Application and Enrollment Services
Pre-Application Webinar

Request for Application (RFA) #01-19
August 19, 2020
Introductions

- **Michelle Herring**, Issuing Officer, Bureau of Procurement & Contract Management, Department of Human Services (DHS)
- **Michael Hale** - Director, Bureau of Fee for Service Programs Office of Long-Term Living (OLTL), DHS
- **Audrey Smith** - Department of General Services (DGS) Bureau of Diversity, Inclusion and Small Business Opportunities
- **Laura Schlagnhaufier** - Office of Income Maintenance, DHS Contractor Partnership Program

- Commonwealth staff please introduce yourselves

- Attendees, state your name and company you are representing
Agenda

• Ground Rules
• DHS Mission
• Critical Points
• Application and Enrollment Services Background and Overview
• Application Core Components
• Timeline
• Small Diverse Business/Small Business Overview
• Contractor Partnership Program
• Questions
• Adjourn
Ground Rules

• All questions must be submitted via email to the resource account (RA-pwrfaquestions@pa.gov) by August 21, 2020 at 4:00 PM EST.

• Answers to Potential Applicant questions will be posted as an addendum to the DGS website (http://www.emarketplace.state.pa.us/) by September 2, 2020.

• Any answers provided are not final until formally issued in writing.

• Any changes to the RFA will be issued as a formal written amendment.

• Any communication shall be made through the RFA Issuing Officer.
To avoid rejection of your application, read the RFA carefully and submit a complete application, including signature.

Follow the application format as detailed in Part I of the RFA. Include the appropriate heading descriptions, respond to all requirements and provide any other relevant information as an appendix.

Each application must have four separately sealed submittals; Technical, Cost, Small Diverse Business/Small Business, and Contractor Partnership Program. (Please pay close attention to the number of hardcopy and electronic submittals required.)

Do not include any cost data in the technical portion of your application.

Proposals must be received by 12:00 PM on October 2, 2020.
The resulting agreement will be for a term of three years with two, one year renewal options.

Please read the entire RFA carefully before submitting questions. The answers to many questions may be found in subsequent sections of the RFA.

The Department will be able to respond in a more expeditious manner if it does not have to respond to questions that only require a reference to another section of the RFA.
Applicant’s technical submittal must achieve a raw score of greater than or equal to 75% of the available raw technical points to be considered for further evaluation.

For those applications achieving the required technical score, the RFA will be evaluated based on the following criteria:

- Technical – 50%
- Cost – 30%
- Small Diverse Business/Small Business Participation – 20%

The technical evaluation will be based upon the following criteria:

- Soundness of Approach;
- Applicant Qualifications;
- Personnel Qualifications;
- Understanding the Problem.
Department of Human Services Mission:

To assist Pennsylvanians in achieving safe, healthy, and productive lives, while being an accountable steward of commonwealth resources.

DHS is committed to providing services that are:

- Person-centered and holistic
- Relationship-driven
- Grounded in the community
- Informed by data
- Collaborative
- Innovative

- Equitable
- Multi-generational
- Efficient
- Transparent
- Delivered by staff who are skilled, supported, and engaged
Background

The Department of Human Services/Office of Long-Term Living utilizes an Independent Enrollment Broker (IEB) for accepting, processing and managing applications for services into its home and community-based programs. The IEB is an entity that provides enrollment services to individuals applying for and participating in an OLTL Long-Term Services and Supports (LTSS) Programs.

The IEB facilitates the application and enrollment process for individuals applying for Home and Community Based Services (HCBS) under an OLTL Program, including the Community HealthChoices (CHC) Waiver, OBRA Waiver and Act 150 Program. For HCBS applications, the IEB facilitates the functional and financial eligibility requirements and coordinates with entities involved in the process including the County Assistance Office (CAO).
RFA Problem Statement

DHS is seeking an applicant to operate as an IEB for Office of Long-Term Living (OLTL), Medicaid and non-Medicaid Programs. The selected Applicant shall provide these application and enrollment services, choice counseling services and other beneficiary support services (BSS), to individuals who apply under an OLTL Program and information and assistance to individuals who have not applied for LTSS but who contact or are referred to the selected applicant because they are interested in or may need LTSS under an OLTL Program. The selected Applicant shall also provide Choice Counseling and certain BSS services to Participants enrolled in the OLTL Programs.
Core Components

1. Establish a streamlined process to provide timely and efficient application and Enrollment assistance to allow individuals to access needed services.

