



Request for Proposals

Digital Platform Design and Development Support

RFP Posting: Thursday, January 31, 2019

Deadline for Questions: 3 p.m. Eastern Time on Thursday, February 28, 2019

Submission Deadline: 3 p.m. Eastern Time on Thursday, March 7, 2019

Estimated Award Decision/Notification: June 2019

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

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Acronyms and Definitions

Unless the context indicates otherwise, the following capitalized words are defined as follows for purposes of this RFP:

1. Agreement: A contract negotiated between Allegheny County and the Successful Proposer to provide the Contract Services
2. Allegheny County: A home rule county and political subdivision of the Commonwealth of Pennsylvania
3. CMS: Content Management System
4. Contract Services: The specific services which the Successful Proposer agrees to provide to the County in response to this RFP as more particularly described in the Scope of Services in the Agreement
5. CX: Client Experience
6. DHS: [Allegheny County] Department of Human Services
7. Proposal: A completed Response Form, with specified attachments, submitted in response to this RFP
8. Proposer: The individual, non-profit organization, or for-profit organization or business submitting a Proposal in response to this RFP
9. Response Form: The Word document in which Proposers respond to requested information about this RFP
10. RFP: Request for Proposals
11. SEO: Search Engine Optimization
12. SMS: Short message service, a form of text-messaging
13. Successful Proposer: The Proposer(s) selected by the County to provide the Contract Services
14. User Experience (UX): The experience of interacting with every aspect of an organization's products or services
15. User Interface (UI): The screens, pages and other visual elements (e.g., buttons, icons) that allow a user to interact with a product or service

The RFP at a Glance

Purpose

Whether faced with an emergency or a long-term concern, Allegheny County residents can find helpful programs and services at the Allegheny County Department of Human Services (DHS). DHS assists more than 200,000 residents each year with services that include support for older adults, homelessness assistance, mental health and substance use treatment, child abuse prevention and more. Increasingly, these services are dependent upon and/or can be enhanced by technology-driven solutions. To ensure that these solutions are 1) of the highest quality; 2) user friendly; and 3) directly applicable to the identified need(s), Allegheny County, on behalf of DHS, is soliciting Proposals to develop the following web-based solutions (the Projects):

Initial Projects

DHS is seeking Proposals for two specific, immediate projects:

1. A Client Experience Website to serve as a digital front door for DHS clients and Allegheny County residents to access tools and services.
2. A website to support Hello Baby, a Countywide, comprehensive prevention strategy to support families with new babies.

Ongoing Projects

DHS is also seeking Proposals to support DHS's ongoing user interface (UI) and user experience (UX) design and development needs for projects that arise in the future.

Proposers may seek to develop web-based solutions for one or both immediate projects and/or to provide ongoing design and development support (further described in Section 2).

Award Details

DHS intends to enter into an Agreement with one or more Successful Proposers to provide the Contract Services. Total funding for the two initial website projects will not exceed \$500,000. For the ongoing projects, Proposers should estimate the costs associated with ongoing support/enhancements for the two immediate projects, as well as provide a general rate for design/development of future projects. The initial Agreement will be for a period of one year, with the County having the option to renew the Agreement for an additional two years.

Who can apply

All entities, including, but not limited to, education organizations, non-profit organizations, for-profit organizations, small businesses and individuals, are eligible to submit a Proposal in response to this RFP. Entities do not need to have an existing contract with Allegheny County to apply, but a Proposer must meet all of Allegheny County's contractual requirements (see Section 6: Contract Requirements for Successful Proposers) and have the programmatic, financial and staffing capability to provide the Contract Services.

What's important to us

A base set of requirements has already been developed for the Client Experience website, including user and stakeholder research, content strategy, wireframes and mockups. These requirements can be found in Appendix A of this RFP. Proposers should expect to work collaboratively with DHS business and technology stakeholders to build from existing deliverables, finalize requirements, establish plans for the Projects, and identify risks or constraints. We are looking for a Proposer who brings UI and UX design and development expertise. All websites should be user-friendly, creative and fun, with a simple interface.

The Hello Baby Website does not have the same base set of requirements available, and therefore will require more comprehensive support from discovery to launch.

