

Pennsylvania State Collection & Disbursement Unit (PA SCDU)

Request for Proposals (RFP) #01-16

Pre-proposal Conference

November 6, 2017

Introductions



- Mac Spiker – Bureau of Financial Operations
- Karen Kern – Bureau of Financial Operations, Project Officer
- Bureau of Child Support Enforcement (BCSE):
 - Bob Patrick, Director
 - Diana Snyder, Division of Financial Services and Transactions (DFST), Supervisor
- Audrey Smith - DGS Bureau of Diversity, Inclusion and Small Business Opportunities

- Attendees

Agenda



pennsylvania
DEPARTMENT OF HUMAN SERVICES

- Introductions
- Ground Rules
- Pre-Proposal Conference Purpose
- Project Background and Goals
- Project Overview
- Critical Points and Focus Areas
- Small Diverse Business/Small Business Overview
- Timeline
- Break / Question Submittal
- Questions
- Adjourn

Ground Rules



- Sign in sheets
- Questions may be submitted in writing on the forms provided by the end of this conference.
- The Commonwealth team will determine which questions may be preliminarily answered.
- Any answers provided are not final until formally issued in writing.
- Any changes to the RFP will be issued as a formal written amendment.
- Any communication shall be made through the RFP Project Officer.

Critical Points



- To minimize delays in proposal evaluation and to avoid rejection of your proposal, read the RFP carefully and submit a complete proposal, including signature. Evaluations will be based on what is submitted. Follow the proposal format as detailed in Part I of the RFP. Include the appropriate heading descriptions, respond to all requirements and provide any other relevant information as an appendix.
- An oral presentation with each Offeror may be requested by the Department.
- Each proposal must have three separately sealed submittals; Technical, Cost, and Small Diverse Business. (Please pay close attention to the number of hardcopy and electronic submittals required.)

Critical Points (cont.)



- Do not include any cost data in the technical portion of your proposal.
- Proposals must be received by 2:00 PM on December 19, 2017.
- The resulting contract will be for a term of six (6) years with two (2) additional one (1) year renewal options.

Critical Points (cont.)



- The RFP will be evaluated based on the following criteria:
 - Technical – 50% (Offeror's proposal must be greater than or equal to 70% of the available technical points)
 - Cost – 30%
 - Small Diverse Business Participation – 20%

- The technical evaluation will be based upon the following criteria:
 - Soundness of Approach;
 - Offeror Qualifications;
 - Personnel Qualifications;
 - Understanding the Problem.

- As detailed in the RFP # 01-16, the Department is seeking an Offeror capable of assuming all responsibilities, services, and operation of the PA SCDU without interruption or disruption of services and business practices to DHS, child support customers, users and business partners. Federal and state law require the SCDU to use automated procedures, electronic processes and computer driven technology to the maximum extent feasible for the efficient and economical collection and disbursement of support payments (42 U.S.C. § 654b). In addition, the SCDU must interface with the Pennsylvania Child Support Enforcement System (PACSES) that performs the support distribution functions mandated under the Family Support Act of 1988.

- Offerors must respond to all areas of the technical submittal and propose how the Offeror will satisfy all of the following Requirements. Please reference the RFP for more information.
 - Disaster Recovery
 - Facility Location
 - Emergency Preparedness
 - Communication
 - Performance Bond and Employee Security Bonding
 - Information Handling

Project Overview (cont.)



- Requirements (cont.):
 - Access to Records
 - Staff Clearances
 - System Interface/Data Exchanges
 - Processing Center
 - Generally Accepted Accounting Principles (GAAP)
 - Lobbying Certification and Disclosure of Lobbying Activities

- Offerors must respond to all areas of the technical submittal and propose how the Offeror will satisfy all of the following Tasks. Please reference the RFP for more information.
 - Transition
 - Collection Processing
 - Disbursement Processing
 - Employer/Non-Wage Withholding Billing Statement Processing
 - Employer's National Medical Support Notice (NMSN) Processing

- Tasks (cont.):
 - Defendant Billing Statement/Payment Coupon, Reprints, State Tax Refund Offset Notice Processing, Special Notice Processing
 - Mailing Operations
 - Customer Service
 - Outreach Support
 - Finance and Banking Services
 - Data/Records Security
 - End of Contract Turnover

- Offerors must respond to all areas of the technical submittal and propose how the Offeror will satisfy the Management Reporting. Please reference the RFP for more information.
- Various Daily, Weekly, and Monthly Reporting for overall project control.
- Any other management reporting upon the Department's request.

Project Overview (cont.)



- Offerors must respond to all areas of the technical submittal and propose how the Offeror could satisfy the Potential Future Enhancements. Please reference the RFP for more information.
 - Enhanced Employer Customer Services
 - National Medical Support Notice (NMSN)
 - FIDM asset freeze and seize services
 - PA SCDU website and support services
 - Enterprise Imaging

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

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Audrey Smith
Procurement Liaison

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

Request for Proposal (RFP) : Format and Template

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

Part I: General Information

- SDB/SB Eligibility and Program Information

Part II: Criteria For Selection

- SDB/SB Evaluation Criteria

Part V: Small Diverse and Small Business Participation Submittal

- Contractual obligations resulting from SDB/SB Submittal

Appendix **G**: Small Diverse Business and Small Business Participation Submittal Form

Appendix **H**: Small Diverse and Small Business Letter of Intent

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

What do I need to know – Part I?

