

**Identity & Other Verification Services  
(RFP) 13-15  
Pre-proposal Conference**

*March 17, 2016*

# Introductions

- Sandy Patterson – Departments of Aging, Insurance, and Human Services, Chief Information Officer
- Mac Spiker – Bureau of Financial Operations
- Merry Mitchell – Bureau of Financial Operations
- Curtis Burwell – Small Diverse Businesses
  
- Other Commonwealth Staff
- Attendees

# Agenda

- Introductions
- Ground Rules
- Critical Points
- Project Overview
- Small Diverse Business Overview
- Timeline
- Break / Question Submittal
- Questions

# Ground Rules

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

# Critical Points

- To minimize delays in proposal evaluation and to avoid rejection of your proposal, read the RFP carefully and submit a complete proposal, including signature. Follow the proposal format as detailed in Part II of the RFP. Include the appropriate heading descriptions, respond to all requirements and provide any other relevant information as an appendix.
- An oral presentation by each vendor may be requested by the Department.
- Each lot proposal must have three separately sealed submittals; Technical, Cost, and Small Diverse Business. (Please pay close attention to the number of hardcopy and electronic submittals required)
- Do not include any cost data in the technical portion of your proposal.
- Proposals must be received by 2:00 PM on Tuesday, May 3, 2016.
- The resulting contract for each lot will be for a term of three years with two 1-year renewal options.

# Critical Points (cont.)

- Each lot of the RFP will be evaluated based on the following criteria:
  - Technical – 50%
    - Offeror's proposal must be greater than or equal to 70%.
    - An Offeror must score 70% of the available technical points in order to be considered for negotiations.
    - If the 70% threshold is not met, the proposal will not be further evaluated.
  - Cost – 30%
  - Small Diverse Business Participation – 20%
- The technical evaluation will be based upon the following criteria:
  - Soundness of Approach;
  - Offeror Qualifications (Corporate Background);
  - Personnel Qualifications; and
  - Understanding the Statement of the Problem.

# Project Overview

- As detailed in PART I of the RFP 13-15, the Department is seeking a contractor for the following projects:
  - Lot 1 to operate and maintain a web-service consisting of verification services that verify an individual's identity whether online, via paper or by telephone.
  - Lot 2 to operate and maintain a web-service consisting of Asset verification and identification services that verify assets included on an individual's application and to identify assets not indicated on an application.
  - Lot 3 to operate and maintain a web-service consisting of Income Verification and Identification services that verify income and to identify other sources of income not indicated on an application.
  - Lot 4 to supply ongoing automated data analysis for benefit applications that quantitatively assess the likelihood of eligibility of DHS administered benefits
  - Lot 5 to operate and maintain a web-service consisting of Income Verification and Identification services for the DHS Child support programs.

# Project Overview (cont.)

- Potential Offerors may bid on one, all, or any combination of the five (5) lots; The Department may award more than one lot to an Offeror.
- The selected Offerors must provide a high level of quality at a reasonable cost to the Commonwealth.
- For Lots 1, 2, 3, and 5, the Department will not select an Offeror or subcontractor to the Offeror for contract award if the Offeror or subcontractor provides IT planning or technical services for DHS enterprise systems. This preclusion is not applicable to Lot 4. (Change to RFP)



# Lot 1

Identity Verification: The selected Offeror must provide for implementation and continued operational support of automated verification and identification services. The primary objective is to gain greater confidence in an individual's identity and eliminate fraudulent applications.

This service will promote greater efficiencies in processing applications by utilizing technology to automatically validate applicant submitted information.

# Lot 1 (cont.)

Interactive Identity Verification: The selected Offeror will use demographic data supplied by an applying individual and prompt them with knowledge based authentication questions on a real time basis. The results will be stored in a DHS Information System.

Non-Interactive Identity Verification: The selected Offeror will use demographic data collected on DHS applications, either online, on paper, or via the DHS customer Support Center, to verify identity on a near real time basis (either one at a time or in batches). This service will be executed from an existing DHS Information System and the results will be returned to the same system.

