RFP # 08-21

Data Analysis

Q&A

	RFP Section	Question	Answer
1	Data Collection	Please elaborate the Microsoft tools currently being used for data collection?	The Part I, Technical Submittal provides specific direction for which Microsoft tools are leveraged for data. Microsoft Office tools are referenced broadly related to Ad-Hoc Data Analysis. While the tools utilized are dependent on the Ad-Hoc needs, these needs most frequently involve the use of Microsoft Excel.
	RFP Section	Question	Answer
2	IT Systems	Could you please elaborate the number of IT systems of which the data needs to be evaluated and analyzed as part of OCYF and 67 CCYAs?	Part I-5, Work Plan, of the Technical Submittal provides information as it pertains to the Office of Children, Youth and Family ("OCYF") systems. Within the description of each task, any relevant IT systems are referenced. The counties leverage their own county case management systems, as well as other tools for the collection of county data. Offerors are not required to have a high level of familiarity with the county systems' use and structure.
	RFP Section	Question	Answer
3	Technology	Could you please detail out the underlying technology for the new CW CM system?	The Child Welfare Case Management ("CW CM") System has not yet been developed, however, the selected platform is Pegasystems ("PEGA").
	RFP Section	Question	Answer
4	General	Our understanding is that the role of the vendor is limited only to analysis and evaluation of the 67 CCYAs and OCYF data and not to migrate it to the new Child Welfare Case Management (CWCM) system. Please clarify.	The selected Offeror may be asked to play a supportive role in migrating information from the National Youth in Transition Database ("GetNYTD") and the online Child Fatality/Near Fatality ("F/NF") Data Collection Tool into CW CM as the selected Offeror will

	RFP Section	Question	Answer
			maintain these until implementation of CW CM.
	RFP Section	Question	Answer
5	Proposal Format	The requested proposal format and order of content differs between the Technical Submittal instructions included on page 5 of the RFP No. 08-21 GENERAL INFORMATION document and the RFP No. 08-21 PART I TECHNICAL SUBMITTAL document. Which format/content order does OCYF prefer vendors follow?	Offerors should follow the format of Part I, Technical Submittal.
	RFP Section	Question	Answer
6	Section B. Specific Objectives / Training	How many staff are required to be trained on new reporting functionality?	The number of staff who need trained on any new reporting functionality depends upon the specific reporting process and the number of individuals in the county children and youth agency, OCYF, or both, who have responsibilities related to that reporting process.
	RFP Section	Question	Answer
7	Data Format	In what format will the data to meet technical requirements be provided to the contractor? (For example, in XLM, CSV, or via access to data system/warehouse)	Selected Offeror staff who support AFCARS will have limited access necessary to run established and approved reports in the AFCARS data warehouse package. GetNYTD the and F/NF Data Collection Tool data is not in the data warehouse, but rather in the respective systems, both of which the selected Offeror will have access to as the host of those systems. Ad hoc data requests or analysis may involve a variety of formats. The format of other data sources is described as fully as possible within the RFP.
	RFP Section	Question	Answer
8	Appendix R Staffing	Please confirm, per Appendix R 9 a), the Commonwealth is open to vendor staffing offshore (non-domestic) resources.	Offerors should refer to the DA Description, Section 35.C Domestic Workforce Utilization as well as the Domestic Workforce Utilization

