

MEDICAID MANAGEMENT INFORMATION SYSTEMS (MMIS) 2020 PLATFORM PROJECT

**Lot 1) Managed Care Administration (MCA),
Lot 2) Financial (FIN), & Lot 3) Fee for
Service(FFS)**

**Request for Proposals (RFP) #26-16
Pre-proposal Conference
*January 7, 2020***

Agenda



pennsylvania
DEPARTMENT OF HUMAN SERVICES

- Introductions
- Ground Rules
- Critical Points
- Project Background and Goals
- Project Overview
- Timeline
- Small Diverse Business/Small Business Overview
- Contractor Partnership Program
- Break / Question Submittal
- Questions
- Adjourn

- Michelle Herring – Bureau of Procurement & Contract Management
- Dory McGuire – Office of Medical Assistance Programs/Bureau of Data and Claims Management
- Tina Dorsey – Office of Medical Assistance Programs/Bureau of Data and Claims Management
- Sam Moore – Office of Medical Assistance Programs/Bureau of Data and Claims Management
- Audrey Smith - DGS Bureau of Diversity, Inclusion and Small Business Opportunities
- Laura Schlaghaufer – DHS Contractor Partnership Program

- Commonwealth staff please stand up and introduce yourselves.

- Attendees please stand up, and state your name and the company you are representing.

Ground Rules



- Sign in sheets
- Questions must be submitted in writing on the forms provided.
- The Commonwealth team will determine which questions may be preliminarily answered.
- Any answers provided are not final until formally issued in writing.
- Any changes to the RFP will be issued as a formal written amendment.
- Any communication will be made through the RFP Issuing Officer.

Critical Points



- To minimize delays in proposal evaluation and to avoid rejection of your proposal, read the RFP carefully and timely submit a complete proposal, including signature. Follow the proposal format as detailed in Part I of the RFP. Include the appropriate heading descriptions, respond to all requirements and provide any other relevant information as an appendix.
- An oral presentation, including a system demonstration, may be requested by the Department.
- Each proposal must have four separately sealed submittals;
 - Technical;
 - Cost;
 - Small Diverse Business/Small Business; and
 - Contractor Partnership Program.
- Please pay close attention to the number of hardcopy and electronic submittals required.

Critical Points - Continued



- Do not include any cost data in the technical portion of your proposal.
- Proposals **must be received** by 12:00 PM on March 13, 2020.
- The resulting contract for each lot will be for a term of four (4) years with four (4) one (1) year renewal options.
- Please read the **entire** RFP carefully before submitting questions. The answers to many questions may be found in subsequent sections of the RFP.
- The Department will be able to respond in a more expeditious manner if it does not have to respond to questions that only require a reference to another section of the RFP.

Critical Points - Continued



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

Project Background and Goals



- As explained in RFP # 26-16, the Commonwealth is procuring a new Medicaid Management Information System (MMIS) to replace its aging Provider Reimbursement and Operations Management Information System (PROMIS^eTM).
- The new MMIS, known as the **MMIS 2020 Platform**, will provide a modular enterprise-wide system providing automated support for the Department's programs in both the fee-for-service (FFS) and managed care organization (MCO) delivery systems, various waiver programs, the Low Income Home Energy Assistance Program (LIHEAP), and the Medical Assistance Provider Incentive Repository (MAPIR). The MMIS 2020 Platform will support almost three (3) million individuals who are enrolled in the Department's programs.

Project Background and Goals



- Except for three (3) modules already in place, the Department will use a phased-in strategy to implement modules of the MMIS 2020 Platform, aligned to Pennsylvania's Medical Assistance (MA) program business operations structure.

- Selected Offerors will provide modules capable of interfacing with the new MMIS as well as the legacy system (PROMISe™) during the transition period from the legacy system to the modular solution.

