specified in the authorized Purchase Order (PO) for the approved Training Services.
- 4.7 Vendors are responsible for notifying RSA through the MSP when an interpreter is required and provide service only after an amended Purchase Authorization 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.
- 4.8 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 for each individual Educational Workshop, Site Evaluation, Training Services and/or Resource Development within fifteen (15) calendar days following the end of each calendar month in which CE&I Assistive Technology and Disability Awareness Training was provided.
 - 5.1.1 The Reporting Packet shall include the following reports, as applicable, during the reporting period:
 - 1. Service Coordination
 - a. Assistive Technology and Disability Awareness Training Quarterly Planning Report (Exhibit S1).
 - 2. Educational Workshop

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- a. For Workshop Development: Assistive Technology and Disability Awareness Training Monthly Service Report (Exhibit S2).
 - b. For Workshop Delivery: Assistive Technology and Disability Awareness Training Monthly Service Report (Exhibit S2).
 - c. For Workshop Delivery: Assistive Technology and Disability Awareness Training Workshop Sign-In Sheet (Exhibit S4).
 - d. For Workshop Delivery: Participant Evaluation Survey(s).
3. Site Evaluation
 - a. Assistive Technology and Disability Awareness Training Monthly Service Report (Exhibit S2).
 - b. Assistive Technology and Disability Awareness Training Site Evaluation Report (Exhibit S3).
 4. Training Services
 - a. Assistive Technology and Disability Awareness Training Monthly Service Report (Exhibit S2).
 - b. Assistive Technology and Disability Awareness Training - Training Sign-In Sheet (Exhibit S5).
 5. Resource Development:
 - a. Assistive Technology and Disability Awareness Training Monthly Service Report (Exhibit S2).
- 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 resubmit 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 S6, 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 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.