2. Provide conflict-free Choice Counseling that enables individuals to make informed and unbiased decisions about all OLTL Programs and results in consistently high advance plan selection rates by CHC LTSS Participants.

3. Provide individualized case management to LTSS Applicants through assignment of a locally based enrollment case manager.

4. Conduct an in-person visit with LTSS Applicants at the outset of the application and Enrollment process and assist them, as requested, to complete and provide documentation to support their LTSS Applications.
5. Implement and maintain measures so that LTSS Applicants receive timely Clinical Eligibility Determinations, including conducting functional assessments and assisting LTSS Applicants in obtaining physician certifications or arranging for a physician to supply physician certifications, as necessary.

6. Complete initial Functional Eligibility Determinations for LTSS Applicants, Nursing Facility Applicants and certain residents of personal care homes and domiciliary care homes.

7. Facilitate Program and Plan Transfers for Participants, including transfers to maintain continuity of care for OPTIONS Program participants transitioning to CHC or another OLTL Program.

8. Make warm transfers of individuals determined ineligible for OLTL Programs to other service programs and community partners in the LTSS delivery system, including OPTIONS.
Core Components

9. Hire and maintain sufficient numbers of qualified and trained staff to perform the functions required by the RFA.

10. Provide the support and assistance necessary to bridge gaps between Participants, service coordinators, CHC Managed Care Organizations (CHC-MCO), and providers.

11. Serve as an access point for Participants to ask questions or share concerns about Enrollment, their OLTL Program, their CHC-MCO and access to covered services.

12. Help Participants understand and navigate the complaint, grievance, appeals and fair hearing processes, including referrals to legal representation.
Core Components

13. Establish and maintain an IEB Website that provides access to information about the OLTL Programs and the different services available under those Programs and the CHC-MCOs’ Provider Networks; allows LTSS Applicants to schedule contacts and in-person visits, communicate directly with their enrollment case managers, check the status of their applications in real-time, and select a CHC-MCO and Primary Care Practitioner (PCP) or a Living Independence for the Elderly (LIFE) Provider.

14. Adopt and maintain measures to provide effective communication between the IEB’s Enrollment case managers and the CAOs and to support an electronic interface for timely transmission of information to CAOs.
15. Establish and maintain measures to coordinate with entities involved in providing services to IEB Customers, including the DHS Office of Income Maintenance, CAOs, CHC-MCOs, Physical Health-MCOs, Behavioral Health-MCOs, and LIFE Providers.

16. Provide IEB Customers access to information, application and Enrollment assistance and BSS relating to OLTL Programs through a web-based approach that is supplemented by additional means including: email, text message, mail, telephone, social media, and in-person assistance.
Core Components

17. Use the Enterprise Case Management system to maintain an adequate MIS to handle the interfaces and exchange of files critical to the timely processing and tracking of Enrollments and LTSS Applications and to provide access to Provider Network information so Participants and LTSS Applicants are afforded accurate information to choose an OLTL Program and a CHC-MCO and PCP that best meets their needs.

18. Develop and maintain a database to store and track detailed information on all Participant contacts and where they were referred to for support

19. Establish and maintain defined protocols and processes that support Person-Centered Service Planning
Core Components

20. Establish and maintain a repository for storing eligibility and enrollment data received from DHS that can be used for required activities.

21. Have the capability and flexibility to accommodate future changes relating to services provided under this RFA and to the Medical Assistance program.
Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)

Pennsylvania

BUREAU OF DIVERSITY, INCLUSION AND SMALL BUSINESS OPPORTUNITIES

Audrey Smith
Procurement Liaison
What do I need to do?

- Consider subcontracting opportunities available for small diverse and small businesses

- Identify a general percentage commitment to either or both Small Diverse Businesses (SDBs) or Small Businesses (SBs)

- Complete and submit with your proposal via JAGGAER:
  - SDB/SB Participation Submittal Form
### Small Business

- For-Profit US based business
- Independently Owned
- Not dominant in its field
- No more than 100 full-time equivalent employees
- The business may not exceed three-year average gross revenues of $38.5 Million, regardless of business type

### Small Diverse Business

- Minority-Owned
- Woman-Owned
- Veteran-Owned
- Service Disabled Veteran-Owned
- Disability-Owned
- Lesbian, Gay, Bi-Sexual, Transgender-Owned
RFP Small Diverse (SDB) and Small Business (SB) Components:

RFA Format

- Part I – General Information
- Part II – Evaluation Criteria
- Part III – Conflict Free Requirements
- Part V – SDB/SB Participation Submittal Requirements
To search all DGS-verified SDBs and DGS-certified SBs, visit the DGS website at:

http://www.dgs.internet.state.pa.us/suppliersearch
This section provides an overview of the Department of General Services’ Small Diverse and Small Business Program.

