

REQUEST FOR APPLICATIONS FOR

CHILD ABUSE PREVENTION AND EDUCATION PROGRAM

ISSUING OFFICE

**Commonwealth of Pennsylvania
Department of Human Services
Bureau of Procurement and Contract Management
Room 832 Health and Welfare Building
625 Forster Street
Harrisburg, PA 17120**

RFA NUMBER

38-22

DATE OF ISSUANCE

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TABLE OF CONTENTS

CALENDAR OF EVENTS	iv
Part I - GENERAL INFORMATION	1
Part II - CRITERIA FOR SELECTION	11
Part III - TECHNICAL SUBMITTAL	14
Part IV – COST SUBMITTAL	35

APPENDICES

APPENDIX A, APPLICATION COVER SHEET

**APPENDIX B, TRADE SECRET CONFIDENTIAL PROPRIETARY INFORMATION
NOTICE FORM**

APPENDIX C, CORPORATE REFERENCE FORM

APPENDIX D, KEY PERSONNEL REFERENCE FORM

APPENDIX E, COST SUBMITTAL WORKSHEET

APPENDIX F, LOBBYING CERTIFICATION AND DISCLOSURE

**APPENDIX G, FEDERAL FUNDING ACCOUNTABILITY AND TRANSPARENCY
ACT SUB-RECIPIENT DATA SHEET**

**APPENDIX H, WORKER PROTECTION AND INVESTMENT CERTIFICATION
FORM**

**APPENDIX I, IT CONTRACT TERMS AND CONDITIONS, DHS ADDENDUM AND
STANDARD AUDIT CLAUSE**

APPENDIX J, CLOUD SERVICES REQUIREMENTS

CALENDAR OF EVENTS

The Commonwealth will make every effort to adhere to the following schedule:

Activity	Responsibility	Date
Deadline to submit questions via email to RA-PWRFAQUESTIONS@PA.GOV	Potential Applicants	July 18, 2023 12:00 PM EST
Answers to Potential Applicant questions posted to the Department of General Services website at http://www.emarketplace.state.pa.us/Search.aspx no later than this date.	DHS	July 26, 2023
Please monitor this website for all communications regarding this Request for Applications.	Potential Applicants	Ongoing
Application must be received by the Issuing Office at RA-PWRFAQUESTIONS@PA.GOV as provided in Part I, Sections I-10 and I-11.A and Part III, Section III-3. Reference Forms must be received by the Issuing Office at RA-PWBPCMReferForms@pa.gov as provided in Part I, Sections I-10 and I-11.A and Part III, Section III-3.	Applicants	August 22, 2023 12:00 PM EST

PART I

GENERAL INFORMATION

- I-1. Purpose.** This Request for Applications (“RFA”) provides to those interested in submitting applications for the subject procurement (“Applicants”) sufficient information to enable them to prepare and submit applications for the Department of Human Services’ (“Department” or “DHS”) consideration on behalf of the Commonwealth of Pennsylvania (“Commonwealth”) to satisfy a need for a Child Abuse Prevention and Education (“CAPE”) Program (“Project”). This RFA contains instructions governing the requested applications, including the requirements for the information and material to be included; a description of the service to be provided; requirements that Applicants must meet to be eligible for consideration; general evaluation criteria; and other requirements specific to this RFA.
- I-2. Issuing Office.** The Department’s Office of Administration, Bureau of Procurement and Contract Management (“Issuing Office”) has issued this RFA on behalf of the Commonwealth. The sole point of contact in the Commonwealth for this RFA shall be Teresa Allen, RA-PWRFAQUESTIONS@PA.GOV, the Issuing Officer for this RFA. Please refer all inquiries to the Issuing Officer.
- I-3. Overview of Project.** The DHS, Office of Children, Youth and Families (“OCYF”) is seeking an organization to manage and administer the CAPE program. DHS is required to implement prevention and education programs in accordance with the Child Protective Services Law (“CPSL”) (23 Pa. C.S. §§ 6301, et sq.), Subchapter E, Section 6383. This includes conducting "continuing publicity and education programs for the citizens of the Commonwealth aimed at the prevention of child abuse and child neglect that are designed to ameliorate services to abused and neglected children and their families."

The Commonwealth has long held prevention programming as a priority and a critical component of the child welfare service array. The Department has included the following as part of its prevention programming goals: providing resources for keeping families together, preventing child maltreatment, out-of-home placement, and the trauma of unnecessary parent-child separation as well as ensuring that children grow up in safe and loving families (for further information please see the OCYF Bulletin 3130-21-03, Policies and Procedures for Implementation of the Title IV-E Prevention Program under Family First Prevention Services Act (<https://www.dhs.pa.gov/docs/For-Providers/Pages/Bulletin-Search.aspx>)).

Specifically, through CAPE programming the Department provides education on child abuse and neglect prevention strategies to parents, families, agencies, and the general public. Through CAPE efforts, the Department promotes positive, safe and healthy family development through the coordination of a statewide network of local organizations (“Affiliates”) in their prevention programs, dissemination of child abuse and neglect prevention materials, trainings for Affiliate staff, operation of a toll-free hotline, maintenance of a website dedicated to prevention child abuse and neglect, the organization and facilitation of events for Child Abuse Prevention Month, and by making County Children and Youth Agencies (“CCYAs”) aware of Affiliate organizations in their geographical area.

Child abuse and neglect is an ongoing and complex issue that has long lasting consequences. It affects thousands of children and families every year. According to Pennsylvania’s 2021 Annual Child Protection Services Report (<https://www.dhs.pa.gov/docs/Publications/Pages/Child-Abuse-Reports.aspx>), in 2021 there were 38,013 reports of suspected child abuse, of which 5,036 were substantiated, a 13.2% substantiation rate of child abuse reports. Mothers were found to be the perpetrator of a substantiated child abuse report 1,525 times and fathers were found to be the perpetrator

1,448 times in 2021, making parents the most common perpetrators of child abuse. Pennsylvania's population under the age of 18 years old is 2,649,582. There were 58 fatalities and 136 near fatalities in 2021 due to child abuse and neglect. Children under the age of five years old accounted for 62% of the child fatalities and 91.9% of all near fatalities, with parents as the most common perpetrators. Six of the fatalities and 33 of the near fatalities were due to abusive head trauma. Nine fatalities and 38 near fatalities were due to the ingestion of opioids.

The focus of CAPE programming is directed toward the prevention of child abuse and neglect, through effective prevention programs that promote positive, safe, and healthy family development. Parents, children, and the general public need to be aware of the signs and issues of child abuse and neglect and be encouraged to utilize local programs that provide guidance, support, and informational materials to both families and the general public. Through the CAPE program, the Department provides education on child abuse and neglect prevention strategies to parents, families, agencies, and the general public. CAPE, through a network of Affiliate agencies, provides families and parents with educational and support group opportunities designed to prevent child abuse and neglect. Another component of CAPE is "Child Abuse Prevention Month" held annually in April which includes the "Blue Ribbon Campaign". Each of these initiatives are intended to raise awareness about child abuse and neglect, promote available prevention resources, and how to report concerns that a child is being abused or neglected.

I-4. Objectives.

A. General. The Department is seeking an Applicant to manage and administer the CAPE Program.

B. Specific. The selected Applicant shall promote positive, safe, and healthy family development through the following activities:

1. Develop, recruit, and train a diverse statewide network of Affiliates, who provide a wide range of prevention programs to parents and families in need of education and support to learn about including but not limited to, appropriate child development and behavior, parenting skills, appropriate discipline methods, and other parenting issues to prevent child abuse and neglect;
2. Support and maintain a diverse, equitable and inclusive statewide network of Affiliate agencies that provide a wide range of prevention education and support programs to parents and families.
3. Develop and disseminate prevention education materials designed to educate parents, professionals, and the general public about child abuse and neglect;
4. Offer technical assistance and guidance through a toll-free helpline and website; and,
5. Organize and facilitate events during the Child Abuse Prevention Month annually in April.

I-5. Type of Agreement. The Department intends to award one grant agreement as the result of this RFA. If the Department enters into an agreement, it will be a Cost Reimbursement grant agreement containing the IT Contract Terms and Conditions as shown in **Appendix I**, of this RFA. All references to the term "Contractor" shall refer to the selected Applicant and all references to the term "Contract" shall refer to the Grant Agreement. The Department, in its sole discretion, may undertake negotiations with Applicants whose applications, in the judgment of the Department, show them to be qualified, responsible and capable of performing the Project.

I-6. Rejection of Applications. The Department, in its sole and complete discretion, may reject any application received as a result of this RFA.

- I-7. Incurring Costs.** The Commonwealth and the Department are not liable for any costs an Applicant incurs in the preparation and submission of its application, in participating in the RFA process, or in anticipation of agreement award.
- I-8. Questions & Answers.** If an Applicant has questions regarding this RFA, the Applicant must submit the questions by email (**with the subject line “RFA 38-22 Question”**) to the Issuing Officer named in **Part I, Section I-2** of this RFA. If the Applicant has questions, they must be submitted as they arise via email but **no later than** the date stated in the Calendar of Events. The Applicant shall not attempt to contact the Issuing Officer by any other means.

When questions are submitted after the date specified in the Calendar of Events, the Issuing Officer *may* respond to questions of an administrative nature by directing the questioning Applicant to specific provisions in the RFA. If the Department decides to respond to a non-administrative question *after* the date for receipt of questions, DHS will provide the answer to all Applicants through an addendum.

All questions and responses will be posted on the Department of General Services (“DGS”) website and are considered as an addendum to, and part of, this RFA in accordance with RFA **Part I, Section I-9** of this RFA.

