

Allegheny County

Department of Human Services

REQUEST FOR PROPOSALS

Language Assistance Services to Support Individuals with
Limited English Proficiency

RFP ISSUED	November 20, 2015
QUESTIONS AND REQUESTS FOR CLARIFICATION ACCEPTED VIA EMAIL	Until 5 Business Days Before Proposal Due Date
RESPONSES (Q & A) POSTED ON WEBPAGE	Ongoing- Final Q&A Posted 1 Business Day Before Proposal Due Date
PROPOSALS DUE	January 15, 2016
AWARD DECISION / NOTIFICATION	March, 2016
ESTIMATED START DATE	Spring, 2016

GLOSSARY

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

Allegheny County: A home rule county and political subdivision of the Commonwealth of Pennsylvania.

Client: Individual receiving Language Assistance Services.

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.

DHS: [The Allegheny County] Department of Human Services

Foreign-Born: People residing in the United States who were not citizens of the U.S. at birth.

Immigrant: A person who leaves his or her country to settle permanently in another country

I&I Initiative: [DHS'] Immigrants & Internationals Initiative.

Immigrant Services & Connections (ISAC): A local service coordination program that works with foreign-born residents seeking human services.

Interpretation: The verbal rendering of speech from one language to another. Interpretation may be rendered through various arrangements and mediums, including onsite and telephone.

Language Assistance Services: A general term to refer to the language services sought by this RFP, including Interpretation and Written Translation.

Limited English Proficiency/LEP: A term used in the United States that refers to a person's limited ability to read, speak, write, or understand English.

Non-Immigrant (International): Legal status that allows a non-United States citizen to remain in the U.S. temporarily for a specific purpose.

Proposal: The response submitted by a Proposer to this RFP.

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

Refugee: A non-United States citizen given permission to come to the United States because of persecution or a well-founded fear of persecution in one's home country. A refugee is granted the right to live and work in the U.S. and may eventually apply for Legal Permanent Residency and U.S. citizenship.

RFP: Request for Proposal.

Sight Translation: The verbal rendering of a written text from one language into another.

Successful Proposer: Proposer(s) selected by the County to provide the Contract Services.

Written Translation: The transfer of a written text from one language into a comparable written text in another language.

GENERAL INSTRUCTIONS AND INFORMATION

Purpose

Allegheny County is soliciting proposals to provide affordable, professional language Interpretation and Written Translation services (referred to collectively as Language Assistance Services) to assist individuals with Limited English Proficiency (LEP) who are seeking or receiving services through the Allegheny County Department of Human Services (DHS). Proposals will be considered for any or all of the services solicited in this Request for Proposals (RFP)—Interpretation (onsite and telephone) and Written Translation—rendered in any or all of the languages described herein. The amount of Language Assistance Services purchased by DHS staff through any Agreement(s) resulting from this RFP will not exceed \$100,000 per year. The term of the Agreement will not exceed one year, with the possibility for renewal on an annual basis. The County reserves the right to enter into one or more Agreements with one or more Successful Proposers as a result of this RFP.

General Information about a Request for Proposals

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

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

Communication about this RFP

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

DHSProposals@alleghenycounty.us.

All information about the RFP, including changes, clarifications and responses to Proposer questions, will be posted on the RFP website at: <http://alleghenycounty.us/Human-Services/Resources/Doing-Business/Current-Providers.aspx>

All questions and/or requests for clarification concerning this RFP must be submitted no later than five (5) business days prior to the proposal due date in order to guarantee a response on the RFP

Website.

Eligibility

Entities eligible to submit a Proposal in response to this RFP include non-profit organizations, for-profit organizations or businesses, and individual contractors. In order to be considered under this RFP, Proposers must meet all of Allegheny County's contractual requirements available at: <http://alleghenycounty.us/Human-Services/Resources/Doing-Business/Current-Providers.aspx>

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

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

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

[MWDBE Contract Specifications Manual](#)

[MWDBE Participation Statement](#)

[MWDBE Waiver Request](#)

Proposal Preparation Costs

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

BACKGROUND

About DHS

DHS was created in 1997 to consolidate the provision of human services across Allegheny County. It is the largest department within Allegheny County government. In addition to the Executive Office, DHS encompasses five program offices reporting to the Executive Deputy Director of Integrated Program Services (Behavioral Health; Children, Youth and Families; Community Services; Intellectual Disability; and the Area Agency on Aging) and three support offices (Administrative and Information Management Services; Community Relations; and Data Analysis, Research and Evaluation). Last year, DHS served more than 210,000 individuals (approximately one in six County residents) through an array of 1,700 distinct services.

