



pennsylvania

DEPARTMENT OF HUMAN SERVICES

DIVISION OF PROCUREMENT AND CONTRACT MANAGEMENT

March 3, 2016

SUBJECT: Request for Proposal (RFP) 13-15 Identity & Other Verification Services

Dear Prospective Offeror:

You are invited to submit a proposal for the above subject RFP for the Commonwealth of Pennsylvania, Department of Human Services in accordance with the attached Request for Proposal (RFP) 13-15.

All proposals must be submitted as follows:

Hardcopy:

- Technical Submittal: one (1) original and seven (7) copies;
- Cost Submittal: two (2) copies (sealed separately from the Technical and SDB Submittals); and
- Small Diverse Business Submittal (SDB): two (2) copies (sealed separately from the Technical and Cost Submittals).

CD-ROM/Flash Drive:

- Two (2) separate CD-ROM/Flash Drives, each containing complete and exact copies of the proposed submittals; in Microsoft Office or Microsoft Office compatible format and a PDF copy of the Technical (excluding Financial Capability), Cost, and SDB Submittals; and
- One (1) CD-ROM/Flash Drive containing a copy of the redacted version of the Technical Submittal in PDF format.

Proposals must be submitted to the Pennsylvania Department of Human Services, Division of Procurement and Contract Management, Room 402, Health and Welfare Building, 625 Forster Street, Harrisburg, PA 17120. **Proposals must be received at the above address no later than two o'clock P.M. (2:00 P.M.) on May 3, 2016. Late proposals will not be considered regardless of the reason.**

All questions should be directed to the Michelle Herring, Project Officer, Department of Human Services, Office of Administration, Bureau of Financial Operations via e-mail RA-pwrfpquestions@pa.gov **no later than March 17, 2016.** Offerors will be provided with answers to questions asked by any one offeror.



pennsylvania

DEPARTMENT OF HUMAN SERVICES

DIVISION OF PROCUREMENT AND CONTRACT MANAGEMENT

In addition, a Pre-Proposal Conference will be held on Thursday, March 17, 2016 at:

Pennsylvania Training and Technical Assistance Network (PaTTAN)
6340 Flank Drive, Suite 600
Lebanon Room
Harrisburg, PA 17112

Proposals **must** be signed by an official authorized to bind the vendor to its provisions. Also, please include on the cover sheet of the proposal your Federal Identification Number, SAP Vendor Number and the Point of Contact's e-mail address. Evaluation of proposals and selection of vendors will be completed as quickly as possible after receipt of proposals.

Sincerely,

A handwritten signature in black ink that reads "William (Mac) Spiker".

William (Mac) Spiker
Director of Procurement & Contract Management

Attachments

From:

RFP #: 13-15
Due Date: May 3, 2016, 2:00 PM
Department of Human Services
Division of Procurement & Contract Mgmt
Room 402 Health and Welfare Building
625 Forster Street
Harrisburg, PA 17120

Technical Submittal

From:

RFP #: 13-15
Due Date: May 3, 2016, 2:00 PM
Department of Human Services
Division of Procurement & Contract Mgmt
Room 402 Health and Welfare Building
625 Forster Street
Harrisburg, PA 17120

Cost Submittal

From:

RFP #: 13-15
Due Date: May 3, 2016, 2:00 PM
Department of Human Services
Division of Procurement & Contract Mgmt
Room 402 Health and Welfare Building
625 Forster Street
Harrisburg, PA 17120

Small Diverse Business Submittal

Directions to PaTTAN Building

From North

Via Route 22/322 East to I-81 North. Take Exit #72A (Paxtonia). As you exit you will be on Mountain Road. Get into the left lane and go to the traffic light. Turn left onto Allentown Blvd (Route 22). Go to the next light and turn left onto North Blue Ribbon Ave. Go one block and turn right onto Flank Drive. PaTTAN is the third building on the left.

From Northeast

Take Route I-81S to Exit #72 (Linglestown/Paxtonia). At the end of the exit ramp, turn left on to Mountain Road. Get into the left lane and go to the traffic light. Turn left onto Allentown Blvd (Route 22). Go to the next light and turn left onto North Blue Ribbon Ave. Go one block and turn right onto Flank Drive. PaTTAN is the third building on the left.

From South

Via I-83 North across the Susquehanna River. Proceed to the I-83/I-81 junction. Stay in the right lane and take I-81N. Drive approx. 2 miles to the Exit #72A (Paxtonia). As you exit you will be on Mountain Road. Get into the left lane and go to the traffic light. Turn left onto Allentown Blvd (Route 22). Go to the next light and turn left onto North Blue Ribbon Ave. Go one block and turn right onto Flank Drive. PaTTAN is the third building on the left.

From East

From the Pennsylvania Turnpike, take the Harrisburg East, Exit #247. Take Route I-283 North. After approx. 2 miles, follow the sign for I-83/I-81 North (towards Allentown). Take I-83N until you reach the split for I-81. Stay in the right lane and take I-81N. Drive approx. 2 miles and take Exit #72A (Paxtonia). As you exit you will be on Mountain Road. Get into the left lane and go to the traffic light. Turn left onto Allentown Blvd (Route 22). Go to the next light and turn left onto North Blue Ribbon Ave. Go one block and turn right onto Flank Drive. PaTTAN is the third building on the left.

From West

From the Pennsylvania Turnpike, take the Carlisle, Exit #226. Take Route I-81N. Follow approx. 20 miles and take Exit #72A (Paxtonia). As you exit you will be on Mountain Road. Get into the left lane and go to the traffic light. Turn left onto Allentown Blvd (Route 22). Go to the next light and turn left onto North Blue Ribbon Ave. Go one block and turn right onto Flank Drive. PaTTAN is the third building on the left.

**REQUEST FOR PROPOSALS FOR
IDENTITY & OTHER VERIFICATION SERVICES**

ISSUING OFFICE

**COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF HUMAN SERVICES
Office of Administration
Bureau of Financial Operations
Division of Procurement and Contract Management
Room 402 Health & Welfare Building
625 Forster Street
Harrisburg, PA 17120**

RFP NUMBER

13-15

DATE OF ISSUANCE

March 3, 2016

**REQUEST FOR PROPOSALS FOR
IDENTITY & OTHER VERIFICATION SERVICES
RFP No. 13-15**

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CALENDAR OF EVENTS

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

Activity	Responsibility	Date
Deadline to submit Questions via email to Michelle Smith, RA-pwrfpquestions@pa.gov .	Potential Offerors	March 17, 2016
Pre-proposal Conference Pennsylvania Training and Technical Assistance Network (PaTTAN) 6340 Flank Drive, Suite 600 Lebanon Room Harrisburg, PA 17112	DHS/Potential Offerors	March 17, 2016 9:00 am
Answers to Potential Offeror questions posted to the DGS website (http://www.emarketplace.state.pa.us/Search.aspx) no later than this date.	DHS	March 28, 2016
Please monitor website for all communications regarding the RFP.	Potential Offerors	Ongoing
Sealed proposal must be received by the Issuing Office at: Commonwealth of Pennsylvania Department of Human Services Bureau of Financial Operations Division of Procurement and Contract Management Room 402 Health & Welfare Building 625 Forster Street Harrisburg, PA 17120	Offerors	May 3, 2016 2:00 pm

PART I

GENERAL INFORMATION

I-1. Purpose. This request for proposals (“RFP”) provides to those interested in submitting proposals for the subject procurement (“Offerors”) sufficient information to enable them to prepare and submit proposals for the Department of Human Services’ (“DHS” or “Department”) consideration on behalf of the Commonwealth of Pennsylvania (“Commonwealth”) to satisfy a need for Identity and Other Verification Services, and Predictive Analysis (“Project”).

I-2. Issuing Office. DHS Office of Administration, Bureau of Financial Operations (“Issuing Office”) has issued this RFP on behalf of the Commonwealth. The sole point of contact in the Commonwealth for this RFP shall be Michelle Smith, RA-pwrfpquestions@pa.gov, the Project Officer for this RFP. Please refer all inquiries to the Project Officer.

I-3. Scope. This RFP contains instructions governing the requested proposals, including the requirements for the information and material to be included; a description of the services to be provided; requirements which Offerors must meet to be eligible for consideration; general evaluation criteria; and other requirements specific to this RFP.

I-4. Problem Statement. The Department is considering options that may enhance its verification and eligibility determination processes for individuals applying for and renewing their benefits for certain DHS-administered programs. These services will include identity, asset, and income verification services; and Predictive Analysis.

The Department has structured the work included in this RFP into five (5) separate Lots:

- Lot 1 – Identity Verification: consists of verification services that verify an individual’s identity whether the individual applies online, via paper, or by telephone. DHS is interested in obtaining two different types of identity verification services: Interactive Identity Verification, which uses a combination of application data and knowledge-based authentication questions to verify identity; and Non-Interactive Identity Verification which utilizes application data to verify identity.
- Lot 2 – Asset Verification and Identification: consists of verification and identification services, for certain DHS programs, to verify assets included on an individual’s application and to identify assets not indicated on an application.
- Lot 3 – Income Verification and Identification: consists of verification and identification services, for certain DHS programs, to verify income and to identify other sources of income not indicated on an application.
- Lot 4 – Predictive Analysis: Consists of the provision of ongoing automated data analysis for benefit applications that quantitatively assesses the likelihood of eligibility for DHS administered benefits through a numerical score or some other rating system.
- Lot 5 – Income Verification and Identification for purposes of Child Support: consists of identification services for the DHS Child Support program, to verify

income sources in connection with the determination, modification and enforcement of child support obligations.

Additional detail is provided in **Part IV** of this RFP.

I-5. Method of Award. Offerors may propose on one, all, or any combination of the five (5) Lots. Each Lot must be submitted as a separate proposal (Technical, Cost, and Small Diverse Business).

I-6. Type of Contract. If DHS enters into contracts as a result of this RFP, they will be Firm Fixed Price contracts containing the IT Standard Contract Terms and Conditions as shown in **Appendix A**, the DHS Addendum and its attachments as shown in **Appendix B** and the Business Associate Addendum as shown in **Appendix D**. DHS, in its sole discretion, may undertake negotiations with Offerors whose proposals, in the judgment of DHS, show them to be qualified, responsible and capable of performing the Project.

I-7. Rejection of Proposals. DHS may, in its sole and complete discretion, reject any proposal received as a result of this RFP.

I-8. Incurring Costs. DHS is not liable for any costs the Offeror incurs in preparation and submission of its proposals, in participating in the RFP process or in anticipation of award of a contract.

I-9. Pre-proposal Conference. DHS will hold a Pre-proposal conference as specified in the Calendar of Events. The purpose of this conference is to provide an opportunity for clarification of the RFP. Offerors should forward all questions to the Project Officer in accordance with **RFP Part I, Section I-10** to ensure adequate time for analysis before DHS provides an answer. Offerors may also ask questions at the conference. The Pre-proposal conference is for information only. Any answers furnished during the conference will not be official until they have been verified, in writing, by DHS. All questions and written answers will be posted on the Department of General Services' ("DGS") website as an addendum to, and shall become part of, this RFP. Attendance at the Pre-proposal Conference is optional but highly recommended.

I-10. Questions & Answers. If an Offeror has any questions regarding this RFP, the Offeror must submit the questions by email (**with the subject line "RFP No. 13-15 Question"**) to the Project Officer named in **Part I, Section I-2** of the RFP. If the Offeror has questions, they must be submitted via email **no later than** the date indicated on the Calendar of Events. The Offeror shall not attempt to contact the Project Officer by any other means. The Project Officer shall post the answers to the questions on the DGS website by the date stated in the Calendar of Events. An Offeror who submits a question *after* the deadline date for receipt of questions indicated on the Calendar of Events assumes the risk that its proposal will not be responsive or competitive because the Commonwealth is not able to respond before the proposal receipt date or in sufficient time for the Offeror to prepare a responsive or competitive proposal. When submitted after the deadline date for receipt of questions indicated on the Calendar of Events, the Project Officer *may* respond to questions of an administrative nature by directing the questioning Offeror to specific provisions in the RFP. To the extent that DHS decides to respond to a non-administrative question *after* the deadline

date for receipt of questions indicated in the Calendar of Events, the answer must be provided to all Offerors through an addendum.

All questions and responses as posted on the DGS website are considered an addendum to, and part of, this RFP in accordance with RFP **Part I, Section I-11**. Each Offeror shall be responsible to monitor the DGS website for new or revised RFP information. DHS shall not be bound by any verbal information nor shall it be bound by any written information that is not either contained within the RFP or formally issued as an addendum by DHS. DHS does not consider questions to be a protest of the specifications or of the solicitation. The required protest process for Commonwealth procurements is described in **RFP Part I, Section I-28 RFP Protest Procedure**.

I-11. Addenda to the RFP. If DHS deems it necessary to revise any part of this RFP before the proposal response date, the Issuing Office will post an addendum to the DGS website at <http://www.emarketplace.state.pa.us/search.aspx> . It is the Offeror's responsibility to periodically check the website for any new information or addenda to the RFP. Answers to the questions asked during the Questions & Answers period also will be posted to the website as an addendum to the RFP.

I-12. Response Date. To be considered for selection, hard copies of the proposals must arrive at the Issuing Office on or before the time and date specified in the RFP Calendar of Events. DHS will **not** accept proposals via email or facsimile transmission. Offerors who send proposals by mail or other delivery service should allow sufficient delivery time to ensure timely receipt of their proposals. If, due to inclement weather, natural disaster, or any other cause, the Commonwealth office location to which proposals are to be returned is closed on the proposal response date, the deadline for submission will be automatically extended until the next Commonwealth business day on which the office is open, unless the Issuing Office otherwise notifies Offerors. The hour for submission of proposals shall remain the same. DHS will reject, unopened, any late proposals.

I-13. Proposals. To be considered, Offerors should submit a complete response to this RFP to the Issuing Office, using the format provided in **RFP Part II**, providing **eight (8) paper copies of the Technical Submittal, two (2) paper copies of the Cost Submittal and two (2) paper copies of the Small Diverse Business ("SDB") participation Submittal**. In addition to the paper copies of the proposal, Offerors shall submit two **complete and exact** copies of the entire proposal (Technical, Cost and SDB submittals, along with all requested documents) on CD-ROMs or Flash drives in Microsoft Office or Microsoft Office-compatible format. The electronic copy must be a mirror image of the paper copy and any spreadsheets must be in Microsoft Excel. The Offerors may not lock or protect any cells or tabs. Additionally, on two CD-ROMs or Flash drives, include separate folders which contain a complete and exact copy of the entire Technical (excluding financial capability information) and SDB submittals in PDF (portable document format). To the extent that an Offeror designates information as confidential or proprietary or trade secret protected in accordance with RFP Part I, Section I-19, the Offeror must also include one (1) redacted version of the Technical Submittal, also excluding the Financial Capacity information on a CD-ROM or Flash Drive in Microsoft Office or Microsoft Office-compatible format. All CDs or Flash drives should clearly identify the Offeror and include the name and version number of the

virus scanning software that was used to scan the CDs or Flash drives before they were submitted.

Offerors should ensure that no costing information is in the Technical Submittal. Offerors should not reiterate technical information in the Cost Submittal. The Offeror shall make no other distribution of its proposal to any other Offeror or Commonwealth official or Commonwealth consultant. Each proposal page should be numbered for ease of reference. An official authorized to bind the Offeror to its provisions must sign the proposal. If the official signs the Proposal Cover Sheet (**Appendix F** to this RFP) and the Proposal Cover Sheet is attached to the Offeror's proposal, the requirement will be met. For this RFP, the proposal must remain valid until each contract is fully executed. If DHS selects the Offeror's proposal for award, the contents of the selected Offeror's proposal will become, except to the extent the contents are changed through Best and Final Offers or negotiations, contractual obligations.

