

# DDD CAS Qualified Vendor Portal Contract Application User Manual



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DEPARTMENT OF ECONOMIC SECURITY

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*Your Partner For A Stronger Arizona*

**Division of Developmental Disabilities**

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# INTRODUCTION

Welcome to the *Department of Economic Security, Division of Developmental Disabilities (DES/DDD) Qualified Vendor Portal (QVP)*. This system allows vendors who provide services to people with developmental disabilities to register for a **Qualified Vendor Agreement (QVA)** to provide those services through the State of Arizona Department of Economic Security, Division of Developmental Disabilities. The website portal may be used to register, create and submit an application for a QVA, and manage the awarded QVA contract as you provide services to those in need. You will be viewing information that explains the coordination and efforts of **DES/DDD, Arizona Health Care Cost Containment System (AHCCCS), The Office of Licensure, Certification, and Regulation (OLCR)**, and other governmental and regulatory bodies.

The **Qualified Vendor Portal** is used for the creating of a QVA application and the management of the awarded QVA contract. The beginning of the QVA application process starts with the vendor portal. In order to complete the application process, applicants must use the portal to enter information for submittal to the Division's web site as well as to generate the hardcopy application that must be signed and sent (with supporting documentation) to the Division. The completed agreement will consist of the following three key elements and it is important that applicants know and understand ALL of the following:

- ✓ **A completed on-line application.**
- ✓ **All printed sections of the Application Submittal Checklist. (See section 4.2)**
- ✓ **All responses to the 'Assurances page'. (See section 4.2)**

## Provider Resources

**Note:** You will need *ADOBE ACROBAT READER* in order to view and print these files. Acrobat reader is a free downloadable program available at [www.adobe.com](http://www.adobe.com).

### Accessing the DES/DDD website

To reach the DES/DDD Home Page, click the link below or cut and paste the following information into your web browser's Address bar:

<https://des.az.gov/services/disabilities/developmental-child-and-adult>

The Developmental Child & Adult section has many helpful links in the dark blue TOP TOPICS box located halfway down the page. Click on any of the links for more information about DDD.

### Qualified Vendor Portal

The Qualified Vendor Portal (QVP) is where the Division has provided access to the electronic Qualified Vendor Agreement Application. This application is for vendors to submit an application or amend an existing Qualified Vendor Agreement. The QVP manual is intended to assist you in starting, completing, submitting and updating a Qualified Vendor Application. *Learn more about the QVP later in the manual.*

## Published Rates

This section provides detailed information about the Division's Published Rates.

- ✓ [Fair & Equitable Rates](#), including the [advantages](#)
- ✓ July 1, 2010 [Rate Book](#) (1.1 MB PDF)
- ✓ Division Rate [Look Up File](#) (6.73 MB XLS)

## Billing Information

This section provides detailed Division billing information.

- ✓ The [Uniform Billing template](#) (733 KB XLS) for provider billing includes all formulas to calculate totals, units, and total amounts due. To aid your transition when using this template version, please do not:
  - Copy & paste from previous versions of this template or from old documents
  - Change the formatting of any cells
  - Use any linked formulas

Supporting documents include:

- ✓ Document [specifications](#) (153 KB PDF)
- ✓ [Waiver Request Form](#) (21 KB XLS)
- ✓ [Rounding amendment](#) to the template
- ✓ [Training Opportunities](#) page.
- ✓ Send questions to [DDDVendorSupport@azdes.gov](mailto:DDDVendorSupport@azdes.gov).

## Additional Resources

- ✓ The [Arizona W9](#) (735 KB PDF) for ALL vendors , including instructions
- ✓ Department of Administration's [Sole Proprietor Waiver](#) (24 KB PDF)

## Application Submittal Checklist

To prepare for the actual application process, print and follow the [Application Submittal Checklist](#) and review all of the sections listed prior to submitting an application. The individual sections are provided in *MS Word* and *Adobe Acrobat* file format. It is strongly recommended that you download these individual files onto your computer for ease of review.

## **1 Vendor Registration**

Refer to the FOCUS User Manual for the updated user registration procedure.

## 2 Begin Application

Now that you have completed your registration as a vendor with the State of Arizona, you may now begin a new Qualified Vendor Agreement application through the vendor portal. Read over the important points below before starting the application process. You may contact DDD Customer Service for assistance at any time.

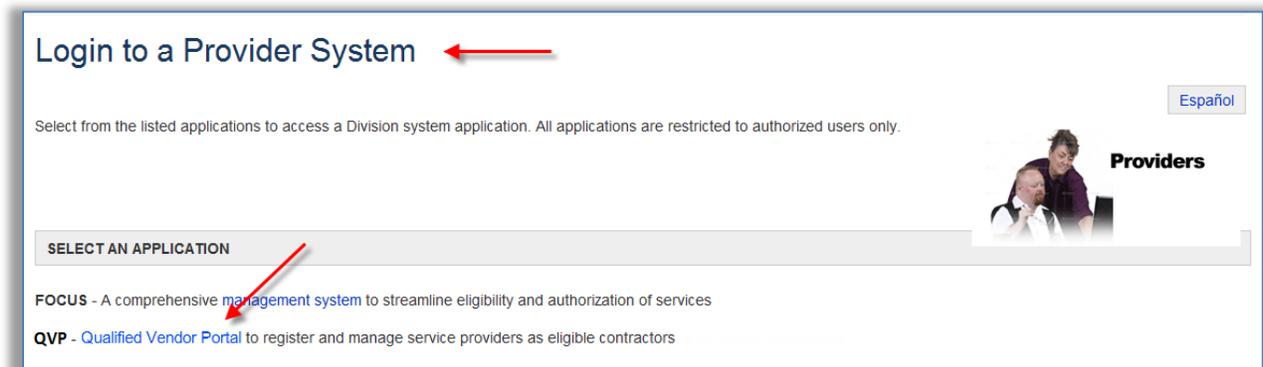
### IMPORTANT:

- ✓ Only 1 QVA application/contract per Federal Employee ID Number (FEI) is allowed.
- ✓ Once a QVA application is started, the FEI associated with the application cannot be changed. A new FEI will require a new QVA application.
- ✓ Once a QVA application has been started, the DDD Contracts Team will be able to view all pages of the application and monitor it during the process.
- ✓ Once the application is submitted by the vendor, changes to the application will no longer be permitted. The DDD Contracts Team will process the application as is.
- ✓ Starting a QVA application does not mean that you have a contract with the State of Arizona. The QVA application must be submitted, processed and the contract must still be awarded.
- ✓ **All questions must be answered fully and honestly in order for your application to be considered. The answers will be used by the DES/DDD in deciding whether or not to award a contract.**

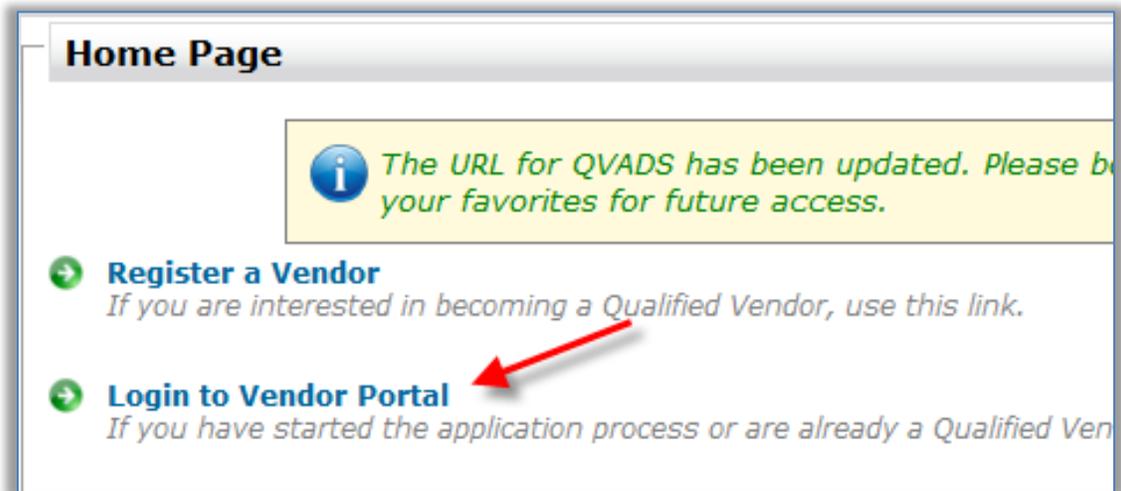
### 2.1 Login to the Qualified Vendor Portal

To login to the Qualified Vendor Portal, follow the steps below ...

1. Visit <https://des.az.gov/content/providers-login-division-developmental-disabilities-system>.
2. Scroll down to the **Login to a Provider System** section.
3. Click on the [Qualified Vendor Portal](#) link to access the QVP Home Page and login.



4. Once on the QVP Home Page, click on the [Login to Vendor Portal](#) link.



5. Enter in your User ID + Password.
6. Click the **[Login]** button.

The screenshot shows the 'Login' page. The title is 'Login' in bold. Below the title is the instruction: 'To login, please enter your email address and password below.' There are two input fields: 'User ID: \*' with the value 'test@azdes.gov' and 'Password: \*' with a masked password of ten dots. Below the password field is a checkbox labeled 'Notification SystemOnly'. At the bottom of the form is a 'Login' button.

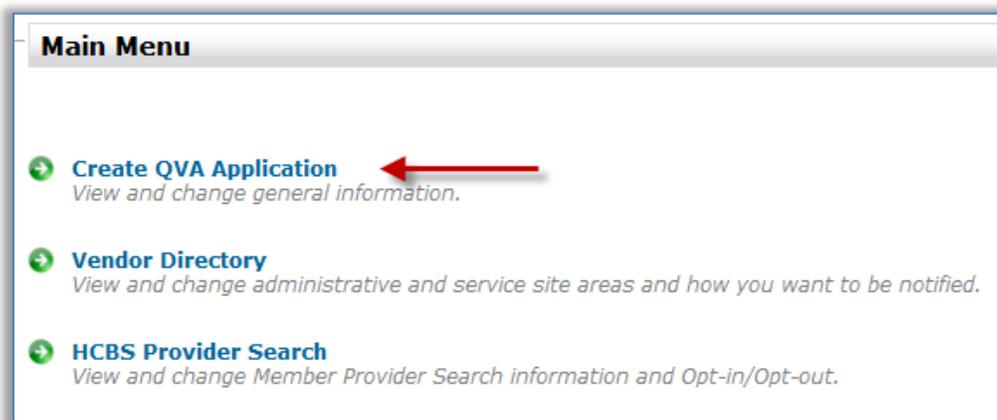
## 2.2 Main Menu

Once logged in, the first page that opens in the vendor portal is the **Main Menu**. From the Main Menu, you will be able to create a new QVA application or manage an existing QVA application or QVA contract. To qualify for a *new* QVA application, you must meet one of the following criteria:

- ✓ You have not already started a QVA application under the current FEI  
(The status listed in header of your portal account = N/A)
- ✓ Your past QVA application was cancelled by you BEFORE being submitted  
(The status listed in header of your portal account = CANCELLED)
- ✓ Your past QVA application was cancelled by a DDD Manager BEFORE being submitted  
(The status listed in header of your portal account = MANAGER CANCEL)
- ✓ Your past QVA application was denied by a DDD Manager AFTER being submitted  
(The status listed in header of your portal account = MANAGEMENT DENIED)
- ✓ Your past QVA contract was terminated by a DDD Manager AFTER being awarded  
(The status listed in header of your portal account = CONTRACT TERMINATED)

To create a new QVA application, follow the steps below ...