What we want

We are interested in Proposers who want to develop one or both websites described in this RFP and/or Proposers who exclusively want to support DHS's ongoing UI and UX design and development needs for projects that arise in the future. An interest in performing all three functions is an option but not a requirement for this Proposal.

Timeline

Deadline for Proposers to submit questions about this RFP is 3 p.m. Eastern Time on Thursday, February 28, 2019.

Proposals must be submitted by 3 p.m. Eastern Time on Thursday, March 7, 2019.

We expect to notify Proposers of the County's decision to award an Agreement in June 2019.

Who we are

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

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, intellectual disability, 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 RFP

Client Experience Website

DHS is always looking for ways to improve service delivery by using technology to expand and enhance the way we understand our clients' experiences and to engage more of the community in our planning. In 2017, DHS launched several projects aimed at enhancing client engagement, including efforts to streamline surveying through SMS (short message service, a form of text messaging), understand client sentiment through social media analysis, transform its existing public input processes, and experiment with a rating system for services. Concurrently, we began to consider: how might we create a digital front door for human services? What might such a front door look like? What needs could it serve, and what opportunities might it afford?

To reimagine how clients across our program offices and network of providers might better navigate resources, provide feedback and altogether interact with their government, in early 2018 DHS, with support from an external design consultant, launched a multi-month design research and concept development process.

Our research yielded many insights, but the most resounding was that clients, contracted providers and staff emphasized the need to be able to better find and interact with DHS resources (e.g., programs, services, information). Other key insights that informed our decision to develop a client experience website include:

- Clients feel burdened by the information collection process, particularly because it is repetitive.
- Searching for resources requires familiarity and fidelity with keywords (what DHS or providers call something may vary wildly from the common understanding of it).
- Some clients have a strong preference for "speaking with someone."
- Variability exists around access to and comfort with technology.
- Clients frequently seek out resources for meeting basic needs.
- Misunderstandings about what an agency can provide often lead to frustration.
- Positive experiences and the desire to help others are factors that motivate users to write website reviews.

Hello Baby Website

Allegheny County is rich in resources to support families of young children, including a robust family support and home-visiting network, but it can be difficult for families to navigate them, to know where to turn to access them, and to know which resources meet which needs. While all families face increased levels of stress when they bring their newborns home, some families have the additional strain of untreated maternal depression, concern about violence in the home, and/or lack of basic resources and trusted child care. For these reasons, DHS is launching Hello Baby, a comprehensive strategy to support families of new babies across the County.

The Hello Baby initiative is comprised of universal outreach to all new mothers and families and more targeted outreach to a subset of mother and families with newborns who may need more support. We are soliciting proposals for a website to serve as the hub for universal outreach. Universal outreach to all mothers and families will be initiated while they are still in the hospital, so that each knows where to

turn if they need guidance or help. Universal resources will include the Hello Baby website, a resource and referral line, and a texting service for new parents.

Section 2a: What We Are Looking For – Client Experience Website

We are seeking one or more Proposers to help us create a digital “front door” to DHS. While our primary goal is to meet users’ needs and create a website that enables them to intuitively find the services they seek, we also want to enhance this experience with other features. Our primary audiences for the Client Experience Website are DHS clients and residents of Allegheny County. Secondary audiences for this site include our contracted providers and DHS staff.

The site should allow users to:

- Quickly and easily find programs and services by program name (if known), service type, population and location.
- Share their experiences with human services organizations in Allegheny County and read about others’ experiences. We are looking for something beyond a ratings and reviews feature and envision this as something more experiential. We want clients to have a platform to post and search various types of content (videos, photos) to tell their story or read others’ stories.
- Access their personal information (if they are a current or former DHS client).
- Submit a concern or question about a DHS service they are receiving.
- Link to partner organization sites when appropriate.

We plan to deploy the Client Experience Website in two phases, with each phase focusing on specific objectives, as listed below.

Client Experience Website Phase I objectives:

- Connect people to appropriate services quickly and guide them to partner organization sites when appropriate.
- Make it easy for users to share what they have learned from their human services interactions and to learn from the experiences of others.
- Provide a simple way for clients to interact with the DHS Director’s Action Line, to register complaints and concerns, and to participate in surveys and other feedback opportunities.
- Encourage responses to surveys and other types of information gathering (e.g., Neighborland).
- Enable current DHS clients to log into an existing application.

