



Request for Proposals

Information Technology Support and Professional Services

RFP Posting: January 11, 2017

Deadline for Questions: February 17, 2017

Submission Deadline: 3 p.m. Eastern Time on February 24, 2017

Estimated Award Decision/Notification: April, 2017

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

Contents

Definitions

The RFP at a Glance

Section 1: Why We Are Issuing this RFP

Section 2: What We Are Looking For

Section 3: Proposal Requirements and Evaluation Criteria

Section 4: How to Submit a Proposal

Section 5: How We Will Evaluate Your Proposal

Section 6: Contract Requirements for Successful Proposers

Appendix: Systems Currently Used by DHS

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. 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.
4. Data Warehouse: A central repository of human services data from more than 30 sources. Integration of these data supports case-level service coordination, evaluation, quality improvement and decision-making related to policy, program planning and system design.
5. DHS: [Allegheny County] Department of Human Services.
6. Enterprise Technologies: Technological solutions, e.g., software, employed to satisfy the needs of a large organization such as DHS.
7. Information Technology (IT) Services: Services related to the development, maintenance and use of computer systems, software and networks, some of which are unique to DHS, for the processing and distribution of data.
8. Professional Services: A group of services including but not limited to project management, planning and administration related to DHS technology.
9. Proposal: A completed Response Form, with specified attachments, submitted in response to this RFP.
10. Proposer: The individual, non-profit organization, or for-profit organization or business submitting a Proposal in response to this RFP.
11. Response Form: The Word document in which Proposers respond to requested information about this RFP.
12. RFP: Request for Proposals.
13. Successful Proposer: The Proposer(s) selected by the County to provide the Contract Services.

The RFP at a Glance

Purpose

Allegheny County, on behalf of its Department of Human Services (DHS), is seeking Proposals from qualified Proposers to provide Information Technology (IT) Support and Professional Services in support of DHS's programmatic work. Specifically, DHS is interested in Proposals to perform services in the following seven categories:

- Program Management and Administration
- Project Development
- Reporting
- Data Management & Extract, Transform and Load (ETL) Operations
- Infrastructure
- IT Procurement Support
- Security and Privacy

Award Details

The County intends to award one or more three-year Agreement(s) with a County option to renew for up to two additional years to Successful Proposer(s) in each category listed above to begin in July 2017. The approximate total annual budget available for the Agreement(s) awarded under this RFP is \$10-15 million.

Proposers may submit Proposals for one or more of the seven categories of services listed above and as further detailed in Section 2 of this RFP entitled *What We Are Looking For*.

What's important to us

- Effective management of all of our IT systems needs with concurrent guidance on the direction we should take to keep our IT infrastructure current with trends.
- An extensive track record of working with complicated data systems.
- A collaborative partner with DHS on initiatives to improve system performance and development of new systems.
- Effective communication with DHS; keeping DHS informed of innovations, delays and opportunities to improve current systems and processes.
- Flexibility to meet the needs of DHS as regulations and DHS needs change to reflect new legislation.

- Ability to manage numerous projects with strong attention to detail, often with tight deadlines.

Timeline

Deadline for Proposers to submit questions is Friday, February 17, 2017.

Proposals must be submitted by 3 p.m. Eastern on Friday, February 24, 2017.

Proposers will be notified of their selection status in April, 2017.

Who we are

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

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>

The issuance of this RFP and the receipt of any Proposals does not obligate the County to enter into an Agreement. The County reserves the right at all times to reject any and all Proposals.

Section 1: Why We Are Issuing this RFP

DHS has complex and advanced IT systems that serve numerous clients and service providers within the County. DHS has invested significant time and resources in these systems, which track clients, claims, providers and data on the services that we provide. With this RFP, we are looking to maintain what DHS has built, while at the same time using our momentum to enhance the function of current IT systems. This includes streamlining processes across program offices and ensuring that clients are receiving appropriate services.

One of our major systems, the Data Warehouse, stores significant amounts of client data, allowing DHS to access specific, client-level detail. There are always opportunities to expand access to these data to additional users who could benefit from this access. In addition, we are always looking for opportunities to improve the structure of the data, including data archival and retrieval processes, to ensure that data users are receiving the appropriate information.

