



County of Allegheny

RICH FITZGERALD
COUNTY EXECUTIVE

Department of Human Services

REQUEST FOR PROPOSAL

INFORMATION TECHNOLOGY RESOURCE SUPPORT SERVICES

Activity	Target Date
County Issues RFP	May 6, 2014
Questions in advance by email	Ongoing until seven days prior to proposal due date
Publish Q & A http://www.alleghenycounty.us/dhs/rfp.aspx	Ongoing until seven days prior to proposal due date
Pre-Proposal Conference	May 22, 2014 /10:00a.m. – 12:00p.m.
Proposal Due	June 23, 2014 – 4:00p.m., EST
RFP Evaluation Period	June 25, 2014 through July 18, 2014
Provider(s) notified	Week of July 21, 2014
Contract Begin Date	September 1, 2014

This Request for Proposal contains requirements for Vendors to assist the County in meeting M/W/DBE goals. Therefore, Vendors must document their plan or good faith efforts to meet those goals. The M/W/DBE Participation Statement is required with proposal submission.

ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES

REQUEST FOR PROPOSAL

INFORMATION TECHNOLOGY RESOURCE SUPPORT SERVICES

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I. GENERAL INSTRUCTIONS AND INFORMATION

The Allegheny County Department of Human Services (DHS) seeks proposals from a diverse group of Human Resource and/or Technology firms (Vendors) to provide recruitment, sourcing and staffing to accommodate DHS's Information Technology needs (Refer to Appendix C for specific staffing needs).

The purpose of this document is to provide interested, qualified Technology or Human Resources firms with information to enable them to prepare and submit a proposal to provide Information Technology Resource Support Services - (Refer to Appendix C) to the Allegheny County Department of Human Services (DHS).

a. About this Document:

This document is a Request for Proposal (RFP). It differs from an invitation for bid in that the DHS is not seeking a solution, not a quotation meeting firm specifications for the lowest price. Rather, the DHS is requesting the submission of proposals for the provision of Resource Support Services related to Information Technology projects. The evaluation criteria process should be viewed as a standard that measures how well a proposal meets the desired requirements and needs of the DHS. The criteria that the DHS will use in evaluating the proposals and recommending an award are set forth herein in the RFP Evaluation Criteria. The Agreement(s) shall be awarded by DHS to qualified responsible entity (ies) submitting the best proposal. The DHS reserves the right to select, and subsequently recommend for an award, the proposal or proposals, which best meet its required needs, quality levels, and other constraints.

The issuance of the RFP does not obligate the DHS to enter into an Agreement for any services. The DHS reserves the right to reject any and all proposals submitted.

b. Examination of Documents and Requirements:

Vendors shall carefully examine all RFP documents and thoroughly familiarize themselves with all requirements prior to submitting a proposal to ensure that the proposal meets the intent of this RFP. Before submitting a proposal, each Vendor shall be responsible for making all investigations and examinations that are necessary to ascertain conditions and requirements effecting the requirements of this RFP. Failure to make such investigations and examinations shall not relieve the Vendor from an obligation to comply, in every detail, with all provisions and requirements of the RFP.

c. Minority, Women or Disadvantaged Business Enterprise (M/W/DBE) Requirements:

M/W/DBEs shall receive equal opportunities to submit proposals and shall not be discriminated against on the grounds of race, color, sex, disability, or national origin in consideration of an award. A MWDBE is defined as a small business concern which is at least 51% owned and controlled by one or more socially and economically disadvantaged individuals, or in the case of any publicly owned business, at least 51% of the stock of which is owned by one or more socially and economically disadvantaged individuals. Socially and economically disadvantaged include Women, Black Americans, Hispanic Americans, Native Americans, Asian-Pacific Americans, and Asian-Indian

Americans. A listing of MWDBE's certified by the County and the Pennsylvania Unified Certification Program can be found at www.county.allegheny.pa.us/mwdbe.

This Request for Proposal contains requirements for Vendors to assist the County in meeting its M/W/DBE goals. Therefore, Vendors must document their plan or good faith efforts to meet those goals. The M/W/DBE Participation Statement is required with proposal submission. See the MWDBE required documents.

d. Conflict of Interest

The Vendor shall not accept gifts or anything of value nor enter into any business arrangement with any employee, official or agent of the County.

By signing their proposal, the Vendor certifies and represents to the County that the Vendor 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.

e. Pending Litigation

The Vendor(s) shall notify the County of any pending litigation involving the Vendor. Vendor(s) must specifically identify any portions of their submittals, deemed to contain confidential and proprietary information. The Vendor(s) may be required to justify why the County, on behalf of DHS, should not, upon written request, disclose such materials.

f. Proposal Preparation Costs

Issuance of this RFP does not commit the County, in any way, to pay any costs incurred in the preparation and submission of a proposal. The issuance of this RFP does not obligate the County to contract for any services or equipment. All costs related to the preparation and submission of a proposal shall be paid by the Vendor.

Glossary of Terms Used in this Request for Proposals

Unless otherwise changes or modified by its context, the terms listed below shall have the following meaning when referred to in the Request for Proposal:

Agreement: the negotiated contract between the County and the Vendor to provide the Contracted Services or Contracted Items.

Vendor: the person, firm, or corporation that submits a proposal to the County in response to the RFP seeking to be selected.

Contractor: the entity selected by the County to perform the Contracted Services or provide the Contracted Items.