Each Offeror submitting a proposal specifically waives any right to withdraw or modify it, except that the Offeror may withdraw its proposal by written notice received at the Issuing Office's address for proposal delivery prior to the exact hour and date specified for proposal receipt. An Offeror or its authorized representative may withdraw its proposal in person prior to the exact hour and date set for proposal receipt, provided the withdrawing person provides appropriate identification and signs a receipt for the proposal. An Offeror may modify its submitted proposal prior to the exact hour and date set for proposal receipt only by submitting a new sealed proposal or sealed modification which complies with the RFP requirements.

I-14. Small Diverse Business Information. DHS encourages participation by small diverse businesses as prime contractors, and encourages all prime contractors to make a significant commitment to use small diverse businesses as subcontractors and suppliers.

A SDB is a DGS-verified minority-owned business, woman-owned business, veteran-owned business or service-disabled veteran-owned business.

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.

Questions regarding this Program can be directed to:

Department of General Services
Bureau of Diversity, Inclusion and Small Business Opportunities
Room 611, North Office Building
Harrisburg, PA 17125
Phone: (717) 783-3119
Fax: (717) 787-7052
Email: gs-bsbo@pa.gov
Website: www.dgs.state.pa.us

The Department's directory of BDISBO-verified minority, women, veteran and service disabled veteran-owned businesses can be accessed from: [Small Diverse Businesses](#).

I-15. Economy of Preparation. Offerors should prepare proposals simply and economically, providing a straightforward, concise description of the Offeror's ability to meet the requirements of the RFP.

I-16. Alternate Proposals. DHS has identified the basic approach to meeting its requirements, allowing Offerors to be creative and propose their best solution to meeting these requirements. DHS will not accept alternate proposals.

I-17. Discussions for Clarification. Offerors may be required to make an oral or written clarification of their proposals to DHS to ensure thorough mutual understanding and Offeror responsiveness to the solicitation requirements. The Project Officer will initiate requests for clarification. Clarifications may occur at any stage of the evaluation and selection process prior to contract execution.

I-18. Prime Offerors Responsibilities. The contracts will require the selected Offerors to assume responsibility for all services offered in their proposals whether it produces them itself or by subcontract. DHS will consider the selected Offerors to be the sole point of contact with regard to contractual matters.

I-19. Proposal Contents.

- A. Confidential Information. The Commonwealth is not requesting, and does not require, confidential proprietary information or trade secrets to be included as part of Offerors' submissions in order to evaluate proposals submitted in response to this RFP. Accordingly, except as provided herein, Offerors should not label proposal submissions as confidential or proprietary or trade secret protected. Any Offeror who determines that it must divulge such information as part of its proposal must submit the signed written statement described in subsection C. below and must additionally provide a redacted version of its proposal, which removes only the confidential proprietary information and trade secrets, for required public disclosure purposes.
- B. Commonwealth Use. All material submitted with the proposal shall be considered the property of the Commonwealth and may be returned only at DHS's option. The Commonwealth has the right to use any or all ideas not protected by intellectual property rights that are presented in any proposal regardless of whether the proposal becomes part of a contract. Notwithstanding any Offeror copyright designations contained on proposals, the Commonwealth shall have the right to make copies and distribute proposals internally and to comply with public record or other disclosure requirements under the provisions of any Commonwealth or United States statute or regulation, or rule or order of any court of competent jurisdiction.
- C. Public Disclosure. After the award of the contracts pursuant to this RFP, proposal submissions are subject to disclosure in response to a request for public records made under the Pennsylvania Right-to-Know-Law, 65 P.S. § 67.101, et seq. If a proposal submission contains confidential proprietary information or trade secrets, a signed

written statement to this effect must be provided with the submission in accordance with 65 P.S. § 67.707(b) for the information to be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests. Refer to **Appendix G** of the RFP for a Trade Secret Form that may be used as the signed written statement, if applicable. If financial capability information is submitted in response to Part II of this RFP, such financial capability information is exempt from public records disclosure under 65 P.S. § 67.708(b)(26).

I-20. Best and Final Offers.

A. While not required, DHS may conduct discussions with Offerors for the purpose of obtaining “best and final offers.” To obtain best and final offers from Offerors, DHS may do one or more of the following, in any combination and order:

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

As part of the Best and Final Offer process and in order to demonstrate an Offeror’s capabilities and ability to meet the RFP requirements, Offerors may be required to process a limited data set provided by the Department for the services defined in the RFP. Offerors must be available and prepared to meet and discuss the results with Commonwealth personnel. Note: Offerors will be required to sign a Data Usage and Confidentiality Agreement in order to participate in this phase of the procurement.

B. The following Offerors will **not** be invited by DHS to submit a Best and Final Offer:

1. Those Offerors, which DHS has determined to be not responsible or whose proposals DHS has determined to be not responsive.
2. Those Offerors, which DHS has determined in accordance with **RFP Part III, Section III-5**, from the submitted and gathered financial and other information, do not possess the financial capability, experience or qualifications to ensure good faith performance of a contract.
3. Those Offerors whose score for their Technical Submittal of the proposal is less than 70% of the total amount of technical points allotted to the technical criterion.

DHS may further limit participation in the best and final offers process to those remaining responsible Offerors which DHS has, within its discretion, determined to be within the top competitive range of responsive proposals.

C. The Department will use the Evaluation Criteria found in **RFP Part III, Section III-4**, to evaluate the Best and Final offers.

- D. Price reductions offered shall have no effect upon the Offeror's Technical Submittal. Dollar commitments to SDBs can be reduced only in the same percentage as the percent reduction in the total price offered.

I-21. News Releases. Offerors shall not issue news releases, Internet postings, advertisements or any other public communications pertaining to this Project without prior written approval of DHS, and then only in coordination with DHS.

I-22. Restriction of Contact. From the issue date of this RFP until DHS selects proposals for award, the Project Officer is the sole point of contact concerning this RFP. Any violation of this condition may be cause for DHS to reject the offending Offeror's proposal. If DHS later discovers that the Offeror has engaged in any violations of this condition, it may reject the offending Offeror's proposal or rescind its contract award. Offerors must agree not to distribute any part of their proposals beyond the Issuing Office. An Offeror who shares information contained in its proposal with other Commonwealth personnel or competing Offeror personnel may be disqualified.

I-23. Issuing Office Participation. The selected Offerors shall provide all services, supplies, facilities, and other support necessary to complete the identified work, except as otherwise provided in this **RFP Part I, Section I-23**.

DHS will assign a DHS Project Manager who will manage the administration and monitoring of the contracts resulting from this RFP. The Department will also assign a project manager and technical resources for the implementation of integration with the automated system solution.

I-24. Term of Contract. The term of the contracts will commence on the Effective Date and will end three (3) years after the Effective Date. Subject to performance and other considerations, DHS may extend the contracts on the same terms and conditions for up to two (2) additional one year periods. The Issuing Office will fix the Effective Date after the contracts have been fully executed by the selected Offerors and by the Commonwealth and all approvals required by Commonwealth contracting procedures have been obtained. The selected Offerors shall not start the performance of any work prior to the Effective Date of a contract and the Commonwealth shall not be liable to pay the selected Offerors for any service or work performed or expenses incurred before the Effective Date of the contracts.

I-25. Offeror's Representations and Authorizations. By submitting its proposals, each Offeror understands, represents, and acknowledges that:

- A. The Offeror's information and representations in the proposal are material and important, and DHS may rely upon the contents of the proposals in awarding the contracts. The Commonwealth shall treat any misstatement, omission or misrepresentation as fraudulent concealment of the true facts relating to the proposal submission, punishable pursuant to 18 Pa. C.S. § 4904.
- B. The Offeror has arrived at the prices and amounts in its proposals independently and without consultation, communication, or agreement with any other Offeror or potential offeror.

- C. The Offeror has not disclosed the prices, the amount of the proposals, nor the approximate prices or amounts of its proposals to any other firm or person who is an Offeror or potential offeror for this RFP, and the Offeror shall not disclose any of these items on or before the proposal submission deadline specified in the Calendar of Events of this RFP.
- D. The Offeror has not attempted, nor will it attempt, to induce any firm or person to refrain from submitting a proposal for these contracts, or to submit a proposal higher than its proposals, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.
- E. The Offeror makes its proposals in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.
- F. To the best knowledge of the person signing the proposal for the Offeror, the Offeror, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency and have not in the last **four** years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as the Offeror has disclosed in its proposal.
- G. To the best of the knowledge of the person signing the proposal for the Offeror and except as the Offeror has otherwise disclosed in its proposals, the Offeror has no outstanding, delinquent obligations to the Commonwealth including, but not limited to, any state tax liability not being contested on appeal or other obligation of the Offeror that is owed to the Commonwealth.
- H. The Offeror is not currently under suspension or debarment and has not been precluded from participation in any federally funded health care program by the Commonwealth, any other state or the federal government, and if the Offeror cannot so certify, then it shall submit along with its proposal a written explanation of why it cannot make such certification.
- I. The Offeror has not made, under separate contract with DHS, any recommendations to DHS concerning the need for the services described in its proposals or the specifications for the services described in the proposals.
- J. Each Offeror, by submitting its proposals, authorizes Commonwealth agencies to release to the Commonwealth information concerning the Offeror's Pennsylvania taxes, unemployment compensation and workers' compensation liabilities.
- K. Until the selected Offerors receive a fully executed and approved written contract from DHS, there is no legal and valid contract, in law or in equity, and the Offeror shall not begin to perform.

I-26. Notification of Selection.

- A. Contract Negotiations.** DHS will notify all Offerors in writing of the Offerors selected for contract negotiations after DHS has determined, taking into consideration all of the evaluation factors, the proposals that are the most advantageous to DHS.
- B. Award.** Offerors whose proposals are not selected will be notified when contract negotiations have been successfully completed and DHS has received the final negotiated contracts signed by the selected Offerors.

I-27. Debriefing Conferences. Upon notification of award, Offerors whose proposals were not selected will be given the opportunity to be debriefed. DHS will schedule the debriefing at a mutually agreeable time. The debriefing will not compare the Offeror with other Offerors, other than the position of the Offeror's proposals in relation to all other Offerors' proposals. An Offeror's exercise of the opportunity to be debriefed does not constitute nor toll the time for filing a protest (See RFP **Part I, Section I-28** of this RFP).

I-28. RFP Protest Procedure. Offerors and prospective Offerors who are aggrieved in connection with the solicitation or award of the contracts under this RFP may file a protest with the Department. Any such protest must be in writing and must comply with the requirements set forth in the Commonwealth Procurement Code at 62 Pa.C.S. §1711.1.

Any protest filed in relation to this RFP must be delivered to:

Department of Human Services
Office of Administration, Bureau of Financial Operations
Division of Procurement and Contract Management
Room 402 Health and Welfare Building
625 Forster Street
Harrisburg, Pennsylvania 17120
Attn: Mac Spiker
Email address: wspiker@pa.gov
Fax: 717-214-8104

Offerors and prospective Offerors may file a protest electronically or by facsimile but also must simultaneously send a hard copy of the protest to the address listed above.

I-29. Use of Electronic Versions of this RFP. This RFP is being made available by electronic means. If an Offeror electronically accepts the RFP, the Offeror acknowledges and accepts full responsibility to ensure that no changes are made to the RFP. In the event of a conflict between a version of the RFP in the Offeror's possession and the Issuing Office's version of the RFP, the Issuing Office's version shall govern.

I-30. Information Technology Policies. Services provided as a result of this RFP are subject to the Information Technology Policies (ITPs) issued by the Office of Administration, Office for Information Technology (OA-OIT); and the DHS Business and Technical Standards created and published by DHS. ITPs may be found at <http://www.oa.pa.gov/Policies/Pages/itp.aspx>. The DHS Business and Technical Standards may be found at <http://www.dhs.state.pa.us/provider/busandtechstandards/index.htm>

All proposals must be submitted on the basis that all ITPs and DHS Business and Technical Standards are applicable to this procurement. It is the responsibility of the Offeror to read and be familiar with the ITPs and DHS Business and Technical Standards. Notwithstanding the foregoing, if the Offeror believes that any ITP or DHS Business and Technical Standard is not applicable to this procurement, it must list all such ITPs and DHS Business and Technical Standard in its Technical Submittal, and explain why it believes the ITP or DHS Business and Technical Standard is not applicable. DHS may, in its sole discretion, accept or reject any request that an ITP or DHS Business and Technical Standard not be considered to be applicable to the procurement. The Offeror's failure to list an ITP or Business and Technical Standard will result in its waiving its right to do so later, unless DHS, in its sole discretion, determines that it would be in the best interest of the Commonwealth to waive the pertinent ITPs or DHS Business and Technical Standard.

PART II

PROPOSAL REQUIREMENTS

Offerors must submit their proposals in the format, including heading descriptions, outlined below. To be considered, the proposal must respond to all requirements in this part of the RFP. Offerors should provide any other information thought to be relevant, but not applicable to the enumerated categories, as an appendix to the proposal. All cost data relating to this proposal and all SDB cost data should be kept separate from and not included in the Technical Submittal. Offerors may submit proposals on one or more Lots; however, Offerors must submit each Lot as a separate proposal. Each proposal shall consist of the following **three** separately sealed submittals:

- A. Technical Submittal, which shall be a response to RFP **Part II, Sections II-1 through II-8 and Sections II-11 and II-12;**

The Technical Submittal must include a Transmittal Letter and include Tabs 1 through 13. Offerors must format their technical responses using the following guide:

- o Tab 1: Table of Contents
- o Tab 2: Statement of the Problem
- o Tab 3: Management Summary
- o Tab 4: Work Plan
- o Tab 5: Prior Experience
- o Tab 6: Personnel
- o Tab 7: Training
- o Tab 8: Financial Capability
- o Tab 9: Objections to Standard Terms and Conditions
- o Tab 10: Domestic Workforce Utilization Certification (**Appendix E**)
- o Tab 11: Lobbying Certification and Disclosure (**Appendix C**)
- o Tab 12: Corporate Reference Questionnaire (**Appendix H**)
- o Tab 13: Personnel Reference Questionnaire (**Appendix I**)

- B. Small Diverse Business participation submittal, in response to RFP **Part II, Section II-9;** and

- C. Cost Submittal, in response to RFP **Part II, Section II-10.**

Proposals must follow the following format:

- a. Pages must be 8.5 by 11 inches with right and left margins of one (1) inch; and be double-sided.
- b. Must use Arial or Times New Roman font with a size of twelve (12).
- c. Tab and Section headings, show in **RFP Part II-A, Proposal Requirements, MUST** be used.
- d. Each page of the proposal must include a page number and identification of the Offeror in the page footer.
- e. Materials provided in any Appendix must be specifically referenced by page numbers in the body of the proposal.

DHS may request additional information which, in its opinion, is necessary to ensure that the Offeror's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the RFP.

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

II-1. Tab 2 - Statement of the Problem. State in succinct terms your understanding of the problem presented or the services required by the Lot for which the proposal is being submitted. The Offeror's response should demonstrate that the Offeror fully understands the scope of work for the Lot, the Offeror's responsibilities, and how the Offeror will effectively manage the work as well as ongoing operational support. The statement of the problem should also discuss specific issues and risks associated with the project and should include proposed solutions for each. Page limit: 2 double sided pages.

II-2. Tab 3 - Management Summary. Include a narrative description of the proposed effort and a list of the items to be delivered or services to be provided. The Summary also should condense and highlight the contents of the Technical Submittal in a manner that allows a broad understanding of the entire Technical Submittal. Page limit: 2 double sided pages.

II-3. Tab 4 - Work Plan. Describe in narrative form your technical plan for accomplishing the work, including specifics on the technical solution, how the services are typically implemented and, as applicable, the information being accessed to verify identity, assets, and income. Use the task descriptions in **Part IV** for the Lot for which the proposal is being submitted as your reference point. Modifications of the task descriptions are permitted; however, reasons for changes should be fully explained. Indicate the number of person hours allocated to each task. Include a Program Evaluation and Review Technique ("PERT") or similar type display, time related, showing each event. If more than one approach is apparent, comment on why you chose this approach.