- I-9. Addenda to the RFA.** If the Department deems it necessary to revise any part of this RFA before the application response date, the Department will post an addendum to eMarketplace at <http://www.emarketplace.state.pa.us/Search.aspx>. It is the Applicant’s responsibility to periodically check the website for any new information or addenda to the RFA. The Department shall not be bound by any verbal information nor shall it be bound by any written information that is not either contained within the RFA or formally issues as an addendum.
- I-10. Response Date.** To be considered for selection, Applicants must submit electronic copies of their applications to the Issuing Office no later than the date and time specified in the Calendar of Events. Applicants should allow sufficient time for electronic submission and receipt of their applications. Applicants must submit the electronic copies of applications to RA-PWRFAQUESTIONS@PA.GOV. The Department will **not** accept hard copy applications or applications via facsimile transmission. All parts of the application must be received no later than the date and time specified in the Calendar of Events or the entire application will be rejected. Reference contacts must submit the completed reference forms to RA-PWBPCMReferForms@pa.gov upon completion. Hard copy applications and reference forms will not be accepted. **The Department will reject late applications.**

I-11. Application Requirements.

A. Application Submission: To be considered, Applicants should submit a complete response to this RFA to the Issuing Office, using the format provided in **Part I, Section I-11.B**, providing **one copy of the Technical Submittal and one copy of the Cost Submittal**, via email to RA-PWRFAQUESTIONS@PA.GOV. The subject line of the email must specify “RFA # 38-22 Application”. Email attachments are limited to 10 MB, cumulatively, per email, and files may not be sent in any compressed format. Any part of the application or its attachments over that limit must be sent via separate emails, with each labeled “RFA # 38-22 Application Part X of Y” (total number of emails). All emails containing parts of the application **must** be submitted prior to the due date and time specified in the Calendar of Events. Contacts for the Corporate and Personnel Reference Forms must submit the completed forms as provided in **Part III, Section III-3.A** and **III-3.C** to RA-PWBPCMReferForms@pa.gov.

The electronic response must be in Microsoft Office or Microsoft Office-compatible format; and any spreadsheets must be in Microsoft Excel. If an Applicant designates information as confidential or proprietary or trade secret protected in accordance with **Part I, Section I-17**, the Applicant must also include one redacted version of the Technical Submittal, also excluding financial capability information. Applicants may not lock or protect any cells or tabs. Applicants shall make no other distribution of its application to any other Applicant or Commonwealth official or Commonwealth consultant. Each application page should be numbered for ease of reference. An official authorized to bind the Applicant to its provisions must sign the application. If the official signs the **Application Cover Sheet (Appendix A** to this RFA) and the Application Cover Sheet is attached to the Applicant's application, the requirement will be met. For this RFA, the application must remain valid for 120 days or until an agreement is fully executed. If the Department selects the Applicant's application for award, the contents of the selected Applicant's application will become, except to the extent the contents are changed through Best and Final Offers or negotiations, contractual obligations.

Each Applicant submitting an application specifically waives the ability to withdraw or modify it, except that the Applicant may withdraw its application by written notice and submitting it to RA-PWRFAQUESTIONS@PA.GOV prior to the date and time specified in the Calendar of Events of when applications are due. An Applicant may modify its submitted application prior to the exact hour and date set for application receipt only by submitting a new application or modification that complies with the RFA requirements.

B. Application Format: Applicants should submit their applications in the format, including heading descriptions, outlined below. To be considered, the application should respond to all application requirements. Applicants should provide any other information thought to be relevant, but not applicable to the enumerated categories, as an appendix to the application. All cost data relating to this application should be kept separate from and not included in the Technical Submittal. Applicants should not reiterate technical information in the Cost Submittal. Each application shall consist of the following two separately sealed submittals:

1. Technical Submittal:

a. Applicants should format their responses as outlined below. **Do not include cost data in the Technical Submittal.** The Technical Submittal shall include the following sections:

- Table of Contents
- Statement of the Project
- Management Summary
- Qualifications
- Financial Capability
- Work Plan
- Requirements
- Reports & Project Control
- Performance Standards

The contacts for the Corporate and Key Personnel Reference Forms should submit the completed forms in accordance with **Part III, Sections III-3. A. and III-3. C.**

b. Complete, sign and include **Appendix F, Lobbying Certification** and if applicable, the **Disclosure of Lobbying Activities.**

- c. Complete and include **Appendix G, Federal Funding Accountability and Transparency Act Sub-Recipient Data Sheet.**
- d. Complete and include **Appendix H, Worker Protection and Investment Certification Form.**

2. Cost Submittal, in response to **Part IV**;

Technical Submittals must adhere to the following format:

1. Pages must be 8.5 by 11 inches with right and left margins of one inch.
2. Must use Arial or Times New Roman font with a type size of 12.
3. Section headings, shown in this **Part I, Section I-11**, should be used.
4. Include a page number and identification of the Applicant in the page footer of each page.
5. Specifically reference materials provided in any appendix by page numbers in the body of the application.
6. Exceptions for paper and font size are permissible for project schedule (Microsoft Project) or for graphical exhibits and material in appendices.

The Department may request additional information which, in the Department's opinion, is necessary to verify that the Applicant's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the RFA.

The Department may make investigations as deemed necessary to determine the ability of the Applicant to perform the Project, and the Applicant shall furnish to the Issuing Office all requested information and data. The Department may reject any application if the evidence submitted by, or investigation of, such Applicant fails to satisfy the Department that such Applicant is properly qualified to carry out the obligations of the RFA and to complete the Project as specified.

I-12. Economy of Preparation. Applicants should prepare applications simply and economically, providing a straightforward, concise description of the Applicant's ability to meet the requirements of the RFA.

I-13. Alternate Applications. The Department has identified the basic approach to meeting its requirements, allowing Applicants to be creative and propose their best solution to meeting these requirements. The Department will not accept alternate applications.

I-14. Discussions for Clarifications and Negotiations. Applicants may be required to make an oral or written clarification of their applications, or both, to the Department to ensure thorough mutual understanding and Applicant responsiveness to the solicitation requirements. The Department will initiate requests for clarifications. Clarifications may occur at any stage of the evaluation and selection process prior to the award of an agreement.

The Department, in its sole discretion, may undertake negotiations with Applicants whose applications, shown them to be qualified, responsible, and capable of performing the Project. Negotiations may occur at any stage of the evaluation and selection process prior to the award of an agreement.

I-15. Oral or Written Presentations. Applicants may be required to make an oral or written presentation of their applications to the Department to demonstrate an Applicant's capabilities and ability to provide the services required in the RFA. The Department will initiate requests for presentations; and for oral presentations, may include a request that key personnel be present. The oral presentation will be held in

Harrisburg, Pennsylvania. Presentations may be requested at any stage of the evaluation and selection process prior to the award of the grant agreement.

I-16. Prime Applicant Responsibilities. The selected Applicant must perform services valued at least at 50% of the total agreement cost. The Department will require the Applicant assume responsibility for all services offered in its application whether it produces them itself or by sub-contract. The Department will consider the selected Applicant to be the sole point of contact for all agreement matters.

I-17. Application Contents.

A. Confidential Information. The Commonwealth does not require, confidential proprietary information or trade secrets be included as part of Applicants' submissions. Except as provided, Applicants should not label applications as confidential or proprietary or trade secret protected. Any Applicant who determines that it must divulge such information as part of its application must submit the signed written statement described in Subsection C below and must provide a redacted version of its application in accordance with **Part I, Section I-13.A**, which removes only the confidential proprietary information and trade secrets, for required public disclosure purposes.

B. Commonwealth Use. All material submitted with the application shall be the property of the Commonwealth. The Commonwealth has the right to use any or all ideas not protected by intellectual property rights that are presented in any application regardless of whether the application becomes part of an agreement. Notwithstanding any Applicant copyright designations contained on applications, the Commonwealth shall have the right to make copies and distribute applications internally and to comply with public record or other disclosure requirements under the provisions of any Commonwealth or United States statute or regulation, or rule or order of any court of competent jurisdiction.

C. Public Disclosure. After the award of a grant, all applications are subject to disclosure in response to a request for public records made under the Pennsylvania Right-to-Know-Law, 65 P.S. § 67.101, et seq. If an application contains confidential proprietary information or trade secrets, the Applicant must provide a signed written statement to this effect with the submission in accordance with 65 P.S. § 67.707(b) for the information to be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests. Refer to **Appendix B** of the RFA for a **Trade Secret Confidential Proprietary Information Notice Form** that may be utilized as the signed written statement. If financial capability information is submitted in response to **Part III, Section III-4** such financial capability information is exempt from public records disclosure under 65 P.S. § 67.708(b)(26).

I-18. Best and Final Offers ("BAFO").

A. While not required, the Department may conduct discussions with Applicants for the purpose of obtaining BAFOs. To obtain BAFOs, the Department may do one or more of the following, in any combination and order:

1. Schedule oral presentations;
2. Request revised applications; and
3. Enter into pre-selection negotiations.

B. The following Applicants will **not** be invited by the Department to submit a BAFO:

1. Those Applicants, which the Department has determined to be not responsible or whose applications the Department has determined to be not responsive.
2. Those Applicants, which the Department has determined from the submitted and gathered financial and other information, do not possess the financial capability, experience or qualifications to ensure good faith performance of the grant agreement.
3. Those Applicants whose raw score for their Technical Submittal is less than 75% of the total amount of raw technical points allotted to the technical criterion.

The Department may further limit participation in the BAFO process to those remaining responsible Applicants that the Department has, within its discretion, determined to be within the top competitive range of responsive applications.

