

Adult Protective Services (APS)

Request for Proposals (RFP) #05-18

Pre-Proposal Conference

June 7, 2019

Introductions



- Laura Deitz – DHS Bureau of Human Services Licensing, Adult Protective Services Division
- Ross Bowman – DHS Bureau of Procurement & Contract Management, Issuing Officer
- Mac Spiker – DHS Bureau of Procurement & Contract Management
- Audrey Smith – DGS Bureau of Diversity, Inclusion and Small Business Opportunities
- Attendees

Agenda



- 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.
- All communications relating to this procurement shall be made through the RFP Issuing Officer.

- 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 JAGGAER Description Language No. 13B. Include the appropriate heading descriptions, respond to all requirements and provide any other relevant information as an appendix.
- If the Department determines that a need exists, it may request an oral presentation of your proposal.
- Each proposal must have three separately sealed submittals: Technical, Cost, and Small Diverse Business/Small Business (SDB/SB)
 - Offerors must submit a complete response to this RFP in JAGGAER, and submit hard copies to the Issuing Office, using the format provided in JAGGAER Description Language No. 13B. Please pay close attention to the number of hardcopy submittals required.

Critical Points (cont.)



- Do not include any cost data, including cost data for your SDB/SB submittal, in the technical portion of your proposal.
- Proposals (the electronic copy in JAGGAER and the hardcopies) must be received by 12:00 pm EST on July 8, 2019.
- The resulting contract will be for a term of three (3) 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 75% of the available technical points)
 - Cost – 30%
 - SDB/SB Participation – 20%

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

As detailed in the RFP # 05-18, the Department is seeking an Offeror to that is capable of:

- Providing APS in a manner that utilizes the least restrictive alternatives and provides protective services in the most integrated setting.
- Establishing an infrastructure capable of receiving reports of abuse, neglect, exploitation, and abandonment, twenty-four (24) hours, seven (7) days a week and the ability to respond and commence an investigation into allegations within the timeframes required in the APS Act.
- Developing protocols consistent with Department criteria and in coordination with the Department on appropriate investigation techniques.
- Coordinating investigations with state program offices, law enforcement, licensing agencies, and other responsible entities.
- Providing APS to Adults between the ages of 18 and 59 with a physical or mental impairment (Adults) in a manner consistent with the objectives and requirements of the APS Act.
- Completing assessments of Adults who are determined to suffer abuse, neglect, exploitation, or abandonment.

Project Overview (cont.)



- Identifying local resources and supports that assist Adults who are victims of abuse, neglect, exploitation, or abandonment.
- Monitoring the delivery of services on a daily basis, including necessary re-assessments provided to Adults while a service plan is active, and the case has not been closed.
- Maintaining records and other supporting documentation of services provided as required by the Department's record retention policy.
- Providing outreach about APS to populations that service, interact, or advocate for Adults, including information about where to call when abuse, neglect, exploitation, or abandonment may be occurring.
- Seating and maintaining a board of advisors that includes at least 51% representation by Adults and their family members, and which shall meet no less than quarterly.

Project Overview (cont.)



- Maintaining financial records for all aspects of the contract services.
- Maintaining all information in a manner only accessible to the selected Offeror's staff and the Department.
- Conducting all activities in a manner compliant and consistent with the APS Act and subsequent regulations.

- Offerors must respond to all areas of the technical submittal and propose how the Offeror will satisfy each of the following Requirements. Please reference the RFP for more information.
 - Disaster Recovery
 - Emergency Preparedness
 - Conflict Free
 - Staffing
 - Training
 - Resource
 - Staff Clearances
 - Information Handling
 - Legal
 - Lobbying Certification and Disclosure of Lobbying Activities (limited to completion and signature of lobbying form)

- Offerors must respond to all areas of the technical submittal and propose how the Offeror will satisfy each of the following Tasks. Please reference the RFP for more information.
 - Readiness Review
 - Board of Advisors
 - Intake of Calls and Prioritization of Cases
 - Investigation of Cases
 - Determinations of presence of abuse, neglect, exploitation or abandonment
 - Assessments of need and service plan development
 - Providing and purchasing protective services
 - Monitoring protective services
 - Public Education and Outreach
 - Contract Turnover

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



pennsylvania

BUREAU OF DIVERSITY, INCLUSION
AND SMALL BUSINESS OPPORTUNITIES

Audrey Smith
Procurement Liaison

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

What do I need to do ?