	RFP Section	Question	Answer
			Certification, which is located in Additional Required Documentation Questions Group 2.1.
	RFP Section	Question	Answer
9	Section F. pg.20 Ad-Hoc Data Analysis	Regarding Technical Submittal document, Section F. Ad-Hoc Data Analysis, is there a preferred format for the Ad-Hoc data analysis?	The format is driven by the specific ad-hoc request. Some potential formats include, but are not limited to, Microsoft Excel spreadsheet, graph or chart form, Microsoft PowerPoint, or reports.
	RFP Section	Question	Answer
10	Section F. pg.20 Ad-Hoc Data Analysis	Regarding Technical Submittal document, Section F. Ad-Hoc Data Analysis, does CYF have an estimate of the number and frequency of the Ad-Hoc data analysis?	The frequency at which ad-hoc analysis requests are generated varies. As noted in Part I, Section I-5.F, Ad Hoc Data Analysis, the selected Offeror shall have the capacity to respond to up to a maximum of 90 ad-hoc analysis requests per year.
	RFP Section	Question	Answer
11	General Question	Does OCYF use any automated framework to perform Data Quality activities or are they performed manually?	The data quality activities are currently performed manually.
	RFP Section	Question	Answer
12	*Please see beginning of question	Educational Performance of Students in Foster Care Analysis and Reporting - How is this data received and compiled by OCYF currently?	Certain AFCARS data is shared with the Pennsylvania Department of Education ("PDE"), who in turn compare the youth in the file against their Pennsylvania Information Management System ("PIMS") system before returning the findings to OCYF.
	RFP Section	Question	Answer
13	CY28 Report	Can you please elaborate on this excerpt from the RFP? Do you know which data packages are being referred to here? "Once reviewed and approved, OCYF will then forward, to the selected Offeror, a Microsoft Excel spreadsheet containing the aggregate data. The data does not contain individual data, names, or any personal	The county AFCARS data packages will not contain any CY28 data. The data packages are now being generated solely using AFCARS data.

		information. The selected Offeror must include this data in the individual CCYA Data Packages."	
	RFP Section	Question	Answer
14	CQI	Is there an expectation on how soon the below task needs to be completed after the selected Offeror starts? Example - Year 1 or Q1 of Year 1? "The selected Offeror shall provide an information technology framework for the collection, maintenance, and management of Pennsylvania's QSR data and assist in the development and production of documents to communicate statewide and county QSR results to stakeholders. As part of this information technology framework, the selected Offeror shall work with OCYF and the University of Pittsburgh, Child Welfare Resource Center to develop and maintain of an interactive training environment to help OCYF in preparing volunteer reviewers who participate in the QSR."	The RFP does not specify a timeframe by which the Quality Service Review State Reporting Task components of the RFP referenced in the question must be completed, however OCYF expects effort would be made by the selected Offeror to fulfill this Task as quickly as reasonably possible. The timeline proposed by Offerors will be considered as part of the evaluation of applications
	RFP Section	Question	Answer
15	Child Fatality/Near Fatality Collection Tool	Does this below excerpt from RFP mean that the selected Offeror will need to create an online tool for data collected? "The selected Offeror shall maintain the Data Collection Tool online to support CCYAs ease of data entry."	The selected Offeror shall maintain, and potentially add enhancements to, the online data collection tool that has been developed by the current vendor.
	RFP Section	Question	Answer
16	Child Protected Services Annual Report	How is fatality/near fatality data compiled currently? Is there a system that stores these historical results?	The data provided for the purposes of the Annual Child Abuse Report is taken from the Data Collection Tools. The selected Offeror may be required to manually review records in the Child Welfare Information System if the data collection tool is missing certain information. Prior data collection tools were completed through submission of pdf forms which are housed within the current DocuShare collection for the F/NF materials.

