

RFP Enterprise Licensing System

Request for Proposals (RFP) #06-19

Pre-Proposal Conference

January 24, 2020

Agenda



- Introductions
- Ground Rules
- Critical Points
- Pre-Proposal Conference Purpose
- Project Background and Goals
- Project Overview
- Small Diverse Business/Small Business Overview
- Contractor Partnership Program
- Break / Question Submittal
- Questions
- Conclusion
- Adjourn

- Michelle Herring– Bureau of Procurement & Contract Management, Issuing Officer
- Sandy Patterson – Office of Administration, Health and Human Services Delivery Center
- Audrey Smith – DGS Bureau of Diversity, Inclusion and Small Business Opportunities
- Laura Schlaghaufer – DHS Contractor Partnership Program
- Commonwealth staff please stand up and introduce yourselves.
- Attendees please stand up, and state your name and the company you are representing.

Ground Rules



- Sign in sheets.
- Questions must be submitted in writing on the forms provided.
- 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 Addendum posted as a Buyer Attachment.
- Any communication **must** be made to the RFP Issuing Officer.

Critical Points



- To minimize delays in proposal evaluation and to avoid rejection of your proposal, read the RFP carefully and timely submit both an electronic and hard copy of the complete proposal, including signature. Follow the proposal format as detailed in Section 12 of the Description document. Include the appropriate heading descriptions, respond to all requirements and provide any other relevant information as an appendix.
- The Departments intend to request an oral presentation of proposals, including a system demonstration.
- Each proposal must have four separately sealed submittals;
 - Technical;
 - Cost;
 - Small Diverse Business/Small Business; and
 - Contractor Partnership Program.
- Please pay close attention to the number of hardcopy and electronic submittals required.

Critical Points - Continued



- Do not include any cost data in the technical portion of your proposal.
- Proposals **must be received** by 12:00 PM on March 9, 2020.
- The resulting contract will be for a term of five (5) years with the option to extend for two additional two year periods and one additional one year period.
- Please read the **entire** RFP carefully before submitting questions. The answers to many questions may be found in subsequent sections of the RFP.
- The Department will be able to respond in a more expeditious manner if it does not have to respond to questions that only require a reference to another section of the RFP.

Critical Points - Continued



- The technical evaluation will be based upon the following criteria:
 - Soundness of Approach;
 - Offeror Qualifications;
 - Personnel Qualifications;
 - Understanding the Project.
- Offeror's technical submittal must achieve a score of greater than or equal to 75% of the available raw technical points to be eligible for best and final offers and selection for negotiations.
- For those proposals achieving the required technical score, the RFP will be evaluated based on the following criteria:
 - Technical – 50%
 - Cost – 30%
 - Small Diverse Business/Small Business Participation – 20%

Project Background and Goals



- As explained in the RFP #06-19, the Commonwealth is seeking an Enterprise Licensing System (ELS) to address licensing and certification and incident and complaint management needs for multiple agencies, including the Department of Human Services (DHS), Department of Drug and Alcohol Programs (DDAP), Department of Health (DOH), and Department of Aging (PDA).
- The Agencies are seeking a Commercial Off-the-Shelf (“COTS”) or Software as a Service (“SaaS”) solution to meet all the business requirements.
- The Agencies are seeking a functionally rich system in which business functions are met through configuration of the solution, via Application Program Interfaces (“APIs”), or web services to an existing Commonwealth or Federal agency’s system.

Project Background and Goals



- The ELS must provide a standardized enterprise-wide solution that also provides for limited customization by each agency to meet some of their specific needs.

- The following is a list of core business functions that must be included in a solution.
 - Licensing and Certification Management
 - Inspection and Survey Management
 - Complaint and Incident Management
 - Waiver and Exception Management
 - Data Management
 - Time Management
 - Correspondence
 - Provider Usability via a web portal

Project Background and Goals



- Program Office Usability
 - Reporting
 - Security and Compliance
 - System Interfacing to other Commonwealth and federal systems
 - Submission and Processing of Licensing Applications
-
- The solution must include an interoperable incident management module with seamless integration or the incident management module embedded in the product.

 - The selected Offeror must provide a complete solution, including all required hardware, software, and technical support to complete the Project on time and within scope and provide ongoing system maintenance and support.