Client Experience Website Phase II objectives:

- Design a way to dynamically store and retrieve human services data that can be used throughout the website.
- Integrate a chatbot into the UX.

Client Experience Website Build Requirements

1. Content strategy and design should be based on existing research insights, wireframes and mock-ups (see Appendix A), although we are interested in Proposers enhancing this work with other creative solutions that meet our needs. Some things Proposers should consider include:
 - Insights derived from one-on-one interviews and participatory design sessions were the basis for wireframes and mock-ups.
 - We have not accounted for the specific pages or page types that need to be designed and built but will work with the Successful Proposer to determine. Wireframes and mock-ups are more illustrative of content hierarchy (e.g., searching for services and writing/reading reviews are equally weighted).
 - Site features will include, but are not limited to, a search form, a way for users to share their human services experiences, links to existing tools and applications, intuitive navigation, concise messaging using conversational tone and large, compelling photography and iconography.
 - Design does not have to strictly adhere to Allegheny County or Allegheny County DHS guidelines, but must take inspiration from them.
 - Search engine optimization (SEO) and Google analytics are key areas of focus.
2. UI should present comprehensive information in an easily accessible, searchable format that includes the following:
 - The ability to maintain content on the website without intervention from IT/Technical staff. This is commonly achieved via a Content Management System (CMS), which would allow us to add, edit and remove content for the website through a web-based, secure administrative area. We are willing to consider any Microsoft Azure-compatible enterprise-level solution. Our preference is WordPress, but we will consider any CMS with comparable characteristics, including the following:
 - An intuitive way for multiple people to publish content
 - Application Programming Interfaces (APIs) with capabilities for custom integration
 - Ability to be scaled to large sites and collections of sites
 - Option for full code review for optimization and security feedback
 - 24/7 support
 - Unlimited traffic, bandwidth and storage
 - Advanced site-wide search functionality
 - Easy links to the appropriate internal and external resources in all relevant sections of the site
3. The current homepage wireframes and mock-ups focus on the following aspects of UI and UX (this should not dissuade Proposers from introducing other ideas):
 - Encouraging users to share their experiences with human services organizations in Allegheny County
 - Encouraging users to share the utility of the portal with others
 - Ensuring audiences come back regularly
 - Our goal is that the Client Experience Website becomes a trusted, one-stop place for social services information
 - Information must be regularly updated and accurate
 - The website should strengthen our affiliations with partner organizations

4. Website must be built using SEO best practices (e.g., logical navigation and architecture, keywords and meta tags, site maps, clean code, 301 redirects).
5. Website will be hosted on Microsoft Azure and must be built using compatible technology, including use of a Content Management System (CMS) that is compatible with Microsoft Azure.
6. The Successful Proposer must review and test all application code for security vulnerabilities prior to deployment. All high-risk findings and exploitable vulnerabilities must be resolved before the application is released. The Successful Proposer must certify in writing that a security review has been conducted before every release.
7. Website must work well on mobile devices and tablets using best practices of responsive design.
8. Website must comply with Section 508 – 2017 Refresh (incorporates WCAG AA) to ensure content is accessible to all users.

Client Experience Website Custom Application Development Requirements

Proposers must have the capability to assist with future features and functionality, such as eligibility screening tools, a way for users to share their human services experiences (e.g., writing reviews, sharing stories) and/or a chat bot.

Client Experience Website Site Maintenance Requirements

1. DHS business teams will manage dynamic content via a CMS.
2. The DHS technology team will manage ongoing technical infrastructure maintenance, such as hosting and network security.
3. Successful Proposer must provide certain ongoing enhancements that require updates to application code.

Client Experience Website Hosting Requirements

Site and data hosting will be managed by the DHS Technology team on Microsoft Azure.

Section 2b: What We Are Looking For – Hello Baby Website

We are seeking one or more Proposers to help us create a user-friendly website that is easy to maintain. The site should deliver large amounts of constantly-changing information to our primary audiences. The primary audiences for the Hello Baby Website are 1) parents of young children (between the ages of 0 and 5) in Allegheny County and 2) parents of infants born in Allegheny County. The secondary audiences for the Hello Baby Website include 1) caseworkers and other human services staff, 2) partner organizations and 3) schools.