DHS also prepares mandated federal and state reports for which 100% accuracy is necessary. This requires us to ensure that our IT systems are producing and collecting accurate information. We need to be able to produce reports at the highest level for specific management needs while still obtaining detailed information at the client level.

DHS partners with our current IT systems provider to manage IT system creation, operations and upgrades. This entails the ongoing maintenance of current systems and troubleshooting of any issues that arise. A key part of this work is ensuring that processes are followed consistently.

Section 2: What We Are Looking For

Allegheny County is soliciting Proposals for IT and Professional Services to support the work of DHS in the service areas listed below. The proposed Services must meet all of the requirements listed in Section 3: *Proposal Requirements and Evaluation Criteria*.

DHS seeks to accomplish a number of technical and business goals through this RFP. Broadly, we are looking for Successful Proposer(s) to do the following:

- Build end-to-end solutions to achieve business outcomes.
- Maximize the rate of return on technology hardware and software investments.
- Evaluate current processes and propose efficient and effective technology solutions to meet business needs.
- Monitor industry trends and provide recommendations regarding best practices and flexible solutions that support emerging needs, technology products and platforms.
- Facilitate operations and maintenance activities across management systems including case/client/claims information.
- Improve data quality and integrity.
- Promote integration across multiple software applications.

- Translate internal and external reporting requirements into solutions and actionable data while integrating information across systems and user groups.
- Assist DHS management in developing a technology roadmap appropriate to proposed services: reviewing the current state of infrastructure, data, level of system integrations, and level of internal and external user satisfaction; developing a strategy and approach that addresses how technology can be leveraged across systems and departments to improve delivery of services, data quality and security; and efficient use of staff time.
- Provide assistance to develop a mobile computing plan.

With these goals in mind, we are seeking Proposals to perform Contracted Services in the seven categories of areas described below.

Proposers may submit Proposals for one or more of these service areas.

I. Project Management and Administration

- Assist with operational management and administrative support for IT operations through systems, networks, database operations and data archival/retrieval systems.
- Provide program management assistance, including project planning, tracking, budgeting and scheduling, and report deviations to the appropriate DHS administrator.
- Assist DHS in developing procedures and policies in support of DHS business and program management requirements and make related recommendations to the appropriate DHS manager(s).
- Assist in the implementation of different process management approaches, including waterfall and agile methodologies.¹ Work with DHS to evaluate current approaches and implement flexible, adaptive and iterative approaches to development.
- Provide effective consultation and efficient project management support services, including ongoing communication with the user community and development team throughout the life cycle of the project.
- Perform software requirements elicitation and analysis, design, development, testing, hosting and implementation tasks.

II. Project Development

- Work with DHS to evaluate new software products and technologies, and provide recommendations to enhance existing systems and build new systems.
- Develop software solutions utilizing a wide range of programming languages and provide analytical support to include user requirements and feedback, configuration change management, evaluation of alternative methods, and financial impact. DHS will maintain ownership of software source code.
- Document system designs, procedures and information needed for DHS to fully use products and provide feedback on in-process plans.

¹ Waterfall methodology is a non-iterative approach to IT management, divided into separate phases which progress linearly and sequentially. Agile software development is an alternative approach emphasizing adaptive and flexible responses to change through iterative, incremental work and collaboration among cross-functional teams.

- Focus efforts on integration across new and existing systems using Enterprise technologies and promote alignment of solutions with current practice and planned initiatives, including initiatives developed offshore and by third-party vendors. Where project development is shared among multiple vendors, DHS will be responsible for coordination of efforts.
- Develop systems that increase the effectiveness and efficiency of DHS processes while promoting collaboration.
- Provide support services to enhance mobile and wireless technology use.
- Support DHS staff in utilizing cloud solutions such as those provided by Amazon, Google or Azure.
- Create and maintain project documentation addressing various roles; facilitate effective knowledge transfer.
- Work with user support specialists to assure that documentation and training is appropriate and complete.

III. Reporting

- *Application Reporting:* Conduct analyses and utilize a series of concise, interactive long-term reporting solutions to meet the needs of end-users of DHS applications.
- *Ad Hoc Reporting:* Prepare customized ad hoc reports, presentations, custom charts and maps, data collection and interpretation upon request.
- *Dashboard Reporting:* Develop and maintain existing dashboards using Tableau and Cognos reporting tools to support operational, fiscal, evaluation and other reporting needs.