Customer Support Center: The selected Offeror will provide a support center, staffed M-F 8AM-4:30PM to assist individuals with any Interactive Identity Verification questions and problems.

# Lot 1 (continued)

## Reports:

- Task Plan
- Implementation Project Deliverables
- Monthly Status Report
- Final Implementation Report
- Ongoing Analytical Reports which monitor submissions and evaluate metrics

## Support:

- Customer Service Center

## Performance Metrics:

- Interactive Identity Verification Service availability– 100%, 24/7
- Response Time for IDV – Less than 10 seconds
- Non-Interactive Identity Verification Service availability – 100%, 24/7
- Customer Service Center – M-F 8AM-4:30PM EST

# Lot 2

Asset Verification and Identification: The selected Offeror will verify the assets disclosed on an application and also identify assets not indicated on the application. The service will be triggered from a DHS Information System. The primary objective is to gain greater confidence in an individual's reported assets and, thus, accurately award benefits.

# Lot 2 (continued)

## Reports:

- Task Plan
- Implementation Project Deliverables
- Monthly Status Report
- Final Implementation Report
- Ongoing Analytical Reports which monitor submissions and evaluate metrics

## Performance Metrics:

- Asset Verification Service availability– 100%, 24/7
- Response Time for Asset Verification Services – Results returned in fewer than 15 days

# Lot 3

Income Verification and Identification: The selected Offeror will verify the Income disclosed on an application and also identify Income not indicated on the application. The service will be triggered from a DHS Information System. The primary objective is to gain greater confidence in an individual's reported income and, thus, accurately award benefits.

# Lot 3 (continued)

## Reports:

- Task Plan
- Implementation Project Deliverables
- Monthly Status Report
- Final Implementation Report
- Ongoing Analytical Reports which monitor submissions and evaluate metrics

## Performance Metrics:

- Income Verification Service availability– 100%, 24/7
- Response Time for Income Verification Services – Results returned in less than 24 hours

# Lot 4

Predictive Analysis Services: The selected Offeror will provide metrics indicating the likelihood of acceptance for Department benefits. This service can use the results available from:

- Lot 1 (Identity Verification Services)
- Lot 2 (Income Verification Services)
- Lot 3 (Asset Verification Services)
- Optional Other stored information from an application

Data will be obtained from a DHS Information System. The primary objective is to gain greater confidence in DHS's decisions for awarding benefits.



# Lot 4 (continued)

## Reports:

- Task Plan
- Implementation Project Deliverables
- Monthly Status Report
- Final Implementation Report
- Ongoing Analytical Reports which monitor submissions and evaluate metrics

## Performance Metrics:

- Predictive Analysis Service availability– 100%, 24/7
- Response Time for Predictive Analysis Services – Results returned in less than 24 hours

# Lot 5

## Income Verification and Identification in support of the Child

Support Program: The selected Offeror will verify the Income for purposes of establishing, modifying, and enforcing child support orders. The service will be triggered from a PA Child Support Enforcement System (PACSES). The primary objective is to gain greater confidence in an individual's reported income and, thus, accurately reflect this income in child support matters.

# Lot 5 (continued)

## Reports:

- Task Plan
- Implementation Project Deliverables
- Monthly Status Report
- Final Implementation Report
- Ongoing Analytical Reports which monitor submissions and evaluate metrics

## Performance Metrics:

- Income Verification Services in support of the Child Support Program availability – 100%, M-F 8AM-5PM
- Response Time for Income Verification Services in support of the Child Support Program – Results returned in less than 24 hours for batch inquiries and within 10 seconds for web inquiries.

# SDB Overview

## Small Diverse Business (SDB) Participation Overview

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

**Curtis Burwell**

**Procurement Compliance Officer**

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

- A Small Diverse Business 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.

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

To receive credit for being a Small Diverse Business or for subcontracting with a Small Diverse Business (including purchasing supplies and/or services through a purchase agreement), an Offeror must include proof of Small Diverse Business qualification in the Small Diverse Business participation submittal of the proposal, as indicated in section II of the RFP.

