



Allegheny County Department of Human Services
Request for Qualifications

Design, Content and Digital Strategy

RFQ Posting:

Monday, March 29, 2021

Information Session:

12 p.m. Eastern Time on Wednesday, April 14, 2021

Deadline for Questions:

3 p.m. Eastern Time on Friday, April 23, 2021

Submission Deadline:

3 p.m. Eastern Time on Friday, April 30, 2021

Estimated Decision/Notification:

May 2021

Allegheny County Department of Human Services
One Smithfield Street Pittsburgh, PA 15222

Contents

Acronyms and Definitions

The RFQ at a Glance

Section 1: Why We Are Issuing this RFQ

Section 2: What We Are Looking For

Section 3: Application Requirements and Evaluation Criteria

Section 4: How to Submit an Application

Section 5: How We Will Evaluate Your Application

Section 6: What Happens after an Applicant is Qualified

Section 7: Contract Requirements for Qualified Applicants

Acronyms and Definitions

Unless the context indicates otherwise, the following capitalized words are defined as follows for purposes of this Request for Qualifications (RFQ):

1. Agreement: A contract that could be negotiated in the future between Allegheny County and the Qualified Applicant to provide the Contract Services.
2. Allegheny County: A home rule county and political subdivision of the Commonwealth of Pennsylvania.
3. Applicant: The individual, non-profit organization, or for-profit organization or business submitting an Application in response to this RFQ.
4. Application: A completed Response Form, with specified attachments, submitted in response to this RFQ.
5. Categories of work: The six types of services that DHS is seeking under this RFQ.
6. DHS: [Allegheny County] Department of Human Services.
7. LGBTQIA+: Lesbian, Gay, Bisexual, Transgender, Queer, Intersex and/or Asexual; the plus sign (“+”) is to recognize that there are individuals of other sexual orientations (e.g., Pansexual and Demisexual) and/or gender identities (e.g., Androgynous or Two-Spirit) that are not reflected in the LGBTQIA acronym.
8. POC: Person/People of Color.
9. Qualified Applicant: The Applicants(s) qualified by the County to provide one or more categories of work.
10. Response Form: The Word document in which Applicants respond to requested information about this RFQ.
11. RFQ: Request for Qualifications.
12. Search Engine Optimization (SEO): The process of improving the quality and quantity of internet traffic to a website or a web page from search engines.

The RFQ at a Glance

Purpose

On behalf of Allegheny County, its Department of Human Services (DHS), seeks to obtain the qualifications and identify a pool of Applicants that can provide future services to enhance the efforts of DHS's existing internal design and content team in any or all of the six categories of work listed below:

- Design (print and digital)
- Branding
- Marketing
- Content Writing and Strategy
- User Research and Usability Testing
- Search Engine Optimization (SEO) and Web Analytics

The services included in each of these categories of work are described in detail in Section 2: *What We Are Looking For*. Applicants may submit Applications for more than one category of work.

As further described in Section 6: *What Happens After an Applicant is Qualified*, DHS plans to identify Qualified Applicant(s) in the relevant category of work that can best meet a specific need as projects arise in the future.

Qualification Details

There is no guarantee that DHS will select any or a particular Qualified Applicant(s) for a specific project/need in the future. If a Qualified Applicant is selected for a specific project, the Qualified Applicant may be required to enter into an Agreement with Allegheny County, on behalf of DHS, to provide specific services for a project or need.

DHS's determination that an Applicant is qualified to provide services related to a category of work will last for two years. DHS will have the option to extend the qualification of an Applicant at our discretion.

DHS plans to issue this RFQ twice per year with deadlines in the Spring and the Fall so that additional Applicants may submit a response to be considered for qualification.

Who can apply

Anyone, including individuals, small businesses, non-profit organizations and for-profit organizations, is eligible to submit an Application in response to this RFQ. We especially encourage Applications from organizations or businesses with prior experience working with human services agencies and that are Black-led, POC-led, woman-led, LGBTQIA+-led, and/or led by someone with lived experience of the human service system, and/or led by someone of

another marginalized identity group. We also encourage individuals (freelancers and sole proprietors) to submit Applications.

Applicants do not need to have an existing contract with Allegheny County to submit an Application; but Applicants must meet all of Allegheny County's contractual requirements (see Section 6: Contract Requirements for Successful Applicants) and have the programmatic, financial and staffing capabilities to provide the Contract Services when DHS has a need for such services.