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

DHS provides a wide range of services, including services for older adults; mental health and drug and

alcohol services (includes 24-hour crisis counseling); child protective services; at-risk child development and education; hunger services; emergency shelters and housing for the homeless; non-emergency medical transportation; job training and placement for public assistance recipients and older adults; and services for individuals with intellectual and/or developmental disabilities.

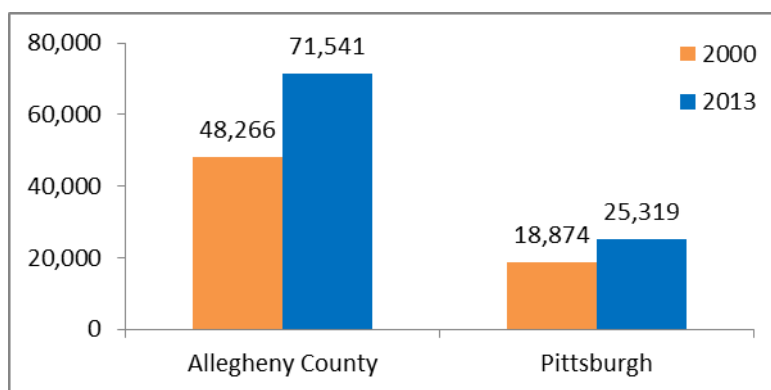
DHS provides services to eligible individuals without regard to race, color, sex, gender identity or expression, sexual orientation, age, religion, national origin, political affiliation, disability, familial status, military service, or religious, community or social affiliations.

About Language Assistance Services at DHS

DHS is committed to providing culturally and linguistically appropriate services consistent with its organizational values, the needs of an increasingly diverse population, and applicable laws and regulations (e.g., Title VI of the Civil Rights Act, Executive Order 13166 and other regulatory guidelines). As the number of immigrants and internationals continues to grow in Allegheny County, the frequency with which DHS and its partner agencies encounter individuals with LEP also has increased. The 2013 DHS report entitled [Immigrants and Refugees in Allegheny County: Scan and Needs Assessment](#) identified the language barrier as a major impediment to service access throughout the human services system. It is important that DHS and partner agencies have reliable access to Language Assistance Services in order to effectively serve individuals and families with LEP.

Allegheny County is home to an estimated 71,541 foreign-born residents, or roughly six percent of the total county population (2013, ACS, one-year estimate). Although the proportion of foreign-born residents in Allegheny County is considered relatively modest when compared to similar geographic areas, the chart below shows a notable increasing trend over the last two decades, which is expected to continue.

Foreign-born Residents of Allegheny County and the City of Pittsburgh, 2000 & 2013



LEP is becoming more widespread among the County’s households. An estimated 89,627 residents of Allegheny County (age five and older) live in households where a language other than English is spoken (2013, ACS, one-year estimate). Of these residents, 32,090 report their ability to speak English as less than “very well” and are generally regarded as individuals with LEP.

Other local sources of data provide details about the characteristics of immigrants and internationals who typically seek assistance from the human services system. DHS currently funds a service

coordination program called Immigrant Services & Connections (ISAC) that works with foreign-born residents seeking human services. From the period of July 2014 through June 2015, ISAC reported serving approximately 1,700 individuals speaking over 40 distinct languages. The most commonly spoken languages were Nepali, Spanish, Arabic and Karen. Common countries of origin included Bhutan, Mexico, Burma and Iraq.

This data is valuable in assessing and planning for services delivered to individuals with LEP. However, accurately estimating the number of individuals with LEP receiving or seeking services from DHS and its partner agencies is difficult, as client-level and financial data is captured across numerous systems. Data collection may be further complicated by a reluctance of foreign-born individuals to share information with the government, by communication barriers during the provision of services, and by low cultural awareness among direct service staff.