IV. Data Management & Extract, Transform and Load (ETL) Operations

Planning/Design

- Develop ETL processes for new source systems to integrate directly with Data Warehouse and analytics clusters (see description in Appendix) and data mart (a repository of data specific to a subject area or business purpose designed to help simplify and improve efficiency of data extraction).
- Conduct regular prioritization meetings to plan new initiatives and discuss progress of current tasks in development.
- Evaluate performance of existing systems and make recommendations for enhancements and corrective action.

Operations and Maintenance

- Perform ETL functions for scheduled refresh from source systems.
- Maintain a history and audit trail of all changes made to data.
- Perform regular quality assurance checks and conduct ongoing impact analyses to assess the potential consequences of changes to other systems, standards and/or processes.
- Assist with the development and digital curation of metadata to support DHS users interacting with the data.
- Continuously monitor and evaluate existing processes to prevent and address anomalies, aberrations and inconsistencies.

V. Operations, System Maintenance and Support Functions:

Infrastructure

- Conduct ongoing evaluation of infrastructure to ensure alignment with business practices and make recommendations for optimization.
- Provide ongoing network planning and support.
- Provide software and hardware infrastructure support.
- Analyze and resolve outages, congestion and other problems.
- Develop and implement troubleshooting procedures.
- Provide a complete array of maintenance and support resources at various technical skill levels available at all organizational levels, including the following:
 - Existing Applications
 - Maintenance of IT related operational equipment, middleware and software
 - Support of DHS configuration management activities including tracking of configuration changes, plans, reports, change requests, waivers and deviations
 - Support of software maintenance monitoring and documentation to include version control, licensing, developer advisories, training updates and license renewals
 - Support of changing technology and DHS requirements with hardware and software system upgrades/patches, hardware and software system reconfigurations, enhanced services, software substitutions, and additional communications equipment or facilities
 - Support application transitions across phases of their life cycle, including transition from development to maintenance and from maintenance to disposition.
 - Maintenance of the data warehouse, including hardware and software assessments for hosting operations.
 - Prepare system performance analysis reports and other documents to support the existing production applications.
 - Database administration including creating backup procedures, managing integrity, logging, and managing recovery procedures
 - Monitor all environments for poorly performing queries/processes; assist in performance tuning; troubleshoot and communicate possible solutions to application team; implement database optimizations.

Planning

- Assess current data storage needs and recommend cloud storage technology with DHS management input.
- Schedule data feeds/loads to prevent a negative impact on data warehouse performance.

VI. IT Procurement Support

- Assist with market analysis, planning and acquisitions for DHS IT equipment purchasing needs.
- Perform systems research to identify opportunities and emerging methodologies to meet the short- and long-term requirements of the Enterprise Architecture.
- Promote introduction of leading technology while maintaining operational efficacy.
- Assist in developing statements of work, descriptions, task orders, and supporting specifications and standards.
- Develop criteria and tools to ensure efficient and effective source selection.

VII. Security and Privacy

- Analyze and provide recommendations on the design for information technology and systems security.
- Assist with security remediation efforts, including Health Insurance Portability and Accountability Act (HIPAA) security.
- Implement Identity Access Management (IAM) integration.
- Provide support to protect communications to ensure the integrity, availability and confidentiality of communications.

Section 3: Proposal Requirements and Evaluation Criteria

Proposers must meet the following evaluation criteria and should address their qualifications 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 that a Proposal can receive depends on the particular categories of service included in the Proposal. **All Proposers must include the Organizational Experience and Financial Management and Budget Sections.** The score from these sections will be added to the score for each service area proposed.

Requirements for all Proposals:

Organizational Experience (30 points)

- Successful Proposer(s) must demonstrate experience providing IT and/or Professional Services to human services agencies and/or other public sector clients. (15 points)
- Successful Proposer(s) must have experience working closely with staff at customer host sites and demonstrate strong communication skills. (15 points)

Financial Management and Budget (60 points)

- Successful Proposer(s) must demonstrate strong financial health, as evidenced by audits or other supporting financial documentation. (10 points)
- Successful Proposer(s) must provide a budget narrative that demonstrates fiscal and management capacity to manage Contract Services funds in a fiscally responsible manner. (20 points)

- Successful Proposer(s) must provide a budget that reflects a realistic estimate of the costs associated with implementing and sustaining the Contract Services. (30 points)

