

**Allegheny County**  
**Department of Human Services**  
**Request for Proposals Q&A**  
RFP for Technology Solutions to Enhance Client Feedback and Community Engagement

**December 27, 2016**

**90.) Who will own the technology?**

This depends on the specific Solution selected and terms agreed upon with the Successful Proposer.

**a. Will it be managed and maintained at DHS?**

Please see question 61 and question 54, below.

**b. Will it be passed along to another county technology department?**

No, project management and implementation will be retained at DHS.

**89.) Is there required/mandated information that 3rd party providers must report on to DHS?**

Yes. The required data varies by type of service, population served, and other factors.

**88.) Are there certain data points that are regularly being fed back to DHS from 3rd party providers?**

Yes, service providers enter a great deal of data into our information systems. It varies widely by type of service.

**a. Are these at an individual or aggregate level?**

We receive individual, client-level data from our providers, via several different data collection and data exchange systems.

**b. How frequently?**

Most of the client data is entered into data collection systems real-time but DHS reporting systems load it weekly. Payment/claims data has a greater lag, up to 90 days.

**c. What are the key measures?**

Specific measures vary greatly across services, but in general we are interested in program process and outcomes measures, as well as a comprehensive picture of an individual client's needs. Please also see questions 22-25, below.

**87.) How actively are social media accounts managed across DHS?**

DHS actively manages accounts on Facebook, LinkedIn, Twitter, and Vimeo. Please see question 27(e), below.

**a. Is this a common source used by clients?**

Clients do use social media to contact DHS, though this is not the primary means of communication with DHS for most clients.

**b. What is the regular monthly volume across the different channels (and in aggregate)?**

We do not have this data readily available.

**86.) What type of Personally identifiable information (PII) will we be able to access for tracking purposes (ie. journey through DHS)?**

Access to PII shouldn't be necessary for Solutions proposed under this RFP. We do not plan to link client feedback to a specific client – please see question 23 below. However, a considerable amount of PII is available and DHS would be open to solutions (not yet considered) that require it.

**85.) Do all clients (regardless if they are 3rd party or otherwise) go into the county database?**

Please see questions 22-25 below, regarding the DHS Data Warehouse.

**84.) What was the trigger or event that was the catalyst for this RFP?**

There was no specific catalyst for this RFP. We are interested in improving our approach to client engagement. Please review Section 1 of the RFP, "Why We Are Issuing this RFP" for a more detailed discussion.

**83.) Does DHS have a preference for off the shelf technology solutions vs. more customized solutions?**

We do not have an explicit preference. An off-the-shelf Solution may be appropriate for some parts of the RFP, though we should be able to customize it to fit our needs. Please also see Questions 12 and 13, below.

**82.) For budgeting purposes are we allowed to include a line item for overhead?**

Yes. Please be sure to clearly explain and justify all line items in your budget narrative.

**81.) In reference to previous question #61, if we are proposing a solution comprised of certain services that an outside organization would provide (e.g. cloud-based components), how shall we handle the subscription fees with respect to the budget. These fees are liken to utility expenses for ongoing usage/operation of the tool. May we break them out, in addition to our labor & materials to build/configure the Solution?**

Yes. Please be sure to clearly explain and justify all line items in your budget narrative.

**80.) Would DHS be willing to sign our NDA? Our response will contain confidential information as we will be providing our ideas, processes, and pricing.**

We cannot sign NDAs, but we designed our evaluation process to protect privacy. During the evaluation process, names of Proposers and all responses are considered confidential. Responses are reviewed by an evaluation committee of content experts from within DHS and from external organizations. Each member of the Evaluation Committee will sign a confidentiality and conflict of interest agreement. See section 5 of the RFP for more information about the evaluation process.

If your firm is selected for a contract award under this RFP, the contract will be public record. Additionally, DHS posts Successful Proposals on our Solicitations Archive webpage; however, we are sensitive to issues of proprietary information and will redact the Successful Proposals as appropriate.

**79.) Can we offer clients a small incentive, or conduct a drawing for an incentive, such as a gift card, for their participation in surveys?**

We currently offer clients incentives for some surveys, according to a DHS policy. You may include this practice in your proposed Solution, however, the cost of incentives is something that DHS would continue to be responsible for, following our current practice. You do not need to include the cost of client incentives in your proposed budget.

**78.) Do you expect the weigh the respondent data to overall census population data?**

We may consider this type of analysis along with other future uses of the data, but this is not something that a Proposed Solution is required to address.

**77.) Are you interested in mapping solution data to other datasets? What databases would be involved?**

Please see Question 23, below.

**76.) What types of qualitative data do you currently collect (reference Q. 50)?**

We currently use observation, interviews and focus groups to gather client experiences and opinions.

**75.) What is the size of your data analysis team, and will human resources be available to work with the data produced by the Solutions?**

Our Office of Data Analysis, Research and Evaluation has about 35 full-time analysts, and staff from our program offices (e.g., Office of Behavioral Health and Office of Children, Youth and Families) will also be available to work with the data. We do plan to utilize our resources to perform analysis of the data collected.

**74.) Do you use any existing SMS tools for outreach to your clients?**

No.