Nonetheless, DHS has observed a general increase in the number of foreign-born clients who enter the human services system and recognizes the need for quality Language Assistance Services as a component of effective service delivery to those with LEP. As such, DHS seeks to develop a contractual relationship with one or more Language Assistance Service providers to secure Interpretation and Written Translation for DHS clients with LEP.

SCOPE OF SERVICES REQUESTED

Proposers may submit Proposals to offer any or all of the below-described Language Assistance Services required by DHS staff to serve clients with LEP, in any or all of the specified languages. For most DHS projects or cases involving Language Assistance Services, it is difficult to estimate the quantity and extent of work to be performed with a reasonable degree of certainty, as needs and requirements vary greatly across DHS offices and programs.

Language Assistance Services

1. Interpretation Services (Onsite)

DHS is seeking Interpretation Services, the verbal rendering of speech from one language to another, at onsite locations. Onsite Interpretation involves the delivery of Language Assistance Services in-person, or face-to-face. The interpreter must be physically present with the client. DHS requires onsite Interpretation in a variety of settings and with a variety of participants and group sizes, according to the nature of DHS programs and services. Locations of onsite Interpretation may include, but are not limited to, the offices of DHS; other public agencies and social service providers; healthcare facilities; client households; and other locations throughout the County. Nearly all onsite Interpretation services will be located in Allegheny County. Situations involving the need for services to be delivered outside of Allegheny County will be coordinated through DHS.

Onsite Interpretation may also involve Sight Translation, which is the verbal rendering of a written text from one language into another. Sight Translation is required when, during the course of Interpretation, a written text (or some part thereof) must be understood by one or more participants in order for meaningful communication to occur. Written texts that may require Sight Translation by interpreters include, but are not limited to, client-related forms, court orders, letters, program brochures, informational guides and other vital documents. DHS expects the Successful Proposer(s) to utilize interpreters capable of rendering Sight Translation services.

Additional requirements and standards of onsite Interpretation include:

- a. The Successful Proposer(s) must provide onsite Interpretation services within forty-eight (48) hours of receiving an official request for such services from DHS unless otherwise scheduled at a later date and time.
- b. Expedited onsite Interpretation services must also be available. In such cases, the Successful Proposer(s) must provide onsite Interpretation services within twenty-four (24) hours of receiving an official request for expedited service from DHS.
- c. Onsite interpreters must be physically present at the time and location specified by DHS, and abide by all security and site-related procedures and protocols.
- d. DHS will maintain the ability to request a specific interpreter, when deemed important and if the interpreter is available.

2. Interpretation Services (Telephone)

Telephone Interpretation involves the delivery of Language Assistance Services over the phone, which may be utilized when the physical presence of an interpreter is not feasible (e.g., time-sensitive emergency situations), required, or requested by a client. Telephone interpreting may include any number of parties and phone lines, as participants may need assistance from the same or different physical locations. The Successful Proposer(s) must make telephone Interpretation services available to DHS through a single telephone number, twenty-four (24) hours per day, seven (7) days per week, 365 days per year.

3. Written Translation Services

Written Translation is the transfer of a written text (source text) from one language into a comparable written text (translated text) in another language. DHS requires Written Translation services for a variety of texts, including, but not limited to, client-related forms, court orders, letters, program brochures, informational guides and other vital documents. DHS may also require Written Translation services to support additional forms of media and informational content, including but not limited to webpages, social media, graphic design, or audio recordings. Additional requirements and standards of Written Translation shall include, but are not limited to, the following:

- Provide accurate Written Translation services from English into source language and/or source language into English, maintaining original source formatting, including, but not limited to, annotations, table of contents, abstract, main texts, references and charts.
- Receive source documents and deliver translated documents through a variety of communication channels, including but not limited to email, other electronic means, postal service or courier. The majority of texts for Written Translation will be sent and should be received by email.
- Manage source and translated texts electronically, and provide translated texts to DHS in universally acceptable formats, such as Microsoft Word, Excel and PDF.
- Provide Written Translations with correct spelling, grammar and language structure.
- Provide Written Translations that accurately reflect cultural nuances of the source document, considering not only words, but original meaning and concepts as well.
- Provide review, editing and proofreading of already-translated documents for accuracy.

DHS expects completion and delivery of routine Written Translations within five (5) business days from the day DHS sends the source document to the Successful Proposer(s) electronically. Routine

Written Translations will be considered documents of ten (10) or fewer pages that are not considered urgent. Time frames for delivery of translated documents that exceed ten pages will be adjusted according to DHS requirements and the capacity of Successful Proposer(s).

