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DEPARTMENT OF HUMAN SERVICES

Business Support Services RFP 12-18 Supplier Forum

July 26, 2019
The Forum, Harrisburg

Agenda



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- Welcome and Introductions
- General Information Section – RFP 12-18
- Lot Award Limitations
- Lot 1 Lines of Business
- Lot 2 Line of Business
- Lot 1 and Lot 2 Services

Agenda (continued)



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- Goals
- Tentative High Level Timeline
- Cost Structure
- General Information Section – Technical Services RFP
- Break
- Small Business/Small Diverse Business (SDB/SB) Presentation
- Closing Remarks

RFP Overview



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General Information Section

Business Planning / Business Architecture Services
Eligibility & Enrollment, Child Welfare, Child Care & Early Learning,
Medicaid Waiver Population Programs

Lot 1

Business Planning / Business Architecture Services
Child Support Enforcement

Lot 2

Optional Services
Business IT Application Support
Lots 1 and 2

Lot Award Limitations



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- Lot 1 & 2 Business Planning and Architecture may be awarded to the same Offeror
- Lot 1 & 2 selected Offeror(s) and their subcontractor(s) will be precluded from bidding on the technical services RFP
- Lot 1 & 2 selected Offeror(s) and their subcontractors, including SDBs and SBs, will be precluded from being either a contractor or a subcontractor on the technical services RFP. Offerors should inform all potential subcontractors of the preclusion.
- Optional Services for Business IT Application Support Services for both Lots 1 & 2
 - DHS is not including these services in the scope of the Business Planning Services RFPs.
 - DHS may consider adding these services in the future if a need would arise
 - Offerors are asked to provide a response for the provision of these services
 - DHS will not score the response to the Optional Services Submittal

Lot 1 Lines of Business



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Eligibility and Enrollment. Ensuring Pennsylvania citizens have the opportunity to apply for and receive public assistance benefits for which they are entitled based on Federal and Commonwealth requirements is the responsibility of DHS programs focused on eligibility. This line of business provides eligibility determinations and benefit delivery for programs including: Temporary Assistance for Needy Families (“TANF”), Supplemental Nutrition Assistance Program (“SNAP”), Medical Assistance (“MA or Medicaid”), Low Income Home Energy Assistance Program (“LIHEAP”), and Children’s Health Insurance Program (“CHIP”).

Primary Organizations

- Office of Income Maintenance (“OIM”)
- Office of Medical Assistance Programs (“OMAP”)
- Office of Children’s Health Insurance Program (“OOC”)
- Office of Long Term Living (“OLTLL”)
- Office of Mental Health and Substance Abuse Services (“OMHSAS”)
- Office of Child Development and Early Learning (“OCDEL”)

Supporting Information Systems*

- Client Information System (“CIS”)
- Commonwealth of Pennsylvania Application for Social Services (“COMPASS”)
- MyCOMPASS PA Mobile App
- Electronic Client Information System (“eCIS”)
- Master Client Index (“MCI”)
- CHIP Application Processing System (“CAPS”)
- PA’s Enterprise to Link Information for Children Across Networks (“PELICAN”) Child Care Works (CCW)
- Enterprise Imaging Systems

*Selected Offeror must support any systems used by the program offices, this list contains only the current core systems

Lot 1 Lines of Business



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Child Welfare. Protecting the welfare of Pennsylvania's children and ensuring it is done according to Federal and Commonwealth mandates is the responsibility of the DHS' Office of Children Youth and Families ("OCYF") and its county partners. As a Commonwealth-supervised and county administered Child Welfare program, OCYF must partner with all sixty-seven (67) county Children and Youth Agencies to fulfill its mission. DHS and the counties work collaboratively to ensure Child Welfare programs are administered as effectively and efficiently as possible throughout the Commonwealth. Although counties maintain a level of autonomy, they are required to consistently deliver Child Welfare programs in compliance with Commonwealth and Federal laws, regulations, and policy.

Primary Organization

- OCYF

Supporting Information Systems*

- Child Welfare Information System ("CWIS")
- Legacy Child Welfare Systems

*Selected Offeror must support any systems used by the program offices, this list contains only the current core systems

Lot 1 Lines of Business



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Child Care and Early Learning. OCDEL promotes opportunities for all Pennsylvania children and families by building systems and providing supports helping ensure access to high quality child and family services. OCDEL is focused on creating opportunities for the Commonwealth's youngest children to develop and learn to their fullest potential. This is accomplished through a framework of supports and systems helping ensure that children and their families have access to high quality services. Parents, schools, child care providers, libraries, community organizations and other stakeholders have joined with OCDEL to provide high quality early childhood programs and effective prevention strategies to mitigate challenges faced by families that affect school readiness and academic success.