- C. The Evaluation Criteria found in **Part II, Section II-4**, shall also be used to evaluate the BAFOs.
 - D. Price reductions offered shall have no effect upon the Applicant's Technical Submittal.
 - E. The Department, in its sole discretion, also may undertake negotiations with Applicants whose applications, in the judgement of DHS, show them to be qualified, responsible, and capable of performing the Project.
- I-19. News Releases.** Applicants shall not issue news releases, Internet postings, advertisements or any other public communications pertaining to this Project without prior written approval of the Department, and then only in coordination with the Department.
- I-20. Restriction of Contact.** From the issue date of this RFA until the Department selects an application for award, the Issuing Officer is the sole point of contact concerning this RFA. Any violation of this condition may be cause for the Department to reject the offending Applicant's application. If the Department later discovers that the Applicant has engaged in any violations of this condition, the Department may reject the offending Applicant's application or rescind its grant agreement. Applicants shall not distribute any part of their applications beyond the Issuing Office. An Applicant who shares information contained in its application with other Commonwealth personnel or consultants or competing Applicant personnel may be disqualified.
- I-21. Department Participation.** The selected Applicant shall provide all services, supplies, facilities, and other support necessary to complete the identified work, except as otherwise provided in **Part I, Section I-21**. The Department will assign a DHS, OCYF staff member as the Department's Grant Administrator. The Department's Grant Administrator will monitor the implementation of the CAPE Program in collaboration with the selected Applicant. At a minimum, the Department's Grant Administrator will meet virtually with the selected Applicant monthly. The Department will not provide any training, clerical support, programming support, office space, reproduction facilities or other logistical support.
- I-22. Term of Agreement.** The term of the agreement will commence on the Effective Date and will end three years after the Effective Date. Subject to the performance of the Applicant and other considerations, the Department may extend the agreement on the same terms and conditions for up to one additional two-year period. The Department will fix the Effective Date after the agreement has been fully executed by the selected Applicant and by the Commonwealth and all approvals required by the Commonwealth have been obtained. The selected Applicant shall not start the performance of any work

prior to the Effective Date of the agreement and the Commonwealth shall not be liable to pay the selected Applicant for any service or work performed or expenses incurred before the Effective Date.

I-23. Applicant's Representations and Authorizations. By submitting its application, each Applicant understands, represents, and acknowledges that:

- A.** All Applicant's information and representations in the application are material and important, and the Department will rely upon its contents in awarding the agreement. The Commonwealth may treat any misstatement, omission or misrepresentation as fraudulent concealment of the true facts relating to the application, punishable pursuant to 18 Pa. C.S. § 4904.
- B.** The Applicant has arrived at the price(s) and amounts in its application independently and without consultation, communication, or agreement with any other Applicant or potential Applicant.
- C.** The Applicant has not disclosed the price(s), the amount of the application, nor the approximate price(s) or amount(s) of its application to any other firm or person who is an Applicant or potential applicant, and the Applicant shall not disclose any of these items on or before the application submission deadline specified in the Calendar of Events.
- D.** The Applicant has not attempted, nor will it attempt, to induce any firm or person to refrain from submitting an application, or to submit an application higher than its application, or to submit any intentionally high or noncompetitive application or other form of complementary application.
- E.** The Applicant makes its application in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive application.
- F.** To the best knowledge of the person signing the application for the Applicant, the Applicant, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency and have not in the last **four** years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as the Applicant has disclosed in its application.
- G.** To the best of the knowledge of the person signing the application for the Applicant and except as the Applicant has otherwise disclosed in its application, the Applicant has no outstanding, delinquent obligations to the Commonwealth including, but not limited to, any state tax liability not being contested on appeal.
- H.** The Applicant is not currently under suspension or debarment by the Commonwealth, and has not been precluded from participation in any federally funded health care program by any other state or the federal government, and if the Applicant cannot so certify, then it shall submit along with its application a written explanation of why it cannot make such certification.
- I.** The Applicant has not made, under separate agreement with the Department, any recommendations to the Department concerning the need for the services or the specifications for the services described in the application.

- J. Each Applicant, by submitting its application, authorizes Commonwealth agencies to release to the Department information concerning the Applicant's Pennsylvania taxes, unemployment compensation and workers' compensation liabilities.
- K. Until the selected Applicant receives a fully executed and approved written agreement from the Issuing Office, no legal and valid agreement exists, in law or in equity, and the Applicant shall not begin to perform.
- L. The Applicant is not currently engaged, and will not during the duration of the agreement engage, in a boycott of a person or an entity based in or doing business with a jurisdiction that the Commonwealth is not prohibited by Congressional statute from engaging in trade or commerce.

I-24. Notification of Selection.

- A. **Negotiations.** The Department will notify all Applicants in writing of the Applicant selected for negotiations after the Department has determined, taking into consideration all evaluation factors, the application that is the most advantageous to the Department.
- B. **Award.** Applicants whose applications are not selected will be notified when negotiations have been successfully completed and the Department has received the final negotiated agreement signed by the selected Applicant.

I-25. Debriefing Conferences. Upon notification of award as provided in **I-24.B**, Applicants whose applications were not selected may request the opportunity to be debriefed by emailing the Issuing Officer identified in **Section I-2**. The purpose of a debriefing is to assist the Applicant in understanding some of the strengths and weaknesses of certain aspects of its technical Submittal and will not compare the Applicant with other Applicants, other than the position of the Applicant's application in relation to all other Applicant applications. In its sole discretion, the Issuing Office may schedule a call to read the written debriefing script to the Applicant or e-mail the debriefing script to the Applicant. Any questions concerning the debriefing must be submitted, in writing, to the Issuing Officer no later than the date stated in the debriefing script. In its sole discretion, DHS may respond to some, all, or none of the Applicant's questions.

I-26. Use of Electronic Versions of this RFA. This RFA is being made available by electronic means. If an Applicant electronically accepts the RFA, the Applicant accepts full responsibility to ensure that no changes are made to the RFA. If a conflict arises between a version of the RFA in the Applicant's possession and the Issuing Office's version of the RFA, the Issuing Office's version shall govern.

I-27. Information Technology Policies. This RFA is subject to the Information Technology Policies ("ITPs") issued by the Office of Administration, Office for Information Technology and DHS Business and Technical Standards ("BTSs") created and published by DHS. ITPs may be found at <http://www.oa.pa.gov/Policies/Pages/itp.aspx>. The DHS Business and Technical Standards may be found at <https://www.dhs.pa.gov/providers/Providers/Pages/Business%20and%20Tech%20Standards/Business-and-Technology-Standards.aspx>.

All applications must be submitted on the basis that all ITPs and BTSs are applicable to this procurement. It is the responsibility of the Applicant to read and be familiar with the ITPs and BTSs. Notwithstanding the foregoing, if the Applicant believes that any ITP or BTS is not applicable to this procurement, it must list all such ITPs and BTS in its technical response, and explain why it believes the

ITP or DHS BTS is not applicable. DHS may, in its sole discretion, accept or reject any request that an ITP or DHS BTS not be considered to be applicable to the procurement. The Applicant's failure to list an ITP or DHS BTS will result in its waiving its right to do so later, unless DHS in its sole discretion, determines that it would be in the best interest of the Commonwealth to waive the pertinent ITP or BTS.

The selected Applicant shall comply with state and federal law and policies requiring electronic and information technology being accessible to individuals with disabilities, including Web Content Accessibility Guidelines ("WCAG") 2.0, and Commonwealth ITP ACC001-Information Technology Accessibility Policy.

PART II

CRITERIA FOR SELECTION

II-1. Mandatory Responsiveness Requirements. To be eligible for selection, an application must:

- A. Be timely received from an Applicant (see **Part I, Section I-10**); and
- B. Be properly signed by the Applicant (see **Part I, Section I-11. A**).

II-2. Technical Nonconforming Applications. The two Mandatory Responsiveness Requirements set forth in **Section II-1** are the only RFA requirements that the Commonwealth will consider to be *non-waivable*. The Department may, in its sole discretion, (1) waive any other technical or immaterial nonconformities in an Applicant's application, (2) allow the Applicant to cure the nonconformity, or (3) consider the nonconformity in the scoring of the application.

II-3. Evaluation. The Department has selected a committee of qualified personnel to review and evaluate the Technical Submittals of the timely submitted applications that are eligible for selection. The Department will provide written notice of its selection for negotiations the responsible Applicant whose application is determined to be the most advantageous to the Commonwealth after taking into consideration all evaluation factors.

II-4. Evaluation Criteria. The following criteria will be used in evaluating each application:

A. Technical: The Department has established the weight for the Technical criterion as **65%** of the total points. Evaluation will be based upon the following: **Soundness of Approach, Applicant Qualifications, Personnel Qualifications, and Understanding the Project.**

- **Soundness of Approach.** This includes, but is not limited to, the Applicant's technical approach for completion of all services by this RFA, if it is responsive to all requirements of the RFA and if it meets the Project's objectives.
- **Applicant Qualifications.** This includes, but is not limited to, the ability of the Applicant to meet the terms of the RFA, including the time constraints involved with the Project and the quality, relevancy, and recentness of projects completed. This also includes the Applicant's ability to undertake a Project of this size.
- **Personnel Qualifications.** This includes, but is not limited to, the competence and sufficiency of the personnel and staff who would be assigned to the Project by the Applicant.
- **Understanding the Project.** This includes the Applicant's understanding of Commonwealth's needs that generated the RFA, the objectives of the RFA, and of the nature and scope of the work involved.

The final Technical scores are determined by giving the maximum number of technical points available to the application with the highest raw technical score. The remaining applications are rated by applying the formula located at:

https://www.dgs.pa.gov/Materials-Services-Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx

- B. Cost:** The Department has established the weight for the Cost criterion for this RFA as **35%** of the total points. The cost criterion is rated by giving the application with the lowest total cost the maximum number of Cost points available. The remaining applications are rated by applying the formula located at:

https://www.dgs.pa.gov/Materials-Services-Procurement/Procurement-Resources/Pages/RFP_SCORING_FORMULA.aspx

- II-5. Applicant Responsibility.** To be responsible, an Applicant must submit a responsive application and possess the capability to fully perform the agreement requirements in all respects and the integrity and reliability for the good faith performance of the agreement.