What we don't want

We are not interested in bids for specific projects. Rather, we want to learn about the qualifications of Applicants who are flexible enough to be available when needed but not dependent on a guaranteed number of hours or projects.

Timeline

Applicants can submit questions about this RFQ. The deadline for the submission of any RFQ questions is 3 p.m. Eastern Time on Friday, April 23, 2021. Applications must be submitted by 3 p.m. Eastern Time on Friday, April 30, 2021. DHS expects to notify Applicants of their status in May 2021.

There will be an information session about this RFQ from 12 p.m. to 1 p.m. Eastern Time on Wednesday, April 14, 2021 via Microsoft Teams. Attendance at the information session is not required to submit an Application. Preliminary answers will be provided orally for questions asked during the session. Final, definitive answers to questions asked during the session will be posted in writing on the DHS Solicitations webpage. Please join the pre-proposal conference by:

- Following this link: [Click here to join the meeting](#)
- Or copying and pasting this link:
[https://teams.microsoft.com/dl/launcher/launcher.html?url=%2F %23%2F1%2Fmeetup-join%2F19%3Ameeting_NTA2MGI5YzQtNzM1YS00ZDVhLTg2YjYtYWJjOWZlOTMxMzUw%40thread.v2%2F0%3Fcontext%3D%257b%2522Tid%2522%253a%2522e0273d12-e4cb-4eb1-9f70-8bba16fb968d%2522%252c%2522Oid%2522%253a%25228e416ae7-dc34-474a-b97f-667db6d1f6cc%2522%257d%26anon%3Dtrue&type=meetup-join&deeplinkId=e2e1b6d9-f60d-43bf-b5b6-1f2f1744ab40&directDl=true&msLaunch=true&enableMobilePage=true&suppressPrompt=true](https://teams.microsoft.com/dl/launcher/launcher.html?url=%2F%20%23%2F%2Fmeetup-join%2F19%3Ameeting_NTA2MGI5YzQtNzM1YS00ZDVhLTg2YjYtYWJjOWZlOTMxMzUw%40thread.v2%2F0%3Fcontext%3D%257b%2522Tid%2522%253a%2522e0273d12-e4cb-4eb1-9f70-8bba16fb968d%2522%252c%2522Oid%2522%253a%25228e416ae7-dc34-474a-b97f-667db6d1f6cc%2522%257d%26anon%3Dtrue&type=meetup-join&deeplinkId=e2e1b6d9-f60d-43bf-b5b6-1f2f1744ab40&directDl=true&msLaunch=true&enableMobilePage=true&suppressPrompt=true)
- Or calling +1 267-368-7515 and entering the code 806651890#

Who we are

On behalf of Allegheny County, DHS is the issuing office for this RFQ.

DHS is the largest department of Allegheny County government and provides publicly funded services to more than 200,000 people annually, in areas including child welfare, behavioral health, aging, developmental supports, homelessness and community services.

More information about DHS is available at <http://www.alleghenycounty.us/human-services/index.aspx>

Section 1: Why We Are Issuing this RFQ

DHS’s services run the gamut from protecting children and youth from abuse and neglect to providing treatment for substance abuse disorders; from managing the care of adults with intellectual disabilities to providing shelter and housing for families. We provide these services through programs that we directly administer as well as through programs administered by a wide network of human services organizations under contract with DHS.

DHS takes seriously our role in meeting the emergency and long-term needs of the most vulnerable County residents, and we are seeking Qualified Applicants in the six categories of work described in detail below to support these efforts. As such, we are especially interested in Applicants who have prior experience relevant to human services and/or other public sector clients and Applicants who have experience working with, or offering services on, projects focused on one or more of the following populations: Black children, youth or adults; immigrants and refugees; children, youth and families involved with child welfare; individuals and families navigating substance use disorders; individuals and families experiencing a mental health crisis; individuals and families experiencing homelessness; Latinx communities; LGBTQIA+ individuals; people of color; English language learners; people with low income; people who need developmental supports; seniors; veterans; women; or other populations receiving human services.

Section 2: What We Are Looking For

Our goal is to identify a pool of Qualified Applicants that can provide *at least one* of the listed services in *at least one* of the categories of work described in detail below. Applicants may submit Applications for more than one category (please also refer to the Response Form for specific instructions).