Primary Organization

- OCDEL

Supporting Information Systems*

- PELICAN Certification & Licensing System ("CLS")
- PELICAN CCW
- PELICAN Early Intervention
- PELICAN Early Learning Network
- PELICAN Pre-K Counts
- PELICAN Keys to Quality

* Selected Offeror must support any systems used by the program offices, this list contains only the current core systems

Lot 1 Lines of Business



Medicaid Waiver Population. The Commonwealth maintains a broad and expansive commitment to supporting people with intellectual, developmental, and physical disabilities and older Pennsylvanians. This commitment is demonstrated by a growing continuum of services for independent living. Eligible individuals can access these services through multiple provider networks, the forty-eight (48) County Mental Health and Intellectual Disabilities and Early Intervention Administrative Entities, or the fifty-two (52) Area Agencies on Aging. These organizations can provide information to people seeking assistance in identifying the right resources and can assist consumers and families in accessing more extensive supports and services for those with greater needs.

Primary Organizations

- Office of Developmental Programs ("ODP")
- OLTL
- OCDEL
- OCYF
- OMHSAS
- PA Department of Aging ("PDA")
- PA Department of Education ("PDE")

Supporting Information Systems*

- Home and Community Services Information System ("HCSIS")
- Enterprise Incident Management ("EIM")
- Public Welfare Incident Management ("PWIM")
- CIS
- Social Assistance Management System ("SAMS")

*Selected Offeror must support any systems used by the program offices, this list contains only the current core systems

Lot 1 Lines of Business



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- Lot 1 Lines of Business also includes the Secretary's office, the DHS Office of Administration, and any new or cross-functional stakeholders identified by DHS.
- DHS has the option to expand the scope of Business Planning Services provided under the RFP to include additional DHS programs or programs administered by other state agencies.

Lot 2 Line of Business



Child Support. OIM's Bureau of Child Support Enforcement ("BCSE") manages and administers the PA Child Support Enforcement Program, while each county Domestic Relations Section ("DRS") operates in accordance with the provisions of the Cooperative Agreement with DHS, Commonwealth and Federal laws, and the administrative rules and regulations governing child support enforcement. DRSs provide the following services to the public: establish paternity on behalf of children; establish legal orders obligating parents to pay child support, including health insurance coverage for their children; locate parents for the purpose of establishing paternity and support; and enforce court order compliance through available administrative and legal remedies.

Primary Organization

- BCSE

Supporting Information Systems*

- PA Child Support Enforcement System ("PACSES")
- Child Support Website ("CSWS")
- Performance Improvement Module ("PIM")
- Enterprise Imaging System

*Selected Offeror must support any systems used by the program offices, this list contains only the current core systems

Lot 1 and 2 Services



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Business Planning and Business Architecture Services Lot #1 & 2		
Strategy/Business Planning and Architecture	Business Support Services	Implementation Support
<ul style="list-style-type: none"> ➤ Strategic Planning and Visioning ➤ Business Feasibility Studies ➤ Business Planning ➤ Business Process Management ("BPM") ➤ System Development Life Cycle ("SDLC") ➤ Business Architecture ("BA") 	<ul style="list-style-type: none"> ➤ Project Governance / Oversight ➤ Business Requirements ➤ Gather/Document (BRD) ➤ Requirements Traceability ➤ User Acceptance Testing (UAT) ➤ Operational Readiness Testing ➤ Business Planning and Project Documentation Library 	<ul style="list-style-type: none"> ➤ Field Support ➤ Communications Management ➤ Quality Management Services ("QM") ➤ Defect Analysis and Resolution Support ➤ Telecommunications – Enterprise Service ➤ Business IT Application Support ➤ User Training (Lot 1 only)

Business IT Application Support Services (Optional)

- Contact Center
- Provide and Manage Contact Center Operations
- Provide Automatic Call Distribution (ACD)
- Utilize Commonwealth's ServiceNow Service Management System
- Quality Assurance, Performance Measures
- Application Support
- 1st Point of Contact for Client Support
- Incident Triage and Resolution
- Escalation
- Client Notifications
- Reporting

Goals



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Goal	Action Taken
<ul style="list-style-type: none">• Focus on Quality – better development lifecycle, less defects, better testing; Improving how we serve the Program Offices from an IT standpoint	<ul style="list-style-type: none">• Strengthen “gatekeeping” review, certification and fixing defects before next testing phase; use checklists• Strengthen operational readiness process• Strengthen Business Planner role in UAT testing• Strengthen Business Planner Q/A role• Strengthen Service Level Agreements for testing• Business Planners to provide a per FTE cost for special testing ramp up/down
<ul style="list-style-type: none">• New Methodologies for development	<ul style="list-style-type: none">• Added Agile Hybrid methodology along with Waterfall
<ul style="list-style-type: none">• Multi-agency use	<ul style="list-style-type: none">• Includes ability to expand to leverage DHS solutions to support other Agencies
<ul style="list-style-type: none">• Reuse and COTS/MOTS Emphasis	<ul style="list-style-type: none">• Business Planner will research potential reuse and COTS/MOTS/SaaS solutions for 1st consideration. Planners Business Architecture role and new, inhouse Enterprise Architect role.