- Offerors must respond to all areas outlined in the RFP and propose how its Technical Submittal will satisfy all RFP requirements. Please reference the RFP for more information.

- **Technical Submittal, Statement of the Project Section**
 - The Offeror's technical response should demonstrate the Offeror:
 - fully understands the scope of services to be provided;
 - The Offeror's responsibilities;
 - How the Offeror will effectively monitor the contract; and
 - The specific issues and risks of the Project.

 - Statement of the Project found in Section I – 1

 - Management Summary found in Section I – 2

- Technical Submittal Section I-3 Qualifications
 - Subsection A - Company Overview including the corporate history and relevant experience of the Offeror and any subcontractors. Please note, **Appendix B, Corporate Reference Questionnaire** requirements.
 - Subsection B - Prior Experience in implementing technical solutions for health and human services certification and licensing activities and incident and complaint management for projects of similar size and complexity within the past five (5) years.
 - Subsection C - Personnel including the number of staff and the level of work they will be engaged in during the project as described in the RFP. Please note, **Appendix C, Personnel Reference Questionnaire** requirements for key personnel.
 - Subsection D - Subcontractors

- Technical Submittal Section I-4 Training includes:
 - Provide on-site training;
 - Train the Trainer;
 - User manuals, data dictionaries and help files; and
 - Recorded webinars and interactive webinars

- Technical Submittal Section I-5 Financial Capability



- Technical Submittal Section I-6 Work Plan:
 - Transition
 - Master Work Plan components include:
 - Charter
 - Master Schedule
 - Communications Plan
 - Risk and Issue Management Plan
 - Requirements Management Plan
 - Change Management Plan
 - Defect Management Plan
 - Release Management Plan
 - Documentation Management Plan
 - Training Plan
 - Test Plan

- Technical Submittal Section I-6, Work Plan - Continued
 - Master Work Plan components - Continued:
 - Rollback Plan
 - Implementation Plans
 - Disaster Recovery Plan
 - Continuity of Operations Plan
 - Closeout Plan
 - Maintenance and Operations Plan
 - System Security Plan
 - Quality Assurance Plan
 - Data Conversion and Validation Plan
 - Data Retention
 - Turnover
 - Portal Provider Feedback
 - Hosting

- Technical Submittal Section I-7 Requirements
 - System, Cyber and HIPPA Security Plan
 - Lobbying Certification and Disclosure of Lobbying Activities
 - Enterprise Licensing System Support
 - Accessibility
 - System Availability
 - Data Exchange and Interface
 - Federal and State Standards
 - Support System Development Life Cycle Methodology
 - Business Requirements
 - Customer Service Transformation
 - Product Upgrades
 - Commonwealth Specific Upgrade

➤ Cost Matrix (Appendix S)

All worksheets must be filled out completely.

- Deliverable Costs: The agencies are requesting an all-inclusive price for each deliverable.
- Maintenance and Operations: The agencies are requesting a fully loaded, all-inclusive fixed monthly fee that includes all solution costs not defined as a deliverable to include but not be limited to licenses, subscriptions, product upgrades, and ongoing maintenance and operations of the solution; but excludes Commonwealth specific upgrades (RFP Part I, Section I-7L).
- Hosting Costs: The agencies are requesting an all-inclusive annual cost that includes all costs for hosting the solution.
- Commonwealth Specific Upgrades: The agencies are requesting a fully loaded, all-inclusive fixed hourly rate for Commonwealth specific upgrades.
- Formulas are imbedded in the Worksheets. Offerors must verify that all calculations, subtotal costs and grand total costs are accurate.
- Payment for services listed on the Deliverables tab under this contract are made after Commonwealth inspection and acceptance.

➤ Cost Matrix

- Cost Summary Worksheet -
Continued on the next slide

Deliverable	Total Cost
Transition Plan	\$ -
Transition Results Report	\$ -
Master Work Plan	
1. Charter	\$ -
2. Master Schedule ("MS")	\$ -
3. Communications Plan	\$ -
4. Risk and Issues Management Plan	\$ -
5. Requirements Management Plan	\$ -
BRIM	\$ -
RTM	\$ -
6. Change Management Plan	\$ -
7. Defect Management Plan	\$ -
Defect Management Report	\$ -
8. Release Management Plan	\$ -
9. Documentation Management Plan	\$ -
10. Training Plan	\$ -
11. Test Plan	
Integration Test Plan	\$ -
System Test Plan	\$ -
UAT Test Plan	\$ -
12. Rollback Plan	\$ -
13. Implementation Plans	
Phase 1 Implementation Plan	\$ -
Phase 1 Completed Implementation Checklists	\$ -
Phase 2 Implementation Plan	\$ -
Phase 2 Completed Implementation Checklists	\$ -
14. Disaster Recovery Plan ("DR")	\$ -
15. Continuity of Operations Plan ("COOP")	\$ -