Contracted Services: the services provided as set forth in Appendix C Page 18 of this RFP and as finalized, through negotiations, and incorporated into the Agreement.

DHS: The Allegheny County Department of Human Services

DCS: The Allegheny County Department of Administrative Services / Division of Computer Services

II. ABOUT DHS

The Allegheny County Department of Human Services (DHS) is responsible for providing and administering publicly funded human services to Allegheny County residents. DHS is dedicated to meeting these human services needs through an extensive range of information exchange, prevention, early intervention, case management, crisis intervention and after-care services.

DHS is the largest department of Allegheny County government and encompasses the program Offices of Behavioral Health and Intellectual Disability; Children, Youth and Families; Community Services, and the Area Agency on Aging. In addition, DHS includes the support offices of Administrative and Information Management Services; Community Relations, Integrated Program Services; and Data Analysis, Research and Evaluation. In 2013, the Department served more than 210,000 individuals (approximately one in six county residents) through an array of 1,700 distinct services. Nearly one quarter of Allegheny County's \$784 million dollar annual operating budget (\$180.4 million) is dedicated to the delivery of human services. The DHS annual budget including state and federal grants is over \$800 million.

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; emergency shelters and housing for the homeless, non-emergency medical transportation, job training and placement for adults who receive TANF benefits, services for individuals with a diagnosis of intellectual disability, and targeted energy assistance and hunger services.

For more information on DHS History please visit our website:

<http://www.county.allegheny.pa.us/dhs/index.aspx>

III. BACKGROUND

Existing Technology Conditions

The Vendor should be aware of the following conditions, and be prepared to describe how these conditions have been accommodated in their proposal. The existing DHS application software includes a wide mix of technologies and platforms, including:

- Microsoft .Net architecture – for all future development.
- Microsoft VB/ASP – for existing MPI/eCAPS, eQuest, and related applications.
- Oracle databases – for consumer information, including data warehouse development and reporting.
- Microsoft SQL Server databases – for user account administration and existing workflows
- Third-party systems: DHS staff use external applications, housed at the County or at third-party locations, some of which are mandated by the State including but not limited to:
 - Oracle (JDEdwards/PeopleSoft) County's accounting system
 - OnBase – County's document management and workflow system
 - HCSIS – a Pennsylvania state-supported system
 - PROMISE – a Pennsylvania state-supported system

- SAMS - Area Agency on Aging case management system, (hosted and mandated by the Pennsylvania Department of Aging)
- LIFT – Office of Community Services case management system

DHS has developed application software programs which are used by County employees and third-party (Provider) agencies including but not limited to:

- KIDS – Key Information and Demographic System – Office of Children Youth and Family case management system.
- Multiple web-based applications to support clinical and administrative functions.
- DHS works in collaboration with the Allegheny County Division of Computer Services (DCS). DCS has responsibility for county computer policies and procedures as well as administration of county-wide network, infrastructure, internet access, security firewalls, and email. In addition, DCS is responsible for county-wide ERP systems operations (including storage and backups) and is the primary county resource for telecommunications, voice-over-IP, voice mail and mobile devices. Coordination and consultation with DCS policies and procedures shall be taken into consideration.

IV. SCOPE OF SERVICES

Allegheny County, on behalf of DHS, seeks to establish a diverse pool of IT staffing firms or Human Resources staffing firms that specialize in Information Technology. These Vendor(s) will provide recruitment, sourcing and staffing (up to the number indicated as described in - Appendix C) to support the need in delivery of assigned responsibilities. DHS expects Vendors to show through their proposed scope of work and narrative:

- Evidence of an ***existing pool of qualified candidates*** that possess technology skills including but not limited to those identified in Appendix C.
- Evidence of ***timeliness in turn around*** days (the time it takes to fulfill a request) of not more than, two-three weeks based on level of assignment.
- ***Compensation*** by assignment that is competitive with public/government compensation. Compensation package to include administrative costs, salaries, wages, employee insurance, fringe benefits, shift differentials, benefit days, holidays, travel, training and all other allowance based upon a comprehensive employee compensation plan. The use of uncompensated overtime is not encouraged. All compensation packages are based on a 40 hour work week.
- Provide evidence of ***financial stability*** in the form of financial statements.

Allegheny County, on behalf of DHS, invites all interested and qualified vendor(s) to submit proposals to provide Information Technology Resource Support Services. Vendor(s) are expected to provide DHS with information, evidence, and demonstration of best value that will permit the award of agreement(s) in a manner that best serves the interests of DHS.

V. TECHNICAL PROPOSAL REQUIREMENTS

Issuing Office

DHS is serving as the “Issuing Office” for this RFP. The Issuing Office is the sole point of contact in the County with regard to all aspects of this RFP. Please refer all inquiries about the RFP in writing no later than June 16, 2014 and email to:

DHS-RFP_ResourceSupport@alleghenycounty.us

Clarification of Requirements:

It shall be the Vendor’s responsibility to advise the DHS if any language, requirements, or any combination thereof, inadvertently restricts or limits the requirements stated in this RFP to a single source. All requests for additional information or clarification concerning this RFP must be submitted in writing no later than June 16, 2014 and email to:

DHS-RFP_ResourceSupport@alleghenycounty.us

Addendum and Modifications:

Any changes, additions, deletions, or clarifications to the RFP are made by written document called an addendum. Any Vendor in doubt as to any part of the RFP may request an interpretation or clarification from the Issuing Office. At the request of the Vendor, or in the event the Issuing Office deems the interpretation to be substantive, the interpretation shall be made by addendum issued by the Issuing Office. Such addendum issued by the Issuing Office shall become part of the RFP having the same binding effect as provisions of the original RFP. No oral explanations or interpretations shall be binding. In order to have a request for interpretation considered, the request must be submitted in writing no later than June 16, 2014 and email to:

DHS-RFP_ResourceSupport@alleghenycounty.us

Addendums shall be posted to the following website-<http://www.alleghenycounty.us/dhs/rfp.aspx>

VI. EVALUATION CRITERIA

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

1. Timely received from the Vendor
2. Properly signed by the Vendor
3. Properly formatted and include required forms and sections

Proposal that do not meet the initials screening are subject to rejection without further evaluation.

