



State of Arizona, Dept. of Economic Security (ADES)
Rehabilitation Services Administration (RSA)
Managed Service Provider (MSP) Program
Tutoring Services Vendor Kickoff Meeting

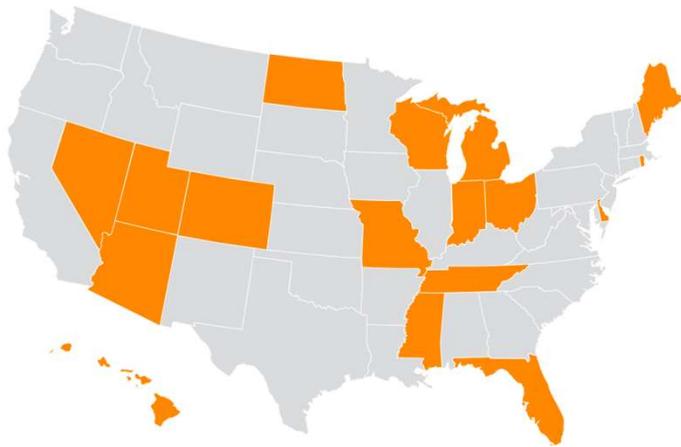
January 2024

Knowledge Services Overview



Capabilities

We continually add competencies and strengthen our expertise



Managed Services

- Human Services - Inclusive of Voc. Rehab
- Staff Augmentation
- Statement of Work

Cyber Security Services

- StateRAMP Founding Member
- StateRAMP Project Management Office (PMO)
- Consulting Services

Workforce Management

- Flexible, Right-Sized and Knowledge Services
Managed

Staffing & Recruiting

- Direct and Contract-to-Hire
- Temporary Staffing
- Employer Of Record (EOR)

Survey Management

- NCI Surveys
- Multi-Modality
- Real-Time Reporting



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 vendor 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 Vendors access to an open, continuous and robust network of services and service providers

- Competitive solicitations
- VR Client retains authority in selecting Vendor



AZVRS Vendor Pages



AZVRS Vendor Service Pages



[AZVRS Vendor Page](#)

- [Tutoring Services](#)

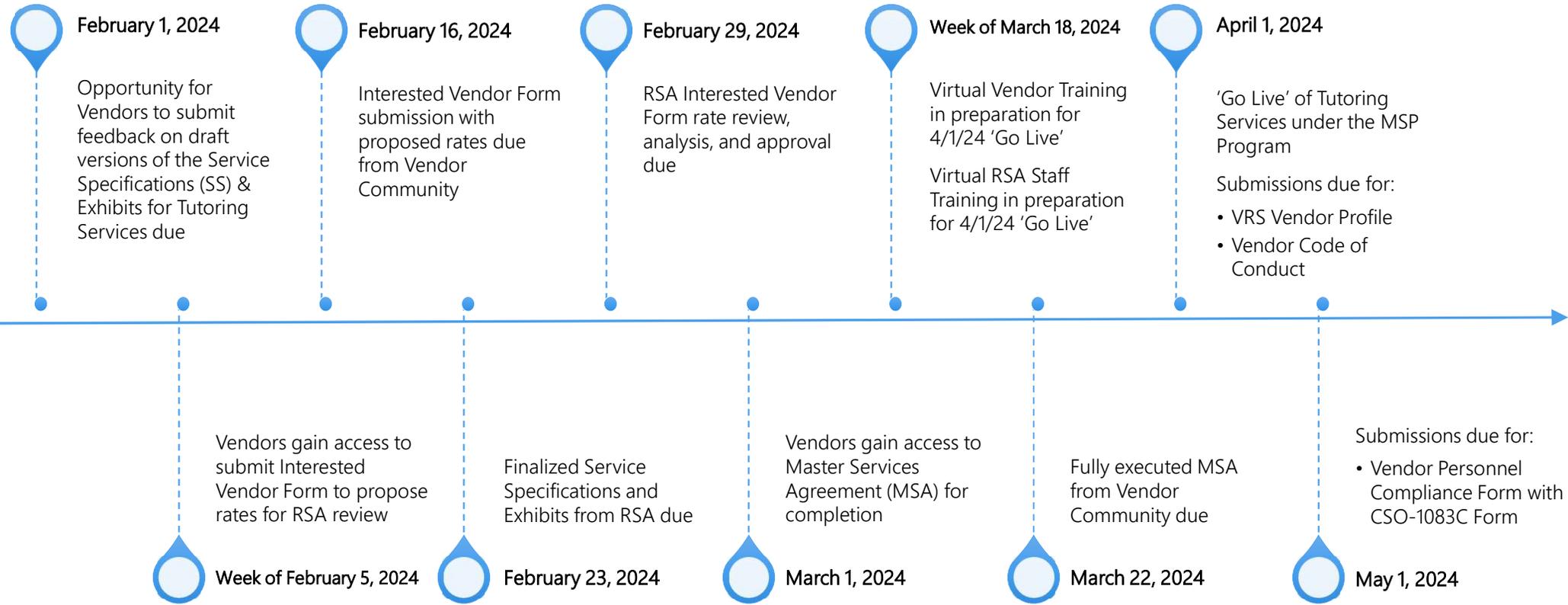


Next Steps & Implementation Timeline



Next Steps

Serving those who serve others



Implementation Timeline for Tutoring Services

Serving those who serve others



Communication

- Ongoing Internal RSA Staff
- Ongoing External Vendor



Kickoff Meetings

- Vendor Kickoff Meeting: January 23rd 2024



Vendor Feedback

- Deadline to submit by February 1st, 2024



Rate Submission

Submissions must be completed through the Interested Vendor Form

- Beginning week of February 5th, 2024
- Deadline to submit by February 16th, 2024



Vendor Enrollment

- Beginning March 1st, 2024
- Fully executed MSA with compliant COI due by March 22nd, 2024



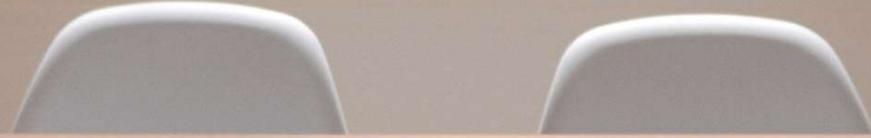
Vendor Program Training

- Week of March 18th, 2024





Questions?



Thank you!