The Offeror should describe its management approach, including how it will implement its proposed work plan. Where possible, the Offeror should provide specific examples of methodologies or approaches it will use to fulfill the Lot requirements and examples of the Offeror's similar experience and approach on comparable projects (most notably for governmental entities). If submitting a proposal for Lots 1, 2, 3, or 5, the Offeror must provide an example of input data elements and output data elements for the services that the Commonwealth can use to determine how these services should be implemented into our information technology system(s). Offerors should include a detailed description of the personnel requirements for the Offeror and the Commonwealth, if selected for award. Additionally, any IT infrastructure, interface, and batch process requirements must also be described.

The Offeror should describe the management controls it will use to ensure the quality of the work and the achievement of all performance requirements. The Offeror should also address its approach to internally monitor and evaluate the effectiveness of meeting the RFP requirements for the Lot.

Include a discussion on the formal and informal communication processes that will be used for the Lot. The work plan must include the planned approach and process for establishing and maintaining communication between all parties and a technical approach that is aligned with all written specifications and requirements contained in section RFP **Part IV** for the Lot.

Describe the approach you will take to establish, capture, document, evaluate, and report on core performance standards for the Lot on which you are proposing and business operation performance, efficiencies, and effectiveness; and provide an outline of your process improvement procedures. The Offeror should also propose any performance standards based upon industry best practices.

II-4. Tab 5 - Prior Experience. For Lots 1-3 and 5, include experience in providing verification and identification services or other similar experience. For Lot 4, include experience in forecasting and probability modeling. The Offeror must have experience in providing the requested services. Of particular interest is the Offeror's experience implementing these services for governmental entities.

Experience shown should be work done by individuals who will be assigned to this work as well as that of your company. Studies or projects referred to must be identified and the name of the customer shown, including the name, address, and telephone number of the responsible official of the customer, company, or agency who may be contacted.

In addition, provide the following information:

- a. **Corporate Background.** The Offeror must describe the relevant experience of the Offeror and any subcontractors. This section must detail information on the ownership of the company (names and percent of ownership), the date the company was established, the date the company began operations, the physical location of the company, and the current size of the company. The Offeror must provide a corporate organizational chart as part of this section.

Offerors must identify any current contracting or subcontracting relationships that may result in a conflict of interest with the requirements of this RFP, including any contract, subcontract or other arrangement in which it or its proposed subcontractors provide IT planning or technical services for DHS enterprise systems.

- b. **References.** The Offeror must provide a list of at least three (3) relevant contacts (non-DHS) within the past three (3) years to serve as corporate references. This list shall include the following for each reference:
 1. Name of contractor
 2. Type of contract
 3. Contract description, including type of service provided
 4. Total contract value

5. Contracting officer's name and telephone number
6. Role of subcontractors (if any)
7. Time period in which service was provided

The Offeror must submit **Appendix H Corporate Reference Questionnaire**, directly to the contacts listed. The references should return the completed questionnaires in sealed envelopes to the Offeror. The Offeror must include these sealed references with its Technical Submittal under **Tab 12**.

The Offeror must disclose any contract cancellations, or terminations within five (5) years preceding the issuance of this RFP. If a contract was canceled or terminated for lack of performance, the Offeror must provide details on the customer's allegations, the Offeror's position relevant to the allegations, and the final resolution of the contract cancellation or termination. For any such cancellations or termination, the Offeror must also include each customer's:

- Company or entity name,
- Address,
- Contact name,
- Phone number, and
- Email address.

Offerors must provide similar organizational background information on any significant subcontractor. A significant subcontractor is defined as an organization undertaking more than ten percent (10%) on a total cost basis of the work associated with a Lot as described in this RFP.

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

II-5. Tab 6 - Personnel. Include those professionals that will be assigned to the project, specifically the implementation and ongoing support team. At a minimum, Offeror must include a project manager, account manager (the project manager may fulfill this role as well), customer support manager, and any other professional or technical personnel that will be engaged in the work for the Lot. Show where these personnel will be physically located during the time they are engaged in the Project.

The Department considers the project manager that is responsible for service implementation and ongoing support services and the account manager that is the main liaison between the Department and the selected Offeror after the initial implementation; to be key personnel. For key personnel, include the employee's name and, through a resume or similar document, the key personnel's education and experience in providing and implementing the solution that is being offered. Indicate the responsibilities each individual will have in this Project and how long each has been with your company.

For all other personnel, identify positions and include position descriptions and responsibilities; and minimum qualifications, including the type of experience required. Identify by name any subcontractors you intend to use and the services they will perform.

Submitted resumes are not to include personal information that will, or will be likely to, require redaction prior to release of the proposal under the Right to Know Law, such as home addresses and phone numbers, Social Security Numbers, Drivers' License numbers or numbers from state identification cards issued in lieu of a Drivers' License, and financial account numbers. If the Commonwealth requires this information for security verification or other purposes, it will request the information separately and as necessary.

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

A minimum of three (3) client references for Key Personnel must be identified and they must be outside clients (non-DHS) who can give information on the individual's experience and competence to perform tasks similar to those requested in the Lot. Key Personnel may be a member of the Offeror's organization, or any subcontractor included in the Offeror's proposal.

The Offeror/Key Staff must submit **Appendix I, Personnel Reference Questionnaire**, directly to the contacts listed. The references should return completed questionnaires in sealed envelopes to the Offeror. The Offeror must include these sealed references with its Technical Submittal under **Tab 13**.

Key Staff Diversions Or Replacements. Once Key Staff is approved by DHS, the selected Offerors may not divert or replace personnel without approval of the DHS Project Manager. The selected Offerors must provide written notice of a proposed diversion or replacement to the DHS Project Manager at least thirty (30) days in advance and provide the name, qualifications, and background check (if required) of the person who will replace the diverted or removed staff. The DHS Project Manager will notify the selected Offerors within ten (10) days of the diversion notice whether the proposed diversion is acceptable and if the replacement is approved.

Divert or diversion is defined as the transfer of personnel by the selected Offerors or its subcontractor to another assignment within the control of either the Offeror or subcontractor. Advance notification and approval does not include changes in key personnel due to resignations, death and disability, dismissal for cause or dismissal as a result of the termination of a subcontract or any other causes that is beyond the control of the selected Offerors or their subcontractor. DHS must approve the replacement staff.

The DHS Project Manager may request that a selected Offeror remove a staff person at any time. In the event that the selected Offeror staff person is removed from the Project, the selected Offerors will have ten (10) days to fill the vacancy with a staff person acceptable in terms of experience and skills, subject to the DHS Project Manager's approval.

II-6. Tab 7 – Training. Indicate recommended training of agency personnel. Include the agency personnel to be trained, the number to be trained, duration of the program, place of training, curricula, training materials to be used, number and frequency of sessions, and number and level of instructors. The training must be held in the Harrisburg, PA area and DHS prefers training in a classroom setting. If an Offeror has found other means of training to be effective for the solution, it should describe that training and its effectiveness.

II-7. Tab 8 - Financial Capability. Describe your company's financial stability and economic capability to perform the contract requirements. Provide your company's financial statements (audited, if available) for the past three fiscal years. Financial statements must include the company's Balance Sheet and Income Statement or Profit/Loss Statements. Also include a Dun & Bradstreet comprehensive report, if available. If your company is a publicly traded company, please provide a link to your financial records on your company website in lieu of providing hardcopies. The Commonwealth may request additional information it deems necessary to evaluate an Offeror's financial capability.

II-8. Tab 9 - Objections and Additions to Standard Contract Terms and Conditions. The Offeror will identify which, if any, of the terms and conditions (contained in **Appendices A and B**) it would like to negotiate and what additional terms and conditions the Offeror would like to add to the standard terms and conditions. The Offeror's failure to make a submission under this paragraph will result in its waiving its right to do so later, but DHS may consider late objections and requests for additions if to do so, in its sole discretion, would be in the best interest of the Commonwealth. DHS may, in its sole discretion, accept or reject any requested changes to the standard terms and conditions. The Offeror shall not request changes to the other provisions of the RFP, nor shall the Offeror request to completely substitute its own terms and conditions for **Appendix A or Appendix B**. All terms and conditions must appear in one integrated contract. The Issuing Office will not accept references to the Offeror's, or any other, online guides or online terms and conditions contained in any proposal.

Regardless of any objections set out in its proposal, the Offeror must submit its proposal, including the cost proposal, on the basis of the terms and conditions set out in **Appendices A and B**. DHS will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in **Appendix A or B or to other provisions of the RFP**.

II-9. Small Diverse Business Participation Submittal.

- A. To receive credit for being a SDB or for subcontracting with a SDB (including purchasing supplies and/or services through a purchase agreement), an Offeror must include proof of SDB qualification in the SDB participation submittal of the proposal, by providing a photocopy of the DGS issued certificate entitled "Notice of Small

Business Self-Certification and Small Diverse Business Verification,” indicating the SDB’s diverse status.

B. In addition to the above verification letter, the Offeror must include in the SDB participation submittal of the proposal the following information:

1. **All** Offerors must include a numerical percentage which represents the total percentage of the work (as a percentage of the total cost in the Cost Submittal) to be performed by the Offeror and not by subcontractors and suppliers.
2. **All** 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 SDBs as subcontractors. To support its total percentage SDB subcontractor commitment, Offeror must also include:
 - a) The percentage and dollar amount of each subcontract commitment to a SDB;
 - b) The name of each SDB. The Offeror will not receive credit for stating that after the contract is awarded it will find a SDB.
 - c) The services or supplies each SDB will provide, including the timeframe for providing the services or supplies.
 - d) The location where each SDB will perform services.
 - e) The timeframe for each SDB to provide or deliver the goods or services.
 - f) A subcontract or letter of intent signed by the Offeror and the SDB for each SDB identified in the SDB Submittal. The subcontract or letter of intent must identify the specific work, goods or services the SDB will perform, how the work, goods or services relates to the Project, and the specific timeframe during the term of the contract and any option/renewal periods when the work, goods or services will be performed or provided. In addition, the subcontract or letter of intent must identify the fixed percentage commitment and associated estimated dollar value that each SDB will receive based on the total value of the initial term of the contract as provided in the Offeror's Cost Submittal. Attached is a letter of intent template which may be used to satisfy these requirements (**Appendix L**).
 - g) The name, address and telephone number of the primary contact person for each SDB.
3. The total percentages and each SDB subcontractor commitment will become contractual obligations once the contract is fully executed.
4. The name and telephone number of the Offeror’s project (contact) person for the SDB information.

C. The Offeror is required to submit **two** copies of its SDB participation submittal. The submittal shall be clearly identified as SDB information and be sealed in its own envelope, separate from the remainder of the proposal.

- D. A SDB can be included in separate proposals as a subcontractor with as many prime contractors as it chooses.
- E. An Offeror that qualifies as a SDB and submits a proposal as a prime contractor is not prohibited from being included as a subcontractor in separate proposals submitted by other Offerors.

II-10. Cost Submittal. The information requested in this RFP **Part II, Section II-10 and Appendix K Cost Submittal** shall constitute the Cost Submittal. The Cost Submittal shall be placed in a separately sealed envelope within the sealed proposal, separated from the Technical and SDB Submittals. For an Offeror's pricing of its submitted proposal, the Department has divided each Lot into the following components:

Lot 1 – Identity Verification:

A. Deliverables:

- 1. Interactive Identity Verification Deliverables
 - a. Start-up Deliverable
 - b. Testing Deliverable
 - c. Implementation Deliverable
- 2. Non-Interactive Identify Verification Deliverables
 - a. Start-up Deliverable
 - b. Testing Deliverable
 - c. Implementation Deliverable
- 3. Turnover Deliverable

B. Transaction Fee: Offerors should provide an all-inclusive transaction fee for each of the following: Interactive Identity Verification and Non-Interactive Identity Verification requirements, as described in **Part IV, Work Statement and Lot 1 of this RFP**. A transaction is defined as an identity verification per person/applicant request from the Commonwealth. **The Offeror should include all costs associated with the Customer Support Center in its Interactive Identity Verification transaction fee.**

Lot 2 – Asset Verification/Identification:

A. Deliverables:

- 1. Start-up Deliverable
- 2. Testing Deliverable
- 3. Implementation Deliverable
- 4. Turnover Deliverable

B. Transaction Fee: Offerors should provide an all-inclusive transaction fee for Asset Verification and Identification requirements, as described in **Part IV, Work Statement and Lot 2 of this RFP**. A transaction is defined as an asset verification/identification per person/applicant request from the Commonwealth.

Lot 3 – Income Verification/Identification:

A. Deliverables:

- 1. Start-up Deliverable

2. Testing Deliverable
3. Implementation Deliverable
4. Turnover Deliverable

B. Transaction Fee: Offerors should provide an all-inclusive transaction fee for Income Verification and Identification requirements, as described in **Part IV, Work Statement and Lot 3 of this RFP**. A transaction is defined as an income verification/identification per person/applicant request from the Commonwealth.

Lot 4 – Predictive Analysis:

A. Deliverables:

1. Start-up Deliverable
2. Testing Deliverable
3. Implementation Deliverable
4. Turnover Deliverable

B. Fixed Monthly Fee: Offerors should provide an all-inclusive monthly fee for all activities to provide the services to meet the requirements and tasks as defined in **Part IV, Work Statement and Lot 4 of this RFP**.

Lot 5 – Income Verification and Identification for purposes of Child Support:

A. Deliverables:

1. Start-up Deliverable
2. Testing Deliverable
3. Implementation Deliverable
4. Turnover Deliverable

B. Fixed Monthly Fee: Offerors should provide an all-inclusive monthly fee for all activities to provide the services to meet the requirements and tasks as defined in **Part IV, Work Statement and Lot 5 of this RFP**.

For any Lot for which the Offeror submits a proposal, the Offeror should complete the Cost Verification tab of **Appendix K** by providing a breakdown of its costs for the deliverables as follows:

A. Direct Labor Costs. Itemize to show the following for each category of personnel with a different hourly rate:

1. Category (e.g., partner, project manager, analyst, senior auditor, research associate).
2. Estimated hours.
3. Rate per hour.
4. Total cost for each category and for all direct labor costs.

B. Labor Overhead. Specify what is included and rate used.

C. Travel and Subsistence. Itemize transportation, lodging and meals per diem costs separately.

D. Consultant Costs. Itemize as in (a) above.

E. Subcontract Costs. Itemize as in (a) above.

F. Cost of Supplies and Materials. Itemize.

G. Other Direct Costs. Itemize.

H. General Overhead Costs. Overhead includes **two** major categories of cost, operations overhead and general and administrative overhead. Operations overhead includes costs that are not **100%** attributable to the service being completed, but are generally associated with the recurring management or support of the service. General and administrative overhead includes salaries, equipment and other costs related to headquarters management external to the service, but in support of the activity being completed. Specify what specific items are included and the rates used.

I. Fee or Profit.

J. Total Cost.

Offerors should **not** include any assumptions in their Cost Submittals. If the Offeror includes assumptions in its Cost Submittal, DHS may reject the proposal. Offerors should direct in writing to DHS pursuant to **Part I, Section I-10**, of this RFP any questions about whether a cost or other component is included or applies. All Offerors will then have the benefit of DHS's written answer so that all proposals are submitted on the same basis.

DHS will reimburse the selected Offerors for work satisfactorily performed after execution of written contracts and the start of the contract term, in accordance with contract requirements, and only after DHS has issued a notice to proceed.

II-11. Tab 10 - Domestic Workforce Utilization Certification. Complete and sign the Domestic Workforce Utilization Certification contained in **Appendix E** of this RFP. Offerors who seek consideration for this criterion must submit in hardcopy the signed Domestic Workforce Utilization Certification Form in the same sealed envelope with the Technical Submittal.

II-12. Tab 11 - Lobbying Certification and Disclosure of Lobbying Activities. This Project will be funded, in whole or in part, with federal monies. Public Law 101-121, Section 319, prohibits federal funds from being expended by the recipient or by any lower tier sub-recipients of a federal contract, grant, loan, or a cooperative agreement to pay any person for influencing, or attempting to influence a federal agency or Congress in connection with the awarding of any federal contract, the making of any federal grant or loan, or entering into any cooperative agreement. All parties who submit proposals in response to this RFP must sign the "Lobbying Certification Form," (attached as **Appendix C** and, if applicable, complete the "Disclosure of Lobbying Activities" form available at: <http://www.whitehouse.gov/omb/assets/omb/grants/sfllin.pdf>. The signed form must be included as **Tab 11** in the Technical Submittal.

