

## **SERVICE DESCRIPTION**

### **APPENDIX E: PAYMENT-FOR-PERFORMANCE - PURCHASING SUPPORT**

#### **KANSAS DEPARTMENT FOR CHILDREN AND FAMILIES**

##### **Rehabilitation Services**

##### **PAYMENT-FOR-PERFORMANCE — PURCHASING SUPPORT**

Rehabilitation Services (RS) is the State vocational rehabilitation (VR) agency. VR services help people with disabilities achieve permanent, integrated, competitive employment consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice. VR services are customized according to each Customer's needs and goals.

RS seeks to contract with public/private service providers and/or organizations/businesses (hereinafter referred to as the Contractor) for the provision of Purchasing Support services.

The need for such services will be determined on a regional basis by the Rehabilitation Services Program Administrator. The intent of this contract solicitation is to develop auxiliary Customer Support Services that are Customer-driven, Counselor-driven and outcome-oriented.

The Contractor should propose a fee to cover the entire cost of the service. This fee will be distributed according to the percentage assigned to each Component. (This payment-for-performance model specifies points of payment to the Contractor based on successful completion of the requirements defined for each Component.) The percentage fee distribution among the Components will be consistent statewide. The total fee amount is based upon the agreement with the specific Contractor and may vary by community or region.

##### **PURCHASING SUPPORT**

###### **Component 1:**

**Use Service Code 030**

###### **Referral —30% (Rate Negotiated)**

The referral process is intended to:

- ❖ Provide an opportunity for the Customer, Counselor and Contractor to determine if the Contractor's services are an effective resource to assist the Counselor and Customer in purchasing a service or item already identified on the approved IPE.
- ❖ Provide information to the Contractor about the specific service or item to be purchased for which extensive additional research is needed. Examples of such situations include:
  - To locate available providers.
  - To further define specific computer, equipment or technology specifications.
  - To identify usual and customary rates for exceptional circumstances.
  - To gather information from potential vendors on pricing or rate flexibility.

- To identify relevant State Contract and purchasing procedures which must be followed in this specific circumstance.
- To help purchase a vehicle, including locating an appropriate vehicle, identifying Blue Book Value and securing the vehicle inspection.
- To coordinate complex medical services, such as surgery or extensive dental care.

The Referral Payment will be made at the time the Contractor accepts the referral, and the Customer, Counselor and Contractor agree to a timeline for completion of this service. The timeline for completion through Component 2 may not exceed 30 days from the date of referral acceptance. A referral payment is made one time per Contractor per Customer during the life of the existing case, not per service.

**Component 2:**  
**Purchase authorized – 30% (Rate Negotiated)**

**Use Service Code 031**

The Contractor will provide the Customer and Counselor with a comprehensive report describing options researched, specific recommendations, and rationale for the recommendations. The report will include information on how the Customer exercised informed choice throughout the process. The recommendations must be consistent with RS policy, scope of services, State purchasing rules, and spending authorities (or provide a rationale for requesting approval to exceed spending authorities).

Payment is authorized when the recommended option has been incorporated into the IPE and the purchase authorization has been completed by the Counselor.

**Component 3:**  
**Service or item delivered – 40% (Rate Negotiated)**

**Use Service Code 032**

A report addressing the following factors must be provided by the Contractor to the Counselor:

- ❖ Confirmation that the service or item was delivered in satisfactory condition and consistent with specifications.
- ❖ Completion of the materials received report, when appropriate.
- ❖ A statement from the Customer indicating level of satisfaction with the purchasing process and item/service received.

In addition, the Contractor must provide or sub-contract to provide limited training (one to three hours) to the customer on equipment and follow-up services to assist with installation and set-up.

Payment will be authorized when the Report is completed to the Counselor's satisfaction, and the Customer's statement of level of satisfaction has been received by the Counselor.

## **GENERAL TERMS**

After establishment of a contract, referrals may be withdrawn by either party with 15-day written notice. Payments will be authorized by the RS Counselor as specified for each payment-for-performance component or milestone. In case of disagreement regarding payment between the RS Counselor and Contractor, the Contractor may appeal to the RS Program Administrator for the Region. In case of continued dispute, the Contractor may appeal to the RS Community Provider Manager.

The contractor must consider accepting all referrals eligible for VR services who are seeking competitive employment goals. There is no guarantee of the number of referrals to be provided by RS. Continued use of the services will be dependent upon the VR Customers and Counselors satisfaction of service provision. This service cannot be used to supplant or duplicate any other service currently being provided.

## **RELATED CONTRACT SOLICITATIONS**

- ❖ IPE Research
- ❖ IPE Case Coordination