

## Department of General Services

## Emergency Procurement ("EP") Approval Request

## Bureau of Procurement

If either of the following two conditions exist, an EP is not required and should not be requested:

1. Material / Service available from DGS statewide contract.
2. Estimated Cost of the Material / Service is within the Small, No-bid Procurement threshold identified in the Procurement Handbook, Part I, Chapter 7.

Agency requests approved to proceed with an emergency procurement under Section 516 of the Commonwealth Procurement Code (62 Pa. C.S. §516).

*Requesting Agency Information*

Agency/Bureau:	Labor & Industry					
Contact Person:	Lori A. Micheals					
Contact Address:	651 Boas Street Harrisburg PA 17121					
Contact Tel#:	717-783-0326					
Contact Email:	lmicheals@pa.gov					
Description Of Material (or) Service (or) IT	Service	Call Center and Unemployment Claims processing services for PUA claimants.				
SAP Material Groups:	8311507					
Estimated \$ Amount:	3084197					
Length of EP:	90 Days					
Delivery Location:	City	Harrisburg	State	Pennsylvania	ZipCode	17121

*Basis for the Emergency Purchase*☐

**Threat to public health, welfare, or safety**

**Identify the Threat:**

**Provide a brief explanation of the need for the material and/or service:**

**State the consequence if the procurement is not done on emergency basis:**

Indicate whether approval  
was obtained from DGS.

If "Yes", provide the following:

☐ Yes

a. Name of person granting approval:

☒ No

b. Date of approval:



***Circumstances outside the control of the agency create an urgency of need, which does not permit the delay in using more competitive methods***

**NOTE: Verbal approval will not be provided for this basis. Agency cannot proceed with emergency procurement until this form is completed and approved by DGS.**

**Identify the Circumstances:**

Due to the COVID 19 pandemic, the Department of Labor and Industry, Bureau of Unemployment Compensation claims have significantly increased. Additional call center staffing services are needed to assist telephone and electronic inquiries and claims processing for individuals receiving Pandemic Unemployment Assistance (PUA)

**Why are those  
circumstances outside of  
the control of Agency?**

There is an estimate 718000 citizens who have filed for unemployment benefits under the PUA program. The Department does not have sufficient staff to process the existing or new claims timely.

**Provide a brief explanation  
for the urgent need:**

The PUA Program was created by the federal government through the Federal Cares Act. which provides up to 39 weeks of unemployment benefits to individuals not eligible for regular unemployment compensation or extended benefits including those who have exhausted all rights to such benefits and workers who are not usually eligible for unemployment compensation benefits. The Department wants to expand processing on the PUA benefit for as long as the program remains in effect. Two-hundred fifty(250) additional call representatives are needed to meet current demands.

## ***Information Required***

***For ALL EP's provide the following information:***

**Brief description of selection  
process:**

The Department of Labor and Industry engaged UniqueSource for assistance. Unfortunately UniqueSource is only able to provide 50 additional call representatives. DLI Legal used the ITQ to research potential contactors who provide call centers. Although Maximus only provides Call Center Consulting Services, DLI contacted Maximus for the additional support.

**Full supplier  
information  
(if known at time of  
submission of form)**

Name:

Maximus

Address:

1891 Metro Drive, Reston, VA 20190

Telephone #:

703-251-8500

SAP Vendor#:

167409

Total Amount

***For EP's that are NOT a threat to public health, welfare, or safety, provide the following information***

**Include a list of the solicited  
suppliers, their contact information,  
and their quotations:**

UniqueSource

Funds have already been encumbered for this request (Yes/No):	<input checked="" type="checkbox"/> Yes	Federal PUA funds will be used to pay for this service.
	<input type="checkbox"/> No	
If applicable, what has been done previously to procure this material/service? (Also provide the previous SAP/SRM PO number and/or Contract Number)	N/A	

**NOTE: If any Agency only intends to solicit a quote from one supplier, the following section, "Supplemental Single Source Information" must be completed**

## *Supplemental Single Source Information Required*

*This section of the EP APPROVAL REQUEST Form is only required to be completed if the following is applicable:*

- 1. Category of Emergency is due to "Circumstances outside the control of the agency create an urgency of need, which does not permit the delay in using more competitive methods."*
- 2. It is not practical for the agency to obtain two or more quotes.*

Is only a single supplier capable of providing the material or services? If Yes, please explain. If not applicable, leave blank and respond in the next block.
Explain why it is not practical to obtain two or more quotes for this emergency procurement.
If timing is a factor, what is the time factor and why? If yes, please explain.
Are there compatibility requirements or compliance requirements? If yes, please explain.

**NOTE: If the purpose of the emergency procurement is to prevent a lapse in contracted services, one of the following must be checked. Include status of the new contract/purchase and note any special conditions of the emergency procurement.**

<input type="checkbox"/>	To extend a current contract with the current contractor to prevent a lapse in contracted services.
<input type="checkbox"/>	To bridge a gap between an expiring contract and a new contract by allowing the new contractor to begin work before the new contract is fully

☐

To authorize a supplier, who has been properly selected through one of the methods of award, to begin work before the new contract is fully executed because the agency needs the services immediately and cannot wait until full execution of the

☒

If none of the above is applicable, explain how the emergency supplier was selected.

Labor and Industry used the ITQ to research potential contactors who provide call centers. Although Maximus only provides Call Center consulting services, the DLI reached out to the ITQ contractor for availability.

## Agency Approvals

**IMPORTANT\*:**The printed names on this form shall constitute the signatures of these individuals. Agencies must insure that these individuals review the completed form and give their consent to apply their printed name on this form. No handwritten signatures shall be required in order for the form to be considered "signed" by those individuals whose names appear in the signature section

**Requesting Authority (Agency Head or Designee reviewing and approving this request)**

**Requesting Authority signature connotes concurrence with the Agency EP request to procure the material and/or service**

**Title:**

Procurement Manager

**Signature:**

Lori A. Micheals

**Date:**

06-23-20