PART III

CRITERIA FOR SELECTION

III-1. Mandatory Responsiveness Requirements. To be eligible for selection, a proposal must be:

- A. Timely received from an Offeror;
- B. Properly signed by the Offeror.

III-2. Technical Nonconforming Proposals. The two (2) Mandatory Responsiveness Requirements set forth in **RFP Section III-1** above (A-B) are the only RFP requirements that the Commonwealth will consider to be *non-waivable*. DHS may, in its sole discretion, (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.

III-3. Evaluation. DHS has selected a committee of qualified personnel to review and evaluate timely submitted proposals. Independent of the committee, BDISBO will evaluate the SDB participation submittal and provide DHS with a rating for this component of each proposal. DHS will separately evaluate and score each Lot. DHS will notify in writing of its selection for negotiation the responsible Offerors whose proposals are determined to be the most advantageous to the Commonwealth as determined by DHS after taking into consideration all of the evaluation factors.

III-4. Evaluation Criteria. The following criteria will be used in evaluating each proposal:

- A. Technical:** The Department 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: Soundness of Approach, Offeror Qualification, Personnel Qualifications, and Understanding the Problem. The final Technical scores are determined by giving the maximum number of technical points available to the proposal with the highest raw technical score. The remaining proposals are rated by applying the Technical Scoring Formula set forth at the following webpage: [RFP SCORING FORMULA](#)
- B. Cost:** The Department has established the weight for the Cost criterion for this RFP as 30% of the total points. The cost criterion is rated by giving the proposal with the lowest total cost the maximum number of Cost points available. The remaining proposals are rated by applying the Cost Formula set forth at the following webpage: [RFP SCORING FORMULA](#)
- C. Small Diverse Business Participation:**

BDISBO has established the weight for the SDB participation criterion for this RFP as 20% of the total points. Each SDB participation submittal will be rated for its approach to enhancing the utilization of SDBs in accordance with the below-listed priority ranking and subject to the following requirements:

1. A business submitting a proposal as a prime contractor must perform at least sixty percent (60%) of the total contract value to receive points for this criterion under any priority ranking.
2. To receive credit for an SDB subcontracting commitment, the SDB subcontractor must perform at least fifty percent (50%) of the work subcontracted to it.
3. A significant subcontracting commitment is a minimum of five percent (5%) of the total contract value.
4. A subcontracting commitment less than five percent (5%) of the total contract value is considered nominal and will receive reduced or no additional SDB points depending on the priority ranking.

Priority Rank 1: Proposals submitted by SDBs as prime offerors will receive 15% of the total points. In addition, SDB prime offerors that have significant subcontracting commitments to additional SDBs may receive up to an additional 5% of the total points (20% of total points).

Subcontracting commitments to additional SDBs are evaluated based on the proposal offering the highest total percentage SDB subcontracting commitment. All other Offerors will be scored in proportion to the highest total percentage SDB subcontracting commitment within this ranking. *See formula below.*

Priority Rank 2: Proposals submitted by SDBs as prime contractors, with no or nominal subcontracting commitments to additional SDBs, will receive 15% of the total points.

Priority Rank 3: Proposals submitted by non-small diverse businesses as prime contractors, with significant subcontracting commitments to SDBs, will receive up to 10% of the total points. Proposals submitted with nominal subcontracting commitments to SDBs will receive points equal to the percentage level of their total SDB subcontracting commitment.

SDB subcontracting commitments are evaluated based on the proposal offering the highest total percentage SDB subcontracting commitment. All other Offerors will be scored in proportion to the highest total percentage SDB subcontracting commitment within this ranking. *See formula below.*

Priority Rank 4: Proposals by non-small diverse businesses as prime contractors with no SDB subcontracting commitments shall receive no points under this criterion.

To the extent that there are multiple SDB Participation submittals in Priority Rank 1 and/or Priority Rank 3 that offer significant subcontracting commitments to SDBs, the proposal offering the highest total percentage SDB subcontracting commitment shall receive the highest score (or additional points) available in that Priority Rank category and the other proposals in that category shall be scored in proportion to the highest

total percentage SDB subcontracting commitment. Proportional scoring is determined by applying the following formula:

$$\frac{\text{SDB \% Being Scored}}{\text{Awarded/Additional Highest \% SDB Commitment}} \times \frac{\text{Points/Additional}}{\text{Points Available*}} = \text{SDB Points}$$

Priority Rank 1 = 50 Additional Points Available
Priority Rank 3 = 100 Total Points Available

Please refer to the following webpage for an illustrative chart which shows SDB scoring based on a hypothetical situation in which the Commonwealth receives proposals for each Priority Rank: [RFP SCORING FORMULA](#)

- D. Domestic Workforce Utilization:** Any points received for the Domestic Workforce Utilization criterion are bonus points in addition to the total points for this RFP. The maximum amount of bonus points available for this criterion is 3% of the total points for this RFP.

To the extent permitted by the laws and treaties of the United States, each proposal will be scored for its commitment to use domestic workforce in the fulfillment of the contract. Maximum consideration will be given to those Offerors who will perform the contracted direct labor exclusively within the geographical boundaries of the United States or within the geographical boundaries of a country that is a party to the World Trade Organization Government Procurement Agreement. Those who propose to perform a portion of the direct labor outside of the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement will receive a correspondingly smaller score for this criterion. See the following webpage for the Domestic Workforce Utilization Formula: [RFP SCORING FORMULA](#) Offerors who seek consideration for this criterion must submit in hardcopy the signed Domestic Workforce Utilization Certification Form in the same sealed envelope with the Technical Submittal. The certification will be included as a contractual obligation when the contract is executed.

III-5. Offeror Responsibility. To be responsible, an Offeror must submit a responsive proposal and possess the capability to fully perform the contract requirements in all respects and the integrity and reliability to assure good faith performance of the contract.

In order for an Offeror to be considered responsible for this RFP and therefore eligible for selection for best and final offers or selection for contract negotiations:

- A. The total score for the Technical Submittal of the Offeror’s proposal must be greater than or equal to **70%** of the **available technical points**; and
- B. The Offeror’s financial information must demonstrate that the Offeror possesses the financial capability to ensure good faith performance of a resulting contract. DHS will review the Offeror’s previous three financial statements, any additional information received from the Offeror, and any other publicly-available financial

information concerning the Offeror, and assess each Offeror's financial capacity based on calculating and analyzing various financial ratios, and comparison with industry standards and trends.

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

Further, DHS will award the contracts only to Offerors determined to be responsible in accordance with the most current version of Commonwealth Management Directive 215.9, Contractor Responsibility Program.

III-6. Final Ranking and Award.

- A. After any best and final offer process is conducted, for each Lot and for those proposals achieving the required technical score, DHS will combine the evaluation committee's final technical scores, BDISBO's final SDB participation scores, the final cost scores, and when applicable, the domestic workforce utilization scores, in accordance with the relative weights assigned to these areas as set forth in this Part.
- B. For each Lot, DHS will rank responsible Offerors according to the total overall score assigned to each, in descending order.
- C. DHS must select for contract negotiations the Offeror with the highest overall score for each Lot; PROVIDED, HOWEVER, THAT AN AWARD WILL NOT BE MADE TO AN OFFEROR WHOSE PROPOSAL RECEIVED THE LOWEST TECHNICAL SCORE AND HAD THE LOWEST COST SCORE OF THE RESPONSIVE PROPOSALS RECEIVED FROM RESPONSIBLE OFFERORS. IN THE EVENT SUCH A PROPOSAL ACHIEVES THE HIGHEST OVERALL SCORE, IT SHALL BE ELIMINATED FROM CONSIDERATION AND AWARD SHALL BE MADE TO THE OFFEROR WITH THE NEXT HIGHEST OVERALL SCORE.
- D. For one, all, or any combination of the Lots, DHS has the discretion to reject all proposals or cancel the request for proposals, at any time prior to the time a contract is fully executed, when it is in the best interest of the Commonwealth. The reasons for the rejection or cancellation shall be made part of the contract file.

PART IV

WORK STATEMENT

IV-1. Objectives.

- A. General.** Currently, Pennsylvanians may be entitled to various forms of assistance, based on income and other eligibility requirements. The Medical Assistance (“MA”) Program, Supplemental Nutrition Assistance Program (“SNAP”), Low Income Heating Assistance Program (“LIHEAP”), and Temporary Assistance For Needy Families (“TANF”) Program are some of the high volume programs administered in DHS. In addition, DHS provides support services for individuals with intellectual disabilities as well as those suffering from mental illness. DHS provides services to a wide range of age groups as well. Children and their families receive support through the school lunch program, foster care services, child support enforcement, and various forms of child wellness initiatives. Our elderly population is served through long-term living support services. Finally, we regulate thousands of facilities throughout the Commonwealth to serve our citizens.

Currently, DHS utilizes multiple automated and manual processes to conduct verifications of information submitted by individuals and to determine eligibility. DHS is seeking to broaden current verification and identification services and develop a Predictive Analysis as part of its efforts to ensure program integrity, improve customer service, provide operational efficiencies, and augment management tools.

- B. Specific.** DHS is seeking qualified Offerors to provide for the implementation and continued operational support of **automated** verification and identification services, and the development and support of Predictive Analysis services utilizing information provided by individuals during the process of applying for DHS programs. The Department will not consider and may reject as unresponsive any proposal that includes a non-automated solution to meet the requirements of the RFP. The Department will consider any solution which provides the verification, identification, and Predictive Analysis results to the Department via an automated process an automated solution. Further, the Department will not select any Offeror or subcontractor to the Offeror for contract award if the Offeror or subcontractor provides IT planning or technical services for DHS enterprise systems.

The objectives that will be achieved via this solicitation include:

1. Greater confidence in an individual’s identity
2. Greater confidence in the identification of fraudulent applications
3. Promotion of operational efficiencies and positive user experiences for DHS and county staff and an individual including:
 - a. Reducing the number and level of effort associated with the verifications, thus decreasing processing timeframes and increasing worker efficiency; and
 - b. Utilizing technology to automatically validate information submitted rather than performing outreach to the individual.

4. Provision of a management tool for determining the likelihood of an applicant to be determined eligible and effectiveness of application processing policies and procedures.

IV-2. Nature and Scope of the Project. In an effort to ensure that an individual's identity is protected when applying for Department program services, as well as to verify information submitted on applications and for child support purposes, DHS is seeking Offerors to provide a variety of verification and identification services and Predictive Analysis services. The scope of work will encompass required services and populations as well as potential additional services and populations.

Required verification and identification services and Predictive Analysis include:

A. Lot 1 – Identity Verification:

1. **Interactive Identity Verification** (also known as Remote Identity Proofing (“RIDP”)) will use demographic data supplied by an individual who is applying online via Commonwealth internet portal to be prompted with knowledge based authentication questions to verify identity on a real time basis. Services include a Customer Support Center to assist individuals with any Interactive Individual Identity Verification questions. The hours of operation will be Monday through Friday, 8:00 AM – 4:30 PM EST, not including state holidays.
 - a. **Population.** Initially, the population of individuals to be identified using the Interactive Identity Verification are individuals who have not received an identity verification (Interactive Identity Verification or Non-Interactive Identity Verification) within the previous three years. At initial implementation, an individual will have an option to use this verification method.
 - b. **Approximate Volume.** The Department estimates the approximate volume of individuals opting to utilize an Interactive Identity Verification to be 100,000 in the first year, 4,000 in the second year and 4,160 in the third year.
2. **Non-Interactive Identity Verification** will use individual demographic data collected on DHS applications submitted by an individual either online when the individual does not perform or pass an Interactive Identity Verification, on paper, or via the DHS customer support center to verify identity on a near real time basis. The Non-Interactive Identity Verification service will be executed from an existing DHS Information System and the results will be returned to a DHS Information System.
 - a. **Population.** Initially, the population of individuals to be identified using the Non-Interactive Identity Verification Service are individuals who have not received an identity verification (Interactive Identity Verification or Non-Interactive Identity Verification) within the previous three years or opted to not utilize the Interactive Identity Verification when applying online.
 - b. **Approximate Volume.** The Department estimates the approximate volume of individuals requiring a Non-Interactive Identity Verification as 1.9 million in the first year, 76,000 in the second year and 79,000 in the third year.

- B. Lot 2 - Asset Verification and Identification:** The Asset Verification services will be used to verify assets disclosed on applications and identify assets not indicated on the application, **except** for Modified Adjusted Gross Income (“MAGI”) Medicaid Program and Supplemental Nutrition Assistance Program (“SNAP”) applications; and may be expanded to other programs in the future. This service will be triggered from a DHS Information System during application processing.
1. **Population.** Initially, the population of individuals requiring asset verification will be all individuals applying for Long Term Care and non-MAGI MA benefits, and potentially expanded to additional programs.
 2. **Approximate Volume.** The Department estimates the approximate volume of individuals requiring Asset Verification to be 760,000 in the first year, 790,000 in the second year and 825,000 in the third year.
- C. Lot 3 - Income Verification and Identification:** The Income Verification services will be used to verify income disclosed on applications and identify income not indicated on an application. For DHS Programs, this verification service will be triggered from a DHS Information System during application processing.
1. **Population.** Initially, the population of individuals requiring income verification will be individuals applying for all DHS benefit programs.
 2. **Approximate Volume.** The Department estimates the approximate volume of individuals requiring Income Verification to be 2 million in the first year, 2.08 million in the second year and 2.16 million in the third year.
- D. Lot 4 – Predictive Analysis:** The selected Offeror for Predictive Analysis services will provide a metric indicating the likelihood of acceptance for Department benefits. Considerations in deriving the metric include but are not limited to identity verification (Lot 1), asset verification and identification (Lot 2), income verification and identification (Lot 3), existing DHS policies and information, and any other information the Offeror has available to consider in providing the metric. Refer to www.compass.state.pa.us for Department’s eligibility information. The selected Offeror must be able to adjust the metric to accept missing information and categorize each application into a defined classification for the probability of approval of DHS administered benefits. This analysis will be triggered from a DHS Information System during the application process. This analysis may be expanded to include renewals and re-certifications.
1. **Population.** Initially, the population of applications to have an associated output will be for DHS administered MA, TANF, and SNAP programs.
 2. **Approximate Volume.** The Department estimates the approximate volume of applications to be assessed as 3.7 million annually. If expanded to include renewals and re-certifications, the Department estimates the volume to be 2.1 million annually in addition to the application volume.
- E. Lot 5 - Income Verification and Identification in support of the Child Support Program:** For Lot 5 Income Verification and Identification services, the selected Offeror will verify and identify income information for purposes of the DHS Child Support Program. This verification service will be triggered from a DHS Information System upon request of a daily batch process or a real-time request. This service may be expanded to integrate directly into a DHS Information System.

1. **Population.** Initially, the population of cases requiring income verification will be number of charging order child support cases, approximately 250,000.
2. **Approximate Volume.** The Department estimates the approximate volume of cases requiring this verification will total 750,000 individuals annually.

IV-3. General Requirements for all Lots.

A. Protect and Secure Personal Identifiable Information.

1. The selected Offerors must protect and secure personal identifiable information in a manner consistent with all RFP requirements, IT policies and in conformance with all federal and state laws, regulations, and policies.
2. In its proposal, the Offeror must explain how information is secured once it is received, as well as what information is retained and for what period of time.

