

SOURCE JUSTIFICATION FORM

Bureau of Procurement

The objective of this form is to capture all relevant documentation an Agency may have to assist the Department of General Services ("DGS"), Bureau of Procurement, in expediting the source justification review process. This form must be completed electronically, signed, and submitted with all relevant documentation to DGS. If a question is neither mandatory nor applicable, please indicate "N/A". Please use standard terminology and define acronyms.

SECTION A

1. Agency Name:

Pennsylvania Commission on Crime and Delinquency

2. Procurement Description:

This description will appear on the eMarketplace website for public viewing

The current Purchase Orders with Social solutions end on January 31, 2018. The POs cover ETO and the addition of HMIS (Homeless Management Information System) template. This is a multi-agency collaborative effort to use technology and standardization to reduce the burden that victim service programs have with reporting to multiple funders. ETO provides victim service programs with a streamlined, standardized data collection, reporting and outcomes system.

Materials Description:

Services Description:

3. Materials Shopping Cart # or Services SPR#

BOP-1210

Estimated Cost:

\$500,001 - \$1M

Initial Contract Term:

2/1/18 - 6/30/2020

Renewals:

0

4. Supplier - Name:

Social Solutions Global, Inc.

Full Address:

425 Williams Court, Suite 100, Baltimore Md 21220

Contact Name:

Jim Hamidani

Telephone:

866-732-3560

FAX:

443-460-3473

E-mail:

Jhamidani@socialsolutions.com

SRM Supplier #:

351542

5. Delivery or service location:

Statewide

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SECTION B

- ☒ **1. Sole Source:** Only known source - Not available from another supplier.
- ☐ **2. Material/Repair/Maintenance:** Material or service MUST be compatible with existing equipment. Documentation must be provided from the manufacturer.
- ☐ **3. Used Equipment:** Value set by 2 independent 3rd party appraisals.
- ☐ **4. Professional Expert:** Describe in detail in Section C.
- ☐ **5. Exempt (Law):** A federal or state statute or regulation exempts the procurement from the competitive procedure. Any applicable information precluding the procurement from competitive procedures must be attached.
- ☒ **6. Feasibility:** Clearly not feasible to award the contract on a competitive basis.

SECTION C

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1. Describe the unique features of this procurement that prohibit a competitive environment. If applicable, attach a Statement of Work ("SOW").

Agencies that finance and oversee Pennsylvania victim service programs (VSP) have been concerned with weaknesses in the traditional processes of data collection and reporting used by these programs. These numerous funding organizations include the Pennsylvania Department of Human Services (DHS), Pennsylvania Coalition Against Domestic Violence (PCADV), Pennsylvania Coalition Against Rape (PCAR) and the Pennsylvania Commission on Crime and Delinquency (PCCD). Collectively, these organizations fund and/or oversee millions of dollars annually for VSP's.

To ensure that dollars dispersed throughout the Commonwealth meet the diverse needs of crime victims and their families, the funding agencies responsible for disbursing funds for VSP's have mandatory reporting requirements. Each VSP administrator must collect and report data on the use of funds it receives and the outcomes experienced by clients it serves. A VSP may receive funding from as many as a dozen different sources. Each funding agency requires quantifiable data to show how their money is being spent, what it is being spent on, the number of individuals who benefited from their money and the services that they received.

The goal of this project was to develop a streamlined, standardized data collection and reporting system for Pennsylvania victim services. In addition, a core component of this project was to provide capacity to local victim service agencies to more effectively measure outcomes. Social Solutions, Inc. was selected as the original vendor of this project in January 2011 after an exhaustive "Request for Quotations" initiated by PCCD in 2010.

The purchased product was a COTS... Customizable off the Shelf Product. As a result, a significant amount of time, effort and funds has gone into customizing the data collection and reporting system for Pennsylvania VSP's and funding agencies to utilize. In addition to these efforts, Social Solutions has provided Pennsylvania's 138 VSPs with ETO Software that is:

- Easy to Use - ETO Software was designed to meet the needs of front line case managers who may not be technically proficient in software applications. ETO includes such user-friendly features as To Do lists for managing a busy client case load as well as customizable home screens.
- Customizable – ETO Software contains a series of powerful wizards that allow a local Site Administrator to create custom demographic fields, assessment forms, point of service elements, and surveys. The training model is designed to provide all the training and online tools needed to be able to maintain and further customize our system as needs arrive.

