Vendor Training|

Support & Consultation on Traumatic TBI and Traumatic SCI

AZVRS MSP Program

Presented: September 2026



Agenda

- Introduction
- Roles & Responsibilities
- Terminology & Forms
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- Process Overview
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Introduction

Knowledge Services

- Knowledge Services (KS) is the Managed Service Provider (MSP)
- The MSP manages the Community Rehabilitation Provider (CRP)/Vendor Community for specific services
- Knowledge Services utilizes dotStaff™ and dotStaff™ Forms as our Vendor Management System (VMS)
- The MSP has a total of twenty (20) local team members dedicated to serving the AZVRS MSP Program
- The terms, MSP, Knowledge Services, Guidesoft, and AZVRS MSP Program are used interchangeably

Roles and Responsibilities

Under the AZVRS MSP Program

RSA Administration

- RSA Contracts Unit, Program SME's, Office of Procurement, etc.
- Develops and approves Service Specifications and associated forms
- Establish insurance requirements and vendor qualifications
- Negotiates vendor rates and reviews and approves all service providers
- Coordinates training, guidance, and workflow with Knowledge Services

Community Rehabilitation Provider (CRP)/Vendor

- Organizations subcontracted to provide specific Services
- Reviews Service Requests through VMS to confirm ability to provide services
- Coordinates and provides authorized services
- Responsible for documenting service provision and submitting Reporting Packets through MSP Program
- Responsible for communicating updates directly to the Council (including requests to amend authorizations)
- Requested to respond to inquiries from KS, the Council and/or RSA Staff within 48 hours

The Council and RSA Staff

- Initiates the Service Request process through the MSP
- Authorizes services, per Service Specifications and fully executed PCP
- Reviews Vendor reports/invoices and approves for payment
- Requested to respond to inquiries from KS and Vendor network within 48 hours

Knowledge Services

- Subcontracts with approved Vendor network
- Processes Service Requests and authorizations
- Reviews and processes reporting packets (reporting documentation) to facilitate invoicing
- Validates compliance of Vendor network
- Provides guidance and assistance to the Council, RSA Staff, and the Vendor network

Terminology & Forms

Support & Consultation on Traumatic TBI and Traumatic SCI Training

- dotStaff ™ Forms
  - Support and Consultation on Traumatic TBI and Traumatic SCI Services **Service Opportunity Form**
  - Support and Consultation on Traumatic TBI and Traumatic SCI **Vendor Willing to Provide Service**
  - Service Summary Form
- Clearance Notification/Clearance Email
- RSA Agency Purchase Authorization
- Vendor Representative/Personnel
- Reporting Packet

- State Exhibits
  - Exhibit AA1 - Support & Consultation on TBI and SCI Services Project Cost Proposal
  - Exhibit AA2A - Support & Consultation on TBI and SCI Services Community-Based Events Activity Report
  - Exhibit AA2B - Support & Consultation on TBI and SCI Services Educational Programs Activity Report
  - Exhibit AA2C - Support & Consultation on TBI and SCI Services Council Related Meetings and/or Events
  - Exhibit AA3 - Support & Consultation on TBI and SCI Services Affirmation of Qualifications*

*Completed through the Vendor Personnel Compliance Form

Implementation + Change Management

Process Overview

Service Request: Pre-Identified

1. The Council emails the Service Request (referred to as PCP) to AZVRS@knowledgeservices.com
2. MSP Program Team reviews and creates service opportunity in VMS for Vendor Review
3. Vendor reviews the Service Request and confirms their ability to provide services by completing the Project Cost Proposal (PCP), submitting through the MSP for the Council review and approval
    - Vendor has ten (10) business days to review and submit confirmation in VMS

Service Request: Open

1. The Council emails the Service Request (referred to as PCP) to AZVRS@knowledgeservices.com
2. MSP Program Team reviews and creates service opportunity in VMS for the approved Vendor Networks' review
3. Vendor reviews the Service Request and confirms their ability to provide services by completing the Project Cost Proposal (PCP), submitting through the MSP for the Council review and approval
    - Vendor has ten (10) business days to review and submit confirmation in VMS
    - MSP verifies the Vendors who confirmed their ability to provide services and sends each PCP to the Council for consideration
    - The Council selects the approved PCP and notifies MSP

Implementation + Change Management

Process Overview

4. The Council/RSA Staff create the Purchase Request for selected Vendor

5. Once final approval is obtained, RSA Agency Purchase Authorization is emailed directly to Knowledge Services, CC'ing the Council

6. Once received, Knowledge Services will send the selected Vendor the official "clearance email" or "clearance notification", which includes the fully executed Project Cost Proposal and RSA Agency Purchase Authorization, to initiate services

    - Reminder: *Verbal authorizations are **not** valid*

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Process Overview

7. Vendor will proceed to providing authorized services, as agreed to on the fully executed PCP
8. As needed during service provision, the Council may amend the RSA Agency Purchase Authorization to change units, cost, etc.
9. Amended Purchase Authorizations will receive internal approvals, as needed, and will be emailed to Knowledge Services
10. Knowledge Services will email each amended RSA Agency Purchase Authorization to the Vendor to continue service provision
11. Vendor completes the applicable Exhibits to document the services provided during the reporting month
12. Vendor consolidates all applicable completed Exhibits into a single Reporting Packet

