

# Allegheny County

## Department of Human Services

### REQUEST FOR PROPOSALS

**SOFTWARE-BASED TOOL, AND RELATED SUPPORT, FOR SCHEDULING, COORDINATING AND MANAGING TRANSPORTATION SERVICES FOR CHILDREN AND YOUTH IN THE CARE OF CHILD WELFARE**

<b>RFP ISSUED</b>	<b>June 5, 2015</b>
<b>QUESTIONS AND REQUESTS FOR CLARIFICATION ACCEPTED VIA EMAIL</b>	<b>Until 5 Business Days Before Proposal Due Date</b>
<b>RESPONSES (Q &amp; A) POSTED ON WEBPAGE</b>	<b>Ongoing- Final Q&amp;A Posted 1 Business Day Before Proposal Due Date</b>
<b>PROPOSALS DUE</b>	<b>July 10, 2015</b>
<b>ESTIMATED AWARD DECISION / NOTIFICATION</b>	<b>August, 2015</b>
<b>ESTIMATED START DATE</b>	<b>September, 2015</b>

## GLOSSARY

Agreement: The contract negotiated between the County and the Successful Proposer to provide the Contract Services

Case Aide: DHS employee who provides general assistance to child welfare case managers by 1) transporting children and youth in the care of child welfare; 2) supervising court-mandated visits between children and youth in the care of child welfare and their families; and 3) providing clerical support as needed

Contract Services: The specific services which the Successful Proposer agrees to provide to the County in response to this RFP, as described in the Scope of Services in the Agreement

CYF: [Office of] Children, Youth and Families, DHS's child welfare office

DHS: [Allegheny County] Department of Human Services

KIDS: Key Information and Demographics System

Proposal: The response submitted by a Proposer to this Request for Proposals

Proposer(s): the entity or entities submitting a Proposal to the County in response to the RFP in an effort to become the Successful Proposer

RFP: Request for Proposals

Successful Proposer: The Proposer selected by the County to provide the Contract Services

## GENERAL INSTRUCTIONS AND INFORMATION

### Purpose

Allegheny County is soliciting Proposals for a software-based tool, and related support, that will allow for centralized and efficient management, scheduling and assignment of responsibility for the transport of children and youth in the care of the Office of Children, Youth and Families (CYF) within the County's Department of Human Services (DHS). DHS is seeking to enter into an Agreement with the Successful Proposer(s) to provide the Contract Services for a term of three years. DHS estimates that funding for year one will be approximately \$60,000 (with reduced funding expected in years 2 and 3); however, if the Proposer anticipates that the cost to provide the Contract Services will exceed this amount, a justification for higher costs should be provided in the Proposal.

### General Information about a Request for Proposal

Allegheny County issues Requests for Proposals (RFPs) to identify entities with the ability to meet the identified needs and quality standards within specified program and funding guidelines. Evaluation criteria is included in an RFP (see Scope of Services Requested on Page 5) to measure how well a Proposal meets these criteria. The County may request additional information and/or a presentation from the Proposer during the Proposal evaluation period. Following the evaluation period, an Agreement to provide the Contract Services may be awarded to the most qualified Proposer(s), that

is, the Successful Proposer(s).

***The issuance of this RFP does not obligate the County to enter into an Agreement with any Proposers.***

#### Communication about this RFP

DHS is the “Issuing Office” for this RFP and is the sole point of contact for all questions and communication regarding this RFP. All communication about the RFP, including requests for additional information or clarification, should be submitted via email to:

[DHSProposals@alleghenycounty.us](mailto:DHSProposals@alleghenycounty.us).

All information about the RFP, including changes, clarifications and responses to Proposer questions, will be posted on the RFP website at: <http://www.alleghenycounty.us/dhs/solicitations.aspx>  
All questions and/or requests for clarification concerning this RFP must be submitted no later than five (5) business days prior to the proposal due date in order to guarantee a response on the RFP Website.

#### Eligibility

Entities eligible to submit a Proposal in response to this RFP include non-profit organizations and for-profit organizations or businesses. In order to be considered under this RFP, Proposers must be willing and able to meet all of Allegheny County’s contractual requirements (available at:

<http://www.alleghenycounty.us/dhs/contracting.aspx>).