**73.) Our standard practice is to ask, at the end of each survey, whether the survey participant want to opt-in to take surveys on other subjects and from other-nonprofits, researchers and government. Is that acceptable?**

We are not opposed to this practice, though we would want to discuss details on a case-by-case basis with Successful Proposer(s) before it is implemented.

**72.) Our standard terms provide a non-exclusive, license in perpetuity. This allows us to license the technology to other nonprofits, researchers and governments. Is that acceptable?**

This is generally acceptable, though all contract terms will be subject to approval by Allegheny County's Law Department.

<b>December 13, 2016</b>
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**71.) In regard to the attachments for the M/W/DBE Participation Waiver, would DHS clarify what information is needed to satisfy the "Operation and/or Inventory Profile" requirement?**

The "operation and/or inventory profile" is a place for you to describe the type of work you do and the inventory you need to do that work.

**70.) Could you forward a copy of the Consumer Action Response Team Survey and any other surveys related to the Technology Solutions to Enhance Client Feedback and Community Engagement RFP for our review?**

Please see the example surveys at the end of this Q&A document.

**69.) How do I access the Budget Template? There isn't a link in the RFP and I tried to find it in the web-site without success.**

You do not need to use a specific template to create your budget. You may use the space indicated on the Response Form to provide your budget and budget narrative or submit these documents as attachments.

**69.) Is this a one, two or three-year grant?**

The length of each contract awarded under this RFP will depend on the Solution(s) selected and projected implementation timeline.

**68.) Should we submit a start-up budget and then an annualized budget?**

This is not a requirement, but you may structure your budget this way if it makes sense for your proposed Solution. Please be sure to clearly explain and justify each line item in your budget.

**67.) What kind of grant reporting requirements are there? Standard DHS or another format?**

Determining appropriate outcome measures will depend on the Solution(s) selected. There is an item on the Response Form for each category that asks you to describe how you will evaluate the success of your solution. DHS will work with Successful Proposers to establish reporting and/or other program evaluation standards.

**66.) Regarding Part D of the RFP, Engaging Individuals and Communities in Public Planning Processes, are you looking for a “boots on the ground” approach, where we would organize and provide physical space for community meetings and/or info sessions, or something more behind the scenes?**

This RFP is specifically focused on technology Solutions; however, we may consider proposed Solutions that include some traditional “boots on the ground” community organizing elements. Please see also Question 53.

**65.) What type of assistance, if any, does Allegheny County DHS intend to provide? For example, does the County plan to assist in arranging community forums?**

DHS plans to collaborate with the Successful Proposer(s) on their Solutions. Proposers should describe any assistance they would like from DHS in their Proposals.

**64.) We are interested in responding to two of the five parts of the RFP. We have some potential partners identified with whom we could apply for the remaining parts. Would we be at an advantage if we respond to the whole package?**

The evaluation committee will score Proposals in each category separately, based on the requirements outlined in the RFP. In determining recommendations for Proposers to select or to shortlist, the committee may consider whether selecting a single Proposer for multiple categories would provide desirable efficiencies or economies of scale, but no additional points will be awarded and there is no explicit preference for a Proposer that has proposed Solutions in multiple categories.

**November 4, 2016**

**63.) If when proposing an overall solution in Category E, may we increase the page limit to provide sufficient detail? If yes, what would be that limit?**

Please keep to the page limit stated in the Response Form. See also question 14 about use of attachments.

**62.) If planning to proposal an overall solution that meets the needs of Categories A-D, are we to complete the form for all categories A-E, or shall we complete only Category E?**

Please complete only category E.

**61.) In terms of the solution that DHS is looking to implement, is DHS only looking for a standalone solution that it can own and manage, or is it open to a solution that comprises certain services that an outside organization would provide and manage?**

We are open to Solutions that an outside organization would provide and manage.

**November 2, 2016**

**60.) What version of Microsoft CRM is DHS currently using?**

We do not use Microsoft CRM. See also question 56.

**59.) Is SharePoint currently installed and in use?**

Yes, we use Microsoft SharePoint 2007/2013. For a more extensive list of the applications and systems we currently use, see the appendix at the end of this Q&A document.

**58.) Are there are any further technological, security or logistical requirements for survey tool selection?**

We do not have further technological, security or logistical requirements for the survey tool, other than to reiterate that the tool must be able to meet the requirements outlined in this RFP, and that the survey tool has appropriate safeguards to ensure that any sensitive information disclosed via the survey remains secure during transmission and at rest.

**57.) Are there different levels of reporting that should be taken into consideration?**

Reporting should consider various stakeholder reporting needs, including the DHS director, program managers and provider organizations.

**56.) Are there currently any CRM software and data that needs to be integrated into the surveys and overall platform?**

Currently we use Remedyforce, but that will be replaced with a new CRM software called EasyVista in early 2017. We use our CRM mainly to report and track internal technology-related troubleshooting incidents within DHS and service providers. Most of our CRM data is not related to clients. Therefore, it is unlikely that we will need to integrate our current CRM software and data into a Solution.