B. Implementation and Operational Support.

1. The selected Offerors will provide a project manager as a point of contact (“POC”) for all activities related to the Lot implementation and the contract services.
2. Each selected Offeror will provide subject matter experts to work with DHS stakeholders for initial implementation activities and tasks as well as post-implementation assistance and troubleshooting support.
3. For services within its Lot, the selected Offeror will provide consulting services for the design, testing and implementation of services, including interface requirements, interpretation of verification results, and error processing.
4. The selected Offerors will provide DHS with all system specifications, file formats and system design considerations upon execution of a contract.
5. For services within its Lot, the selected Offeror will provide DHS with a testing environment and secure connectivity for development and testing of services.
6. For services within its Lot, the selected Offeror will provide DHS with a production environment and secure connectivity for operation of the services.
7. For services within its Lot, the selected Offeror will provide training on all administrative tools used to support implementation and integration.
8. In its proposal, Offerors must provide information around scheduled maintenance outages and the impact to transaction processing.

C. Adherence to Commonwealth Standards.

1. Selected Offerors must comply with applicable state and federal law and regulations and guidelines which includes, but is not limited to:
 - a. Federal Information Processing Standards (“FIPS”). FIPS documents are located at: <http://www.nist.gov/itl/fipscurrent.cfm>
 - b. Code of Federal Regulations, 45 CFR Part 95, Subpart F – Automatic Data Processing Equipment and Services – Conditions for Federal Financial Participation (“FFP”) located at: http://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title45/45cfr95_main_02.tpl
 - c. Health Insurance Portability and Accountability Act (“HIPAA”) laws, regulations and the Business Associate Addendum (Appendix D).
 - d. IRS Publication 1075 Tax Information Security Guidelines for Federal, State and Local Agencies.

2. The selected Offerors must comply with all privacy and security requirements defined in HIPAA, regulations and the Business Associate Addendum (Appendix D) and take specific steps to protect Protected Health Information (“PHI”). Selected Offerors must appropriately encrypt, and secure all sensitive, confidential and PHI electronic data that is transmitted or emailed.
3. Offerors must identify any DHS data that will reside on any of the Offerors’ technology platforms and describe the business need for maintaining the data elements in their proposal. At the termination or conclusion of its contract, a selected Offeror must remove and destroy all DHS data and provide a letter of certification indicating that the data destruction has been completed.
4. The selected Offerors must adhere to the Requirements for Non-Commonwealth Hosted Applications/Services provided in **Appendix J**.

D. Disaster Recovery (“DR”). The selected Offerors must utilize reasonable data backup and disaster recovery procedures to prevent loss of information and minimize interruption in the use of the proposed system.

1. The Offeror must describe its data backup and disaster recovery plans for restoring and maintaining operations during natural or human-induced disasters, or any other occurrence that damages systems or data.
2. The Offeror must provide detailed information regarding its backup and DR systems, architecture/frameworks, capabilities, governance, and procedures.
3. The Offeror must describe how the Offeror’s backup and disaster recovery plans enable the continuation of critical business processes for the protection and security of the data, and support compliance with the required data restoration and system availability timeframes as described in the Performance Standards for the Lot.
4. The Offeror must describe the frequency of review and update of the data backup and DR plan.
5. The Offeror must describe the DR recovery plan testing process and testing frequency.

E. Emergency Preparedness. To support continuity of operations during an emergency, including a pandemic, the Commonwealth needs a strategy for maintaining operations for an extended period of time. One part of this strategy is to ensure that essential contracts that provide critical business services to the Commonwealth have planned for such an emergency and put contingencies in place to provide needed goods and services.

1. Describe how you anticipate such a crisis will impact your operations.
2. Describe your emergency response continuity of operations plan. Please attach a copy of your plan, or at a minimum, summarize how your plan addresses the following aspects of preparedness:
 - a. Employee training, including your training plan and how frequently it will be shared with employees.
 - b. Identified essential business functions and key employees within your organization necessary to carry them out.
 - c. Contingency plans for:

- i. How your organization will handle staffing issues when a portion of key employees are unavailable or incapacitated.
 - ii. How employees in your organization will carry out the essential functions if prevented from coming to the primary workplace.
- d. How your organization will communicate with staff and suppliers when primary communications systems are overloaded or otherwise fail, including key contacts, chain of communications (including suppliers).
- e. How and when your emergency plan will be tested, and if the plan will be tested by a third-party.

LOT 1 IDENTITY VERIFICATION

IV-4. Lot 1 Requirements.

- A. The selected Offeror will assist Commonwealth in determining content of questions and verification parameters to provide the greatest level of confidence of an individual's identity.
- B. The selected Offeror will provide DHS stakeholders with training on the implementation and use of the results of identity verification services in application processing.
- C. The selected Offeror will provide test input and output data to support initial testing of the identity verification services.
- D. The selected Offeror will provide DHS any disclaimers, "click through" agreements, or information that must be communicated to individuals regarding the use of verification services, and will permit DHS to alter or supplement material as appropriate after consultation with the selected Offeror.
- E. The selected Offeror's service will be available 24 hours a day, 7 days a week.

IV-5. Lot 1 Tasks.

A. Interactive Identity Verification. The selected Offeror will provide an Interactive Identity Verification service that can be integrated with DHS's online application system to verify identity. The Interactive Identity Verification service must:

- Authenticate the user based on the input of individual demographic data;
- Provide questions and multiple choice answers related to the user's identity;
- Return an identity verification result that can alert individuals to both successful and unsuccessful identity verification, and which will be stored in Commonwealth applications for future editing or reporting; and
- Provide a response to an individual's input in less than ten (10) seconds.

1. Input Requirements. The minimum data that will be provided by DHS to launch the Interactive Identity Verification service includes:

- a. Name
- b. Current Address

Optional input data for the Interactive Identity Verification service may include:

- a. Date of Birth
- b. Social Security Number
- c. Gender
- d. Previous Address
- e. Phone Number

DHS may add or decrease optional input data.

2. Outputs/Returned Results Requirements. The Department requires that the minimum output data for the Interactive Identity Verification service has a level of confidence that individual's identity has been verified so that the DHS system can store the result for future processing. The Offeror will provide a service that

provides a real-time response from the time the service is called until it is returned to the Commonwealth internet portals.

In its proposal, the Offeror must provide detailed information on data that is provided with the service. The Offeror should also provide a thorough description of the age of the data used for the verification, including when and how the data is updated.

3. **Reports and Analytics.** The selected Offer will provide reports that enable DHS to monitor and evaluate metrics including but not limited to:
 - a. Total number of individuals sent for verification
 - b. Number of individuals verified (or a high confidence of verification)
 - c. Number of individual verified (or low confidence of verification)
 - d. Number of individuals not verified (no information found).

In its proposal, the Offeror should provide examples of any standard reports.

4. Customer Support Center

- a. The selected Offeror must provide a customer support center for assistance with Interactive Identity Verification from Monday through Friday, 8:00 AM – 4:30 PM, not including state holidays.
- b. The selected Offeror will be responsible for providing weekly and monthly statistics regarding customer support center operations. Refer to RFP Part IV, Section IV-8 Performance Standards for the specific call center performance requirements.
- c. The selected Offeror must notify DHS of scheduled and unscheduled customer support center phone system outages.
- d. The selected Offeror must achieve a “live” answer rate of 95% of calls.
- e. For those calls that are not “live” answered, calls may remain in the queue up to four (4) minutes and 30 seconds before the call is answered.
- f. The Abandonment Rate of the selected offeror must not exceed 5%.
- g. The All Trunks Busy (deflected calls) of the selected Offeror must not exceed 5%.

5. **Expansion of Interactive Identity Verification to include program administration by other DHS program offices and Commonwealth agencies.** Initially, the Department and the Pennsylvania Department of Education (“PDE”) will offer the Interactive Identity Verification option to anyone applying for DHS benefits including MA, LIHEAP, TANF, and SNAP and to PDE’s National School Lunch program. In the future, this capability may be expanded to additional DHS programs as well as to other Commonwealth agencies. The Department estimates the additional volume resulting from any such expansion to be no more than 350,000 per month. In the event that the service is expanded to other DHS programs or agencies, the selected Offeror will provide a written estimate of any implementation fees as well as expansion of reporting for the additional programs or agencies to allow for cost allocation.

The Commonwealth, at its sole and complete discretion, may or may not proceed with the expansion of the Interactive Identity Verification Services.

B. Non-Interactive Identity Verification. The selected Offeror will provide a Non-Interactive Identity Verification service that can be integrated with DHS Eligibility System(s) to verify identity. The Offeror must provide Non-Interactive Identity Verification service that is able to:

- Receive information from DHS IT system(s)
- Return identity verification results to the DHS IT system(s) within a maximum 24 hours of receipt of request.

DHS will determine the frequency at which the automated Non-Interactive Identity Verification data is sent to the selected Offeror. The response from the selected Offeror will be near real time. Offerors should propose their capabilities regarding frequency; including the type of service (i.e. web services, batch, etc.).

1. Input Requirements. The data that will be provided by DHS IT System(s) for the automated Non-Interactive Identity Verification service includes:

- a. DHS Unique Identifier
- b. Name
- c. Current Address

Optional input data for the Non-Interactive Identity Verification service may include:

- a. Date of Birth
- b. Social Security Number
- c. Gender
- d. Previous Address
- e. Phone Number

DHS may add or decrease optional input data.

2. Outputs/Returned Results Requirements. The Department requires that the minimum output data for the Non-Interactive Identity Verification service includes:

- a. Results that can be interpreted and stored for use in application processing and reporting
- b. Results that include a level of confidence that the individual's identity has been verified

As part of its response, the Offeror should provide documentation regarding output data that is provided with the service and describe how to interpret the results to make application processing decisions.

3. Reports and Analytics. The selected Offeror will provide reports that enable DHS to determine metrics by benefit program and in total including but not limited to:

- a. Number of transactions sent
- b. Number of transactions processed
- c. Number of transaction in error

- d. Number of individuals verified (or a high confidence of verification)
- e. Number of individual verified (or low confidence of verification)
- f. Number of individuals not verified (no information found).

In its proposal, the Offeror should provide examples of any standard reports.

IV-6. Lot 1 Milestones and Deliverables. Upon the selected Offeror's completion of a milestone or deliverable, DHS will review to determine the acceptability of the milestone or deliverable as provided in **Appendix A IT Standard Terms and Conditions**.

A. Interactive Identity Verification Deliverables For each of the following Milestones, the selected Offeror must:

1. Start-Up Deliverable #1
 - a. Milestone 1: Provide an interface specifications document to DHS and engage in system design meetings with DHS personnel and information technology vendors
 - b. Milestone 2: Provide a best practices document for client implementation of Interactive Identity Verification services for human services programs
 - c. Milestone 3: Provide initial implementation project plan including tasks, time frame from start to finish (including dates for each deliverable and milestone), resources (DHS/selected Offeror), and task interdependencies
 - d. Milestone 4: Identify selected Offeror's implementation team
2. Testing Deliverable #2
 - a. Milestone 1: Successfully implement a test system and connectivity for DHS testing
 - b. Milestone 2: Successfully complete all testing (integration, system, load, and user acceptance testing)
 - c. Milestone 3: Successfully implement DHS production ready system and connectivity
3. Implementation Deliverable #3
 - a. Milestone 1: Successfully implement verification services including a written attestation of post implementation validation
 - b. Milestone 2: Successfully implement the customer service center including delivery of first monthly report of call metrics
 - c. Milestone 3: Provide a Final Implementation Report

B. Non-Interactive Identity Verification Deliverables For each of the following Milestones, the selected Offeror must:

1. Start-Up Deliverable #1
 - a. Milestone 1: Provide an interface specifications document to DHS and engage in system design meetings with DHS personnel and information technology vendors
 - b. Milestone 2: Provide a best practices document for client implementation of Non-Interactive Identity Verification for human services programs
 - c. Milestone 3: Identify selected Offeror's implementation team
2. Testing Deliverable #2
 - a. Milestone 1: Successfully implement a test system and connectivity for DHS testing

- b. Milestone 2: Successfully complete all testing (integration, system, load, and user acceptance testing)
 - c. Milestone 3: Successfully implement DHS production system and connectivity
 - 3. Implementation Deliverable #3
 - a. Milestone 1: Successfully implement verification services including a written attestation of post implementation validation
 - b. Milestone 2: Provide a Final Implementation Report
- C. Turnover Deliverable.** Submit a letter certifying destruction of DHS data.

IV-7. Reports and Project Control. The selected Offeror in coordination with the DHS project manager will develop and follow an Implementation Project plan that includes system design, testing, implementation and production validation. The selected Offeror will work with the DHS project manager and project team and perform the following:

- A. Project Communications.** The selected Offeror and DHS will use communication methods, including but not limited to:
 - 1. Phone conferencing
 - 2. Electronic webinars
 - 3. Face to face meetings
 - 4. Email/electronic documentation
- B. Task Plan.** Weekly, the selected Offeror will provide and maintain throughout the project life cycle a detailed task and project plan in a DHS-compatible file format to reflect the following details in a GANTT chart display:
 - 1. Task items
 - 2. Task completion percentages
 - 3. Task base-lined start and end dates
 - 4. Task actual start and end dates
 - 5. Milestones
 - 6. Notations
 - 7. Assigned resources
- C. Status Report.** The selected Offeror will provide status reports on a weekly basis during implementation, and monthly thereafter, unless otherwise modified by DHS, to provide the following:
 - 1. Current task plan
 - 2. Current project status
 - 3. Updates and resolutions for outstanding items
 - 4. Identified issues and risks, and associated mitigation plans
 - 5. Impacted task plan items
 - 6. Impacts to project and implementation timelines
 - 7. Resources dedicated to issue or risk
- D. Final Implementation Report.** The selected Offeror will provide a final implementation report which includes, but is not limited to the following:
 - 1. Implementation successes and lessons learned
 - 2. Open issues and associated mitigation for affected tasks

3. Findings, conclusions, and recommendations
4. All supporting project documentation

E. Post Production Support. Once services are implemented, the selected Offeror will provide an account manager that will serve as the primary point of contact for the Department. The account manager must meet with the Department at a minimum on a monthly basis and must maintain issues tracking documents that will be reviewed at the meeting. As required during the contract, the account manager will arrange to engage selected Offeror personnel to advise DHS on adjustments that need to be made to accurately verify an applicants' identity. Additionally, the selected Offeror will implement and communicate change management processes as well as technical help desk support including defect resolution. The selected Offeror's account manager will respond to a DHS inquiry within one business day.

IV-8. Performance Standards. The Commonwealth has developed a set of minimum standards, defined below, which the selected Offeror must meet or exceed, in order to be in good standing. The Department will waive compliance with Identify Verification Services Performance Standards 1 through 4 for the first sixty (60) days after the date of implementation to production environment. The Deliverables Performance Standard 10 will be waived until the Deliverable 1, Milestone 3 has been approved.

