

**TECHNICAL SUBMITTAL  
RAPID HIRE PROJECT (RHP)  
6100057836**

**I-1. Statement of the Project.** The Department of Labor and Industry (DLI) on behalf of the Office of Vocational Rehabilitation (OVR), is issuing this Request for Proposals (RFP) to seek Offerors to assist with the creation and administration of a **Rapid Hire Project (RHP)**. RHP will provide individualized employment and direct placement services to OVR eligible participants who are prepared to enter permanent full-time or part-time Competitive Integrated Employment (CIE) as defined by [The Rehabilitation Act of 1973, as amended, \(“Act”\) with minimal supports](#) and are referred by their Vocational Rehabilitation Counselor (VRC) to the RHP. In doing so they will make connections with employers, prepare individuals for interviews, help with general onboarding and ensure that placements are made that align with the individual's vocational goal and lead to permanent self and family sustaining careers.

OVR is seeking offerors to deliver RHP within 6 regions outlined in Section C below.

Section 7 (5) of the Act provides the following definition:

*(5) COMPETITIVE INTEGRATED EMPLOYMENT - “Competitive integrated employment” means work that is performed on a full-time or part-time basis (including self-employment)-*

*(A) for which an individual –*

*(i) is compensated at a rate that–*

*(I) (aa) shall be not less than the higher of the rate specified in section 6(a)(1) of the Fair Labor Standards Act of 1938 (29 U.S.C. 206(a)(1)) or the rate required in the applicable State or local minimum wage law; and*

*(bb) is not less than the customary rate paid by the employer for the same or similar work performed by other employees who are not individuals with disabilities and who are similarly situated in similar occupations by the same employer and who have similar training, experience, and skills; or*

*(II) In the case of an individual who is self-employed, yields an income that is comparable to the income received by other individuals who are not individuals with disabilities and who are self-employed in similar occupations or on similar tasks and who have similar training, experience, and skills; and*

*(ii) Is eligible for the level of benefits provided to other employees;*

*(B) that is at a location where the employee interacts with other persons who are not individuals with disabilities (not including supervisory personnel or individuals who are providing services to such employee) to the same extent that individuals who are not*

*individuals with disabilities and who are in comparable positions interact with other persons; and*

*(C) that, as appropriate, presents opportunities for advancement that are similar to those for other employees who are not individuals with disabilities and who have similar positions.*

Priority will be given to high school and college students who are six (6) months prior to graduation or within one (1) year post graduation. However, other OVR eligible customers may also participate. Customers utilizing the RHP should be immediately available and ready to enter the labor market and require minimal on side job supports. Customers that require more intensive services such as Supported Employment or other more long-term or intensive services may not be appropriate for the RHP.

By law ([Act of Jun. 19, 2018,P.L. 229, No. 36 Cl. 35 - EMPLOYMENT FIRST ACT - ENACTMENT \(state.pa.us\)](#)), Pennsylvania is an Employment First state, the policy of state agencies provides that CIE is the first consideration and preferred outcome of publicly funded, education, training, employment, and related services, and long-term services and support for individuals with a disability. One of the many goals established by the PA Employment First Commission is to ensure that students with disabilities are placed into CIE within 3-months of their graduation. The intent of the RHP is to create employment supports for those individuals to make a direct and rapid transition from high school to work or college to work to better achieve that outcome. Entities will do this by creating opportunities with employers and supporting the individual with the interview and onboarding process, as well as, checking in with them throughout their initial 90 days of CIE to ensure things are running smoothly. Should an individual need more significant supports such as Supported Employment or other more significant services OVR counselors may authorize those supports through the individual's case as the RHP will focus specifically on the Rapid Obtainment of employment to a job that aligns with the individuals plan for employment.

State in succinct terms your understanding of the project presented, and the services required by this RFP.