Category of Work	Services:	Service Description:
Design (print and digital)	Document/layout design (including covers and inside pages)	Design of reports – documents published by DHS that present information in an organized format for a specific audience or purpose – including all aspects of the layout: the front and back covers and all inside pages

	Illustrations	Drawings or images that decorate print and digital materials or provide an interpretation or visual explanation of the words or key concepts in that print or digital material
	Infographics	Graphic, visual representations of information or data intended to present the information quickly and clearly
	Logo and/or wordmark design	A graphic mark, emblem, or symbol used to increase public identification and recognition of a program, product, service, or entity; this may include wordmarks, a text-only typographic treatment of the name of a program, product, service, or entity
	Presentation design	Design of PowerPoint and/or other presentation slides (decks); this may include adding images, illustrations, colors and other stylistic elements
	Printed materials – flyers, pamphlets, and posters	Planning, managing and developing printed materials, such as flyers, pamphlets and posters.
	Social media visual assets	Planning and developing images, graphics and other visual assets for use on social media platforms
Branding	Brand standards/style guides	Creation of brand standards/style guides, which are documents that include a brand’s colors, typography, fonts, font hierarchy, and primary and secondary brand elements (which may include a logo and/or wordmark, as well as companion graphics)
	Brand strategy	This may include planning and developing brand positioning (a strategy for how a brand may be viewed as distinct from its competitors), target audiences, messaging strategy (the words, phrases and text that communicate elements of the brand); this may also include audience/market research in service of the creation of the brand strategy
	Design of primary and secondary brand elements	Design of visuals/graphics that communicate the brand; this may include a logo, wordmark and secondary visual elements (companion graphics).
Marketing	Market (or audience) research	Research to gather information on key markets, audiences, clients and/or customers.
	Marketing campaigns	This may include planning and managing a sequence of activities to promote a program,

		product or service through digital and print channels; this may include interaction with key populations DHS seeks to serve
	Marketing strategy	This may include the creation of marketing goals, target audiences, personas (fictional representations of groups of potential or current clients/customers), or a plan for key marketing activities. This may also include a marketing audit – a comprehensive analysis of current or past marketing efforts
Content Writing and Strategy	Content strategy	Planning, managing and developing content for products and services, as well as the information architecture to optimize user experience - with a focus on plain language and accessible materials. Content may include the words, images and/or multimedia used in digital or print formats.
	Content writing for digital	Creation of words/text for digital platforms and products, which may include websites, apps (applications), social media posts and other digital mediums
	Content writing for print	Creation of words/text for print materials, which may include posters, flyers, pamphlets and other printed materials.
	Copy editing	Reading text and providing revisions in order to improve readability and reduce errors
	Document writing (reports)	Outlining and writing reports – documents that present information in an organized format for a specific audience or purpose. This may also include gathering information through interviews and research.
User Research and Usability Testing	User Research	Research on the behaviors, needs, motivations and pain points of current or target users of a website or mobile-web application. Techniques might include observation, task analysis, interviews, or other ethnographic or qualitative methods – and synthesis and presentation of key findings and recommendations.
	Usability Testing	Testing of the functionality of a website, mobile-web application or other digital product by observing users as they attempt to complete tasks – and synthesis and presentation of key findings and recommendations.

SEO and Web Analytics	SEO – Insights and Implementation	Conduct an SEO assessment of one or multiple of our websites and mobile-web applications; provide insights to improve rankings; in some cases, implement changes to improve rankings.
	Web Analytics - Insights	Review our Google Analytics data to understand how different audiences interact with our websites and mobile-web applications; provide insights based on this review; provide feedback to our development team as we implement changes.

Section 3: Application Requirements and Evaluation Criteria

DHS will evaluate Applications based upon the awarding of points by using the evaluation criteria listed below. Applicants must address their qualifications in their Application by responding to the requested items or questions in the Response Form. Applicants should download and type their responses directly into the Response Form available on the Active Solicitations webpage at www.alleghenycounty.us/dhs/solicitations.

The maximum score an Application can receive in any particular category of work is 50 points. A total of 25 points is possible for the “All-Applicants” section (completed only once, regardless of how many categories of work are included), and a total of 25 points is possible for each category of work. DHS will evaluate and separately score each category of work, and the score from the All-Applicants section will be added to each category of work score to get the total score for each category of work. For example, if an Applicant submits an Application for both the Design and Branding categories of work and receives 20 points on the All-Applicants section, 25 points on the Design section and 20 points on the Branding section, the Applicant’s total scores will be 45 points on Design and 40 points on Branding.