#### Minority, Women or Disadvantaged Business Enterprise (M/W/DBE) Requirements

This RFP contains requirements for Proposers to assist Allegheny County in meeting its M/W/DBE goal (all contracts and other business activities entered into by Allegheny County having overall goals of 13% for MBEs and 2% for WBEs). A listing of M/W/DBEs certified by Allegheny County and the Pennsylvania Unified Certification Program can be found at [www.county.allegheny.pa.us/mwdbe](http://www.county.allegheny.pa.us/mwdbe)

For more information about M/W/DBEs, please review the following. An M/W/DBE Participation Statement or Waiver Statement is **REQUIRED** with Proposal submission.

[MWDBE Contract Specifications Manual](#)

[MWDBE Participation Statement form](#)

[MWDBE Waiver Statement form](#)

#### Proposal Preparation Costs

The Proposer is responsible for all costs related to the preparation and submission of a Proposal. Allegheny County is not obligated, in any way, to pay any costs incurred.

## **BACKGROUND**

#### About DHS

DHS was created in 1997 to consolidate the provision of human services across Allegheny County. It is the largest department within Allegheny County government. In addition to its Executive Office, DHS encompasses five program offices (Behavioral Health; Children, Youth and Families; Community Services; Intellectual Disability; and the Area Agency on Aging) and three support offices (Administrative and Information Management Services; Community Relations; and Data Analysis,

Research and Evaluation). Last year, DHS served more than 210,000 individuals (approximately one in six County residents) through an array of 1,700 distinct services.

DHS is responsible for providing and administering publicly-funded human services to Allegheny County residents and is dedicated to meeting these human service needs, particularly for the County's most vulnerable populations, through information exchange, prevention, early intervention, case management, crisis intervention and after-care services.

DHS provides a wide range of services, including: services for older adults; mental health and drug and alcohol services (includes 24-hour crisis counseling); child protective services; at-risk child development and education; hunger services; emergency shelters and housing for the homeless; non-emergency medical transportation; job training and placement for public assistance recipients and older adults; and services for individuals with intellectual and/or developmental disabilities.

DHS provides services to eligible individuals without regard to race, color, sex, gender identity or expression, sexual orientation, age, religion, national origin, political affiliation, disability, familial status, military service, or religious, community or social affiliations.

#### About the Office of Children, Youth and Families (CYF)

The mission of CYF is to protect children from abuse and neglect; to preserve families, whenever possible; and to provide permanent, safe homes for children either by assuring safety within the child's own family, or by finding an adoptive home or another permanent setting for those children who cannot be reunified with their family. To achieve its mission, CYF provides a wide range of preventive, protective, supportive and direct services through caseworkers, case aides and other support staff, as well as a network of contracted agencies. Front-line workers and direct services are based out of five regional CYF offices that cover all geographic areas of the County.

#### About CYF Transportation Needs

DHS is responsible for transporting children and youth in the care of CYF to approximately 700 appointments per month, including visits with parents and siblings, court hearings, and to school or daycare. The majority of these trips are recurring, such as daily transportation to and from school. This transportation is provided by case aides, who provide general assistance to case managers by transporting children and youth, supervising court-mandated visits with parents, and performing clerical support tasks as needed. At any given time, DHS employs approximately 37 case aides who work varied schedules. Two-thirds of the case aides work from 8:30 a.m. – 4:30 p.m., Monday through Friday, and the rest cover weekends and evening/overnight hours. Occasionally, case aides may be required to adjust their normal working hours to make scheduled trips.

The current process for scheduling trips and assigning/dispatching case aides is decentralized and paper-based. Each case aide is assigned to one of the five CYF regional offices. At each regional office, case aide supervisors receive trip requests from a caseworker and, in turn, schedule trips for the case aides assigned to that office. If a case aide supervisor at a regional office receives a trip request that cannot be accommodated (because no case aide is available), the case aide supervisor must contact supervisors at the other regional offices, via email, to fill the request. This results in delays in scheduling appointments and other inefficiencies in practice. Further, because the current scheduling system is paper-based, case aides cannot access their calendars electronically and must return to the regional office to view their schedule. DHS is seeking software solutions to improve current practice and create an efficient system for trip scheduling and case aide dispatch.

