



knowledge services

**ARIZONA DEPARTMENT OF ECONOMIC SECURITY (ADES)  
MANAGED SERVICES PROVIDER (MSP)  
VOCATIONAL REHABILITATION SERVICES (VRS)  
VENDOR KICKOFF MEETING**

June, 2022

# Knowledge Services Overview

# About Knowledge Services

## Serving those who serve others

- Founded in 1994
- Certified WBE
- Workforce Management Experts
  - Managed Service Provider (MSP)
  - Vendor Management System (VMS) – dotStaff™
- Proven MSP Program Expertise
  - MSP for State of Arizona, Colorado, Maine, Michigan, Missouri, Mississippi, Nevada, North Dakota, Rhode Island, Utah, and Wisconsin
- Local Arizona Program Team
  - 17 team members dedicated to servicing the AZVRS MSP Program



# Industry Definitions

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## Serving those who serve others

- 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 vendor suppliers.
- 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.

# **Department of Economic Security Objectives**

# Dept. of Economic Security Objectives

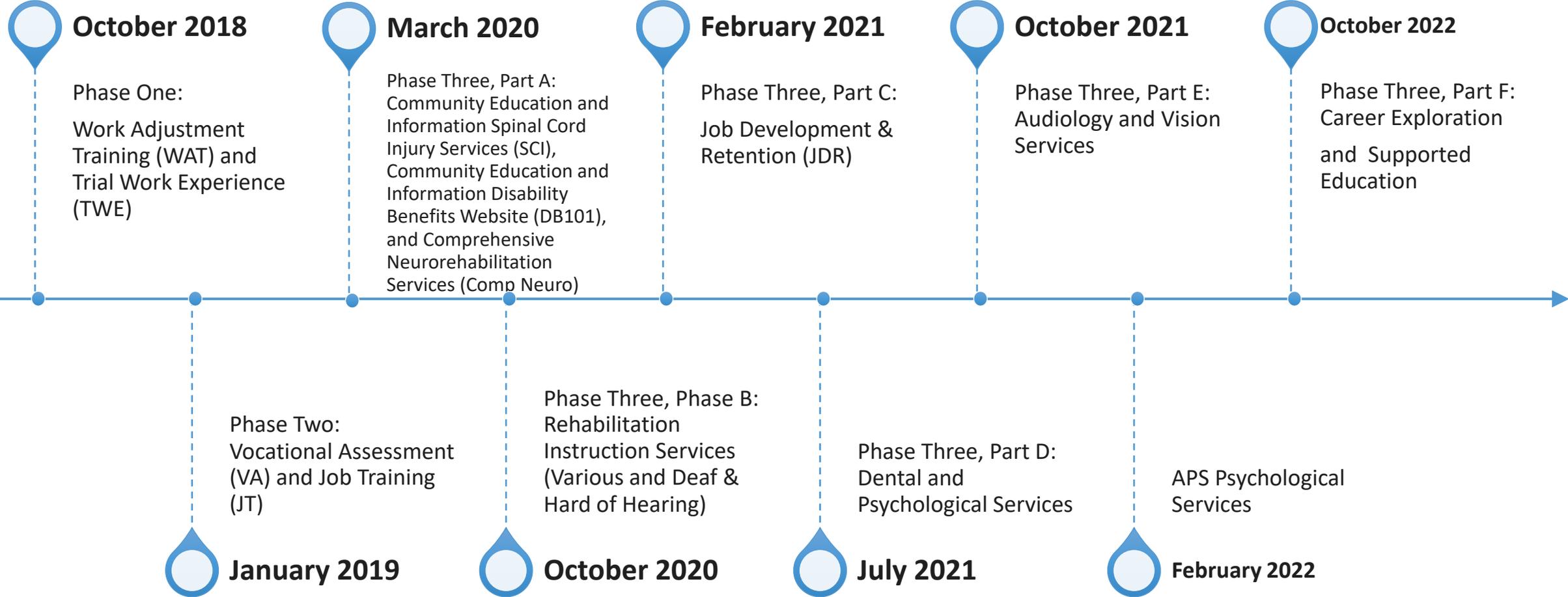
## Serving those who serve others

- Contract consolidation
  - Streamline procurement and contracting for VR services
  - Transparency of service provisions
  - Centralized invoicing
- Provide Vocational Rehabilitation Clients and vendors access to an open, continuous and robust network of services and service providers
  - Competitive solicitations
  - Three or more vendors involved in each request for Authorization (where applicable)
  - VR Client retains authority in selecting vendor



# AZVRS MSP Program Timeline

Serving those who serve others



# **Career Exploration Next Steps & Implementation Timeline**

# Next Steps

## Serving those who serve others

- Opportunity for Vendors to submit feedback on the draft versions of the Service Specifications and Exhibits due by June 22<sup>nd</sup>, 2022
  - Please email your feedback by June 22, 2022 to [AZVRS@knowledgeservices.com](mailto:AZVRS@knowledgeservices.com)
- Vendors complete the following steps to join the AZVRS MSP Program:
  - Interested Vendor Form for Rate Submission
    - Submission to include one (1) Local Rate and one (1) Distant Rate
  - Master Service Agreement (MSA) with compliant Certificate of Insurance (COI) and W-9
  - Vendor Information and Authorization Routing Form
  - Vendor Personnel Compliance Form with DCS-1083A Form
  - Vendor Code of Conduct
- Vendors will register to attend a virtual Training Session the week of August 22<sup>nd</sup>, 2022
  - Virtual Trainings will take place the week of September 5th, 2022

# Implementation Timeline

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## Communication

- Ongoing Internal VR Counselor & Users
- Ongoing External Vendor



## Kickoff Meetings

- Beginning week of June 6<sup>th</sup>, 2022



## Vendor Feedback

- Deadline to submit by June 22<sup>nd</sup>, 2022



## Vendor Rate Submission

*Submissions must be completed through the Interested Vendor Form*

- Beginning week of July 18<sup>th</sup>, 2022
- Deadline to submit by July 29<sup>th</sup>, 2022



## Vendor Enrollment

- Beginning week of August 1<sup>st</sup>, 2022
- Fully executed MSA with compliant COI due by September 1<sup>st</sup>, 2022



## Vendor Program Training

- Beginning week of September 5<sup>th</sup>, 2022

# Common Questions

# Common Vendor Questions

## Serving those who serve others

- What happens to my existing authorizations?
  - All current authorizations for Career Exploration will be “re-rated” prior to Go Live.
  - All invoicing for services rendered after October 1<sup>st</sup>, 2022 will go through the Knowledge Services MSP Program.

Questions?

## Contact Us

**AZVRS MSP Program:**

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**Samantha Villegas, Program Account Manager:**

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**Thank you.**