

STATEMENT OF WORK

INVITATION FOR BID

FOR

**Department of Human Services
Regulatory Licensing Staff**

ISSUING OFFICE



**COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF GENERAL SERVICES
BUREAU OF PROCUREMENT**

**555 Walnut Street
Forum Place, 6th Floor
Harrisburg, PA 17101**

IFB NUMBER

6100058565

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**PART IV
STATEMENT OF WORK**

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ONLY CERTIFIED SMALL BUSINESSES ARE ELIGIBLE FOR AWARD

The Department of General Services has designated this contract as a Small Business Procurement to provide DGS-certified small businesses with opportunities to compete against other DGS-certified small businesses for Commonwealth agency and DGS statewide contracts. Only certified small businesses are eligible to submit a bid and receive an award. The small business requirements and certification process can be found on the following site: <https://www.ggs.pa.gov/Small%20Business%20Contracting%20Program/Pages/default.aspx>

The Small Business Certification will be provided after the self-certification process on the SBPI site:

<https://www.dgs.pa.gov/Small%20Business%20Contracting%20Program/Pages/default.aspx>.

A valid Department of General Services (DGS) Small Business certificate will be required as part of the bid in order to be deemed a responsive bidder. Any business without a valid certificate on the bid due date and time may be rejected as non-responsive.

This contract will be monitored for compliance by the Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)

IV-1. GENERAL INFORMATION.

A. Contract Scope/Overview:

The Department of General Services (DGS) (“Issuing Office”) on behalf of the Department of Human Services (DHS) is issuing an Invitation to Bid (IFB) for a Contractor to provide Regulatory Licensing Staff for DHS locations throughout the Commonwealth of Pennsylvania.

B. Geographical Locations:

The awarded supplier must be able to provide services to all locations and counties in the Commonwealth of PA as serviced from DHS Regional offices: Pittsburgh, Harrisburg, Scranton, and Norristown. See directories of child residential and day treatment facilities, long-term structured residence licensure, and community residential rehabilitation services as a representative of possible service locations that may be inspected at [Regional OMHSAS Contacts \(pa.gov\)](http://Regional.OMHSAS.Contacts.pa.gov)

Regional offices and service counties for Bureau of Human Services Licensing (BHSL) and the Office of Mental Health and Substance Abuse Services (OMHSAS) are listed below.

Central Region (Harrisburg): Somerset, Cambria, Blair, Bedford, Huntingdon, Fulton, Mifflin, Juniata, Franklin, Perry, Cumberland, Adams, Dauphin, York, Lebanon, Lancaster

Northeast Region (Scranton): Potter, Cameron, Clinton, Centre, Tioga, Lycoming, Union, Snyder, Bradford, Sullivan, Montour, Northumberland, Columbia, Susquehanna, Wyoming, Luzerne, Schuylkill, Lackawanna, Carbon, Wayne, Pike, Monroe, Northampton, Lehigh, Berks

Northwest Region (Pittsburgh): Erie, Crawford, Mercer, Lawrence, Beaver, Venango, Butler, Warren, Forest, Clarion, Armstrong, McKean, Elk, Jefferson, Indiana, Clearfield

Southeast Region (Norristown): Bucks, Chester, Delaware, Montgomery, Philadelphia

Southwest Region (Pittsburgh): Allegheny, Fayette, Greene, Washington, Westmoreland

The counties within the region may vary slightly for the individuals assigned as Workload Managers.

Regional offices and service counties for the Office of Children, Youth, and Families (OCYF) are listed below.

Western Region: Erie, Warren, McKean, Potter, Crawford, Mercer, Venango, Forest, Elk, Cameron, Lawrence, Butler, Clarion, Jefferson, Clearfield, Armstrong, Indiana, Beaver, Allegheny, Westmoreland, Washington, Greene, and Fayette.

Central Region: Lycoming, Clinton, Centre, Union, Columbia, Snyder, Northumberland, Montour, Cambria, Blair, Huntingdon, Juniata, Perry, Dauphin, Lebanon, Somerset, Bedford, Fulton, Franklin, Adams, York, and Lancaster.