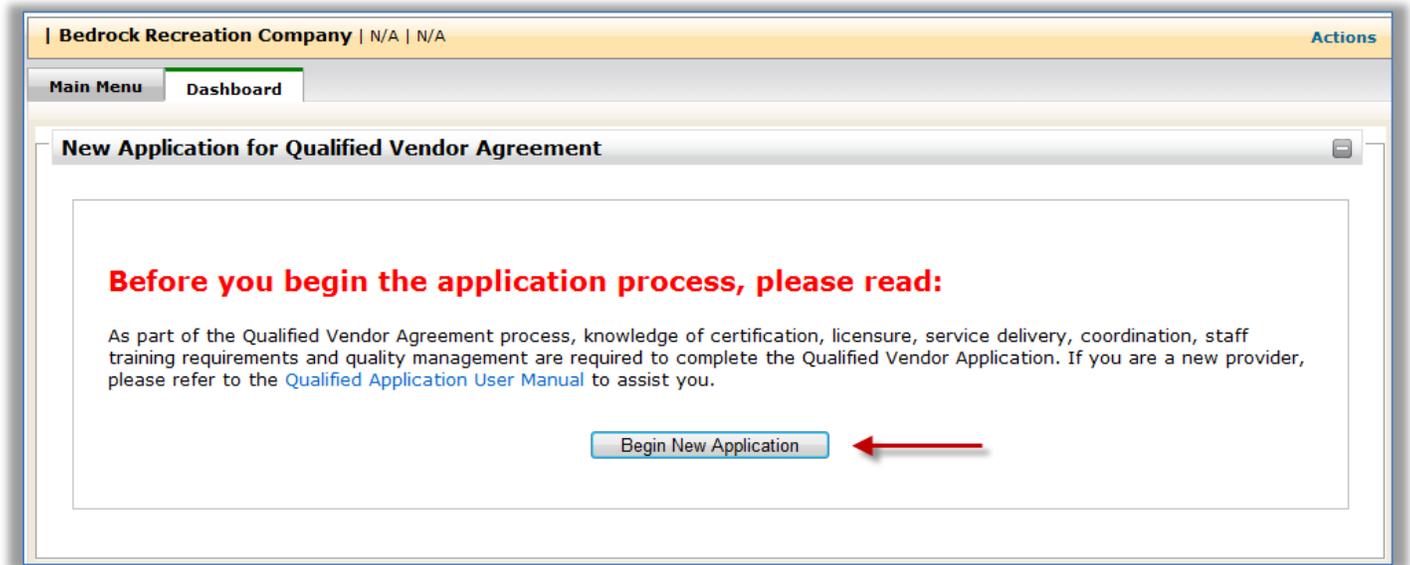
1. Click on the **Create QVA Application** link on the Main Menu.



>>> **RESULTS:** You are taken to the Dashboard tab of the current vendor portal account.

**NOTE:** If you already have an existing active QVA application, or active QVA contract, then the first link on the Main Menu will read '**Manage QVA Application**' or '**Manage QVA Contract**', depending on which one you have. Clicking on either of those links will take you into your current application or contract.

2. Click on the **[Begin New Application]** button on the Dashboard tab.



>>> **RESULTS:** A new QVA application is created under the current vendor logged in. You are now taken to the Information tab of your new QVA application.

### 2.3 Information

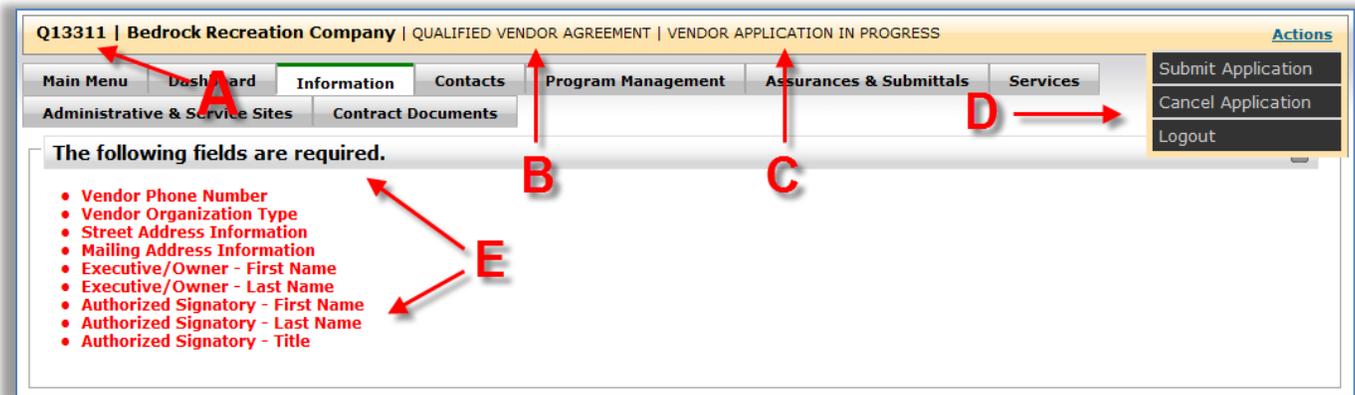
The **Information tab** contains information about the Vendor, the Executive/Owner and Authorized Signatories.

#### **IMPORTANT:**

- ✓ Some of the data provided during registration has carried over to the Information page.
- ✓ All required fields on this page will need to be filled in before the application is able to be submitted to DDD.
- ✓ You may save unfinished work on this page at any point, and return to complete it at a later date without losing your place.
- ✓ The exception to the above point is the 'Legal Name' field. The 'Legal Name' field may not be left blank when saving this page.
- ✓ The 'Vendor FEI' field is always read-only and may not be updated at any stage of the application or contract.

The key items of the **Information tab** are pointed out on the next few pages. The corresponding letters are detailed in paragraphs below each individual image. Take note of the sections and their descriptions before filling out the fields on the Information tab.

**To complete the Information page**, fill in and save all of the required fields on the page. Fill in any optional fields which apply.



- A.** The **QVA Application Number** is unique and is generated by the system. The number is displayed in the header next to the Vendor Name at all times. The ‘Q’ signifies a Qualified Vendor Agreement application. If the application is awarded a contract, the application number will be lengthened and updated to a QVA Contract Number.
- B.** The **Contract Type** of the application is a “Qualified Vendor Agreement”. The contract type will be displayed in the header at all times.
- C.** The **Status** of the application at this point is “VENDOR APPLICATION IS PROGRESS”. This is the first status of the application. The status will update with each new phase of the application and contract process. The current status will display in the header at all times.
- D.** The **Actions menu** contains 3 actions at this point ...
  - Submit Application = When all required fields have been filled out, the application may be submitted to DDD for processing.
  - Cancel Application = The Application may be cancelled only when it is in the VENDOR APPLICATION IN PROCESS status.
  - Logout = Logging out will cause you to lose any unsaved data and will require you to log back in to access your QVA application.
- E.** The **Required Fields** section lists the name of any required field which has been left blank when the page is saved. It will also list invalid entries into any of the fields. The error message will be removed once the missing required field is populated and/or the invalid entry is corrected.

**F.** The **Vendor Information** section contains the following:

- Legal Name = the name listed on your W-9 tax form. This field cannot be left blank.
- Vendor FEI = number given during registration. This field cannot be changed.
- Vendor DBA Name = name doing business as. May be same as 'Legal Name'. Not required.
- Vendor Phone / Fax / Email / Website = the 'Vendor Phone' is required, the others are not.

**G.** The **Vendor Organization Type** is similar to the vendor's tax classification. QVAs are separated into 2 different types. Only 1 type may be selected and the type may be changed in the future to fit a change in the vendor's tax classification. The two QVA Vendor Organization Types are:

- *Agency* = an organization with 1 or more additional employees.
- *Independent Professional Provider* = an organization with 0 additional employees.

**H.** The **Vendor Address** section contains the vendor's Street Address (*or physical address*) & Mailing Address. A QVA requires both; however, they can be the same address.

**I.** A '**Same as Street**' checkbox is available in the Mailing Address area for convenience. Selecting the checkbox will automatically update the Mailing Address to match the Street Address, and make the Mailing Address fields read-only. Unselecting the checkbox will open the Mailing Address fields for editing.

**J.** The following fields are for DDD Admin use only. They will be populated automatically by the system when the page is saved, and they are based on the address provided...

- *Zip4 / Address District / GSA / Zone*

## United States Postal Service (USPS) - Address Validation

The addresses in the QVA will be validated using the **USPS database**. Each time a completed address is saved, a pop up window will open with any give suggestions for those addresses not found exactly in the USPS database. Any address in the database similar to the entered address will be listed in the pop up window for the vendor to consider.

If the address entered is found exactly as is in the USPS database, then the address validation pop up window will not open and the address will be saved as is.

If there are no suggestions, then an [Edit] button option will be displayed in the pop up window where the suggested addresses would normally be. (Image not shown)

**Verify your address details**

**We think that your address may be incorrect or incomplete.**  
To proceed, please choose one of the options below.  
We recommend:

1789 W Jefferson St  
Phoenix  
AZ  
85007  
4665

You Entered:[Edit]

1789 Jefferson  
Phoenix  
AZ  
85007  
4665  
MARICOPA

\*Your address may be undeliverable

- K.** The suggested address may be chosen by clicking the **[Use suggested address]** button. If this button is selected, the pop up window will close and the entered address will update to the suggested address automatically on the Information page.
- L.** The entered address may be kept by clicking the **[Use Address As Entered]** button. If this button is selected, the pop up window will close and the entered address will be saved to the Information page as entered.

Once the Information page is saved with all required fields filled in correctly, plus any desired optional fields, the message "**Data saved successfully**" will be displayed near the top of the page.

**Q13311 | Bedrock Recreation Company | QUALIFIED VENDOR AGREEMENT | VENDOR APPLICATION IN PROGRESS**

**Main Menu | Dashboard | Information | Contacts | Program Management | Assurances & Submittals**

**Data saved successfully**

**Vendor Information**

Legal Name \*  
Bedrock Recreation Company

Vendor FEI \*  
99-9999991

## 2.4 Contacts

The **Contacts tab** contains information about the different contacts for your organization. The contacts do not have to be unique. You may use the same information for multiple contacts. The contact information may be the same as the Executive/Owner contact.

The QVA requires 4 different types of contacts. Take note of the contacts and their descriptions before filling out the fields on the Contacts page.

1. **Principal Contact** = the contact for the Day-to-Day operations of the organization.
2. **Notice Contact** = the contact for all correspondence from DDD Business operations.  
(The Notice email address is prepopulated with the email address from vendor registration)
3. **Quality Management Contact (new)** = the contact responsible for review, oversight and improvement of your program.
4. **Billing / Payments Contact** = the contact for all claims and other billing correspondence.

**To complete the Contacts page**, fill in and save all of the required fields on the page. Fill in any optional fields which apply.

**Data saved successfully**

**Principal Contact** The contact for the Day-to-Day operation of the organization.(May be same as Executive/Owner contact)

First Name *	Last Name *	Phone Number *	Fax Number	Email Address *
Fred	Flintstone	(000) 000-0000	(111) 111-1111	FredFlintstone@BRC.com

**Notice Contact** The contact for all correspondence from DDD Business operations to the organization.(May be same as Executive/Owner contact)

First Name *	Last Name *	Phone Number *	Fax Number	Email Address *
Fred	Flintstone	(000) 000-0000	(111) 111-1111	test@azdes.gov

**Quality Management Contact** The contact responsible for review, oversight, and improvement of the program.(May be same as Executive/Owner contact)

First Name	Last Name	Phone Number	Fax Number	Email Address
Barney	Rubble	(222) 222-2222		BarneyRubble@BRC.com

**Billing / Payments Contact** The contact for all claims and other billing correspondence to the organization.(May be same as Executive/Owner contact)

First Name *	Last Name *	Phone Number *	Fax Number	Email Address *
Wilma	Flintstone	(333) 333-3333	(111) 111-1111	WilmaFlintstone@BRC.c
Address Line 1 *		Address Line 2		
123 E Dino Lane				
City *	State *	Zip Code *	Zip4	County
Bedrock	AZ	85012		MARICOPA

Save Changes

## 2.5 Program Management

The **Program Management tab** contains information related to the policies and procedures for your business as a whole. The information provided on the Program Management sub tabs will be viewed by DDD and will be used in the process of awarding a contract.

### IMPORTANT:

- ✓ There is no 'spell-check' feature in the major text areas. It is recommended to cut and paste your responses into the portal from a word processing program (*i.e. MS Word, etc...*) to spell check your entries.
- ✓ All fields in the Program Management sub tabs are required. It is important to respond to each item. The electronic online application may not be submitted until all fields are properly filled in and saved.

The screenshot shows the 'Recruitment & Training Information' section of the Program Management sub-tab. It features a list of required fields, a character counter, and a 'Save Changes' button. Red arrows labeled A, B, and C point to the required fields list, the 'Save Changes' button, and the character counter respectively.

- A.** Each sub tab has a section for missing required fields. When the page is saved, any required field left blank will be listed in the “**The following fields are required.**” section.
- B.** Each sub tab is saved independently. You will need to click the **[Save Changes]** button on each individual sub tab page to save your entries for that specific page.
- C.** Each major text area is limited to a maximum of 2000 characters. The character counter for each entry will show you the current character amount remaining.

To complete the Program Management tab, fill in all of the fields in the following sub tabs...

## Recruitment & Training

***Describe the recruitment plan for direct staff. Describe the initial training plan for direct staff. Include any additional service specific requirement for each proposed service.***

- Recruitment plan should include position, qualifications, and how recruitment takes place.
- Initial Training plan should include what training is required and when/where/how the training will be conducted.
- Individual Providers should indicate they are either an Independent Professional Provider or a staffed Agency.

***Describe the ongoing training plan for direct service staff, including any service specific training for each proposed service.***

- Plan should include position, training required, and when/how the training will be conducted.
- Individual Providers should indicate what training they have had, and when/where/how the training was obtained.

