



**UTAH DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF SERVICES FOR PEOPLE WITH DISABILITIES
POLICY AND PROCEDURES**

Policy: 1.67

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CONTRACTOR ONBOARDING PROCESS FOR OPEN ENDED PROCUREMENTS

RATIONALE: This policy is intended to establish clear procedural guidelines for the division's contract team to follow when it receives an application to contract with the division to provide services.

Authorizing Code: 26B-6-403

Rule: N/A

Forms: N/A

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N/A

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I. DESCRIPTION

This policy establishes a standardized framework for contract management within the Division of Services for People with Disabilities. It defines clear guidelines to ensure fiscal accountability, regulatory compliance, and consistent delivery of person-centered services for individuals with disabilities.

II. DEFINITIONS

The following terms are defined for this policy as:

- A. Agency:** means the business or organization applying for a contract or has a contract with the division.
- B. Application:** The required set of documents an agency must submit to secure a new contract with the division or to add services to an existing contract.
- C. Award notice:** An official notification sent by the Office of Procurement and Contract Management (PCM) notifying an agency of the division's intent to contract with them. An award notice is issued only after an agency meets all requirements for a new contract or for adding services to an existing contract.
- D. CAPS Admin:** means an administrative tool within CAPS (Contracts Approvals & Payments System) used to store payment data and reports.
- E. Contract procurement:** The complete set of instructions and solicitation documents published on the department purchasing webpage for a specific contract. Each contract is governed by its own distinct procurement process.
- F. Contract team:** means the division staff members responsible for creating and

processing contracts.

- G. Department:** means the Department of Health and Human Services (DHHS).
- H. Division:** means the Division of Services for People with Disabilities as defined in Section 26B-6-401.
- I. Evaluation scoresheet:** means an evaluation tool used by the division to determine whether an agency meets the required criteria to secure a contract.
- J. Medicaid provider:** means an agency that is approved to provide Medicaid waiver services.
- K. Non-award:** means a formal determination by the division that an applying agency has failed to meet procurement requirements, resulting in a decision to deny a contract.
- L. Office of Procurement and Contract Management (PCM):** means the operating unit in the department that manages departmental procurement contracts, grants expenditure agreements, memorandums of understanding (MOUs), and rate-setting.
- M. Provider Reimbursement Information System for Medicaid (PRISM):** means the web-based administrative system used by the department to process Medicaid claims and manage Medicaid provider enrollments.
- N. Pre-solicitation meeting:** means a required informational meeting that an agency must attend and successfully complete before submitting a contract application.
- O. Utah System for Tracking Eligibility, Planning, and Services (USTEPS):** means the secure, web-based case management system used by the division to track eligibility, manage individualized support plans, and monitor service data for persons waiting for, or in services with the division.

III. POLICY

- A. The contract team shall daily monitor the designated email address (dspdcontracts@utah.gov) for contract application submissions.
- B. The contract team must evaluate all new contract applications and agency requests to add services to a current contract within 5 business days of receipt.
- C. The contract team shall evaluate contract applications using the evaluation scoresheet posted with the contract procurement.

III. PROCEDURE

Contract evaluation

- A. The contract team shall evaluate contract applications using the evaluation scoresheet posted with the contract procurement. The contract team may proceed to section 3: Award Notice, of this procedure if the agency passes all items on the evaluation scoresheet.
- B. The contract team shall notify the agency of any failed items on the evaluation scoresheet and request the necessary information for compliance through the request for additional information (RFAI) process.

1. The contract team shall grant the agency 90 days to submit the information requested in the RFAI.
 2. The contract team shall follow up with the agency at least twice during the 90 day window to request missing items. The contract team shall reset the 90 day timeline if the agency provides proof that an Office of Licensing (OL) license or certification is currently in progress.
 3. The contract team shall instruct PCM to issue a non-award notice if the agency fails to submit the required items within 90 days.
- C. If the contract procurement has a requirement to complete a pre-solicitation meeting, the contract team shall instruct PCM to issue a non-award to an agency that does not complete the pre-solicitation meeting.

Award notice

- D. The contract team shall submit a written request asking PCM to issue an award notice to the agency if all requirements are met. The submission must include:
1. the name of the agency;
 2. the service or service categories the agency is approved to have in their contract;
 3. the completed evaluation scoresheet;
 4. an approved and signed conflict of interest form;
 5. a copy of the Business Authorization Agreement (BAA); and
 6. any additional item(s) received by the agency during the RFAI process, if applicable.

Prism

- E. The contract team shall use the data from the submission of the agency's PRISM documents to enroll the agency as a Medicaid provider in the PRISM system.
- F. Upon completing data entry in PRISM, the contract team must notify the assigned PRISM staff of the new Medicaid enrollment and record it on the shared Modifications and Applications tracking spreadsheet.
- G. The contract team shall monitor the shared tracking spreadsheet at least weekly to see if the agency's Medicaid enrollment has been approved.

Agency is approved as a Medicaid provider

- H. After the agency's Medicaid enrollment has been verified and approved in PRISM, the contract team shall notify the designated Division of Financial Administration (DFA) staff member of the agency's approved PRISM ID and request it be added in CAPS admin.
- I. The contract team shall send a proofing email to PCM confirming the agency's contract effective date.
- J. The contract team shall instruct the division's administrative assistant to notify all division staff of the agency's new contract or of new services added to their existing contract. The email must include the following:
1. the agency's name, address, contractor representative name, email address and phone number;
 2. the effective date of the agency's contract or the effective date of the additional services;
 3. the PRISM ID number, CAPS ID number, and contract number for the new agency; and
 4. a list of services included in the agency's contract or the additional services added

to their contract.

- K. The contract team shall request the agency's Electronic Funds Transfer (EFT) information to set up their direct deposit. They shall verify the EFT form is completed correctly, and forward it to DFA to process.
- L. The contract team shall request the agency complete and submit USTEPS forms 0-8 and 0-9. The contracts team shall verify these forms are completed correctly and submit them to the USTEPS team to be processed.

Contract termination procedure

- M. If an agency requests to have their contract terminated, the contract team must send the agency the record retention requirements from the department client service team, and receive from the agency:
 - 1. the desired termination date;
 - 2. reason for the termination request; and
 - 3. confirmation that persons they serve and their support coordinators have been notified of the termination.
- N. If the department or division is requesting a contract termination, the contract team must generate an Approval Procurement Request (APR) and send to PCM, the division director, division financial director, and the DHHS executive director to review and approve.
- O. The contract team shall email PCM, the USTEPS team, the Invitation to Submit Offers team, and division leadership a notification of the contract termination. They shall also instruct the division's administrative assistant to notify all division staff. The contract team shall notify Medicaid three months after the termination date to allow for the processing of any late billing.
- P. The contract team shall terminate the agency's USTEPS approval effective on the contract termination date.