**55.) One alternative to encourage client participation is to provide clients with easy access to electronic systems to encourage their participation. Does Allegheny County intend to provide its public and private partners with the technology needed for clients to participate in surveys or are the providers expected to make their resources available or is the awarded vendor expected to provide the hardware needed?**

Proposers may propose a Solution that requires public and private partners to be provided with hardware. Hardware is not a requirement of a Solution, but Proposers should give cost estimates on hardware if it is part of their Solution.

**54.) Once the Solutions have been developed, how will they be maintained? Does the County intend to assume responsibility?**

Your Proposal should describe a plan for short-term maintenance.

October 27, 2016
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**53.) What type of assistance, if any, does Allegheny County DHS intend to provide? For example, does the County plan to assist in arranging community forums?**

DHS plans to collaborate with the Successful Proposer(s) on their Solutions. Proposers should describe any assistance they would like from DHS in their Proposals.

**52.) Will the Solutions be used to enhance current client feedback mechanisms or replace them?**

In the short term, Solutions are intended to enhance current client feedback mechanisms so that we can expand our understanding of client experiences. Over the next few years, DHS will evaluate existing mechanisms and their value to the County.

**51.) The focus of the Request for Proposals is on the development of technology solutions which will be used to collect data for Allegheny County DHS. To what extent will the selected vendor(s) assist in developing the survey instruments (e.g., survey questions or Likert statements) which will be used to gather information from clients and community members?**

The Successful Proposer(s) will not be entirely responsible for developing survey instruments but DHS will accept feedback on our survey design and deployment approaches and is open to modifications to our survey development and deployment approach. DHS will be particularly interested in how that surveys design/deployment will impact the Solution(s) proposed. See also question 48.

**50.) Do you envision the use of any qualitative data collection approaches (e.g. focus groups, in depth interviews)?**

Yes, we currently collect qualitative data and expect to continue to do so. Proposers can suggest how these data can be integrated into their Solution(s).

**49.) Is there a necessity for a closed feedback loop process by which DHS can act immediately on survey responses?**

Solutions may propose a closed feedback loop process so that we may follow up to a survey response, but it is not a necessity.

**48.) Does DHS envision that all surveys be managed and deployed by the vendor?**

DHS is open to Solution(s) which envision a vendor managing/deploying all DHS surveys but this is not required. See also question 51.

**47.) Is there a specific number of surveys that DHS sees deploying through the period of performance? If so, at what rate and/or frequency?**

There is not a specific number of surveys we will deploy. See also question 33.

**46.) Please describe current tools that are in use that you would like to see integrated as part of the overall solution.**

We do not have current tools that must be integrated as part of an overall Solution.

**45.) What is the estimated amount of daily volume of online feedback currently observed? How do you expect this volume to change in the next 3 years?**

We do not currently observe this.

**44.) Are you interested in comments to local news articles (e.g. Post-Gazette, Tribune, KDKA, etc.)?**

This is one source of social media information that a proposed Solution may draw from; we will review this in the context of the entire Solution.

**43.) Is there precedence at DHS for proactively soliciting feedback online or on social media?**

Please see questions 18 and 27, below.

**42.) What facilities in Allegheny County would be candidates for targeting “check-ins” of interest (e.g. Children’s Hospital)?**

DHS would work with the Successful Proposer(s) to develop a list of specific sites; the Solution proposed should be flexible to fixed and temporary sites.

**41.) Can you share the list of DHS-contracted service providers and any known corresponding social media sites (e.g. Facebook, Twitter, Yelp, etc.)?**

The [DHS-contracted Agencies Serving Individuals and Families](http://www.alleghenycounty.us/Human-Services/Resources/Doing-Business/Current-Providers.aspx) is already public and can be downloaded from our website at <http://www.alleghenycounty.us/Human-Services/Resources/Doing-Business/Current-Providers.aspx>. We do not store information on what social media sites are used by our providers.

**40.) When service providers get feedback from a client today where is it stored and is it tied to a service provider and/or a particular service event?**

Service providers may have their own feedback mechanisms separate from DHS. DHS does not currently have access to those data nor is that attached to the provider or their service events in our information systems.

**39.) Are service events (what we understand to be an encounter between the service provider and a client) stored in a database today?**

Yes, the vast majority of service events are stored in various databases and can be extracted to support this work.

**38.) What percentage of the DHS client population is hard to engage?**

We do not know the percentage of DHS clients that are hard-to-engage. Understanding that we would like to reach as many people as possible with as many different types of experiences with us as possible is more important than the precise percentage of hard-to-engage clients.

<b>October 18, 2016</b>
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**Please note the submission deadline for this RFP has been extended. Proposals are now due December 30, 2016. Questions may be submitted until December 21, 2016.**

**37.) What analytics (business intelligence, business analytics, predictive analytics) platforms are currently in use?**

We currently use Cognos, Tableau, R, ArcGIS, Python, Survey Monkey, SAS, Excel, Oracle and several custom applications.

**36.) Please describe the technology available to survey responders.**

Proposers should assess this when developing their Solutions and discuss the feasibility of their Solutions to address this challenge as part of their Proposal.

**35.) Are the survey questions in the form of Y/N, scale of 1-10, free form comments, or a combination of the above?**

Solutions must be flexible and adaptable to best meet the needs of DHS and the community.