### **Offeror Response**

#### **I-2. Qualifications.**

- A. **Company Overview.** Offerors submitting a proposal to become a potential, awarded supplier must meet all the eligibility requirements as set forth below. Eligibility requirements are applicable unless otherwise indicated. **Failure to meet all the following eligibility requirements may result in proposal rejection.**

Licensing/Documentation. Offerors must upload a copy of each type of documentation for all applicable personnel with their proposal:

1. Required Department of Human Services (DHS) Childline – CY113 ([PA Child Abuse History Certification](#)), State Police – [www.epatch.pa.gov](#), and

FBI clearances ([FBI Fingerprinting \(pa.gov\)](http://FBI.Fingerprinting.pa.gov)) as required to serve students under the age of 18

2. Credentials, Certifications, and/or occupational licenses of personnel as applicable to proposed services, and
3. Proof of liability insurance - The minimum amount of coverage to be carried is \$100,000 per person and \$300,000 aggregated and \$50,000 property damage. Such policies shall be occurrence rather than claims-made policies and shall not contain any endorsements or any other form designated to limit and restrict any action by the Commonwealth, as an additional insured, against the insurance coverage in regard to work performed for the Commonwealth.
4. Worker Protection and Investment - Using the Worker Protection and Investment Certification form, the Provider shall certify that it is in compliance with all applicable Pennsylvania state labor and workforce safety laws.
5. Proof of Worker's Compensation Insurance – Documents must include the name of the company responsible for paying workers' compensation benefits at the primary place of business and alternate sites of employment. Proof must include evidence of an agreement for Compensation for Disability or Permanent Injury and Agreement for Compensation for Death.

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- B. **Prior Experience.** Experience shown should be work done by individuals who will be assigned to this project as well as that of your company.
1. Provide a brief narrative indicating experience providing employment services and supports
  2. Provide a brief narrative indicating experience working directly with employers to place individuals into appropriate employment settings
  3. Provide three (3) personal or professional references from clients attesting to reliability of Offeror for whom Offeror has provided similar type services within the last three (3) years. For each client referenced, the Offeror must provide the business name, contact name, mailing address, email address and telephone number. References should be submitted with the proposal on company letterhead.

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- C. **Personnel.** Describe, in narrative form, the number of executive and professional personnel who will be engaged in the work and indicate where these personnel will be physically located during the time they are engaged in the Project.

Include an organizational chart showing all personnel providing services and where each personnel providing services will be physically located during the term of the contract. Offerors must be able to service the entire geographical territory/territories for which a response is submitted and must have personnel physically located in the

territory/territories identified. Geographical territories for this project are defined as the following district office areas:

1. Central: Bedford, Blair, Cambria, Centre, Clinton, Columbia, Fulton, Huntingdon, Juniata, Lycoming, Mifflin, Montour, Northumberland, Snyder, Somerset, Union
2. Northwest: Cameron, Clarion, Clearfield, Crawford, Elk, Erie, Forest, Jefferson, Lawrence, McKean, Mercer, Potter, Venango, Warren
3. South Central: Adams, Cumberland, Dauphin, Franklin, Lancaster, Lebanon, Perry, York
4. Southeast: Bucks, Chester, Delaware, Montgomery, Philadelphia
5. Southwest: Allegheny, Armstrong, Beaver, Butler, Fayette, Greene, Indiana, Washington, Westmoreland
6. Northeast: Berks, Bradford, Carbon, Lackawanna, Lehigh, Luzerne, Monroe, Northampton, Pike, Schuylkill, Sullivan, Susquehanna, Tioga, Wayne, Wyoming

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- D. **Subcontractors.** Selected Offeror is prohibited from subcontracting or outsourcing any part of this Project without the express written approval from the Commonwealth. Offers must provide a subcontracting plan for all subcontractors, including small diverse business and small business subcontractors, who will be assigned to the Project. The total subcontracting services cannot exceed 30% of the established budget and defined tasks identified in section I-6 of this document. Upon award of the contract resulting from this RFP, subcontractors included in the proposal submission are deemed approved. For each position included in your subcontracting plan provide:

1. Name of sub-contractor,
2. Primary contact name and email,
3. Address of sub-contractor,
4. Description of services to be performed,
5. Number of employees by job category assigned to this project; and
6. Resumes (if appropriate and available).