- Cost Matrix
 - Cost Summary Worksheet –
Continued from previous slide

16. Closeout Plan	
Phase 1 Closeout Plan	\$ -
Phase 1 Issue Resolution Plans resulting from the Post-Implementation Assessment Report	\$ -
Phase 2 Closeout Plan	\$ -
Phase 2 Issue Resolution Plans resulting from the Post-Implementation Assessment Report	\$ -
17. M&O Plan	\$ -
18. System Security Plan	
Annual Security Assessment	\$ -
ELS System Security Plan	\$ -
19. Quality Assurance Plan	\$ -
20. Conversion plan, including a report of converted data	\$ -
a. Turnover Plan	\$ -
b. Turnover Lessons Learned Report	\$ -
c. Turnover Results Report	\$ -
Provider Portal Feedback Plan	\$ -
Total Deliverable Cost	\$ -

Total Deliverable Cost	\$ -
Total Maintenance and Operations costs Years 1-5	\$ -
Total Hosting Costs Years 1 to 5	\$ -
Commonwealth Specific Upgrades Years 1 to 5	\$ -
Grand Total Costs (Base Years, 1-5)	\$ -

Total Maintenance and Operations costs Years 6 to 10	\$ -
Total Hosting Costs Years 6 to 10	\$ -
Commonwealth Specific Upgrades Years 6 to 10	\$ -
Grand Total Costs (Renewal Years, 6-10)	\$ -

Grand Total Project	\$ -
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RFP 06-19 Overview



➤ Cost Matrix

- Deliverables Worksheet – Costs include original plan and all subsequent updates required throughout the life of the contract.

Task	Deliverable	Estimate	Cost
A. Transition	Transition Plan	5	-
	Transition Results Report	5	-
	Master Work Plan		
B. Program Management	1. Charter	5	-
	2. Master Schedule ("MS")	5	-
	3. Communications Plan	5	-
	4. Risk and Issues Management Plan	5	-
	5. Requirements Management Plan	5	-
	BRIM	5	-
	RTM	5	-
	6. Change Management Plan	5	-
	7. Defect Management Plan	5	-
	Defect Management Report	5	-
	8. Release Management Plan	5	-
	9. Documentation Management Plan	5	-
	10. Training Plan	5	-
	11. Test Plan		
	Integration Test Plan	5	-
	System Test Plan		
	UAT Test Plan	5	-
	12. Rollback Plan	5	-
	13. Implementation Plans		
	Phase 1 Implementation Plan	5	-
Phase 1 Completed Implementation Checklists	5	-	
Phase 2 Implementation Plan	5	-	
Phase 2 Completed Implementation Checklists	5	-	
14. Disaster Recovery Plan ("DR")	5	-	
15. Continuity of Operations Plan ("COOP")	5	-	
16. Closeout Plan			
Phase 1 Closeout Plan	5	-	
Phase 1 Issue Resolution Plans resulting from the Post-Implementation Assessment Report	5	-	
Phase 2 Closeout Plan	5	-	
Phase 2 Issue Resolution Plans resulting from the Post-Implementation Assessment Report	5	-	
17. M&O Plan	5	-	
18. System Security Plan			
Annual Security Assessment	5	-	
ELS System Security Plan	5	-	
19. Quality Assurance Plan	5	-	
20. Conversion plan, including a report of converted data	5	-	
D. Turnover	4. Turnover Plan	5	-
	5. Turnover Lessons Learned Report	5	-
	6. Turnover Results Report	5	-
E. Provider Portal Feedback	Provider Portal Feedback Plan	5	-

➤ Cost Matrix

- Maintenance and Operations Worksheet – Includes all solution costs not defined as a deliverable to include, but not limited to, licenses, subscription, and ongoing maintenance and operations of the solution.