## SCOPE OF SERVICES REQUESTED

Allegheny County is soliciting proposals for a software-based tool, and ongoing customer support, designed to manage, schedule and assign responsibility for the transport of children and youth in the care of CYF. The tool should give users the capacity to organize, customize and consolidate the calendar schedules of several entities.

DHS envisions that the Successful Proposer's tool will be a *stable web or cloud-based* long-term application that has the ability to be updated or modified as needs change or increase. The proposed tool should be an existing commercially-available product that can be tailored to meet DHS's needs. Dedicated customer support from the Proposer should be available. The tool will be managed by a group of case aide schedulers who input data and assign trip requests to case aides. Case aide schedulers will have the highest level of access to calendars and the ability to modify schedules. Read-only access must be available to approximately 200 additional staff, both in the field (case aides and caseworkers) and in the regional offices (administrators). All case aides will be provided with a smartphone (make/model to be determined), so that they will be able to access their most current schedule at any time, from any location.

The Successful Proposer should describe the tool and a plan to fulfill the requirements described below:

### *Trip Assignment and Scheduling Capability*

- Provide a clear scheduling interface that allows schedulers to quickly view the schedules of one or more case aides on duty at a given date/time and filter by various categories (e.g., vehicle capacity, gender)
- Assign access levels by user type
- Be accessible on smartphones and other devices and offer instant notifications of new trip assignments, changes and cancellations
- Give schedulers the ability to view the schedules of one or more case aides on past, present or future dates by day, week or month
- Give schedulers the ability to view overtime trips taken outside normal working hours
- Set and change case aide hours of availability and schedules
- Assign multiple case aides to a single trip
- Code trips by unassigned, assigned and canceled status
- Schedule recurring trips and apply edits to one or all trips in a sequence

Additional features for consideration: 1) a messaging feature that would allow schedulers to text one or more case aides and 2) the ability to attach a child's photograph to the trip request

### *Tracking and Reporting*

- Provide a system to track requests through their lifecycle (i.e., submitted, assigned, cancelled/reassigned [with a field for notes]) as well as the time that case aides were notified of and responded to assignments.
- Generate various reports on overtime, mileage trip counts and client history (e.g., all trips for a case during a time period, including the name[s] of case aides assigned to these trips).

*Dispatch Feature (Optional)*

DHS is interested in tools that allow schedulers to recognize and track where drivers are on the road, route drivers' paths and check travel time. **This feature is not required.**

*Interface Capability*

The proposed tool must be able to interface with CYF's Key Information and Demographic System (KIDS). KIDS is a custom built, net-based information application. The interface would allow KIDS to electronically send data about the scheduling request (e.g., appointment date/time, appointment details) to the tool, which would accept and automatically upload these data into the request so as to eliminate the need for manual data entry.

*Excluded Features*

DHS is not interested in invoicing/billing features or timesheet, mileage reimbursement and payroll/HR functions.

**Budget**

Proposers must provide a 3-year budget for the tool including the costs of training and implementation, customization and maintenance. Include in the completed budget the cost of any customizations required to perform the functionalities detailed above. Proposers must describe their proposed billing practice (e.g., frequency), the staff budget (including benefits) to be included in the cost of the Proposal, and any features to be included in the tool(s).

If submitting a Proposal that exceeds DHS cost estimate of \$60,000 in year 1, with costs below \$60,000 in years 2 and 3, the Proposer must provide a justification for higher costs.

**PROPOSAL INSTRUCTIONS AND FORMAT**

A complete Proposal must include all of the components listed below, submitted as a Word document or PDF (budget may be submitted in Excel). Use 1-inch margins, 12 point font and numbered pages. Single spacing is permissible. Please adhere to page limitations indicated below; other than required attachments, no additional attachments will be accepted (attachments may be included as a link).

**Narrative**

**Organizational Experience**

- Describe your experience with software product installations and history with the proposed tool(s) (initial, past and future upgrades).
- Describe your experience in customizing the tool(s) to meet the needs of an organization.
- Describe the staff who will be working on implementing the tool(s). Who is the project manager who will be overseeing implementation? What is his or her experience with the tool(s)? With what other implementations have they been involved?