***Describe briefly the backup plan for direct service staff absences (preplanned and emergency absence). Please include the process for reporting NON-PROVISION of services for all services that apply.***

- Preplanned absences & Emergency absences backup plans should include: Notification of client and family & Rescheduling or alternative staff coverage.

## Incident Reporting

***Which position in the organization is responsible for the final review of the incident prior to submission to the Division?***

- Name of individual and should indicate individual's title.

***Which position in the organization is responsible for notifying a member/member representative of incidents?***

- Name of individual and should indicate individual's title.

***Does the organization have written policies and procedures regarding the reporting of incidents of abuse, neglect and exploitation?***

- A "Yes" response is required by Section 5 – Service Requirements in the Request for Qualified Vendor Application.

***Are reporting protocols shared with members/member representatives?***

- A "Yes" response is required by Section 5 – Service Requirements in the Request for Qualified Vendor Application.

***How are incidents of abuse, neglect, exploitation or injury reported internally?***

- Should reference existing agency policy and/or reference DES/DDD Administrative Directive 76 (Revised). [See 2100 Incident Management (PDF Doc) at <https://www.azdes.gov/main.aspx?menu=96&id=2844>].

- The response may also include the acceptance of client includes assessment for potential abuse, neglect, exploitation, or injury and prevention plan and periodic re-assessments.
- Should indicate who is responsible for reporting incidents.
- Should indicate who the incident is reported to. (i.e. agency administrator, immediate supervisor, etc.)
- Should indicate when the incident is reported (i.e., immediately, within 24 hours, etc.)
- Should indicate how notification will take place. (i.e. verbal and/or written, phone, e-mail, fax, mail)
- Verbal notifications followed up with a written report.
- Form to be used: Incident Report DD-191, Agency internal form.
- May indicate what action is taken on the client's behalf immediately and as a follow-up.

***How are incidents of abuse, neglect, exploitation or injury reported externally?***

- Should reference existing agency policy and/or reference DES/DDD Administrative Directive 76 (Revised). [See 2100 Incident Management (PDF Doc) at <https://www.azdes.gov/main.aspx?menu=96&id=2844>].
- The response may also include the acceptance of client includes assessment for potential abuse, neglect, exploitation, or injury and prevention plan and periodic re-assessments.
- Should indicate who is responsible for reporting incidents.
- Should indicate who the incident is reported to. (i.e. DES/DDD support coordinator, protective services, police, and family/guardian)
- Should indicate when the incident is reported (i.e., immediately, within 24 hours, etc.)
- Should indicate how notification will take place. (i.e. verbal and/or written, phone, e-mail, fax, mail)
- Verbal notifications followed up with a written report.
- Form to be used: Incident Report DD-191, Agency internal form.
- May indicate what action is taken on the client's behalf immediately and as a follow-up.

***Describe the internal review process for incident reports, including trending, and how corrective action is implemented.***

- Should include who will conduct an investigation. (i.e. staff, physician, other individuals.)
- Should indicate what outcomes will be determined. (i.e. need for performance improvement, continued monitoring, staff training, policy change.)
- Should indicate what follow-up treatment/action/preventative action will be implemented.
- Should indicate timeframe for completion of internal reviews.
- Should indicate how the completion of a correction is verified

**Complaints & Grievances**

***Which position in the organization is responsible for resolving the complaint/grievance?***

- Name of individual and should indicate individual's title.

***Does the organization have a complaint/grievance form?***

- If the business does not have a form, in the large text area at the bottom of the page, indicate if they are planning to develop a form and how complaint/grievances are filed or what procedure they are currently following.

***Does the organization have written policies and procedures regarding the submission of complaints/grievances?***

- If the business does not have written policies, in the large text area at the bottom of the page, indicate if they are planning to develop and implement written policies and what procedures they are currently following.

***Are complaints/grievances shared with members and/or member representatives?***

- In the large text area at the bottom of the page, indicate why or why not.

***Who can file a complaint/grievance?***

- Should indicate who may file a complaint or grievance.

***Who can file a complaint/grievance?***

- Should indicate timeline including review time and response time.

***Describe the complaints/grievances process.***

- Should indicate who reviews complaints/grievances, what steps are included in the review processes, and what actions may be taken.

**Member/Member Representative Input**

***How is input from members/member representatives gathered?***

- Should provide an opportunity, at least an annual basis, for a consumer satisfaction survey.
- Should discuss collection of information and feedback from meetings with families, individuals, and groups.
- Should mention suggestion box, comment cards, etc.

***Describe the process used to measure mbr/mbr representatives' satisfaction with services.***

- Should indicate who reviews formal and informal input/feedback.
- Should explain how formal and informal input/feedback is reviewed.
- Should indicate what follow-up action may be taken.
- Should outline how input is shared and utilized to improve service delivery.
- Should explain how improvement is measured or demonstrated (i.e. fewer complaints about a particular area of service, complements for service delivery method changes, etc.)

***Describe how members/member representatives are involved in the hiring and/or evaluation of direct service staff.***

- Should indicate if and how consumers/families/consumer representatives are formally involved in hiring of direct service staff. (i.e. if a family or consumer referred applicant meet requirements, the vendor may opt to hire them, if family or consumer is part of the interview committee, etc.)
- Should indicate if and how consumers/families/consumer representatives are formally involved in evaluation of direct service staff. (i.e. if input/feedback about specific staff members is directly solicited from consumers/families/ consumer representatives.)
- Should indicate if annual surveys and input/feedback are used in employee evaluations.

***Which position is feedback forwarded to within the organization?***

- Name of individual and should indicate individual's title.

***Describe how members/member representatives are involved in improving overall quality of services provided by the organization.***

- Should reiterate the responses in the questions above.

***Does the organization provide an analysis of overall member feedback to members/member representatives who may be considering services with the organization?***

- Should indicate if letters of reference and commendation are available to families upon request.
- Should indicate if licensing reports are available for review.
- Should indicate if interested parties are directed to DES/DDD or other governing entities for licensing reports, number and nature of unusual incidents, and related compliance issues.

## **Member Involvement**

***If your organization has a community advisory group and/or participates in any external advisory groups, describe your company's involvement. If none, describe your company's plans to develop, or participate in, a group in the future.***

- Should list possible consumers/families/consumer representatives involvement similar to the following:
  - Recruit as vendor volunteers
  - Recruit as advisory representatives
  - Involve in planning and participating in events
  - Train to assist in conducting meetings/training
  - A resource for recruitment, interviewing, and recommendation of potential staff
  - Utilize feedback in the monitoring process
  - Provide opportunity to ask questions, make presentations, or comment at open agenda meetings
  - Request donations of furniture, appliances, vehicles, etc.

***Describe any other method used by your organization to provide opportunities for members/member representatives to be actively involved in your organization's operations. (i.e. staff recruitment, staff training and development, monitoring, social events, etc.)***

- Should name the advisory group and indicate its purpose, frequency of meetings, how participants are recruited and their role.

## **Quality Improvement**

***Describe the process used by the organization to monitor and evaluate the services provided as they relate to the service plan outcome.***

- Should tell how monitoring and evaluation is conducted. (i.e. staff meetings, review of required staff reports addressing ISP goals and objectives, site visits, evaluations by families, etc.)
- Should indicate frequency of monitoring and evaluations.

***Describe the overall organizational approach toward improving the quality of the services provided. (As part of your response, consider trending incidents, grievance and compliant processes, onsite monitoring and member feedback.)***

- Should address method of assessing/re-assessing client needs, how it is determined if goals and objectives have been met, and approach to establishing appropriate services through the ISP.
- Should discuss staff evaluations and implementation processes of new procedures.
- Should address the types and frequency of managerial reports used to track practices and as tools for quality improvement.

## 2.6 Assurances & Submittals

The **Assurances & Submittals tab** focus on your disclosure of additional information related to your business operations and financial status, as well as your understanding of Arizona and DES/DDD laws, rules and policies.

### **IMPORTANT:**

- ✓ Each of the assurances is required and must be answered.
- ✓ Depending on how you answer some questions, you may be required to submit additional attachments. Each attachment, somewhere on the page, needs to include, 1) the Assurance number to which it corresponds to and 2) the applicant's Federal Employer ID Number (FEI).
- ✓ Once the application is submitted, you will need to print and sign the Assurances document and attach hardcopies of all the applicable submittals.

To complete the Assurances & Submittals page, select 'Yes' or 'No' for each question on the page and then click the [Save Changes] button to save your entries.

<b>Main Menu</b>	<b>Dashboard</b>	<b>Information</b>	<b>Contacts</b>	<b>Program Management</b>	<b>Assurances &amp; Submittals</b>	<b>Services</b>
------------------	------------------	--------------------	-----------------	---------------------------	------------------------------------	-----------------

**The following fields are required.**

- A selection of either Yes or No for each question is required.

**INSTRUCTIONS:**  
**The Applicant must respond to each of the following items, then print and sign the document and attach hardcopies of the applicable submittals. The submittals shall indicate the item number to which it corresponds and include the Applicant's Federal Employer Identification Number (FEIN).**

1).	Does the Applicant/Qualified Vendor agree to maintain and comply with any license(s), certification(s), and/or registration(s) set forth under federal or Arizona law, rules, or policy for the provision of each developmental disability service applied for?	<input type="radio"/> Yes	<input type="radio"/> No
2).	Does the Applicant/Qualified Vendor understand that payment will not be made for services delivered prior to the effective date of any licensure, certification(s), and/or registration(s) required by federal or Arizona law, rules, or policy?	<input type="radio"/> Yes	<input type="radio"/> No
3).	Has the Applicant/Qualified Vendor or any of its Key Personnel had a community developmental disability service or similar service license(s), certification(s) and/or registration(s) revoked, denied, or suspended in Arizona or in any other state within the past five (5) years? <i>(For the purposes of these Assurances and Submittals, "Key Personnel" shall include the Applicant/Qualified Vendor if an individual, or if the Applicant/Qualified Vendor is a corporation or other entity, any partner, manager, director, officer, or person directly or indirectly controlling 10% or more of the outstanding voting shares or other ownership interest of the Applicant/Qualified Vendor)</i>	<input type="radio"/> Yes	<input type="radio"/> No
	<b>3.1).</b> If "yes", submit an explanation and current status.		
4).	Has the Applicant/Qualified Vendor or any of its Key Personnel been a party to any contract terminated for cause relating to community developmental disability services or similar services in Arizona or in any other state within the past five (5) years?	<input type="radio"/> Yes	<input type="radio"/> No
	<b>4.1).</b> If "yes", submit a detailed description of such terminations.		

direct services to ADES clients:

23).	As a registered provider with the Arizona Health Care Cost Containment System Administration ("AHCCCSA"), does the Applicant/Qualified Vendor certify that it will screen all employees, contractors, and/or subcontractors no less frequently than monthly to determine whether any of them have been excluded from participation in federally-funded health care programs by checking the following databases and any other such databases that may be prescribed?	<input type="radio"/> Yes	<input type="radio"/> No
	<b>23.1).</b> The List of Excluded Individuals and Entities ("LEIE"), which may be accessed at <a href="http://www.oig.hhs.gov/fraud/exclusions.asp">http://www.oig.hhs.gov/fraud/exclusions.asp</a> ?	<input type="radio"/> Yes	<input type="radio"/> No
	<b>23.2).</b> The System for Award Management ("SAM"), which may be accessed at <a href="https://www.sam.gov/portal/public/SAM/?">https://www.sam.gov/portal/public/SAM/?</a>	<input type="radio"/> Yes	<input type="radio"/> No
24).	Will all solicitation amendments to RFQVA # DDD 710000 issued by the Division be acknowledged by an authorized signature and will the signature page(s) of the Amendment(s) be submitted with the hardcopy Application?	<input type="radio"/> Yes	<input type="radio"/> No
25).	Did a consultant assist the Applicant in completing the Application or assist the Qualified Vendor in preparing an amendment to the awarded QVA?	<input type="radio"/> Yes	<input type="radio"/> No
	<b>25.1).</b> If "yes", submit a list of the name(s) and affiliation(s) (i.e., company/business name) of each consultant.		
26).	Did the Applicant/Qualified Vendor use another Application for a QVA and/or an awarded QVA as a resource in preparing this Application or an amendment to the QVA?	<input type="radio"/> Yes	<input type="radio"/> No
	<b>26.1).</b> If "yes", submit a list of the name(s) of each Applicant that submitted an Application and/or the name(s) of each awarded QVA that was used as a resource.		
27).	Is the hardcopy of the Qualified Vendor Application package or the QVA Amendment a true copy of the information submitted in electronic form in the QVP and does it contain all required attachments and submittals?	<input type="radio"/> Yes	<input type="radio"/> No

## 2.7 Services

The **Services tab** contains information related to the services you wish to offer under your Qualified Vendor Agreement. Such information includes Service Description, Transportation and the business' policies & procedures for each service. To learn about the variety of services available, click [here](#) to review the "**Section 7 - Service Specification**" document.