It includes general information, a review of the eligibility requirements, the RFA SDB/SB evaluation and scoring process, submittal requirements and agreement requirements.

All reference internet links and explanations of terms can be found here.
## SMALL DIVERSE BUSINESS (SDB) AND SMALL BUSINESS (SB) PARTICIPATION SUBMITAL

**Project Description:**

**RFP #:**

**Proposal Due Date:**

**Commonwealth Agency Name:**

### OFFEROR (Prime Contractor) INFORMATION

**Offeror Company's Name:**

**Offeror Contact Name:**

**Title:**

**Phone:**

**Is your firm a DGS-Verified Small Diverse Business?**

**Is your firm a DGS-Self-Certified Small Business?**

To confirm your company's SDB/SB status and expiration, please click on the following link:


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## SUBCONTRACTING INFORMATION

### Percentage Commitment for SDB and SB Subcontracting Participation

After examination of the contract documents, which are made a part hereof as if fully set forth herein, the Offeror commits to each of the following general independent percentages of the total contract cost for Small Diverse Business and Small Business subcontracting participation:

Small Diverse Business Subcontracting percentage commitment:

Small Business Subcontracting percentage commitment:
**Section 1 – General Information**

- **Project Description** – This can be found in the title of the solicitation.
- **RFA #** – Found on the solicitation cover page.
- **Application Due Date** – Found on the information page of the solicitation.
- **Commonwealth Agency Name** – Found on the cover and information page of the solicitation. It can also be found in the title of the solicitation.
Section 2 – Offeror Information

- **Applicant Company's Name** – This should be the name of the Prime respondent to the solicitation.

- **Applicant Contact Name** – The name of the authorized representative who can, if and when necessary, provide clarification on the submitted forms. Their official job title and email and phone #.

- Is the Prime Applicant a DGS-verified SDB or DGS-self-certified SDB? If “Yes” provide expiration date of Verification/Cert.

- A link to the DGS SDB/SB database is provided for reference purposes. [Find Small and Small Diverse Businesses](http://www.dgs.pa.gov/Businesses/SmallDiverseBusinessProgram/Small-Diverse-Business-Verification/Pages/Small-Diverse-Businesses.aspx#WVPvz8D).

<table>
<thead>
<tr>
<th>OFFEROR (Prime Contractor) INFORMATION</th>
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<tbody>
<tr>
<td>Offeror Company’s Name:</td>
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<tr>
<td>Offeror Contact Name:</td>
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<tr>
<td>Email:</td>
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<tr>
<td>Title:</td>
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<tr>
<td>Phone:</td>
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<tr>
<td>Is your firm a DGS-Verified Small Diverse Business?</td>
</tr>
<tr>
<td>Is your firm a DGS-Self-Certified Small Business?</td>
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</tbody>
</table>

To confirm your company's SDB/SB status and expiration, please click or use the following link:
Total percent prime Applicant commitments made to SDBs and SBs on the Sub Listing form.

The SDB and SB point allocation is based entirely on the percentage of the agreement cost committed to SDB or SB businesses.
Applicants must include a listing of and required information for each of the Small Diverse Businesses and Small Businesses with whom they will subcontract to achieve the participation percentages outlined on the Small Diverse Business and Small Business Participation Submittal.

To receive points for Small Diverse Business or Small Business participation commitments, the Small Diverse Business or Small Business must be listed in the DGS’s directory of self-certified Small Businesses and DGS/BDISBO-verified Small Diverse Businesses as of the proposal due date and time.

Applicants must include a numerical percentage which represents the total percentage of the total cost in the Cost Submittal that the Applicant commits to paying to Small Diverse Businesses and Small Businesses as subcontractors.

### SMALL DIVERSE BUSINESS (SDB) AND SMALL BUSINESS (SB) PARTICIPATION SUBMITTAL

<table>
<thead>
<tr>
<th>DGS/BD Subcontractor Name</th>
<th>SDB or SB</th>
<th>Primary Contact Name</th>
<th>Description of Services or Supplies to be Provided</th>
<th>% of Total Contract Cost Commited</th>
<th>Estimated $ Value of Commitment for Initial Contract Term</th>
<th>Will SDB/SB be used for Optional Renewals? (YES/NO)</th>
</tr>
</thead>
</table>

Please Select "SDB" or "SB"
Participation Submittal Form

Section 5 – Letter of Intent

- Applicants must include a Letter of Intent signed by both the Applicant and the Small Diverse Business or Small Business for each of the Small Diverse Businesses and Small Businesses identified in the Small Diverse Business and Small Business Participation Submittal form.