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- **Powerful Reporting** – Social Solutions understands that the ability to extract data for analysis is a critical factor in realizing your stated goal of managing the performance of your programs. ETO Software is equipped with sophisticated reporting tools such as Live Office and Web Intelligence. These applications allow the Site Administrator to create custom reports in user friendly applications such as Excel as well as graphic dashboards for the quick viewing of key client program indicators.
- **Outcome Focused** – As the name of the software indicates, the focus of Social Solutions is to improve the ability of agencies to measure and report outcomes. Their work with thousands of agencies nationally has taught them that one of the primary frustrations of local agencies is their inability to measure outcomes. Funding agencies are beginning to provide funds based on performance and agencies need easy to use tools that will dramatically reduce administrative costs for reporting.

The first two years of the project involved several phases towards the implementation of ETO. This included a discovery of requirements phase, a blueprint development phase, a testing phase, a data migration phase, a custom-built reports phase for the VSP's and funding agencies and finally a final phase of training that resulted in conducting multiple trainings to VSPs. Social Solutions has spent the third year of the contract continuing to make the needed changes to the software so it meets the needs of the VSP's to collect and report client data to the funding agencies. PCCD, PCAR and PCADV now require funded agencies to report data via ETO. No longer are programs required to enter the reports into multiple separate systems. An extraordinary amount of time, effort and funds has gone into a customized data collection and reporting system for Pennsylvania VSP's and funding agencies to utilize.

Year's 4, 5, and 6 have been a continuation of the work originally procured through the IT-ITQ process. In addition, ETO was transitioned to the enhanced Touch Points platform that combined the tasks performed by victim service program staff into one interface, enhancing operational efficiency, improving staff workflow and ensuring the integrity of program data.

The system and services being used require ongoing improvement and tailoring to meet the evolving needs of the agencies that finance and oversee Pennsylvania victim service programs (VSP). These funding organizations include the Pennsylvania Department of Human Services (DHS), Pennsylvania Coalition Against Domestic Violence (PCADV), Pennsylvania Coalition Against Rape (PCAR) and the Pennsylvania Commission on Crime and Delinquency (PCCD). Collectively, these organizations fund and/or oversee millions of dollars annually for VSPs.

In September 2017, PCCD issued a 4-month Purchase Order

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for the Homeless Management Information System (HMIS) template available in ETO. This 4-month PO coincides with the current PO for ETO software. Victim service providers receiving HUD funds must use a comparable database that adheres to the same technology data standards as mainstream HMIS systems. Victim service providers must provide aggregate information in reports to HUD. Information in these reports must be non-identifying, which can include aggregate totals or other demographic information that does not identify a victim. The HMIS template within ETO meets the data collection, reporting, and performance management needs of the Department of U.S. Housing and Urban Development – Homeless Management Information System (HUD-HMIS). Domestic violence programs that utilize ETO and receive Housing and Urban Development (HUD) funding need to utilize ETO as their comparable database to maintain their domestic violence client information.

The system and services will continue to provide a case management system for victim service programs to assist in coordinating the service plans and delivery of services provided to victims and their families; provide an automated, streamlined, standardized, data collection system that is user friendly and customizable; meet the HUD reporting requirements and provide customized reports for state and federal reporting requirements required by PCCD, PCADV and PCAR as well as for other state and federal funders.

2. Document and attach the research that has been conducted to date to verify the supplier is the only known source.

The initial procurement was a restricted bid solicitation under the Commonwealth's Information Technology, Invitation to Qualify (IT ITQ), Contract #4400004480. Only those contractors qualified in one of the service categories under Contract #4400004480 could submit a proposal in response to the RFQ.

Social Solutions, Inc. was selected as the vendor and their ETO Software was the product that was tailored to our needs. No other vendor has access to ETO Software – it is the property of Social Solutions, Inc.

3. Does the supplier utilize distributors, dealers, resellers, etc.? If "Yes," please identify.

Not applicable to this project.

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4. Are there compatibility requirements or compliance requirements with a warranty or service agreement? If "Yes." please explain.