- Through this RFP, the Department is seeking qualified Offerors to provide the following services for the entire MMIS 2020 Platform:
 - Lot 1 – Managed Care Administration (MCA)
 - Lot 2 – Financial (FIN)
 - Lot 3 – Fee-for-Service (FFS)

Project Background and Goals

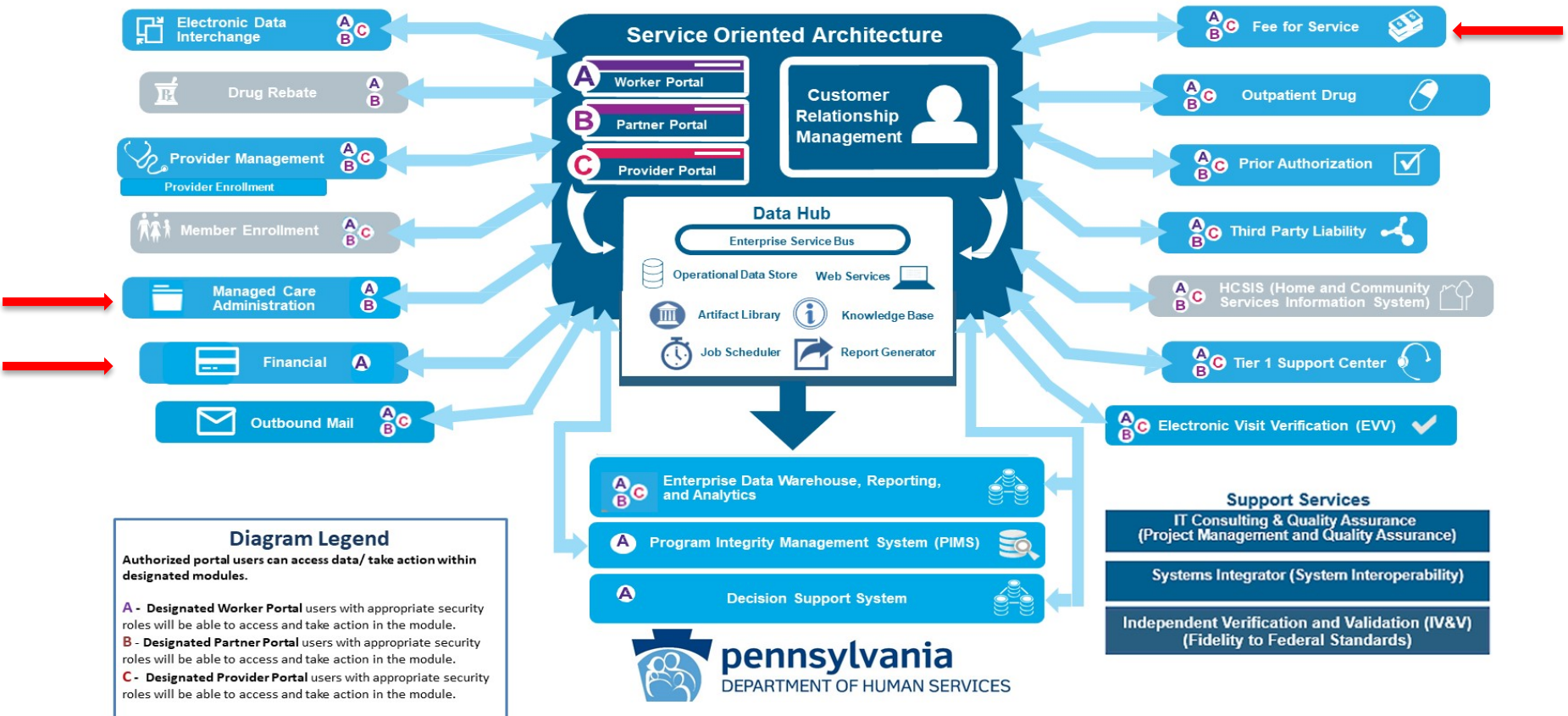


- Selected Offeror(s) for this RFP must work with the System Integrator/Data Hub (SI/DH) Contractor and the Information Technology Consulting/Quality Assurance (ITC/QA) Contractor to define the business requirements for routing all modular data and HIPAA transactions from the MCA, FIN, & FFS modules to the SI/DH.
- The Department will evaluate each Lot separately and select the Offeror with the highest overall score for each Lot. After final evaluations, if it is in the Commonwealth's best interest, the Department may request an integrated solution for two or more Lots.