**34.) Do your survey questions follow a call flow tree structure (e.g., a survey question will be asked only if a preceding question was answered in the affirmative)?**

Solutions should be able to accommodate multiple survey formats.

**33.) What is the frequency (weekly, monthly, etc.) and number of surveys typically conducted by DHS? How many people will you be surveying on average?**

The goal of this solicitation is to greatly expand and enhance DHS's ability to understand client experience and engage individuals and communities in human services planning. Our current frequency does not seem relevant to the goals of the solicitation, but DHS conducts a survey approximately once per month on average. The number of people surveyed will vary and typically is between 20 and 2,000.

**October 14, 2016**

**32.) We understand that a physical device needs to be proposed as a part of the solution under Category 1. While we see that one of the major challenge for this category is to decide how and where to deploy the Solutions, given the size and scale of the DHS system of services and providers. While we can address on how we can implement the solution in our responses but we want to ask about a rough ball park figure for total number of locations where the physical device needs to be installed, since the actual number of devices needs to be considered for the purpose of the pricing?**

A physical device does not need to be proposed as part of the Solution under Category 1. It may be part of the Solution, but it is not a requirement.

**31.) Do you have any concerns about housing or temporarily passing of survey data on the Cloud?**

Solutions can propose storing or passing data through the Cloud.

**30.) Approximately how many survey questions are there for each survey type?**

A typical survey may have between one and 30 questions.

**29.) Do the survey questions differ by the type of service received from DHS?**

Yes, survey questions will differ by service type and will depend on the data we would like to collect.

**28.) Is there a need for multi-lingual support in surveys or other services?**

See question 26.

**27.) For Category C – Implementing New or Existing Rating Tools:**

**a. Is the intention to include access/integration to the rating tool solution on the current <http://www.alleghenycounty.us/> website, as a separate standalone application, or is it open for consideration?**

We are open to consider website integration for the rating tool into our current website. However, it is more likely we would have access from our current website to a standalone application.

**b. If desirable to integrate with <http://www.alleghenycounty.us/>, what technologies are currently being used on that property?**

For the purposes of the RFP, Proposers should assume that we are only providing access through the County website.

**c. How will ACDHS be responding and managing these reviews?**

We will not be actively responding to reviews. We would like the review information conveyed in a way that maximizes its internal use for program and system improvement.



**d. How do you currently engage and manage comments, ratings, and reviews?**

We don't currently receive comments, ratings and reviews like a rating tool would provide. We designed the DAL to address comments and questions. If we receive a question or concern through the DAL, a DAL specialist has three working days to provide a response.

**e. What various channels (i.e. Email, Social, etc.) do you currently receive reviews on?**

Currently, DHS posts on the social media sites Facebook, LinkedIn, Twitter and Vimeo. We receive client reviews through the DAL through email, letter, phone or in-person. We also seek client feedback through various methods such as community listening forums and reaching out directly to clients with satisfaction surveys and interviews through CART.

**f. How are providers incentivized or required to adopt these tools?**

See question 17.

**October 13, 2016**

**26.) For Category A – Collecting Client Experience Data and Feedback, which languages do surveys need to be conducted/available in?**

Foreign-born individuals and those with limited English proficiency living in Allegheny County come from a diverse set of ethnic and linguistic backgrounds. We would like to accommodate as many languages as possible; however, we encounter certain languages more often than others. In the list below, tier one reflects the highest demand, tier two reflects the next highest and tier three reflects the lowest:

- Tier One - Arabic, Nepali, Spanish
- Tier Two - Burmese, Mandarin Chinese, French, Karen, Russian
- Tier Three - All other languages

**October 12, 2016**

**DATA WAREHOUSE**

**25.) What are the DHS Data Warehouse (DHSDW) data sources?**

The Data Warehouse consolidates internal DHS data (e.g., behavioral health, child welfare, intellectual disability, homelessness, aging). It also includes data from other external sources (e.g., PA Department of Human Services, Allegheny County and City of Pittsburgh Housing Authorities, almost 20 local school districts, the Allegheny County Medical Examiner, the criminal justice system). For more information regarding the Data Warehouse, see the description and articles our website at <http://www.alleghenycounty.us/Human-Services/News-Events/Accomplishments/DHS-Data-Warehouse.aspx>.

**24.) Is the DHSDW updated in real time?**

No, most external sources of data send information weekly and it is loaded into the Data Warehouse through an Extract, Transform and Load (ETL) Platform.

**23.) Does the DHSDW accommodate any type of rating system? Is client feedback currently being captured catalogued in the DHSDW for DHS personnel to access and analyze with other data?**

Currently the Data Warehouse does not have a rating system or contain rating data uploaded from external systems. Its purpose is to create a service profile for each client, so the client is the unit of

analysis. Given this, it might not make sense to attach rating data back to him/her. However, DHS has other applications that could more readily accept the rating data; including our monitoring application, which has a unit of analysis of the provider agency. So, while the Data Warehouse may not be the best place to store these data, we can consider other applications for integration and use.

**22.) What kinds of client feedback data are in the DHSDW currently?**

None.

**DHS CLIENTS**

**21.) How do you define “hard-to-engage clients?” Which are the most difficult to reach and why?**

Hard-to-engage clients are individuals whose circumstances make them difficult to request engagement from (e.g., individuals experiencing homelessness) or who have historically low response rates to engagement requests (e.g., youth).