- At minimum, the Letter of Intent must include the following:
  - The fixed numerical percentage commitment and associated estimated dollar value of the commitment made to the Small Diverse Business or Small Business;
  - A description of the services or supplies the Small Diverse Business or Small Business will provide;
  - The timeframe during the initial agreement term and any extensions, options and renewals when the Small Diverse Business or Small Business will perform or provide the services and/or supplies;
  - The name and telephone number of the Applicant’s point of contact for Small Diverse Business and Small Business participation; and
  - The name, address, and telephone number of the primary contact person for the Small Diverse Business or Small Business.

**MM/DD/YYYY**

[Offeror: RFP:]

[Offeror Contact Name:]

[Title:]

[Offeror Company’s Name:]

[Offeror Contact Name:]

[Title:]

[Offeror Company’s Name:]

Dear: [Offeror Contact Name:]

This letter serves as confirmation of the intent of this offeror to the above-referenced RFP issued [Offeror: RFP:]

If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services during the initial term of the prime contract and during any extensions, options or renewal periods of the prime contract exercised by the Commonwealth, as more specifically set forth on the specific time periods during the initial contract term and any extensions, options and renewals when the work, goods or services will be provided or performed:

Identify the specific work, goods or services the SDB/ SB will perform below:

These services represent [Offeror Contact Name:]

of the total cost in the Offeror’s cost submittal for the initial term of the contract. Dependent on final negotiated contract pricing and actual contract usage or volume during the initial contract term.

The above-referenced SDB/ SB represents that it meets the small or small diverse business requirements set forth in the RFP and all required documentation has been provided to the Offeror for its SDB/ SB submittal.

We look forward to the opportunity to be a part of this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

[X]

[Offeror Contact Name:]

[Title:]

[Offeror Company’s Name:]

Acknowledged,

[X]

[Offeror Contact Name:]

[Title:]

[Offeror Company’s Name:]

Reviewed 03-19-2019
What do I need to know?

- Raw score will be calculated by crediting commitments to SDBs and SBs in accordance with percentages proposed.

- To receive utilization credit for SDB or SB participation commitments, the SDB or SB must be listed in the Department’s directory of self-certified SBs and DGS/BDISBO-verified SDBs as of the proposal due date.

- Based on a maximum total of 200 available points for the Small Diverse Business and Small Business Participation Submittal, the scoring mechanism is as follows:
  
  \[ \text{SDB/SB Raw Score} = 200 \times (\text{SDB}\% + (\text{SB}\% \times \frac{1}{3})) \]

- Applicant submitting the highest scoring SDB/SB Participation Submittal will receive 200 points, with other Offerors’ raw scores adjusted pro rata.
• The total percentages of Small Diverse Business and Small Business commitments made at the time of application submittal, BAFO or contract negotiations, as applicable, become contractual obligations of the selected Applicant upon execution of its agreement with the Commonwealth.

• Individual percentage commitments cannot be altered without written approval from BDISBO.

• All SDB/SB commitments must be maintained if the agreement is assigned to another prime contractor.

• Selected Applicant must complete and submit quarterly utilization reports that track progress of meeting commitments.

• Selected Applicant must contact BDISBO if circumstances arise that may affect the ability to comply with contract commitments.

• The Selected Applicant shall notify the DHS Grant Administrator of DHS and BDISBO when circumstances arise that may negatively impact the selected Applicant’s ability to comply with Small Diverse Business and/or Small Business commitments and to provide a corrective action plan. Disputes will be decided by the Issuing Office and DGS.
Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)

Telephone: (717) 783-3119

Audrey Smith, Procurement Liaison
E-Mail: audresmith@pa.gov
717-346-8105

Curtis Burwell, Procurement Compliance
E-Mail: cburwell@pa.gov
717-787-4834
Contractor Partnership Program

Bureau of Employment Programs
Tanoa Fagan, Bureau Director
What is the Contractor Partnership Program (CPP)?

- CPP was created by the Department of Human Services (DHS) to address workforce needs by connecting beneficiaries of Temporary Assistance for Needy Families (TANF) to jobs while simultaneously helping to fill the hiring needs of employers.

- Entities who are awarded an agreement with the DHS are to establish a hiring target that supports TANF beneficiaries in obtaining employment with the selected Applicant or its subcontractors.