A. All Applicants (25 points possible)

- Experience providing services to human services agencies and/or other public sector clients, and/or lived experience with the human services system (10 points)
- Clear and thoughtful approach to managing projects and timelines and to working with clients (5 points)
- Experience providing services on projects that sought to serve any or multiple of the following populations: Black children, youth or adults; immigrants and refugees; children, youth and families involved with child welfare; individuals and families navigating substance use disorders; individuals and families experiencing a mental health crisis; individuals and families experiencing homelessness; Latinx communities; LGBTQIA+ individuals; people of color; English language learners; people with low income; people who need developmental supports; seniors; veterans; women; or other populations receiving human services.

B. Design (print and digital) (25 points possible)

- Experience providing design (print and digital) services (10 points)
- High-quality prior work, as evidenced by provided samples of prior work (15 points)

C. Branding (25 points possible)

- Experience providing branding services (10 points)
- High-quality prior work, as evidenced by provided samples of prior work (15 points)

D. Marketing (25 points possible)

- Experience providing marketing services (10 points)
- High-quality prior work, as evidenced by provided samples of prior work (15 points)

E. Content Writing and Strategy (25 points possible)

- Experience providing content writing and strategy services (5 points)
- Experience writing multiple types of content designed to educate, inform, or call to action a wide range of audiences (5 points)
- High-quality prior work, as evidenced by provided samples of prior work (15 points)

F. User Research and Usability Testing (25 points possible)

- Experience providing user research and usability testing services (10 points)
- High-quality prior work, as evidenced by provided samples of prior work (15 points)

G. SEO and Web Analytics (25 points possible)

- Experience providing SEO and web analytics services (10 points)
- High-quality prior work, as evidenced by provided samples of prior work (15 points)

Section 4: How to Submit an Application

4.1 Submission Process

- a. Applicants should take time to review and understand the RFQ in its entirety including:
 - The background (see Section 1: Why We Are Issuing this RFQ)
 - The narrative (see Section 2: What We Are Looking For)
 - The requirements (see Section 3: Application Requirements and Evaluation Criteria)
 - The evaluation process (see Section 5: How We Will Evaluate Your Application)

- b. Applicants must use the Response Form to develop your Application. Type your responses to each requested item directly into the Response Form. It is available at our Active Solicitations website with the RFQ announcement at www.alleghenycounty.us/dhs/solicitations.
- c. Applicants must submit a complete Application, which includes the following attachments that are available on our Active Solicitations website:
 - Response Form
 - Allegheny County Vendor Creation Form
 - Audited financial reports for the last three years
 - W-9
- d. Applicants should not send any attachments other than those listed above and on the Response Form.
- e. If an Applicant does not have audited financial reports for the last three years, then the Applicant may submit other financial documentation that attest to the Applicant's financial health of your organization. Tax returns are the preferred alternative. Please note that providing adequate financial documentation is a requirement of contracting through Allegheny County.
- f. Make sure to complete each section of the Response Form and to stay within any word counts or page limits that may be specified in the Response Form.
- g. **Applications must be submitted electronically to DHSProposals@alleghenycounty.us no later than 3:00 p.m. Eastern Time on Friday, April 30, 2021 to be considered for review.**
- h. Applications must be submitted before the deadline! If an Application is late, it will be rejected and will not be presented to the Evaluation Committee for review and scoring, as described in Section 5 below.
- i. You will receive an email when your Application is received. If you do not receive this notification within 48 hours of submitting your Application, please contact: DHSProposals@alleghenycounty.us.

4.2 How to Contact DHS about this RFQ

- a. All inquiries and questions must be submitted via email to DHSProposals@alleghenycounty.us by 3 p.m. Eastern Time on Friday, April 23, 2021.
- b. All information about the RFQ, including answers to questions, changes and clarifications will be posted at our Active Solicitations website at www.alleghenycounty.us/dhs/solicitations.
- c. Please be sure to check this website regularly for answers to questions, additional information or changes to the RFQ or the RFQ process.