### IMPORTANT:

- ✓ Responses should reflect knowledge of service specifications and how you conduct business.
- ✓ Services added to the application will be individually approved or denied by DDD management.
- ✓ Services will start out as pre-approved when the contract is initially awarded. The service will be approved and started once registered with AHCCCS and valid vendor insurance has been added to the awarded contract.
- ✓ A denied service may be added again and re-submitted for a new approval process.
- ✓ If any of the *Group Home* services are selected, the **'(RRB) Room & Board All Group Homes'** service **must** also be selected.
- ✓ An added service may be removed by the vendor before the application is submitted. Once the application has been submitted, the service may only be removed by DDD management.
- ✓ A vendor may request a service be removed from the awarded contract. However, the removal of the service will be determined by the Division based on need, and other factors.
- ✓ The **Service History** section displays only services which have been denied or terminated in the past **90 days**. (*Since this is a new application, the Service History will be empty.*)

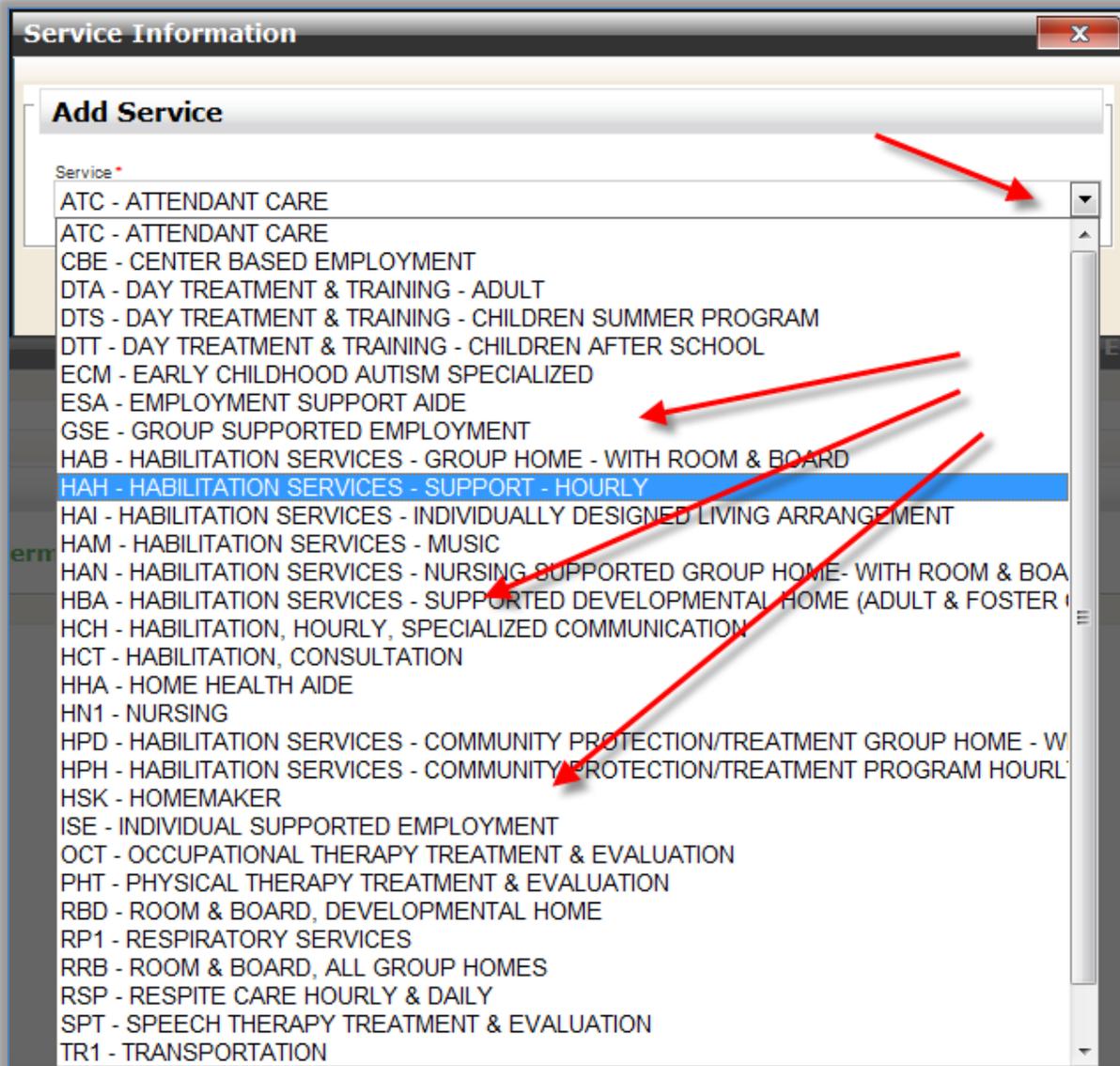
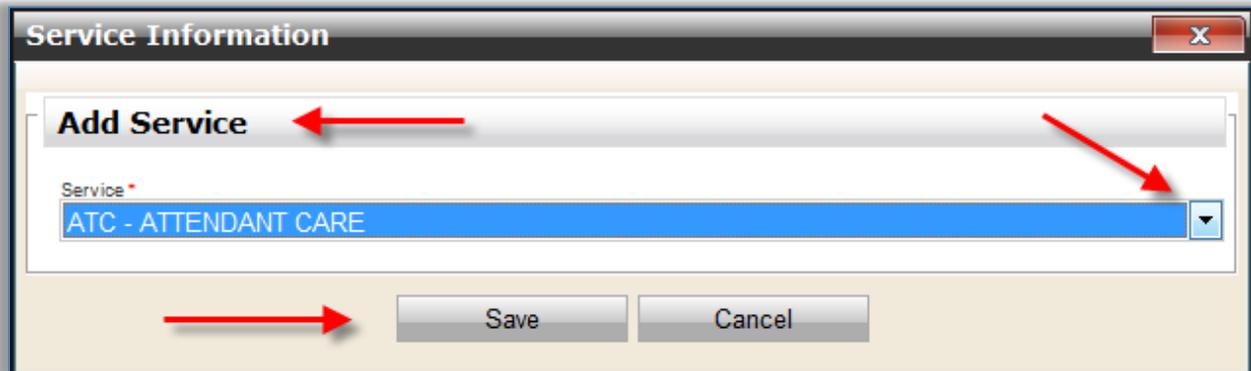
**To add a service** to the QVA application, follow the steps below...

1. From the **Services tab**, click the **[Add New Service]** button.

The screenshot shows the 'Services' tab selected in the top navigation bar. Below the navigation bar, there are sub-tabs for 'Administrative & Service Sites' and 'Contract Documents'. The main content area shows a 'Services' section with a table header and an 'Add New Service' button. Below the table is a 'Services History' section with a message: 'No Services denied or terminated within the last 90 days'.

Suspended	Ahcccs Id	Service	Status	Start Date	End Date	Action
-----------	-----------	---------	--------	------------	----------	--------

2. Select a service from the **Add Service** pop up window and then click the **[Save]** button.



>>> **RESULTS:** The service detail sub tabs are created for the individual service. The default sub tab page is AHCCCS ID.

3. Fill in all required fields on each of the **Service sub tabs** mentioned below.

**NOTE:** *If the policies & procedures for the service match the policies & procedures for the business on the Program Management tab, then leave the matching sub tabs on the service tab blank and only fill in the following sub tabs: **Service Description, Transportation & AHCCCS ID.***

### Service Description

A single textbox is available to describe how the entire service process is handled by the business. This field is required and must be saved before submitting the application.

The screenshot shows a web application interface with a tabbed menu at the top. The tabs are: Service Description (selected), Transportation, AHCCCS ID, Recruitment & Training, Incident Reporting, and Complaints & Grievances. Below the tabs are sub-tabs: Member/Member Representative Input, Member Involvement, and Quality Improvement. The main content area is titled "RBD - ROOM & BOARD, DEVELOPMENTAL HOME" and has a "Back to Service List" button. The "Service Description" section contains a warning icon and the text "Please limit your response to one page." There are "Save Changes" and "Reset Amendment" buttons. Below this is a text area with a character count of "308 characters remaining" and the text: "Describe how your organization will provide this service from referral through service delivery \* Referrals will come from several areas, which include, but are not limited to, DDD referrals, word of mouth referrals, ad driven referrals, community referrals and recruitment referrals. This service Room and Board -".

### Transportation

If transportation is required to deliver the service, at least 1 of the top 3 checkboxes must be checked. If 1 of checkboxes is selected, then the remaining questions are required and **must** be answered.

If transportation is not required to deliver the service, then the 'Not Applicable' checkbox must be selected. If the 'Not Applicable' checkbox is selected, then the remaining questions are not required and are set to read only.

The screenshot shows a web application interface with a tabbed menu at the top. The tabs are: AHCCCS ID, Service Description, Transportation (selected), Recruitment & Training, Incident Reporting, and Complaints & Grievances. Below the tabs are sub-tabs: Member/Member Representative Input, Member Involvement, and Quality Improvement. The main content area is titled "ATC - ATTENDANT CARE" and has a "Back to Service List" button. The "Service Transportation" section contains a warning icon and the text "Please limit your response to one page." There is a "Save Changes" button. Below this is a list of checkboxes: "When transportation is required to deliver the service, how do you support direct service staff for community access? (Check all that apply). \*". The checkboxes are:  Transportation in an individual/staff owned car,  Transportation in an agency owned, leased or contracted vehicle,  Reimbursement for public transportation, and  Not Applicable. Below this is a text area with a character count of "1889 characters remaining" and the text: "Describe methods used to ensure that all provider and agency supplied vehicles are properly maintained \* This is only a test of this textbox. If this were an actual value, this message would not be visible. Thank you".

## Service Transportation



Please limit your response to one page.

Save Changes

When transportation is required to deliver the service, how do you support direct service staff for community access? (Check all that apply). \*

- Transportation in an individual/staff owned car
- Transportation in an agency owned, leased or contracted vehicle
- Reimbursement for public transportation
- Not Applicable

Describe methods used to ensure that all provider and agency supplied vehicles are properly maintained \*

1889 characters remaining

## AHCCCS ID

All available AHCCCS ID information associated with the chosen service (now including Provider Type Description and AHCCCS Vendor Name) will be listed on this page. **To assign an AHCCCS ID** to the selected service, click on the **[Select]** button in the Actions column. The AHCCCS ID field on this page is not required. DDD will complete the AHCCCS ID if left blank. **If there are no AHCCCS IDs associated with the chosen service, the field will remain blank when submitting the application.**

Service Description | Transportation | AHCCCS ID | Recruitment & Training | Incident Reporting | Complaints & Grievances | Member/Member Representative Input | Member Involvement | Quality Improvement

ECM - EARLY CHILDHOOD AUTISM SPECIALIZED Back to Service List

### AHCCCS ID

AHCCCS ID To add an AHCCCS ID, please select a value from the list below, if available

Save Changes

Select an available AHCCCS ID from the grid below.

