

# **Mandated Reporter Training (MRT) and Residential Childcare Facility Training (RCFT) Programs**

## **Request for Proposals (RFP) 25-RFP-11186**

### **Pre-Proposal Conference**

### **08/20/2025**

# Introductions



- Jessica Andrews-Slagel, Human Services Analyst, DHS Office of Children, Youth and Families
- Charles Connahan – Issuing Officer, DHS Bureau of Procurement & Contract Management.
- Ben Speros, Bureau of Procurement & Contract Management, Procurement Specialist
- Krista Schubert – DHS Bureau of Employment Programs, Contractor Partnership Program.

# Agenda



- Introductions
- Ground Rules
- Critical Points
- Project Overview
- Tasks Overview
- Technical Submittal Overview
- Contractor Partnership Program
- Timeline
- Adjourn

# Ground Rules



- The Department will post this presentation and attendance list as an addendum on the DGS website (<http://www.emarketplace.state.pa.us/>) and in JAGGAER following this presentation.
- All questions must be submitted via the Q&A Board in JAGGAER by 08/22/2025 by 4:00:00 PM EST.
- Answers to Potential Offeror questions will be posted on the DGS website (<http://www.emarketplace.state.pa.us/>) and in JAGGAER by 08/29/2025 .
- Any changes to the RFP will be issued as a formal written addendum in accordance with Section #11 of the RFP JAGGAER Description.
- All communication concerning this RFP shall 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 submit a complete timely proposal, including the required signature. Follow the proposal format as detailed in RFP Description Section #13.B. Include the appropriate heading descriptions, respond to all sections of the Technical and Cost Submittals, and provide any other relevant information as an appendix.
- The Department may request an oral or written presentation or both from Offerors.
- Each proposal must have three separate submittals; Technical, Cost, and Contractor Partnership Program (CPP).

## Critical Points (cont.)



- Do not include any cost data in the Technical portion of your proposal.
- Offerors must submit a complete response to this RFP in JAGGAER.
- Proposals must adhere to the mandatory responsiveness requirements identified in RFP Jaggaer Description Section 31.
- Proposals (the electronic copy in JAGGAER) must be received by 12:00:00 PM on 09/26/2025.
- The resulting contract will be for a term of 3 years with 2 additional one-year renewal options or with 1 additional two-year renewal option.

## Critical Points (cont.)



- **Technical Nonconforming Proposals.** The two Mandatory Responsiveness Requirements set forth in Section 31 of the RFP JAGGAER Description are the only RFP requirements that the Commonwealth will consider to be *non-waivable*. The Department 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.

# Critical Points (cont.)



- The RFP will be evaluated based on the following criteria:
  - Technical – 65% of the total available points
  - Cost – 35% of the total available points

To be considered a responsible Offeror, and thus eligible for selection for Best and Final Offers or contract negotiations, the raw score of the Offeror's Technical Submittal must be greater than or equal to 75% of the available raw technical points.

- The technical evaluation will be based upon the following criteria:
  - Understanding the Project;
  - Contractor Qualifications;
  - Personnel Qualifications; and
  - Soundness of Approach



# Project Overview



This is a broad overview of the project and the programs involved. Please refer to the RFP Description Sections #4, #5 and the JAGGAER for additional details on these statewide initiatives.

- The Mandated Reporter Training (“MRT”) Program is designed to reach a wide range of mandated reporters and provide them with crucial information such as the physical and behavioral indicators of abuse, proper procedures for reporting, guidelines for working more effectively with local children and youth service agencies and the key points of the CPSL.
- The Residential Care Facility Training (“RCFT”) Program provides information regarding the appropriate identification of recordable, reportable, and suspected child abuse incidents, as well as the proper documentation strategies, minimal facts interviewing and development and implementation of plans of supervision for staff who are under investigation of suspected child abuse.