- Consider subcontracting opportunities available for small diverse and small businesses
- Identify a general percentage commitment to either or both Small Diverse Businesses (SDBs) and/or Small Businesses (SBs)
- Complete and submit with your proposal via JAGGAER and in hard copy as instructed in JAGGAER Description No. 13:
 - SDB/SB Participation Submittal Form

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

Small Business

- *For-Profit US based business
- *Independently Owned
- *Not dominant in its field
- *No more than 100 full-time equivalent employees
- *The business may not exceed three-year average gross revenues of \$38.5 Million, regardless of business type

Small Diverse Business

- *Minority-Owned
- *Woman-Owned
- *Veteran-Owned
- *Service Disabled Veteran-Owned
- *Disability-Owned
- *Lesbian, Gay, Bi-Sexual, Transgender-Owned

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:

Jaggaer RFP Format

- Description – General Information
- Supplier Attachments
- Questions Group 1.2
 - SDB/SB Participation Submittal Form

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

How do I find SDBs and SBs?

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

<http://www.dgs.internet.state.pa.us/suppliersearch>

Getting Started

Part II Criteria for Selection

- ❖ This section provides an overview of The Department of General Services' Small Diverse and Small Business Program.
- ❖ It includes general information, a review of the eligibility requirements, the RFP SDB/SB evaluation and scoring process, submittal requirements and contract requirements.
- ❖ All reference internet links and explanations of terms can be found here.

PART II

CRITERIA FOR SELECTION

- II-1. **Mandatory Responsiveness Requirements.** To be eligible for selection, a proposal must:
- A. Be timely received from an Offeror (see **Part I, Section I-12**); and
 - B. Be properly signed by the Offeror (see **Part I, Section I-13A**).
- II-2. **Technical Nonconforming Proposals.** The two (2) Mandatory Responsiveness Requirements set forth in **Section II-1** above (A-B) are the only RFP requirements that the Commonwealth will consider to be *non-waivable*. The Issuing Office reserves the right, in its sole discretion, to (1) waive any other technical or immaterial nonconformities in an Offeror's proposal, (2) allow the Offeror to cure the nonconformity, or (3) consider the nonconformity in the scoring of the Offeror's proposal.
- II-3. **Evaluation.** The Issuing Office has selected a committee of qualified personnel to review and evaluate timely submitted proposals. Independent of the committee, DGS' Bureau of Diversity, Inclusion, and Small Business Opportunity (BDISBO) will evaluate the Small Diverse Business and Small Business Participation Submittal and provide the Issuing Office with a rating for this component of each proposal. The Issuing Office will notify in writing of its selection for negotiation the responsible Offeror whose proposal is determined to be the most advantageous to the Commonwealth as determined by the Issuing Office after taking into consideration all of the evaluation factors.
- II-4. **Evaluation Criteria.** The following criteria will be used in evaluating each proposal:
- A. **Technical:** The Issuing Office has established the weight for the Technical criterion for this RFP as 50 % of the total points. Evaluation will be based upon the following in order of importance:
 - Offeror Qualifications
 - Personnel Qualifications
 - Understanding the Problem
 - Soundness of Approach
 - Available Facilities

The final Technical scores are determined by giving the maximum number of technical points available to the proposal(s) with the highest raw technical score. The remaining proposals are rated by applying the Technical Scoring Formula set forth at the following webpage:
<http://www.dgs.pa.gov/Businesses/Materials%20and%20Services%20Procurement/Procurement-Resources/Pages/default.aspx>.

The Forms

SMALL DIVERSE BUSINESSES (SDB) AND SMALL BUSINESSES (SB) PARTICIPATION SUBMITTAL	
Project Description:	
RFP #:	
Proposal Due Date:	
Commonwealth Agency Name:	
OFFEROR (Prime Contractor) INFORMATION	
Offeror Company's Name:	
Offeror Contact Name:	Email:
Title:	Phone:
Is your firm a DGS-Verified Small Diverse Business?	NO ▼ Verif Exp:
Is your firm a DGS-Self-Certified Small Business?	NO ▼ Cert Exp:
<small>To confirm your company's SDB/SB status and expiration, please click or use the following link: http://www.dgs.pa.gov/Businesses/Small-Diverse-Business-Program/Small-Diverse-Business-Verification/Pages/Finding-Small-Diverse-Businesses.aspx#.WVPvzp3D-</small>	
SUBCONTRACTING INFORMATION	
Percentage Commitment for SDB and SB Subcontracting Participation	
<small>After examination of the contract documents, which are made a part hereof as if fully set forth herein, the Offeror commits to each of the following general independent percentages of the total contract cost for Small Diverse Business and Small Business subcontracting participation.</small>	
Small Diverse Business Subcontracting percentage commitment:	
<input type="text"/>	
Small Business Subcontracting percentage commitment:	
<input type="text"/>	