Northeast Region: Tioga, Bradford, Susquehanna, Wayne, Sullivan, Wyoming, Lackawanna, Luzerne, Pike, Monroe, Carbon, Schuylkill, Northampton, and Lehigh.

Southeast Region: Berks Bucks, Montgomery, Chester, Philadelphia, and Delaware.

C. Issuing Office:

The sole point of contact in the Commonwealth for this IFB shall be Corey Walters, the Issuing Officer for this IFB. Please refer all inquiries to the Issuing Officer via E-Mail at cwalters@pa.gov. Only electronically submitted questions will be accepted. Please include IFB Solicitation Number, 6100058565, in the subject line of the email. All questions pertaining to this solicitation shall be submitted via email to the Issuing Officer no later than May 10, 2023 at 12:00 PM.

D. Method of Award:

The Commonwealth intends to award a contract to the bidder based on the lowest cost, who is deemed both responsive and responsible.

All contract quantities are estimated good faith quantities.

E. Contract Term:

The contract shall commence on the Effective Date to be September 1, 2023 and expire August 31, 2025. The contract may be renewed up to three (3) one (1) year terms at the discretion of the Commonwealth. Any renewal will be under the same terms and conditions provided; however, the rates under the contract may be increased up to two percent (2%) for each year upon receipt of sufficient justification from the awarded supplier and agreement with the Commonwealth.

The awarded supplier shall provide written notification to the Department of General Services Issuing Officer, Corey Walters at cowalters@pa.gov no later than March 1st of each subsequent year, if increases are to be requested. Justification shall be provided with the request for increase at the time of the request.

IV-2. CRITERIA FOR QUALIFICATION:

A. Supplier Registration:

Interested bidders must register as a supplier on the PA Supplier Portal at www.pasupplierportal.state.pa.us If your company is already registered in the PA Supplier Portal, registration is not necessary. Prior to registration, bidders are strongly encouraged to review the Supplier Registration and Bidding guides available at the Supplier Service Center at: [Supplier Guide - Locate Bid Opportunities on eMarketplace.pdf \(pa.gov\)](#)

For any questions or issues related to the registration process, contact the Customer Service Center (CSC) at 877-435-7363 Option 1. For any questions or issues related to the online bidding process, contact the Customer Service Center (CSC) at 877-435-7363 Option 2.

B. Health Insurance Portability and Accountability Act (HIPAA) Regulations:

The selected Supplier will comply with all federal or state laws related to the use and disclosure of information, including information that constitutes Protected Health Information (PHI) as defined by the Health Insurance Portability and Accountability Act (HIPAA). By submitting a response, the Supplier agrees to the Business Associates Addendum contained in **Appendix E** of the IFB.

C. Bid Submission:

Interested bidders shall complete and return the following documents with your bid:

- Appendix A – Cost Submittal Worksheet;
- Appendix B – Lobbying Form;
- Appendix C – Iran Free Certification Form;
 - **Iran Free Procurement Certification & Disclosure:** Prior to entering a contract worth at least \$1,000,000 or more with a Commonwealth entity, a bidder must: a) certify it is not on the current list of persons engaged in investment activities in Iran created by the Pennsylvania Department of General Services (“DGS”) pursuant to Section 3503 of the Procurement Code and is eligible to contract with the Commonwealth under Sections 3501-3506 of the Procurement Code; or b) demonstrate it has received an exception from the certification requirement for that solicitation or contract pursuant to Section 3503(e). All bidders must complete and return the Iran Free Procurement Certification form, which is attached hereto and made part of this IFB. The completed and signed Iran Free Procurement Certification form must be submitted with the Bid Response. See the following web page for current Iran Free Procurement list: [ProposedIranFreeProcurementList.pdf \(pa.gov\)](#)
- Copy of current Small Business Certificate
- Documentation that the bidder has at least five (5) years’ experience in providing human services and/or medical staffing for public or private companies.
- Company’s employee disciplinary procedure;
- Copy of Certificate of Insurance; and
- Implementation Plan. **See IV-3 CONTRACTS TASKS for requirements.** Items included in the plan shall include, but not limited to:
 - Personnel who will be dedicated to this project;
 - The strategy for transition of current individual contractors;
 - The strategy for the addition of new contractor resources, if needed;
 - Timeline that will be applied to the transition plan;
 - Responsibilities of all parties involved; and
 - Breakdown of activities that will be performed in the transition phase.