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Process Overview

13. Vendor submits each Reporting Packet through the electronic Service Summary to the MSP for review and processing
    - Reporting packets are due within fifteen (15) calendar days following the end of each calendar month in which services were provided
14. MSP reviews Service Summary submission and Reporting Packet within seven (7) calendar days
    - If complete and accurate, Knowledge Services will generate an invoice
    - If corrections are required, Knowledge Services will email the Service Summary Submitter to request the specific corrections are completed
15. Knowledge Services emails the invoice and Reporting Packet to Arizona Industry for the Blind (AIB)
16. AIB uploads the Reporting Packet into the ECF and attaches the invoice to the authorization within five (5) business days of receipt from MSP
    - AIB notifies the Council of invoice pending approval via inFormed Dashboard - Payment Request.
    - The Council to complete review and approval within three (3) business days of notification from AIB

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Process Overview

17. The council reviews Reporting Packet and invoice and approves (or denies) payment request

18. Payment Processing Unit (PPU) reviews invoice approval from the Council and initiates payment

    - If errors are identified by PPU, PPU will notify the Purchasing Specialist to issue a MSP Unable to Process Payment (UPP) Letter
    - Purchasing Specialist will email the UPP Letter directly to Knowledge Services
    - Knowledge Services will work with the Vendor to resolve the issues identifies for payment to be remitted

19. RSA issues check (warrant) to Knowledge Services

20. Once received, Knowledge Services remits payment to the Vendor

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Vendor Expectations

Vendors may only provide services after receiving the written RSA Agency Purchase Authorization from inFormed through the MSP

- Verbal authorizations are *not* valid

Vendors must complete the provided Project Cost Proposal (PCP) to confirm their ability to provide services through the MSP Program

- The submission of the completed PCP will be through the (23) Support and Consultation on Traumatic TBI and Traumatic SCI Vendor Willing to Provide Service Form

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Billing/Payment Expectations

The Payment Unit is one (1) hour, which equals sixty (60) minutes of actual time spent to prepare, and/or research, and/or design, and/or develop, and/or implement authorized Community-Based Events, Educational Programs, or Consultation for Council-Related Meetings and/or Events.

The Vendor shall bill only for time spent to prepare, and/or research, and/or design, and/or develop, and/or implement Community-Based Events, Educational Programs, or Consultation for Council-Related Meetings and/or Events that lasts longer than fifteen (15) minutes.

The Reporting Packet shall include the following report, as applicable, during the reporting period:

1. For Community-Based Events:
   - Project Cost Proposal (Exhibit AA1); and
   - Activity Report(s) for Community-Based Events (Exhibit AA2A).
2. For Educational Programs:
   - Project Cost Proposal (Exhibit AA1); and
   - Activity Report(s) for Educational Programs (Exhibit AA2B).
3. For Consultation for Council-Related Meetings and/or Events:
   - Project Cost Proposal (Exhibit AA1); and
   - Activity Report(s) for Council-Related Meetings and/or Events (Exhibit AA2C)

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Vendor Performance Standards

Performance Standard #1 - The Vendor shall submit no less than ninety percent (90%) of the completed Project Cost Proposals (Exhibit AA1) within ten (10) business days of receipt of a Service Request through the MSP;

Performance Standard #2 - 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.

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Exhibit Review

Support & Consultation on TBI and SCI Services Program Page

- Exhibit AA - Support and Consultation on TBI and SCI Services Service Specifications
- Exhibit AA1 - Support and Consultation on TBI and SCI Services Project Cost Proposal
- Exhibit AA 2A - Support and Consultation on TBI and SCI Services Community-Based Events Activity Report
- Exhibit AA2B - Support and Consultation on TBI and SCI Services Educational Programs Activity Report
- Exhibit AA2C - Support and Consultation on TBI and SCI Services Council Related Meetings and/or Events

Service Summary Form

- Service Summary Form - Contract #CTR075483

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Next Steps

Vendor Personnel Compliance Form

- Submit a Vendor Personnel Compliance Form to affirm the qualifications Vendor Representatives meet to provider services under the AZVRS MSP Program by November 1st, 2026.

Contact Us

AZVRS MSP Program Team

When to engage with the MSP:

- Service Requests identified outside of the MSP
- Questions regarding Vendor Personnel Compliance status
- Agency Purchase Authorizations received outside of the MSP
- Questions regarding Program Processes
- Invoice, UPP's, or payment questions
- Escalation assistance

How to contact the MSP:

- Sharedbox: AZVRS@knowledgeservices.com

Escalation assistance:

- Service Request, Authorizations, etc.:
  - Mary Orantes Tamayo - Delivery Manager - 602.842.4155 - MaryO@knowledgeservices.com
- Reporting Packets, Invoices/Billing, etc.:
  - Christina Kizzee - Delivery Manager - 602.910.6107 - ChristinaK@knowledgeservices.com
- For additional escalation assistance:
  - Samantha Villegas - Director HHS/VRS - 602-698-0944 - SamanthaV@knowledgeservices.com

Questions
+
Discussion