- Photocopy of its DGS issued certificate entitled “Notice of Small Business Self-Certification and Small Diverse Business Verification” indicating its diverse status
- Small Diverse Business(es) must be named, including address and phone
- Letter of intent that specifies the type of goods or services the Small Diverse Business will provide along with percentage of commitment
- 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
- 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 Small Diverse Businesses as subcontractors

**NOTICE OF SMALL BUSINESS SELF-CERTIFICATION  
AND SMALL DIVERSE BUSINESS VERIFICATION**



**pennsylvania**

DEPARTMENT OF GENERAL SERVICES

The Department is pleased to announce that

**AGENCY GUEST ACCOUNT**

has successfully completed the Pennsylvania Department of General Services' process for self-certification as a small business under the Commonwealth's Small Business Procurement Initiative as established by Executive Order No. 2011-09, and is verified as a Small Diverse Business with the following designation(s):

**BUSINESS TYPE(s): Construction Contractor, Construction Supplier, Design, Procurement Services, Procurement Goods, Information Technology**

**CERTIFICATION NUMBER: 336949-2012-07-SB-MWBE**

**ISSUE DATE: 07/15/2012**

**EXPIRATION DATE: 07/16/2015**

**RECERTIFIED DATE: 7/16/2014**

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Curtis M. Topper, Acting Secretary  
Department of General Services  
Commonwealth of Pennsylvania



**SMALL DIVERSE BUSINESS  
LETTER OF INTENT**

[DATE]

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

Dear [SDB Contact Name]:

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

If [Offeror] is the successful vendor, [SDB] shall provide [identify the specific work, goods or services the SDB will perform, 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].

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

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

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

Sincerely,

Acknowledged,

Offeror Name  
Title  
Company  
Phone number

SDB Name  
Title  
Company  
Phone number

## Contact Information

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

Mr. Curtis Burwell

Contract Compliance Officer

Telephone: (717) 787-4834

E-Mail: [cburwell@pa.gov](mailto:cburwell@pa.gov)

# Timeline

The Project Timeline includes:

- 03/03/2016 – RFP 13-15 is Issued
- 03/17/2016– Pre-proposal Conference
- 03/28/2016 – Answers to Potential Offerors' questions will be posted to the Department of General Services (DGS) website
- 05/03/16 – Due date for proposals
- Offeror selection and negotiations

# Questions

- ▼ To date, **26** written questions have been submitted by email.
- ▼ You may submit additional questions today on the forms provided.
- ▼ Questions submitted today will be read and a preliminary response will be provided.

# Questions (cont.)

- ▼ We will not answer any question not provided in writing
- ▼ No answer is official until it is answered in writing
- ▼ Answers will be posted to the DGS website as an addendum to the RFP

# Break / Question Submittal

## Break & Question Submittal

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

# RFP #13-15

This concludes the pre-proposal conference

Answers to all questions posed will be posted to the DGS website at

<http://www.emarketplace.state.pa.us/Search.aspx>

by close of business March 27, 2016

No further questions will be entertained or answered

# Project Officer

Michelle E. Smith  
Department of Human Services  
Bureau of Financial Operations  
Health & Welfare Bldg., Rm 402  
Harrisburg, PA 17120  
Telephone No: (717)787-9200  
<mailto:ra-pwrfpquestions@pa.gov>

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





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Attendee Name	Company Name & Address	Phone	Email
L MOHUN KAPUR	XPERTVINTAGE 3425 SARBON FERRY RD CAMP HILL, PA 17011	(717) 910-4230	mohun@ xper.tv.com
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Jim Farrell	EquiFax Roshar VA	571-219-6178	James.Farrell@ equifax.com
JOEL O'DONNELL	DHS/om/PROGRAM EVALUATION 625 FOSTER ST HRA, PA 17120	717-787-1665	joedonnel@a.gov
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Attendee Name	Company Name & Address	Phone	Email
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Attendee Name	Company Name & Address	Phone	Email
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