



State of Arizona
Department of Economic Security (DES)
Division of Employment and Rehabilitation Services (DERS)
Rehabilitation Services Administration (RSA)
CE&I Traumatic Brain Injury (TBI) Services
Vendor Training
February 2025

Agenda

- Introduction
- RSA/VR, MSP Roles and Responsibilities
- Terminology
- Service Overview
- Process Overview
- TBI Program Page and Compliance
- Implementation Timeline/Next Steps
- Common Questions
- Contact Us



MSP Introduction



MSP Introduction



Managed Services

- Staff Augmentation
- Statement of Work
- Human Services

Workforce Management

- Project-based Solutions
- Program-based Solutions

Survey Management

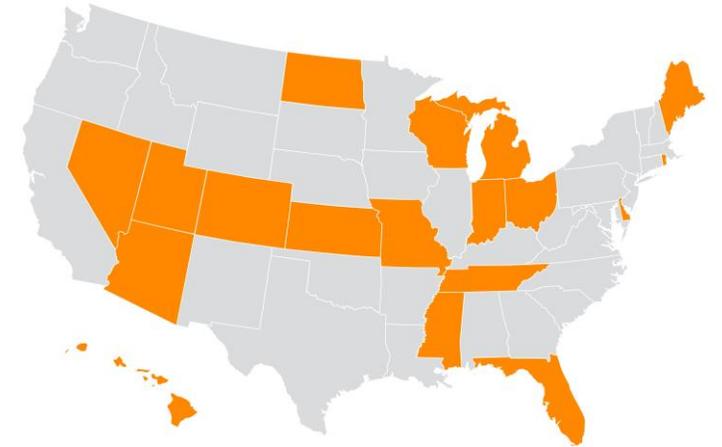
- Development + Design
- Administration + Collection
- Analytics + Report of Findings

Staffing + Recruiting

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

Cybersecurity Services

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



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RSA/VR & MSP Roles and Responsibilities



Roles and Responsibilities

- RSA Administration (including RSA Contracts Unit, Program SMEs, Office of Procurement, etc.)
 - Develops and approves Service Specifications & associated forms
 - Establishes insurance requirements & vendor qualifications
 - Negotiates provider rates
 - Reviews and approves all service providers
 - Coordinates training, guidance, & workflow with Knowledge Services
- Knowledge Services
 - Subcontracts with approved vendor network
 - Processes VR referrals & authorizations, communicates with vendors & RSA staff, validates reporting documentation to facilitate invoicing
 - Provides guidance and assistance to RSA staff and vendor network
 - Validates compliance for vendor network

Roles and Responsibilities cont.

- RSA/VR Staff:
 - Works with client to identify and plan VR services
 - Submits MSP New Client Referral Form
 - Assists client in choosing appropriate vendor
 - Authorizes services per service specifications
 - Reviews vendor reports/invoices and approves payments to vendors
 - Responds to inquiries from Knowledge Services Team and Vendors within forty-eight (48) hours

NOTE: Guidance provided by Knowledge Services Team to RSA staff and Vendors is per service specifications (already approved by RSA Administration)

Terminology

Terminology

- Managed Service Provider (MSP)
- dotStaff™ Forms/VMS
 - Service Summary Form
- Agency Purchase Authorization(s)
- Rates for Services
- Vendor: Representative/Personnel
- Master Services Agreement (MSA)
- Reporting Packet
- CE&I TBI Service Specifications
- CE&I TBI Approval Request Form
- CE&I TBI Monthly Service Report

Service Overview



Service Overview

Community Education and Information Traumatic Brain Injury Services provide educational and informational materials and experiences to persons with head injuries, their families, caregivers, service providers, community representatives, and others with an interest in traumatic brain injuries (collectively referred to as “target population”). The intent of this service is not to provide medical and/or clinical education or information. This service is to function as a vital link bringing people and services together, and consists of:

- Resource Facilitation Services
- Outreach Projects and Support Services
- Educational Conferences

Process Overview



Agency Purchase Authorization & Approval Request Form Submission



1. RSA will issue a FY Agency Purchase Authorization, authorizing TBI Services through the MSP Program
 - For current implementation, the first Agency Purchase Authorization will reflect the following service dates: 3/1/2025-6/30/2025
2. Once the Agency Purchase Authorization has been received, MSP Program Team will process the Agency Purchase Authorization to the authorized CRP (Brain Injury Alliance of Arizona).
3. To request approval for proposed Educational Conference Projects and/or Outreach Projects, CRP will submit Exhibit X1 - Approval Request Form to AZVRS@knowledgeservices.com.
4. MSP Program Team will review the Approval Request Form to confirm the submission is complete and accurate.
5. If complete and accurate, MSP Program Team will forward Approval Request Form to the Council for approval.