Goals – con't



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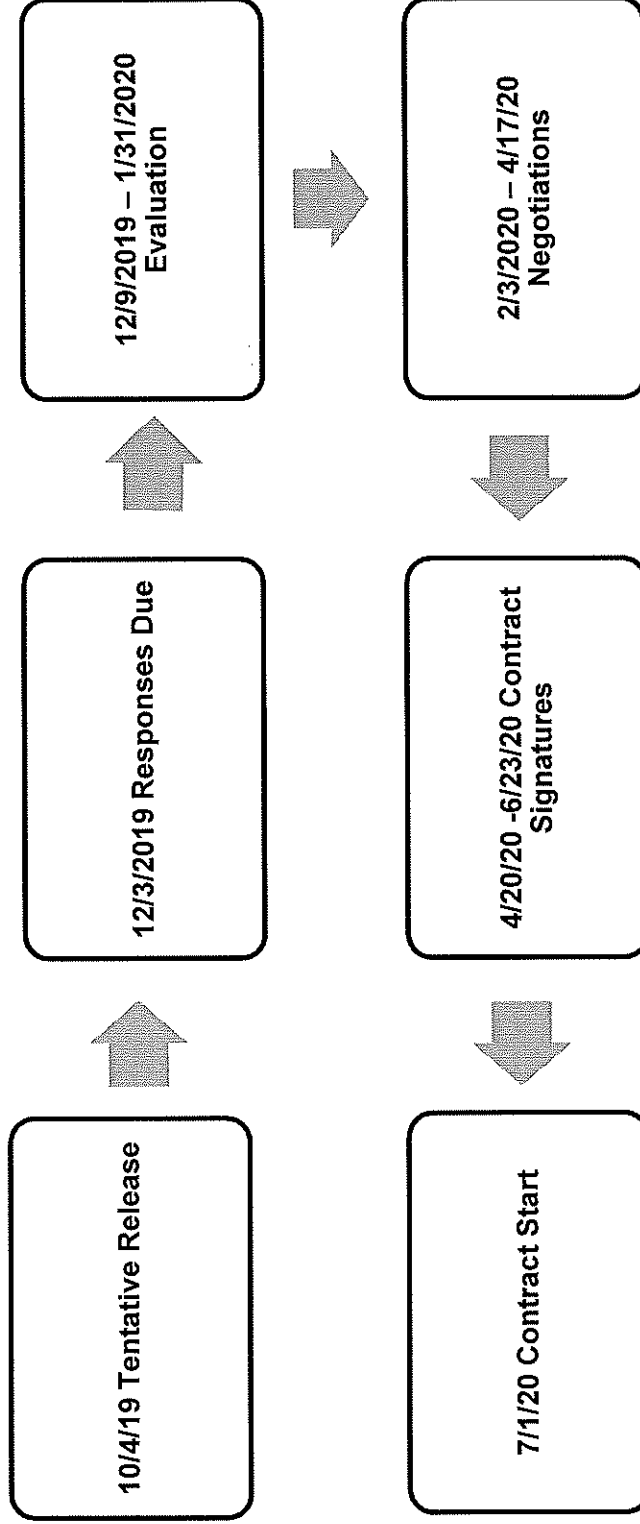
Goal	Action Taken
<ul style="list-style-type: none">• Better insight to costs; Control costs by better control of contract• Remove Conflicts of Interest	<ul style="list-style-type: none">• Business Planners to review all technical cost information• Business Planner responsible for supporting Program Office business strategy and planning• Business Planner responsible for recommending systems solution (Business Architecture)

High-level Timeline (Tentative)



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Cost Structure



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- **Type of Contract:** If DHS enters into a contract(s) as a result of this RFP, the contract(s) will be Firm Fixed Price Contracts with a Full Time Equivalent (FTE) rate included for testing. The contract(s) will contain the Standard IT Contract Terms and Conditions.