- DHS staff provide support to entities through connections to Employment and Training Providers throughout the state who can assist in finding qualified job candidates. DHS staff also provide technical assistance.
Contractor Partnership Program

What are the benefits for Selected Applicants?

- Fulfills workforce needs by connecting entities to a pool of job candidates.

- Connects entities to PA’s Employment & Training network who can assist in developing workforce training, hiring and retention at no cost.

- Entities may be eligible for tax credits for hiring individuals receiving TANF such as Work Opportunity Tax Credit and Federal Bonding.

  WOTC

  Federal Bonding Program

- Establishes entities as part of a collective solution to lifting people out of poverty.
RFA Requirements

• The RFA contains an overview of CPP in Part VI, Contractor Partnership Program.

• Applicants should respond to all elements of the CPP Submittal with the objective of meeting the hiring target.

• This submittal will not be part of the scoring criteria, but it must be completed.
Implementing a Hiring Plan

• As part of its CPP submittal, each Applicant will be asked to submit a hiring target.

• Applicants should review the positions they currently offer and anticipate needing not only as a result of being awarded an agreement but generally throughout the organization for:
  – Both degree and non-degree positions
  – Subcontractor positions should be considered
How is the hiring target determined?

As part of their CPP submittal, Applicants will report their number of Pennsylvania hires annually for the past three years and calculate their average number of hires per year; the target will be 10% of the average.

*Exemptions can be discussed as appropriate*
Hiring Target Example:

Company X hired **25** people in 2018, **22** in 2017 and **35** in 2016 in Pennsylvania.

\[
\frac{(25 + 22 + 35)}{3} = 27 \text{ hires on average per year}
\]

10% of 27 = 2.7

3 CPP hires is the target for each year of the agreement
Program Requirements

• Implement the hiring plan as established in your CPP submittal: If awarded an agreement, DHS and the Bureau of Employment Programs can work with the entity to implement the hiring plan.

• Establish a Business Folder in the Commonwealth Workforce Development System (CWDS)
  • Folders are agreement specific
  • Folders must be kept updated for accurate contact information

• Submit quarterly employment reports via CWDS as follows:
  • Q1-October 15
  • Q2-January 15
  • Q3-April 15
  • Q4-July 15
  *Quarterly Reports are required even if no hires were made during the quarter*
How can DHS connect selected Applicant with TANF beneficiaries?

• Selected Applicant can post available positions via PA CareerLink® online: pacareerlink.pa.gov

• DHS can connect entities with local employment and training programs including the Employment Advancement and Retention Network (EARN), Work Ready, and Keystone Education Yields Success (KEYS) providers who work directly with TANF beneficiaries.
What type of positions are typically filled by CPP applicants?

**EARN PARTICIPANTS:**
- SKILLED JOB SEEKERS
- VARIOUS SKILL LEVELS AND EXPERIENCE

**WORK READY PARTICIPANTS:**
- ENTRY LEVEL SKILL SET

**KEYS PARTICIPANTS:**
- INDUSTRY RECOGNIZED CREDENTIALS
- ASSOCIATE DEGREES
What are the responsibilities of oversight staff?

The Bureau of Employment Programs (BEP) and Project Monitors will work together to:

- Provide support to selected Applicant
- Ensure that the selected Applicant designate and maintain a point of contact for CPP purposes
- Support selected Applicant in making connections to job candidates and provide technical assistance as needed
- Conduct outreach when selected Applicant fails to respond to program requests
- Review CPP targets during annual monitoring and targeted technical assistance meetings
- Share quarterly updates, and hold further discussions, if needed
Contact Information

Contractor Partnership Program
Email: RA-BETPCPP@pa.gov

PA CareerLink® online: pacareerlink.pa.gov
• Question and Answer Period
This concludes the pre-application conference.

Answers to all questions posed will be posted to www.emarketplace.state.pa.us by 09/02/2020.

No further questions will be entertained or answered.

The Project Timeline includes:

- 08/03/2020 – RFA was Issued
- 08/19/2020 - Pre-Application Conference
- 09/02/2020 - Answers to questions posed will be posted on www.emarketplace.state.pa.us
- 10/02/2020 - Due date for applications. Sealed applications must be received by the Issuing Office by 12 PM EST
Michelle Herring
Department of Human Services
Bureau of Procurement and Contract Management
Room 832 Health and Welfare Building
625 Forster Street
Harrisburg, PA 17120
mailto: RA-PWRFPQUESTIONS@PA.GOV

Any contact with the Department concerning this RFP must be through the RFP Issuing Officer.
Questions?
Thank You and Good Luck!