The Successful Proposer(s) must also have the capacity to provide expedited Written Translation services upon request. Expedited Written Translation will be considered documents of ten (10) or fewer pages that are deemed urgent. DHS expects completion and delivery of expedited Written Translation within two (2) business days from the day DHS sends the source document to the Successful Proposer(s) electronically. Time frames for delivery of translated documents that are deemed urgent and exceed ten pages will be adjusted according to DHS requirements and the capacity of Successful Proposer(s).

DHS will notify the Successful Proposer(s) of any source documents sent through other than electronic means and will adjust time frames for delivery appropriately.

Language Requirements

Foreign-born individuals and those with LEP living in Allegheny County come from a diverse set of ethnic and linguistic backgrounds. DHS seeks to accommodate as many consumer languages as possible; however, certain languages are encountered more often in the local human services system than others. The following categorization of languages reflects the expected proportion of requests for Language Assistance Services at DHS, based on current patterns of service usage. Tier one reflects the highest expected proportion of requests, tier two reflects the next highest, and tier three reflects the lowest.

Tier One: Arabic, Nepali, Spanish

Tier Two: Burmese, Mandarin Chinese, French, Karen, Russian

Tier Three: All other languages. DHS requires Language Assistance Services in other languages as well, including but not limited to Maay Maay, Somali, Swahili and Vietnamese

Proposer(s) should prioritize planning and service delivery around languages in tiers one and two, as DHS considers them priority languages. The actual frequency of particular languages is difficult to estimate as patterns of need are often determined by the unique factors of demand for human services by individuals and groups, which are challenging to predict. Interested and eligible parties may submit Proposals to provide Language Assistance Services in any or all of these languages.

Interpreter and Translator Qualifications

DHS requires a high standard and level of quality for the provision of Language Assistance Services. The Successful Proposer(s) must utilize interpreters and translators who possess and have demonstrated characteristics commonly expected of Interpretation and Written Translation professionals.

Qualifications include, but are not limited to, the following:

1. Fluency in English and the relevant source language(s), including the ability to read, write, communicate and comprehend complex material at a professional level.
2. Prior training and professional experience demonstrating the ability to effectively and reliably perform the Language Assistance Services described in this RFP. Past experience providing Language Assistance Services within the field of human services is strongly preferred.

3. Ability to deliver services that are linguistically accurate, culturally appropriate, and technically consistent with original messages or documents.
4. Knowledge of confidentiality requirements. Ability to comply with HIPAA guidelines and other related privacy regulations.
5. Knowledge of basic concepts of the human services field.
6. Legally authorized to work in the U.S.

Data Collection & Reporting Requirements

In addition to providing Language Assistance Services, the Successful Proposer(s) will be required to collect, maintain and provide to DHS key performance data regarding the Language Assistance Services. The specific information required of the Successful Proposer(s) will depend on the Agreement awarded, as eligible parties may submit Proposals to provide any or all of the services described in this RFP. At a minimum, DHS will require the total number, duration and dollar value of orders for Language Assistance Services purchased from the Successful Proposer(s), as well as more specific client-level data. This data should be available by type of language assistance provided (e.g., Interpretation and Written Translation), source language of service, participating DHS program or support office (see Background, About DHS), date of DHS request for services, date and duration of service rendered, and other data points as determined by DHS. DHS may also require the Successful Proposer(s) to provide data regarding the proposed services by individual interpreters and translators. DHS may request the Successful Proposer(s) to provide these data for various time frames, including but not limited to monthly, quarterly, semiannually, or annually.

Evaluation of Services

DHS will utilize various monitoring and evaluation tools and techniques to ensure adherence of the Successful Proposer(s) to the standards and requirements of this RFP and any resulting Agreement. If Language Assistance Services are not compliant with such standards and requirements, the Successful Proposer(s) will be required to correct deficiencies and areas of noncompliance. If Language Assistance Services are persistently deficient, DHS retains the right to withhold further requests for service or consider terminating the Agreement(s) with the Successful Proposer(s).