MMIS 2020 Platform Diagram

MMIS 2020 Platform Modularity Diagram

Pennsylvania's MMIS 2020 Platform is designed around Pennsylvania's Medical Assistance (MA) business model, integrated around a data hub enabling modularity and incremental implementation.



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

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

 - The Statement of the Project should discuss specific issues and risks associated with the MCA/FIN/FFS module and should include proposed solutions for each.

 - The Offeror should demonstrate how it will develop and maintain relationships with the other selected Offerors for the MMIS 2020 Platform modules.



➤ **Technical Submittal Continued:**

➤ **Statement of the Project** found in:

- Section III-1. Statement of the Project for Lot 1, MCA
- Section III-11 Statement of the Project for Lot 2, FIN
- Section III-21 Statement of the Project for Lot 3, FFS

➤ **Management Summary** found in:

- Section III-2. Management Summary for Lot 1, MCA
- Section III-12 Management Summary for Lot 2, FIN
- Section III-22 Management Summary for Lot 3, FFS

- **Technical Submittal, additional Sections include, but are not limited to:**
 - Qualifications
 - **Section III-3 Qualifications** for Lot 1, MCA
 - **Section III-13 Qualifications** for Lot 2, FIN
 - **Section III-23 Qualifications** for Lot 3, FFS
 - For the Qualifications section include:
 - Company Overview
 - Prior Experience including experience with other modular implementations of similar size and scope. Please note, **Appendix F, Corporate Reference Questionnaire** requirements.
 - Offeror Personnel showing the number staff and the level of work they will be engaged in during the project as described in the RFP. Please note, **Appendix G, Personnel Reference Questionnaire** requirements for Key Personnel.
 - Subcontractors

➤ Technical Submittal, additional Sections include, but are not limited to:

➤ **Training**

- **Section III-4 Training** for Lot 1, MCA
- **Section III-14 Training** for Lot 2, FIN
- **Section III-24 Training** for Lot 3, FFS
- For the Training section include:
 - Provide system and technical documentation;
 - Train the Trainer; and
 - Collaboration with the ITC/QA contractor who will deliver training to end users.

➤ **Financial Capability**

- **Section III-5 Financial Capability** for Lot 1, MCA
- **Section III-15 Financial Capability** for Lot 2, FIN
- **Section III-25 Financial Capability** for Lot 3, FFS

➤ **Technical Submittal, Work Plan Section**

- Master Work Plan – Offerors must submit separate proposals for each Lot and may not submit a combined Work Plan for two or more Lots in their proposals.
- Master Work Plan Components include:
 - Charter and Project Roles
 - Project Plan Role
 - Communications Role
 - Risks and Issues Role
 - Requirements Management Role
 - Project Documentation Role
 - Implementation Plan Role
 - Data Conversion Plan Role
 - Defect Management Plan
 - Change Management Plan
 - Release Management Plan

➤ **Technical Submittal, Work Plan Section – *Continued***

➤ *Master Work Plan Components – Continued:*

- Business Rules Engine Management Plan
- Quality Management Plan
- Test Plan
- Rollback Plan
- CMS Certification Plan
- Data Management Strategy Plan
- Closeout Plan
- Maintenance and Operations
- Technical Infrastructure Document
- System Design Document
- Turnover Plan

➤ **Technical Submittal, Requirements Section**

- Technical Submittal Requirements are different for each Lot; however, each Lot's requirements are broken down as follows:
 - Develop and maintain Disaster Recovery Plan
 - Develop and maintain a Emergency Preparedness/Continuity of Operations Plan (COOP)
 - General Requirements
 - Technical Requirements
 - Functional Requirements
 - System, Cyber and HIPAA Security Plan
 - Tier 2 Technical Support
 - Input and Output File Updates
 - Reuse

RFP 26-16 Overview - Continued



➤ Cost Summary Worksheet

Instructions – The Cost Summary Worksheet must be completed in its entirety by completing all cells shaded in yellow.