**Vision for the Tool**

- Describe your approach to customizing, implementing and maintaining the tool, including a timeline. Will you perform the work remotely, on-site or a combination of both (if both, estimate the percentage of time for each).

- How much customization will be required to meet DHS’s needs?
- What resources and support will you require from DHS, particularly related to the training and support you will provide once the tool has been implemented?
- What is your approach for transitioning maintenance of the tool to DHS?
- Describe your approach for ongoing product updates. How will DHS incorporate these updates once independently maintaining the tool?
- Describe whether the tool will be a stable web or cloud-based long-term application and how it can be updated or changed, as required.
- Describe the dedicated customer support you will provide for ongoing issues.
- Describe how the tool fulfills each requirement under the *Trip Assignment and Scheduling Capability* category in the Scope of Services.
- Describe how the tool fulfills each *Tracking and Reporting* requirement listed in the Scope of Services.
- Describe how schedulers can use the dispatch features of the tool to recognize and track where drivers are on the road, route drivers’ paths and check travel time.
- Describe your plan for enabling interface between the tool and KIDS.

**Budget and Budget Narrative**

Please provide a detailed 3-year budget and narrative that fits within DHS’s funding guidelines. If the cost of your tool exceeds DHS’s funding guidelines, please provide justification for why the proposed budget exceeds the guidelines.

- If any of the functionalities detailed in the Scope of Services section require customization by the Proposer, include those costs, by line item, in the budget. Please also include maintenance fees and costs of product updates in years 2 and 3.
- Include your financials and organizational stability. If your organization is for-profit and this information is not publically available, please indicate this in the budget narrative.
- Include the cost of updates beyond year 3 as well as the cost of addressing issues that may arise.

**Demonstration Material**

- Please include a sample or demonstration material (screenshots or an actual tool) that will give the evaluation committee an idea of how the tool will look and function.

**Required for Submission**

- Executive Summary (1 page limit)
- Narrative (6 page limit)
  - Organizational Experience
  - Vision for the Tool
- Budget and Budget Narrative
- Demonstration Material
- References (1 page): Include name, affiliation and contact information (email address and telephone number) for three references who are able to address experience with the recommended tool(s).
- Required Attachments
  - Cover Page
  - MWDBE Participation Statement form
  - W9
  - Vendor Creation Form

## SCORING AND SELECTION PROCESS

### Scoring Criteria

The narrative, budget and demonstration materials sections will be evaluated as detailed below.

#### **Narrative (40 points)**

Organizational Experience

Vision for the Tool

#### **Budget (20 points)**

#### **Demonstration Materials (40 points)**

### Selection Process

DHS will use a formal evaluation process to select the Successful Proposer, including review of the Proposal and additional information/presentation as requested. DHS may contact individuals or entities with whom the Proposer has had dealings in the past, regardless of whether or not they are included as references in the Proposal.

**DHS will perform an initial screening of all Proposals received. For a Proposal to be eligible for evaluation, the Proposal must be:**

- **Received from the Proposer by the due date/time**
- **Properly signed by the Proposer**
- **Properly formatted and include required forms and sections**

**Proposals that do not meet the initial screening are subject to rejection without further evaluation.**

After the initial screening has occurred, the evaluation process for Proposals is as follows:

- DHS will designate an evaluation committee to review and evaluate all Proposals submitted in response to this RFP. The evaluation committee may consist of some or all of the following individuals:
  - County employees/contractors
  - Representatives of foundations, educational institutions, community and civic organizations, businesses and/or non-profit agencies
  - Individuals selected for subject matter/content expertise or experience, or by virtue of other relevant experience/knowledge
- The evaluation committee will evaluate the Proposals based upon the Scoring Criteria listed above.
- The County shall have exclusive discretion to shortlist a small number of Proposals receiving the highest or most satisfactory evaluations for more extensive review.
- If determined necessary, DHS may contact the Proposer for the purpose of clarifying any ambiguities in the Proposal, requesting Proposal modifications, or discussing Budget modifications.

### Oral Presentations and Site Visits

DHS may create a short-list of Proposers who will be invited to give an oral presentation and demonstration of their tool(s). In that case, selected Proposers will be notified of the time and location, and will be provided with an agenda or topics for discussion. Questions asked during oral presentations or site visits will be for the



purpose of clarifying the scope and content of the written Proposal. Upon invitation, DHS may ask the Proposer to demonstrate how the tool(s) would function in several scenarios. The Proposer would be expected to demonstrate those functionalities during oral presentations.