Approval Request Process & Service Provision



6. The Council will review the Approval Request Form and will identify if the request is approved or denied
 - If approved: The Council will include the effective dates of approval along with the approver's name, signature, and date of signature
 - If denied: The Council will include the reason for denial along with the approver's name, signature, and date of signature
7. Once approved or denied, the Council will email the completed Exhibit X1 - Approval Request Form to AZVRS@knowledgeservices.com
8. MSP Program Team will review and process the completed Exhibit X1 - Approval Request Form to CRP.
9. Vendor will provide services, as authorized
10. Vendor will complete Exhibit X2-Monthly Service Report, documenting the services provided during the monthly reporting period

Vendor Invoicing Process



11. Vendor submits complete and accurate Service Summary and Reporting Packet to MSP
 - Reporting Packet is due within fifteen (15) calendar days following the end of each calendar month in which service was provided, or as referenced within the applicable Service Specifications
12. MSP reviews documentation within seven (7) calendar days and, if complete and accurate, enters into VMS for invoicing
13. Knowledge Services emails invoice and Reporting Packet to Arizona Industry for the Blind (AIB).
14. AIB uploads reporting documentation into ECF and attaches invoices to authorization within five (5) business days upon receipt
15. AIB tasks the Council via Invoice Ready for Review (IRR) task.
 - Due date for task is three (3) business days from date of task creation

Vendor Payment Process



16. Council reviews report(s) and invoice(s) and approves for payment by entering today's date Ready for Payment (RfP) on authorization and marking the IRR task as "Complete" and dating it.
17. PPU reviews invoice and makes payment if accurate and complete
 - If errors are identified, PPU will task the Council to issue MSP Unable to Process Payment (UPP) Letter
 - Council emails UPP letter directly to Knowledge Services at AZVRS@knowledgeservices.com
18. RSA issues check (warrant) to Knowledge Services
19. Knowledge Services remits payment to Vendor

TBI Program Page and Compliance



CE&I TBI Vendor Page

[TBI Vendor Program Page](#)

Site includes:

- Service Specifications
- Exhibits
 - Exhibit X1 - CE&I TBI Approval Request Form
 - Exhibit X2 - CE&I TBI Monthly Service Report
 - Exhibit X3 - CE&I TBI Affirmation of Qualifications
- Kickoff Presentation
- Program FAQ
- Training Material
- Coming Soon: Access to Service Summary



Vendor Performance Standards

Performance Standard #1: The Vendor shall submit proposals for Educational Conference Projects for ninety percent (90%) of the conferences no less than twenty (20) business days prior to the scheduled date of the conference

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. No report is considered received unless it is accepted by the MSP. Reports sent back for correction/completion are considered NOT received.

Performance Standard #3: At a minimum, ninety percent (90%) of the initial Reporting Packets submitted through the MSP's program will be complete and accurate as defined by the MSP.

Vendor Code of Conduct

- Requirements found in the Vendor Code of Conduct detail the appropriate professionalism and customer service expectations for Vendor Personnel providing services under the MSP Program.
- Vendor Companies providing services under the MSP Program are required to submit a signed Code of Conduct, to verify each company understands the Code of Conduct requirements.
- Vendors are required to have a signed copy in the personnel file of all Personnel (currently active and future new hires) of the Code of Conduct prior to being cleared to provide services under the MSP Program.
 - Please keep the signed copy in your personnel files to be available upon request by RSA or Knowledge Services

Vendor Personnel Compliance: Adding Personnel

- [Vendor Personnel Compliance Form](#) - Submitted by Vendor Company
 - E-Verify
 - Affirmation of Qualifications
- Vendors are responsible for all vetting of personnel and maintaining documentation
 - Documentation for Vendor Representatives/Personnel can be requested at any time by RSA or Knowledge Services

Vendor Personnel Compliance - Adding Personnel (cont.)

1. Vendor submits Vendor Personnel Compliance Form
2. Vendor Personnel signs Exhibit C - Vendor Code of Conduct
 - Vendors are required to have a signed copy in the personnel file of all Personnel prior to being cleared to provide services under the MSP Program
3. MSP Program Team sends Clearance Email to Vendor, clearing Vendor Personnel to begin providing TBI Services

Implementation Timeline/Next Steps

Implementation Timeline/Next Steps

- Due by 2/14/2025:
 - Submit the Master Services Agreement, attaching your compliant COI and W-9
 - Agency Purchase Authorizations cannot be issued until there is a fully executed MSA in place between BIAAZ and KS
- Due by 2/28/2025:
 - Train staff on new MSP Program processes, requirements, and expectations.
 - Complete VRS Vendor
 - Sign Vendor Code of Conduct
- Due by 4/1/2025:
 - Submit Vendor Personnel Compliance Form for each incumbent Vendor Representative
 - Please select CE&I Traumatic Brain Injury

Common Questions



Common Questions

- Where can I find the Exhibits to utilize within each Monthly Reporting Packet?
 - CE&I TBI Exhibits can be found on the [TBI Vendor Page](#).

- Will I be able to maintain a relationship with the Council?
 - Yes, the MSP promotes communication and keeping relationships established between the vendor community and RSA/the Council. The MSP only asks for authorizations and UPP's to be emailed directly to AZVRS@knowldgeservices.com for processing.



Contact Us



Vendor Community Engaging the MSP

When to engage the MSP?

- Escalations
- Questions regarding Vendor/Vendor Personnel/Program Processes
- Authorizations received outside of the MSP Program Team
- Invoice, payment questions and/or UPP's

How to engage the MSP?

- Call the MSP Program Team
 - Call: (602) 842-4155
- Email the MSP Program Team
 - Email: AZVRS@knowledgeservices.com

Questions?