Providing Services to DHS's Provider Network

The Successful Proposer(s) is expected to make the proposed Language Assistance Services available to DHS-contracted providers at the same rates agreed upon with DHS, when capacity permits. These providers include, but are not limited to, non-profit and for-profit agencies that deliver a variety of services to Allegheny County residents through contracts with and funding from DHS. **Contracted DHS providers will be solely responsible to the Successful Proposer(s) for all obligations relative to any purchase of services resulting from this RFP. DHS will incur no financial or legal responsibility for the purchase of services by contracted providers.**

PROPOSAL INSTRUCTIONS AND FORMAT

A complete Proposal must include all of the components listed below, submitted as a Word or PDF document (proposed pricing must be submitted in Excel). Use 1-inch margins, 12 point font and numbered pages. Single spacing is permissible. Please adhere to page limitations indicated below. Only

required attachments may be included in your Proposal.

Proposals should directly address the standards and requirements included in this RFP and clearly demonstrate how the proposed services will meet or exceed those standards and requirements. Proposals must include the following sections, in correct order, and address the content provided further below, at a minimum. Failure to include any of the requested information may result in rejection of the Proposal.

Interested and qualified parties may submit Proposals to provide any or all of the services sought through this RFP, in any or all of the languages described (see Scope of Services Requested, Language Requirements).

Required Sections for Submission

1. Executive Summary (1 page limit)
2. Narrative (7 page limit)
 - a. Organizational Experience and Capacity (2 page limit)
 - Please include your organizations most recent financial statement (if this information is not publically available please indicate in the budget narrative) and/or other supporting financial documentation that demonstrate responsible fiscal performance.
 - b. Proposed Services (5 page limit)
3. Proposed Pricing and Pricing Narrative (Appendix A plus 2 page limit)
 - a. Proposed Pricing (complete and submit the Pricing Template, Appendix A)
 - b. Pricing Narrative (2 page limit)
4. References (1 page limit)
5. Required Attachments (*These forms are available on our website at [http://www.alleghenycounty.us/Human-Services/Resources/Doing-Business/Solicitations-\(RFP/RFO/RFI\).aspx](http://www.alleghenycounty.us/Human-Services/Resources/Doing-Business/Solicitations-(RFP/RFO/RFI).aspx))
 - a. Cover Page*
 - b. MWDBE Participation Statement form*
 - c. W9*
 - d. Vendor Creation Form*

Required Content of Proposal Sections

1. Executive Summary:

- a. Provide a summary of the Language Assistance Services you propose to provide and a brief description of the qualifications and capacity that enable you to provide the proposed services.

2. Proposal Narrative:

- a. Organizational Experience and Capacity
 - i. Provide a brief description of your organization's history.
 - ii. Describe any current or past experience relevant to the Language Assistance Services sought through this RFP, including duration of experience; provide evidence

demonstrating your organization's ability to provide such services at a high level of quality within the field of human services and/or within local government.

- iii. Describe the background and qualifications of key administrative and managerial staff you intend to employ to support the proposed services.
 - iv. Describe the organizational resources and capacity that enable you to effectively meet the standards of this RFP and those of your proposal. Please include a copy of your most recent financial audit or other documentation justifying your organizations fiscal performance and financial stability.
- b. Proposed Services
- i. Language Assistance Services
 - Describe the Language Assistance Services your organization will provide and specifically how the proposed services will fulfill the standards established in this RFP (see Scope of Services Requested, Language Assistance Services). Proposals may include any or all forms of Language Assistance Services sought through this RFP, including:
 1. Interpretation (Onsite)
 2. Interpretation (Telephone)
 3. Written Translation
 - Describe key aspects of the delivery model used to provide each proposed service, including, but not limited to, the business process used to request services and mechanisms for account management and customer service.
 - ii. Language Requirements
 - List all foreign languages in which your organization will provide the proposed services. If offering multiple forms of Language Assistance Services, clearly indicate which services will be available in which languages. You may choose any or all of the languages described in the Scope of Services Requested (see Language Requirements). Describe your organization's experience and proficiency for each language listed.
 - iii. Interpreters and Translators
 - Describe the qualifications and standards required of interpreters and translators to be utilized for the proposed services, including required knowledge, skills, experience, credentials and other professional standards.
 - Describe your strategy for recruiting, retaining and evaluating performance of qualified interpreters and translators to be utilized for the proposed services.
 - iv. Data Collection, Reporting and Evaluation Requirements
 - Describe your capacity and strategy to collect and provide key performance data regarding the proposed services to DHS staff, considering the requirements described in this RFP at a minimum (see Scope of Services Requested, Data Collection & Reporting Requirements).
 - Describe the internal processes and mechanisms you will use to evaluate the quality and effectiveness of the proposed services, ensuring compliance with the standards of this RFP and those described in your proposal.

