

Pre-Proposal Conference for RFP

Workers Compensation Automation and Integration
System Maintenance and Enhancements

RFP 6100038745

Issuing Officer: Barbara Booher
Office of Administration,
Bureau of IT Procurement Services

April 27, 2017 @ 9:00 AM

Agenda

- Housekeeping
- Introductions
- Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)
- Project Background
- Proposal Requirements
- Questions Submitted
- Additional Questions

Housekeeping

- In the event of a fire drill:
 - Exit the room to the rear, continue down the hall and exit through the stairwell. On the ground floor, exit the building and assemble near the flag poles.
- Restrooms:
 - Located outside of the room to your left.
- Sign attendance register
- Provide business card
- Sign-in sheet will be posted to e-Marketplace

Introductions

Commonwealth Representatives:

- Office for Information Technology
 - Barbara Booher, Issuing Officer
- Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)
 - Audrey Smith, Procurement Liaison
- Department of Labor & Industry
 - Susan Dickinson, Project Manager

Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)

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Audrey Smith, Procurement Liaison

Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)

Request for Proposal (RFP) : Format and Template

RFP Small Diverse (SDB) and Small Business (SB) Components:

Part I: General Information

- SDB/SB Eligibility and Program Information

Part II: Criteria For Selection

Part III: Technical Submittal

Part IV: Cost Submittal

Part V: Small Diverse and Small Business Participation Submittal

- Contractual obligations resulting from SDB/SB Submittal

Appendix E: Small Diverse Business and Small Business Submittal

Appendix F: Small Diverse and Small Business Letter of Intent

Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)

What do I need to know – Part I?

Program designed to encourage participation of Small Diverse (SDB) and Small Businesses (SB) in state contracting

- A Small Business is a business in the United States which is independently owned, not dominant in its field of operation, employs no more than 100 full-time or full-time equivalent employees, and earns less than \$7 million in gross annual revenues for building design, \$20 million in gross annual revenues for sales and services and \$25 million in gross annual revenues for those businesses in the information technology sales or service business.
- A Small Diverse Business is a DGS-verified minority-owned business, woman-owned business, veteran-owned business, service-disabled veteran-owned business, LGBT owned or disability-owned business enterprise.

Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)

What do I need to do – Part I?

- Consider subcontracting opportunities available for small diverse and small businesses
- Search the DGS database of SDBs and SBs and identify SDB/SB business partners for opportunities and inclusion
- Complete and submit two (2) SDB/SB Participation Submittal Forms in separately sealed envelope (1 original and 1 copy) and corresponding Letters of Intent

Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)

How do I find SDBs and SBs?

To search all DGS-verified SDBs and DGS-certified SBs, visit the DGS website at:

<https://www.dgs.internet.state.pa.us/SBPI/AlphaResults.aspx>

Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)

SDB / SB Participation Submittal

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

Project: _____ **RFP NAME AND DESCRIPTION**

Offeror Firm: _____

Offeror Contact Name: _____ Email: _____

OFFEROR INFORMATION:

Is your firm a DGS-Verified Small Diverse Business? Yes No (**MUST** check one)

Is your firm a DGS-Self-Certified Small Business? Yes No (**MUST** check one)

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 the following percentages of the total contract cost for Small Diverse Business and Small Business subcontracting participation.

Small Diverse Business Subcontracting percentage commitment:

_____ % _____ Percent
(Figure) (Written)

Small Business Subcontracting percentage commitment:

_____ % _____ Percent
(Figure) (Written)

REVISED: 3/26/15, 2015

Listing SDB and SB Subcontractors

The proposer must list in the chart below potential SDBs and SBs that will be used to meet the percentage commitments provided above. Include the SDB/SB company name, designation of SDB or SB, SDB/SB Primary Contact Information, and the description service or supplies the SDB/SB will provide, percent of contract value committed, dollar value of total contract value committed, and an indication as to the Proposer's intent to utilize the SDB/SB subcontractor for contract options or renewals. Include as many pages as necessary. **Offerors must also include a Letter of Intent as indicated in RFP Section II-9 for each SDB/SB listed.**

SDB/SB Name	SDB or SB	Primary Contact Name & Email	Description of Services or Supplies to be provided	% of total Contract Value Committed	Estimated \$ value of Commitment	Will SDB/SB be used for options/renewals? (yes/no)

Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)

SDB / SB Letter of Intent

APPENDIX N

SMALL DIVERSE AND SMALL BUSINESS LETTER OF INTENT

[DATE]

[SDB/SB Contact Name]

Title

SDB/SB Company Name

Address

City, State, Zip

Dear [SDB / SB Contact Name]:

This letter serves as confirmation of the intent of [Offeror] to utilize [Small Diverse Business (SDB) or Small Business (SB)] on RFP [RFP number and Title] issued by the [Commonwealth agency name].