Our goal is to create a website to share all the printed materials, videos and other content that have been developed to prevent child abuse and neglect in one easy-to-search place. The Hello Baby Website should allow our primary audiences to quickly and easily find and share helpful and reliable parenting information and resources. Secondary audiences should be able to locate resources and information on behalf of parents and children with whom they might be working.

Hello Baby Website Requirements

1. Varying levels of assistance with the site at each phase from discovery to launch – we expect that phases where we have internal staff with the requisite skills, experience and capacity will be more collaborative than other phases. Some areas we will need assistance with include:
 - Research
 - User stories and personas
 - Sitemap and wireframes
 - UX and UI design
 - Front-end development
2. A brand identity, Hello Baby, has been established for the initiative. This brand identity must be incorporated into the site.
3. The user interface must present comprehensive information in an easily accessible, searchable format. At a minimum, the UI must include the following:
 - A CMS that allows us to add, edit and remove content for the portal through a web-based, secure administrative area
 - Advanced site-wide search functionality
 - Easy links to the appropriate internal and external resources in all relevant sections of the site
 - Information uploaded on one section of the site should be available and cross-referenced in multiple places
4. Site must be built using SEO best practices (e.g., logical navigation and architecture, keywords and meta tags, site maps, clean code, 301 redirects).
5. Site must use HTTPS and a hardened CMS.
6. Site must work well on mobile devices and tablets using best practices of responsive design.
7. Site must comply with accessibility standards to ensure that those with a disability can use it.

Hello Baby Website Custom Application Development Requirements

Since we have not yet entered a discovery phase with stakeholders, we are uncertain about specifications.

Hello Baby Website Site Maintenance Requirements

1. DHS business teams will maintain dynamic content via CMS.
2. The DHS technology team will manage ongoing technical infrastructure maintenance, such as hosting and network security.
3. The Successful Proposer must provide certain ongoing enhancements that require updates to application code.

Hello Baby Website Hosting Requirements

Site and data hosting will be managed by the DHS Technology team on Microsoft Azure.

Section 2c: What We Are Looking For – Ongoing Design and Development Support

As technology advances and we continue to try and understand how to use it to improve human services delivery, we are also seeking Proposals for a partner with innovation and experience design capabilities for future projects. We are interested in partners who can provide ongoing support and maintenance for the two Projects described above (Client Experience and Hello Baby websites), as well provide design and development support for potential future projects.

We are interested in Proposers who can innovate new services through client insights and service design thinking and create human centered user experiences through journey mapping, prototyping and UX/UI design, development and testing.

Section 3: Proposal Requirements and Evaluation Criteria

Proposals are evaluated based upon the evaluation criteria described in detail below. Proposers must address their qualifications in their Proposal by responding to the specifically-requested items or questions in the Response Form. Proposers 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 a Proposal can receive is 100 points for the Client Experience Website, 100 points for the Hello Baby Website, and 100 points for Ongoing Design and Development Support. Each Project will be evaluated and scored separately. Please refer to the RFP Response Form for further detail on scoring.

Proposer Background and Qualifications (40 points)

- Approach to design work that is compatible with DHS's goals and mission (10 points)
- Capabilities that set you apart from others in the industry (10 points)
- Examples of clients and projects like ours that you have successfully completed and lessons from that work that are applicable to this RFP (10 points)
- An organizational structure that will support the project(s) you are proposing to complete, including number of projects being worked on at a given time, and personnel with appropriate depth and breadth of experience (5 points)
- Knowledge of public sector organizations (5 points)

Client Experience Website (60 points)

- Ability to translate research and insights into the kind of UX that meets specific audiences' needs (10 points)
- Demonstrated interface design and front-end web development experience (WordPress CMS, responsive and mobile) (10 points)
- A plan to collaborate with DHS staff on usability testing (5 points)
- An appropriate timeline for front-end web development, which includes sprints and specific deliverables (5 points)
- A plan to work with DHS during development, with knowledge transfer and training for DHS staff about how to use and maintain the site, if necessary (10 points)
- A description of how the website will ultimately make the process of finding services more efficient for DHS clients and others in the community (10 points)