For an Applicant to be considered responsible for this RFA and eligible for selection for BAFO and selection for negotiations:

- A.** The total score for the Technical Submittal of the application must be greater than or equal to **75%** of the **available raw technical points**; and
- B.** The Applicant's financial information must demonstrate that the Applicant possesses the financial capability for the good faith performance of the agreement. The Commonwealth will review the Applicant's previous three financial statements, any additional information received from the Applicant, and any other publicly-available financial information concerning the Applicant, and assess each Applicant's financial capacity based on calculating and analyzing various financial ratios, and comparison with industry standards and trends.

An Applicant that fails to demonstrate sufficient financial capability to ensure good faith performance of the agreement as specified herein may be considered by the Department, in its sole discretion, for BAFO or negotiation contingent upon such Applicant providing performance security for the first agreement year cost proposed by the Applicant in a form acceptable to the Department. Based on the financial condition of the Applicant, the Department may require a certified or bank (cashier's) check, letter of credit, or a performance bond conditioned upon the faithful performance of the agreement by the Applicant. The required performance security must be issued or executed by a bank or surety company authorized to do business in the Commonwealth. The cost of the required performance security will be the sole responsibility of the Applicant and cannot increase the Applicant's cost application or the agreement cost to the Commonwealth.

Further, the Department will award an agreement only to an Applicant determined to be responsible in accordance with the most current version of Commonwealth Management Directive 215.9, Contractor Responsibility Program.

II-6. Final Ranking and Award.

- A.** After any BAFO process is conducted, the Issuing Office will combine the evaluation committee's final technical scores and the final cost scores, in accordance with the relative weights assigned to these areas as set forth in this **Part II**.
- B.** The Issuing Office will rank responsible Applicants according to the total overall score assigned to each, in descending order.

- C.** Except as provided in **Section II-6. D**, the Department must select for negotiations the Applicant with the highest overall score.
- D.** The Department has the discretion to reject all applications or cancel the RFA, at any time prior to the time an agreement is fully executed, when it is in the best interests of the Commonwealth. The reasons for the rejection or cancellation shall be made part of the RFA file.

PART III

TECHNICAL SUBMITTAL

III-1. Statement of the Project. State in succinct terms your understanding of the Project and the service required by this RFA. The Applicant's response should demonstrate that the Applicant fully understands the scope of services to be provided, the Applicant's responsibilities, and how the Applicant will effectively manage the grant.

Applicant Response

III-2. Management Summary. Include a narrative description of the proposed effort and a list of the items to be delivered and services to be provided. The Applicant should condense and highlight the contents of the Technical Submittal in a manner that allows a broad understanding of the entire Technical Submittal.

Applicant Response

III-3. Qualifications.

A. Company Overview. The Applicant should describe the corporate history and relevant experience of the Applicant. This section must detail information on the ownership of the company (names and percent of ownership), the date the company was established, the date the company began operations, the physical location of the company, and the current size of the company. The Applicant should provide a corporate organizational chart.

The Applicant should describe its corporate identity, legal status and forms, including the name, address, telephone number, and email address for the legal entity that is submitting the application. In addition, the Applicant should provide the name of the principal officers, a description of its major services, and any specific licenses and accreditations held by the Applicant.

Applicants should provide similar organizational background information on any significant subcontractor for services. A "significant subcontractor" is defined as an organization undertaking more than 10% on the total cost basis of the work associated with this RFA.

If an Applicant is proposing to use the services or products of a subsidiary or affiliated firm, the Applicant should describe the business arrangement with that entity and the scope of the services the entity will provide.

If the experience of any proposed subcontractor is being used to meet the qualifications and requirements of this RFA, the Applicant should provide the same information as listed above for the subcontractor. This information must be presented separately within this section, clearly identifying the subcontractor experience and name of the subcontractor.

References. The Applicant should provide a list of at least three relevant contacts within the past three years to serve as corporate references. The references must be outside clients (non-DHS). This list shall include the following for each reference:

1. Name of customer
2. Type of contract

3. Contract description, including type of services provided
4. Total contract value
5. Contracting officer's name and telephone number
6. Role of subcontractors (if any)
7. Time period in which services were provided

The Applicant must submit **Appendix C, Corporate Reference Form**, directly to the contacts listed. The contacts should complete the form and return it electronically to the Issuing Officer identified in **Part I, Section I-2** of this RFA. The contacts for the Corporate references should submit the completed forms, as attachments, to RA-PWBPCMReferForms@pa.gov by the due date and time specified in the Calendar of Events. The contacts should include "Corporate Reference Form for RFA 38-22" in the subject line of the email and the body should specify the name of the Applicant for whom the form is being submitted. Upon submission to the RA-PWBPCMReferForms@pa.gov account, contacts will receive an automated message stating that their email has been received. Applicants seeking confirmation that forms have been submitted should reach out to their contacts to request copies of those confirmation emails. Reference forms submitted after the due date and time will be rejected.

The Applicant should disclose any contract or agreement cancellations, or terminations within five years preceding the issuance of this RFA. If a contract or agreement was canceled or terminated for lack of performance, the Applicant must provide details on the customer's allegations, the Applicant's position relevant to the allegations, and the final resolution of the cancellation or the termination. The Applicant must include each customer's Company or entity name, address, contact name, phone number, and email address.

The Department may disqualify an Applicant based on a failure to disclose such a cancelled or terminated contract or agreement. If the Department learns about such a failure to disclose after an agreement is awarded, the Department may terminate the agreement.

Applicant Response

- B. Prior Experience.** The Applicant should describe their knowledge and experience in providing child welfare as well as child abuse and neglect prevention programs. The Applicant should possess knowledge and understanding of Pennsylvania's <https://www.legis.state.pa.us/WU01/LI/LI/CT/HTM/23/00.063..HTM> and DHS regulations <https://www.pacodeandbulletin.gov/Display/pacode?file=/secure/pacode/data/055/chapter3490/chap3490toc.html> as well as have experience in training and facilitation. This should include experience in working with child welfare professionals and families who are in need of support across the Commonwealth, particularly child abuse and neglect prevention. Experience should be work done by individuals who will be assigned to this Project as well as that of your company. Studies or projects referred to should be identified and the name of the customer shown, including the name, address and telephone number of the responsible official of the customer, company, or agency who may be contacted.

Applicant Response

- C. Personnel.** Include the number of executive and professional personnel, analysts, auditors, researchers, programmers, consultants, etc., who will be engaged in the work. Show where these personnel will be physically located during the time they are engaged in the Project. For "Key Personnel", defined as the Project Manager and the Financial Analyst or Bookkeeper, include the

employee's name and, through a resume or similar document, the Project personnel's education and experience in similar in size and scope projects. Indicate the responsibilities each individual will have in this Project and how long each has been with your company. For non-Key Personnel, include position descriptions and minimum qualifications.

Submitted responses are not to include personal information that will, or will be likely to, require redaction to release of the application under the Pennsylvania Right-to-Know Law, including but not limited to home addresses and phone numbers, Social Security Numbers, driver's license numbers or numbers from state identification cards issued in lieu of a driver's license, and financial account numbers. If the Commonwealth requires any of this information for security validation or other purposes, the information will be requested separately and as necessary.

Include organizational charts outlining the staffing, reporting relationships and staff members in its description. Show the total number of staff proposed and indicate the Full Time Equivalents ("FTE") to account for any additional staff (non-Key Personnel) that are not assigned on a full-time basis. Provide similar information for any subcontractors that are proposed. The organizational chart must illustrate the lines of authority, designate the positions responsible and accountable for the completion of each component in the RFA, indicate the names and job title and number of personnel that will be assigned to each role, and the number of hours per week each person is projected to work on the Project. The organizational chart must clearly indicate any functions that are subcontracted along with the name of the subcontracting entities and the services they will perform.

Applicants should identify a minimum of three client references for each Key Personnel. All client references for Key Personnel must be outside clients (non-DHS) who can give information on the individual's experience and competence to perform tasks similar to those requested in this RFA. Key Personnel may be a member of the Applicant's organization, or any subcontractor included in the Applicant's application.

The Applicant must submit **Appendix D, Key Personnel Reference Form**, directly to the contacts listed. The contacts should complete the reference form and return it electronically to the Issuing Officer identified in **Part I, Section I-2** of this RFA. The Key Personnel contact should submit the completed forms, as attachments to, RA-PWBPCMReferForms@pa.gov by the due date and time specified in the Calendar of Events. The Key Personnel contact should include "Key Personnel Reference Form for RFA 38-22" in the subject line of the email and the body should specify the name of the Applicant and the name of the Key Personnel for whom the form is being submitted. Upon submission to the RA-PWBPCMReferForms@pa.gov account, contacts will receive an automated message stating that their email has been received. Applicants seeking confirmation that forms have been submitted should reach out to their contacts to request copies of those confirmation emails. Reference forms submitted after the due date and time will be rejected.

Key Personnel Diversions or Replacement. Once Key Personnel are approved by the Department, the selected Applicant may not divert or replace personnel without prior approval of the Department's Grant Administrator. The selected Applicant must provide notice of a proposed diversion or replacement to the Department's Grant Administrator at least 30 calendar days in advance and provide the name, qualifications, and background check (if required) of the person who will replace the diverted personnel. The Department's Grant Administrator will notify the selected Applicant within ten business days of the diversion notice whether the proposed diversion is acceptable and if the replacement was approved.