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17		CFSP	How is the data collected for this?	Data for the Child and Family Services Plan ("CFSP") is gathered from a variety of different sources. Most of the data is derived from existing data sets, however OCYF may require the selected Offeror to provide consultation and potential solutions for new CFSP reporting needs.
		RFP Section	Question	Answer
18		CFSR Support	Is the selected Offeror required to support data uploads into OMS?	No.
		RFP Section	Question	Answer
19		CFSR Support	Where will the data be extracted from to support data analysis for this task?	The data to support this task is extracted from a variety of different existing data sources depending on the specific analysis needed.
		RFP Section	Question	Answer
20		Family First Prevention Services Act Reporting	Is the selected Offeror expected to support any activities related to file uploads into the Title IV E validation system?	No, the selected Offeror does not support any activities related to the day-to-day end user use of the Title IV-E QA Validation System, which includes, but is not limited to, county invoice file uploads.
		RFP Section	Question	Answer
21		NYTD Online Reports	Are there any existing reports or do they need to be developed the first time? Is there any reporting/dashboarding tool used, or is the Selected offeror expected to recommend it?	Please see Part I-5.C.3 in the Technical Submittal.
		RFP Section	Question	Answer
22		NYTD Data Analysis	Is there any platform/tool in place or is it performed via open source tools like Excel?	Please see Part I-5.C of the Technical Submittal.

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		RFP Section	Question	Answer
23		NYTD	Is the website survey tool www.getnytdpa.org hosted on-prem or on the cloud? What is the maximum allowed downtime for this tool in the event of technical maintenance required?	This tool is hosted in the cloud, using Amazon Web Services ("AWS"). The RFP does not specify a maximum allowed downtime for the tool in the event of technical maintenance, however Part I-8. Performance Standards, requires that any unscheduled downtime of the system during core business hours, whether consecutive or intermittent, cannot exceed six hours per calendar month.
		RFP Section	Question	Answer
24		CYT	Will data extraction from the AFCARS 2.0 system still need to happen three times a year?	OCYF is in the process of confirming what the CVT process will entail following implementation of the AFCARS Final Rule. The Offeror should still address the request in their RFP response in a manner which assumes they are necessary.
		RFP Section	Question	Answer
25		AFCARS	Is there any SLA for the selected offeror to identify Data Quality issues?	OCYF is unable to determine what SLA means within this question. There are no formal Service Level Agreements for this at this time. AFCARS data quality review tasks are assigned to the selected Offeror by the contract manager and specific needs and expectations for each request will be relayed at the time of assignment.
		RFP Section	Question	Answer
26		AFCARS	How are the XML files transmitted from agencies to OCYF? Do they send 2 files - raw and aggregated every week? Are these files uploaded into AFCARS 2.0 automatically?	The county AFCARS data is submitted via a secure file transfer and then retrieved and loaded to the AFCARS 2.0 solutions by the technical teams. Data file updates are requested to be submitted by counties a minimum of once per week.

Q&A

	RFP Section	Question	Answer
27	AFCARS	What is the technology stack used for AFCARS 2.0 Reporting and Front end solution? Is the Selected Offeror required to maintain or provide support to the AFCARS 2.0 reporting and solution?	The selected Offeror is not required to maintain or support either solution.
	RFP Section	Question	Answer
28	AFCARS	AFCARS - It seems AFCAR 2.0 is already implemented; referring to the 3 phases Go Live dates on Page 6 of Appendix F. If that's true, what are tasks referenced in below excerpt of RFP: "The selected Offeror shall assist OCYF and the OCYF vendor for the AFCARS 2.0 solution in design and implementation activities related to the transition from the current AFCARS requirements to the requirements in the Final Rule."	AFCARS 2.0 has been implemented, however, the implementation does not render Appendix F irrelevant. See Attachment 1.
	RFP Section	Question	Answer
29	Key Personnel Reference	The technical document mentions that offeror has to submit minimum of 3 client reference for key personnel - do we need to submit 3 client references in total or 3 references per person?	A minimum of three client references is required for each of the Key Personnel identified.
	RFP Section	Question	Answer
30	Compliance Subject Matter Support	Would DHS provide its staff to work with offeror for the regulatory and compliance related subject matters?	The selected Offeror should be familiar with any federal compliance requirements relevant to Federal Reporting Tasks covered within this RFP. DHS staff are available as subject matter experts where relevant for Tasks within the RFP, including providing information regarding regulations and compliance.
	RFP Section	Question	Answer
31	Data Technology	What are the technology on the data sources (MS SQL, Data Lakes, etc.)? It will help us better align the team and resources.	The Technical Submittal provides information regarding all data sources, except for AFCARS 2.0. The selected Offeror will be a potential end user of the AFCARS 2.0 derived data solution (leverages the data warehouse via IBM COGNOS) and Data Lake solution for the raw data submissions. The selected Offeror