The County uses the concept of “Best Value” in evaluating proposals. “Best Value” means the overall combination of quality, price and various elements of required services that meet the County’s needs.

a. Formal Evaluation Process

DHS will use a formal evaluation process to select the successful Vendor(s). This process will include consideration of capabilities or advantages that are clearly described in the proposal, which may be confirmed by oral presentations, site visits, demonstrations and/or references contacted by DHS. DHS reserves the right to contact individuals, entities, or organizations that have had dealings with the Vendor or proposed staff whether or not those references are identified in the proposal. Evaluation will be carried out in the following manner:

The County will designate an appropriate committee for the review and evaluation of all proposals submitted in response to this RFP. The team representatives may be:

- In the employ of DHS, other County departments
 - Recruited from local foundations
 - Recruited from local educational institutions for subject matter expertise
 - Others as determined by DHS.
- The evaluation team will read each proposal, and may also interview Vendors, contact references, and/or consult with appropriate expertise outside of the committee members as deemed necessary by each or all members of the committee.
 - The evaluation team or its representatives may conduct further discussions with Vendors for the purpose of assuring full understanding of, and responsiveness of each RFP response. Discussions may be for the purpose of obtaining clarification of proposal ambiguities, requesting modifications to a proposal and/or obtaining a best and final offer.
 - The County reserves the right to further negotiate with a single or limited number of Vendors.
 - The County reserves the right to award in part, to reject any and all proposals in whole or in part, and to waive technical defects, irregularities and omissions if, in its judgment, the best interests of the County shall not be served.

b. Oral Presentations and Site Visits

DHS may request oral presentations, site visits, and/or demonstrations from one or more Vendors as part of the evaluation process. DHS will notify selected Vendors of the time and location for these activities, and may supply agendas or topics for discussion. DHS reserves the right to ask additional questions during oral presentations, site visits, and or demonstrations to clarify the scope and content of the written proposal. The Vendor's oral presentation, site visit, and/or demonstration must substantially represent material included in the written proposal, and should not introduce new concepts or offers unless specifically requested by DHS.

VII. Proposal Submission

Vendors are required to send one (1) hard copy submission of their proposal and attachments. Vendors must include their company name and address on the outside of the envelope or container. The envelope or container must be sealed. The words **RFP for INFORMATION TECHNOLOGY RESOURCE SUPPORT SERVICES** must appear on the outside of the envelope or container and must be received on or before June 23, 2014, no later than 4:00p.m., EST on the due date. Send your hard copy submission via U.S. mail, Courier or hand delivered to:

Leslie Lewis-Pollard
County of Allegheny Department of Human Services
Office of Administrative and Information Management Services
One Smithfield Street – 5th Floor Reception Desk
Pittsburgh, PA 15222-2221

In addition to the hard copy, Vendors may submit an electronic copy via email to: DHS-RFP_ResourceSupport@alleghenycounty.us and must be received on or before June 23, 2014, no later than 4:00 p.m., EST on the due date. All proposals received after 4:00p.m., EST on the due date shall be returned unopened. No exceptions shall be made.

The County reserves the right to request additional information, which in the County's opinion, is necessary to assure that the Vendor's competence, business organization, and financial resources are adequate to perform in accordance with this RFP and any resultant agreement.

The County may make such investigation as it sees fit to determine the ability of the Vendor to perform the work, and the Vendor shall furnish the County all such information and data for this purpose as requested by the County.

The County reserves the right to reject any proposal if the evidence submitted by, or investigation of, such Vendor(s) fails to satisfy the County that such Vendor(s) is properly qualified to carry out the obligations of the agreement and to satisfactorily perform the work specified.

VIII. Pre-Proposal Conference

A pre-proposal conference will be held on May 22, 2014, starting promptly at 10:00a.m. concluding at 12:00p.m., EST and not exceeding a two hour period.

The pre-proposal conference will be located at the Human Services Building, One Smithfield Street, Pittsburgh, PA 15222, lower Level Rachel Carson Conference Room. Attendance in person or by teleconference is acceptable, reservations and method of attendance is required by contacting Virginia Laboy via email: Virginia.Laboy@alleghenycounty.us. Questions and answers discussed at the conference and submitted May 22, 2014, will be published to DHS-RFP_ResourceSupport@alleghenycounty.us as an addendum on or before May 29, 2014.

IX. Proposal Instructions

Proposals are limited to a maximum of 20 pages to include narrative, executive summary, budget, Proposed Resource Support Service Checklist, Appendix A, Appendix B, the Vendor's EEO statement, references, and MWDBE Participation or Waiver Statement. No additional attachments will be accepted. Please submit only proposals with 1-inch margins, 12 point font and numbered pages. Single spacing is permissible. Proposal will be rated on a 100 point scale (narrative points available = 70; budget points available = 30).