IV-3. CONTRACT TASKS.

- A. Awarded supplier shall be responsible for all recruitment of the required positions as needed by DHS.
- B. Upon request for a position to be filled (within two (2) business days) awarded supplier shall acknowledge receipt of request.
- C. The awarded supplier shall submit a minimum of three (3) resumes per opening per job description within fifteen (15) business days to DHS.
- D. Once resumes are received and accepted by DHS, interviews will be conducted by supervising staff.

- E. DHS shall have up to five (5) days from final interview to provide feedback and / or accept a candidate.
- F. Upon notification from DHS, awarded supplier shall submit the background check for the potential candidate within 15 calendar days.
- G. Implementation: Supplier shall provide an implementation plan with its bid that outlines the following topics. The Commonwealth reserves the right to request an updated, or more detailed, implementation plan and timeline with specific dates after Contract award takes place.
 - 1. Personnel who will be dedicated to this project;
 - 2. The strategy for transition of current individual contractors;
 - 3. The strategy for the addition of new contractor resources, if needed;
 - 4. Timeline that will be applied to the transition plan;
 - 5. Responsibilities of all parties involved; and
 - 6. Breakdown of activities that will be performed in the transition phase.
- H. Training:

Contracted Staff shall satisfactorily complete the DHS training program which involves completing various training programs at the office, attending the multi-day orientation program, on the job training by the supervisor, and shadowing an inspector. An individual's training may require a few months to six months, depending on the individual.

I. Position Descriptions:

Regulatory Licensing Staff Position Descriptions, Appendix D, include Position Purpose, Educational Requirements/Work Experience/Training, Description of Duties, and Essential Functions.

IV-4. CONTRACT REQUIREMENTS:

A. Background Checks:

The awarded Supplier, at its expense, **within 15 calendar days of contract award**, shall provide the following checks: [Pennsylvania State Police background check](#), [Pennsylvania Child Abuse background check](#), and FBI background check: [FBI Fingerprinting \(pa.gov\)](#) for each of its employees, and employees of any subcontractors, who will have access to the Commonwealth facilities, either on-site or through remote access. For implementation, the background checks must be conducted prior to initial access. For staff added during the contract period, background checks will be required after job offer and before access will be granted to worksite. All supplier staff will require background checks on an annual basis thereafter. The criminal background check reports will remain on file with the Department of Human Services, specific to the program office in which the individual is assigned.

Before the Commonwealth will permit access to the Contractor Employees, the Contractor must provide written documentation that the background checks have been

conducted. If, at any time, it is discovered that a Contractor employee has a criminal record that includes a felony or misdemeanor involving terroristic behavior, violence, use of a lethal weapon, or breach of trust/fiduciary responsibility or which raises concerns about building, system or personal security or is otherwise job-related, the Contractor shall not assign that employee to any Commonwealth facilities, shall remove any access privileges already given to the employee, and shall not permit that employee remote access unless the Commonwealth consents to the access in writing prior to the access. If at any time a supplier's employee is arrested for or convicted of an offense that would constitute grounds for denying employment, the contractor shall provide written notice of the arrest, conviction, or substantiated perpetrator status to the Bureau of Human Services Licensing Director within 72 hours. The Commonwealth may withhold its consent in its sole discretion.

The Commonwealth reserves the right to conduct background checks over and above that described herein.