If [Offeror] is the successful vendor, [SDB or SB] shall provide [identify the specific work, goods or services the SDB/SB will perform, and the specific timeframe during the term of the contract and any option/renewal periods when the work, goods or services will be performed or provided].

These services represent [identify fixed numerical percentage commitment] 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, it is expected that [SDB or SB] will receive an estimated [identify associated estimated dollar value that the fixed percentage commitment represents] during the initial contract term.

[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 [Offeror] for its SDB/SB submission.

We look forward to the opportunity to serve the [Commonwealth agency name] on this project. If you have any questions concerning our small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

Acknowledged,

Offeror Name

Title

Company

Phone number

SDB or SB Name

Title

Company

Phone number

Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)

What do I need to know – Part II?

Raw score will be calculated by crediting commitments to SDBs at 67% of total available points and adding commitments to SBs at 33% of total available points.

$$\begin{aligned} \text{SDB/SB Raw Score} &= \\ \text{TOTAL POINTS} & (2/3 \times \text{SDB}\% + 1/3 \times \text{SB}\% + 1/3 \times \text{SDB}\%) \\ \text{Simplified to:} & 200 (\text{SDB}\% + (\text{SB}\% \times 1/3)) \end{aligned}$$

- SDBs are already qualified as a SBs, therefore SDB Proposers are eligible to receive 100% of the SDB/SB points
- Proposers who indicate subcontracting commitments to SDB/SBs will be credited in accordance with percentages proposed
- Proposer submitting the highest scoring SDB/SB Participation Submittal will receive all available points, with other Proposers' raw scores adjusted pro rata

Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)

How is the SDB/SB Submittal Scored?

Scoring Examples:

Scenario	Score
<u>Proposer 1:</u> SDB Prime • 100% SDB Score = $200(1 + (1/3 \times 0))$	200 points
<u>Proposer 2:</u> SB Prime, with SDB Commitment • 100% SB; 15% SDB Commitment Score = $200(.15 + (1/3 \times 1))$	96.67 points
<u>Proposer 3:</u> Non-SDB/SB Prime, with SDB/SB Commitments • 15% SDB Commitment; 10% SB Commitment • Score = $200(.15 + (1/3 \times .10))$	36.67 points

Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)

What do I need to know – Part V?

- Contract commitments made to SDBs/SBs become contractual obligations upon contract execution
- Selected Proposer must submit a final, executed subcontract for each SDB/SB named within 30 days of contract execution
 - SDB/SB subcontractors must perform 50% of the work subcontracted to them
 - If subcontract cannot be achieved, Selected Proposer must notify BDISBO
- Individual percent commitments cannot be altered without written approval from BDISBO
- All SDB/SB commitments must be maintained if the contract is assigned to another prime contractor.
- Selected Proposer must complete quarterly utilization reporting, tracking progress in meeting commitments
- Selected Proposer must contact BDISBO if circumstances arise that may affect the ability to comply with contract commitments

Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)

What's New?

- Consideration for and inclusion of Small Businesses as prime contractors and subcontractors in addition to Small Diverse Businesses in scoring
- Simple, consistent template form for SDB/SB submittal supported by executed Letters of Intent
- DGS issued SDB/SB certificate not required with submittal

Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)

Contact Information:

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

Project Background

Workers Compensation Automation and Integration System Maintenance and Enhancements

Susan Dickinson

Department of Labor & Industry

Background Information

RFP Goals/Objectives:

- Maintain and support WCAIS.
- Enhance WCAIS to adapt to changing policies, processes, laws, regulations, and court precedents.
- Perform knowledge transfer and training.
- Enhance reliability, security, and performance of WCAIS.
- Decrease overall support costs for WCAIS.

Background Information

The scope of this project includes:

- Project initiation and transition.
- Release management.
- Application maintenance and operational support services.
- Project management.
- Enhancements to the existing system.
- Hardware/software upgrades.
- Training for internal staff and assist in preparation of training materials for external customers.
- Knowledge transfer to L&I staff.
- Physical office space.

Background Information

Business Overview: Workers' Compensation

The Pennsylvania Workers' Compensation Act was enacted in 1915 to protect workers and employers from the potentially devastating consequences of work injuries.

L&I's Bureau of Workers' Compensation, Workers' Compensation Office of Adjudication, and Workers' Compensation Appeal Board continue performing oversight responsibilities to ensure adherence to the provisions of the Workers' Compensation Act.

Background Information

Bureau of Workers' Compensation (BWC)

Appx. 100 employees, centrally located (Administration, Claims, Special Funds and Compliance, Health & Safety, Health Care Services Review, Information Services, Self-insurance, and Legal Division).

