

## Exhibit T

### Community Education and Information Assistive Technology Website 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 Assistive Technology Website is part of an Arizona Department of Economic Security (ADES) endeavor to provide a consistent Assistive Technology (AT) message specifically endorsed by ADES/Rehabilitation Services Administration (RSA) and Vocational Rehabilitation (VR) for the State of Arizona. Services under this Service Specification include:
- 1.2 Service Coordination: Regularly occurring meetings with VR to review provision of all services under this Service Specification.
- 1.2.1 Website Maintenance, Updates and Enhancements consisting of:
  1. Maintenance of the RSA Website <http://www.ATArizona.com>;
  2. Provision of upgrades and enhancements to [ATArizona.com](http://www.ATArizona.com).
- 1.3 The ADES Division of Employment and Rehabilitation Services (DERS)/RSA (VR) is mandated to provide services to assist individuals with disabilities prepare for, secure, and maintain employment as administered through Title IV of the Federal Workforce Innovation and Opportunity Act (WIOA).
- 1.3.1 An essential element for providing these services is a website entitled [ATArizona.com](http://www.ATArizona.com), which offers assistive technology-related information and resources for individuals with disabilities and the public.
- 1.3.2 This service is not intended to provide any other service not herein specified.
- 1.3.3 Definitions: Terms are defined in Exhibit C3.

#### 2.0 SERVICE REQUIREMENTS

The Vendor shall:

- 2.1 General Requirements
- 2.1.2 Provide all services in a manner that is culturally relevant and linguistically appropriate to the population to be served;
- 2.1.3 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 language, and use all other appropriate and effective modes of communications used by VR Clients (e.g., Spanish language, American Sign Language, etc.).
- 2.1.4 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.).
- 2.1.5 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
- 2.1.6 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:

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#### 2.2.1 Service Coordination

1. Schedule and conduct quarterly meetings with designated RSA staff to:
  - a. Discuss upgrades and enhancements of ATArizona.com.
  - b. Plan, review, revise, and coordinate content and postings on ATArizona.com.
  - c. Complete Assistive Technology Website Quarterly Planning Report (Exhibit T1).

#### 2.2.2 Website Maintenance and Updates

1. Submit a Website Maintenance and Updates 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 and updates for the ATArizona.com website, and the estimated amount of time or number of hours required and the total dollar amount.
  - b. Upon review and approval of the Website Maintenance and Updates Plan, RSA will issue a Purchase Order (PO) through the MSP for the purpose of providing Website Maintenance services.
2. Make the ATArizona.com 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 at intervals frequently enough to ensure site and information is current and accurate.
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 through the MSP 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. Develop a Website Enhancement Plan and submit through the MSP for RSA review and approval within thirty (30) days to include:
  - a. The proposed cost to develop the Website Enhancement.
  - b. The timeline for completion of the Website Enhancement.
  - c. The anticipated hours to develop the Website Enhancement.
3. RSA will review and approve or disapprove 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.
4. After receipt of the Purchase Order (PO) through the MSP, implement the approved Website Enhancement Plan.
5. If RSA determines the Website Enhancement needs to be expanded or modified after the issuance of the Purchase Order (PO), the Vendor may be requested through the MSP to submit a revised Website Enhancement Plan to include the additional or reduced cost and timeline of the expansion or modification.

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- 2.3 Service Provider (Vendor) Qualification Requirements
  - 2.3.1 Utilize personnel or subcontractor(s) who meet the following documented criteria:
    - 1. Website Maintenance and Updates:
      - a. A minimum of three (3) years' documented experience in:
        - 1. Designing, developing and maintaining internet websites and supporting IT infrastructure, including the hardware and software necessary for the current ATArizona.com website; and
        - 2. The use of primary assistive technology products for blindness/visual impairment, deafness, hearing impairment, physical access and learning disabilities, and creating and posting content that is in an accessible format and compliant with Section 508 of the Rehabilitation Act of 1973 and with W3C accessibility standards.
  - 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. Assistive Technology Website Quarterly Planning Report (Exhibit T1);
  - 4. Assistive Technology Website Monthly Service Report (Exhibit T2);
  - 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.

### 3.0 VENDOR PERFORMANCE EVALUATION

- 3.1 Service outcome: The ATArizona.com website shall provide accurate and useful information to the general public and especially persons with disabilities and interested parties with minimal interruptions.
- 3.2 **Performance Standards:** The Vendor shall meet the following minimum performance standard during each State Fiscal Year:
  - 3.2.1 **Performance Standard #1:** At minimum ninety-five percent (95%) adherence to the established schedule and timelines for Website Maintenance and Enhancements.
  - 3.2.2 **Performance Standard #2:** The website shall not exceed twelve (12) hours in scheduled downtime and/or twelve (12) hours of unscheduled downtime.
  - 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 performance 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 provision of the services. RSA will not pay for these costs separately.
- 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 Website Maintenance, Updates and Enhancements:
- 4.3.1 The Payment Unit for Website Maintenance and Updates of the RSA Website ATArizona.com is one (1) calendar month, which equals one twelfth (1/12) of the total amount in the Website Maintenance and Updates Plan for the Fiscal Year.
- 4.3.2 The Payment Unit for Enhancements to the Website is for one (1) approved Website Enhancement Plan.
- 4.3.3 Payment for each Enhancement may be broken down into deliverables, for which payment will be made upon completion of each deliverable.
- 4.4 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.
- 4.5 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 Assistive Technology Website services were provided.
- 5.1.1 The Reporting Packet shall include the following reports, as applicable, during the reporting period:
1. Service Coordination:
    - a. Assistive Technology Website Quarterly Planning Report (Exhibit T1).
  2. Website Maintenance, Updates and Enhancements:
    - a. Assistive Technology Website Monthly Service Report (Exhibit T2).

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- 5.2 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.
- 5.2.1 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.
- 5.3 Submit to the MSP as appropriate:
  - 5.3.1 Verification of the qualifications of staff or subcontractors, using Exhibit T3, Affirmation of Qualifications.
  - 5.3.2 Formal written notification within five (5) business days of issuance of any actions from any of the applicable licensing and regulatory boards or agencies which may result in disciplinary action taken on their current licensure.
  - 5.3.3 Current Certificates of Insurance, no later than ten (10) days following the expiration of the existing Certificate of Insurance.
- 5.4 Other Reports
  - 5.4.1 RSA reserves the right to require that the Vendor submit additional or revised reports related to the service provision and performance.
  - 5.4.2 Reporting requirements, methods and/or formats (Exhibits, including Service Specifications) may be changed without amendment.
  - 5.4.3 The Vendor will be notified in writing about any change in reporting forms through the Managed Service Provision Contractor.