RFP Reference	Deliverable/Material Services Description	Initial Document Due Date	Update Due	Fixed Price Fee	Initial Payable Amount	Withhold Amount Payable Upon CMS Final Certification Approval
Section III-6.B	MCA Charter and Project Roles	Initial Document due twenty-two (22) business days after the purchase order effective date.	Section III-B Weekly Status Reports and Section III-8.C Monthly Status Reports		\$ -	\$ -
Section III-6.B.1	MCA Charter					
Section III-6.B.2.a	MCA Project Plan Roles:					
Section III-6.B.2.b	Communications Role					
Section III-6.B.2.c	Risks and Issues Role					
Section III-6.B.2.d	Requirements Management Role					
Section III-6.B.2.e	Project Documentation Role					
Section III-6.B.2.f	Implementation Plan Role					
Section III-6.B.2.g	Data Conversion Plan Role					
Section III-6.E	MCA Release Management Plan	Initial Document due forty (40) business days after the purchase order effective date	Update no later than twenty-nine (29) business days prior to each module or functionality release		\$ -	\$ -
Section III-6.F	MCA Business Rules Engine Management Plan	Initial Document due forty-three (43) business days after the purchase order effective date	Section III-8.C Monthly Status Reports		\$ -	\$ -
Section III-6-H MCA Test Plan	MCA System Test Plan	Document due thirty-three (33) business days prior to testing each MCA module upgrade or enhancement	Update not applicable		\$ -	\$ -
	MCA Integration Test Plan					
Section III-6.I	MCA Rollback Plan	Initial Document due sixty-five (65) business days prior to initial implementation.	Update due eight (8) business days prior to implementation		\$ -	\$ -

➤ Cost Summary Worksheet

Deliverables –

- The Department is requesting an all-inclusive price for each deliverable as identified by RFP reference for each Lot in the Cost Summary Worksheet.
- All-inclusive means all costs associated with completing the deliverable as defined in the requirements and tasks identified in the RFP, to include travel, overhead, profit, and other costs.
- The Department will deduct, as retainage, an amount equal to 5% of the following fees and deliverables:
 - DDI Deliverable Payment Table
 - Deliverable Payment Table – Milestone Phase Execution Deliverables
 - DDI Payment Table – Total Fixed Monthly Fee
- Withhold Amount will be payable upon CMS Final Certification Approval.

The following Deliverables are Not Subject to Withhold:

- DDI Deliverable Payment Table
- M&O Fixed Monthly Fees

RFP 26-16 Overview - Continued



➤ Cost Summary Worksheet

Milestone Execution Phase Deliverables – DHS is requesting an all-inclusive fixed price for the execution of each SDLC Milestone phase.

Deliverable Payment Table- Milestone Phase Execution Deliverables- Subject to Withhold				
Milestone Phase Execution/Material Services Description	Pagable Event	Total Fixed Execution Cost	Initial Pagable Amount	Withhold Amount Pagable upon CMS Final Certification Approval
Requirements Analysis Phase	Upon Department Approval of Business Requirements Document (BRD)		\$ -	\$ -
Design Phase	Upon Department Approval of MCA System Design Document (SDD)		\$ -	\$ -
Development Phase	Upon Department Approval of MCA General Design Document (GSD)		\$ -	\$ -
Data Conversion Phase	Upon successful completion of all Data Conversion activities for MCA Module.		\$ -	\$ -
Testing Phase	Upon Department Approval of Successful User Acceptance Testing for MCA Module		\$ -	\$ -
Implementation Phase	Upon CMS Approval of Operational Milestone Review (R2)		\$ -	\$ -

➤ Cost Summary Worksheet

Fixed Monthly Fees

The Department is requesting a fully loaded, all-inclusive fixed monthly fee to perform all the deliverables and services identified in the following two phases:

- Fixed Monthly Fee During Design, Development and Implementation
- Fixed Monthly Fee Maintenance & Operations

The phase for each deliverable and the associated RFP reference is identified in the Cost Summary Worksheet for each Lot.