“Divert” or “diversion” is defined as the transfer of personnel by the selected Applicant or its subcontractor to another assignment within the control of either the Applicant or subcontractor. Advance notification and approval does not include changes in Key Personnel due to resignations, death, disability, dismissal for cause or dismissal as a result of the termination of a subcontract or any other causes that are beyond the control of the selected Applicant or its subcontractor. The Department’s Grant Administrator must approve the replacement personnel.

The Department’s Grant Administrator may request that the selected Applicant remove a person from this Project at any time. For vacancies other than those caused by diversions and unless otherwise approved by the Grant Administrator, the selected Applicant will have ten business days to interim fill and 60 calendar days to permanently fill the vacancy with a person acceptable in terms of experience and skills, subject to the Department Grant Administrator’s approval.

Applicant Response

D. Subcontractors. Provide a subcontracting plan for all subcontractors, including SDBs and VBEs, who will be assigned to the Project. The selected Applicant is prohibited from subcontracting or outsourcing any part of this Project without the express written approval of the Commonwealth. Upon award of the grant agreement, subcontractors included in the application submission are approved. For each position included in your subcontracting plan provide:

1. Name of subcontractor;
2. Address of subcontractor;
3. Primary contact name, email address and phone number;
4. Type of organization;
5. Date of formation;
6. Status of charter and corporate charter number;
7. Unique Entity Identifier Number;
8. SAP/SRM Vendor Number;
9. Number of years worked with the subcontractor;
10. Number of employees by job category to work on this Project;
11. Description of services to be performed;
12. What percentage of time the staff will be dedicated to this Project;
13. Geographical location of staff; and
14. Resumes (if appropriate and available).

If applicable, the Applicant’s subcontractor information should include the employees’ names, education and experience in the services outlined in this RFA. Information provided should also include the responsibilities each individual will have in this Project and how long each has been with subcontractor’s company.

Applicant Response

III-4. Financial Capability. Describe your company’s financial stability and economic capability to perform the agreement requirements. Provide your company’s financial statements (audited, if available) for the past three fiscal years. Financial statements must include the company’s Balance Sheet and Income Statement or Profit/Loss Statements. Also include a Dun & Bradstreet comprehensive report, if available. If your company is a publicly traded company, please provide a link to your financial records on your company website in lieu of providing hardcopies. The Commonwealth may request additional information it deems necessary to evaluate an Applicant’s financial capability.

Applicant Response

III-5. Work Plan. Describe in narrative form your technical plan for accomplishing the work with the Project tasks and the major milestones and deliverables provided below as a reference point. Modifications of tasks are permitted; however, reasons for changes should be fully explained. Include a Program Evaluation and Review Technique (“PERT”) or similar type display, time related, showing each event. If more than one approach is apparent, comment on why you chose this approach. The relationship between Key Personnel and the specifics tasks, assignments, and deliverables proposed to accomplish the scope of work should also be described.

The Applicant should describe its management approach, including how it will implement its proposed work plan. Where applicable, the Applicant should provide specific examples of methodologies or approaches, including monitoring approaches, it will use to fulfill the RFA requirements and examples of similar experience and approach on comparable projects. The Applicant should describe the management and monitoring controls it will use to achieve the required quality of services and all performance requirements. The Applicant should also address its approach to internally monitor and evaluate the effectiveness of meeting the agreement requirements.

The Applicant should include in the work plan its planned approach and process for establishing and maintaining communication between all parties and a technical approach that is aligned with all written specifications and requirements contained in the RFA.

Applicant Response

Tasks:

A. Transition. The selected Applicant must prepare and submit a comprehensive transition plan detailing the activities necessary to efficiently transition the grant operation from the incumbent grantee. The selected Applicant’s transition plan must address the resources required for the transition (including those from the Department, the incumbent grantee, and the selected Applicant). The selected Applicant shall be afforded up to a three-month period to develop and begin services. Describe your transition plan to meet the following requirements.

- 1. Orientation and Knowledge Acquisition (“OKA”).** OKA refers to those activities necessary for the selected Applicant to start-up and complete implementation plans to provide the required services. At a minimum, the selected Applicant shall:
 - a.** Acquire sufficient knowledge of previous CAPE activities necessary to successfully carry out the project requirements as set forth in this RFA in an effective and timely manner.
 - b.** Coordinate and work with designated DHS stakeholders, the incumbent, and third-party vendors, if applicable, during the transition phase to perform and manage all tasks.
 - c.** Identify the transition team, including their roles and responsibilities, and provide an organizational chart. Include your processes and protocols to ensure project governance, including a crosswalk to operational positions after transition completion.
 - d.** Acquire sufficient knowledge to understand the current and ongoing needs of Affiliates, operation of a toll-free helpline and website, and planning for Child Abuse Prevention Month

and effectuate a smooth transition of the on-going business and operational activities currently being executed.

- e. Acquire sufficient knowledge to enable staff to confidently assume ownership and independently manage the operational business functions and timely delivery of services to the Department, CCYAs, Affiliates, and the general public, without disruption and undue risks to state mandates.
2. **Transition Quality Management.** Describe your plan to provide quality management of the transition phase, including processes, procedures, assessments, and accountability controls.
 3. **Transition Progress.** During the transition, the selected Applicant is responsible for providing DHS with transition progress assessments and status updates. The selected Applicant shall coordinate with DHS regarding transition tasks, prioritization issues, or conflicting activities interfering with maintaining business operations. Describe how you will meet this requirement.
 4. **Transition Results.** At the end of the transition phase, the selected Applicant shall be responsible for preparing a Transition Results Report. Through this Report, the selected Applicant shall document the completion of transition activities and provide status of each high-level task and activity that took place during the transition period. The selected Applicant shall highlight how each of the objectives stated in the transition plan have been achieved and the resolution of issues identified and prioritized during the transition process. Describe how you will meet this requirement.

Applicant Response

B. Affiliate Related Tasks. The selected Applicant shall:

1. Develop, recruit, and train a diverse, equitable, and inclusive statewide network of Affiliates to administer child abuse prevention and parent education programs and support groups. As part of this work, the selected Applicant shall:
 - a. Develop and support a diverse network of local organizations (known as “Affiliates”) providing a wide range of prevention programs for anyone in a parenting role. Affiliates must be located in each of the four regions of the state, to allow for the capacity to provide services to all 67 counties, with a goal of developing at least one Affiliate agency in each county. The regions consist of the following counties:
 - i. Central Region: Adams, Bedford, Blair, Cambria, Centre, Clinton, Columbia, Cumberland, Dauphin, Franklin, Fulton, Huntingdon, Juniata, Lancaster, Lebanon, Lycoming, Mifflin, Montour, Northumberland, Perry, Snyder, Somerset, Union, and York.
 - ii. Southeast Region: Berks, Bucks, Chester, Delaware, Montgomery, and Philadelphia.
 - iii. Northeast Region: Bradford, Carbon, Lackawanna, Lehigh, Luzerne, Monroe, Northampton, Pike, Schuylkill, Sullivan, Susquehanna, Tioga, Wayne, and Wyoming.
 - iv. Western Region: Allegheny, Armstrong, Beaver, Butler, Cameron, Clarion, Clearfield, Crawford, Elk, Erie, Fayette, Forest, Greene, Indiana, Jefferson, Lawrence, McKean, Mercer, Potter, Venango, Warren, Washington, and Westmoreland.

2. Provide virtual and in-person training to Affiliate staff, volunteers, and support group parent leaders on both basic and advanced group facilitation, prior to direct work with parents. The selected Applicant shall provide training on topics including, but not limited to, child abuse and neglect, child development, and the enhancement of parenting skills, and address inclusion of all members, the importance of respecting diversity among group participants, as well as confidentiality and the importance of identifying parent leadership to assist in cofacilitation. The selected Applicant shall provide training that also addresses group dynamics, skills for interacting with parents, ways to respond to challenges, and how to deescalate disagreements within the group.
3. Offer additional comprehensive training sessions to staff from statewide agencies such as family centers, child-serving entities, community advocacy centers, behavioral health treatment providers, and centers of excellence. The selected Applicant must provide quarterly, web-based, professional development training on topics including, but not limited to:
 - a. Creating safe, stigma-free, and trauma informed environments of care;
 - b. Working with families when there are problems due to drug and alcohol dependency;
 - c. Working with families when neglect is present;
 - d. Supporting and responding to diverse LGBTQIA+ families;
 - e. Establishing cultural competency and identifying personal and professional bias;
 - f. Strengthening families' protective factors; and
 - g. Working with and supporting parents with disabilities.
4. Develop a statewide marketing plan to increase the number of Affiliates.
5. Develop a statewide marketing plan for Affiliates to increase parent participation in parent education and support groups.
6. Provide information to CCYAs quarterly about the services, programs, and resources provided to and by Affiliates to promote referrals from CCYAs to Affiliate agencies. The selected Applicant shall also:
 - a. Notify and update CCYAs regarding all prevention initiatives and provide information on existing Affiliate programs to increase participation and attendance of families who have a history of or, are at risk of, committing child abuse or neglect.
 - b. Notify and update CCYAs regarding all Affiliate education and support groups convening statewide.
7. Develop a collection process to evaluate and report data on program participation to assess quality of performance and delivery of Affiliates. The selected Applicant shall review and compile Monthly Progress Reports using statistical data from process evaluations (see **Section III-7.B.**) and submit the Monthly Progress Reports to the Department on the second Friday of every month including, at a minimum, the following elements:
 - a. Number of Affiliate Agencies
 - b. Number of parent education program trainings provided to Affiliate agency staff
 - c. Number of support groups facilitated by Affiliate agencies
 - d. Number of comprehensive in-person training sessions provided to Affiliate agency staff