Action	AHCCCS ID	Provider Type	Provider Type Description	Provider Start Date	Provider End Date	COS	COS Start Date	COS End Date	HCCPC Service From	HCCPC Service To	Ahcccs Vendor Status Type	Ahcccs Vendor Name
Select	885130	25	GROUP HOME (DEVELOPMENTALLY DISABLED)	10/2/2013		32	10-02-2013	12-31-2500	T2016	T2017	A	THE TUNGLAND CORP
Select	966275	25	GROUP HOME (DEVELOPMENTALLY DISABLED)	12/11/2014		32	12-11-2014	12-31-2500	T2016	T2017	A	THE TUNGLAND CORP
Select	966283	25	GROUP HOME (DEVELOPMENTALLY DISABLED)	11/28/2014		32	11-28-2014	12-31-2500	T2016	T2017	A	THE TUNGLAND CORP
Select	966309	25	GROUP HOME (DEVELOPMENTALLY DISABLED)	10/22/2014		32	10-22-2014	12-31-2500	T2016	T2017	A	THE TUNGLAND CORP
Select	773627	25	GROUP HOME (DEVELOPMENTALLY DISABLED)	1/1/2013		32	01-01-2013	12-31-2500	T2016	T2017	A	THE TUNGLAND CORP - ROSE
Select	773735	25	GROUP HOME (DEVELOPMENTALLY DISABLED)	1/1/2013		32	01-01-2013	12-31-2500	T2016	T2017	A	THE TUNGLAND CORP - 34TH
Select	773757	25	GROUP HOME (DEVELOPMENTALLY DISABLED)	1/1/2013		32	01-01-2013	12-31-2500	T2016	T2017	A	THE TUNGLAND CORP - 39TH
Select	774130	25	GROUP HOME (DEVELOPMENTALLY DISABLED)	1/1/2013		32	01-01-2013	12-31-2500	T2016	T2017	A	THE TUNGLAND CORP - 41ST
Select	774121	25	GROUP HOME (DEVELOPMENTALLY DISABLED)	1/1/2013		32	01-01-2013	12-31-2500	T2016	T2017	A	THE TUNGLAND CORP - 64TH
Select	774112	25	GROUP HOME (DEVELOPMENTALLY DISABLED)	1/1/2013		32	01-01-2013	12-31-2500	T2016	T2017	A	THE TUNGLAND CORP - 79TH
Select	773385	25	GROUP HOME (DEVELOPMENTALLY DISABLED)	1/1/2013		32	01-01-2013	12-31-2500	T2016	T2017	A	THE TUNGLAND CORP - ALTA
Select	773377	25	GROUP HOME (DEVELOPMENTALLY DISABLED)	1/1/2013		32	01-01-2013	12-31-2500	T2016	T2017	A	THE TUNGLAND CORP - AMBER
Select	774095	25	GROUP HOME (DEVELOPMENTALLY DISABLED)	1/1/2013		32	01-01-2013	12-31-2500	T2016	T2017	A	THE TUNGLAND CORP - ANGEL

Save Changes

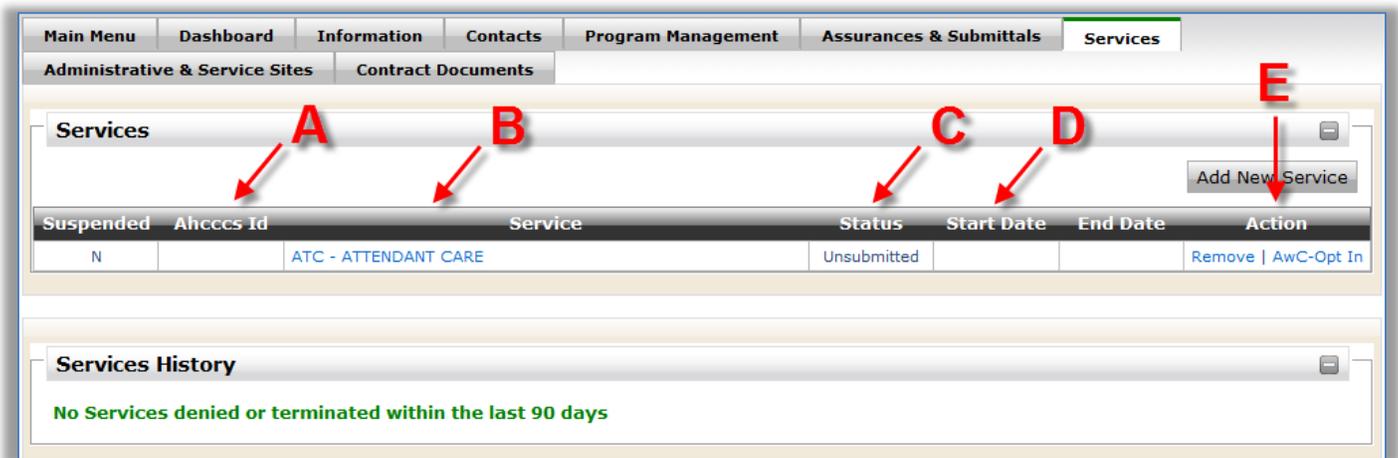
The remaining **Service sub tabs** are duplicates of the sub tabs in the Program Management tab. Fill in the following **Service sub tabs** ONLY if the policies & procedures for the service added are different from the policies & procedures of the business on the Program Management sub tabs. The fields in the following Service sub tabs are all optional.

- ✓ Recruitment & Training
- ✓ Incident Reporting
- ✓ Complaints & Grievances
- ✓ Member/Member Representative Input
- ✓ Member Involvement
- ✓ Quality Improvement

4. Once all required fields on all sub tabs have been filled in, click the **[Back to Service List]** button to close out the sub tabs and return to the service list.

**CONGRATUALIONS! YOUR SERVICE HAS BEEN SUCCESSFULLY ADDED.**

Take note of the newly added service on the Services tab of your QVA application.



- A.** The AHCCCS ID chosen on the AHCCCS ID sub tab is displayed.
- B.** The name of the service is displayed as a hyperlink which will open to the Service’s sub tabs.
- C.** The status of the new service is displayed as ‘Unsubmitted’ until DDD process it.
- D.** The Service Start Date is blank until the contract is awarded and the service is registered in AHCCCD and the insurance has been added to the contract.
- E.** The available actions for a new service are ‘Remove’ and ‘AwC-Opt In’ or ‘AwC-Opt Out’.

**To edit a service** on the QVA application, click on the service name hyperlink in the Services list. The service sub tabs will display. Edit any field and then save the individual page using the [Save Changes] button located on the page.

**To remove a service** on the QVA application, click the “Remove” link under the **Actions** column of the selected service. Once the “Remove” link is selected, the service will be removed from the service list and the application. The service will now become available to be added again and will be listed on the dropdown of the **Add Service** pop up window when the [Add New Service] button is selected.

### Agency with Choice

Agency with Choice (AwC) is an option offered to **ALTCS members** who reside in their own home. Under the Agency with Choice option, the *provider agency* and the *member/individual representative* enter into a partnership agreement. The provider agency serves as the legal employer of the Direct Care Worker (DCW) and the member/individual representative serves as the day-to-day managing employer of the DCW.

Adding your service to the Agency with Choice program as a provider, a.k.a. vendor will allow your business to be available to clients in the AwC program. Any qualifying service may be individually opted-in or out at any time by the vendor through the Qualified Vendor Portal. The QVA services which qualify to be part of the AwC program are listed below:

- ✓ ATC - ATTENDANT CARE
- ✓ HAH - HABILITATION SERVICES - SUPPORT – HOURLY
- ✓ HAI - HABILITATION SERVICES - INDIVIDUALLY DESIGNED LIVING ARRANGEMENT
- ✓ HSK - HOMEMAKER

To Opt In a service, click on the **‘AwC-Opt In’** link under the **Action** column for the service.

**A.** When not in the AwC, the service name displays as is and the available action is to **Opt In**.

To Opt Out a service, click on the **‘AwC-Opt Out’** link under the **Action** column for the service.

**B.** When in the AwC, the service name displays **“\*AGN w Choice”** next to it and the available action is to **Opt Out**.

Suspended Ahcccs Id	Service	Status	Start Date	End Date	Action
N	ATC - ATTENDANT CARE	Unsubmitted			Remove   AwC-Opt In
N	HAH - HABILITATION SERVICES - SUPPORT - HOURLY *AGN w Choice	Unsubmitted			Remove   AwC-Opt Out
N	HAI - HABILITATION SERVICES - INDIVIDUALLY DESIGNED LIVING ARRANGEMENT	Unsubmitted			Remove   AwC-Opt In
N	HSK - HOMEMAKER *AGN w Choice	Unsubmitted			Remove   AwC-Opt Out

## 2.8 Administrative & Service Sites

The **Administrative & Service Sites tab** contains information related to where you will be administering your business and services under the Qualified Vendor Agreement.

### IMPORTANT:

- ✓ There are 2 types of sites to add to the QVA: 1) *Administration Site* & 2) *Service Site*.
- ✓ Each QVA requires at least 1 Administration Site. The application may not be submitted without at least 1 Administration Site.
- ✓ A single QVA may have multiple Administration Site and/or Service Sites.
- ✓ Sites may be added or removed by the vendor only.
- ✓ Vendors have access to site information during the application period and the awarded contract period.
- ✓ Any added site may be audited and reviewed by the Division of Developmental Disabilities.

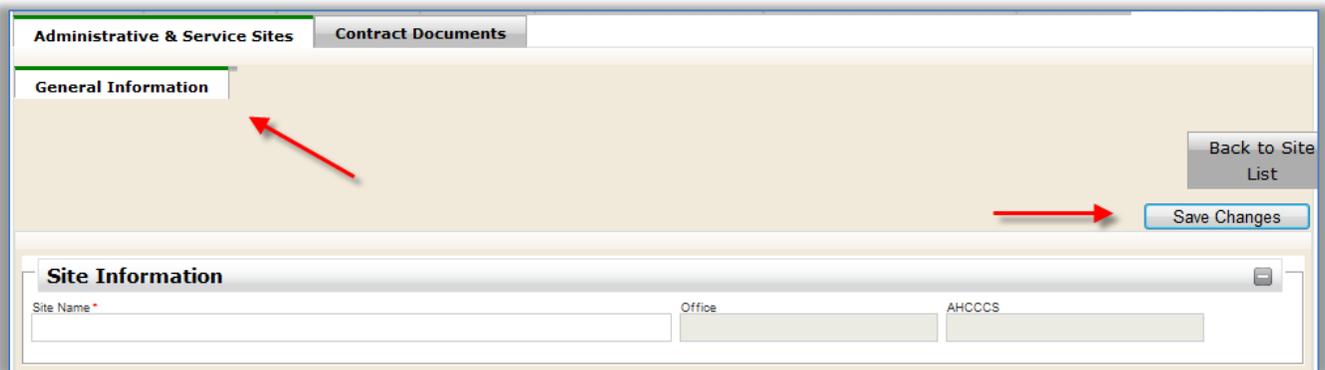
To **add a site** to the Qualified Vendor Agreement, follow the steps below...

1. From the **Administrative & Services Sites tab**, click on the **[Add New Site]** button.

**>>> RESULTS:** The Sites detail sub tabs are created for the individual site. The default sub tab is **'General Information'**.

2. Fill in the required fields on the **'General Information'** sub tab, and then click the **[Save Changes]** button. *(All fields on this page are required)*

**NOTE:** *The site will be added to your QVA when the 'General Information' tab is saved successfully. At that point, all other sub tabs will be made available.*



The screenshot displays a web application interface. At the top, there are two tabs: "Administrative & Service Sites" (which is active) and "Contract Documents". Below the tabs, there is a sub-tab labeled "General Information". A red arrow points to this sub-tab. To the right of the sub-tab, there is a "Back to Site List" button. Below the sub-tab, there is a "Site Information" section with a minus sign icon. This section contains three input fields: "Site Name" (with a red asterisk indicating it is required), "Office", and "AHCCCS". A red arrow points to the "Save Changes" button located at the bottom right of the form.

**General Information**

Back to Site List

Save Changes

---

**Site Information**

Site Name \* Rubbles Roadhouse Office AHCCCS

---

**Site Address**

Address Line 1 \* 123 E Brontosaurus Lane Address Line 2

City \* Bedrock State \* AZ Zip Code \* 12345

Phone Number \* (444) 444-4444

District \* DISTRICT CENTRAL

---

**Principal Contact**

First Name \* Barney Last Name \* Rubble

Phone Number \* (333) 333-3333 Email Address \* BRubble@BRC.com

**General Information** | **Contact Information** | **Site Information Listed** | **Services**

Site Name : Rubbles Roadhouse

Data saved successfully

Back to Site List

Save Changes

---

**Site Information**

Site Name \* Rubbles Roadhouse Office Code AHCCCS

3. Fill in the 'Contact Information' sub tab and then click the [Save Changes] button.

General Information | **Contact Information** | Site Information Listed | Services

Site Name : Rubbles Roadhouse

Back to Site List

Save Changes

**Scheduler Contact**

First Name Last Name Phone Number Fax Number Email Address

**After Hours Contact**

First Name Last Name Phone Number Fax Number Email Address

4. Fill in the 'Site Information' sub tab and then click the [Save Changes] button.

**NOTE:** The Office Type is the only required field on this page.

General Information | Contact Information | **Site Information Listed** | Services