4.3 Other Information

- a. **The issuance of this RFQ does not obligate the County to accept any Application, qualify any Applicant or enter into an Agreement with any Applicants. The County reserves the right to reject any and all Applications and not enter into an Agreement for the Contract Services.**

- b. Any Agreement originating from this RFQ is subject to all the Terms and Conditions specified in Section 6: Contract Requirements for Successful Applicants.
- c. Applicants are responsible for all costs related to the preparation and submission of an Application.
- d. Applications become the property of the County and may become part of any subsequent Agreement between the Applicant and the County.
- e. Successful Application(s) will be posted online in the DHS Solicitations Archive after an Agreement has been fully executed by the County and the Successful Applicant(s).

4.4 Pennsylvania's Right-to-Know Law

Applicants should be aware that all documents and materials submitted in response to this RFQ may be subject to requests for access to public records made pursuant to Pennsylvania's Right-To-Know Law (RTKL). Under the RTKL, records in the possession of a public agency like the County are presumed to be public records and the County may have to make documents and materials submitted by the Applicant available to a requestor after an award of an Agreement is made.

If the Applicant includes any information within its Application that the Applicant asserts is either a "trade secret" or "confidential proprietary information," as those terms are defined under the RTKL, the Applicant must include with its Application a written statement signed by an authorized representative of the Applicant identifying those portions or parts of its Application that the Applicant believes constitute a "trade secret" or "confidential proprietary information" and provide contact information to enable DHS to contact the Applicant in the event that the County receives a Right-To-Know request for the Application. The Applicant shall have five (5) business days from date of receipt of any notification from the County to provide a written statement signed by an authorized representative of the Applicant explaining why the Application or any portion thereof is exempt from disclosure as a trade secret, confidential proprietary information or other legal reason. The County shall consider this statement in either granting or denying a request for public access to the Application or any portion thereof. The County will notify the Applicant of its decision whether to grant or deny the request either in whole or in part.

Section 5: How We Will Evaluate Your Application

DHS will form an Evaluation Committee to evaluate the Applications. The Evaluation Committee will assign scores to each Application by awarding points based on the evaluation criteria in Section 3: Application Requirements and Evaluation Criteria using the scale listed in Section 5.1 b.

5.1 Evaluation of Applications

The evaluation process will consist of the following steps:

- a. The Evaluation Committee may consist of DHS employees and subject matter representatives from external organizations.
- b. All Evaluation Committee members will individually review and score each Application. Each Evaluation Committee member will award points for each response on an Applicant's Response Form utilizing their personal expertise and best judgment of how the Application submitted by that Applicant meets the evaluation criteria in Section 3 using the following scale:
 - 0 – Not addressed in Application
 - 1 – Poor
 - 2 – Below expectations
 - 3 – Meets expectations
 - 4 – Exceeds expectations
 - 5 – Outstanding
- c. Each 0-5 score will be multiplied by the appropriate weight for the number of possible points noted after each evaluation criterion in Section 3. For example, for a criterion worth 15 points, the 0-5 score would be multiplied by three. An "Outstanding" response would receive 15 points, while one that "Meets Expectations" would receive nine points.
- d. DHS will tally the average scores of the members of the Evaluation Committee and report a list of average scores to the entire Committee. The Committee will meet, consider the average scores, and arrive at a consensus on which Applicant(s) can best provide the Contract Services in response to the RFQ. The Committee will have the discretion to proceed as follows: (i) to recommend to the Director of DHS that a reduced number of Applications be shortlisted for more extensive review through a formal oral presentation to the Committee; or (ii) to recommend to the Director of DHS that DHS request authorization for the County to enter into an Agreement(s) with the Successful Applicant(s).
- e. As described in c above, DHS, on behalf of the County, shall have the exclusive discretion to shortlist a reduced number of Applications for more extensive review. In this case, DHS may request that shortlisted Applicants make a formal oral presentation to the Evaluation Committee. Each Committee member will individually score the oral presentation of the shortlisted Applicants using the following criteria and the scale outlined in 5.1b. The maximum score that a shortlisted Applicant's oral presentation can receive is 15 points:
 - Presentation demonstrates Applicant's ability to implement the Contract Services effectively (5 points)
 - Applicant's answers to Evaluation Committee's questions (5 points)
 - Applicant's presentation is thoughtful and professional (5 points)
- f. DHS will tally the average scores of the Evaluation Committee and report a list of average scores to the entire Committee. The Committee will meet, consider the scores, and arrive at a consensus on which Applicant(s) can best provide the Contract Services in response to the RFQ.
- g. The Committee will submit its recommendation for qualification to the Director of DHS for approval.
- h. At any time during the evaluation process, DHS may contact an Applicant to discuss any areas of the Application needing clarification or further explanation.