#### Final Award Process

Following the evaluation process, which may include oral presentations and/or negotiations, the evaluation team will tabulate and submit an award recommendation to the DHS Director (the County reserves the right to recommend that none of the Proposals be selected). The DHS Director will then issue a recommendation to the County Manager who will make the final determination concerning award of an Agreement.

**NOTHING HEREIN SHALL BE CONSTRUED OR INTERPRETED IN ANY WAY AS OBLIGATING THE COUNTY TO ENTER INTO AN AGREEMENT WITH ANY PROPOSER. THE COUNTY RESERVES THE RIGHT AT ALL TIMES NOT TO AWARD OR ENTER INTO AN AGREEMENT FOR THE SCOPE OF SERVICES FOR ANY REASON WHATSOEVER.**

### **SUBMISSION INFORMATION**

Proposals must be submitted by email to [DHSProposals@alleghenycounty.us](mailto:DHSProposals@alleghenycounty.us), no later than 3:00 p.m. EST on **July 10, 2015**. Proposals received after this time will not be accepted. The County reserves the right to extend or postpone the date and time for RFP activities; in the event of a change, the information will be posted on the website at <http://www.alleghenycounty.us/dhs/solicitations.aspx>.

If necessary, attachments may be sent via U.S. Mail, Courier or hand-delivery, by the date/time above, to:

Maria Wallace  
Allegheny County Department of Human Services  
One Smithfield Street – Suite 400  
Pittsburgh, PA 15222-2221

**You will receive an email confirmation of receipt of your Proposal. Please contact us (via email or by calling Maria Wallace at 412-350-7144) if you do not receive an email confirmation.**

To be considered, the Proposal must include all of the specified information. DHS may request additional information and/or conduct investigation as necessary to determine the Proposer's ability to provide the requested service. This additional information may become part of the County's final award decision-making process.

All Proposals are the property of the County and may become part of any subsequent Agreement.

### **CONTRACT TERMS AND CONDITIONS**

#### Agreement Terms and Conditions

The Successful Proposer will enter into an Agreement with the County of Allegheny, on behalf of DHS, for performance of the Scope of Services specified in this RFP and set forth in the Proposal. The Scope of Services specified in the RFP shall become the Contracted Services. Information about contracting with the County on behalf of DHS and the standard County terms and conditions for County contracts for services for DHS which will be included in the Agreement can be found on the DHS Website at:

<http://www.alleghenycounty.us/dhs/contracting.aspx>  
[HIPAA compliance](#)

DHS is a “covered entity” under the Health Information Portability and Accountability Act (HIPAA). The Successful Proposer must describe how it will comply with HIPAA requirements.

#### CYBER Security

A significant portion of DHS business activities and related billing carried out under this RFP are done through information management systems or tools, including email. Proposers should meet the minimum computer specifications beginning on page 14 of the [DHS Contract Specifications Manual](#) available on the DHS webpage and should make sure their computers, laptops and other electronic devices have sufficient security software and settings to minimize the risk of a breach of information. In addition, the Proposer should have policies and procedures in place to assure that their electronic devices are physically secure when not in use (e.g., locked in a vehicle trunk, password protected, etc.).

#### Conflict of Interest

By submitting a Proposal, the Proposer certifies and represents to the County that the Proposer has not offered, conferred or agreed to confer any pecuniary benefit or other thing of value for the receipt of special treatment, advantaged information, recipient’s decision, opinion, recommendation, vote or any other exercise of discretion concerning this RFP.

#### Equal Employment Opportunity/Non-Discrimination

Proposer agrees to not discriminate against any employee, applicant for employment, independent contractor, consumer or any other person on the basis of race, color, religion, national origin or ancestry, sex, gender identity or expression, sexual orientation, disability, marital status, familial status, age (40 or over), or use of a guide or support animal because of blindness, deafness or physical disability of any individual or independent contractor or because of the disability of an individual with whom the person is known to have an association or on any other basis prohibited by federal, state or local law.