Please organize your application so that it addresses the following areas:

1. Executive Summary (in Microsoft word and PDF)
2. Narrative (in Microsoft word and PDF)
3. Budget (in Excel and PDF) and budget description (in Microsoft word and PDF)

1. Executive Summary

The Executive Summary should not exceed one page and must include

- a. Vendor information, including key staff
- b. A brief description of organizational capacity to provide staffing, sourcing and recruitment.
- c. Provide the total compensation amount for the resource support services to be provided.
- d. Provide documentation that your company's EEO policy/statement reaffirms your commitment to fair employment practices.

2. Narrative (70 points)

• Organization description

- a. Include organizational length of time in providing resource supports services, including experience in providing IT resource support services in the government and public sector.
- b. Include organizational chart and qualifications of staff responsible for proposed project.

• Project Description

- a. Describe how your organization will address the requirements of the proposed project.
- b. Provide details on recruitment, particularly as it relates to the required turnaround time.

3. Budget and Budget Narrative on one page (30 points)

- a. Provide a budget including the cost for each IT resource support service proposed, using categories/numbers identified in Appendix C.
 - i. Describe how budget amounts were calculated, including a breakdown of administrative fee structure and percentage.
- b. Include an overview of current finances including:
 - i. Audited financial statement from most recent year by certified auditor
 - ii. Proof of financial stability in the form of financial statements that show evidence that the Vendor is capable of meeting the requirements of this RFP.

- **References**

- a. Include name, affiliation and contact information for three professional references from current and former clients.
- b. References should be able to address experience with your organization that is relevant to the proposed service.

X. Scope of Award

The County may elect to divide the scope of the project and to award selected components to multiple Vendor(s). Therefore, if applicable, prospective Vendors are encouraged to identify specific service categories, and corresponding prices, for which they would like to be considered.

- a. Multiple Awards:**

DHS reserves the right to make multiple awards through this RFP

- b. Right to Award in Whole or Part:**

DHS reserves the right to approve an award by individual items or in total, whichever is deemed to be in the best interest of DHS.

Best and Final Offers: DHS may, but is not required to, permit Vendors to prepare one or more revised offers. For this reason, Vendors are encouraged to treat the original proposals, and any revised offers requested by DHS, as their best and final offer(s).

XI. TERMS OF AGREEMENT

The successful Vendor will enter into an agreement with Allegheny County Department of Human Services as specified in this RFP and as may be further defined in the Vendor's qualifications. Information about contracts entered into by the County on behalf of DHS (terms and conditions) can be found on the DHS website at: <http://www.alleghenycounty.us/dhs/contracting.aspx>

Any Agreement with a successful Vendor will be governed by the laws of Pennsylvania and the Vendor shall comply with all laws including those regarding labor and equal employment opportunity.

Insurance Requirements – Vendor(s) shall, at their cost and expense, maintain in effect the following insurance coverage at all times during the term of this Agreement, and prior to or contemporaneously with the execution of this Agreement, shall deliver to the DHS director (or designee) Certificates of insurance issued by an insurance supplier rated not less than A- by A.M. Best, authorized to do business in the Commonwealth of Pennsylvania, the following insurance requirements:

1. Comprehensive General Liability Insurance, including either broad-form contractual liability insurance or specific contractual liability insurance covering this Agreement with a limit of not less than \$1,000,000 per occurrence and in the aggregate.
2. Automobile Liability. Bodily injury and property damage liability covering all non-owned and hired automobiles for limits of not less than \$1,000,000 bodily injury each person, each accident and \$1,000,000 property damage, or \$1,000,000 combined single limit - bodily injury and property damage. Bodily injury and property damage liability covering all owned automobiles for limits of not less than \$300,000 bodily injury each person, each accident and \$300,000 property damage, or \$300,000 combined single limit – bodily injury and property damage.
3. Workers' Compensation Insurance as required by law in the Commonwealth of Pennsylvania.
4. Professional Liability Insurance in the amount of 1,000,000 per occurrence
5. Surety Bond in the amount of 10 percent of the annual anticipated agreement amount.

Each of the aforementioned certificates shall contain a certification that the policy cannot be cancelled or changed in any manner which may adversely affect the County without thirty (30) days prior written notice to the DHS director (or designee). In addition, Allegheny County, the County Executive, County Council, officers, agents and employees shall be named as additional insured with reference to the comprehensive general liability insurance.

Documents: Should a Vendor propose to provide the required insurance coverage under a self-funded/self-insured basis a copy of the Certificate of Self-Insurance or other acceptable documentation must be furnished. If any part of the work under the Agreement is subcontracted, the subcontractor shall be required to meet all insurance requirements set forth in the Agreement, provided that types and amounts of insurance to be maintained by each subcontractor shall be adjusted to an amount reasonably necessary to cover the risks associated with such subcontractor's role in the project. The parties stipulate that the Vendor shall maintain each type of insurance set forth above at a coverage level equal to at least half of the amount set forth above for such type of insurance. However, nothing contained herein shall relieve the Vendor from meeting all insurance requirements or otherwise being responsible for the subcontractor.

XII. Agreement Period

The Agreement anticipated start date for this Agreement between the DHS and the Vendor for the Contracted Services is September 1, 2014 through June 30, 2015. However, this term for the Agreement is subject to change based on the outcomes of the proposal evaluation process. The Agreement shall include a provision allowing the DHS to have the right to renew the Agreement for two (2) one-year renewal options.