B. Non-Compete / Employment restrictions:

By submitting a bid, the awarded Supplier agrees that at the termination of the Contract or at any time during employment the Supplier will not enforce any non-compete or similar employment restrictions that the Supplier may have in place against any staff placed at Commonwealth facilities under this Contract who wish to remain at a Commonwealth facility and are able to come to terms with the successor Supplier or directly with the Commonwealth, for continuing their placement.

C. Commonwealth Access:

ID badges will be provided by the Commonwealth. Resources working at Commonwealth locations may work with both Federal and State employees and must be identifiable at all times as a contractor by wearing a Commonwealth provided identification badge. If a resource is on-site for more than a two (2) week period, [Management Directive 625.10](#) and any revisions thereof must be followed.

Any correspondence that is sent by the resource while working for the Commonwealth must include the following statement: "I am not a government employee and have no legal authority to obligate any Federal or State government in any way."

D. Work Location Security:

Bidders shall follow all required security procedures at each worksite for signing in and out, obtaining and displaying contractor badges or other necessary identification or other requirements as deemed necessary. Particularly sensitive areas may require Commonwealth staff to accompany the resource. These procedures may vary from location to location and must be followed.

IV-5. EQUIPMENT AND SUPPLIES:

Department of Human Services will provide tools and resources to perform tasks for each position including computer or tablet, Virtual Private Network (VPN), and may be provided a mobile phone and/or sim card. Licensed regulatory inspector staff will be required to submit a monthly report via the internet. Offsite internet access will not be provided or reimbursed.

IV-6. PERFORMANCE STANDARDS:

- A. Supplier to provide a minimum of three (3) qualifying resumes per request within fifteen (15) business days to the requesting Agency. Supplier will pay \$50 per occurrence to the requesting agency for each time this SLA is not met.
- B. Confirmation of Request. The Supplier has one (2) business days to confirm receipt of a request for a resource. Supplier will pay \$50 per occurrence to the requesting agency for each time this SLA is not met.
- C. The Supplier will be allowed a 60-day grace period during the implementation phase of the contract to “ramp up” services. After the 60-day grace period, tracking of each of the above performance metrics should begin, and the first report shall be due to the DHS Program Administrator, or designee, one (1) month after the grace period ends.

IV-7. PRICING AND PAYMENT:

- A. Pricing: Pricing shall be submitted on **Appendix A – Cost Submittal**.

Overtime is payable at one- and one-half times the base hourly rate upon exceeding 40 hours in one week. An individual’s standard work week is 37.5 hours.

Individuals will not be expected to work on holidays; however, if an emergency situation occurs that requires support for a facility/home/residence closure or other catastrophic event, individuals would be expected to work accordingly.

- B. Reimbursable Expenses: All travel expenses must be pre-approved by the Agency. Supplier travelers on official Commonwealth business will receive reimbursement of actual expenses incurred in the performance of their duties with complete justification for incurred expenses. Justification includes matching receipts and approved expense verifications. Mileage will be reimbursed to supplier employees. Mileage starts from the shortest distance from origination point (DHS Office, Supplier’s Office or employees home) directly to the inspection location site and returning back to the DHS Office, Supplier’s Office, or any other location. All reimbursable Expenses including mileage will be paid to the supplier, and the supplier will distribute back to their employees. **Mileage will be paid at current GSA published rates for privately owned vehicles**
<http://www.gsa.gov/portal/content/100715>.

HOLIDAYS: The Commonwealth of Pennsylvania observes the following holidays:

1. New Year's Day
2. Martin Luther King
3. President's Day
4. Memorial Day
5. Independence Day
6. Juneteenth
7. Labor Day
8. Columbus Day
9. Veterans Day
10. Thanksgiving Day
11. Day after Thanksgiving
12. Christmas Day

IV-8. INVOICING:

Invoices can be emailed to 69180@pa.gov.

If not familiar with the commonwealth's E-Invoicing Program, please visit our [E-Invoicing Program](#) page for details and requirements.

If you are unable to participate in the E-Invoicing Program, you can mail a paper invoice to:

**Commonwealth of Pennsylvania – PO Invoice
PO Box 69180
Harrisburg, PA 17106**