### ***Offeror Response***

- I-3. **Training.** Indicate the level of training and credentials of Offeror's personnel in the provision of the program.

### ***Offeror Response***

- I-4. **Financial Capability.** Describe your company's financial stability and economic capability to perform the contract requirements. The Commonwealth reserves the right to request additional information to evaluate an Offeror's financial capability.

### ***Offeror Response***

## **I-5. Requirements.**

- A. Emergency Preparedness.** To support continuity of operations during an emergency, including a pandemic, the Commonwealth needs a strategy for maintaining operations for an extended period of time. One part of this strategy is to ensure that essential contracts that provide critical business services to the Commonwealth have planned for such an emergency and put contingencies in place to provide needed goods and services.
1. Describe how you anticipate such a crisis will impact your operations.
  2. Describe your emergency response continuity of operations plan. Please attach a copy of your plan, or at a minimum, summarize how your plan addresses the following aspects of pandemic preparedness:
    - a. Employee training (describe your organization's training plan, and how frequently your plan will be shared with employees),
    - b. Identified essential business functions and key employees (within your organization) necessary to carry them out,
    - c. Contingency plans for:
      - i. How your organization will handle staffing issues when a portion of key employees are incapacitated due to illness, and
      - ii. How employees in your organization will carry out the essential functions if contagion control measures prevent them from coming to the primary workplace.
      - iii. How your organization will communicate with staff and suppliers when primary communications systems are overloaded or otherwise fail, including key contacts, chain of communications (including suppliers), etc., and
      - iv. How and when your emergency plan will be tested, and if the plan will be tested by a third-party.
- B. Client Assistance Program** - Contractors are required to notify participants and/or their parent/guardian about the availability and purposes of the Client Assistance Program (CAP) under section 112 of the Rehabilitation Act, including contact information for seeking assistance from CAP. Describe how this information will be shared with participants.
- C. Confidentiality** – All contractors and sub-contracted entities are required to adhere to the confidentiality requirements of the Rehabilitation Act and its governing regulations. Describe how your organization will maintain confidentiality.
- D. Equal Access and Accommodations** – All contractors and subcontracted entities are required to provide reasonable accommodations to participants. Describe how your organization will identify and provide reasonable accommodations for participants, citing specifically how you would provide the items below.
1. Interpreter services
  2. Braille, large print, and/or electronic versions of documents
  3. Accessible virtual communication platforms
  4. ADA-compliant meeting spaces

## **Offeror Response**

- I-6. Tasks.** Describe in narrative form your technical plan for accomplishing the work using the task descriptions set forth below as your reference point. Modifications of the task descriptions are permitted; however, reasons for changes should be fully explained. Indicate the number of person hours allocated to each task. Include a Program Evaluation and Review Technique (PERT), time related, showing each phase and how the evaluation process will be completed. If more than one approach is apparent, comment on why you chose this approach.
- A. Priority of service by the offeror will be given to participants who are currently enrolled in a secondary or post-secondary training program and are within six (6) months of graduation or within one (1) year post graduation.
  - B. The offeror will meet with participants to gather pertinent demographic, background, and service information.
  - C. The offeror will deliver employment services that align with each participant's goal as identified on the completed OVR IPE.
  - D. The offeror will maintain confidentiality of customer information. All information collected related to a participant is considered personally identifiable information (PII). PII must be treated as strictly confidential and must not be shared with any individual or organization other than OVR without an appropriate release. OVR will utilize the participant information supplied by the vendor for federal and state reporting purposes only. All participants will be notified of federal and state reporting requirements.
  - E. The Offeror will have a structured approach for providing a range of services to the participant to include job preparation activities, employment search and hiring assistance, and employment supports.
  - F. The Offeror will provide job preparation activities that may include but are not limited to the following:
    - development of cover letter, resume, and references
    - 1. application assessments,
    - 2. interviewing techniques,
    - 3. job search-related computer skills,
    - 4. establishing online profiles and resumes for platforms to include PA CareerLink®, indeed™, and/or others as deemed necessary
    - 5. self-advocacy
    - 6. referral to benefits counseling and planning for those receiving Social Security benefits
  - G. The Offeror should identify and provide employment-related clothing and/or transportation fares to enable successful participation in RHP.
  - H. The Offeror will maintain regular communication with the referring OVR counselor or designee and alert the participant's OVR counselor if the participant decides to change their employment goal, reveals criminal activity not previously reported, or indicates competitive integrated employment is no longer the participant's goal.
  - I. The offeror will arrange, coordinate, and support opportunities for the participant to meet employers, apply for jobs, and attend interviews.