The County retains the right to terminate any Agreement resulting from the RFP process described herein upon thirty (30) days written notice.

APPENDICES

APPENDIX A
PROPOSAL AUTHENTICATION FORM

TITLE: RFP- INFORMATION TECHNOLOGY RESOURCE SUPPORT SERVICES

ADVERTISING DATE: May 6, 2014

DUE DATE: June 23, 2014

DESCRIPTION: Proposal to provide Information Technology Resource Support Services for the County of Allegheny Department of Human Services

The undersigned hereby offers to furnish and deliver the services as specified in strict accordance with the RFP and scope of proposal, all of which are made a part of this request. This offer is not subject to withdrawal without permission of the County of Allegheny Department of Human Services Director.

FULL LEGAL COMPANY NAME: _____

DOING BUSINESS AS: _____

STREET ADDRESS: _____

CITY, STATE AND ZIP CODE: _____

AUTHORIZED SIGNATURE: _____

PRINT NAME: _____

TITLE OF AUTHORIZED SIGNER: _____

TELEPHONE #: _____ **FAX #:** _____

WEBSITE URL: _____

E-MAIL ADDRESS: _____

COMPANY INFORMATION

(This information is for tracking purposes only and has no role in the determination of the responsible Vendor.)

- Check here if your firm is registered with the Allegheny County Department of Minority, Women and Disadvantaged Business Enterprises
- Check here if your firm is a "Minority Business Enterprise" or "MBE" as defined in the Small Business Act, 15 USC
- Check here if your firm is a "Women Business Enterprise" or "WBE" as defined in the Small Business Act, 15 USC
- Check here if your firm is a "Small Business" as defined by the Small Business Administration (13 C.F.R. 121.201, in most cases, this means a business with 500 or fewer employees)

NOTE: THIS PAGE MUST BE SUBMITTED WITH YOUR PROPOSAL. ALL PAGES REQUIRES A LIVE SIGNATURE SIGNED IN BLUE INK.

APPENDIX B
ABBREVIATED APPLICATION

1. Primary Contacts

	Chief Executive	Chief Information Officer	Chief Financial Officer	Contract Processing Contact
Name				
Email				
Phone				

Note: If you are an individual applying, you may identify yourself for all of the above roles.

2. I/we certify that this I/we/this organization is not currently under suspension or debarment by the Commonwealth of Pennsylvania, any other state, county or the federal government.

So certified

3. Have you ever obtained or been denied a performance or fidelity bond, or has your bond ever been revoked?

Yes No

If yes, explain:

4. Has an application to be an Allegheny County provider/vendor been denied in the past?

Yes No

If yes, explain:

5. Have you ever filed for bankruptcy?

Yes No

If yes, explain:

6. Have you paid all taxes for the past years, including but not limited to real estate tax, employer taxes, employee withheld taxes, personal income tax (if individual)?

Yes No

If yes, explain:

7. Do you have the capability to do electronic billing if required?

Yes No

If yes, explain:

8. Do you currently carry the insurance (see contract on DHS website) required to enter into a contract with DHS?

Yes No

If yes, explain:

9. Do you/your staff have valid Pennsylvania driver licenses?

Yes No

If yes, explain:

As an authorized signatory for _____ I hereby certify to the best of my knowledge and belief that the information in this proposal and application is true and accurate.

Signature: _____ Date: _____

Print/Type Name: _____ Title: _____

APPENDIX C

REQUEST FOR PROPOSALS

Proposed Resource Support Services Checklist

Indicate the Resource Support Services that you, the Vendor, proposes to provide up to the number of support as indicated in Appendix C. Please refer to Appendix C for a description of proposed support services.

- Analyst
- Application and Business Developer
- Application System Architect
- Business Analyst
- Customer Relations Manager (CRM)
- HIPPA Security Officer
- IT Project Management
- IT Project Administrator
- IT Server Engineer
- Network Analyst
- Oracle Data Base Administrator
- PC Support Technician
- Report Writer
- Service Desk Analyst
- Service Desk Manager
- Technical Trainer

INFORMATION TECHNOLOGY RESOURCE SUPPORT SERVICES DESCRIPTION

The Vendor(s) must bear in mind that Services are subject to change during the term of the Agreement. In addition, support levels are not guaranteed of support for the term of the agreement and can include but no limited to short term of one month to one year or longer.

ANALYST - 1 candidate

Responsibilities: Administrative and technical supervision. Assists in the development and design of research studies to evaluate human service programs administered by DHS. Research may focus upon particular programs, cross-system service utilization, or particular consumer groups or service needs. This work may include data collection, cleaning and analysis; performing literature reviews; finding and obtaining secondary data sources; and gathering input from contracted providers, consumers and DHS staff on appropriate standards by which to measure service delivery. Processes and analyzes data to support the daily operational data needs of DHS (e.g., providing formal and informal responses/reports to regulatory oversight agencies, grant-making organizations and collaborative partners). Conceptualization of data and sharing this knowledge through effective presentation of the data output with team and DHS stakeholders. Utilizes and advises others on the use of quantitative and qualitative statistical methods to analyze DHS data. While the Analyst is not required to be an expert in all statistical tests and methods, he/she is expected to recognize his/her limitations and to seek other expert opinions whenever appropriate. Writes detailed research reports describing the methodology, findings and recommendations of completed studies. Directs and assists in the ongoing design, development and enhancement of DHS information systems. Provides guidance on optimal data structure and system requirements to ensure that data stored and retrieved from the system meet the research and operational needs of DHS. May also include working closely with colleagues to identify data-related problems and solutions. Develops and supports quality improvement programs for DHS. Assists in the development and implementation of the DHS Research Agenda.