Revised 11/28/2018

Participation Submittal

Section 1 – General Information

- ❖ Project Description – This can be found in the title of the solicitation
- ❖ RFP # - Found on the solicitation cover page
- ❖ Proposal Due Date – Found on the information page of the solicitation
- ❖ Commonwealth Agency Name – Found on the cover and information page of the solicitation
be found in the title of the solicitation

SMALL DIVERSE BUSINESS (SDB) AND SMALL BUSINESS (SB) PARTICIPATION SUBMITTAL	
Project Description:	
RFP #:	
Proposal Due Date:	
Commonwealth Agency Name:	

Participation Submittal

Section 2 – Offeror Information

- ❖ Offeror Company's Name – This should be the name of the Prime respondent to the solicitation.
- ❖ Offeror Contact Name – The name of the authorized representative who can, if and when necessary, provide clarification on the submitted forms. Their official job title and email and phone #.
- ❖ Is the Prime Offeror a DGS- verified SDB or DGS-self-certified SDB? If "Yes" provide expiration date of Verification/Cert.
- ❖ A link to the DGS SDB/SB database is provided for reference purposes.
[Find Small and Small Diverse Businesses.](#)

OFFEROR (Prime Contractor) INFORMATION	
Offeror Company's Name:	
Offeror Contact Name:	Email:
Title:	Phone:
Is your firm a DGS-Verified Small Diverse Business?	YES ▼ Verif Exp:
Is your firm a DGS-Self-Certified Small Business?	NO ▼ Cert Exp:
<p>To confirm your company's SDB/SB status and expiration, please click or use the following link: http://www.dgs.pa.gov/Businesses/Small Diverse Business Program/Small-Diverse-Business-Verification/Pages/Find-Small-Diverse-Businesses.aspx#.WVPvzp3D-</p>	

If "YES", I
the Verifi
Expiration

Participation Submittal

Section 3 – Subcontracting Information

- ❖ Total percent prime contractor commitments made to SDB and/or SB on the Sub Listing form.
- ❖ The SDB and SB point allocation is based entirely on the percentage of the contract cost committed to SDB or SB businesses.

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 Offeror commits to each of the following general independent percentages of the total contract cost for Small Diverse Business and Small Business subcontracting participation.

Small Diverse Business Subcontracting percentage commitment:

Small Business Subcontracting percentage commitment:

Revised 11-28-2018

Participation Submittal

Section 3 - Listing Page

- ❖ Offerors must include a listing of and required information for each of the Small Diverse Businesses and/or Small Businesses with whom they will subcontract to achieve the participation percentages outlined on the Small Diverse Business and Small Business Participation Submittal.
- ❖ To receive points for Small Diverse Business or Small Business participation commitments, the Small Diverse Business or Small Business must be listed in the Department's directory of self-certified Small Businesses and DGS/BDISBO-verified Small Diverse Businesses as of the proposal due date and time.
- ❖ Offerors must include a numerical percentage which represents the total percentage of the total cost in the Cost Submittal that the Offeror commits to paying to Small Diverse Businesses and Small Businesses as subcontractors.

SMALL DIVERSE BUSINESS (SDB) AND SMALL BUSINESS (SB) PARTICIPATION SUBMITTAL						
Listing SDB and SB Subcontractors						
The Offeror must list in the chart below the SDBs and SBs that will be used to meet the percentage commitments provided above, along with the requested information about each SDB and SB Subcontractor. Include as many pages as necessary. Offerors must also include a Letter of Intent (LOI) for each SDB/SB listed. To receive points for SDB or SB participation commitments, the SDB or SB must be listed in the Department's directory of self-certified SBs and DGS/BDISBO-verified SDBs as of the proposal due date and time. The directory of self-certified SBs and DGS/BDISBO-verified SDBs can be accessed at the following link: http://www.dgs.internet.state.pa.us/suppliersearch						
SDB/SB name, percent commitment to SDB/SB, and estimated \$ value of commitment will automatically populate in the LOI tabs.						
Offeror Company's Name						
SDB/SB Subcontractor Name	SDB or SB	Primary Contact Name	Description of Services or Supplies to be Provided	% of Total Contract Cost Commitment	Estimated \$ Value of Commitment for Initial Contract Term	Will SDB/SB be used for Options/ Renewals? (YES/NO)
Total SDB % Commitment						
Total SB % Commitment						

