

# Client Service Contracts and the DSHS Contracts Process

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# DSHS Central Contract Services

The mission of **Central Contract Services (CCS)** is to partner with DSHS programs to develop, implement, and support efficient contracting practices that result in effective and enforceable contracts.

CCS oversees all Personal, Client and Interlocal (interagency) Contracts authorized under Chapter 39.29 RCW and Chapter 39.34 RCW, and shares oversight of data sharing agreements with the Information Systems Services Division (ISSD). Our primary customers are department staff who initiate contracts to serve clients or obtain needed services for the department.

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# **Client Service Contracts**

## **Definition:**

**Client Services Contract is a Contract with an entity or individual to provide direct services to clients of the agency.**

## **Training:**

**All state employees involved in personal service and client service contracts must complete an OFM agency approved training for personal services and client services contracts.**

# Client Service Contracts

- Exempt from Competition Requirements
- Reason: flexibility to meet client needs
- However, programs often choose to use a formal competitive procurement process because:
  - Avoids appearance of favoritism
  - Transparency in government
  - Increases competition
  - Can result in lower service prices
  - Encourages innovation
  - Condition of federal funding

# Client Service Solicitations

- Average Procurement Timeframes:
  - 19 since March 2008: 113 days – 3.8 Months
  - 40 between 7/06 & 2/08: 132 days – 4.4 Months
- CCS Procurement Team assigned to 2106 projects:
  - Attorney with extensive procurement experience, including Hearing-Impaired Telephone Relay System, Regional Support Network, FamLink, and Provider Compensation Systems
  - Contracts Consultant with extensive provider stakeholder and multi-program project experience, and several years direct experience supporting CA
- Standardized Protest Procedure. CCS Contracts Counsel reviews protests, providing agency an administrative review process to address disputes.

# DSHS Contracts Process

DSHS employs a highly structured contract management model that achieves many efficiencies. This model uses:

- **Distributed Signing Authority.** Staff in our local offices as well as in our central offices have the ability to approve and sign specific types of contracts. This allows for quick and efficient contracting with service providers in local areas where services are needed.
- **Standardized Contract Documents and Language.** The Department uses an system of contract types and codes to create boilerplate contract documents to streamline the contract development and approval process. We have several hundred contract codes in place for a wide variety of services.
- **Staff Roles & Security System.** The automated system that we use to manage our contracts has security levels that allow the right staff, with the right authority to approve and sign the right contracts for their program's services.

# Contract Formats

- A *Preapproved* format is a contract template that has terms customized to a particular service or set of services. Pre-approved contracts are used for client services where the Terms, Conditions, and Statements of Work are *identical* for each contractor.
- A *Semi-Custom* format is similar with a standardized framework, but the ability to customize certain terms.
- A *Custom* format may be written on an as-needed basis for specific services.

# Agency Contract Database (ACD) Tools

CCS manages contract content in the ACD through a system of **Contract Codes and Subcodes**. Codes are “templates” for a specific service. Subcodes are sets of established contract language that are used as components to build documents. The ACD assembles contracts from the code template and the subcode components. Statements of Work can be managed through “**Optional Subcodes**” which staff choose as needed.

- **Central Management of Terms** – All terms subcodes are in centrally managed files. Any changes are reflected in new contracts created from the date of change forward.
- **One Subcode Can Apply to Many Contract Codes**. For example, Children’s Admin currently has eight Professional Services subcodes used in client service and county agreements.
- **Special Terms Setup in Specific Codes** – CA contracts staff may select SOW Subcodes when creating contracts, tailoring the contract for specific circumstances.

ACD Subcode Control Screen Shot:

Contract Code	2042XS-12	Service Desc	Professional Services
Default Subcode	<input checked="" type="checkbox"/> 2054XP=Chemical Dependency Assessment <input type="checkbox"/> 2045XP=Psychosocial Evaluation <input type="checkbox"/> 2051XP=Parenting Assessment <input type="checkbox"/> 2050XP=Developmental Assessment	Selected Subcode	6000IN=Insurance Language EACD 6000GX=Client Services Additional GT&C 6000GC=DSHS General Terms & Conditions 2054XP=Chemical Dependency Assessment & Treatment

# The End

- Any questions?