Qualifications: Master's degree in a related field, plus two years previous experience working with human services programs and/or quality improvement programs or any equivalent combination of education and experience that provides the required knowledge, skills and abilities. Strong analytic and written communication skills. Strong interpersonal skills; ability to clearly communicate (written/verbal) with diverse audiences, to work in teams, and to professionally interact with County and provider staff, consumers and general public. Experience working with a variety of information systems and data files, including large and complex files, transforming raw data into finished products. Proficient in using analytical tools and instruments.

APPLICATION AND BUSINESS DEVELOPER – 2 candidates

Responsibilities: Develop complex algorithms and programming code for software solutions. Build, design, test and implement codes. Develop in-depth knowledge of DHS's application portfolio, development tools and development procedures. Brainstorm technical solutions with development team. Provide development estimates and timelines for scheduling and planning. Produce functional documentation based on requirements provided by business end user as required. Produce technical documentation that accurately and thoroughly depicts the software design and code base that supports QA testing, deployment and production support activities. Develop and execute unit testing. Review and analyze the effectiveness and efficiency of existing systems and develop strategies for improving or further leveraging these systems using new technology/approaches. Provide status updates to technical and business management including, but not limited to, work in all phases (completion, progress, planning) and any issues / exceptions impacting quality and/or target dates. Perform systems analysis and functional testing as needed. Expediently troubleshoot production issues. Complete project responsibilities including design, coding, unit testing and documentation in a timely manner and at required level of quality. Perform code reviews, unit testing and system testing as needed for other developers' efforts. At a minimum, code reviews, unit testing and system testing should ensure that all requirements have been addressed, all basic functionality works, and all errors are handled properly. Support all current applications, as well as take lead in new application development initiatives to rewrite older applications using newer technologies. Provide support of existing VB6, .NET, Web-based and Oracle applications. Review, analyze and modify current systems including unit testing and debugging. Must meet/exceed and maintain service levels as assigned by management. Must record and document all incident issues, project status and resolutions using CRM tracking system. Develop complex queries and reports to support user needs of the organization and clients. Develop load scripts, map conversion data and configuring enterprise software for processing data.

Qualifications: Minimum of a Bachelor's degree in Computer Science, Engineering or Information Technology plus five years of experience. Ability to analyze and resolve technical issues and problems and to identify different design alternatives. Team Foundation Server and code branching knowledge. General software development knowledge. Must have ability to develop software using Visual studio 2008 and above, .Net, C#, Classic and Oracle PL/SQL stored procedure. IBM Cognos 10 Reporting tool preferred. Candidate must demonstrate strong software development skills and be able to communicate well with our team and other consultants.

APPLICATION SYSTEM ARCHITECT - 1 candidate

Responsibilities: Defines systems requirements based on user needs, cost and integration with existing applications, systems or platforms. Develops and implements policy and procedures to ensure that systems support the DHS's business requirements and meet the needs of the end users. Defines technical standards and functionality testing. May develop specifications and prototypes as requested.

Qualifications: Bachelor's degree and seven years of experience in the field or related field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks.

BUSINESS ANALYST – 4 candidates

Responsibilities: Application Reporting - Multi System Reports - Consumer/Service. Ad Hoc Reporting -Weekly exception reports - design/development/enhancement/Query. Determines operational objectives by studying business functions; gathering information; and evaluating output requirements and formats. Improves systems by studying current practices and designing modifications. Recommends controls by identifying problems and writing improved procedures. Monitors project progress by tracking activity; resolving problems; publishing progress reports; and recommending actions. Maintains system protocols by writing and updating procedures. Provides references for users by writing and maintaining user documentation, providing service desk support and training users. Maintains user confidence and protects operations by keeping information confidential. Prepares technical reports by collecting, analyzing, and summarizing information and trends. Contributes to team effort by accomplishing related results as needed.

Qualifications: Bachelor's degree in Computer Science, Software Engineering, Information Systems or Finance, plus five or more years Cognos experience. Proficient in Cognos 10.x Dynamic Cubes

CUSTOMER RELATIONS MANAGER (CRM) - 1 candidate

Responsibilities: Achieves customer service objectives by contributing customer service information and recommendations to strategic plans and reviews. Responsible for implementing production, productivity, quality, and customer-service standards; resolving problems; completing audits; and identifying customer service trends. Determines customer service requirements. Improves customer service quality results by studying, evaluating and re-designing processes. Implements and maintains a Customer Relationship Management Service Desk Application. Maximizes customer operational performance by supporting Service Desk resources. Develops and maintains CRM system metrics and usage reports.

Qualifications: Bachelor's degree plus four years of customer service experience or an equivalent combination of education and experience: Experience should include customer

service, CRM Application implementation and administration, process involvement, decision making, staffing, planning, and emphasizing excellence and Service Desk experience.

HIPAA Security Officer-1 candidate

Responsibilities: Implements security program. Develop methodology to help identify, evaluate, and minimize risk. Takes direction from the HIPAA Sponsor and works closely with the HIPAA Privacy Officer to achieve the goals of the organization. Responsible for keeping abreast of local, state and federal rules and regulations. Responsible for the management and oversight of the information security. Investigates and recommends secure solutions that implement information security policy and standards. Responsible for the management of information security personnel. Responsible for promoting open lines of communications within the organization.