Description	Cost Per Month (Base Term)	Base Term				
		Year 1	Year 2	Year 3	Year 4	Year 5
Fixed Monthly Fee *		\$ -	\$ -	\$ -	\$ -	\$ -

Description	Cost Per Month (Base Term)	Renewal 1	Renewal 2	Renewal 3		
		Year 6	Year 7	Year 8	Year 9	Year 10
Fixed Monthly Fee *		\$ -	\$ -	\$ -	\$ -	\$ -

➤ Cost Matrix

- Hosting Costs – Hosting fees will be paid in equal monthly payments.

Item	Hosting Costs
Year 1	\$ -
Year 2	\$ -
Year 3	\$ -
Year 4	\$ -
Year 5	\$ -
Total Years 1 to 5	\$ -

Item	Hosting Costs
Year 6	\$ -
Year 7	\$ -
Year 8	\$ -
Year 9	\$ -
Year 10	\$ -
Total Years 6 to 10	\$ -

RFP 06-19 Overview



➤ Cost Matrix

- Commonwealth Specific Upgrades – Hours provided are for evaluation purposes only and do not constitute a guarantee of work to be performed or payment to be received.

Description	Fixed Hourly Rate	Estimated annual hours *	Year 1	Year 2	Year 3	Year 4	Year 5
Hourly Rate*	\$ -	1,000	\$ -	\$ -	\$ -	\$ -	\$ -

Description	Fixed Hourly Rate	Estimated annual hours *	Renewal 1		Renewal 2		Renewal 3
			Year 6	Year 7	Year 8	Year 9	Year 10
Hourly Rate*	\$ -	500	\$ -	\$ -	\$ -	\$ -	\$ -

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 Small Businesses (SBs)
- Complete and submit with your proposal via JAGGAER (Question Group 1.2):
 - 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 SB
- *Woman-Owned SB
- *Veteran-Owned SB
- *Service Disabled Veteran- Owned SB
- *Disability-Owned SB
- *Lesbian, Gay, Bi-Sexual, Transgender-Owned SB

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 Section 33.C. – General Information
- RFP 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

SDBSB Language (Question 1.2.1)

- ❖ 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 references to SDB/SB internet links and explanations of terms can be found in the SDBSB language tab.

The Forms

SMALL DIVERSE BUSINESS (SDB) AND SMALL BUSINESS (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 Description Section 1.
- ❖ RFP # 06-19
- ❖ Proposal Due Date – Found in Buyer Attachment Addendum 2 – Calendar of Events
- ❖ Commonwealth Agencies Names– Found in Description Section 1.

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 percentage of prime contractor commitments made to SDBs and SBs on the Sub Listing form.
- ❖ The SDB and SB point allocation is based entirely on the percentage of the contract cost committed to SDB and 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 Tab

- ❖ Offerors must include a listing of and required information for each of the Small Diverse Businesses and 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 Tabs

- ❖ 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,	Acknowledged,
X	X
Offeror Contact Name:	[SDB/SB Contact Name]
Title:	[Title]
Offeror Company's Name:	[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.
- Based on a maximum total of 200 available points for the Small Diverse Business and Small Business Participation Submittal, the scoring mechanism is as follows:

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

- 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 that track progress of meeting commitments.
- Selected Offeror must contact BDISBO if circumstances arise that may affect the ability to comply with contract commitments.
- The Selected Offeror shall notify the Contracting Officer of DHS 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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717-346-8105

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717-787-4834



Contractor Partnership Program

Bureau of Employment Programs
Tanoa Fagan, Bureau Director

What is the Contractor Partnership Program (CPP)?

- CPP was created by the Department of Human Services (DHS) to address workforce needs by connecting beneficiaries of Temporary Assistance for Needy Families (TANF) to jobs while simultaneously helping to fill the hiring needs of employers.
- Entities who are awarded a contract with the DHS to establish a hiring target that supports TANF beneficiaries in obtaining employment with the contractor or its subcontractors.
- DHS staff provide support to entities through connections to Employment and Training Providers throughout the state who can assist in finding qualified job candidates. DHS staff also provide technical assistance.

What are the benefits for Contractors?

- Fulfills workforce needs by connecting entities to a pool of job candidates.
- Connects entities to PA's Employment & Training network who can assist in developing workforce training, hiring and retention at no cost.
- Entities may be eligible for tax credits for hiring individuals receiving TANF such as Work Opportunity Tax Credit and Federal Bonding.