- e. Number of comprehensive training sessions provided via webinar or in-person
 - f. Number of families being served by Affiliate agencies statewide
 - g. Number of CCYA contacts
 - h. Number of site visits
 - i. Frequency of Technical Assistance provided to Affiliates
8. Develop procedures for conducting evaluations, which must be approved by the Department prior to implementation, and conduct annual performance evaluations through evaluation tools. The selected Applicant shall submit the results of the annual performance evaluations to DHS according to **Section III-7.C**. The selected Applicant shall assess the following in the evaluations:
- a. An evaluation shall be conducted with all program participants regarding the services received from Affiliate members.
 - b. Conduct annual performance evaluations of Affiliates, aimed at assessing program strengths and weaknesses, and any identified strategies for program improvements, to include, but not limited to, site visits, and information gathered from evaluations.
9. Provide each Affiliate with an annual performance evaluation form to complete, seeking input on the quality and usefulness of services provided by Applicant. DHS will supply the annual performance evaluation form along with directions on how and when to submit to DHS. DHS will include the due date on the form.
10. Support and maintain a diverse, equitable and inclusive statewide network of Affiliate agencies that provide a wide range of prevention education and support programs to parents and families. The selected Applicant shall:
- a. Evaluate and provide recommendations to Affiliates to administer an education and support group program to prevent child abuse and neglect by enhancing the parenting skills of program participants through including, but not limited to, helping participants manage emotional stress, solve common parenting problems appropriately, developing an increased understanding of parenting stress, and developing parenting and life skills which will allow program participants to handle problem situations in a non-abusive manner.
 - b. Evaluate and provide recommendations to Affiliate's to provide a safe, diverse, equitable and inclusive environment for parents to meet, free of stigma and judgment, and discuss their parenting concerns and challenges. The selected Applicant shall work with the Affiliates to implement education and support group activities which utilize parent and family voice, including but not limited to, sharing parenting experiences among the participants, and providing mutual support and opportunities to express emotions in a candid, non-threatening and non-judgmental setting.
 - c. Develop and support, on an annual basis at a minimum, 150 parent education and support sessions, by providing training, resources, and technical assistance to Affiliates. The selected Applicant shall provide training, resources, and technical assistance which focuses on the prevention of child abuse and neglect and enhances parenting and personal skills of program parent or participants. The selected Applicant shall provide training to Affiliate staff, volunteers, and parent mentors which includes, but is not limited to, what is outlined in **III-5.B.2 and 3**.

- d. Evaluate and provide recommendations to Affiliate's to promote parent and participant voice when selecting topics for education and support group. The selected Applicant shall include topics including, but not limited to, appropriate child development and behavior, parenting skills, appropriate discipline methods and other parenting issues designed to promote positive, safe and healthy family development and to prevent child abuse and neglect. The selected Applicant shall work with the Affiliates to provide parenting assistance, life skills, and resources.
- e. Work with and assist Affiliates in hiring and training a facilitator as outlined in **III-5.B.2. and 3.**, and a parent mentor to help new parents acclimate to the group and promotes parent voice in the local program. The selected Applicant shall be directly responsible for training the facilitator and parent mentor for Affiliates.
- f. Work with and assist Affiliates in incorporating the Affiliate parent mentors and professionals in the facilitation responsibilities of parent education and support group meetings which are comprised of parent and caregivers.
- g. Assist Affiliates in providing childcare, food, and transportation to participants.
- h. Provide parent educational materials and a lending library of resources for group facilitation and management.
- i. Utilize educational materials during education and support group discussions, including, but not limited to, printed materials, speakers from local agencies, and videos.
- j. Provide specialized training for Affiliate groups whose participants are struggling with drug and alcohol dependency issues through skills-based programing.
- k. Maintain a system to record and update Affiliate education and support group meeting times and locations and disseminate information through the toll-free helpline and selected Applicants' website.

Applicant Response

C. Education Materials. The selected Applicant shall develop and disseminate child abuse prevention education materials. The selected Applicant shall:

1. Provide materials to the Department for review and approval prior to implementation.
2. Distribute educational materials to Affiliates and make the materials available to the citizens of the Commonwealth.
3. Incorporate diversity, equity, and inclusion in all educational and child abuse prevention materials and resources.
4. Include information in brochures on positive parenting topics, to include but not limited to, parenting with mental illness, parenting in recovery, and parenting while incarcerated. The selected Applicant may also include brochure topics on child safety and the prevention of child abuse and neglect. The selected Applicant shall place these brochures on their website in PDF format and make a limited number of hard copies available upon request. The selected Applicant shall submit all publications to the Department and receive Department approval prior to printing and releasing. The selected Applicant shall update publications on an as-needed basis and obtain Department approval for all updates.

5. Develop and distribute at minimum a quarterly newsletter highlighting Affiliate network prevention efforts, as well as prevention information relevant for parents and professionals working with families. The selected Applicant may distribute the newsletter in either electronic or hard copy format based upon the desire of each individual Affiliate. The selected Applicant shall submit all publications to the Department and receive Department approval prior to publishing and releasing.
6. Send Affiliates training information, research briefs, and meeting ideas on a monthly basis in either electronic or hard copy format.

Applicant Response

D. Technical Assistance. The selected Applicant shall provide technical assistance and guidance through a toll-free helpline and website. The selected Applicant may offer technical assistance during annual site visits. The selected Applicant shall include technical assistance to both Affiliates and the general public on a wide range of issues and topics including, but not limited to, promoting programs, strategies for strengthening program delivery, and strengthening family protective factors.

1. Toll-free helpline. The selected Applicant shall:

- a. Provide a toll-free information and referral line for parents and families, to offer specifics of education and support group meeting times, locations, and contact information, and parenting materials electronically or via mail, if the caller chooses to provide a name and address. The selected Applicant shall also make this information available on the selected Applicant's website for members of the general public searching for parenting education and support programs.
- b. Provide professionals with access to information on mandated reporter training and prevention events.

2. Website. The selected Applicant shall:

- a. Maintain an up-to-date website for easy access by parents, professionals, and community members seeking information on program services and child abuse prevention information.
- b. Include relevant information on the website related to positive parenting, information on child abuse recognition and reporting and links to other organizations, and resources helpful to families.
- c. Include a search engine on the website for finding local groups, relevant information on positive parenting, interactive tests for parents, information for mandated reporters, links to other organizations of help to families, and information on child safety and prevention of abuse and neglect for parents and the community. The selected Applicant shall also provide on the website extensive information on positive parenting and update the website monthly with new resources, information, and topics.
- d. Include an Affiliate log-in feature and equip Affiliates with a username and password specific to their organization for more efficient and timely data entry and reporting.
- e. Allow Affiliates to access supplemental program materials and archived webinars and remote training sessions.

Applicant Response

E. Child Abuse Prevention Month Activities. The selected Applicant shall organize and facilitate events during the Child Abuse Prevention month held annually in April. The selected Applicant shall:

1. Administer a statewide “Blue Ribbon Campaign” (the blue ribbon is a symbol of awareness for Child Abuse Prevention Month - <http://www.naasca.org/BlueRibbon/History.html>) promoting April as Child Abuse Prevention Month. The selected Applicant shall administer the campaign in a manner which is diverse, equitable, and inclusive.
2. Provide a minimum of 500 blue ribbons to distribute to the Department, public and private child welfare agencies, and Affiliates. The selected Applicant shall provide all Affiliates with a resource packet containing ideas for promoting their programs and Child Abuse Prevention Month.
3. Hold events to promote Child Abuse Prevention Month. The selected Applicant’s staff shall participate, upon request, in events hosted by Affiliates.
4. Develop and distribute press releases announcing Child Abuse Prevention Month and related activities. The selected Applicant shall focus efforts on engaging print, radio, and television media to best promote the protection of Pennsylvania’s children during the month of April. The selected Applicant must receive approval from the DHS Grant Administrator for all press releases prior to distribution.
5. Develop materials, to include but not limited to, printed materials, blue ribbon pins or promotional items. The selected Applicant shall provide these items to the DHS Grant Administrator for review and approval, prior to distribution to public and private child welfare agencies and Affiliates.
6. Coordinate with the DHS Grant Administrator on all aspects of the planned campaign and events, including any information that will be disseminated or announced.

Applicant Response

F. Turnover. The selected Applicant shall work closely with the Department so that the turnover of responsibilities and the necessary knowledge transfer is complete by the end of the project term. The selected Applicant shall develop deliverables for contract turnover at the Department’s direction. This task consists of activities that must take place between the selected Applicant and any subsequent vendor or vendors prior to the expiration of the Project in order to continue services without interruption. Upon expiration or termination of the Project, the selected Applicant shall provide for a smooth and timely turnover of its services to the Department and its designees, as applicable, to include but not limited to:

1. Provide a final detailed description of the turnover plan for approval by the Department, initiated three months prior to the termination or expiration of the agreement. The selected Applicant shall include in the turnover plan comprehensive details of the proposed schedule, activities, and resource requirements associated with each turnover task and shall include copies of all relevant

data, documentation, or other pertinent information necessary for the Department or its designee to take over and successfully assume operational activities.

2. Execute the approved turnover plan in cooperation with the Department and any incoming vendor's transition plan.
3. Provide the Department with a turnover results report within 90 days of the conclusion of the Project, documenting the completion and outcomes of each step of the turnover plan approved by the Department. The Department will not consider turnover complete and will not make final payment until the turnover results report is received and approved by the Department.
4. Turn over the operation and management of all service delivery functions to the Department or its designee. The selected Applicant shall plan and manage this turnover in an orderly fashion so that there is no disruption in services.
5. Work closely with the Department to accomplish the completion of turnover of responsibilities and the necessary knowledge transfer period.
6. Cooperate with the Department and supply the Department or its designee with all information required by the Department or its designee during the turnover process, in the timeframe defined by the Department at the time of the request.

Applicant Response

III-6. 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 agreements 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 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 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.

- ii. How employees in your organization will carry out the essential functions if measures prevent from coming to the primary workplace.
- d. 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.
- e. How and when your emergency plan will be tested, and if the plan will be tested by a third-party.