Qualifications: A four-year college degree in Computer Science or equivalent certification is required. Professional certification, e.g. CISSP, CISA. A working knowledge of all aspects of information security is essential, as is the ability to apply this knowledge in an open network environment. Education and experience relative to the size and scope of the organization. At least 3 years of information security work experience is required, with both public and private sector experience preferred.

IT PROJECT ADMINISTRATOR - 1 candidate

Responsibilities: Support program management, managing budgets and expenditures, Consult with senior executive leadership to create and drive solutions to achieve strategic vision. Establish and maintain strong, value-driven relationships with executive leadership of DHS. Provide overall direction, guidance and definition of an enterprise's program(s) to effectively support the DHS IT business strategy. Research, analyze, design, propose and deliver solutions that are appropriate for the business strategies.

Qualifications: Bachelor's degree or equivalent experience/education. Ten years' experience with the application of process improvement and technology to address business challenges. Ten years project management experience. Experience in system integration; strong verbal and written skills. Knowledge of PMP and Six Sigma. Strong leader with the ability to build professional networks. Knowledge of company's strategic direction, strengths and weaknesses, and process improvement strategies. Organizational skills with the ability to handle multiple concurrent activities and to work successfully under pressure. Analytical thinker with ability to solve problems. Must be able to deal with ambiguity and requests for change.

IT PROJECT MANAGER - 2 candidates

Responsibilities: Supervises projects. Creates and maintains budgets, schedules and staffing plans. Meets deadlines and cost goals. Contributes to business analysis and management

presentations. Plans, executes, manages and completes medium to large IT projects that address the operational needs of two or more departments. Develops and oversees resources and ensures appropriate management and customer and supplier involvement for life of project. Translates customer business objectives into tactical plans and strategy and ensures approval through appropriate information systems governance structure. Identifies key stakeholders, assembles and manages one or more cross-functional project teams, maintains budget and quality standards and manages deliverables. Ensures documentation is maintained as the project is changed or refined over time and communicates project status to stakeholders and project team. Ensures all internal and external standards and regulatory requirements are met. Provides feedback to team and/or individuals on performance.

Qualifications: Five years of experience with application development. Five years of experience managing large development projects and teams. PMP certified (preferred). ITIL foundation certified (preferred). MS office 2010, MS project 2010, MS Visio 2010

IT SERVER ENGINEER - 2 candidates

Responsibilities: Installs and maintains physical and virtual (VMWare) Windows server environments. Maintains DHS Active Directory (AD) integrity. Maintains Enterprise backups. Manage Storage Area Network (SAN). Maintains DHS shared network printers. Maintains the security and availability of enterprise data and resources. Maintains IT infrastructure documentation within DHS.

Qualifications: Bachelor's degree with an IT major plus three years of IT experience in Windows Server Active Directory Administration, Networking or Windows Server support services; or Associates degree in an IT field plus five years of IT experience in Windows Server Active Directory Administration, Networking or Windows Server support services. Ability to manage an enterprise scale network that includes LANs, WANs, SANs, VPNs and virtualization. Knowledge of TCP/IP.

NETWORK ANALYST - 1 candidate

Responsibilities: Responsible for layout. Oversee installation of hardware and software. Provide technical support for networking technologies for administering and managing the setup, maintenance and repairing work of network servers and system components.

Qualifications: Bachelor's Degree and three to five years of programming experience. Experience in Network Performance Tuning, LAN, and Network Design and Implementation. Skilled in Problem Solving, Strategic Planning, Multi-tasking, Quality Focus, Coordination and Technical Understanding. Ability to resolve and troubleshoot any malfunctions involved with networks or network components. Strong knowledge and understanding of networking concepts and technologies. Ability to work within time-constraints. Ability to manage and execute tasks in a timely manner. Ability to prepare written and oral reports effectively. Ability to Interface with County network team for implementations, maintenance, security and

documentation. Ability to advise and provide guidance to DHS applications development team regarding network optimization and performance.

ORACLE DATA BASE ADMINISTRATOR - 1 candidate

Responsibilities: Develop, manage and test back-up and recovery plans and procedures during annual Disaster Recovery exercise. Responsible for implementation and release of database changes as submitted by the development team. Provide off hours support and maintenance as required, part of the 24x7 operations support on call rotations. Participate as a member of a project team to design new products or enhancements to existing products. Provide capacity planning for production/non-production database using SQL reports. Proactively monitors the database systems to ensure secure services with minimum downtime.

Qualifications: Bachelor's degree or equivalent experience/education and/or seven+ years hands-on experience as an **Oracle DBA** on windows systems (including physical design and implementation) in mission critical environment. Oracle 11G Administration certification preferred. Experience with Oracle 11G, Data Guard, RMAN. Experience with SQL Server 2010/2012 will be a plus Knowledge of 'relational database management systems' (RDBMS), 'object oriented database management systems' (OODBMS) and XML database management systems. Experience with DHS database software/web applications. Up-to-date knowledge of technology and the Data Protection Act. Well versed in schema creation, schema migration, data conversion, performance monitoring/tuning, SQL/Plsql, Functions, packages & triggers. Thorough knowledge of **Oracle** RDBMS 10g and 11g environments. Experience setting up and maintaining Data Guard on 10g/11g. Strong knowledge of **Oracle** Database monitoring and tuning using stats pack and AWR. Strong Knowledge of Database Backup and recovery using RMAN and data pump. Experience performing **Oracle** installations, upgrades, and installing patches. Experience with third party **Oracle** and RDBMS management tools. Solid knowledge and experience with the design and development of **Oracle** BI systems/applications on **Oracle** 11g. Good understanding of **oracle** and experience in setting up bi-directional, two way and multi-tier replication. Understanding of structured query language (SQL).