Participation Submittal Form

Section 5 – Letter of Intent

- ❖ Offerors must include a Letter of Intent signed by both the Offeror and the Small Diverse Business or Small Business for each of the Small Diverse Businesses and Small Businesses identified in the Small Diverse Business and Small Business Participation Submittal form
- ❖ At minimum, the Letter of Intent must include the following:
 - The fixed numerical percentage commitment and associated estimated dollar value of the commitment made to the Small Diverse Business or Small Business; and
 - A description of the services or supplies the Small Diverse Business or Small Business will provide; and
 - The timeframe during the initial contract term and any extensions, options and renewals when the Small Diverse Business or Small Business will perform or provide the services and/or supplies; and
 - The name and telephone number of the Offeror's point of contact for Small Diverse Business and Small Business participation; and
 - The name, address, and telephone number of the primary contact person for the Small Diverse Business or Small Business.

MM/DD/YYYY [SDB/SB Contact Name] [Title] [SDB/SB Company Name] [Address] [City, State, Zip] [Email] [Phone #]	Offeror: RFP:
Dear: [SDB/SB Contact Name]	
This letter serves as confirmation of the intent of this offeror to [SDB/SB Contact Name] on the above-referenced RFP issued to [SDB/SB Contact Name].	
If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services 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 in the RFP.	
<i>[Identify the specific time periods during the initial contract term and any extensions, options and renewals when the work, goods or services will be provided or performed]</i>	
Identify the specific work, goods or services the SDB/SB will perform below:	
<i>[Identify the specific work, goods or services the SDB/SB will perform]</i>	
These services represent [SDB/SB Contact Name] 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, the above-referenced SDB/SB will receive an estimated [SDB/SB Contact Name] during the initial contract term.	
The above-referenced 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 the Offeror for its SDB/SB submittal.	
We look forward to the opportunity to [SDB/SB Contact 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, X Offeror Contact Name: Title: Offeror Company's Name:	Acknowledged, X [SDB/SB Contact Name] [Title] [SDB/SB Company Name]

Revised 03-19-2018

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

What do I need to know ?

- Raw score will be calculated by crediting commitments to SDBs and SBs in accordance with percentages proposed.
- To receive utilization credit for SDB or SB participation commitments, the SDB or SB must be listed in the Department's directory of self-certified SBs and DGS/BDISBO-verified SDBs as of the proposal due date and time.
- Based on a maximum total of 200 available points for the SDB/SB Participation Submittal, the scoring mechanism is as follows:

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

- The Offeror submitting the highest scoring SDB/SB Participation Submittal will receive 200 points, with other Offerors' raw scores adjusted pro rata.

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

- The total percentages of Small Diverse Business and Small Business commitments made at the time of proposal submittal, BAFO or contract negotiations, as applicable, become contractual obligations of the selected Offeror upon execution of its contract with the Commonwealth.
- Individual percentage commitments cannot be altered without written approval from BDISBO.
- All SDB/SB commitments must be maintained if the contract is assigned to another prime contractor.
- Selected Offeror must complete and submit quarterly utilization reports which track progress of meeting commitments.
- The Selected Offeror shall notify the Contracting Officer of the Issuing Office and BDISBO when circumstances arise that may negatively impact the selected Offeror's ability to comply with Small Diverse Business and/or Small Business commitments and to provide a corrective action plan. Disputes will be decided by the Issuing Office and DGS.

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

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

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- The Project Timeline includes:
 - May 24, 2019 – RFP #05-18 is Issued
 - June 7, 2019 – Pre-Proposal Conference
 - June 7, 2019 at 5 PM – Deadline to submit questions
 - June 21, 2019 – Answers to Potential Offerors' questions will be posted to the Department of General Services (DGS) website
 - July 8, 2019 at 12 PM – Due date for proposals

Questions



- To date, 37 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.



Break & Question Submittal

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

- 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 June 21, 2019.
- 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 Issuing Officer.