Applicant Response

B. Customer Service Transformation. The Commonwealth is committed to improving digital interactions with citizens as well as individuals and entities that conduct business with or on behalf of the Commonwealth (each a “Business Partner”). Customer Service Transformation (“CST”) was launched to help modernize digital technology and improve the delivery of government services across the Commonwealth.

More information regarding CST is available at the following location: [Executive Order 2019-04 - Establishing a “Citizen-First” Government and Promoting Customer Service Transformation.](#)

CST impacts how services are delivered online, over the phone and in-person, and is based on the following six design principles:

1. Create a single online destination for services;
2. Enable secure access to services through a single login;
3. Deliver consistent and user-friendly online experience across all digital services;
4. Consolidated and streamlined the Commonwealth’s digital footprint;
5. Offer a single telephone number to direct citizens or Business Partners to the services; and
6. Drive continuous improvement through customer feedback.

Applicants shall acknowledge and conform to the CST principles when proposing solutions within their application and during project demonstrations. The selected Applicant shall align its performance and deliverables with these principles under any agreement that may be awarded.

Design Principles and Requirements:

1. Create a single online destination for services.

A single online destination for services will enable citizens, individuals, and Business Partners to locate services and conduct business with the Commonwealth, even if they do not know which agency to contact. Citizens, individuals and Business Partners will continue to be able to navigate directly to services on agency websites, if they wish.

Each Applicant’s application must include a description of how the Applicant plans to integrate a single online destination, starting with PA.GOV. The selected Applicant shall be able to receive and validate the credentials of a citizen, individual or Business Partner that were previously authenticated from an active session.

This process is further described in design principle 2.

2. Enable secure access to services through a single login.

Keystone Login is the Commonwealth's single login solution. Keystone Login provides a consistent and secure approach to account administration by offering citizens, individuals and, in the future, Business Partners a single online point of access to services offered by multiple Commonwealth agencies or other Business Partners. It is critical that by using Keystone Login any citizen or Business Partner can work with any Commonwealth agency or other Business Partner through the Commonwealth's public facing applications using a single login credential.

The consistent and modern authentication standards available through Keystone Login will increase convenience for citizens, individuals and Business Partners by simplifying account management and eliminating the need to remember multiple usernames and passwords, while also strengthening the Commonwealth's security posture.

In addition, Keystone Login provides the capability for a citizen or Business Partner to create a single profile managed by Keystone Login.

The selected Applicant shall register with and utilize Keystone Login. Applications that utilize Keystone Login can leverage authentication methods through one of the following: (1) a series of Application Programming Interfaces ("APIs"); (2) a redirect to the Keystone Login Portal; or (3) a hybrid of both approaches.

A detailed Developer Integration Guide will be provided to the selected Applicant, however, to assist Applicants in preparing their applications, a summary version of the Developer Integration Guide and the Keystone Login Branding Guidelines are available at the following location: <http://keystonelogindevelopers.pa.gov>.

Applicants should review the summary version of the Developer Integration Guide and the Keystone Login Branding Guidelines prior to responding to the solicitation to gain an understanding of the mandatory APIs and services to be made available to citizens and Business Partners.

Applicants should include in their applications an acknowledgement that they will utilize the Keystone Login for citizens. If an Applicant requires any additional information to verify the identification of citizens through the authentication process provided by Keystone Login, the Applicant must identify the additional required information in its Technical Submittal.

Additionally, the Applicant must commit to utilizing the Keystone Login for Business Partners when required by the Commonwealth. The timeframe for implementation of the Keystone Login to Business Partners will be mutually agreed upon by the selected Applicant and the Commonwealth and will be documented through the contract change order process.

- a. If the selected Applicant is responsible for helpdesk calls from application users, the Applicant shall comply with and acknowledge the following within its application:

The selected Applicant will provide first contact (Tier 1) Helpdesk support for Keystone Login. Keystone Login provides an internal administration dashboard designed to provide Helpdesk information to aid a caller with several Tier 1 level tasks. This is a secure internal administrative site; hence, the selected Applicant will need a COPA account, along with VPN to access this site and be provided access by the Commonwealth.

The dashboard provides the following information:

Exception Logs: A log of all errors that occur in the Keystone Login site, calls to Keystone Login APIs, and the Administration site. The list can be searched and filtered by different parameters (Username, Email Address, Start Date, End Date, Agency, or Application) and returns (ID, Log Date, Username, User Email, Application Code, Message, Method, File Path, Line Number and Stack Trace).

User Logs: A log of all user activity. The list can be searched and filtered by different parameters (Username, Email Address, Start Date, End Date, Agency, or Application) and returns (ID, Log Date, Username, User Email, Application Code, User Event Type and Message).

Search: Used for searching users in Commonwealth domains. Search also provides the ability to edit Keystone Login accounts, and change or reset passwords. User search: Username, Email Address, First Name, Last Name, Phone or Domain. Returns: Name, Username, Domain with buttons to see Details, User Logs, Exception Logs, Reset Password, Change Password, Edit, or Social Logins.

3. Deliver a consistent and user-friendly online experience across all digital services:

A common look and feel increases trust by enabling citizens, individuals and Business Partners to easily recognize official services provided by the Commonwealth. This also includes ensuring that online services and information are accessible to all citizens, individuals and Business Partners, regardless of ability.

Applicants should acknowledge and the selected Applicant shall comply with the Commonwealth's web site and mobile application design standards. Refer to the Commonwealth's ITPs including, ITPs SFT002 - *Commonwealth of PA Design Standards*, NET005 - *Commonwealth External and Internal Domain Name Services ("DNS")*, and SFT 009 - *Application Development*.

Applicants should acknowledge and, if requested, demonstrate compliance during product demonstrations, solutions and deliverable compliance with relevant federal and state laws, regulations, and rules, including but not limited to:

- Title III of the Americans with Disabilities Act ("ADA") which prohibits discrimination on the basis of disability;
- Section 508 Amendment to the Rehabilitation Act of 1973, which requires all Federal agencies' electronic and information technology to be accessible to those with disabilities; and
- Section 504 of the Rehabilitation Act, which prohibits discrimination on the basis of disability for entities receiving federal funds.

In addition, Applicants must acknowledge compliance within their application and product demonstration compliance with the revised 508 Standards and the current version of the Web Content Accessibility Guidelines ("WCAG"), which are industry standards. The selected Applicant must provide quarterly reports that demonstrate compliance with WCAG. Refer to ITP ACC001 - *Information Technology Accessibility Policy* for additional information.

4. Consolidate and streamline the Commonwealth's digital footprint.

The Commonwealth is streamlining its online presence and making information easier to find by eliminating or consolidating small, outdated, or low traffic Commonwealth websites. By using PA.GOV, citizens, individuals and Business Partners will know that they are utilizing official services from the Commonwealth

The selected Applicant must use the PA.GOV domain for proposed websites. Applicants should acknowledge their understanding of and compliance with their requirement in their applications.

5. Offer a single phone number to direct citizens or Business Partners to Commonwealth services.

The Commonwealth intends to make it easier for citizens, individuals and Business Partners to find the services they are seeking by calling a single Commonwealth telephone number. Citizens, individuals and Business Partners may still contact agencies directly through existing call centers and phone numbers, if they wish.

The selected Applicant shall collaborate and integrate with the single telephone number strategy, where appropriate. Applicants should describe their approach to leverage the single telephone number strategy.

6. Drive continuous improvement through customer feedback:

In support of this goal, the Commonwealth collects feedback from citizens, individuals and Business Partners regarding customer experience. Known as Your Voice, Your PA, the survey offers customers a fast and simple option for providing feedback on their experience using state services. Your Voice, Your PA collects responses from customers of multiple Commonwealth programs to help deliver a better customer experience by identifying opportunity areas for Commonwealth services.

The selected Applicant shall integrate with Your Voice, Your PA survey service or have the ability to collect customer experience data from citizens, individuals and Business Partners via the Applicants solution. The Applicant should describe its solution in its application. This solution, at a minimum, shall have the capability to: collect closed-ended survey data and open-ended feedback at one or more touchpoints with the Commonwealth; generate reports summarizing and visualizing the data to provide Commonwealth staff with actionable insights; and export the data in a machine-readable format (e.g. .csv). Additional customer experience management capabilities that support gaining actionable insights from citizen, individual, and Business Partner feedback may be considered preferentially in the procurement process. This data shall be owned by the Commonwealth and cannot be used by the selected Applicant without written consent of the Commonwealth.

Applicant Response

C. Cloud Computing Services. The Commonwealth defines Cloud Computing Services as any computing service that is procured through and hosted by or within a third-part vendor, licensor, contractor, or supplier (Service Organizations) or its subcontractor(s) (Subservice Organization(s)) managed infrastructure regardless of deployment model (public, private, or hybrid) or such type as, but not limited to, software-as-a-service for web-based applications, infrastructure-as-a-service for

Internet-based access to storage and computing power, and platform-as-a-service that gives developers the tools to build and host Web applications. Solutions deployed through traditional hosting methods and without the use of NIST Cloud capabilities (i.e., rapid elasticity, resource pooling, measured service, broad network access, and on demand self-service) are also included. Please refer to [Glossary \(pa.gov\)](#) for more specifics. This solicitation will require the selected Applicant to go through a Cloud Use Case Review prior to entering into an agreement. As part of this review, Applicants shall complete and submit as part of their application, **Appendix J, Cloud Services Requirements** document that is specific to the Cloud Computing Service being considered. Applicants shall also provide a Voluntary Product Accessibility Template (“VPAT”) and a System and Organizations Controls (“SOC”) Report as part of their application. After selection, the BPCM Issuing Officer will contact the selected Applicant to schedule a meeting to do a High Level Diagram of their system.