Requirements specific to categories of service:

I. Project Management and Administration (50 points)

- Successful Proposer(s) must present a detailed plan for providing program management assistance, including project planning, tracking, budgeting, scheduling and monitoring. (10 points)
- Successful Proposer(s) must present a detailed plan for evaluating current process management approaches and recommending and implementing flexible, adaptive and iterative approaches to development. (15 points)
- Successful Proposer(s) must demonstrate an ability to provide effective consultation and efficient project management support services, including ongoing communication with the user community and development team throughout a project's life cycle. (15 points)
- Successful Proposer(s) must present a strong plan for performing software requirements elicitation and analysis, design, development, testing, hosting and implementation tasks. (10 points)

II. Project Development (50 points)

- Successful Proposer(s) must demonstrate the ability to evaluate new software products and technologies and provide recommendations for enhancing existing systems or building new systems. (20 points)
- Successful Proposer(s) must present a plan for developing software solutions utilizing a wide range of programming languages. Development plan must include opportunities for DHS to provide feedback on in-process plans. (5 points)
- Successful Proposer(s) must present a strong plan for creating and maintaining appropriate documentation for DHS to facilitate effective knowledge transfer so that DHS can fully use any solutions developed by Successful Proposer(s). (10 points)
- Successful Proposer(s) must demonstrate the ability to provide support services to enhance mobile and wireless technology use as well as use of cloud solution(s). (15 points)

III. Reporting (30 points)

- *Application Reporting:* Successful Proposer(s) must demonstrate the ability to conduct analyses using a series of concise, interactive long-term reporting solutions. (10 points)
- *Ad Hoc Reporting:* Successful Proposer(s) must demonstrate the ability to prepare customized ad hoc reports, presentations, custom charts and maps as well as data collection and interpretation upon request. (5 points)
- *Dashboard Reporting:* Successful Proposer(s) must demonstrate the ability to develop and maintain existing dashboards, using Tableau and Cognos reporting tools, to support operational, fiscal, evaluation and other reporting needs. (15 points)

IV. Data Management & Extract, Transform and Load (ETL) Operations (60 points)

- *Planning/Design*
 - Successful Proposer(s) must demonstrate ability to develop ETL process for new source systems, including conducting regular update meetings. (10 points)
 - Successful Proposer(s) must demonstrate ability to evaluate performance of existing systems and make recommendations for enhancements and corrective actions. (10 points)
- *Operations and Maintenance*
 - Successful Proposer(s) must demonstrate ability to perform ETL functions for scheduled refresh from source systems, including maintaining a history and audit trail of all changes to data. (20 points)
 - Successful Proposer(s) must present a strong plan for performing regular quality assurance checks and conducting ongoing impact analysis, as well as continuously monitoring existing processes to prevent and address anomalies, aberrations and inconsistencies. (20 points)

V. Operations, System Maintenance and Support Functions (60 points)

- *Infrastructure*: Successful Proposer(s) must present a strong plan for performing all of the following functions (40 points):
 - Ongoing evaluation of infrastructure to ensure that infrastructure aligns with business practices; recommendations for optimization and support for implementation of recommendations, where appropriate
 - Ongoing network planning and support; hardware and software infrastructure support, including troubleshooting, analysis and resolution of outages, congestion and other problems
 - Database administration including creating backup procedures, managing integrity, logging and managing recovery procedures
 - Maintenance and support for existing applications, application transitions and Data Warehouse
- *Planning*: Successful Proposer(s) must present a strong plan for performing the following functions (20 points):
 - Assessment of current data storage needs and recommendation for cloud storage technology
 - Scheduling of data feeds/loads to minimize negative impact on Data Warehouse performance

VI. IT Procurement Support (20 points)

- Successful Proposer(s) must demonstrate the ability to assist with market analysis, planning and acquisitions, including systems research to identify opportunities to meet the requirements of the Enterprise Architecture for the long- and short-term, while maintaining operational efficiency. (10 points)
- Successful Proposer(s) must demonstrate the ability to develop criteria and tools to ensure efficient and effective source selection, as well as developing statements of work, descriptions, task orders, and supporting specifications and standards. (10 points)

VII. Security and Privacy (50 points)

- Successful Proposer(s) must demonstrate the ability to analyze and provide recommendations on the design for IT and systems security, as well as assist with security remediation efforts; this includes ensuring compliance with HIPAA security regulations. (30 points)
- Successful Proposer(s) must demonstrate the ability to support DHS in protecting communications to ensure their integrity, availability and confidentiality. (20 points)

Section 4: How to Submit a Proposal

This RFP is a solicitation to individuals, non-profit organizations, and for-profit organizations or businesses (Proposers) to submit a Proposal to perform the services as described in *Section 2: What We Are Looking For*. Proposers must have the ability to meet the identified needs and quality standards within the programmatic and funding guidelines specified in this RFP.