Performance Standard	Target	Minimum Acceptable	Amount Owed, if Not Compliant	Reporting Frequency
1. The online Interactive Identity Verification service will be available 24 hours per day, 7 days a week and will be measured on a monthly basis.	100%	98%	Credit \$200 against monthly invoice	Performance Actuals to be submitted with monthly summary report
2. Response time for Interactive Identity Verification service is less than 10 seconds and will be measured on a monthly basis.	100%	98%	Credit \$200 against monthly invoice	Performance Actuals to be submitted with monthly summary report
3. The Non-Interactive Identity Verification service will be available 24 hours per day, 7 days per week and will be measured on a monthly basis.	100%	98%	Credit up to \$600 against monthly invoice	Performance Actuals to be submitted with monthly summary report
4. Non-Interactive Identity Verification service results returned within 24 hours of receipt and will be measured on a monthly basis.	100%	98%	Credit up to \$600 against monthly invoice	Performance Actuals to be submitted with monthly summary report
5. Customer Support Center ("CSC") – Hours of Operation: measures the time the CSC is available for calls. To be measured on a monthly basis.	100%	99%	Credit up to \$600 against monthly invoice	Performance Actuals to be submitted with monthly summary report
6. Customer Support Center - Live Answer Rate: measures percentage of calls that are live answered. To be measured on a monthly basis.	100%	95%	Credit \$200 against monthly invoice	Performance Actuals to be submitted with monthly summary report
7. Customer Support Center – Live Answer Rate: measures percentage of	0%	< 5%	Credit \$200 against monthly invoice	Performance Actuals to be submitted with

Performance Standard	Target	Minimum Acceptable	Amount Owed, if Not Compliant	Reporting Frequency
unanswered calls (dropped calls). To be measured on a monthly basis.				monthly summary report
8. Customer Support Center – Average Wait Time: measures the average wait time in the queue before a call is answered. To be measured on a monthly basis.	0 minutes	<4.5 minutes	Credit \$200 against monthly invoice	Performance Actuals to be submitted with monthly summary report
9. Customer Support Center –number of incoming calls that never make it into the queue	0%	< 10%	Credit \$200 against monthly invoice	Performance Actuals to be submitted with monthly summary report
10. Implementation Deliverables - Acceptable deliverable provided to DHS on time, per the agreed upon Implementation Plan	100%	100%	Credit of up to 2% of deliverable cost for each late deliverable.	Performance Actuals to be submitted with monthly summary report

- A. DHS will monitor the Lot 1 selected Offeror's performance on an ongoing basis using various methods including, but not limited to:
1. Review and approval of all deliverables; and
 2. Review of all reports required by the Contract.
- B. The Department will monitor the Lot 1 selected Offeror to determine if it consistently and uniformly meets the requirements of the contract.
- C. Failure to meet the performance standards will result in damages to DHS, which will be difficult or impractical to ascertain and which may result in DHS assessing liquidated damages. In its discretion, DHS may waive an assessment of liquidated damages. The DHS Project Manager will give written notice of each failure to meet a performance standard to the Lot 1 selected Offeror. If DHS does not assess liquidated damages in a particular instance, DHS is not precluded from pursuing other or future assessments or remedies relating to performance metrics.
- D. For any performance deficiency, including those related to performance standards and in addition to any other remedy the Department may have, the Lot 1 selected Offeror will prepare and submit a corrective action plan for each finding contained in a notice of deficiency. The Lot 1 selected Offeror must submit the corrective action plan to DHS within ten (10) business days of notification of the deficiency or such longer time as permitted by DHS.
- E. The corrective action plan must include, but is not limited to:
1. Brief description of the findings;
 2. Specific steps the Lot 1 selected Offeror will take to correct the situation or reasons why it believes corrective action is not necessary;
 3. Names and titles of responsible staff persons;
 4. Timetable for performance of the corrective action steps;
 5. Monitoring that will be performed;

6. Signature of the selected Offeror's project or account manager or a senior executive.
- F. The Lot 1 selected Offeror must implement its corrective action plan within the timeframe agreed to by the parties. DHS may take further action based on selected Offeror's failure to implement a corrective action plan, in the manner agreed to, including, but not limited to a finding of default.
- G. The Lot 1 selected Offeror will monitor staff members' and subcontractors' levels of performance on an ongoing basis and report any issues or concerns to DHS at least quarterly.

IV-9. Contract Requirements—Small Diverse Business Participation. All contracts containing SDB participation must also include a provision requiring the selected Offeror to meet and maintain the commitments made to SDBs at the time of proposal submittal or contract negotiation, unless a change in the commitment is approved by the DGS BDISBO. All contracts containing SDB participation must include a provision requiring SDB subcontractors perform at least **50%** of the subcontracted work.

The selected Offeror's commitments to SDB made at the time of proposal submittal or contract negotiation shall, to the extent so provided in the commitment, be maintained throughout the term of the contract and through any renewal or extension of the contract. Any proposed change must be submitted to BDISBO, which will make a recommendation to the DHS project manager regarding a course of action.

If the selected Offeror assigns the contract to another Contractor, the new Contractor must maintain the SDB participation of the original contract.

The selected Offeror shall complete the Prime Offeror's Quarterly Utilization Report (or similar type document containing the same information) and submit it to the contracting officer of the Issuing Office and BDISBO within **10** workdays at the end of each quarter the contract is in force. This information will be used to determine the actual dollar amount paid to SDB subcontractors and suppliers. Also, this information will serve as a record of fulfillment of the commitment the Lot 1 selected Offeror made and for which it received SDB participation points. If there was no activity during the quarter then the form must be completed by stating "No activity in this quarter."

NOTE: EQUAL EMPLOYMENT OPPORTUNITY AND CONTRACT COMPLIANCE STATEMENTS REFERRING TO COMPANY EQUAL EMPLOYMENT OPPORTUNITY POLICIES OR PAST CONTRACT COMPLIANCE PRACTICES DO NOT CONSTITUTE PROOF OF SMALL DIVERSE BUSINESS STATUS OR ENTITLE AN OFFEROR TO RECEIVE CREDIT FOR SMALL DIVERSE BUSINESS UTILIZATION.

LOT 2

ASSET VERIFICATION AND IDENTIFICATION

IV-9. Lot 2 Requirements.

- A. The selected Offeror must provide both liquid and physical asset information to DHS. Refer to **Appendix M** for a list of resources the Department considers assets.
- B. The selected Offeror will provide DHS stakeholders with training on the implementation and use of the results of asset verification and identification services in application processing.
- C. The selected Offeror will provide test input and output data to support initial testing of the asset verification and identification services.
- D. The selected Offeror's service will be available 24 hours a day, every day.

IV-10. Lot 2 Tasks. The selected Offeror will provide an Asset Verification and Identification service that can be integrated with DHS's IT system(s) to verify and identify assets. The selected Offeror must provide Asset Verification and Identification services that:

- Receive information from DHS IT system(s)
- Return asset verification results to be stored in DHS IT system(s) with a degree of confidence in the asset information provided to DHS within 15 calendar days from receipt
- Return actual asset information results to be stored in DHS IT system(s) within 15 calendar days from receipt

DHS and selected Offeror will determine the frequency at which the asset data is sent to the selected Offeror. Offerors should describe their capabilities regarding frequency, including type of service; i.e. web services, batch, etc.

A. Inputs Requirements. The minimum data that will be provided by DHS IT System(s) for the automated Asset Verification/Identification service includes:

1. DHS Unique Identifier
2. Name
3. Current Address
4. Asset Information (reported by the applicant)
 - a. Amount
 - b. Type

Optional input data for the Asset Verification may include:

1. Date of Birth
2. Social Security Number
3. Gender
4. Previous Address
5. Phone Number

DHS may modify optional input data.

B. Outputs/Returned Results Requirements. The selected Offeror must provide Asset Verification and Identification service that includes the following minimum output data:

1. Actual asset information, both liquid and physical assets.
 - a. Liquid Assets include, but are not limited to:
 - Checking Accounts (interest and non-interest bearing)
 - Savings Accounts
 - Money Market Accounts
 - Individual Retirement Accounts
 - b. Physical Assets include, but are not limited to:
 - Home deed/mortgage
 - Vehicle title/loan

2. An asset verification result that can be interpreted and stored for use in application processing, which should include level of confidence that an individual's asset and its value have been verified.

In its proposal, the Offeror should provide information regarding its sources of asset information; how the verification result is derived; and how to interpret the result to make application processing decisions. The Offeror should also address the types of asset verification performed (reported, unreported or both), whether the output changes are based on the asset type, and the timeframe for results to be returned.

C. Reports and Analytics. The selected Offeror will provide reports to DHS by benefit program and in total that include but are not limited to the following metrics:

- a. Total number of individuals sent for verification
- b. Number of individuals verified (or a high confidence of verification)
- c. Number of individual verified (or low confidence of verification)
- d. Number of individuals not verified (no information found)

IV-11. Lot 2 Milestone/Deliverables. Upon the selected Offeror's completion of a milestone or deliverable, DHS will review the milestone or deliverable to determine its acceptability as provided in **Appendix A IT Terms and Conditions**. For each of the following milestones and deliverables, the selected Offeror must:

A. Start-Up Deliverable #1

1. Milestone 1: Provide an interface specifications document to DHS and engage in system design meetings with DHS personnel and information technology vendors
2. Milestone 2: Provide a best practices document for client implementation of Asset verification and identification for human services programs (initially Long Term Care and non-MAGI MA applicants).
3. Milestone 3: Identification of the selected Offeror's implementation team

B. Testing Deliverable #2

1. Milestone 1: Successfully implement a test system and connectivity for DHS testing
2. Milestone 2: Successfully complete all testing (integration, system, load, and user acceptance testing)

3. Milestone 3: Successfully implement DHS production ready system and connectivity

C. Implementation Deliverable #3

1. Milestone 1: Successfully implement verification services including written attestation of post implementation validation
2. Milestone 2: Provide Final Implementation Report

D. Turnover Deliverable. Submit a letter certifying destruction of DHS data.

IV-12. Lot 2 Reports and Project Control. The selected Offeror in coordination with the DHS project manager will develop and follow an Implementation Project plan that includes system design, testing, implementation and production validation. The selected Offeror will work with the DHS project manager and project team and perform the following:

A. Project Communications. The selected Offeror and DHS will use communication methods, including but not limited to the following:

1. Phone conferencing
2. Electronic webinars
3. Face to face meetings
4. Email/electronic documentation

B. Task Plan. Weekly, the selected Offeror will provide and maintain throughout the project life cycle a detailed task and project plan in a DHS-compatible file format to reflect the following details in a GANTT chart display:

1. Task items
2. Task completion percentages
3. Task base-lined start and end dates
4. Task actual start and end dates
5. Milestones
6. Notations
7. Assigned resources

C. Status Report. The selected Offeror will provide status reports on a weekly basis during implementation phase, and monthly thereafter, unless otherwise modified by DHS, to provide the following:

1. Current task plan
2. Current project status
3. Updates and resolutions for outstanding items
4. Identified issues, risks, and associated mitigation plans
5. Impacted task plan item(s)
6. Impacts to project and implementation timelines
7. Resources dedicated to issue or risk

D. Final Implementation Report. The selected Offeror will provide a final implementation report which includes, but is not limited to the following:

1. Implementation successes and lessons learned
2. Open issues and associated mitigation for affected tasks
3. Findings, conclusions, and recommendations
4. All supporting project documentation

F. Post Production Support. Once services are implemented, the selected Offeror will provide an account manager who will serve as the primary point of contact for the Department. The account manager must meet with the Department at a minimum on a monthly basis and will maintain issues tracking documents that will be reviewed. As required during the contract, the account manager will arrange to engage Offeror personnel to advise DHS on adjustments that need to be made to accurately verify an applicants’ assets. Additionally, the selected Offeror will implement and communicate change management processes as well as technical help desk support including defect resolution. The selected Offeror’s account manager will respond to a DHS inquiry within one business day.

IV-13. Lot 2 Performance Standards. The Commonwealth has developed a set of minimum standards, defined below, which the selected Offeror must meet or exceed, in order to be in good standing. The Department will waive Asset Verification and Identification Services Performance Standards 1 and 2 for the first sixty (60) days after the date of implementation to production and will waive the Deliverables Performance Standard (3) until the Deliverable 1, Milestone 3 has been accepted by the Department.

Performance Standard	Target	Minimum Acceptable	Amount Owed, if Not Compliant	Reporting Frequency
1. The Asset Verification/Identification service will be available 24 hours per day, 7 days per week and will be measured on a monthly basis.	100%	98%	Credit up to \$600 against monthly invoice	Performance Actuals to be submitted with monthly summary report
2. The Asset Verification/Identification service results returned within 15 days from receipt and will be measured on a monthly basis.	100%	98%	Credit up to \$600 against monthly invoice	Performance Actuals to be submitted with monthly summary report
3. Implementation Deliverables - Acceptable deliverable provided to DHS on time, per the agreed upon Implementation Plan	100%	100%	Credit up to 2% of deliverable cost for each late deliverable.	Performance Actuals to be submitted with monthly summary report

- A. DHS will monitor the Lot 2 selected Offeror's performance on an ongoing basis using various methods including, but not limited to:
 - 1. Review and approval of all deliverables; and
 - 2. Review of all reports required by the Contract.
- B. DHS will evaluate Lot 2 selected Offeror to determine if the Lot 2 selected Offeror consistently and uniformly meets the requirements of the Contract.
- C. Failure to meet the performance standards will result in damages to DHS, which will be difficult or impractical to ascertain and may result in DHS assessing liquidated damages. DHS may waive an assessment of liquidated damages at its discretion. The DHS Project Manager will give written notice of a failure to meet a performance standard to the Lot 2 selected Offeror. If DHS does not assess liquidated damages in

a particular instance, DHS is not precluded from pursuing other assessments or remedies relating to the performance standards and their associated damages.

- D. For any performance deficiency, including those related to performance standards and in addition to any other remedies the Department may have, the Lot 2 selected Offeror will prepare and submit a corrective action plan for any finding contained in a notice of deficiency. The Lot 2 selected Offeror must submit the corrective action plan to DHS within ten (10) business days of notification of the deficiency or such longer time as permitted by DHS.
- E. The selected Offeror's corrective action plan must include, but is not limited to:
 - 1. Brief description of the findings;
 - 2. Specific steps the Lot 2 selected Offeror will take to correct the situation or reasons why it believes corrective action is not necessary;
 - 3. Names and titles of responsible staff persons;
 - 4. Timetable for performance of the corrective action steps;
 - 5. Monitoring that will be performed;
 - 6. Signature of the selected Offeror's project or account manager or a senior executive.
- F. The Lot 2 selected Offeror must implement the corrective action plan within the timeframe agreed to by the parties. DHS may take further action based on the selected Offeror's failure to implement a corrective action plan, in the agreed upon manner, including, but not limited to a finding of default.

The Lot 2 selected Offeror will monitor staff members' and subcontractors' levels of performance on an ongoing basis and report any issues or concerns to DHS at least quarterly.

IV-14. Lot 2 Contract Requirements—Small Diverse Business Participation.

All contracts containing SDB participation must also include a provision requiring the selected Offeror to meet and maintain those commitments made to SDBs at the time of proposal submittal or contract negotiation, unless a change in the commitment is approved by the DGS BDISBO. All contracts containing SDB participation must include a provision requiring SDB subcontractors to perform at least **50%** of the subcontracted work.

The selected Offeror's commitments to SDB made at the time of proposal submittal or contract negotiation shall, to the extent so provided in the commitment, be maintained throughout the term of the contract and through any renewal or extension of the contract. Any proposed change must be submitted to BDISBO, which will make a recommendation to the DHS's project manager regarding a course of action.

If a contract is assigned to another Contractor, the new Contractor must maintain the SDB participation of the original contract.

The selected Offeror shall complete the Prime Offeror's Quarterly Utilization Report (or similar type document containing the same information) and submit it to the DHS project

manager and BDISBO within **10** workdays at the end of each quarter that the contract is in force. This information will be used to determine the actual dollar amount paid to SDB subcontractors and suppliers. Also, this information will serve as a record of fulfillment of the commitment the Lot 2 selected Offeror made and for which it received SDB participation points. If there was no activity during the quarter then the form must be completed by stating “No activity in this quarter.”

NOTE: EQUAL EMPLOYMENT OPPORTUNITY AND CONTRACT COMPLIANCE STATEMENTS REFERRING TO COMPANY EQUAL EMPLOYMENT OPPORTUNITY POLICIES OR PAST CONTRACT COMPLIANCE PRACTICES DO NOT CONSTITUTE PROOF OF SMALL DIVERSE BUSINESS STATUS OR ENTITLE AN OFFEROR TO RECEIVE CREDIT FOR SMALL DIVERSE BUSINESS UTILIZATION.

LOT 3

INCOME VERIFICATION/IDENTIFICATION

IV-15. Lot 3 Requirements.

- A. The selected Offeror must have the ability to provide **actual**, real time income sources and information to DHS.
- B. The selected Offeror will provide DHS stakeholders with training on the implementation and use of the results of income verification and identification services in application processing.
- C. The selected Offeror will provide test input and output data to support initial testing of the income verification and identification services.
- D. The selected Offeror's service will be available 24 hours a day, every day.