Site Name : Rubbles Roadhouse

Back to Site List

**Site Information**

Office Type \*  Administrative Site  Service Site

Accepting New Referrals  Yes  No

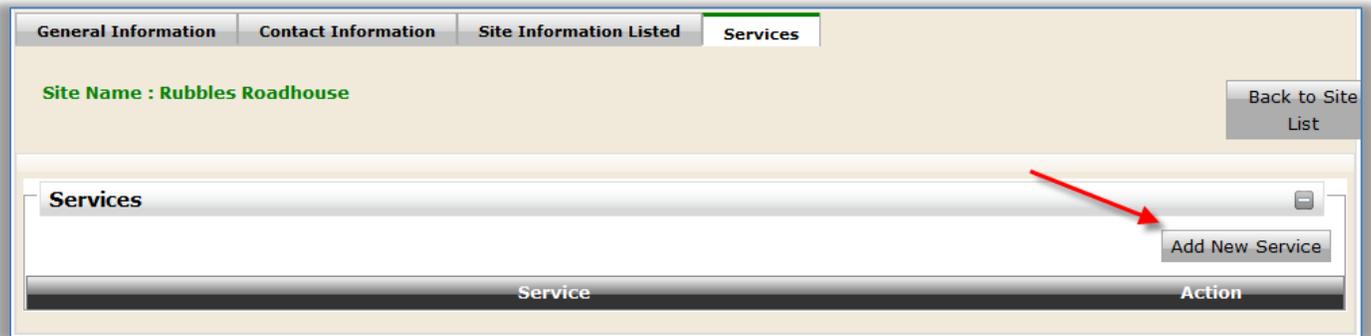
Maximum Capacity Current Occupancy

**Site Hours**

Sunday	Monday *	Tuesday *	Wednesday *	Thursday *	Friday *	Saturday
From: [ ]	From: [ ]	From: [ ]	From: [ ]	From: [ ]	From: [ ]	From: [ ]
To: [ ]	To: [ ]	To: [ ]	To: [ ]	To: [ ]	To: [ ]	To: [ ]

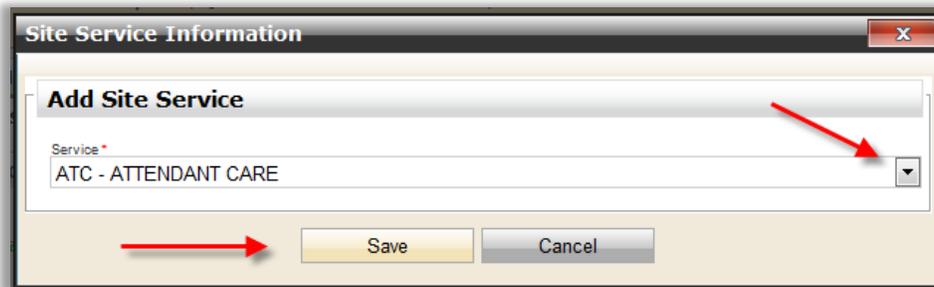
Save Changes

5. On the Services sub tab, click the **[Add New Service]** button.

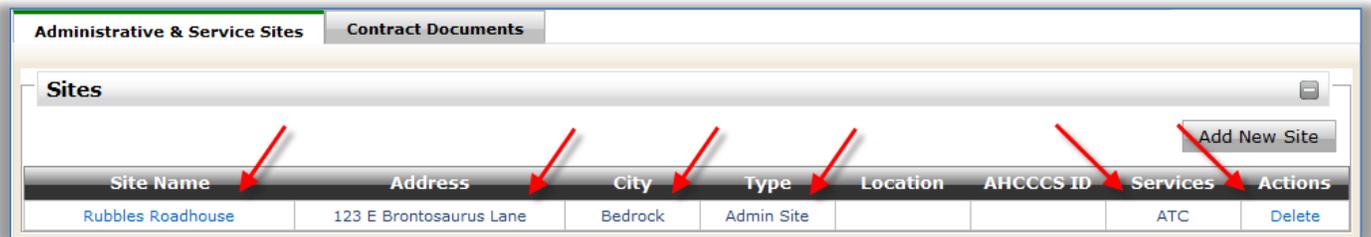


6. Select a service from the dropdown menu and then click **[Save]**.

**NOTE:** Only services already added to the application will show in the dropdown.



7. Click the **[Back to Site List]** button to close the sub tabs. The added site is listed in the **Sites List**.



**THE SITE HAS BEEN SUCCESSFULLY ADDED**

**IMPORTANT:** The following services will need a **specific Service Site**:

- **CBE** - CENTER BASED EMPLOYMENT
- **DTA** - DAY TREATMENT & TRAINING – ADULT
- **DTS** - DAY TREATMENT & TRAINING - CHILDREN SUMMER PROGRAM
- **DTT** - DAY TREATMENT & TRAINING - CHILDREN AFTER SCHOOL
- **HPD** - HABILITATION SERVICES – COMMUNITY PROTECTION/TREATMENT GROUP HOME – WITH ROOM & BOARD
- **HAB** - HABILITATION SERVICES - GROUP HOME - WITH ROOM & BOARD
- **HAI** - HABILITATION SERVICES - INDIVIDUALLY DESIGNED LIVING ARRANGEMENT
- **HAN** - HABILITATION SERVICES - NURSING SUPPORTED GROUP HOME- WITH ROOM & BOARD
- **HBA** - HABILITATION SERVICES - SUPPORTED DEVELOPMENTAL HOME (ADULT & FOSTER CARE CHILD) - WITH ROOM & BOARD

**To edit a site** added to the application, click on the **Site Name hyperlink** to access the Site sub tabs. Each tab's fields will be open for editing. Save the changes in each sub tab using the **[Save Changes]** button on each page.

**To remove a site** added to the application, click the **'Delete'** link in the **Actions** column of the selected site to remove. Clicking the Delete link will remove the site from the Sites List as well as the application/contract.

The screenshot shows a web application interface with two tabs: 'Administrative & Service Sites' (active) and 'Contract Documents'. Below the tabs is a 'Sites' section with a search bar and an 'Add New Site' button. A table lists the following site:

Site Name	Address	City	Type	Location	AHCCCS ID	Services	Actions
<a href="#">Rubbles Roadhouse</a>	123 E Brontosaurus Lane	Bedrock	Admin Site			ATC	<a href="#">Delete</a>

### 3 SUBMIT ONLINE QVA APPLICATION

Once you have filled in all of the required fields, your electronic online QVA application may be considered complete. You may now submit the online application for review by DDD, the 'Division'. Read over the important points below before submitting the application. You may contact Customer Service for assistance at any time.

#### IMPORTANT:

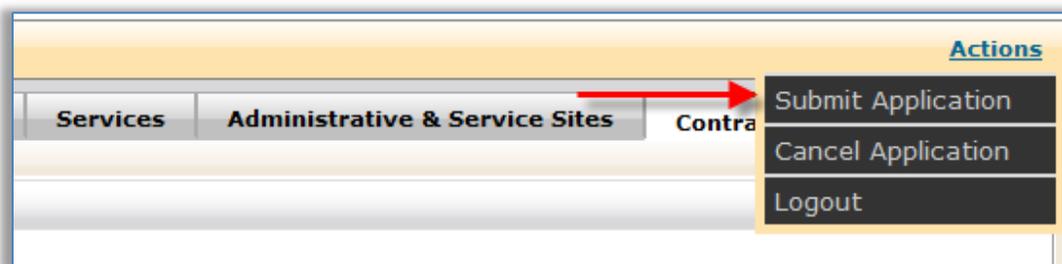
- ✓ Only online applications with ALL required fields populated will be allowed to be submitted.
- ✓ Clicking the [**Submit Application**] button electronically submits your online application.
- ✓ The application submission process is handled in **2 steps**. Submitting the online application is Step 1 of the process. Step 2 is submitting a hard copy application. Both steps will need to be completed in order for your application to be reviewed by the Division.
- ✓ Once the online application is submitted, and the application status has been updated to **SUBMITTED**, the application will no longer be able to be edited.
- ✓ The online application will be **available for changes** if it has been denied by the Division and returned to the applicant, or once it has been awarded a contract by the Division.
- ✓ If any missing required data fields are found when submitted, the applicant will be immediately notified by the system and will be directed to fix all issues before re-submitting the online application.

#### 3.1 Submit Error – Missing Data Fields

If any required fields have been left blank when the application is submitted, the system will stop the submission process. The **Missing Data Fields** window will open and display a list of fields that need to be addressed.

To correct missing data issues, follow the steps below...

1. With missing required data in the application, click the **Actions** link in the upper right corner of the application header bar and select the '**Submit Application**' action item.



When the **Submit Error - Missing Data Fields** window opens, a list of blank required fields will display under each category. The category titles are hyperlinks which will take the user **directly to the application tab** with the blank required field.

2. Click on one of the **section titles**.

The screenshot shows a dialog box titled "Submit Error - Missing Data Fields" with a close button (X) in the top right corner. It contains a list of error categories, each with a red arrow pointing to the category name:

- Information Errors** (red arrow pointing to the text)
- Vendor Phone Number
- Contacts Errors** (red arrow pointing to the text)
- Billing/Payments - Email Address
- Program Management Errors** (red arrow pointing to the text)
- Incident Reporting - Incident notifier last name
- Assurances and Submittals Errors** (red arrow pointing to the text)
- A selection of either Yes or No for each question is required.
- Services Errors** (red arrow pointing to the text)
- Please enter at least one service.
- Administrative & Service Site Errors** (red arrow pointing to the text)
- Please enter at least one Administration Site.

The screenshot shows a web application interface with a navigation menu at the top: Main Menu, Dashboard, Information, Contacts, Program Management, and Assurances. The "Information" tab is selected and highlighted with a green border. Below the menu, a message box states: "The following fields are required." with a red arrow pointing to the "Information" tab. Below this, a list of required fields is shown: "Vendor Phone Number" with a red bullet point and a red arrow pointing to it. Below the list is a "Vendor Information" section with the following fields:

Legal Name *	Bedrock Recreation Company	Vendor FEI *	46-2658699
Vendor DBA Name	BRC, Inc.	Vendor Phone Number *	
		Vendor Fax Number	

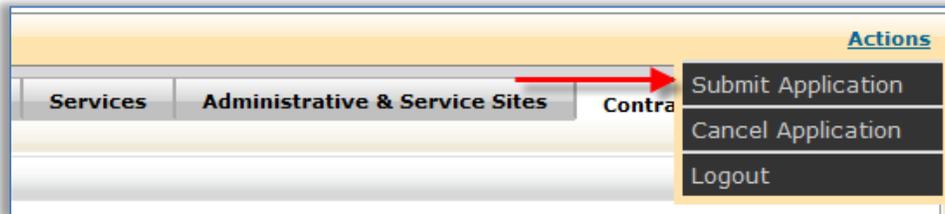
Red arrows point from the "Information" tab to the "Vendor Phone Number" field and from the "Vendor Phone Number" field to the "Vendor Phone Number" input field.

### 3.2 Application Submission Process – Step 1

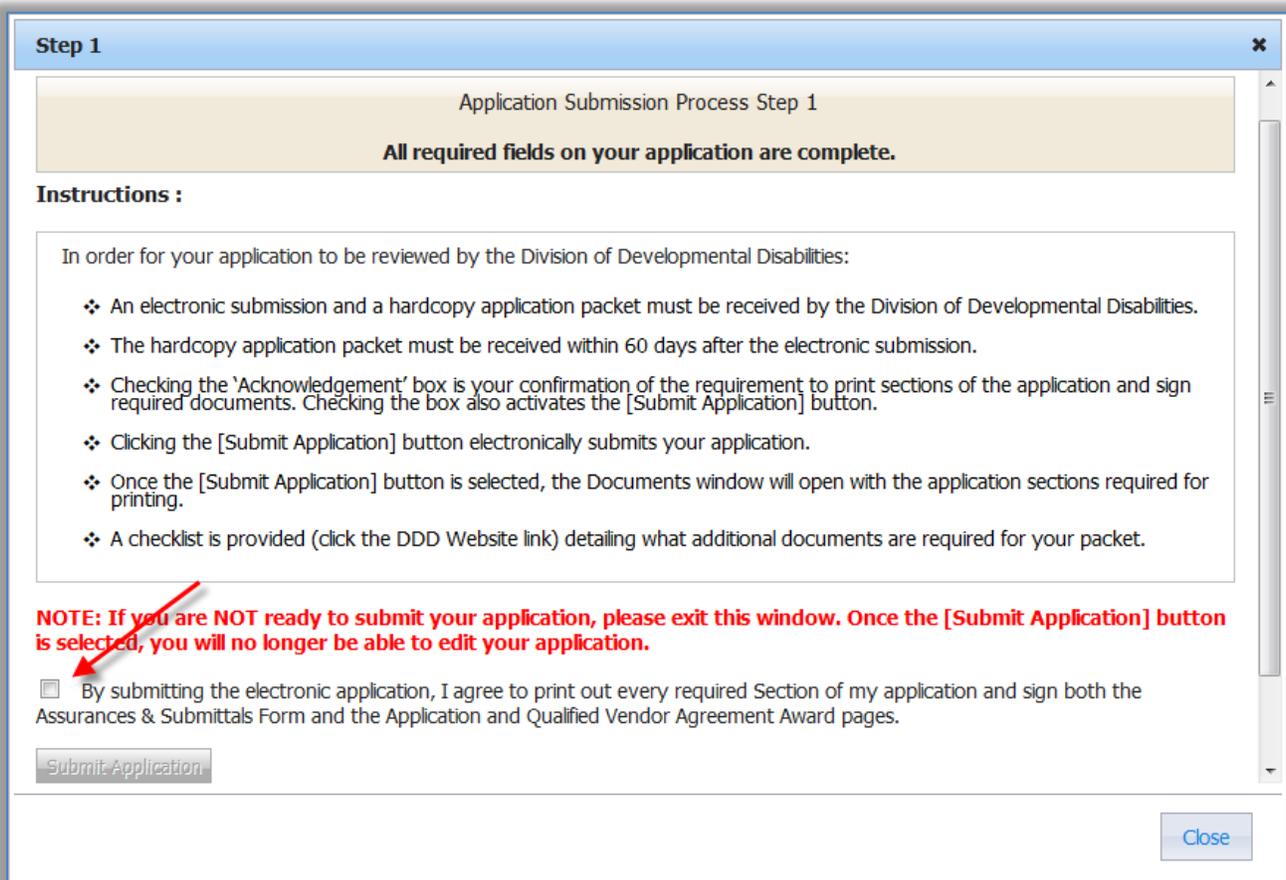
If all required fields have been filled in when the application is submitted, the system will proceed with the submission process. The first part of the process is Step 1, submitting the **online application**.

