



DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

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## Key Decisions for Managed Service Provider

The Arizona Department of Economic Security (ADES) and the Division of Employment & Rehabilitation Services (DERS) will issue a Request for Proposal (RFP) for a Managed Services Provider (MSP) to provide the sourcing, assignment, and management of selected Vocational Rehabilitation services. The RFP will be issued through the State's e-Procurement system, ProcureAz: <https://procure.az.gov/bs/>

### 1. Contractor Responsibility for Services

a. The Arizona Department of Economic Security (ADES), Division of Employment & Rehabilitation Services will be procuring for a Managed Services Provider (MSP) to provide various disability related services within a service array for the Rehabilitation Services Administration. Over the course of the Contract, the Contractor will be required to offer a network of services that includes but is not limited to:

- i. Assessment
- ii. Treatment of Impairment
- iii. Employment Related Services
  1. A group of services which assist individuals with disabilities to gain the skills necessary to: learn about and address their disability-related needs, explore employment opportunities, and obtain, maintain, and advance in employment.
- iv. Rehabilitation Technology
  1. A group of services which applies technologies, engineering methodologies or scientific principles to meet the needs of, and address the barriers confronted by, individuals with disabilities in areas that include education, rehabilitation, employment, and transportation.
- v. Community Education, Information, and Training
  1. A group of services which provides disability and employment related educational and informational materials to individuals with disabilities and their families via conferences, trainings, and websites.

- b. The approach for service delivery and implementation will be phased in over time and initially consist of the following:
    - i. Work Adjustment Training
    - ii. Trial Work Experience
    - iii. Vocational Assessment
    - iv. Job Training Services
  - c. The Contractor will be required to develop a delivery system designed to provide a vendor management system to include a network of subcontracted vendors.
  - d. The Contractor will be responsible for the vendor network administration and coverage requirements for the services identified in the initial roll out of services. Throughout the life of the contract other services may be phased in to meet DERS client needs based on contract priorities determined by ADES and DERS.
  - e. The Contractor will be responsible for monitoring and oversight of the network of subcontracted vendors. DERS/RSA will provide oversight and monitoring of the Contractor.
2. Service Delivery Area
- a. The Contractor will be responsible to develop a statewide network of vendors to provide services to various disability populations served by ADES/DERS/RSA.
3. Term of Contract
- a. The initial term of the Arizona Department of Economic Security (ADES) will be for a period of three (3) years upon an award with options to extend for a total contracting time period not to exceed seven (7) years.
4. Transition Requirements
- a. To ensure service continuity to ADES/DERS/RSA clients during the implementation of this Contract, the Contractor will be expected to coordinate with current vendors.
5. Insurance Requirements
- a. The Contractor, and subcontracted vendors providing direct services to children and/or vulnerable adults [as defined by

A.R.S. 46-451(A)(9)], will be required to obtain insurance policies providing coverage for Sexual Abuse and Molestation (SAM) which meet specific requirements.

6. Why is the VR program choosing to use a MSP? Are any other state entities using a similar concept?
  - a. In an effort to allow the Vocational Rehabilitation program clients and vendors have access to an open, continuous, and robust network of services and service providers which meet the specific needs of individuals with disabilities several opportunities have been presented, such as exemptions to state procurement law and developing a Qualified Vendor System. After much research and many conversations, it was determined that an existing procurement method could meet the needs of the VR program. RSA intends to develop a scope of work based off of a Managed Service Provider (MSP) concept which is currently being used in state government to provide services which require agile contracting ability.