# Tasks Overview



- Offerors should respond to all tasks listed in the Technical Submittal and propose how the Offeror will satisfy each of the tasks. Please reference the Technical Submittal in Buyers Attachments for more information.
  - Transition.
  - Mandated Reporter Training (“MRT”) Program Tasks.
  - Residential Care Facility Training (“RCFT”) Program Tasks.
  - Trainer Development.
  - Curriculum Creation and Revision.
  - Curriculum Submission and Approval Process.
  - Data Collection.
  - Website.
  - Turnover.

This is a broad list of tasks. Please pay close attention to the details within the Technical Submittal of the RFP.

# Technical Submittal Overview



- Offerors should respond to all areas of the Technical Submittal and propose how the Offeror will satisfy each section of the Technical Submittal. Please refer to the RFP for more information.
  - I-1 Statement of the Project
  - I-2 Management Summary
  - I-3 Qualifications
  - I-4 Financial Capability
  - I-5 Work Plan
  - I-6 Requirements
  - I-7 Reports and Project Control
  - I-8 Performance Standards
  - I-9 Objections and Additions to IT Contract Terms and Conditions
  
- Please pay close attention to the details within the Technical Submittal of the RFP and provide a complete response to each section of the Technical Submittal.

# The Contracted Partnership Program (CPP)

Bureau of  
Employment  
Programs

Bureau Director  
Jolene Reid



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## What is the Contracted Partnership Program (CPP)?

CPP is a collaboration between the Pennsylvania Department of Human Services (DHS) and its contractors to increase the employment rate of TANF beneficiaries. TANF is the Temporary Assistance to Needy Families cash assistance program.

Contractors who hold agreements meeting certain criteria with DHS are required to establish a TANF hiring target and implementation plan that supports TANF beneficiaries in obtaining employment with the contractor, grantee, or their subcontractors.



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# Contracted Partnership Program



## 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 the Work Opportunity Tax Credit [WOTC](#)
- Establishes your organization as part of a collective solution to lifting people out of poverty.

# Contractor Partnership Program

## RFP Requirements

- The RFP contains an overview of CPP in Appendix D.
- Applicants should submit the information being requested in Section 3 of Appendix D as their CPP Submittal.
- This submittal will NOT be part of the scoring criteria, but it must be completed. After selection for negotiations, DHS will review the selected Applicant's CPP Submittal and may approve or request changes as part of negotiations.

# Contractor Partnership Program



## Implementing a Hiring Plan

- As part of its CPP submittal, each applicant should submit a hiring target; subgrantees must be included if part of the grant
- Applicants should review the positions the organization currently offers and anticipate their needs not only as a result of being awarded a contract but generally throughout the organization for:
  - CPP hires are not specific to the work outlined in the contract
  - All positions, both in the grantee and any subgrantee, should be considered, not just positions assigned to the contract work



# Contracted Partnership Program

## **How is the hiring target determined?**

As part of their CPP submittal, Applicants 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 multiplied by the number of years of the contract.

- The CPP submittal must also contain and take into consideration any hires made by subcontractors within the same period following the same calculation.
- Contractor and subcontractor hires should then be combined to create the hiring target

# Contractor Requirements- Additional Notes

## ***Example of How to Calculate a Hiring Target:***

Proposed agreement/contract is to provide services for 5 years.

Applicant reported hires for the past 3 years as:

2021-125/hires

2022-156/hires

2023-116/hires

$125+156+116=397$

$397 \times .10 = 39.7$  (since this is greater than .5 round up to 40)

Calculated average is 40 hires over the past 3 years

Agreement/contract term is 5 years

$40 \text{ (average hires from past 3 years)} \times 5 \text{ (agreement/contract term)} = 200$

Applicant will submit 200 hires as their proposed hiring target

**Be advised hiring targets of zero, decimals, ranges, “TBD” or “Unknown” will not be accepted. Only whole numbers**



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# Contracted Partnership Program



## Applicant Requirements

- Submit a hiring target. The hiring target should be 10% of the average of annual PA hires over the past three years multiplied by the number of years of the contract.
- Establish a Business Folder in the Commonwealth Workforce Development System (CWDS) and ensure contact information remains current.
- Implement the hiring plan by posting jobs or by connecting with Employment and Training programs to find qualified candidates.
- Effective June 2023, report all PA hires through the PA CareerLink website. When entering CPP hires, the information will also be shared with the Department of Labor and Industries New Hire Database.
- Maintain communication with program office contract monitors or CPP staff on progress and challenges.