	RFP Section	Question	Answer
			will be an end user of the AFCARS 2.0 Front End solution, a web-based application which also leverages data from the data warehouse.
32	CW CM System	Could the DHS provide information about the statewide implementation of statewide CW CM System?	All information about the CW CM system which OCYF has approved for public release can be found on the following webpage; Child Welfare Case Management (pa.gov).
	RFP Section	Question	Answer
33	Data Quality	What is the current state of data quality? How much time/effort should be estimated for data quality identification, resolution communications, and typical turnaround time from Counties?	The current state of data quality is being assessed in response to the recent changes to AFCARS and OCYF is unable to provide a more specific response. The amount of time needed for identification, communication, and resolution of data quality issues is often dependent on the nature of the issue.
	RFP Section	Question	Answer
34	Technical	Could the DHS identify any bottlenecks and/or high demand for Ad-Hoc Data Analysis requests? What is the seasonality for demand?	There are no bottlenecks or high demands nor is there true 'seasonality' for demand.
	RFP Section	Question	Answer
35	Budget	What is the budget appropriated for initial contract term?	This information is not needed to prepare a response for this RFP.
	RFP Section	Question	Answer
36	RFP Question	Any specific data security concerns?	It is unclear to which data security systems this question pertains. Any sensitive data, including but not limited to personally identifiable information ("PII"), must be managed according to Commonwealth security standards.

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	RFP Section	Question	Answer
	RFP Question	What type of on-the-fly, ad hoc analysis do you typically perform?	The ad hoc data requests handled by the selected Offeror will vary but will involve the data sources referenced in the submission document. There is no 'typical' ad hoc analysis.
37			
	RFP Section	Question	Answer
38	RFP Question	What is the expected volume (size) of your data?	Data is provided by 67 counties and size varies based on the population within the data.
	RFP Section	Question	Answer
39	RFP Question	How often are your current reports dashboard updated? What type of data refresh cadence do you require? Daily?	This question does not address a specific section of the RFP and OCYF is therefore unable answer.
	RFP Section	Question	Answer
40	RFP Question	Are there any requirements to create a central data repository for storing data which can then be utilized for your reporting?	The selected Offeror shall be responsible for the requirements as described in the RFP, as amended. The selected Offeror shall store certain information on DocuShare and SharePoint, dependent upon OCYF needs.
	RFP Section	Question	Answer
41	RFP Question	Is your current bi solution hosted locally or cloud based?	Both GetNYTD and the F/NF Data collection tool are hosted in the cloud (AWS).
	RFP Section	Question	Answer
42	RFP Question	What is the intended budget for this project?	See response to question 35.
	RFP Section	Question	Answer
43	RFP Question	Are you open to using other BI tools like Power BI or Tableau?	Offerors should prepare a proposal in response to the specifications and