To submit the Qualified Vendor Agreement online application, follow the steps below ...

1. Click the **Actions** link in the upper right corner of the application header bar and select the **'Submit Application'** action item.



2. Read through the **Application Submission Process Step 1 Instructions**.

A screenshot of a web browser window titled 'Step 1'. The window contains the following text:

Application Submission Process Step 1

**All required fields on your application are complete.**

**Instructions :**

In order for your application to be reviewed by the Division of Developmental Disabilities:

- ❖ An electronic submission and a hardcopy application packet must be received by the Division of Developmental Disabilities.
- ❖ The hardcopy application packet must be received within 60 days after the electronic submission.
- ❖ Checking the 'Acknowledgement' box is your confirmation of the requirement to print sections of the application and sign required documents. Checking the box also activates the [Submit Application] button.
- ❖ Clicking the [Submit Application] button electronically submits your application.
- ❖ Once the [Submit Application] button is selected, the Documents window will open with the application sections required for printing.
- ❖ A checklist is provided (click the DDD Website link) detailing what additional documents are required for your packet.

**NOTE: If you are NOT ready to submit your application, please exit this window. Once the [Submit Application] button is selected, you will no longer be able to edit your application.**

By submitting the electronic application, I agree to print out every required Section of my application and sign both the Assurances & Submittals Form and the Application and Qualified Vendor Agreement Award pages.

Submit Application

Close

3. Read the “print out” agreement statement and then, select the **checkbox** located to its left.

**NOTE:** Selecting the checkbox will enable, or make available, the [Submit Application] button. The “print out” statement must be agreed to in order for the application to be submitted.

**NOTE: If you are NOT ready to submit your application, please exit this window. Once the [Submit Application] button is selected, you will no longer be able to edit your application.**

By submitting the electronic application, I agree to print out every required Section of my application and sign both the Assurances & Submittals Form and the Application and Qualified Vendor Agreement Award pages.

4. Click the [Submit Application] button.

**NOTE:** Once the [Submit Application] button is selected, you will no longer be able to edit the application.

**CONGRATULATIONS!**

**YOUR ELECTRONIC ONLINE APPLICATION HAS BEEN SUCCESSFULLY SUBMITTED**

Verify the information below...

Q13316 | Bedrock Recreation Company | QUALIFIED VENDOR AGREEMENT | SUBMITTED

Main Menu | Dashboard | Information | Contacts | Program Management | Assurances & Submittals | Services | Logout

Administrative & Service Sites | Contract Documents

**Vendor Information**

Legal Name *	Bedrock Recreation Company	Vendor FEI *	99-9999992
Vendor DBA Name	BRC, Inc.	Vendor Phone Number *	(555) 555-5555
		Vendor Fax Number	(444) 444-4444
Vendor Email Address	FFlintstone@BRC.com	Vendor Website Address (e.g. - http://www.example.com or www.example.com)	www.BRC.com

Annotations: A points to the status 'SUBMITTED', B points to the 'Logout' button, and C points to the vendor information fields.

**A.** The application status has updated to **SUBMITTED**.

**B.** The only available action for the vendor in this status is **Logout**.

**C.** All fields in the submitted application are now **read only** and may not be updated.

Proceed to Application Submission Process – Step 2 ...

## 4 SUBMIT HARDCOPY QVA APPLICATION

Once you have submitted the *electronic online application*, the only step remaining is to **print, gather, sign** and **submit** the *hardcopy application* and any requested *assurance submittal documents*. Read over the important points below before proceeding to Step 2 of the QVA application process. Contact DDD Customer Service for assistance at any time.

### IMPORTANT:

- ✓ At this time, the Division has received your electronic online application and has been notified of your request to have it reviewed.
- ✓ In order for your application to be reviewed, the **application hardcopy documents** must also be received by the Division. DDD will only begin the application review process once both the online application + hardcopy application and requested documents are received.
- ✓ The Division must receive one complete original paper hardcopy of all the documents listed on the **Application Submittal Checklist** + all requested **assurance submittal documents** containing the proper signatures and labels.
- ✓ The **Application Submittal Checklist** is a document provided on the DDD website to assure a complete submission of your Qualified Vendor agreement application. Click on the '[DDD Website](#)' link here or the link on the Contract Documents tab in the vendor portal to access it.
- ✓ The completed hardcopy packet may be sent to the Division through either **direct mail** or **hand delivery** only. (*Emailing or faxing the packet is not allowed.*)
- ✓ Both the '**Section 3: Assurances & Submittals Form**' document and the '**Section 1: Application & Qualified Vendor Agreement Award**' document require a signature.
- ✓ The Step 2 instructions on the **Contract Documents page** are only displayed while the application is in a status of **SUBMITTED**.
- ✓ Once the application has been assigned, the Step 2 instructions will be removed from the **Contract Documents page** and only the documentation "Section" links will remain.
- ✓ The **Notice Contact Email Address** provided in the vendor portal will be used for all DDD electronic communications.
- ✓ Failure to send in all required forms may delay the processing of your application.
- ✓ Failure to send in completed forms may delay the processing of your application.

### 4.1 Application Submission Process – Step 2

At this point, it is recommended that you **print out all of the application documents** using the 'Section' links located at the bottom of the **Contract Documents tab** and **proof read your entries**. Take time to review and make any necessary changes before sending in your hardcopy packet.

## 4.2 Contract Documents

### Print Hardcopy Application

To print out the hardcopy application documents, follow the steps below...

1. Once the online application has been successfully submitted electronically, go to the **Contract Documents** tab.
2. Read through the **Application Submission Process – Step 2** instructions on the Contract Documents page.

### Application Submission Checklist

To assist you in making sure ALL required documents get submitted, open the **Application Submittal Checklist** accessed through the '[DDD Website](#)' link on the Contract Documents tab.

The screenshot shows a web browser window with the 'Contract Documents' tab selected. The page title is 'Contract Documents'. The main heading is 'APPLICATION SUBMISSION PROCESS – STEP 2: PRINT HARD COPIES, SIGN & MAIL OR HAND DELIVER TO DDD'. Below this, there is a paragraph of instructions: 'All hard copy documents titled 'Section' at the bottom of the page must be printed out and sent to DDD. Both the 'Section 3: Assurances & Submittals Form' and the 'Section 1: Application & Qualified Vendor Agreement Award' documents require a signature.' A red circle highlights the 'DDD Website' link in the following sentence: 'Please review the hard copy APPLICATION SUBMITTAL CHECKLIST located on the [DDD Website](#) to ensure that you are submitting all of the required documents to complete a hard copy application. Send the completed hard copy application to the Department of Developmental Disabilities (DDD) using 1 of the 2 options listed below:'. Below this are two columns of contact information. The left column is titled 'Mail Application To:' and lists 'ATTN: Contracts', 'DES/DDD', 'Business Operations 791A', 'P.O. Box 6123', and 'Phoenix, Arizona 85005-6123'. The right column is titled 'Hand Deliver The Application To:' and lists 'ATTN: Contracts', 'DES/DDD', '1789 W. Jefferson', '4th Floor South West', and 'Phoenix, Arizona 85007'. A red 'or' is centered between the two columns. Below the contact information is a 'NOTE' and a 'WARNING' section, both with red arrows pointing to them. The 'NOTE' states: 'At this time, DDD has received your online application and has been notified of your request to have it reviewed. DDD will only begin their application review process once your hardcopy application is received.' The 'WARNING' states: 'The information above is only displayed while the application is in a SUBMITTED status. The information will be removed and only the documents below will remain once your hard copy documents are received and your application is assigned to a Contract Specialist. When your application is assigned to a specialist, the status of the application will update to CONTRACT SPECIALIST IN PROGRESS.'

3. Selecting one at a time, click on each of the "Section" document links located near the bottom of the Contract Documents page.

**NOTE:** After the online application has been submitted, the links on the vendor portal Contract Documents tab will remain available to the vendor throughout the life of the QVA.

4. **Print out each document created** until you have all documents printed.

Please review the hard copy APPLICATION SUBMITTAL CHECKLIST located on the [DDD Website](#) to assure that you are submitting all of the required documents to complete a hard copy application. Send the completed hard copy application to the Department of Developmental Disabilities (DDD) using 1 of the 2 options listed below:

Mail Application To:	Hand Deliver The Application To:
<b>ATTN: Contracts</b> DES/DDD Business Operations 791A P.O. Box 6123 Phoenix, Arizona 85005-6123	<b>ATTN: Contracts</b> DES/DDD 1789 W. Jefferson 4th Floor South West Phoenix, Arizona 85007

**NOTE:** At this time, DDD has received your online application and has been notified of your request to have it reviewed. DDD will only begin their application review process once your hardcopy application is received.

**WARNING:** The information above is only displayed while the application is in a SUBMITTED status. The information will be removed and only the documents below will remain once your hard copy documents are received and your application is assigned to a Contract Specialist. When your application is assigned to a specialist, the status of the application will update to CONTRACT SPECIALIST IN PROGRESS.

- [Section 1: Application & Qualified Vendor Agreement Award](#) ←
- [Section 2: Vendor Contact Information](#) ←
- [Section 3: Assurances & Submittals Form](#) ←
- [Section 4: Program Management](#) ←
- [Section 5: Vendor Administrative, including Service Sites](#) ←
- [Section 7: Services](#) ←
- [Section 8: Service Level Detail](#) ←

**CLICK on each Section link**  
---  
**PRINT out all created documents**

[Privacy](#) | [Disclaimer](#) | [Web Accessibility & Reasonable Accommodations](#)  
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5. **Locate** both the “*Section 1: Application & Qualified Vendor Agreement Award*” document and the “*Section 3: Assurances & Submittals Form*” document. Both hardcopy documents require a signature in order to be processed.

**IMPORTANT:** Failure to sign either of these forms may delay the processing of your application.

#### Collect Requested Documents

6. Collect all of the assurance submittal documents requested based on the answers provided on the **Assurances & Submittals tab** in the vendor portal.
7. Once all submittal documents have been collected put them with the printed out hardcopy documents listed on the Application Submittal Checklist to create a ‘**QVA Hardcopy Application Packet**’.
8. Take time to **review** and **make any necessary changes** before sending in your QVA Hardcopy Application Packet.

**IMPORTANT:** Once the QVA Hardcopy Application Packet has been submitted, it will not be able to be updated or changed. Contact your assigned specialist with questions, comments or concerns regarding your submitted QVA application.

**Send In Hardcopy Packet**

9. **Place the packet in a single sealed legal sized envelope** and send it in to the DES Division of Developmental Disabilities using either one of the **approved delivery methods** listed below...

<p><b>Mail Application to:</b></p> <p><b>ATTN: Contracts</b> DES/DDD Business Operations 791A P.O. Box 6123 Phoenix, Arizona 85005-6123</p>	<p><b>OR</b></p>	<p><b>Hand Deliver Application to:</b></p> <p><b>ATTN: Contracts</b> DES/DDD 1789 W. Jefferson 4th Floor South West Phoenix, Arizona 85007</p>
---	------------------	--

**CONGRATULATIONS!!**

**YOU HAVE SUCCESSFULLY COMPLETED THE QVA APPLICATION PROCESS**

**NO FURTHER ACTION FROM THE VENDOR IS REQUIRED AT THIS TIME**

## What happens now?

Moving forward, your electronic online application + hardcopy packet will be assigned to a Contract Specialist for processing. The next step is for the Assigned Specialist to contact you directly using the **Notice Contact Email Address** listed on your QVA application.