- A detailed budget and budget narrative that reflect a realistic estimate of costs associated with this project (10 points)

Hello Baby Website (60 points)

- Ability to translate research and insights into the kind of UX that connects parents of young children to all the different resources and information available to them in Allegheny County (10 points)
- Demonstrated interface design and front-end web development experience (WordPress CMS, responsive and mobile) (10 points)
- A plan to collaborate with DHS staff on usability testing (5 points)
- An appropriate timeline for the entire site build (Research, Design, Prototype, Test) (5 points)
- A plan to work with DHS during development, with knowledge transfer and training for DHS staff about how to use and maintain the site, if necessary (10 points)
- Experience conducting interviews, focus groups and participatory design sessions and creating personas and user journeys to gain a greater understanding of the end user (10 points)
- A detailed budget and budget narrative that reflect a realistic estimate of costs associated with this project (10 points)

Ongoing Design and Development Support (60 points)

- Experience conducting interviews, focus groups and participatory design sessions and creating personas and user journeys to gain a greater understanding of users (10 points)
- Ability to translate research and insights into the kind of UX that meets specific audiences' needs (10 points)
- Demonstrated interface design and front-end web development experience (WordPress CMS, responsive and mobile) (10 points)
- A plan to collaborate with DHS staff on usability testing (5 points)
- A framework for partnering with DHS on any Information Technology (IT) solutions and working with DHS during development, with knowledge transfer and training for DHS staff about how to use and maintain websites or applications (10 points)
- An appropriate timeline for front end web development, which includes sprints and specific deliverables. (5 points)
- A budget and budget narrative that reflects an understanding of projected ongoing maintenance and enhancement costs for the two websites described in this RFP, as well as a rate or other budgeting methodology associated with design and development of future websites and applications (10 points)

Section 4: How to Submit a Proposal

4.1 Submission Process

- Proposers should take time to review and understand the RFP in its entirety including:
 - The background (see Section 1: Why We Are Issuing this RFP)
 - The narrative (see Section 2: What We Are Looking For)
 - The requirements (see Section 3: Proposal Requirements and Evaluation Criteria)

- The evaluation process (see Section 5: How We Will Evaluate Your Proposal)
- b. Proposers must use the Response Form to develop your Proposal. Type your responses to each requested item directly into the Response Form. It is available at our Active Solicitations website with the RFP announcement at www.alleghenycounty.us/dhs/solicitations.
 - c. Proposers must submit a complete Proposal, which includes the following attachments that are available on our Active Solicitations website:
 - Response Form
 - MWDBE documents
 - Allegheny County Vendor Creation Form
 - Audited financial reports for the last three years
 - W-9
 - d. Proposers shall not send any attachments other than those listed above and on the Response Form.
 - e. If you do not have audited financial reports for the last three years, you may submit other financial documentation that attest to the financial health of your organization. Tax returns are the preferred alternative. Please note that providing 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. Proposals must be submitted electronically to DHSProposals@alleghenycounty.us no later than 3:00 p.m. Eastern Time on Thursday, March 7, 2019 to be considered for review.**
 - h. Please make sure to get your Proposal in before the deadline! If your Proposal 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 Proposal is received. If you do not receive this notification within 48 hours of submitting your Proposal, please contact DHSProposals@alleghenycounty.us

4.2 How to Contact DHS about this RFP

- a. All inquiries and questions must be submitted via email to DHSProposals@alleghenycounty.us
- b. All information about the RFP, 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 RFP or the RFP process.

4.3 Other Information

- a. The issuance of this RFP does not obligate the County to enter into an Agreement with any Proposers. The County reserves the right to reject any and all Proposals.
- b. Any Agreement originating from this RFP is subject to all the Terms and Conditions specified in Section 6: Contract Requirements for Successful Proposers.
- c. Proposers are responsible for all costs related to the preparation and submission of a Proposal.

- d. Proposals become the property of the County and may become part of any subsequent Agreement between the Proposer and the County.
- e. The Successful Proposal will be posted online in the DHS Solicitations Archive after an Agreement has been fully executed by the County and the Successful Proposer(s).
- f. Proposers also should be aware that all documents and materials submitted in response to this RFP are subject to requests made pursuant to Pennsylvania's Right-To-Know Law and that the County may have to make submitted documents and materials available to a requestor after an award of an Agreement is made.