- i. All Applicants' financial audits or other documentation will be reviewed by DHS fiscal analysts to ensure Applicants' financial stability.
- j. The County is under no obligation to award or enter into an Agreement with an Applicant as a result of this RFQ. The County reserves the right to reject any and all Applications.**
- k. All Applicants will be notified of the County's final decision of which Applicant(s) will be qualified.
- l. Applicants not qualified who are interested in receiving feedback regarding their submission may request a phone call at DHSProposals@alleghenycounty.us.

5.2 Other Requirements

For an Application to be eligible for evaluation, it must be:

- a. Received by the due date/time
- b. Properly formatted and include responses to all requested information
- c. Complete with all required forms and attachments

Applications which do not meet the above requirements will be automatically rejected and will not be presented to the Evaluation Committee.

Section 6: What Happens after an Applicant is Qualified

Qualification of an Applicant is not a guarantee of future selection for specific projects or a guarantee that the County will enter into an Agreement with an Applicant. A Qualified Applicant may or may not be selected for any projects. After qualification, DHS may select Qualified Applicants on an as-needed basis depending upon the circumstances and DHS's determination of its needs. DHS may use a sole source process to select a Qualified Applicant for a project when appropriate or may issue a task order and request project-specific bids from all Qualified Applicants in the relevant category of work.

If selected for a project, Qualified Applicants may be required to enter into an Agreement with Allegheny County, on behalf of DHS, under which services will be purchased and reimbursed.

Section 7: Contract Requirements for Qualified Applicants

In order to enter into an Agreement with the County, Applicants must be willing to comply with all contract requirements listed below and all standard terms and conditions contained in a County contract for provision of services to DHS and its offices. Additional details about contracting with Allegheny County are provided in the [DHS Contract Specifications Manual](#), available at www.alleghenycounty.us/dhs/solicitations.

7.1 Minority, Women or Disadvantaged Business Enterprise (MWDBE) Requirements

Allegheny County has MWDBE goals of 13% participation for Minority Business Enterprises and 2% participation for Women Business Enterprises and expects that Qualified Applicants will make a “good faith effort” in assisting the County in meeting these goals.

If selected for a specific project, Qualified Applicants may need to complete MWDBE documentation, depending on the amount of the Agreement.

7.2 Veteran Owned Small Business (VOSB) Requirement

Allegheny County also has a goal of 5% participation for veteran-owned small businesses (VOSB) in all contracts. The County, therefore, expects that Qualified Applicants will make a “good faith effort” in assisting the County in meeting this goal.

If selected for a specific project, Qualified Applicants may need to complete VOSB documentation, depending on the amount of the Agreement.

7.3 HIPAA Compliance

DHS is a covered entity under the Health Information Portability and Accountability Act (HIPAA). Therefore, a Qualified Applicant must comply with all HIPAA requirements.

7.4 Cyber Security

- a. Qualified Applicants must meet the minimum computer specifications which begin on page 14 of the [DHS Contract Specifications Manual](http://www.alleghenycounty.us/dhs/solicitations), available at www.alleghenycounty.us/dhs/solicitations.
- b. All electronic devices must have sufficient security software and settings to minimize the risk of an information breach.
- c. Qualified Applicants must also have policies in place to ensure that electronic devices are physically secure when not in use (e.g., locked in a vehicle trunk, password protected).

7.5 Equal Employment Opportunity and Non-Discrimination Requirements

By submitting an Application, an Applicant agrees to not discriminate against any employee, applicant for employment, independent contractor, client 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.

7.6 Language Diversity Requirements

Successful Proposer(s) must assure resources are secured and/or made available for participants/consumers/clients with limited English proficiency or other communication barriers.

Such actions shall include but not be limited to assessing the need for interpreters, evaluating the need for alternate language materials, identifying internal and external resources to meet identified needs, and accessing services contracted by DHS through their assigned contract monitor(s).

7.7 New Provider Requirements

If selected for a specific project and required to enter into an Agreement, Qualified Applicants who do not have current Allegheny County contracts will be required to complete the [DHS New Provider Application](http://www.alleghenycounty.us/Human-Services/Resources/Doing-Business/Prospective-Providers.aspx), available at <http://www.alleghenycounty.us/Human-Services/Resources/Doing-Business/Prospective-Providers.aspx>. While not required as part of your Application, Applicants may wish to review the requirements of this application.