Future Technical Services RFP



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General Information Section

Technical Services

Core Business Systems Support Services (custom build support)

Lot 1

Technical Services

Technical and Operations Support Services

Lot 2

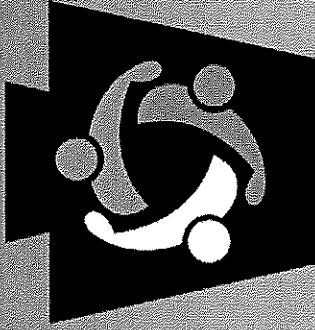
Technical Services

Enterprise Imaging Services

Lot 3

The Commonwealth, through the Small Business Contracting Program, maintains a strong commitment to providing opportunities for small diverse and small businesses to compete for prime and sub-contracting opportunities with the goal of promoting economic growth.

Supplier Forum



The Department of General Service's Bureau of Diversity
Inclusion and Small Business Opportunities
(BDISBO)



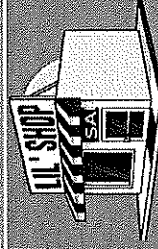
Diversity

Supplier Forum Handout - Nov 1, 2018



Inclusion

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Small Business



Responsibilities

BDISBO is responsible to assist and educate small and small diverse businesses on how to do business with state government agencies.

- SDB/SB application support
- Compliance auditing and investigation
- Verification of SDB certifications
- Database maintenance and vendor support
- Evaluation and scoring of SDB/SB Submittals
- Planning and strategy support
- Education and training
- Utilization reporting

Program Eligibility Requirements

- A Small Business is defined as follows:
 - A US based business
 - independently owned,
 - not dominant in its field of operation,
 - employs no more than 100 full-time or full-time equivalent employees, and
 - the business may not exceed three-year average gross revenues of \$38.5 Million, regardless of business type.

- 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.

How to Find SDBs and SBs

A directory of DGS/BDISBO-verified Small Diverse Businesses and self-certified Small Businesses can be accessed from:

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

A resource guide on how to search the DGS BDISBO database:

- <https://www.dgs.pa.gov/Businesses/Small%20Diverse%20Businesses%20Program/Documents/Finding%20SBs%20and%20SDBs%202018.pdf>

SDB/SB Participation Submittal Highlights

Broaden your Opportunities

- The Issuing Office encourages participation by SDB/SB as prime contractors, and encourages all prime contractors to make significant commitments to use SDB/SB as subcontractors and suppliers.
- An Offeror that qualifies as a SDB/SB and submits a proposal as a prime contractor is not prohibited from being included as a subcontractor in separate proposals submitted by other Offerors.
- A SDB/SB may be included as a subcontractor with as many prime contractors as it chooses in separate proposals.
- Contract commitments made to SDBs/SBs become contractual obligations upon contract execution.

SDB/SB Participation Submittal Highlights

Sharpen your Pen

- 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.
- Offerors must include a numerical percentage which represents the total percentage of the work (as a percentage of the total cost in the Cost Submittal) to be performed by the SDB/SB as subcontractors.
- Offerors must include a Letter of Intent that specifies the type of goods or services the SDB/SB will provide along with fixed percentage of commitment.

SDB/SB Participation Submittal Highlights

Answer the Call

- SDB/SB Information located in –
 - RFP Questions on the JAGGAER site.
 - Question 1.2 SDB/SB Participation

- Hard-copy submissions require two (2) paper copies of the following:
 - SDB/SB Participation Submittal Form
 - Small Diverse Business Letter of Intent

SDB/SB Participation Submittal Highlights

Path to Success

- Selected Offeror 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.
 - Model Subcontract template available in RFP .
 - If subcontract cannot be executed, selected Offeror must notify BDISBO Procurement Compliance Officer.
- 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 Offeror must complete quarterly utilization reporting, tracking progress in meeting commitments.
- Selected Offeror must contact BDISBO if circumstances arise that may affect the ability to comply with contract commitments.

Contact Information

Bureau of Diversity, Inclusion and Small Business Opportunities

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SMALL BUSINESS CONTRACTING PROGRAM HOMEPAGE-

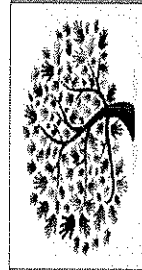
<http://www.dgs.pa.gov/Businesses/Small%20Business%20Contracting%20Program/Pages/default.aspx>

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Diversity

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Small Business





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This concludes the Vendor Forum.

You may submit questions to RA-pwrificomments@pa.gov until 12 noon on 8/2/2019. Answers will be posted on the DGS website at <http://www.emarketplace.state.pa.us/Search.aspx>, by **COB 8/14/2019. No questions will be entertained or answered at today's presentation. You may also submit suggestions or ideas to the resource account and the**

Department will review and consider your input.

Thank you for your participation and interest in this RFP.