			requirements set forth in this RFP and include its technical plan for accomplishing the work.
	RFP Section	Question	Answer
44	RFP Question	When will the implementation of the statewide Child Welfare Case Management ("CW CM") be completed? When the implementation of the statewide Child Welfare Case Management ("CW CM") is completed will that application become the primary source of your data?	Implementation of CW CM is currently anticipated to begin in January of 2025. Once complete, it is anticipated to become the primary data source.
	RFP Section	Question	Answer
45	RFP Question	Can you share your current technical environment with us (including any architecture diagrams)?	OCYF cannot decipher which environment the question is referencing, and therefore cannot provide a response.
	RFP Section	Question	Answer
46	RFP Question	Please provide more detail on how your current data collection and reporting is performed using a combination of legacy and modern information technology ("IT") systems, and Microsoft tools and templates.	The Technical Submittal includes which data sources are collected manually and which leverage IT solutions or Microsoft tools.
	RFP Section	Question	Answer
47	RFP Question	Describe the business challenge you are currently facing with your existing reporting solution and what a successful end state looks like.	The single largest business challenge OCYF currently faces is that case level data does not reside within a state IT system, it exists within the county case management systems and must be provided to OCYF manually in many cases. OCYF is seeking to rectify this issue with the implementation of a future statewide CW CM System.
	RFP Section	Question	Answer
48	Contractor Partnership Program	In Appendix Q, 'Contractor Partnership Program', it is specified that entities who are awarded a contract or agreement valued at a minimum of $5 million through a competitive procurement process are automatically included in CPP. If the initial 3-year contract amount for this project is less than $5MM, but increases to over $5MM if an additional one two-year contract renewal is executed (possible as per	Enrollment in CPP is based on the initial contract term amount.

	RFP Section	Question	Answer
		DA Description PDF Section 25. 'Term of Contract), would the contractor automatically be included in CPP at that time?	
	RFP Section	**Question**	**Answer**
49	Contractor Partnership Program	In Appendix Q Section 3.i, 'RFP Requirements', it is specified that hiring targets are based on the number of new hires at the organization's Pennsylvania offices. Does this include any employee hired by the organization, whether working at a PA-based office location or working remotely at their home in PA? And does this include any employee working within PA regardless of the location of clients served by that employee? For example, if an employee is hired who works in their PA home or a PA-based office but has no client responsibilities within PA, would that employee be included in the CPP hiring target calculation?	All Pennsylvania hires are considered for CPP regardless of work from home status. If the individual is hired and resides in Pennsylvania, they would be considered a Pennsylvania hire regardless of if the work they perform is for out of state clients.
	RFP Section	**Question**	**Answer**
50	Key Personnel	In the Technical Submittal PDF, Section I-3 C. 'Personnel' lists key personnel as 1) Project Manager (s) and 2) Lead Training and Quality Assurance Managers or Supervisors. Is Lead Training Manager(s) or Supervisor(s) and Quality Assurance Manager(s) or Supervisor(s) required to be separate positions held by separate people, or may this be a combined position (Lead Training and Quality Assurance) held by one or more individuals?	The positions referenced are not required to be held by separate people and may be combined or held by one or more individuals. Offerors should demonstrate how any configuration of these positions would be sufficient to meet the resource needs of this Project.
	RFP Section	**Question**	**Answer**
51	Format for Technical Submittal	Is a separate response required for all items where 'Offeror's Response' is indicated on the Technical Submittal PDF, or might some items be combined into one response on the Offeror's Technical Submittal that covers multiple items? For example, under I-5 Work Plan Item A. 'Knowledge Transfer and Transition' may an Offeror combine Item 1 'Prepare Work Plan Phase', Item 2 'Execute Work Plan Phase', and Item 3. 'Completion Phase' into one response that covers all three items? This question is in reference to subsections rather than the main sections outlined in the DA Description document. It is understood that the Technical Submittal must include all major sections outlined in the DA Description PDF.	Offerors may combine responses but should address each requirement of the RFP in their response.