Section 5: How We Will Evaluate Your Proposal

Proposals will be evaluated by an evaluation committee convened by DHS. The evaluation committee will assign scores based on the evaluation criteria in Section 3: Proposal Requirements and Evaluation Criteria using the scale listed in Section 5.1 b.

5.1 Evaluation Model

The evaluation process will consist of the following steps:

- a. An Evaluation Committee will be formed by DHS and may consist of some or all the following:
 - Content experts from within DHS, selected for their expertise and/or experience
 - Representatives of foundations, educational institutions, community and civic organizations, businesses and/or non-profit agencies
- b. All Evaluation Committee members will individually review and score each Proposal. Each Evaluation Committee member will award points for each response on a Proposer's Response Form according to their expertise and best judgment of how the Proposal submitted by that Proposer meets the evaluation criteria in Section 3 using the following scale:
 - 0 – Not addressed in Proposal
 - 1 – Poor
 - 2 – Below expectations
 - 3 – Meets expectations
 - 4 – Exceeds expectations
 - 5 – Outstanding
- c. The Evaluation Committee members then will meet collectively to discuss the individual scores and evaluations of each committee member.
- d. DHS, on behalf of the County, shall have exclusive discretion to shortlist a reduced number of Proposals for more extensive review. In this case, DHS may request that shortlisted Proposers make a formal oral presentation to the Evaluation Committee. The Evaluation Committee will score the oral presentation using the following criteria and the scale outlined in 5.1b. The maximum score that an oral presentation can receive is 15 points:
 - Presentation demonstrates Proposer's ability to implement the proposed program effectively (5 points)
 - Proposer's answers to Evaluation Committee's questions (5 points)
 - Proposer's presentation is thoughtful and professional (5 points)

- e. At any time during the review process, DHS may contact a Proposer to discuss any areas of the Proposal needing clarification or further explanation.
- f. As part of determining Proposers' eligibility to enter into a contract with Allegheny County, all Proposers' financial audits or other documentation will be reviewed by DHS fiscal analysts to ensure Proposers' financial stability.
- g. The Evaluation Committee will submit their recommendation for award of an Agreement to the Director of DHS for his approval, who in turn will submit a request to the County Manager for approval for the County to enter into an Agreement with the Successful Proposer(s).
- h. The County is under no obligation to award or enter into an Agreement with a Proposer as a result of this RFP. The County reserves the right to reject any and all Proposals.**
- i. All Proposers will be notified of their status following the final determination of which Proposer(s) will be awarded Agreements.
- j. Proposers not awarded an Agreement who are interested in receiving feedback regarding their submission may request a phone call at DHSProposals@alleghenycounty.us.

5.2 Other Requirements

For a Proposal to be eligible for evaluation, it must be:

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

Proposals which do not meet the above requirements will be automatically rejected and will not be presented to the evaluation committee.

Section 6: Contract Requirements for Successful Proposers

In order to enter into an Agreement with the County, Proposers 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.

6.1 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 Enterprises and expects that Successful Proposers will make a "good faith effort" in assisting the County in meeting these goals.

- a. All Proposals must include either of the following:
 - If your organization is able to meet the MWDBE contract goals, a completed MWDBE Participation Statement and MWDBE Contact Information form is required. You must also attach the MWDBE certifications of the firms you intend to use with the Participation Statement.

- If your organization will request a waiver from participating in the MWDBE contract goals, a completed MWDBE Participation Statement, MWDBE Contact Information form and MWDBE Waiver Request are required.
- b. MWDBE forms and resources can be found at www.alleghenycounty.us/dhs/solicitations:
 - MWDBE Forms
 - [MWDBE Participation Statement](#)
 - [MWDBE Waiver Request](#)
 - [MWDBE Contact Information form](#)
 - MWDBE Resources
 - [MWDBE Contract Specifications Manual](#)
 - [MWDBE Response Checklist](#)
 - [Guide for completing the MWDBE Participation Statement](#)
 - [Sample Diversity Policy](#)
- c. For more information about MWDBEs, visit the [Allegheny County MWDBE website](#).

