



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

Industry Definitions

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

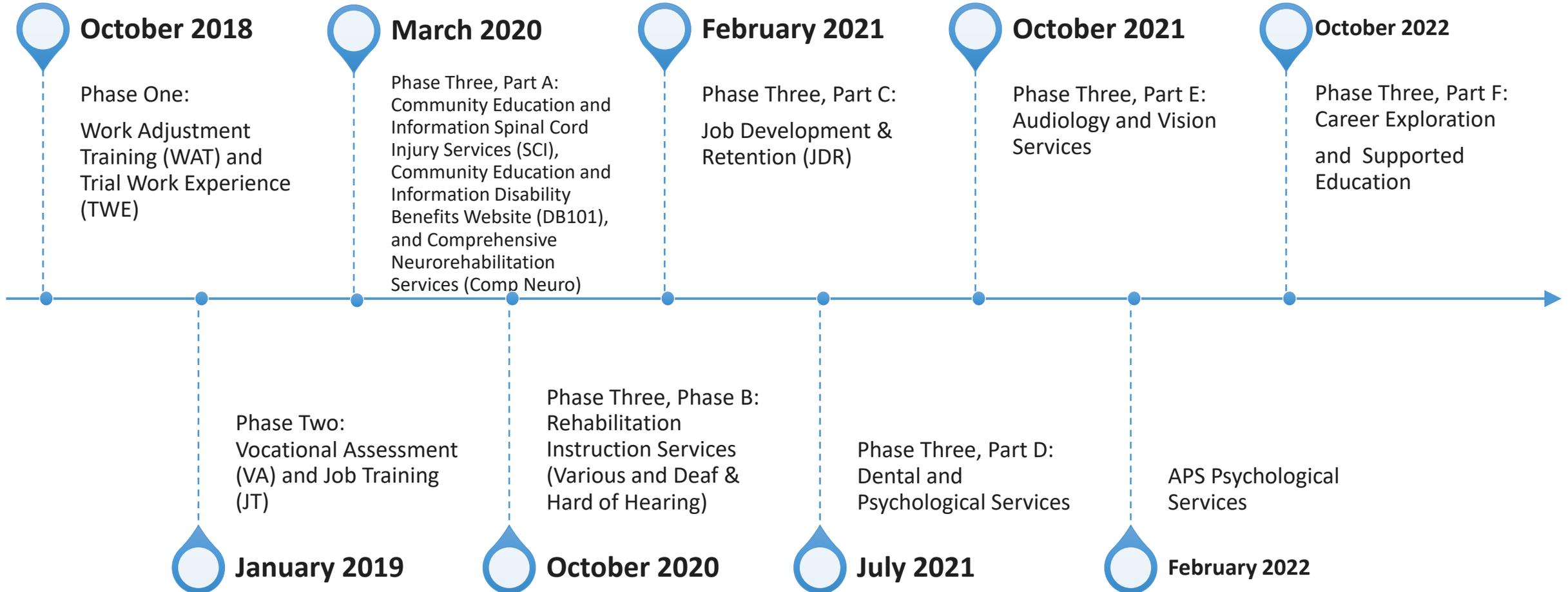
- Contract consolidation
 - Streamline procurement and contracting for VR services
 - Transparency of service provisions
 - Centralized invoicing

- 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



Supported Education 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 22nd, 2022
 - Please email your feedback by June 22, 2022 to 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 22nd, 2022
 - Virtual Trainings will take place the week of September 5th, 2022

Implementation Timeline

Serving those who serve others



Communication

- Ongoing Internal VR Counselor & Users
- Ongoing External Vendor



Kickoff Meetings

- Beginning week of June 6th, 2022



Vendor Feedback

- Deadline to submit by June 22nd, 2022



Vendor Rate Submission

Submissions must be completed through the Interested Vendor Form

- Beginning week of July 18th, 2022
- Deadline to submit by July 29th, 2022



Vendor Enrollment

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



Vendor Program Training

- Beginning week of September 5th, 2022

Common Questions

Common Vendor Questions

Serving those who serve others

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

Questions?

Contact Us

AZVRS MSP Program:

AZVRS@knowledgeservices.com

Samantha Villegas, Program Account Manager:

SamanthaV@knowledgeservices.com

Thank you.