Q&A

	RFP Section	Question	Answer
52	Format for Technical Submittal	Should the Technical Submission include the full text included in the Technical Submission PDF shared on JAGGAER, or only the Offeror's response to each item or question posed within each section?	Either format is acceptable.
	RFP Section	**Question**	**Answer**
53	Format for Technical Submittal	Item 14.B.1. of the DA Description PDF lists 'Training' as a section to be included in the Technical Submittal after 'Qualifications' and before 'Financial Capability'. The Technical Submittal PDF; however, does not include a Training Section in this location. The Technical Submittal PDF goes from I-3. 'Qualifications' to I-4. 'Financial Capability'. Training is included on the Technical Submittal PDF as part of I-5. 'Workplan' and I-6. 'Requirements'. Can you confirm whether a Training section is in fact to be included as a major section after 'Qualifications' and before 'Financial Capability'. If so, what type of information regarding training is to be included in this section?	See the response to Question 5. The Offeror does not need to provide a separate response to Training.
	RFP Section	**Question**	**Answer**
54	SDB/VBE target requirements	Item 13 in the DA Description PDF specifies SDB/VBE project goals of 9% and 3% respectively. Can you confirm whether this means 9% SDB plus 3% VBE for a combined 12%, or is the 3% VBE minimum to be included within the 9% SDB requirement?	As stated in RFP No. 08-21 DA Description (General Information), Section 13, the established goals for this project are 9% SDB and 3% VBE. Additional information regarding SDB and VBE goal setting and requirements can be found the SDB and VBE Participation Submittals located in Questions Group 1.2 and 1.3, Mandatory Responsiveness Requirements as set forth in Section 32 of the DA Description document, and on the Department of General Services, Bureau of Diversity, Inclusion and Small Business Opportunities ("BDISBO") web site.
	RFP Section	**Question**	**Answer**
55	Format for Technical Submittal	Should the Technical Proposal be submitted as a Word document or PDF?	Either format is acceptable.

	RFP Section	Question	Answer
56	Pre-Bid Meeting Attendance	Could you please post the pre-bid meeting attendance with available contact information?	Please see Addendum 1.
	RFP Section	Question	Answer
57	Qualifications - Personnel References	3. The Technical Submittal Sec I-3 C. Personnel mentions that "A minimum of three client references for Key Personnel must be identified" Is three references required for each key personnel team member identified or in total among all key personnel listed?	See response to Question 29.
	RFP Section	Question	Answer
58	Federal Reporting Tasks; CVT	2. The Technical Submittal Sec I-5 C.2 mentions that CVT (caseworker visitation tracking) samples will no longer be required past February 2023. Should row 15 on the "Cost Submittal Worksheet" reflect a price of zero dollars for that line item?	OCYF is confirming what the Caseworker Visitation Tracking ("CVT") process will entail following implementation of the AFCARS Final Rule. Offerors should address this in their RFP response in a manner which assumes the requests are still necessary. See Attachment 1.
	RFP Section	Question	Answer
59	State Reporting Tasks; Semi-Annual Data Packages	1. The Technical Submittal Sec I-5 D.5 mentions that "OCYF will determine if changes are needed" and whether "the task is still required" for the "Semi-Annual Data Packages" task. Has OCYF made those determinations yet?	The selected Offeror is no longer responsible for the development of the AFCARS Data Packages. See Attachment 1.
	RFP Section	Question	Answer
60	Incumbent	Is this a new requirement? Or is there an incumbent vendor providing these services? If so, what is the contract number, vendor name, and term of the contract?	It is unclear what specific requirement is being referenced in this question. There is an incumbent vendor providing some of the services required in the RFP under Contract number 4400010025. The services required under the prior Contract may differ from those in this RFP and offerors should carefully review the requirements of the current RFP in preparation of their Proposal.

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		Question	Answer
	RFP Section	Question	Answer
61	Funding	What is the estimated funding source, or budget for this project? Has funding been secured, or is that expected to take place at a later date?	This information is not needed to prepare a response for this RFP.
	RFP Section	Question	Answer
62	Current Contract	Does a current contract exist for this RFP? If a current contract does exist, could you please provide the contract number?	Refer to the answer for question 60.
	RFP Section	Question	Answer
63	RFP Question	How do you know you're doing well? What are your success metrics? How often do you monitor key success factors?	OCYF utilizes outcomes set forth in federal monitoring processes and has identified key metrics for monitoring to measure success and has set standards for quality practice that are monitored through the Quality Service Reviews.