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

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

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What do I need to do – Part I?

- Consider subcontracting opportunities available for small diverse and small businesses
- Search the DGS database of SDBs and SBs and identify SDB/SB business partners for opportunities and inclusion
- Complete and submit with your proposal two (2) paper copies of the following:
 - SDB/SB Participation Submittal Form
 - Small Diverse Business Letter of Intent

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How do I find SDBs and SBs?

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

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

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SDB / SB Participation Submittal

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

Project: RF#01-16 Pennsylvania State Collection & Disbursement Unit

Contractor Firm: _____

Contractor Contact Name: _____ Email: _____

CONTRACTOR INFORMATION:

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

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

SUBCONTRACTING INFORMATION:

Percentage Commitment for SDB and SB Subcontracting Participation

After examination of the contract documents, which are made a part hereof as if fully set forth herein the Contractor commits to the following percentages of the total contract cost for Small Diverse Business and Small Business subcontracting participation.

Small Diverse Business Subcontracting percentage commitment:

_____ % _____ Percent
(Figure) (Written)

Small Business Subcontracting percentage commitment:

_____ % _____ Percent
(Figure) (Written)

Listing SDB and SB Subcontractors

The Contractor must list in the chart below the SDBs and SBs that will be used to meet the percentage commitments provided above. Include the SDB/SB firm name, SDB or SB designation, SDB/SB Primary Contact Information, a description of the service or supplies the SDB/SB will provide, fixed percent of total contract cost committed, estimated dollar value of each commitment, and an indication as to the Contractor's intent to utilize the SDB/SB subcontractor for contract options or renewals. Include as many pages as necessary. Contractor must also include a Letter of Intent as indicated in RFQ Part V, Section V-2 for each SDB/SB listed.

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

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SDB / SB Letter of Intent

APPENDIX H SMALL DIVERSE AND SMALL BUSINESS LETTER OF INTENT

[DATE]

[SDB/SB Contact Name]
Title
SDB/SB Company Name
Address
City, State, Zip]

Dear [SDB/SB Contact Name]:

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

If [Offeror] is the successful vendor, [SDB or SB] shall provide [identify the specific work, goods or services the SDB/SB will perform] during the initial term of the prime contract and during any extensions, options or renewal periods of the prime contract exercised by the Commonwealth, as more specifically set forth below: [identify the specific time periods during the initial contract term and any extensions, options and renewals when the component work, goods or services will be provided or performed.]

These services represent [identify fixed numerical percentage commitment] of the total cost in the [Offeror's] cost submittal for the initial term of the contract. Dependent on final negotiated contract pricing and actual contract usage or volume, it is expected that [SDB or SB] will receive an estimated [identify associated estimated dollar value that the fixed percentage commitment represents] during the initial contract term.

[SDB/SB] represents that it meets the small or small diverse business requirements set forth in the RFP and all required documentation has been provided to [Offeror] for its SDB/SB submission.

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

Sincerely,

Acknowledged,

Offeror Name
Title
Company
Phone number

SDB or SB Name
Title
Company
Phone number

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What do I need to know – Part II?

Raw score will be calculated by crediting commitments to SDBs and SBs in accordance with percentages proposed.

$$\text{SDB/SB Raw Score} = 200 (\text{SDB}\% + (\text{SB}\% \times 1/3))$$

- SDBs are already qualified as a SBs, therefore SDB Proposers are eligible to receive 100% of the SDB/SB points
- Proposer submitting the highest scoring SDB/SB Participation Submittal will receive all available points, with other Proposers' raw scores adjusted pro rata

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How is the SDB/SB Submittal Scored?

Scoring Examples:

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

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What do I need to know – Part V?

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

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What's New?

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

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

Contact Information:

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

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717-787-4834

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

- The Project Timeline includes:
 - 10/20/2017 – RFP # 01-16 is Issued
 - 11/6/2017 – Pre-proposal Conference
 - 11/6/2017 – Deadline to submit questions
 - 11/16/2017 – Answers to Potential Offerors' questions will be posted to the Department of General Services (DGS) website
 - 12/19/2017 – Due date for proposals



Break & Question Submittal

Questions may be submitted in writing on the forms provided during this break or at the end of the conference.

Questions



- To date, 13 written questions have been submitted by email.
- You may submit additional questions today on the forms provided.
- A preliminary response may be provided to any questions submitted.
- We will not answer any question not provided in writing.
- No answer is official until it is answered in writing and posted to the DGS website as an addendum to the RFP.

- This concludes the pre-proposal conference.
- Answers to all questions posed will be posted to the DGS website at <http://www.emarketplace.state.pa.us/Search.aspx> by close of business 11/16/2017.
- No further questions will be entertained or answered.



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Any contact with the Department concerning this RFP
must be through the RFP Project Officer.