6.2 HIPAA Compliance

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

6.3 Cyber Security

- a. Successful Proposers must meet the minimum computer specifications which begin on page 14 of the [DHS Contract Specifications Manual](#), 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. Successful Proposers 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).

6.4 Equal Employment Opportunity and Non-Discrimination Requirements

By submitting a Proposal, a Proposer 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.

6.5 New Provider Requirements

If awarded an Agreement, Successful Proposers who do not have current Allegheny County contracts will be required to complete the [DHS New Provider Application](#), available at <http://www.alleghenycounty.us/Human-Services/Resources/Doing-Business/Prospective-Providers.aspx>. While not required as part of your Proposal, Proposers may wish to review the requirements of this application.



Appendix

Allegheny County Department of Human Services
Client Experience Portal

Prototypes



Live Chat

Log In

Search

Our Experiences Connect Us

Find the help you need.
Share what you've learned to help others.

What do you need right now? ▼



Access your information

DHS clients can log in to see personal information like Service Plans and Assessments.



Questions or concerns about DHS

Get answers to questions about human services in Allegheny County.



Tell us what you think

Take a quick survey or help us plan a new initiative.

“ The work they do at [Auberle](#) is so vital to youth in our community.”

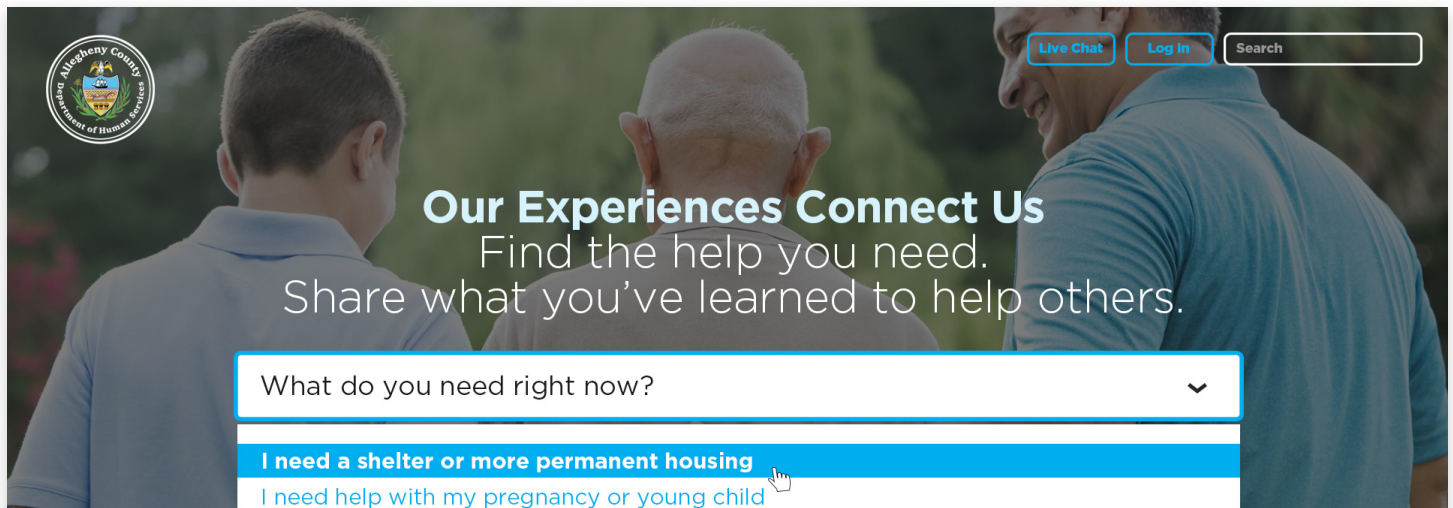
“ I waited at [Mercy Behavioral Health](#) for hours to be called. The process is slow. I went for a 8:30a evaluation and wasn't called in until 10:30a”

[Read more stories](#)

[Share your story](#)

Report child or elder abuse 24/7 by calling either ChildLine at 800-932-0313 or Adult Protective Services at 800-344-4319.

If you or someone you know is in crisis, call resolve Crisis Center immediately at 888-796-8226.