Workers' Compensation Office of Adjudication

Appx. 230 employees, 22 field locations

Workers' Compensation Appeal Board

Appx. 40 employees, five field offices

Background Information

L&I implemented WCAIS in 2011 to help boost operational performance, provide access to information to stakeholders, and build insights from data collected.

Pennsylvania was the first state in the country to implement a web based system that not only **integrates the three agencies delivering workers' compensation services** to the public, but also with all key external stakeholders through **self-service access** and **electronic data interchanges**.

Background Information

Bureau of Workers' Compensation (BWC) Stats

- Appx. 104 online and 408 paper Med Fee Review Requests submitted weekly
- Appx. 52 online and 40 paper Utilization Review Requests submitted weekly
- Appx. 155 Certificates of Insurance (LIBC 661) processed weekly
- Appx. 465 Records Requests and 95 Subpoena Record requests submitted weekly
- Appx. 7200 First Reports of Injury (FROI) and 7525 Subsequent Reports of Injury (SROI) submitted weekly via the IAIABC EDI interface

Background Information

Workers' Compensation Office of Adjudication Stats

During the 2016 Calendar Year, there were 90 Workers' Compensation Judges in the 22 Field offices who adjudicated and mediated workers' compensation disputes. During that time;

- 44,670 petitions were assigned to Judges
- 46,156 decisions were rendered by Judges
- 2,700 cases were voluntary mediated
- 6,829 mandatory mediations were conducted, and
- The average time from petition filing to decision was 6.3 months

Background Information

Workers' Compensation Appeal Board Stats

During the 2016 Calendar Year, there were seven (7) Commissioners in five (5) field offices adjudicating workers' compensation appeals. During that time;

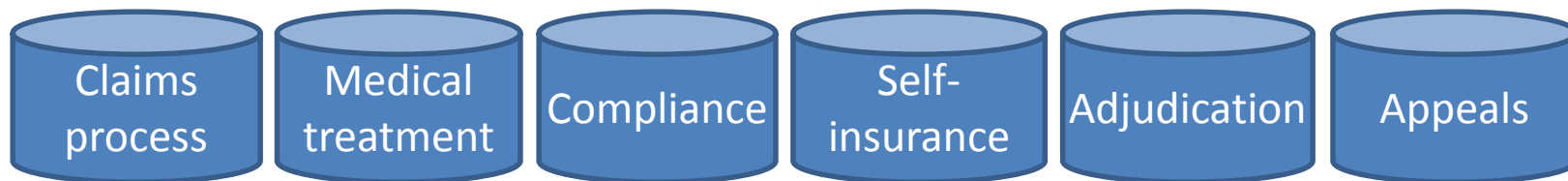
- 1470 appeals were filed
- 656 Supersedeas petitions were submitted
- 80 Counsel Fee petitions were submitted
- 1280 Opinions were published, and
- There were 1146 cases pending

Background Information

WCAIS provides self-service access for all who interact with worker's compensation agencies; including claimants, employers, attorneys, law firms, insurers, third party administrators, self-insured employers, healthcare providers and professionals.

Electronic filing of claims transactions through Release 3 Electronic Data Interchange (EDI) has put Pennsylvania in the forefront of customer service by providing fast and accurate claim creation and management. **Every aspect of workers' compensation is available online through WCAIS.**

Examples:



WCAIS combines innovative technology with streamlined business processes to maximize efficiency, lower costs and expedite business process for every stakeholder in PA's workers' compensation system.

Background Information

Document Artifacts:

Approximate Number of Artifacts for WCAIS					
Module	Use Cases	Business Rules	Correspondence	Batch Programs	Reports Specifications
Claims	115	524	38	14	50
Compliance	24	172	19	4	6
Healthcare Services	75	579	38	10	24
Self-Insurance	125	1,003	50	12	18
Assessments	15	56	3	0	0
UEGF	36	19	5	1	0
Helpline	6	45	13	0	9
Data Quality	14	0	0	0	0
TOSS	6	0	0	0	0
Common	185	352	17	11	0
WCOA	74	977	43	16	30
WCAB	85	547	4	10	41
GRAND TOTAL	760	4,274	230	78	178

Proposal Structure

- Proposal is divided into the following three parts that must be submitted in separate individual sealed envelopes:
 - Technical Submittal = **50%** of total points
 - Cost Submittal = **30%** of total points
 - Small Diverse Business and Small Business (SDB/SB) Participation Submittal = **20%** of total points
- Bonus Points:
 - Domestic Workforce Utilization = maximum available **3%**
[Appendix C]

Proposal Structure

- To minimize delays in proposal evaluation and to avoid rejection of your proposal, read the RFP carefully and submit a complete proposal.
- Follow as completely as possible the proposal format given in Part II of the RFP; this will aid the evaluation process.
- The evaluation will be based on what is submitted.
- Provide as much detail as possible in response to all requirements in the RFP.