4.1 Submission Process

- Please 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*)
- Please 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.
- Proposers must submit a complete Proposal, which includes the following attachments that are available on our Active Solicitations website:
 - Response Form
 - MWDBE Participation Statement or MWDBE Waiver and Participation Statements
 - Allegheny County Vendor Creation Form
 - Audited financial reports for the last three years
 - W-9
- Please do not send any attachments other than those listed above and on the Response Form.
- If you do not have audited financial reports for the last three years, you may submit other financial statements that attest to the financial health of your organization. Tax returns are the preferred alternative. Please note that providing financial statements is a requirement of contracting through Allegheny County.
- Make sure to complete each section of the Response Form and to stay within any word counts that may be specified in the Response Form.
- Proposals must be submitted electronically to DHSProposals@alleghenycounty.us no later than 3:00 p.m. Eastern Time on February 24, 2017 to be considered for review.**
- Please make sure to get your Proposal in before the deadline! If your Proposal is late, it will not be considered.
- 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.
- b. Any Agreement originating from this RFP is subject to all of 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).

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 Program description in *Section 2: What We Are Looking For* and on the evaluation criteria in *Section 3: Proposal Requirements and Evaluation Criteria* using the scale listed in *Section 5.1 c*.

5.1 Evaluation Model

The evaluation process will consist of the following steps:

- a. An Evaluation Committee will be formed by DHS and will consist of some or all of 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 to 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 compile and discuss the individual scores and evaluation of each committee member.
- d. The County shall have exclusive discretion to shortlist a reduced number of Proposals for more extensive review using the same criteria outlined above. In this case, DHS may request that shortlisted Proposers make modifications to their Proposal or budget or make a formal oral presentation. The Evaluation Committee will review the modifications and/or oral presentation and rescore the shortlisted Proposals using the original evaluation criteria.
- 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. 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).
- g. **The County is under no obligation to award or enter into an Agreement as a result of this RFP. The County reserves the right to reject any and all Proposals.**
- h. All Proposers will be notified of their status following the final determination of which Proposer(s) will be awarded Agreements.
- i. 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 not be considered.

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 and Disadvantaged Business 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:

1. 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.
2. 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. Proposers may be registered and certified with the Allegheny County Department of Minority, Women and Disadvantaged Business Enterprises. If so, please indicate registration on the MWDBE Participation Statement. Registered Proposers are still required to submit the applicable MWDBE forms.
- c. MWDBE forms and resources can be found at www.alleghenycounty.us/dhs/solicitations:
 1. MWDBE Forms
 - [MWDBE Participation Statement](#)
 - [MWDBE Waiver Request](#)
 - [MWDBE Contact Information form](#)
 2. MWDBE Resources
 - [MWDBE Contract Specifications Manual](#)
 - [MWDBE Response Checklist](#)
 - [Guide for completing the MWDBE Participation Statement](#)
 - [Sample Diversity Policy](#)
- d. For more information about MWDBEs, including a list of MWDBEs that have been certified by Allegheny County and the Pennsylvania Unified Certification Program, can be found at 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](http://www.alleghenycounty.us/Human-Services/Resources/Doing-Business/Prospective-Providers.aspx), available at <http://www.alleghenycounty.us/Human-Services/Resources/Doing-Business/Prospective-Providers.aspx>. While not required as part of your Proposal, Proposers may wish to review the requirements of this application.