Applicant Response

- D. **VPAT.** The VPAT is a self-assessment document explaining how applications conform to the 508 Standards for IT accessibility. Applicants shall provide their VPAT as part of their application. If selected for negotiations, the selected Applicant’s VPAT report will be reviewed during the Cloud Use Case Review process.

Applicant Response

- E. **SOC Report.** A SOC report is a way to verify an organization is following specific best practices. SOC 1 reports focus on financial controls, while SOC 2 reports focus more broadly on availability, security, processing integrity, confidentiality, and privacy. SOC 1 tests controls that meet the identified control objectives, where SOC 2 identifies and tests controls that meet the criteria. Applicants shall provide a SOC report as part of their application. If selected for negotiations, the selected Applicant’s SOC report will be reviewed during the Cloud Use Case Review process.

Applicant Response

- F. **Lobbying Certification and Disclosure of Lobbying Activities.** This Project will be funded, in whole or in part, with federal monies. Public Law 101-121, Section 319, prohibits federal funds from being expended by the recipient or by any lower tier sub-recipients of a federal contract, grant, loan, or a cooperative agreement to pay any person for influencing, or attempting to influence a federal agency or Congress in connection with the awarding of any federal contract, the making of any federal grant or loan, or entering into any cooperative agreement. All parties who submit applications in response to this RFA must sign the **Lobbying Certification Form**, attached as **Appendix F** and if applicable, complete the **Disclosure of Lobbying Activities** Form, also attached as **Appendix F**.

Applicant Response

- G. **Worker Protection and Investment.** Pursuant to Executive Order 2021-06, *Worker Protection and Investment* (October 21, 2021), the Commonwealth is responsible for ensuring that every Pennsylvania worker has a safe and healthy work environment and the protections afforded them through labor laws. To that end, contractors and grantees of the Commonwealth must certify that they are in compliance with all applicable Pennsylvania state labor and workforce safety laws. Such certification shall be made through the Worker Protection and Investment Certification Form (BOP-2201) and submitted with the bid, proposal or quote. This form is attached as **Appendix H**.

Applicant Response

III-7. Reports and Project Control.

- A. Monthly Contract Management Meetings.** The selected Applicant shall participate in virtual monthly management meetings with the Department to provide an update on all of the selected Applicant's, objectives, outcomes, and status of all tasks. Meetings may be postponed or rescheduled if mutually agreed upon. The selected Applicant will not proceed with any new tasks, initiatives, or programs without the approval of Department. The selected Applicant will be responsible for taking meeting minutes and submitting those to the Department's Grant Administrator within 10 business days of the meeting date.

Applicant Response

- B. Monthly Progress Report.** The selected Applicant shall submit a monthly progress report covering activities as identified on the monthly report form. The monthly report form template will be provided by the Department to the selected Applicant. The monthly report shall be submitted to the Department by the second Friday of every month.

Applicant Response

- C. Annual Report.** The selected Applicant shall submit at the end of each year a report to include a list of Affiliates, the results of the Affiliate site reviews, the number of people served by Affiliates, a summary of the results from participant and Affiliate evaluations, newsletter distributions, training provided, website traffic, an estimated number of families served and any other identified information as determined by the Department's Grant Administrator. The annual report is to be submitted to the Department, 90 calendar days after the end of the service year.

Applicant Response

- D. Annual Performance Evaluation Reports.** All evaluation tools are to be approved by the Department prior to implementation. The selected Applicant shall submit the following, 60 calendar days after the end of the service year:
- a. The selected Applicant must provide to DHS and Affiliates a statewide report of the annual performance evaluations completed by program participants regarding the services received from Affiliates.
 - b. Provide DHS with an annual report of Affiliate performance evaluations.

Applicant Response

- E. Problem Identification Report.** Applicant must provide an "as required" report, identifying problem areas and resolutions to the Department's Grant Administrator. The report must describe the problem and its impact on the overall project and on each affected task. It must list possible courses of action with advantages and disadvantages of each, and include Applicant's recommendations with supporting rationale.

Applicant Response

F. Final Report. The selected Applicant shall complete and submit a final report, 90 calendar days, after the conclusion of the grant period. This report shall:

1. Summarize the results of the service in terminology that will be meaningful to management and others generally familiar with the subject areas. Including but not limited to:
 - a. The number of Affiliates located in each county
 - b. Estimated number of families served
 - c. Number of parent support and education groups held
 - d. Number of trainings provided and topics covered
 - e. Summary of findings from site reviews
 - f. Website and toll-free helpline usage information
 - g. Summary of Child Abuse Prevention Month activities
 - h. Efforts made to recruit new Affiliates
2. Describe data collection, analytical and other techniques used during the study.
3. Summarize findings, conclusions and recommendations developed in each task.
4. Include all supporting documentation; e.g., flow-charts, forms, questionnaires, etc.
5. Recommend a time-phased work plan for implementing the recommendations.

Applicant Response

III-8. Key Performance Standards. The Commonwealth has developed a set of minimum Key Performance Standards defined below, which the selected Applicant must meet, or exceed. The first three months are a transition period and the Department will not impose damages based on a failure to meet performance standards. Where an assessment is defined as an “up to” amount, the dollar value will be set at the discretion of the Department.

The selected Applicant’s performance will be reviewed and assessed as outline below. The Department’s Grant Administrator will give written notice of each failure to meet a performance standard to the selected Applicant. The Department may impose financial assessments for a selected Applicant’s failure to meet the performance standards. If the Department does not assess liquidated damages in a particular instance, the Department is not precluded from pursuing other or future assessments relating to those performance standards and their associated damages.

Describe your ability to meet or exceed these minimum performance standards.

CATEGORY	CRITERIA	IF NON COMPLIANT, AMOUNT OWED
Communication	The selected Applicant will participate in monthly Contract Management Meetings with DHS, be responsible for meeting minutes, and will not proceed with any new tasks, initiatives, or programs without the approval of	Monthly meetings and calls must be scheduled in coordination with the DHS Grants Administrator and attended by at least one representative of the selected Applicant. If the monthly meetings are not attended and the selected Applicant does not seek approval to reschedule from the DHS Grants Administrator prior to the meeting, the Department

	DHS as outlined in, Section III-7.A	may assess liquidated damages not to exceed 1% of the monthly invoice.
Reporting	The selected Applicant shall deliver the Monthly Progress Reports to the designated DHS Grant Administrator by the designated due dates as second Friday of every month, as outlined in Section III-7.B	Monthly Progress Reports must be submitted timely to the DHS Grants Administrator. If the monthly reports are not completed by the due date or does not demonstrate efforts to fulfill the requirements as outlined in the tasks section, and/or the selected Applicant does not obtain approval from the DHS Grants Administrator prior to the due date, the Department may assess liquidated damages not to exceed 1% of the monthly invoice.
Reporting	The selected Applicant must complete and submit an Annual and Final report 90 calendar days after the end of each year and at the conclusion of the grant period, respectively, as outlined in Section III-7.C and F.	Annual and Final Reports must be submitted timely to the DHS Grants Administrator. If the reports are not completed by the due date or do not address all items listed in the tasks section, and/or the selected Applicant does not obtain approval from the DHS Grants Administrator prior to the due date, the Department may assess liquidated damages not to exceed 5% of the total invoice.
Tasks	The selected Applicant shall make the services described in the Work Plan available to Affiliate Agencies and local Children and Youth Agencies across all 67 counties in Pennsylvania as outlined in Section III-5.B.1	All 67 counties shall have access to the services described in the Work Plan provided through Affiliate Agencies. Local Children and Youth Agencies across all 67 counties shall be notified of Affiliates in their area. County data must be represented in the final report. If the selected Applicant does not demonstrate attempts to expand the network of Affiliates so that all 67 counties have access to the services described in the Work Plan, the Department may assess liquidated damages not to exceed 1% of the total final invoice.

- A. For any deficiency, including ones relating to the performance standards, the selected Applicant will prepare and submit a corrective action plan for any observation or finding contained in a notice of deficiency. The selected Applicant must submit the corrective action plan to the Department within ten business days of notification of the deficiency or such longer time as may be agreed to by the Department.
- B. The corrective action plan must include, but is not limited to:
1. Brief description of the findings;
 2. Specific steps the selected Applicant will take to correct the situation or reasons why it believes corrective action is not necessary;
 3. Name(s) and title(s) of responsible staff person(s);

4. Timetable for performance of the corrective action steps;
 5. Monitoring that will be performed to implement corrective action;
 6. Signature of the selected Applicant's Program Manager or a senior executive.
- C. The selected Applicant must implement the corrective action plan within the timeframe agreed to by the parties for that particular corrective action plan. Failure to implement a corrective action plan, in the manner agreed to, may result in further action by the Department, including, but not limited to, a finding of default.
- D. In the event the Department determines a deficiency to be a serious non-compliance with the selected Applicant's obligations under the agreement, the Department may find the selected Applicant in default.

Applicant Response

PART IV

COST SUBMITTAL

IV-1. Cost Submittal. The information requested in this **Part IV** shall constitute the Cost Submittal. The Cost Submittal shall be submitted as a separate attachment, and shall not be submitted as part of the Technical Submittal. The total proposed cost should be broken down into the components set forth in **Appendix E – Cost Submittal Worksheet**. Applicants should **not** include any assumptions in their cost submittals. If the Applicant includes assumptions in its Cost Submittal, the Department may reject the application. Applicants should direct in writing to the Issuing Officer pursuant to **Part I, Section I-8** any questions about whether a cost or other component is included or applies. All Applicants will then have the benefit of the Department's written answer so that all applications are submitted on the same basis.

The Department will reimburse the selected Applicant for work satisfactorily performed after execution of a written agreement and the Effective Date of the grant agreement, in accordance with agreement requirements.