Our Experiences Connect Us

Find the help you need.
Share what you've learned to help others.

What do you need right now? ▼

I need a shelter or more permanent housing

I need help with my pregnancy or young child

I want resources for someone living with a disability

I'm over 60 and need assistance

I want to report the abuse or neglect of a child or older adult

I need transportation

I'm worried about someone harming themselves or others

I had a question or concern about the services I'm receiving

I'd like to write a review or read others' reviews

Our clients can log in to see personal information like Service Plans and Assessments.

Get answers to questions about human services in Allegheny County.

Take a quick survey or help us plan a new initiative.

“ The work they do at [Auberle](#) is so vital to youth in our community.”

“ I waited at [Mercy Behavioral Health](#) for hours to be called. The process is slow. I went for a 8:30a evaluation and wasn't called in until 10:30a”

[Read more stories](#)

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Shelter & Permanent Housing

Search for safe, temporary places to stay or get help finding affordable housing.



ALLEGHENY LINK

Talk to someone about immediate shelter or get help to stay in your home. Walk-in Monday-Friday; 8 a.m. - 4 p.m.

[Call 866-730-2368](#)

[Walk-in](#)



AUNT BERTHA

Search for housing services by zip code.

[Search by zip code](#)



BIG BURGH

Find safe places to stay and contact information for domestic violence hotlines, mental health services and more.

[Find a safe place to stay](#)



SOUTHWEST PA 2-1-1

Search housing services by need—homeless shelter, public housing, rent payment assistance—or speak to someone 24/7.

[Call 2-1-1](#)

[Search 2-1-1 for housing](#)

[Back to top](#)

Not sure what you need?

Call the DHS Director's Action Line Monday-Friday 8a.m.-4p.m. to talk to someone about it. All calls are confidential.



Live Chat

Log In

Search

Our Experiences Connect Us

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What do you need right now? ▼



Access your information

DHS clients can log in to see personal information like Service Plans and Assessments.



Questions or concerns about DHS

Get answers to questions about human services in Allegheny County.



Tell us what you think

Take a quick survey or help us plan a new initiative.

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We know the best ideas for the community come from the community.

There are several ways you can contribute thoughts and ideas.



Take a quick survey

We want to hear about all of your experience with human services in Allegheny County. Answer a few quick questions to help us understand what went well or how we can improve. We'll even get in touch with you if you'd like!

Comment on our ideas

We want to know what you think about a new program we're planning or get your input on a problem we need to solve.

Share your story

It's hard to accept help. Especially if you don't know how to prepare. Share your experience with others who may be getting help for the first time.

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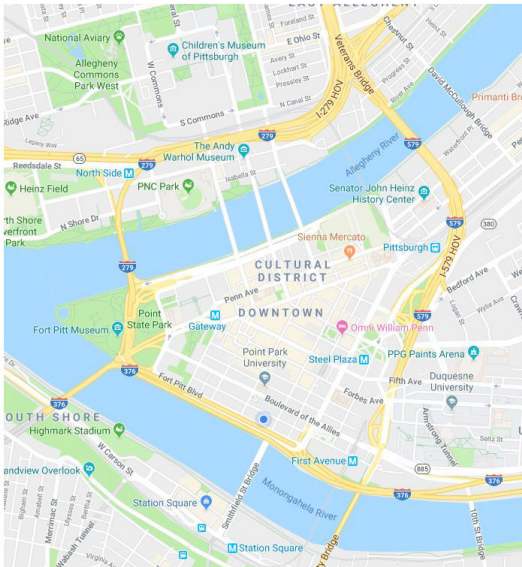
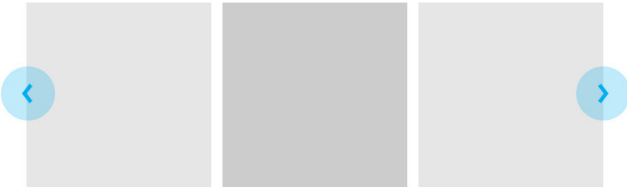


Mercy Behavioral Health

MERCY BEHAVIORAL HEALTH
264 S 9th Street, Pittsburgh, PA 15203

Call 877-637-2924

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