Appendix: Applications and Systems Currently Used by DHS

Technologies Used:

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

Key Information and Demographics System (KIDS)

The Key Information and Demographics System (KIDS) is a fully integrated Child Welfare management application designed to support the records management process from the initial reporting of allegations through the delivery and payment of services. KIDS is used by DHS and its providers to track a wide array of child welfare services and includes functionality which aligns initial client contact with

DHS through assessment, service delivery, provider payment and various client eligibility calculations. KIDS also supports other program areas in DHS such as Independent Living, Juvenile Probation, and Prevention and Diversion Programs. In addition, KIDS includes real-time, bi-directional integration with multiple external entities via an enterprise data exchange platform including the Pennsylvania Child Welfare Information Solution (CWIS), Pennsylvania Common Pleas Case Management System (CPCMS), and various Provider case management systems. KIDS is integrated with the Allegheny Link, Synergy, ClientView, Client Information and Payment System (CIPS), Master Client Index (MCI), Master Provider Enterprise Repository (MPER), and DHS Assessment Tool applications, as well as the County OnBase document management platform and the County JD Edwards financial platform. In addition, KIDS integrates Education data received from local school districts.

Data Warehouse and Analytics Cluster

DHS's Data Warehouse serves as a central repository of human services and related data from more than 30 sources, both internal and external to DHS. Integration of these data supports case-level service coordination, evaluation, quality improvement and decision-making related to policy, program planning and system design. The Data Warehouse captures person-level service history and program involvement over time and across systems. Additionally, the analytics cluster contains additional data layers beyond the scope of the current Data Warehouse and supports more complex analytics as well as dashboard development.

Synergy

Allegheny County DHS consumers with multi-system program involvement have client eligibility enrollment and services management activities tracked across multiple DHS program areas. Synergy is an application used by various DHS program areas including Youth Support Partners (YSP), Homeless Case Management (HCM), Home Visiting Programs, Integration and Teaming Meeting (ITM), Education Specialists / Liaisons, and DHS Self-Sufficiency Programs to provide automation of program and case management activities. It includes integration with Key Information and Demographics System (KIDS), Allegheny Link, Homeless Management Information System (HMIS), ClientView, Client Information and Payment System (CIPS), Master Client Index (MCI), Master Provider Enterprise Repository (MPER), and DHS Assessment Tool applications.

Client Information & Payment System (CIPS)

The CIPS application collects consumer information, service authorizations, service codes, cost centers, rates, priority groups and diagnosis information for Mental Health, Intellectual Disability and Drug & Alcohol program areas. It allows providers to create service authorizations and enter claims for services provided to clients, either online or through 837 EDI transactions. CIPS determines eligibility and produces provider specific invoices on a monthly basis via an enterprise fiscal payment batch process. In addition, CIPS receives and processes data from external entities, such as the Commonwealth of PA PROMISE and HCSIS systems as well as Allegheny Health Choices (AHC) and Community Care Behavioral Health Organization (CCBHO). It is integrated with the Master Client Index (MCI) and ClientView.

Allegheny Link

Allegheny Link is a referral, case and services tracking system used by the DHS Allegheny Link unit, which is responsible for providing Information, Referral and Case Management services to County residents that are disabled or over 60 years of age. The system also facilitates the DHS Coordinated Intake process and uses a pre-screening tool (VI-SPDAT) to assess the health and social needs of homeless people and match them with most appropriate supports and housing intervention programs. In addition, the system contains the intake and referral process for DHS Home Visiting programs. The Allegheny Link application is integrated with the Key Information and Demographics System (KIDS), Synergy, Master Client Index (MCI), Homeless Management Information System (HMIS), Master Provider Enterprise Repository (MPER), Information Referral and Emergency Services (IRES), and ClientView.

Homeless Management Information System (HMIS)

The Homeless Management Information System (HMIS) is an integrated electronic data tracking system which allows DHS and its homeless provider network to request and track homeless referrals, collect client assessment data and services being delivered, while meeting the Housing and Urban Development (HUD) mandates issued by the Federal Government. It includes features such as bulletin board waitlist, program inventory, and eligibility screening and automatically generates Federal and State mandated reports. HMIS integrates with Master Client Index (MCI), Master Provider Enterprise Repository (MPER), ClientView, Synergy, and DHS Assessment Tool.

Information Referral & Emergency Services (IRES)

The IRES system is used by the DHS IRES unit, along with State Police, local hospitals, community providers, and ambulance companies to provide 24/7 support in administering the Involuntary Commitment (302) process for individuals who pose a danger to themselves or others in the community. The system gives ability to authorize and monitor the 302 process as well as other key business functions such as authorizing transportation services, documenting information requests and incident reports and triaging 302 petitions and Act 77 forms. It includes integration with Orphan's Court through the Civil Commitment Bridge as well as with Master Client Index (MCI), Master Provider Enterprise Repository (MPER), Allegheny Link, ClientView, and the OnBase document management platform.