Many of our clients present engagement challenges. We believe that there is no single way that we can reach all clients all the time. We may need to be thoughtful about deciding on data collection strategies for different groups. We also want to be careful about deciding on the timing of data collection. Sometimes clients touch our system because they are in crisis or are court-ordered to services. We want to be sensitive about what may be happening in a client’s life when we want to engage him or her.

**20.) Have you done any research with clients outside of providing services?**

Yes, DHS regularly conducts client research to support its services.

**a. If so, can you share?**

One example is Allegheny County YOUth Count 2015, an online and paper survey designed to gain a more accurate count of youth experience housing instability and to better understand the service needs of the population (<http://www.alleghenycountyanalytics.us/wp-content/uploads/2016/09/Data-Brief-Allegheny-County-YOUth-Count-2015-5.pdf>). A second example is a telephone satisfaction survey we conducted to enhance our understanding of family members’ perspectives about their participation in Conferencing and Teaming as part of their ongoing involvement with DHS’s child welfare system (<http://www.alleghenycountyanalytics.us/wp-content/uploads/2016/06/Data-Brief-Conferencing-and-Teaming-Participants-Perspectives-and-Satisfaction.pdf>).

To see more research reports, explore our analytics publications website at <http://www.alleghenycountyanalytics.us/index.php/category/type-of-report/publications/>.

**b. What information are you looking for?**

The information will vary on the type of research activity and its objective. We are looking to understand topics such as service experience, quality of care, satisfaction, current client status and needs.

Using the previous examples, the YOUth Count questionnaire collected demographic data as well as information about housing status, service experience and needs. The Conferencing and Teaming survey followed structured interview questions about perceptions of the meeting

logistics, participation and overall experience in the Conferencing and Teaming process. It also collected open-ended comments and details that participants wanted to share.

**c. Do you have a contextual understanding of their experience?**

The goal of this RFP to is expand and enhance the way we understand client experience.

**19.) Are you concerned about client experience? Do your expectations vary by type of service provided?**

We are concerned about client experience because we believe it will help us improve the delivery of our services to our clients. We anticipate client experience will vary by the type of service provided. For example, the client experience and a client's willingness for further engagement may vary if they were involved in human services voluntarily versus involuntarily.

**SERVICE PROVIDERS**

**18.) How do you currently receive feedback on service providers?**

We received feedback about service providers when a client, family member or advocate reaches out to DHS with a compliment, complaint or a concern, primarily through the Director's Action Line. We also proactively contact to clients as part of quality assurance with satisfaction surveys and interviews. Finally, our ongoing relationship with service providers gives us opportunities for feedback through provider reports, provider visits, assisting and/or consulting with providers with complicated cases and conducting training sessions for providers.

**a. How do you evaluate best practices?**

We evaluate best practices for local adoption through service reviews. We also use seek local input through information-gathering consultation with local experts, stakeholders, service providers, medical practitioners and university researchers.

**b. What metrics are best service providers hitting?**

Evaluation metrics vary by service and few of these metrics currently involve client experience. We are hoping to expand our ability to collect and integrate that data and use it to assess provider performance and engagement in services.

**c. Do you have a sense of what the gaps in service are?**

We are continually trying to understand the gaps our services and to make efforts to reduce those gaps. Client feedback can assist us to identify and understand those gaps. For example, a report informed by interviews with homeless youth and service providers helped to identify service gaps for youth ages 18 to 24 experiencing homelessness ([http://www.alleghenycountyanalytics.us/wp-content/uploads/2016/05/1\\_II-Never-Get-Used-to-It-Young-People-Living-on-the-Street-1.pdf](http://www.alleghenycountyanalytics.us/wp-content/uploads/2016/05/1_II-Never-Get-Used-to-It-Young-People-Living-on-the-Street-1.pdf)). A recommendation from the report to open a drop-in center in or near downtown led to the creation of the 412 Youth Zone.

**17.) Are service providers aware of the RFP? Do they share the objectives of the RFP and have they committed to participating?**

All current DHS service providers received the RFP announcement. This RFP is not intended to replace the quality improvement and feedback mechanisms that service providers already have in place. While, we do not need provider approval to monitor their clients' experiences, we will engage them in the

process. The outcome of this RFP may help to inform contract monitoring processes in which all service providers participate.

## **MEASURING PERFORMANCE**

### **16.) How will DHS gauge the success of the projects that come out of this work?**

We believe that by understanding clients' experiences through diverse methods, we can incorporate their voices in all phases of service design and provision (e.g., planning, recruiting, administering, improving and disseminating). We want to engage as many clients as possible, especially vulnerable, hard-to-reach clients, so that we can try to attain a holistic view of our services and impact. This RFP is part of continuous quality improvement efforts to make services more effective and informed by community needs.

### **15.) How will improvements in service delivery be measured? (meeting demand, successful outcomes, cost-effectiveness, etc). Will this vary by type of service?**

We don't expect Solutions to have a direct impact on service outcomes, especially in the short term. Solutions will have indirect impact if we can gain insights into how to improve service delivery and how to increase community engagement in human services planning.