# Contractor Requirements- Additional Notes

- **Contract Specific:** The CPP requirement is contract specific, meaning each contract held with the Department may require a hiring target. If a contractor has multiple contracts with DHS, they may have multiple hiring targets.
- **Subcontractors:** Hires made by subcontractors also count towards the CPP hiring target. All hires made by the grantee and subgrantees should be used to determine the 10% hiring target. Subcontractors may also be designated to submit all hires via the PA CareerLink website
- **Eligible positions:** Hires can be for any position; the position does not have to be related to the specific contract project(s). TANF beneficiaries possess a wide range of skill sets and can fulfill a variety of positions, depending on the individual's background and experience. Common industry-specific certifications include areas such as:
  - Data Entry Specialist
  - Customer Service
  - Health Care
  - Administrative Services



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# Contracted Partnership Program



## **How can DHS connect selected Applicants with TANF beneficiaries?**

- Selected Applicants can post available positions via PA CareerLink® online:  
[pacareerlink.pa.gov](http://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

EARN

Work Ready

KEYS

### EARN and Work Ready

Providers	Participant Services
22 Local Workforce Development Boards	<p>With a major redesign beginning July 2020, EARN and Work Ready now provide the following services to participants:</p> <ul style="list-style-type: none"><li>• Individualized coaching or case management</li><li>• Support to address employment barriers</li><li>• Employability skills development</li><li>• Counseling services</li><li>• Access to training programs leading to credentials</li></ul>
11 Community Action Agencies	
	<ul style="list-style-type: none"><li>• Job placement and job search assistance</li><li>• Support services such as child care and transportation</li><li>• A minimum of one year of retention services to help navigate the transition into the workforce</li></ul>

### Keystone Education Yields Success (KEYS)

Providers	Services
14 Community Colleges	<p>The KEYS Program supports participants who are attending an approved program primarily at Pennsylvania's community colleges. Services include:</p> <ul style="list-style-type: none"><li>• On-site support to pursue certificates and degrees</li><li>• Help with navigating college requirements</li><li>• Assistance with financial aid and scholarship applications</li><li>• Support services such as child care, transportation, books, and supplies</li><li>• Connections to other college services such as academic advising, tutoring, student activities, and career services</li></ul>



# Contractor Partnership Program

## **What are the responsibilities of oversight staff?**

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

- Provide support to selected Applicants
- Ensure that the selected Applicants designate and maintain a point of contact for CPP purposes
- Support selected Applicants in making connections to job candidates
- Conduct outreach when selected Applicants fail to submit PA hires via PA CareerLink, no less than quarterly
- Review CPP targets during annual monitoring and targeted technical assistance visits
- Share quarterly updates with DHS leadership



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# Contractor Partnership Program

## Contact Information

Contractor Partnership Program

**Email:** [RA-BETPCPP@pa.gov](mailto:RA-BETPCPP@pa.gov)

PA CareerLink® online:

[pacareerlink.pa.gov](http://pacareerlink.pa.gov)



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# Timeline



- The Project Timeline includes:
  - 08/11/2025 – RFP 25-RFP-11186 is Issued.
  - 08/20/2025 – Pre-Proposal Conference.
  - 08/22/2025 by 4:00 PM – Deadline to submit questions.
  - 08/29/2025 – Answers to Potential Offerors' questions will be posted as an Addendum in JAGGAER and on the Department of General Services (DGS) website.
  - 09/26/2025 by 12:00 PM – Due date for proposals.

- All questions must be submitted in JAGGAER by the specified due date and time.

- This concludes the Pre-Proposal conference.
- Answers to all questions will be posted to JAGGAER and the DGS website at <http://www.emarketplace.state.pa.us/Search.aspx> by close of business on 08/29/2025.

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Any contact with the Department concerning this RFP  
must be in writing and through the RFP Issuing Officer.