Master Provider Enterprise Repository (MPER)

The Master Provider Enterprise Repository (MPER) is a centralized repository of provider, contract, service, service offering, allocation, and facility information that is used by multiple program offices to perform essential business operations. It integrates with the Key Information and Demographics System (KIDS), Synergy, Allegheny Link, Homeless Management Information System (HMIS), Information Referral and Emergency Services (IRES), Jail Collaborative, Action Tracker, Integrated Monitoring Tool (IMT) and Dialtrac.

Jail Collaborative

The Jail Collaborative application was implemented to coordinate efforts among staff who work in the Jail system and service providers, with the intent to provide more targeted services and improve outcomes for incarcerated and newly released clients. The system brought in improvements in enrollment practices, including registration based on assessed need, staggered enrollments and better dissemination of information concerning programs available in jail and in the community. It integrates with Master Client Index (MCI), Master Provider Enterprise Repository (MPER) and ClientView.

ClientView

ClientView provides a single snapshot of a given individual's interaction with various DHS program areas for DHS and provider staff. This greatly reduces staff time to gather background information on a known DHS client. ClientView closely integrates with the Commonwealth of Pennsylvania Identity Access Management (IAM) solution to enable self-service citizen access. In addition, it is integrated with the various DHS transactional applications which display client information.

Action Tracker

Action Tracker is a County-wide application used by multiple departments which provides paper-less contract approval process to track various activities related to grants, contracts and executive actions. The system also provides extensive reporting capabilities for generating contract and fund statistics. It is integrated with the Master Provider Enterprise Repository (MPER).

DHS Assessment Tool

The DHS Assessment tool is the single repository for any assessment conducted across DHS, including Child and Adolescent Needs and Strengths (CANS), Family Advocacy and Support Tool (FAST), Adult Needs and Strengths (ANSA) Assessment, Homeless Program assessments, Vulnerability Index – Service Prioritization Decision Assistance Tool, and other assessments. It aims to provide a better assessment of needs and strengths to allow the agency to effectively share cross-program information and deliver targeted services to its citizens. The DHS Assessment Tool integrates with the Key Information and Demographics System (KIDS), Synergy, Homeless Management Information System (HMIS), and Allegheny Link.

DialTrac

The DialTrac application is used to track 'Director Action Line' requests from DHS clients and associate the request to the client's involvement in various other DHS transaction systems. It also gives DHS the ability to report on requests and track amount of inquiries/complaints per Provider. It is integrated with Master Client Index (MCI), Master Provider Enterprise Repository (MPER) and ClientView.

Integrated Monitoring Tool (IMT)

The IMT application is used by Contract monitors within various DHS program areas to perform periodic provider visits to gather data on how well the provider is adhering to its contract with DHS and measure

the overall effectiveness of provider in helping DHS to achieve its mission. It is integrated with Master Provider Enterprise Repository (MPER).

Master Client Index (MCI)

Master Client Index (MCI) is the enterprise repository of key client demographic data for individuals serviced by DHS. It integrates with the Key Information and Demographics System (KIDS), Synergy, Client Information and Payment System (CIPS), Allegheny Link, Homeless Management Information System (HMIS), Information Referral and Emergency Services (IRES), Jail Collaborative, and Dialtrac.

Reports Portal

The Reports Portal application is a centralized reports hosting platform that is utilized across DHS to access Reports and Dashboards across DHS program areas.

DHS Request

DHS Request is used by DHS staff and supervisors to submit and approve requests for DHS assets such as furniture, computer software, IT hardware, etc.

Identity and Access Management (IAM)

DHS collaborated with Commonwealth of Pennsylvania (CoPA) DHS to leverage the CoPA Identity and Access Management platform for IAM functions. This includes Citizen Self-registration based on DHS Identity and Access Management Infrastructure. The solution leverages the CoPA Identity Exchange to implement account registration and self-services like forgotten password and manage my account for its users. In addition, DHS is implementing the Identity Access Governance and Recertification function from the CoPA IAM platform.