



Rehabilitation Services Administration (RSA)  
Managed Service Provider (MSP) Program  
Rehabilitation Instructional Services for Blind and  
Visually Impaired Vendor Kickoff Meeting

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June 2024

# Knowledge Services Overview



# Capabilities Overview



## Managed Services

- Staff Augmentation
- Statement of Work
- Human Services

## Workforce Management

- Project-based Solutions
- Program-based Solutions

## Survey Management

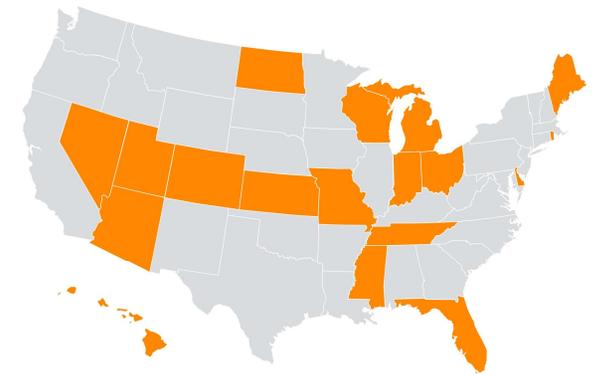
- Development + Design
- Administration + Collection
- Analytics + Report of Findings

## Staffing + Recruiting

- Direct + Contract-to-Hire
- Temporary Staffing
- Employer of Record (EOR)

## Cybersecurity Services

- Consulting & Advisory Services
- RAMPxchange Cyber Marketplace
- StateRAMP Founding Member + PMO



Serving Those Who Serve Others  
Founded in 1994 | WBE

# Industry Definitions





## Industry Definitions



As the Managed Service Provider (MSP), Knowledge Services takes on primary responsibilities for sourcing, assignment and management of selected Vocational Rehabilitation Services and manages the State's project/milestone deliverable work and CRP network.

dotStaff™ is Knowledge Services' Vendor Management System (VMS) which is an internet-enabled workforce and project sourcing, timekeeping, milestone and invoicing application that enables us to procure and manage a wide range of services in accordance with the State's processes and rules.



# Dept. of Economic Security Objectives



## ● Dept. of Economic Security Objectives



### Contract consolidation

- Streamline procurement and contracting for VR services
- Transparency of service provisions
- Centralized invoicing

Provide VR Clients and CRP's access to an open, continuous and robust network of services and service providers

- Competitive solicitations
- VR Client retains authority in selecting CRP



# AZVRS Vendor Pages



## AZVRS Vendor Service Pages



[AZVRS Vendor Page](#)

- [Rehabilitation Instructional Services for Blind and Visually Impaired](#)

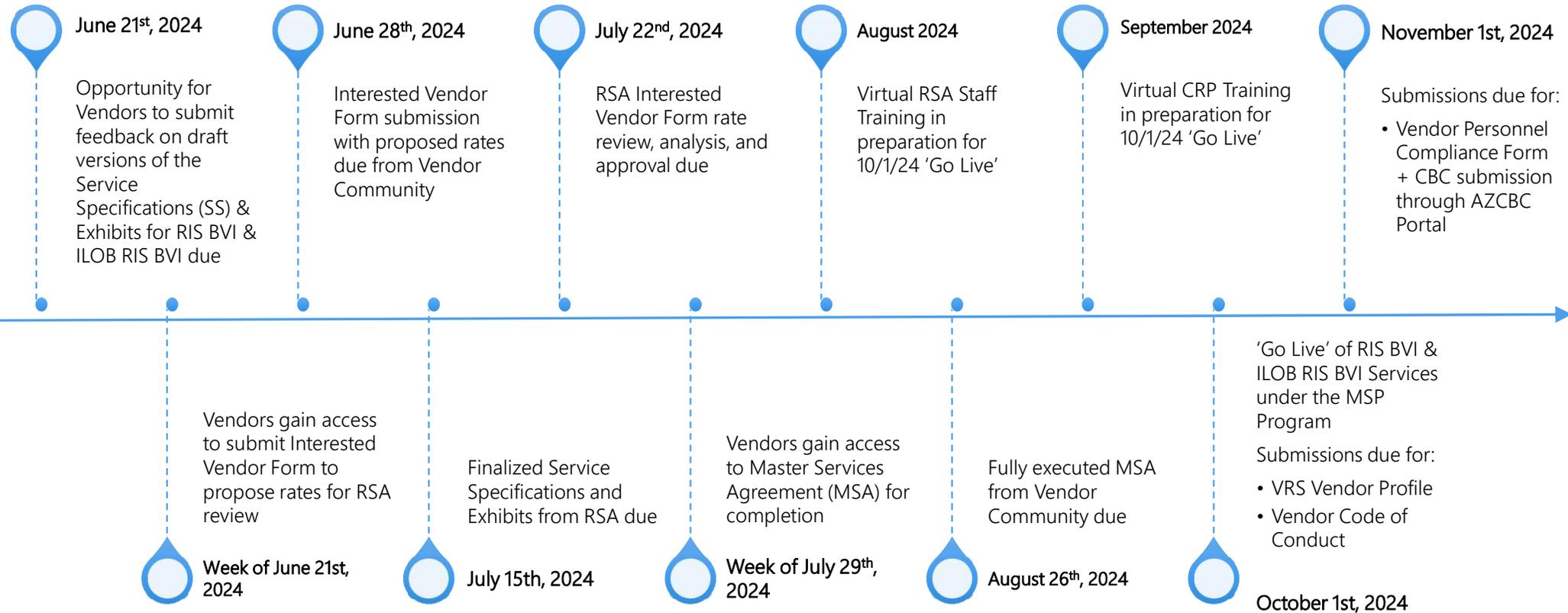


## Next Steps & Implementation Timeline



# Next Steps

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# Implementation Timeline for RIS BVI & RIS ILOB Services

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## Communication

- Ongoing Internal RSA Staff
- Ongoing External Vendor



## Kickoff Meetings

- Vendor Kickoff Meeting: June 12th 2024



## CRP Feedback

- Deadline to submit by June 21<sup>st</sup>, 2024



## Rate Submission

*Submissions must be completed through the Interested Vendor Form*

- Beginning week of June 21<sup>st</sup>, 2024
- Deadline to submit by June 28<sup>th</sup>, 2024



## Vendor Enrollment

- Beginning the week of July 29<sup>th</sup>, 2024
- Fully executed MSA with compliant COI due by August 26<sup>th</sup>, 2024



## CRP Program Training

- TBD in September 2024





Questions?





## Contact Us



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**Thank you!**