3. Proposed Pricing and Pricing Narrative:

- a. Proposed Pricing (complete and submit the Pricing Template, Appendix A)

- i. Pricing for the proposed services must be submitted on the accompanying Pricing Template. Follow the instructions therein and here to complete and submit the spreadsheet along with your proposal. Proposals with pricing structures that deviate from these instructions may be rejected.
 - ii. Complete the sections of the spreadsheet pertaining to the services you are proposing to provide and the languages in which they will be provided. Do not complete sections of the spreadsheet pertaining to services or languages that you will not offer.
- b. Pricing Narrative (2 page limit)
- i. Describe and support all cost and cost-related factors that impact your proposed pricing; examples include but are not limited to shift differentials, minimum order values, cancellation policies, reimbursable costs, and certified or specialized language services.

4. References:

- a. Provide the name, affiliation and contact information (include email address and telephone number) for three references who have direct knowledge of and can address the current and/or past experience of your organization relevant to the Language Assistance Services sought through this RFP.
 - i. At least one reference should be a past or present client agency or organization.
 - ii. At least one reference should be a past or present individual client who received or receives your services.

SCORING AND SELECTION PROCESS

Scoring Criteria

DHS will evaluate Proposals as described below based on a scale of 100 points. Highly-rated proposals will clearly demonstrate the Proposer's ability to meet or exceed the standards of this RFP.

1. Proposal Narrative (65 points)
2. Proposed Pricing and Pricing Narrative (35 points)

Selection Process

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

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

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

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

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

If determined necessary, DHS may contact the Proposer for the purpose of clarifying any ambiguities in the Proposal, requesting Proposal modifications, or discussing Budget modifications.

Oral Presentations and Site Visits

DHS may create a short-list of Proposers who will be invited to give an oral presentation. In that case, short-listed Proposers will be notified of the time and location, and will be provided with an agenda or topics for discussion. Questions asked during oral presentations or site visits will be for the purpose of clarifying the scope and content of the written Proposal. Oral presentations will be scored using the same criteria outlined in the Scoring Section of this RFP.

Final Award Process

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

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

SUBMISSION INFORMATION

Proposals must be submitted by email to DHSProposals@allegHENYcounty.us, **no later than 3:00 p.m. EST on January 15, 2016**. Proposals received after this time will not be accepted. The County reserves the right to extend or postpone the date and time for RFP activities; in the event of a change, the information will be posted on the website at [http://www.allegHENYcounty.us/Human-Services/Resources/Doing-Business/Solicitations-\(RFP/RFO/RFI\).aspx](http://www.allegHENYcounty.us/Human-Services/Resources/Doing-Business/Solicitations-(RFP/RFO/RFI).aspx)

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

to:

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

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

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

All Proposals are the property of the County and may become part of any subsequent Agreement. Additionally, the Successful Proposer's proposal will be posted online in the DHS Solicitations Archive.

CONTRACT TERMS AND CONDITIONS

Agreement Terms and Conditions

The Successful Proposer will enter into an Agreement with the County of Allegheny, on behalf of DHS, for performance of the Scope of Services specified in this RFP and set forth in the Proposal. The Scope of Services specified in the RFP shall become the Contracted Services. The Successful Proposer will not enter into subcontracts for any of the services listed in the Scope of Services section of this RFP without obtaining prior approval by DHS. The Successful Proposer agrees to accept full responsibility for the quality and quantity of any work performed as part of the Scope of Services by any of its approved subcontractors. Information about contracting with the County on behalf of DHS and the standard terms and conditions for County contracts for services for DHS which will be included in the Agreement can be found on the DHS Website at:

<http://alleghenycounty.us/Human-Services/Resources/Doing-Business/Current-Providers.aspx>

HIPAA Compliance

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

CYBER Security

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

Conflict of Interest

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

Equal Employment Opportunity/Non-Discrimination

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