IV-16. Lot 3 Tasks. The selected Offeror will provide an Income Verification and Identification service to be utilized to verify income disclosed or undisclosed on DHS applications and can be integrated with DHS's IT system(s) to verify and identify all income sources and amounts. The selected Offeror must provide Income Verification and Identification service that:

- Receives information from DHS IT system(s)
- Returns income verification results to be stored in DHS IT system(s) within 24 hours of receipt
- Returns disclosed or undisclosed income source information results to be stored in DHS IT system(s) within 24 hours of receipt

DHS and selected Offeror will determine the frequency at which income data is sent to the selected Offeror. Offerors should describe their capabilities regarding frequency, including type of service, i.e. web services, batch, etc.

A. Inputs Requirements. The minimum data that will be provided by DHS IT System(s) for the automated Income Verification and Identification service includes:

1. DHS Unique Identifier
2. Name
3. Current Address
4. Social Security Number
5. Income Information
 - a. Amount
 - b. Timeframe
 - c. Type

Optional input data for the Income Verification includes:

1. Date of Birth
2. Gender
3. Previous Address
4. Phone Number

DHS may modify optional input data.

B. Outputs/Returned Results Requirements. The minimum output data for the Income Verification/Identification service includes:

1. Actual income sources and information including, but not limited to:
 - a. Employer name
 - b. Employer address
 - c. Employment Status
 - d. Gross pay and frequency
2. An income verification result that can be interpreted and stored for use, which includes a level of confidence that individual's income amount has been verified

In its proposal, the Offeror should provide information regarding its sources of income information; how many sources are employers; how the verification result is derived; and how to interpret the result to make application processing decisions. The Offeror should also address the types of income verification performed (reported and/or unreported) and whether the output changes based on the income type.

C. Reports and Analytics. The selected Offeror will provide reports that enable DHS to determine metrics by benefit program and in total, including but not limited to:

- a. Total number of individuals sent for verification
- b. Number of individuals verified (or a high confidence of verification)
- c. Number of individual verified (or low confidence of verification)
- d. Number of individuals not verified (no information found)

IV-17. Lot 3 Milestones and Deliverables. Upon the selected Offeror's completion of a milestone or deliverable, DHS will review the milestone or deliverable to determine its acceptability as provided in **Appendix A IT Terms and Conditions**. For each of the following milestones and deliverables, the selected Offeror must:

A. Start-Up Deliverable #1

1. Milestone 1: Provide an interface specifications document to DHS and engage in system design meetings with DHS personnel and information technology vendors
2. Milestone 2: Provide a best practices document for client implementations of Income verifications for human services programs, which include, but are not limited to, TANF, MA, SNAP, and LIHEAP benefits.
3. Milestone 3: Identification of the selected Offeror's implementation team

1. Testing Deliverable #2

1. Milestone 1: Successfully implement a test system and connectivity for DHS testing
2. Milestone 2: Successfully complete all testing (integration, system, load, and user acceptance testing)
3. Milestone 3: Successfully implement DHS production ready system and connectivity

2. Implementation Deliverable #3

1. Milestone 1: Successfully implement verification and identification services including written attestation of post implementation validation
2. Milestone 2: Final Implementation Report

D. Turnover Deliverable. Submit a letter certifying the destruction of DHS data.

IV-18. Lot 3 Reports and Project Control. The selected Offeror in coordination with the DHS project manager will develop and follow an Implementation Project plan that includes system design, testing, implementation and production validation. The selected Offeror will work with the DHS project manager and project team and perform the following:

- A. Project Communications.** The selected Offeror and DHS will use communication methods, including but not limited to the following:
 - 1. Phone conferencing
 - 2. Electronic webinars
 - 3. Face to face meetings
 - 4. Email/electronic documentation

- B. Task Plan.** Weekly, the selected Offeror will provide and maintain throughout the project life cycle a detailed task/project plan in a DHS-compatible file format to reflect the following details in a GANTT chart display:
 - 1. Task items
 - 2. Task completion percentages
 - 3. Task base-lined start and end dates
 - 4. Task actual start and end dates
 - 5. Milestones
 - 6. Notations
 - 7. Assigned resources

- C. Status Report.** The selected Offeror will provide status reports on a weekly basis during the implementation phase, and monthly thereafter, unless otherwise modified by DHS, to provide the following:
 - 1. Current task plan
 - 2. Current project status
 - 3. Updates and resolutions for outstanding items
 - 4. Identified issues, risks, and associated mitigation plans
 - 5. Impacted task plan item(s)
 - 6. Impacts to project and implementation timelines
 - 7. Resources dedicated to issue or risk

- D. Final Implementation Report.** The selected Offeror will provide a final implementation report which includes, but is not limited to the following:
 - 1. Implementation successes and lessons learned
 - 2. Open issues and associated mitigations for affected tasks
 - 3. Findings, conclusions, and recommendations
 - 4. All supporting project documentation

- G. Post Production Support.** Once services are implemented, the selected Offeror will provide an account manager that will serve as the primary point of contact for the Department. The account manager must meet with the Department at a minimum on a monthly basis and maintain issues tracking documents that will be reviewed. As required during the contract, the account manager will arrange to engage Offeror personnel to advise DHS on adjustments that need to be made to accurately verify income data. Additionally, the selected Offeror will implement and communicate

change management processes as well as technical help desk support including defect resolution. The selected Offeror's account manager will respond to a DHS inquiry within one business day.

IV-19. Lot 3 Performance Standards. The Commonwealth has developed a set of minimum standards, defined below, which the selected Offeror must meet or exceed, in order to be in good standing. DHS will waive Income Verification and Identification Services Performance Standards 1 and 2 for the first sixty (60) days after the date of implementation to production and Deliverables Performance Standard (3) until the Deliverable 1, Milestone 3 has been accepted.

Performance Standard	Target	Minimum Acceptable	Amount Owed, if Not Compliant	Reporting Frequency
1. The Income Verification service will be available 24 hours per day, 7 days per week and will be measured monthly.	100%	98%	Credit up to \$600 against monthly invoice	Performance Actuals to be submitted with monthly summary report
2. The Income Verification service results returned within 24 hours from receipt and will be measured monthly.	100%	98%	Credit up to \$600 against monthly invoice	Performance Actuals to be submitted with monthly summary report
3. Implementation Deliverables - Acceptable deliverable submitted to DHS on time, per the agreed upon Implementation Plan	100%	100%	Credit up to 2% of deliverable cost for each late deliverable.	Performance Actuals to be submitted with monthly summary report

- A. DHS will monitor the Lot 3 selected Offeror's performance on an ongoing basis using various methods including, but not limited to:
 - 1. Review and approval of all deliverables; and
 - 2. Review of all reports required by the Contract.
- B. DHS will evaluate monitoring results to determine if the Lot 3 selected Offeror consistently and uniformly meets the requirements of the Contract.
- C. Failure to meet the performance standards will result in damages to DHS, which will be difficult or impractical to ascertain and may result in DHS assessing liquidated damages. DHS may waive an assessment of liquidated damages at its discretion. The DHS project manager will give written notice of a failure to meet a performance standard to the Lot 3 selected Offeror. If DHS does not assess liquidated damages in a particular instance, DHS is not precluded from pursuing other assessments or remedies relating to those performance standards and their associated damages.
- D. For any performance deficiency, including those related to performance standards and in addition to any other remedies the Department may have, the Lot 3 selected Offeror will prepare and submit a corrective action plan for all findings contained in a notice of deficiency. The Lot 3 selected Offeror must submit the corrective action plan to DHS within ten (10) business days of notification of the deficiency or such longer time as permitted by DHS.

- E. The corrective action plan must include, but is not limited to:
1. Brief description of the findings;
 2. Specific steps the Lot 3 selected Offeror will take to correct the situation or reasons why it believes corrective action is not necessary;
 3. Name(s) and title(s) of responsible staff person(s);
 4. Timetable for performance of the corrective action steps;
 5. Monitoring that will be performed to ensure that corrective action steps were implemented;
 6. Signature of the selected Offeror's project manager or a senior executive.
- F. The Lot 3 selected Offeror must implement the corrective action plan within the timeframe agreed to by the parties. DHS may take further action based on selected Offeror's failure to implement the agreed upon corrective action plan.

The Lot 3 selected Offeror will monitor staff members' and subcontractors' levels of performance on an ongoing basis and report any issues or concerns to DHS at least quarterly.

IV-20. Lot 3 Contract Requirements—Small Diverse Business Participation. All contracts containing SDB participation must also include a provision requiring the selected Offeror meet and maintain commitments made to SDBs at the time of proposal submittal or contract negotiation, unless a change in the commitment is approved by DGS BDISBO. All contracts containing SDB participation must include a provision requiring SDB subcontractors perform at least **50%** of the subcontracted work.

The selected Offeror's commitments to SDB made at the time of proposal submittal or contract negotiation shall, to the extent so provided in the commitment, be maintained throughout the term of the contract and through any renewal or extension of the contract. Any proposed change must be submitted to BDISBO, which will make a recommendation to the DHS project manager regarding a course of action.

If a contract is assigned to another Contractor, the new Contractor must maintain the SDB participation of the original contract.

The selected Offeror shall complete the Prime Offeror's Quarterly Utilization Report (or similar type document containing the same information) and submit it to the DHS project manager and BDISBO within **10** workdays at the end of each quarter the contract is in force. This information will be used to determine the actual dollar amount paid to SDB subcontractors and suppliers. Also, this information will serve as a record of fulfillment of the commitment the Lot 3 selected Offeror made and for which it received SDB participation points. If there was no activity during the quarter then the form must be completed by stating "No activity in this quarter."

NOTE: EQUAL EMPLOYMENT OPPORTUNITY AND CONTRACT COMPLIANCE STATEMENTS REFERRING TO COMPANY EQUAL EMPLOYMENT OPPORTUNITY POLICIES OR PAST CONTRACT COMPLIANCE PRACTICES DO NOT CONSTITUTE PROOF OF SMALL DIVERSE BUSINESS STATUS OR ENTITLE AN OFFEROR TO RECEIVE CREDIT FOR SMALL DIVERSE BUSINESS UTILIZATION.

LOT 4 PREDICTIVE ANALYSIS

IV-21. Lot 4 Requirements.

- A. The selected Offeror must be able to provide a metric which represents the likelihood of acceptance in a Department program which may be derived from information gathered in Lots 1-3 services and any other relevant and available data sources.
- B. The selected Offeror must provide to the Department the methodology used to determine the metrics.
- C. The selected Offeror's service must be available 24 hours a day, every day.

IV-22. Lot 4 Tasks. The selected Offeror will provide a metric based on an algorithm which will provide the likelihood of acceptance for Department benefits. The selected Offeror will provide Predictive Analysis services that:

- Receive information from DHS IT system(s)
- Consumes information from other external sources available to the Offeror
- Returns the calculated results to be stored in the Department's IT system(s) within 24 hours of receipt

A. Inputs Requirements. The minimum data that will be provided by DHS IT System(s) for the automated Predictive Analysis services includes:

1. DHS Unique Identifier
2. Name
3. Current Address
4. Social Security Number

Additional input data available to the selected Offeror to be utilized in developing their model for the Predictive Analysis includes:

1. Information received from Lots 1-3 services
2. Date of Birth
3. Gender
4. Previous Address
5. Phone Number
6. Household composition

DHS may modify the additional input data.

B. Outputs/Returned Results Requirements. The selected Offeror must provide, at a minimum, output data for the Predictive Analysis services that includes:

1. The actual Predictive Analysis information including, but not limited to:
 - a. Level of Confidence/Accuracy
 - b. Metric
2. A Predictive result that can be interpreted and stored for use in application processing and includes a level of confidence that the individual will be accepted into a Department program

In its proposal, the Offeror should provide information regarding how the level of confidence/accuracy of a result is derived, what factors are used to determine the metric returned and how to interpret the result to make eligibility processing decisions.

- C. Reports and Analytics.** The selected Offeror will provide reports that enable DHS to determine metrics by benefit program and in total including but not limited to:
- a. Total number of individuals sent for Predictive Analysis
 - b. Number of individuals for whom a metric was calculated
 - c. Number of individuals returned within each metric grouping
 - d. Number for whom a metric could not be determined
 - e. Report of any other exceptions in calculating the metric or confidence level

IV-23. Lot 4 Milestone/Deliverables. Upon the selected Offeror's completion of a milestone or deliverable, DHS will review the milestone or deliverable to determine its acceptability as provided in **Appendix A IT Terms and Conditions**. For each of the following milestones and deliverables, the selected Offeror must:

A. Start-Up Deliverable #1

1. Milestone 1: Provide an interface specifications document to DHS and engage in system design meetings with DHS personnel and information technology vendors
2. Milestone 2: Provide a best practices document for client implementations of Predictive Analysis
3. Milestone 3: Identification of the selected Offeror's implementation team

B. Testing Deliverable #2

1. Milestone 1: Successfully implement a test system and connectivity for DHS testing
2. Milestone 2: Successfully complete all testing (integration, system, load, and user acceptance testing)
3. Milestone 3: Successfully implement DHS production ready system and connectivity

C. Implementation Deliverable #3

1. Milestone 1: Successfully implement calculated metric services including written attestation of post implementation validation
2. Milestone 2: Final Implementation Report

E. Turnover Deliverable. Submit a letter certifying destruction of DHS data.

IV-24. Lot 4 Reports and Project Control. The selected Offeror in coordination with the DHS project manager will develop and follow an Implementation Project plan that includes system design, testing, implementation and production validation. The selected Offeror will work with the DHS project manager and project team and perform the following:

A. Project Communications. The selected Offeror and DHS will use communication methods, including but not limited to the following:

1. Phone conferencing
2. Electronic webinars
3. Face to face meetings
4. Email/electronic documentation

B. Task Plan. Weekly, the selected Offeror will provide (and maintain throughout the project life cycle) a detailed task/project plan in a DHS-compatible file format to reflect the following details in a GANTT chart display:

1. Task items
2. Task completion percentages
3. Task base-lined start and end dates
4. Task actual start and end dates
5. Milestones
6. Notations
7. Assigned resources

C. Status Report. The selected Offeror will provide status reports on a weekly basis during the implementation phase, and monthly thereafter, unless otherwise modified by DHS, to provide the following:

1. Current task plan
2. Current project status
3. Updates and resolutions for outstanding items
4. Identified issues, risks, and associated mitigation plans
5. Impacted task plan item(s)
6. Impacts to project and implementation timelines
7. Resources dedicated to issue or risk

D. Final Implementation Report. The selected Offeror will provide a final implementation report which includes, but is not limited to the following:

1. Implementation successes and lessons learned
2. Open issues and associated mitigations for affected tasks
3. Findings, conclusions, and recommendations
4. All supporting project documentation

H. Post Production Support. Once services are implemented, the selected Offeror will provide an account manager that will serve as the primary point of contact for the Department. The account manager must meet with the Department at a minimum on a monthly basis and will maintain issues tracking documents that will be reviewed at the meeting. As required during the contract, the account manager will arrange to engage Offeror personnel to advise DHS on adjustments that need to be made to accurately perform predictive analysis on DHS data. Additionally, the selected Offeror will implement and communicate change management processes as well as technical help desk support including defect resolution. The selected Offeror's account manager will respond to a DHS inquiry within one business day.

IV-25. Lot 4 Performance Standards. The Commonwealth has developed a set of minimum standards, defined below, which the selected Offeror must meet or exceed, in order to be in good standing. Predictive Analysis Services Performance Standards 1 and 2 will be waived for the first sixty (60) days after implementation to production. The Deliverables Performance Standard (3) will be waived until the Deliverable 1, Milestone 3 has been approved.