## **RFP RESPONSE**

### **14.) Can we submit attachments outside of those listed in the RFP? (e.g., a graphic not created in Word)**

Please limit your narrative to the page limits set forth in the Response Form. You may submit graphics as attachments.

### **13.) Must all RFP responses include implementation? At what level? Is a smaller-scale pilot test acceptable?**

Smaller-scale pilots are acceptable. You may offer the level of implementation that works best for your Solution. Please clearly describe that level of implementation in your Proposal.

### **12.) When RFP states, "design and implement a system of technology solutions," what does system imply? Will stand-alone solutions be considered?**

Yes, stand-alone Solutions will be considered but ultimately DHS has the responsibility to tie these Solutions (including existing Solutions) together into a limited (ideally 1) set of information that inform program development and service delivery.

### **11.) It is expected that entities chosen by DHS will be responsible for maintenance and ongoing support? Will this be a separate contract?**

Maintenance and ongoing support will depend on the Solution. Proposers should describe the maintenance and ongoing support that best fits their Solution in their Proposals.

<b>October 3, 2016</b>
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### **10.) Page 16, Section 6.2 of the RFP talks about HIPAA compliance and requires the proposer to be complaint with the HIPAA requirements. Do we have to be complaint from our organization perspective or does our software platform has to be complaint?**

We anticipate that the proposed application and software platform would need to be compliant. In general, we expect that most feedback provided through these solutions would not contain health related or sensitive information, but it is entirely conceivable that some may. DHS will want this information to be secure and available only to those who are permitted to view it. In areas where the feedback is intended to be displayed publicly, we would ask the vendors to consider how they might address sensitive disclosures that might occur for example through a free text response, and perhaps ways of moderation, redaction and de-identification.

In most instances the vendor will not have to be fully compliant with HIPAA as long as they are **not** functioning by definition as a “business associate,” which according to the privacy rule of HIPAA is a person or entity that performs certain functions or activities **that involve the use or disclosure of protected health information** on behalf of a covered entity (in this case DHS). In general this does not apply to IT vendors and system developers because they are not using or disclosing the protected health information within the system. However, to the extent that vendor administrators and developers have access to client feedback that is linked to a client’s identity, we will require those vendors to provide assurances that they have protocols, policies and safeguards in place to protect the privacy and confidentiality of our clients’ records.

**9.) Is there a page limit for our answers on the Response Form?**

Yes, the Response Form states the page limit for each category in the subsection instructions in bold. Each category is given 15 pages for response.

**September 21, 2016**

**8.) Is there a formal letter of intent which you expect from us which would enable us to start preparing our responses?**

No, you do not have to submit a formal letter of intent. Please see question 2 of this Q&A and Section 4 of the RFP for more information about how to submit a Proposal.

**7.) Are private, for-profit, multinational companies eligible to participate?**

Yes, private, for-profit, multinational companies may submit a Proposal.

**September 19, 2016**

**6.) Is there a technical scope with detailed requirements?**

No, there is not a technical scope with detailed requirements. Proposers may propose a Solution they feel best addresses the description and challenges outlined for each category. Proposers should fully describe the technical elements of their Solution in their Proposal.

**5.) Is there a primary contact for questions?**

All questions regarding the RFP must be directed to [DHSProposals@AlleghenyCounty.US](mailto:DHSProposals@AlleghenyCounty.US). No inquires will be answered by phone. Answers to questions will be posted on our website as soon as possible, within five business days, at [www.alleghenycounty.us/dhs/solicitations](http://www.alleghenycounty.us/dhs/solicitations). We use this process to be transparent and fair and to ensure that all potential Proposers have access to the same information during the active solicitation period.

**4.) Will there be a pre-bid meeting?**

No, there will not be a pre-bid meeting.

**3.) What target date would Allegheny County have in mind for the start of the implementation, assuming that they receive a solution that fits their requirements and a decision is made in December? It does not have to be exact. It could be determined by the number of months after a decision is made (e.g., 3 months, 6 months).**

Proposers may propose a timeline and start date that best fits the Solution. We will consider all timeframes for reasonableness. The quickest an implementation will start is January 2017, one month after a decision is made. We expect that Solutions may take one to three years to be fully implemented. We will work with Successful Proposers to amend and finalize timelines.

**2.) I represent a company interested in the RFP. I'll be happy to show you our product. Is there a time this week that will work for you to set up a demo?**

We will choose a Successful Proposer only through the evaluation process described in the RFP (see Section 5). All Proposers must follow the submission process outlined in the RFP and submit a Response Form to demonstrate their Solution (see Section 4).

**1.) Can companies from outside United States or individuals who are not U.S. citizens apply for this RFP (e.g., India, Canada)?**

Yes, companies based in countries outside the United States and individuals who are not U.S. citizens may apply to this RFP.