Once your application has been assigned, your **Assigned Specialist** will be the main point of contact through the application process. You may reach out to the specialist using their contact information found on the **Dashboard tab** of your submitted online QVA application in the **Qualified Vendor Portal**. (See image below)

### 4.3 Dashboard

The **Dashboard tab** contains a simple overview of key information about your QVA application, and contract. The fields on the page are populated by the system and will get updated automatically as your QVA is processed. Take a look at the field descriptions below to familiarize yourself with the page.

The screenshot shows a web interface for a Qualified Vendor Agreement (QVA) application. The header displays the application ID 'Q13316' and the company name 'Bedrock Recreation Company'. The status is 'CONTRACT SPECIALIST IN PROGRESS'. The navigation menu includes 'Main Menu', 'Dashboard', 'Information', 'Contacts', 'Program Management', 'Assurances & Submittals', 'Services', and 'Logout'. The dashboard content is divided into two columns. The left column contains dates: 'Application Submit Date' (11/18/2015), 'Contract Approval Date', and 'Last Amendment Date'. The right column contains specialist information: 'Assigned Specialist Name' (MATTHEW SALGIAN), 'Assigned Specialist Phone' ((602) 771-1444), and 'Assigned Specialist Email' (dddtesting@live.com). Red arrows labeled A through F point to specific elements: A points to the status, B to the submit date, C to the approval date, D to the amendment date, E to the specialist contact info, and F to the Logout button.

Dashboard	
Application Submit Date	11/18/2015
Contract Approval Date	
Last Amendment Date	
Assigned Specialist Name	MATTHEW SALGIAN
Assigned Specialist Phone	(602) 771-1444
Assigned Specialist Email	dddtesting@live.com

- A. Once the application has been assigned to a specialist, the status will automatically update to **CONTRACT SPECIALIST IN PROGRESS**.
- B. The date the online application was submitted by the vendor through the vendor portal.
- C. The date the application has been approved and a contract is awarded.
- D. The date of the last completed amendment. (Used *AFTER* the contract has been awarded)
- E. Once the application has been assigned to a specialist, the name, phone and email contact information of the assigned worker is displayed.
- F. In this status the only vendor action available for the online QVA application is to **Logout**.

## 5 CANCEL APPLICATION

If you decide that you would not like to proceed with the online application, you may cancel the application before it has been submitted to the Division for processing.

### IMPORTANT:

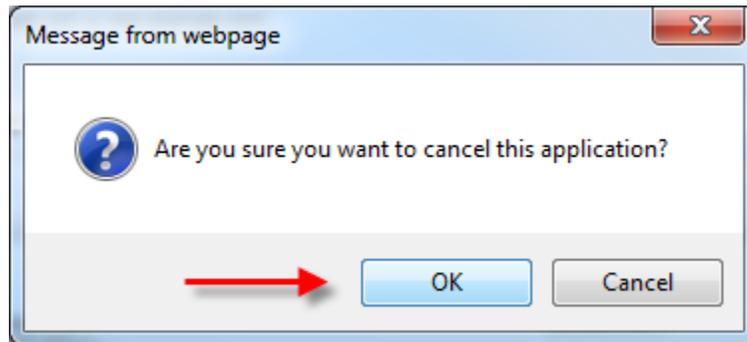
- ✓ The application **must** be in the VENDOR APPLICATION IN PROGRESS status to be cancelled.
- ✓ The application will **no longer be able to be edited** once it has been cancelled.
- ✓ If the application is cancelled, the **vendor account will remain active** and the vendor will still have access to the Qualified Vendor Portal and the cancelled application.
- ✓ A new QVA application may be created using the FEI from the cancelled application.
- ✓ Once a new application has been started from the cancelled application, **access to the cancelled application will no longer be available**.
- ✓ Data from the cancelled application **will not carry over to the new application**, with the exception of the information provided during vendor registration.
- ✓ The DDD Contracts Manager *may* cancel a QVA application which has not been active for a long period of time.
- ✓ Contact the Division of Developmental Disabilities with questions regarding cancelling after the QVA online application has already been submitted for review.

To cancel an online QVA application, before it has been submitted, follow the step below...

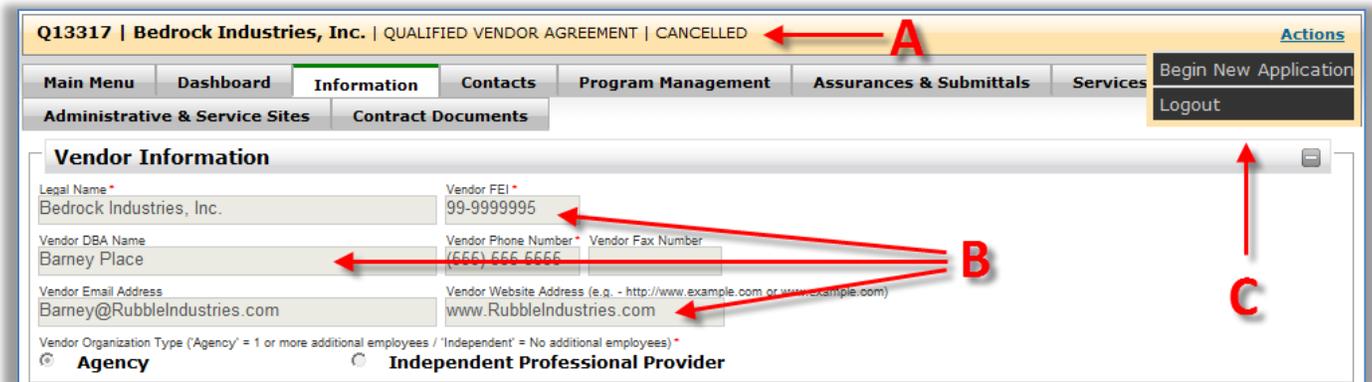
1. Login to the Qualified Vendor Portal to access your **unsubmitted** QVA application. The application status should be VENDOR APPLICATION IN PROGRESS.
2. From any page inside the QVA application, click on the **Actions** link in the application header and select "**Cancel Application**".

The screenshot displays the top navigation bar of the Qualified Vendor Portal. The breadcrumb trail reads: "Q13317 | Bedrock Industries, Inc. | QUALIFIED VENDOR AGREEMENT | VENDOR APPLICATION IN PROGRESS". The main navigation menu includes "Main Menu", "Dashboard", "Information", "Contacts", "Program Management", "Assurances & Submittals", and "Services". A secondary menu below it contains "Administrative & Service Sites" and "Contract Documents". On the right side, an "Actions" dropdown menu is open, showing three options: "Submit Application", "Cancel Application", and "Logout". A red arrow points from the "Assurances & Submittals" menu item to the "Actions" dropdown, and another red arrow points from the "Actions" dropdown to the "Cancel Application" option. Below the navigation, the "Vendor Information" section is visible, showing fields for "Legal Name" (Bedrock Industries, Inc.) and "Vendor FEI" (99-9999995).

3. Click the [OK] button on the confirmation pop up window.



>>> **RESULTS:** The application is immediately cancelled. The vendor may now re-apply for a new Qualified Vendor Agreement through the vendor portal.



- A.** The application status is updated to **CANCELLED**.
- B.** All fields on the application have been set to **Read-Only** and may not be edited.
- C.** The available actions for the vendor are: **“Begin New Application”** and **“Logout”**.

## 6 APPLICATION REVIEW PROCESS

Your application is now getting reviewed by the Division of Developmental Disabilities Contracts Department. The application will go through various levels of review and statuses before a decision can be made. Either a contract will be awarded to the vendor, or the application may be denied by the Division. Read through both scenarios below.

### 6.1 Award Contract

If all submitted information passes the review process, an Arizona DES/DDD contract will be awarded to the vendor based on the information submitted in the agreement. Once the contract is awarded, the vendor will be contacted by the Division to follow up with the next steps in the process.

#### IMPORTANT:

- ✓ The service added to the contract will remain in a **Pre-Approved status** until the requirements below have been met by the vendor and the Division:
  - Valid **insurance** is required to provide services to clients through your QVA contract.
  - **AHCCCS Registration** for all added services is required to start serving clients.
  - Once Insurance and AHCCCS Registration has been verified, DDD will manually set the **service start date** to each of the active services on the QVA contract.
  - Once the service start date has been set, the service may be provided to the clients and the vendor may submit invoices for payment of services provided.

Q13316   Bedrock Recreation Company   QUALIFIED VENDOR AGREEMENT   MANAGEMENT APPROVED				Actions			
Main Menu	Dashboard	Information	Contacts	Program Management	Assurances & Submittals	Services	Amend Contract
Administrative & Service Sites		Contract Documents					Logout
<b>Dashboard</b>							
Application Submit Date	11/18/2015	Assigned Specialist Name	MATTHEW SALGIAN				
Contract Approval Date	11/19/2015	Assigned Specialist Phone	(602) 771-1444				
Last Amendment Date		Assigned Specialist Email	dddtesting@live.com				

- A.** Once awarded, the contract status will update to **MANAGEMENT APPROVED**.
- B.** The only way to **make changes** to the contract at this point is **through an amendment**. Only the Division will have the ability to terminate the approved QVA contract.
- C.** The **Contract Awarded Date** on the vendor portal Dashboard of the contract will be updated with the date the Division awarded the contract.

## 6.2 Start Services

Even though your contract has been awarded, **your services have not yet started**.

### IMPORTANT:

- ✓ Valid insurance is need on the awarded contract before services can be started.
- ✓ The added service needs to be registered in AHCCCS and OLCR before the service can be started.
- ✓ The DDD Contract Specialist assigned to your contract needs to manually set the service start date after the service meets the requirements above.

The screenshot shows the 'Services' page in a web application. The navigation bar includes 'Main Menu', 'Dashboard', 'Information', 'Contacts', 'Program Management', 'Assurances & Submittals', and 'Services'. Below the navigation bar, there are tabs for 'Administrative & Service Sites' and 'Contract Documents'. The main content area is titled 'Services' and contains a table with the following data:

Suspended	Ahcccs Id	Service	Status	Start Date	End Date	Action
N		ATC - ATTENDANT CARE	Staff PreApproved			
N		CBE - CENTER BASED EMPLOYMENT	Staff PreApproved			

Below the table, there is a 'Services History' section with the message: 'No Services denied or terminated within the last 90 days'. Red arrows in the original image point to the 'Status' and 'Start Date' columns in the table.

The screenshot shows the 'Services' page in a web application, similar to the one above. The navigation bar and tabs are the same. The main content area is titled 'Services' and contains a table with the following data:

Suspended	Ahcccs Id	Service	Status	Start Date	End Date	Action
N	00001	ATC - ATTENDANT CARE	Staff Approved	11/23/2015		
N	00001	CBE - CENTER BASED EMPLOYMENT	Staff Approved	11/19/2015		

Below the table, there is a 'Services History' section with the message: 'No Services denied or terminated within the last 90 days'. Red arrows in the original image point to the 'Ahcccs Id', 'Status', and 'Start Date' columns in the table.

### 6.3 Deny Application

If any part of the submitted application, including the online application and the hardcopy documents, does not pass the review process, the application will be **denied by DDD Contracts Management**.

#### IMPORTANT:

- ✓ The application will **no longer be open for edit** once it has been denied.
- ✓ If the application is denied, the **vendor account will remain active** and the vendor will still have access to the Qualified Vendor Portal and the denied application.
- ✓ A new QVA application may be created using the FEI from the denied application.
- ✓ Once a new application has been started from the denied application, **access to the denied application will no longer be available**.
- ✓ Data from the denied application **will carry over to the new application** and be available for the vendor to make changes and resubmit.

Q13319   Wilmas Kitchen   QUALIFIED VENDOR AGREEMENT   MANAGEMENT DENIED		Actions	
Main Menu	Dashboard	Information	Contacts
Program Management	Assurances & Submittals	Service	Begin New Application
Administrative & Service Sites	Contract Documents		Logout
<b>Dashboard</b>			
Application Submit Date	11/19/2015	Assigned Specialist Name	MATTHEW SALGIAN
Application Deny Date	11/19/2015	Assigned Specialist Phone	(602) 771-1444
Last Amendment Date		Assigned Specialist Email	dddtesting@live.com

- D.** Once denied, the contract status will update to **MANAGEMENT DENIED**.
- E.** The available actions for the vendor are: **“Begin New Application”** and **“Logout”**.
- F.** The **Application Deny Date** on the Dashboard will be updated with the date the Division denied the application.

**NOTE:** The vendor is now free to re-apply for a Qualified Vendor Agreement using the FEI from the previously denied application.

# Glossary

Term	Definition
QVA	Qualified Vendor Agreement
QVP	Qualified Vendor Portal
CAS	Contract Administration System
DBA	Doing Business As
USPS	United States Postal Service
SSN	Social Security Number
FEI	Federal Employee Identification number