Proposal Requirements

- Each Offeror must provide the following: [Section I-12 Proposals, pg. 3]
 - Thirteen (13) paper copies of the Technical Submittal
 - Two (2) paper copies of the Cost Submittal
 - Two (2) paper copies of the Small Diverse Business and Small Business (SDB/SB) Participation Submittal and related Letter(s) of Intent.
 - Two (2) complete and exact copies of the entire proposal (Technical, Cost and SDB/SB Submittals, along with all requested documents) on CD-ROM or Flash drive in Microsoft Office or compatible format.

Proposal Requirements Continued

- Mandatory Responsiveness Requirements (Section II-1)
 - Timely received from an Offeror
 - Properly Signed by the Offeror

Proposal Requirements Continued

- Additional Proposal Requirements
 - Signed by an official representative to bind the company to a contract. Appendix **B**, Proposal Cover Sheet must be submitted in order for the proposal to be considered responsive.
 - The proposal must consist of three (3) separately sealed submittals:
 - Technical Submittal
 - Cost Submittal
 - Small Diverse Business and Small Business (SDB/SB) Participation Submittal and related Letter(s) of Intent.
 - Submit proposals as outlined and referenced in Part I Proposal Requirements.
 - The total score for the technical submittal must be greater than or equal to 75% of the available technical points to advance.
 - **Do not** include any cost information in your technical submittal. If your proposal includes cost information, it shall be deemed non-responsive.

Proposal Requirements Continued

- **Do not** include any assumptions in your cost submittal.
[Appendix P, Cost Submittal]
- Submit proposal, including the cost proposal, on the basis of the terms and conditions set out in Part VI of the RFP.
- If the proposal is contingent on negotiations of terms and conditions, your proposal may be deemed non-responsive.

Proposal Requirements Continued

- **ADDRESS PACKAGES PROPERLY**
 - Reference Calendar of Events, pg. v
 - **Note:** All proposals must be received by the Commonwealth Mail Processing Center. If the proposals are delivered directly to 506 Finance Building, your proposal may be deemed non-responsive.
 - Include RFP Number – 6100038745
 - Number Multiple Packages (i.e. 1 of 3, 2 of 3, etc.)
 - Must be Sealed
 - Allow time for delivery

Calendar of Events

<p>Answers to Potential Offeror questions posted to the DGS website (http://www.emarketplace.state.pa.us) no later than this date.</p>	<p>Issuing Office</p>	<p>Friday, May 5, 2017 at 4:00 PM</p>
<p>Please monitor the DGS website for all communications regarding the RFP.</p>	<p>Potential Offerors</p>	<p>Ongoing</p>
<p>Sealed proposal must be received by the Issuing Office at: Barbara Booher, Bureau of IT Procurement c/o Commonwealth Mail Processing Center 2 Technology Park (rear) Attn: IT Procurement, 506 Finance Harrisburg PA 17110-0400</p> <p>Note: Hand-delivered proposals must be delivered to the address set forth in the Calendar of Events and must be time and date stamped by the facility receiving the proposals. Proposals may only be hand-delivered between 6:15 a.m. and 2:15 p.m., Monday through Friday, excluding Commonwealth holidays.</p>	<p>Offerors</p>	<p>Monday, May 22, 2017 at 1:00 PM</p>

Proposal Delivery Address

Sealed proposal must be received on or before **Monday, May 22, 2017** by **1:00 PM** to the Issuing Office at the following address:

**Barbara Booher, Bureau of IT Procurement
c/o Commonwealth Mail Processing Center
2 Technology Park (rear)
Attn: IT Procurement, 506 Finance
Harrisburg, PA 17110-0400**

Note: Hand-delivered proposals must be delivered to **Commonwealth Mail Processing Center, 2 Technology Park (rear)**, and must be time and date stamped by the facility receiving the proposals. Proposals may only be hand-delivered between 6:15 a.m. and 2:15 p.m., Monday through Friday, excluding Commonwealth holidays. The Issuing Office will not accept proposals that are hand delivered to 506 Finance Building.

Questions & Answers (Q&A)

- **Questions**

- All additional questions must be written on the Q&A sheets provided.

- All Q&A will be posted to the DGS PA e-Marketplace website:

<http://www.emarketplace.state.pa.us>

- **The Q&A final document will become official when posted to the DGS PA e-Marketplace website.**

Thank you for attending today's
pre-proposal conference.