## Appendix: Applications and Systems Currently Used by DHS

Adobe Photoshop	Oracle Gateway
AdTempus 4.1	Oracle Partitioning
ArcGIS	Pervasive Data Integrator
ASP.NET	Pitney Bowes Group-1
Aurora Password Manager 3.2	PL/SQL
BCL Technologies PDF-Word Converter	Portal Guard
Bootstrap	Postman
C#	PowerShell
Charles Proxy	REST
Chrome	Safari
Code Maid	SOAP
CSS 2/3	Soap UI 5.0.0
Fiddler 4	Solar Winds
HTML5	SQL Developer
Hyland OnBase 15	SQL Loader 11.5
IBM Client Access V6R1	SQL Server Database 2008/2012
IBM Cognos 10.2.2	SSH Tectia Client 5.0.0.844
IBM Data Stage 11.3	SuperSignature
IBM Security AppScan Source	Swift
IBM Security AppScan Standard	Tableau 9
IIS 7.5/8.5	Team Foundation Server 2010/2012
Internet Explorer 8/9/10/11/Edge	Testflight
JavaScript	Toad Data Point 3.8.1
Jet Nexus	Toad for Oracle 11.5
JQuery	VB.NET
JSON	Visual Studio 2010/12/13/15
Keyoti Rapid Spell	WCF
Microsoft BizTalk 2013	Xamarin
Microsoft MS Office 2013/365	XAML
Microsoft SharePoint 2007/2013	Xcode
Microsoft Test Manager 2010/2015	XML
Microsoft Visio 2013	
Microsoft Web API 2.0	
Microsoft Windows 7/8/8.1/10	
MVC	
Oracle Data Guard	
Oracle Data Masking	
Oracle Data Modeler	
Oracle Database 12.1.0.2.0	
Oracle Database Lifecycle Management Pack	
Oracle Database Tuning Pack Oracle Advance Security	
Oracle Enterprise Manager	

SHELTER: \_\_\_\_\_

DHS CASE MANAGER \_\_\_\_\_

### Introduce Self/Interviewer, Project Background, and Scope of the Interview

*For this project, we are interested in better understanding family member's experience with services and support coordination offered from DHS staff (e.g., NAME CASEWORKER) following some type of housing crisis. During our conversation today, we will talk about your experiences with the housing crisis or homelessness experience, and more specifically about the services you received including your thoughts or feelings about these services. The focus of our conversation is to learn from you and your expertise in order to improve our services.*

- *Reminder about confidentiality/privacy*
- *Reminder about voluntary nature*
- *Permission to audio record*

### Family Member Introduction and Personal Background

1. Tell me a little bit about yourself

### Housing crisis/homelessness experience

2. Using the housing pictures, please chart out what you most recent housing crisis looked like. Then using the emotions/attitude faces, please describe how you were feeling.

Follow-up prompts:

- What do you feel like contributed to your housing crisis?
- What are the most important things/influences that resulted in experiencing a housing crisis, i.e. homelessness?
- Where did you go, or what services were available to you/your family?
- What does being in a "housing crisis" vs. being "homeless" mean to you?
- Was this the first time you encountered a homeless or housing crisis?
- What was your experience like at the hotel/shelter/supportive housing program?
- During your time in the hotel/shelter/supportive housing program, what did you find most helpful? Least helpful?
- (If applicable) How did you feel during your time in the shelter (e.g., overwhelmed, felt like it was an intrusion on your privacy, eager to accept the help)?



SHELTER: \_\_\_\_\_

DHS CASE MANAGER \_\_\_\_\_

### Experience with **ENROLLING** to receive DHS Services and Support Coordination (Logistics)

3. How did you first learn about the (DHS case management program)?
  - Who first talked to you about (e.g., shelter or DHS staff, peer)? When?
4. What types of needs did the staff say they could help you/your family with?
5. What, if any, were some of your initial concerns or worries about working with the DHS case manager (name) and getting set-up to receive those services?
6. Why did you decide, in the end, to work with (name)?
7. When you started to work with (name), how would you describe your level of motivation?
8. Looking back when you first signed up to receive these services, did you think it was going to be or that the staff would do anything different?

### Satisfaction with **RECEIVING** DHS Services and Support Coordination

9. How often do you meet or talk with (name)?
  - What do those meetings look like? What do you typically talk about?
10. Overall, what have you found *most helpful* about the case management program with (name)?
  - What has been the most important part of receiving services through (name)?
11. What aspects of the program/service have *exceeded your expectations*?
12. What kinds of things do you wish would be able to get accomplished, but unable?
13. Would you recommend this service, (name) to another family? Why or why not?

### Recommendations to improve services for families experiencing a housing crisis

14. What advice would you give to staff (e.g., case managers) or administration/leadership to guide them in helping other family members in the future?
15. What do you feel like are the most important needs that need to be address for families in need of permanent housing or experiencing a housing crisis?

### Personal reflections

16. What three words come to mind when you reflect back on your overall experience from first starting the DHS case management and (name) to now?

# CSBG Satisfaction Survey - PARTICIPANT VERSION

## Introduction



## Self-Sufficiency Program

Allegheny County Department of Human Services would like your feedback so we can make our case management, training, and job placement programs better. Your answers to this survey will be confidential, meaning that your answers will never be linked to your name. This survey is optional and your answers will not affect the services you receive. This survey will take 5 minutes.