The ETO solution is a well tuned, hosted software application, built with industry leading technology such as the Microsoft .NET Framework and Microsoft SQL Server database. It supports over 30,000 users on a daily basis, with no maintenance requirements and no client side software requirements, other than Microsoft Windows and Internet Explorer 9.0 and above. Deployed in the "Software as a Service" (SaaS) model, all upgrades to ETO Software are developed in response to the evolving needs of their clients and of the sector, and are released to all users through the Software. Every client who is using the Software today is using the same, most up-to-date code base, ensuring a consistent user experience and a demonstrable defense to the challenges of version control and application obsolescence.

5. How has the material or service been procured in the past? Please provide previous source justifications, contracts, & PO's for this material or service.

Year 1 PO 4300261390 & 4300261326, year 2 PO 4300261397 & 4300339179 (additional users), year 3 PO 4300261400 & 4300339179 (additional users) were issued against contract 4400006901. Years 4 through 6 PO 4300409904 was a sole source procurement. 2 partial year PO's were issued in 2017 for ETO and HMIS to carry the project until the full renewal could be issued.

6. If procured through the IT ITQ process, please provide original \$ amount and contract period of order. Is this the final phase of the project?

The initial PO was 4300261326 procured through the IT/ITQ. The amount was \$322,147. This is an ongoing project.

7. If this is an upgrade, addition, alteration, etc., to an earlier procurement, please describe in detail.

This is a continuation of the work and services that were originally agreed upon with Social Solutions in January 2011.

8. What are the consequences of not approving this procurement?

The consequences of not approving this procurement would have a devastating impact on all of Pennsylvania's victim service agencies and those agencies that fund or oversee the funding. PCCD would have to begin this entire 3-year project over and repeat what has already been accomplished. The following tasks would have to be done again to implement a new system:

- Request for Quotation
- Discovery of system requirements
- Creation of System Blueprint
- System Demonstrating
- System Testing
- Creation of required reports
- Data Migration
- Creation of User Manual
- End User Training
- Customization to various End User Sites

Data collection from Pennsylvania's victim service agencies would screech to a halt. They would no longer have access to the current Efforts to Outcomes and

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9. If timing is a factor, what is the time factor and why?

The vendor needs to be secured by January 31, 2017 to avoid any lapse in ETO Software availability. If victim service agencies cannot access ETO Software, the results could be catastrophic. They will not have access to client names, contact information, or service information. Victim Service agencies also document offender names and information in ETO Software. This helps to avoid any conflict of interest. Without having this information available to them, they are putting current service recipients at risk to accidentally coming face to face with their attacker at the victim service agency.

In addition, Federal and state funding to support domestic violence and sexual assault services are administered through Pennsylvania's Department of Human Services (DHS). DHS contracts with th

10. List any other information relevant to the acquisition of this procurement here or as an attachment.

Attached

11. For requests > \$100,000, has the supplier signed cost or pricing data certification and is the pricing breakdown attached?

attached

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SECTION D

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 of the form.

Shopping Cart Contact Person (Person whom DGS will contact regarding the Shopping Cart):

| | | | | | |
|---------------|--------------------------|-------------------|-----|--------------|----------|
| Name: | Elizabeth Romero | P-Group: | IJ1 | Date: | 12-11-17 |
| Title: | Manager, Financial Admin | Telephone: | | Fax: | |

Agency Contact Person: Person in your agency that DGS can contact for additional information, etc.

| | | | | | |
|-------------------|------------------|---------------|-----------------------------------|---------------|----------------|
| Name: | Elizabeth Romero | Title: | Manager, Financial Administration | Date: | 11-25-17 |
| Telephone: | | Fax: | | Email: | eromero@pa.gov |

Approving Authority (Agency Head or Deputy reviewing and approving this request): Approving Authority connotes approval of the source justification and the cost or pricing data certification.

| | | | | | |
|-------------------|------------------|---------------|-----------------------------------|--------------|----------|
| Name: | Elizabeth Romero | Title: | Manager, Financial Administration | Date: | 11-25-17 |
| Telephone: | | Fax: | | | |

Additional Approvals (if required by Agency):

| | | | | | |
|-------------------|--|---------------|--|---------------|--|
| Name: | | Title: | | Date: | |
| Telephone: | | Fax: | | Email: | |
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| Name: | | Title: | | Date: | |
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