Strong analytical and organizational skills. Eye for detail and accuracy. The ability to work quickly under pressure and to work well in a fast paced environment. Ability to work both independently and as a team player. Strong problem determination and resolution skills. Excellent oral and written communications skills.

PC SUPPORT TECHNICIAN - 1 candidate

Responsibilities: Work with customers/employees to identify computer problems and provide solutions and recommendations. Build or configure new hardware and install and update software. Repair problems such as incorrect desktop settings, viruses and spyware, and replace hardware or the entire operating system. Log and keep records of customer/employee queries. Analyze call logs to spot common trends and underlying problems. Update self-help documents

so customers/employees can try to fix problems themselves. Work directly with vendors and DHS infrastructure team when problems are significant. Test and fix faulty equipment.

Qualifications: Bachelor's degree in IT or equivalent experience and education plus three years of PC support experience. Experience in implementing and supporting a variety of Personal Desktops, Laptops, Mobile Devices, Desktop software, portable media and printers in an enterprise environment.

REPORT WRITER - 2 candidates

Responsibilities: Maintain existing dashboards, reports and OLAP models. Enhance and develop new and improved dashboards and reports. Develop OLAP structures, reports, complex queries, dashboards and ad hoc reports with the Cognos BI 10 suite, utilizing Framework Manager, Dynamic Cubes and Cognos Connection. Define, design, develop and deliver flexible/user friendly reports and dashboards with "drill-thru" features that meet business users' needs and ensure data security. Verify correctness and completeness of data model, data relationships, mappings and definition. Provide day-to-day support for all COGNOS users. Continuously improve the user experience with COGNOS. Create a highly documented and organized system with dashboards and reports.

Qualifications: Bachelor's Degree in Computer Science, Software Engineering, Information Systems or Finance with equivalent experience required, plus five or more years Cognos experience. Proficient in Cognos 10.x, Dynamic Cubes, dashboard reporting, standard reporting, report optimization and Cognos. Five years of experience with Cognos Reporting /OLAP development and modeling. Understanding of Data Warehouse concepts and star schema. Report/OLAP Development and Modeling experience with COGNOS. Working knowledge of dimensional data modeling and star schema design. Working knowledge of Cognos framework manager. Must have experience working with high volume data sets, power cubes and performance tuning.

SERVICE DESK ANALYST - 2 candidates

Responsibilities: Communicate and update staff on an on-going basis with regards to the status of their logged incidents, problems or changes. Use knowledge and judgment to diagnose issues and problems as they are reported into the Service Desk and resolve these issues as quickly and efficiently as possible. Ensure that the Service Desk mailbox is routinely monitored and that all inquiries and requests are actioned. Ensure that the Service Desk voicemail is routinely monitored and that all inquiries and requests are processed in a timely manner. Ensure that resolved calls are correctly closed in line with standards.

Qualifications: Bachelor's Degree in Information Technology or equivalent combination of education and experience. Ability to assess each customer/employee's IT knowledge levels. Ability to deal with difficult callers. Logical thinker. Excellent analytical and problem solving skills. Up-to-date technical knowledge. In-depth understanding of the software and equipment your customers/employees are using. Interpersonal and customer care skills and accurate

record keeping. Strong communication skills. The ability to work well in a team atmosphere. A passion for technology. Demonstrated problem-solving abilities. Must be available weekends and for shifts outside normal business hours.

SERVICE DESK MANAGER - 1 candidate

Responsibilities: Assures that users are provided efficient and timely first and second level support. Performs staff scheduling to ensure coverage during normal business hours and on-call support. Manages the staff including consultation on performance evaluations, promotions, hiring and disciplinary responsibilities. Monitors CRM Service Desk database and follows up with assigned personnel. Invokes problem escalation procedures to coordinate recovery. Isolates problem trends and ensures that troubleshooting efforts are completed for recurring problems. Ensures daily, weekly and monthly statistics, status reports and graphical reporting aids are complete and modified. Ensures that decisions made to improve the overall customer service quality and support is continually carried through. Coordinates training requirements. Provides leadership by projecting a positive attitude and providing learning incentives. Accurately communicates pertinent information. Assists in the development and implementation of quality improvement programs.

Qualifications: Bachelor's degree or equivalent education plus five or more years of related Information Technology and managerial experience in a service desk environment supporting custom applications, desktops, laptops, mobile devices, WAN and LAN equipment. Any equivalent combination of education, experience and training that provides the required knowledge, skills and abilities.

TECHNICAL TRAINER - 1 candidate

Responsibilities: Conducts computer training needs assessment. Designs computer training manuals using desktop publishing; submits initial versions for review and revises/edits final copy. Conducts training classes. Maintains quality service by establishing and enforcing organization standards. Evaluates effectiveness of training to specific job applications. Contributes to team effort.

Qualifications: Bachelor's degree or equivalent professional experience. Presentation skills and skill in written communication, training, training management and presenting technical information.

Note: All resource support candidates will be required to perform additional related task and duties as assigned by Vendor.