[WOTC](#)

[Federal Bonding Program](#)

- Establishes entities as part of a collective solution to lifting people out of poverty.

RFP Requirements

- The RFP contains an overview of CPP in the CPP Buyer Attachment.
- Offerors should respond to all elements of the CPP Submittal with the objective of meeting the hiring target.
- This submittal will not be part of the scoring criteria, but it must be completed.

Implementing a Hiring Plan

- As part of its CPP submittal, each Offeror will be asked to submit a hiring target.
- Offerors should review the positions they currently offer and anticipate needing not only as a result of being awarded a contract but generally throughout the organization for:
 - Both degree and non-degree positions
 - Subcontractor positions should be considered

How is the hiring target determined?

As part of their CPP submittal, Offerors will report their number of Pennsylvania hires annually for the past three years and calculate their average number of hires per year; the target will be 10% of the average.

**Exemptions can be discussed as appropriate*



Hiring Target Example:

*Company X hired **25** people in 2018, **22** in 2017 and **35** in 2016 in Pennsylvania.*

$(25 + 22 + 35)/3 = 27$ hires on average per year

$10\% \text{ of } 27 = 2.7$

3 CPP hires is the target for each year of the contract

Program Requirements

- Implement the hiring plan as established in your CPP submittal: If awarded a contract, DHS and the Bureau of Employment Programs can work with the entity to implement the hiring plan.
 - Establish a Business Folder in the Commonwealth Workforce Development System (CWDS)
 - Folders are contract specific
 - Folders must be kept updated for accurate contact information
 - Submit quarterly employment reports via CWDS as follows:
 - Q1-October 15
 - Q2-January 15
 - Q3-April 15
 - Q4-July 15
- *Quarterly Reports are required even if no hires were made during the quarter*

How can DHS connect selected Offeror with TANF beneficiaries?

- Selected Offeror can post available positions via PA CareerLink® online: pacareerlink.pa.gov
- DHS can connect entities with local employment and training programs including the Employment Advancement and Retention Network (EARN), Work Ready, and Keystone Education Yields Success (KEYS) providers who work directly with TANF beneficiaries.

What type of positions are typically filled by CPP applicants?

EARN PARTICIPANTS:

- SKILLED JOB SEEKERS
- VARIOUS SKILL LEVELS AND EXPERIENCE

WORK READY PARTICIPANTS:

- ENTRY LEVEL SKILL SET

KEYS PARTICIPANTS:

- INDUSTRY RECOGNIZED CREDENTIALS
- ASSOCIATE DEGREES

What are the responsibilities of oversight staff?

The Bureau of Employment Programs (BEP) and Project Monitors will work together to:

- Provide support to selected Offeror
- Ensure that the selected Offeror designate and maintain a point of contact for CPP purposes
- Support selected Offeror in making connections to job candidates and provide technical assistance as needed
- Conduct outreach when selected Offeror fails to respond to program requests
- Review CPP targets during annual monitoring and targeted technical assistance meetings
- Share quarterly updates, and hold further discussions, if needed



Contact Information

Contractor Partnership Program

Email: RA-BETPCPP@pa.gov

PA CareerLink® online:

pacareerlink.pa.gov

Break/Question Submittal



- You may submit additional questions today on the forms provided.
- Questions must be submitted in writing during this break or at the end of the conference 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 JAGGAER website as an addendum to the RFP.

Questions



pennsylvania
DEPARTMENT OF HUMAN SERVICES

- Question and Answer Period

- This concludes the pre-proposal conference.
- Answers to all questions posed will be posted to JAGGAER by close of business 02/07/2020.
- No further questions will be entertained or answered.
- The Project Timeline includes:
 - 01/06/2020 – RFP 06-19 was Issued
 - 01/24/2020 - Pre-Proposal Conference at 9:00 AM EST
 - 02/07/2020 - Answers to questions posed will be posted in JAGGAER by close of business
 - 03/09/2020 - Due date for proposals. Sealed proposals must be received by the Issuing Office by 12 PM EST

Michelle Herring
Department of Human Services
Bureau of Procurement and Contract Management
Room 832 Health and Welfare Building
625 Forster Street
Harrisburg, PA 17120
mailto: RA-PWRFPQUESTIONS@PA.GOV

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

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