- J. The Offeror will provide employment supports for participants who are working through RHP by providing the following:
1. Individualized, unduplicated facilitation of asynchronous supports for retention and stability of permanent CIE as determined by the participant's skills, barriers, and needs.
  2. Notification to the referring VRC, should a participant's support need change. This will allow the initiation of additional services, if deemed appropriate, through an open OVR case. (For instance, if the participant requires a job coach or extensive accommodations, OVR should step in to assist.)
  3. Individualized, unduplicated support provided for a minimum of 90 calendar days from the start date of permanent CIE. Contingent upon fund availability, supports could be provided after 90 days and up to one (1) year from the employment start date if it is determined by OVR to be necessary for the participant to remain stable on the job.
  4. Meetings with the participant on an as-needed basis to ensure successful maintenance of permanent CIE
  5. Communication with the participant's employer on his or her behalf (if participant agrees and when necessary)
  6. Assistance in developing natural supports in the workplace
  7. Research and assistance with job accommodations consultation.

### ***Offeror Response***

#### **I-7. Annual Deliverables.**

- A. A minimum of 200 annual successful placements per region per year.
- B. 80% of referred participants will receive Rapid Hire services with 10 business days of referral by OVR.
- C. 90% of referred participants will have a completed resume, at least 3 references, and required employment documents (2 forms of ID or a passport) within 15 business days of the completed intake.
- D. 80% of referred participants will gain permanent CIE within 65 business days of the referral date.
- E. 80% of participants will maintain permanent CIE for a minimum of 90 calendar days.

#### **I-8. Reports and Project Control.**

- A. **Monthly Status Reports.** The Monthly Summary Report along with Monthly Participant Reports will be submitted to OVR for review prior to payment. These reports should be keyed to the work plan the Offeror developed in its proposal, as amended, or approved by the Issuing Office. See Appendix D for details on report criteria.

### ***Offeror Response***

B. **Final Report.** Upon the completion of this project or the end of a supplier's contract, a final report including the following details:

1. Summarize the result of the services provided, as defined by the project phases and deliverables.
2. Describe data collection and analytical and other techniques used during the project.
3. Summarize findings, conclusions and recommendations developed in each task.
4. Include all supporting documentation, e.g., flow-charts, forms, questionnaires, etc.
5. Identify recommendations for additional services or support designed to increase participant success.

### ***Offeror Response***

#### **I-9. Reports and Project Control.**

The Offeror will identify which, if any, of the terms and conditions contained in the **Buyer Attachments** section that it would like to negotiate and what additional terms and conditions the Offeror would like to add to the standard contract terms and conditions. The Offeror's failure to make a submission under this paragraph will result in its waiving its right to do so later, but the Issuing Office may consider late objections and requests for additions if to do so, in the Issuing Office's sole discretion, would be in the best interest of the Commonwealth. The Issuing Office may, in its sole discretion, accept or reject any requested changes to the standard contract terms and conditions. The Offeror shall not request changes to the other provisions of the RFP, nor shall the Offeror request to completely substitute its own terms and conditions for this RFP. All terms and conditions must appear in one integrated contract. The Issuing Office will not accept references to the Offeror's, or any other, online guides or online terms and conditions contained in any proposal.

Regardless of any objections set out in its proposal, the Offeror must submit its proposal, including the cost proposal, on the basis of the terms and conditions set out in the **Terms and Conditions** contained in the **Buyer Attachment** section. The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in the **Terms and Conditions** contained in the **Buyer Attachment** section or to other provisions of the RFP.

### ***Offeror Response***