1. First, please select the organization you are currently working with.

- Allegheny Link
- Allegheny Valley Association of Churches
- Community College of Allegheny County - MOST Program
- Human Services Center Corporation (McKeesport Collaborative)
- Mon Valley Initiative
- North Hills Community Outreach
- Rainbow Kitchen

# CSBG Satisfaction Survey - PARTICIPANT VERSION

## Your Service Experience

2. Please rate your experience with the organization.

	N/A	Excellent	Good	Average	Fair	Poor
Convenience of meeting location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer service at meeting location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Privacy of meeting space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to computer or other technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall experience with the agency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Please rate your experience with the staff member you work with.

	N/A	Excellent	Good	Average	Fair	Poor
How you are treated by staff member	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with your service plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of getting in touch with staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of referrals and resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall experience with staff member	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Think about when you first started this program. On a scale of 1 to 5 stars, please rate your satisfaction with your life when you first started this program.

★
  ★
  ★
  ★
  ★

5. Now think about the progress you have made. On a scale of 1 to 5 stars, please rate your satisfaction with your life today.

★
  ★
  ★
  ★
  ★

**CSBG Satisfaction Survey - PARTICIPANT VERSION**

Your Service Experience

6. What has been most helpful to you about this program?

7. What is one thing that could be improved about this program?

8. Would you recommend this program to family or friends?

Yes

No (Please describe why)

9. How long have you been participating in this program?

1 month or less

2 to 6 months

7 to 12 months

More than a year

10. In the last 30 days, how often did you meet with a staff member for this program?

Once

Twice

Three times

Four or more times

## CSBG Satisfaction Survey - PARTICIPANT VERSION

### Demographics

11. What is your gender?

- Female
- Male
- Transgender
- Prefer not to answer

12. What is your race? Check all that apply

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White
- Other
- Prefer not to answer

13. What is your ethnicity?

- Hispanic or Latino
- Not Hispanic or Latino

14. What is your age?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 and older

15. Would you like to tell us anything else?

**Thank you for your time!**

**Your responses will help us improve this program.**

## Senior Line Telephone Survey

**We have just 5 short questions for you. Please wait until the end of the instructions for each question before entering your response.**

1. Is this your first time calling the SrLine? Please press 1 for Yes; 2 for No
2. Are you calling for an older adult for whom you are providing care of any kind? Please press 1 for Yes; 2 for No
3. Some calls may result in a need for further assessment. At the end of your call were you told that someone will be contacting you to schedule an assessment or forward financial application materials? Please press 1 for Yes; 2 for No
4. What did you get from the call that will be most helpful to you? Please press 1. After the tone you will have up to a minute to leave your response.
5. What can we do better the next time you call to best assist you? Please press 1. After the tone you will have up to a minute to leave your response.

***Thank you for participating. Your responses will help us to improve service on the SeniorLine***

County mailing #

*Name & address of youth survey recipient*

County mailing #





The Allegheny County Department of Human Services wants to know what young people involved with Children, Youth and Families (CYF) think about the support they receive. So we are asking your opinion.

This survey is completely voluntary. And your responses will not be attached to your name. Results will be shared with DHS staff to think about ways to improve programs. Thank you for helping us out. If you have any questions, please contact Michael Mitchell, 412-350-6352 or [mike.mitchell@alleghenycounty.us](mailto:mike.mitchell@alleghenycounty.us)



### 412 Youth Zone

The new 412 Youth Zone is a one-stop center for for young adults (16-24) who experiencing homelessness and/or aging out of foster care to go to for support.

Aimee Plowman  
 Director of the 412 Youth Zone  
 (412) 902-4068  
[aimeep@aublerle.org](mailto:aimeep@aublerle.org)

304 Wood Street , 6th Floor  
 Pittsburgh, PA  
[www.facebook.com/412YouthZone](http://www.facebook.com/412YouthZone)

## RESOURCES

### Director's Action Line

DAL specialists research and respond to their needs. Professional, friendly staff assist and explain procedures for getting help. They answer questions, investigate concerns regarding DHS, and report back the results.

1-800-862-6783  
 Email: [DAL@alleghenycounty.us](mailto:DAL@alleghenycounty.us)

Walk-ins are welcome (Human Services Building, 1st Floor, One Smithfield Street)  
 Monday through Friday, 8:30 a.m. to 4:30 p.m.

Please let us know your opinion by taking the survey at the link below or filling out the detachable survey.

[bit.ly/29X2YUB](https://bit.ly/29X2YUB)

Please circle the box that best describes how you feel about each statement.

The ? means you have no opinion or feel neutral about the statement. If you feel strongly one way or another, circle the box with the !  
 Please detach and drop in the mail.

I can talk about my problems with my family.	NO!	No	?	Yes	YES!
Staff (e.g., coach, teacher) at my school care about me.	NO!	No	?	Yes	YES!
There is someone that I can talk to about what's going on in my life.	NO!	No	?	Yes	YES!
I am understood by others.	NO!	No	?	Yes	YES!
I know about resources in my town or neighborhood that can help me and my family.	NO!	No	?	Yes	YES!

**Gender:**  
 Female  
 Male  
 Non-binary  
 Trans

**Race/Ethnicity:**  
 Asian  
 Black/African American  
 Latino/a  
 White  
 Other

What can your CYF team (your caseworker, Youth Support Partner, probation officer, etc.) do to get you the help you think you or your family need?