Deliverable Payment Table - Design, Development and Implementation-* Subject to Withhold							
RFP Reference	Monthly Deliverables/ Material Services	Total Fixed DDI Monthly Fee	Less 5% Monthly Withhold	Initial Monthly Payable Amount	DDI Year 1	DDI Year 2	Withhold Payable Amount Upon CMS Final Certification Approval
					12 Months	5 Months**	DDI Timespan of 17 Months**
Section III-8.B	Weekly Status Report		\$ -	\$ -	\$ -	\$ -	\$ -
Section III-8.C	Monthly Status Report						
Section III-8.D	Meetings						

** Subject to Change based on MMIS 2020 Platform Progress

RFP 26-16 Overview - Continued



➤ Cost Summary Worksheet

IT Services Worksheet- The Department is requesting that the Offeror list the various licenses its solution utilizes and include the annual pricing.

Please list IT Services/ Material Services Description	Month/Year Incurred	Annual Cost Year 1	Annual Cost Year 2	Annual Cost Year 3	Annual Cost Year 4	Total Cost Base Years 1-4
	Annual Fee for each Contract Year					\$ -
	Annual Fee for each Contract Year					\$ -
	Annual Fee for each Contract Year					\$ -
	Annual Fee for each Contract Year					\$ -
	Annual Fee for each Contract Year					\$ -
	Annual Fee for each Contract Year					\$ -
	Annual Fee for each Contract Year					\$ -
	Annual Fee for each Contract Year					\$ -
	Annual Fee for each Contract Year					\$ -

➤ Cost Summary Worksheet

Fixed Hourly Rate

- The Department is requesting a fully loaded, all-inclusive fixed hourly rate for any required development of additional Modules and enhancements.

Fixed Rate for development of addition Module or enhancements.*	
Fixed Hourly Rate	

* Estimated 10,000 hours each Contract Year for additional Module(s) or enhancements.
* Estimated hours are for evaluation purposes only and do not constitute a guarantee of work or payment to be received.

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



pennsylvania

BUREAU OF DIVERSITY, INCLUSION
AND SMALL BUSINESS OPPORTUNITIES

Audrey Smith
Procurement Liaison

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

What do I need to do ?

- Consider subcontracting opportunities available for small diverse and small businesses
- Identify a general percentage commitment to either or both Small Diverse Businesses (SDBs) and/or Small Businesses (SBs)
- Complete and submit with your proposal via JAGGAER:
 - SDB/SB Participation Submittal Form

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

Small Business

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

Small Diverse Business

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

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

Request for Proposal (RFP) : Format and Template

RFP Small Diverse (SDB) and Small Business (SB) Components:

Jaggaer RFP Format

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

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

How do I find SDBs and SBs?

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

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

Getting Started

Part II Criteria for Selection

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

PART II

CRITERIA FOR SELECTION

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

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

The Forms

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

Revised 11-28-2018

Participation Submittal

Section 1 – General Information

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

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

Participation Submittal

Section 2 – Offeror Information

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

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

If "YES", I the Verifi Expiration

Participation Submittal

Section 3 – Subcontracting Information

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

SUBCONTRACTING INFORMATION

Percentage Commitment for SDB and SB Subcontracting Participation

After examination of the contract documents, which are made a part hereof as if fully set forth herein, the Offeror commits to each of the following general independent percentages of the total contract cost for Small Diverse Business and Small Business subcontracting participation.

Small Diverse Business Subcontracting percentage commitment:

Small Business Subcontracting percentage commitment:

Revised 11-28-2018

Participation Submittal

Section 3 - Listing Page

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

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

Participation Submittal Form

Section 5 – Letter of Intent

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

MM/DD/YYYY [SDB/SB Contact Name] [Title] [SDB/SB Company Name] [Address] [City, State, Zip] [Email] [Phone #]	Offeror: RFP:
Dear: [SDB/SB Contact Name]	
This letter serves as confirmation of the intent of this offeror to [SDB/SB Contact Name] on the above-referenced RFP issued to [SDB/SB Contact Name].	
If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services during the initial term of the prime contract and during any extensions, options or renewal periods of the prime contract exercised by the Commonwealth, as more specifically set forth in the RFP.	
[Identify the specific time periods during the initial contract term and any extensions, options and renewals when the work, goods or services will be provided or performed]	
Identify the specific work, goods or services the SDB/SB will perform below: [Identify the specific work, goods or services the SDB/SB will perform]	
These services represent [SDB/SB Contact Name] of the total cost in the Offeror's cost submittal for the initial term of the contract. Dependent on final negotiated contract pricing and actual contract usage or volume, the above-referenced SDB/SB will receive an estimated [SDB/SB Contact Name] during the initial contract term.	
The above-referenced SDB/SB represents that it meets the small or small diverse business requirements set forth in the RFP and all required documentation has been provided to the Offeror for its SDB/SB submittal.	
We look forward to the opportunity to [SDB/SB Contact Name] on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.	
Sincerely, X Offeror Contact Name: Title: Offeror Company's Name:	Acknowledged, X [SDB/SB Contact Name] [Title] [SDB/SB Company Name]

Revised 03-19-2018

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

What do I need to know ?