Performance Standard	Target	Minimum Acceptable	Amount Owed, if Not Compliant	Reporting Frequency
1. The Predictive Analysis service will be available 24 hours per day, 7 days per week and will be measured on a monthly basis.	100%	98%	Credit up to \$600 against monthly invoice	Performance Actuals to be submitted with monthly summary report
2. The Predictive Analysis service results returned within 24 hours from receipt and will be measured on a monthly basis.	100%	98%	Credit up to \$600 against monthly invoice	Performance Actuals to be submitted with monthly summary report
3. Implementation Deliverables - Acceptable deliverable submitted to DHS on time, per the agreed upon Implementation Plan	100%	100%	Credit up to 2% of deliverable cost for each late deliverable.	Performance Actuals to be submitted with monthly summary report

- A. DHS will monitor the Lot 4 selected Offeror's performance on an ongoing basis using various methods including, but not limited to:
1. Review and approval of all deliverables; and
 2. Review of all reports required by the Contract.
- B. DHS will evaluation monitoring results to determine if the Lot 4 selected Offeror consistently and uniformly meets the requirements of the Contract.
- C. Failure to meet the performance standards will result in damages to DHS, which will be difficult or impractical to ascertain and may result in DHS assessing liquidated damages. DHS may waive an assessment of liquidated damages at its discretion. The DHS project manager will give written notice of a failure to meet a performance standard to the Lot 4 selected Offeror. If DHS does not assess liquidated damages in a particular instance, DHS is not precluded from pursuing other assessments relating to the performance standards and their associated damages.
- D. For any performance deficiency, including those related to performance standards and in addition to any other remedy the Department may have, the Lot 4 selected Offeror will prepare and submit a corrective action plan for any observation or finding contained in a notice of deficiency. The Lot 4 selected Offeror must submit the corrective action plan to DHS within ten (10) business days of notification of the deficiency or such longer time as permitted by DHS.
- E. The corrective action plan must include, but is not limited to:
1. Brief description of the findings;
 2. Specific steps the Lot 4 selected Offeror will take to correct the situation or reasons why it believes corrective action is not necessary;
 3. Name(s) and title(s) of responsible staff person(s);
 4. Timetable for performance of the corrective action steps;
 5. Monitoring that will be performed to ensure that corrective action steps were implemented;
 6. Signature of the selected Offeror's project manager or a senior executive.

- F. The Lot 4 selected Offeror must implement the corrective action plan within the timeframe agreed to by the parties. DHS may take further action based on selected Offeror's failure to implement the agreed upon corrective action plan.

The Lot 4 selected Offeror will monitor staff members' and subcontractors' levels of performance on an ongoing basis and report any issues or concerns to DHS at least quarterly.

IV-26. Lot 4 Contract Requirements—Small Diverse Business Participation. All contracts containing SDB participation must also include a provision requiring the selected Offeror to meet and maintain those commitments made to SDBs at the time of proposal submittal or contract negotiation, unless a change in the commitment is approved by the DGS BDISBO. All contracts containing SDB participation must include a provision requiring SDB subcontractors to perform at least **50%** of the subcontracted work.

The selected Offeror's commitments to SDB made at the time of proposal submittal or contract negotiation shall, to the extent so provided in the commitment, be maintained throughout the term of the contract and through any renewal or extension of the contract. Any proposed change must be submitted to BDISBO, which will make a recommendation to the DHS project manager regarding a course of action.

If a contract is assigned to another Contractor, the new Contractor must maintain the SDB participation of the original contract.

The selected Offeror shall complete the Prime Offeror's Quarterly Utilization Report (or similar type document containing the same information) and submit it to the DHS project manager and BDISBO within **10** workdays at the end of each quarter the contract is in force. This information will be used to determine the actual dollar amount paid to SDB subcontractors and suppliers. Also, this information will serve as a record of fulfillment of the commitment the Lot 4 selected Offeror made and for which it received SDB participation points. If there was no activity during the quarter then the form must be completed by stating "No activity in this quarter."

NOTE: EQUAL EMPLOYMENT OPPORTUNITY AND CONTRACT COMPLIANCE STATEMENTS REFERRING TO COMPANY EQUAL EMPLOYMENT OPPORTUNITY POLICIES OR PAST CONTRACT COMPLIANCE PRACTICES DO NOT CONSTITUTE PROOF OF SMALL DIVERSE BUSINESS STATUS OR ENTITLE AN OFFEROR TO RECEIVE CREDIT FOR SMALL DIVERSE BUSINESS UTILIZATION.

LOT 5

INCOME VERIFICATION & IDENTIFICATION FOR PURPOSES OF CHILD SUPPORT

IV-27. Lot 5 Requirements.

- A. The selected Offeror must have the ability to provide **actual**, real time income sources and information to DHS's Child Support Enforcement Program.
- B. The selected Offeror will provide DHS stakeholders with training on the implementation and use of the results of income verification and identification services in support of child support enforcement.
- C. The selected Offeror will provide test input and output data to support initial testing of the income verification and identification services.
- D. The selected Offeror's service will be available from 8:00am to 5:00pm, Monday through Friday, excluding state holidays.

IV-28. Lot 5 Tasks.

- A. **Web and Batch Income Verification and Identification Service.** The selected Offeror will provide a web service and a batch Income Verification and Identification service to be utilized to verify income disclosed or undisclosed on Court Ordered Child Support cases and can be integrated with DHS's IT system(s) to verify and identify all income sources and amounts. The selected Offeror must provide income verification and identification services for child support purposes. The selected Offeror must provide Income Verification and Identification service that:
 - Receives information from DHS IT system(s)
 - Provides a response to a web inquiry in less than ten (10) seconds
 - Provides a response to a batch inquiry in the defined timeframe in section B below.

- 1. Inputs Requirements.** The minimum data that will be provided by DHS IT System(s) for the automated Income Verification and Identification service includes:

- a. Social Security Number
- b. Income Information
 - Amount
 - Timeframe
 - Type

Optional input data for the Income Verification and Identification includes:

- a. Date of Birth
- b. Gender
- c. Previous Address
- d. Phone Number
- e. DHS/Domestic Relations Section ("DRS") Unique Identifier
- f. Name
- g. Current Address

DHS may modify optional input data.

2. Outputs/Returned Results Requirements. The minimum output data for the Income Verification and Identification service includes:

- a. Actual income sources and information including, but not limited to:
 - Employer name
 - Employer address
 - Employment Status
 - Gross pay and frequency

Offerors should describe the additional information that it can provide such as employment dates, position title, medical and dental coverage information, the number of years of YTD gross income details Offeror can provide, and number of years of pay period detail, pay dates, gross pay, and year to date gross income details.

- b. An income verification result that can be interpreted and stored for use, which includes a level of confidence that individual's income amount has been verified

In its proposal, the Offeror should provide information regarding its sources of income information; how many sources are employers; how the verification result is derived; and how to interpret the result to make child support decisions. The Offeror should also address the types of income verification performed (reported and/or unreported) and whether the output changes based on the income type.

3. Reports and Analytics. The selected Offeror will provide reports that enable DHS to determine metrics by benefit program and in total, including but not limited to:

1. Total number of transaction details, including SSNs, for transactions performed in the prior month by the 15th of each month.
2. Total number of individuals sent for verification
3. Number of individuals verified (or a high confidence of verification)
4. Number of individuals not verified (no information found)

B. Batch Specific Service Requirements. The selected Offeror will provide Batch Services through an automated file transfer between the selected Offeror and the DHS program office. The Selected Offeror will work with the program offices (including Domestic Relations Sections of the County Courts of Common Pleas), DHS Bureau of Information Systems, and its contractors to seamlessly link the batch interface with DHS's Pennsylvania Child Support Enforcement System ("PACSES"). Tasks include, but are not limited to:

1. DHS will send an add and delete file to the selected Offeror four times per month, on days agreed upon by DHS and selected Offeror, to either add or delete from the DHS current portfolio of existing members' Social Security Numbers ("SSN"). These SSNs represent all DHS defendants, alleged fathers and plaintiffs who are new members to the Child Support System or are members of a reopened case
2. The selected Offeror will return a file four times per month, on days agreed upon by the program office and selected Offeror by within 24 hours of receipt or as soon as possible based on system capabilities.

3. The selected Offeror will retain all SSNs submitted through the initial or subsequent batch files in the in the selected Offeror's database. The selected Offeror will automatically return information to PACSES when specific criteria are met. The selected Offeror will automatically return information on a SSN when new employment is found, employment is terminated, a 40% increase or decrease in income amount occurs, or there is no change in income or employment in a year.
4. The total number of member SSNs to be retained by the selected Offeror is no more than 750,000.
5. The selected Offeror must be able to provide employment and income information through the batch service for the prior 26 pay periods. The selected Offeror will provide to DHS pay period information as supplied to them by Employers.

IV-29. Lot 5 Milestones and Deliverables. Upon the selected Offeror's completion of a milestone or deliverable, DHS will review the milestone or deliverable to determine its acceptability as provided in **Appendix A IT Terms and Conditions**. For each of the following milestones and deliverables, the selected Offeror must:

A. Web and Batch Service

1. Start-Up Deliverable #1

- a. Milestone 1: Provide an interface specifications document to DHS and engage in system design meetings with DHS personnel and information technology vendors
- b. Milestone 2: Provide a best practices document for client implementations of Income verification and identification for child support programs.
- c. Milestone 3: Identification of the selected Offeror's implementation team

2. Testing Deliverable #2

- a. Milestone 1: Successfully implement a test system and connectivity for DHS testing
- b. Milestone 2: Successfully complete all testing (integration, system, load, and user acceptance testing)
- c. Milestone 3: Successfully implement DHS production ready system and connectivity

3. Implementation Deliverable #3

- a. Milestone 1: Successfully implement web and batch income verification services including written attestation of post implementation validation
- b. Milestone 2: Final Implementation Report

B. Turnover Deliverable. Submit a letter certifying the destruction of DHS data.

IV-30. Lot 5 Reports and Project Control. The selected Offeror in coordination with the DHS project manager will develop and follow an Implementation Project plan that includes system design, testing, implementation and production validation. The selected Offeror will work with the DHS project manager and project team and perform the following:

A. Project Communications. The selected Offeror and DHS will use communication methods, including but not limited to the following:

1. Phone conferencing

2. Electronic webinars
3. Face to face meetings
4. Email/electronic documentation

B. Task Plan. Weekly, the selected Offeror will provide and maintain throughout the project life cycle a detailed task/project plan in a DHS-compatible file format to reflect the following details in a GANTT chart display:

1. Task items
2. Task completion percentages
3. Task base-lined start and end dates
4. Task actual start and end dates
5. Milestones
6. Notations
7. Assigned resources

C. Status Report. The selected Offeror will provide status reports on a weekly basis during the implementation phase, and monthly thereafter, unless otherwise modified by DHS, to provide the following:

1. Current task plan
2. Current project status
3. Updates and resolutions for outstanding items
4. Identified issues, risks, and associated mitigation plans
5. Impacted task plan item(s)
6. Impacts to project and implementation timelines
7. Resources dedicated to issue or risk

D. Final Implementation Report. The selected Offeror will provide a final implementation report which includes, but is not limited to the following:

1. Implementation successes and lessons learned
2. Open issues and associated mitigations for affected tasks
3. Findings, conclusions, and recommendations
4. All supporting project documentation

E. Post Production Support. The selected Offeror will provide an account manager that will act as a single point of contact for any questions, concerns or requests related to the services upon award of contract. The account manager will respond to issues in less than 24 hours or 1 business day, not including weekends or holidays. The account manager must meet with the Department at a minimum on a monthly basis and maintain issues tracking documents that will be reviewed. As required during the contract, the account manager will arrange to engage Offeror personnel to advise DHS on adjustments that need to be made to accurately verify income data. Additionally, the selected Offeror will implement and communicate change management processes as well as technical help desk support including defect resolution.

IV-31. Lot 5 Performance Standards. The Commonwealth has developed a set of minimum standards, defined below, which the selected Offeror must meet or exceed, in order to be in good standing. DHS will waive Income Verification and Identification Services Performance Standards 1 and 2 for the first sixty (60) days after the date of implementation to

production and Deliverables Performance Standard (3) until the Deliverable 1, Milestone 3 has been accepted.

Performance Standard	Target	Minimum Acceptable	Amount Owed, if Not Compliant	Reporting Frequency
1. The Income Verification and Identification service will be available 8am to 5pm, Monday through Friday, excluding state holidays and will be measured monthly.	100%	98%	Credit up to \$600 against monthly invoice	Performance Actuals to be submitted with monthly summary report
2. The Income Verification and Identification service results returned within 24 hours from receipt for batch inquiries and within 10 seconds for web inquiries and will be measured monthly.	100%	98%	Credit up to \$600 against monthly invoice	Performance Actuals to be submitted with monthly summary report
3. Implementation Deliverables - Acceptable deliverable submitted to DHS on time, per the agreed upon Implementation Plan	100%	100%	Credit up to 2% of deliverable cost for each late deliverable.	Performance Actuals to be submitted with monthly summary report

G. DHS will monitor the Lot 5 selected Offeror's performance on an ongoing basis using various methods including, but not limited to:

3. Review and approval of all deliverables; and
4. Review of all reports required by the Contract.

H. DHS will evaluate monitoring results to determine if the Lot 5 selected Offeror consistently and uniformly meets the requirements of the Contract.

I. Failure to meet the performance standards will result in damages to DHS, which will be difficult or impractical to ascertain and may result in DHS assessing liquidated damages. DHS may waive an assessment of liquidated damages at its discretion. The DHS project manager will give written notice of a failure to meet a performance standard to the Lot 5 selected Offeror. If DHS does not assess liquidated damages in a particular instance, DHS is not precluded from pursuing other assessments or remedies relating to those performance standards and their associated damages.

J. For any performance deficiency, including those related to performance standards and in addition to any other remedy the Department may have, the Lot 5 selected Offeror will prepare and submit a corrective action plan for all findings contained in a notice of deficiency. The Lot 5 selected Offeror must submit the corrective action plan to DHS within ten (10) business days of notification of the deficiency or such longer time as permitted by DHS.

K. The corrective action plan must include, but is not limited to:

7. Brief description of the findings;

8. Specific steps the Lot 5 selected Offeror will take to correct the situation or reasons why it believes corrective action is not necessary;
9. Name(s) and title(s) of responsible staff person(s);
10. Timetable for performance of the corrective action steps;
11. Monitoring that will be performed to ensure that corrective action steps were implemented;
12. Signature of the selected Offeror's project manager or a senior executive.

- L. The Lot 5 selected Offeror must implement the corrective action plan within the timeframe agreed to by the parties. DHS may take further action based on selected Offeror's failure to implement the agreed upon corrective action plan.

The Lot 5 selected Offeror will monitor staff members' and subcontractors' levels of performance on an ongoing basis and report any issues or concerns to DHS at least quarterly.

IV-21. Lot 5 Contract Requirements—Small Diverse Business Participation. All contracts containing SDB participation must also include a provision requiring the selected Offeror meet and maintain commitments made to SDBs at the time of proposal submittal or contract negotiation, unless a change in the commitment is approved by DGS BDISBO. All contracts containing SDB participation must include a provision requiring SDB subcontractors perform at least **50%** of the subcontracted work.

The selected Offeror's commitments to SDB made at the time of proposal submittal or contract negotiation shall, to the extent so provided in the commitment, be maintained throughout the term of the contract and through any renewal or extension of the contract. Any proposed change must be submitted to BDISBO, which will make a recommendation to the DHS project manager regarding a course of action.

If a contract is assigned to another Contractor, the new Contractor must maintain the SDB participation of the original contract.

The selected Offeror shall complete the Prime Offeror's Quarterly Utilization Report (or similar type document containing the same information) and submit it to the DHS project manager and BDISBO within **10** workdays at the end of each quarter the contract is in force. This information will be used to determine the actual dollar amount paid to SDB subcontractors and suppliers. Also, this information will serve as a record of fulfillment of the commitment the Lot 3 selected Offeror made and for which it received SDB participation points. If there was no activity during the quarter then the form must be completed by stating "No activity in this quarter."

NOTE: EQUAL EMPLOYMENT OPPORTUNITY AND CONTRACT COMPLIANCE STATEMENTS REFERRING TO COMPANY EQUAL EMPLOYMENT OPPORTUNITY POLICIES OR PAST CONTRACT COMPLIANCE PRACTICES DO NOT CONSTITUTE PROOF OF SMALL DIVERSE BUSINESS STATUS OR ENTITLE AN OFFEROR TO RECEIVE CREDIT FOR SMALL DIVERSE BUSINESS UTILIZATION.