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

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

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

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

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

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

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

Telephone: (717) 783-3119

Audrey Smith, Procurement Liaison

E-Mail: audresmith@pa.gov

717-346-8105

Curtis Burwell, Procurement Compliance

E-Mail: cburwell@pa.gov

717-787-4834



Contractor Partnership Program

Bureau of Employment Programs
Tanoa Fagan, Bureau Director

What is the Contractor Partnership Program (CPP)?

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

What are the benefits for Contractors and Grantees?

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

[WOTC](#)

[Federal Bonding Program](#)

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

RFP Requirements

- The RFP contains an overview of CPP in the CPP Buyer Attachment.
- Offerors should submit a plan for hiring TANF beneficiaries with the objective of meeting the hiring target.
- This submittal will not be part of the scoring criteria, but it must be completed.

Implementing a Hiring Plan

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

How is the hiring target determined?

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

**Exemptions can be discussed as appropriate*



Hiring Target Example:

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

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

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

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

Program Requirements

- Implement the hiring plan as established in your CPP submittal: If awarded a contract, DHS and the Bureau of Employment Programs can work with the entity to implement the hiring plan.
- Establish a Business Folder in the Commonwealth Workforce Development System (CWDS)
 - Folders are contract specific
 - Folders must be kept updated for accurate contact information
- Complete the Routing Slip and return via email to the CPP resource account within ten business days of receiving the form
 - The Routing Slip is used by the entity to submit its negotiated hiring target and business folder name
- Submit quarterly employment reports via CWDS as follows:
 - Q1-October 15
 - Q2-January 15
 - Q3-April 15
 - Q4-July 15

Quarterly Reports are required even if no hires were made during the quarter

How can DHS connect selected Offeror with TANF beneficiaries?

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

What type of positions are typically filled by CPP applicants?

EARN PARTICIPANTS:

- SKILLED JOB SEEKERS
- VARIOUS SKILL LEVELS AND EXPERIENCE

WORK READY PARTICIPANTS:

- ENTRY LEVEL SKILL SET

KEYS PARTICIPANTS:

- INDUSTRY RECOGNIZED CREDENTIALS
- ASSOCIATE DEGREES

What are the responsibilities of oversight staff?

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

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



Contact Information

Contractor Partnership Program

Email: RA-BETPCPP@pa.gov

PA CareerLink® online:

pacareerlink.pa.gov

Break & Question Submittal

- You may submit additional questions today on the forms provided.
- Questions must be submitted in writing during this break or at the end of the conference on the forms provided.
- A preliminary response may be provided to any questions submitted.
- We will not answer any question not provided in writing.
- No answer is official until it is answered in writing and posted to the DGS website as an addendum to the RFP.

Questions



pennsylvania
DEPARTMENT OF HUMAN SERVICES

- Question and Answer Period

RFP # 26-16 Conclusion



- This concludes the pre-proposal conference.
- Answers to all questions posed will be posted to JAGGAER by close of business **01/29/2020**.
- No further questions will be entertained or answered.

- The Project Timeline includes:
 - **12/13/2019** – RFP # 26-16 was Issued
 - **01/07/2020** – Pre-Proposal Conference at 1:30 PM EST
 - **01/29/2020** – Answers to questions posed will be posted in JAGGAER by close of business
 - **03/13/2020** – Due date for proposals. Sealed proposals must be received by the Issuing Office by 12 PM EST.

Michelle Herring
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Bureau of Procurement and Contract Management
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Any contact with the Department concerning this RFP
must be through the RFP Issuing Officer.

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