



Allegheny County Department of Human Services
Request for Proposals

**Random Moment Time Studies
Software**

RFP Posting:

Wednesday, April 20, 2022

Deadline for Questions:

3 p.m. Eastern Time on Wednesday, May 18, 2022

Submission Deadline:

3 p.m. Eastern Time on Wednesday, May 25, 2022

Estimated Award Decision/Notification:

July 2022

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

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Acronyms and Definitions

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

1. Agreement: A contract negotiated between Allegheny County and the Successful Proposer to provide the Contract Services
2. Allegheny County: A home rule county and political subdivision of the Commonwealth of Pennsylvania
3. Contract Services: The specific services that 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. DHS: [Allegheny County] Department of Human Services
5. Proposal: A completed Response Form, with specified attachments, submitted in response to this RFP
6. Proposer: The individual, non-profit organization, or for-profit organization or business submitting a Proposal in response to this RFP
7. Response Form: The Word document in which Proposers respond to requested information about this RFP
8. RFP: Request for Proposals
9. RMTS: Random Moment Time Studies
10. Successful Proposer: The Proposer(s) selected by the County to provide the Contract Services

Other terms shall have the meaning or definition as stated in the RFP.

The RFP at a Glance

Purpose

The Department of Human Services (DHS), on behalf of Allegheny County, is seeking Proposals from qualified Proposers to provide a software solution capable of conducting statistically reliable and valid Random Moment Time Studies (RMTS or the RMTS Software Solution). DHS is seeking a RMTS Software Solution for use in allocating staff time and related costs across DHS program and shared services offices. Proposers must offer a RMTS Software Solution with demonstrated success in the public sector and within an integrated human services system.

Award Details

DHS intends to enter into one Agreement with the Successful Proposer for a term of three years with options to renew the Agreement at the County’s discretion.

There is no limit to the total budget that Proposers may propose. However, all costs must be justified and explained in Proposals. DHS will consider all proposed costs for reasonableness and will negotiate and agree upon a final budget with the Successful Proposer.

Who can submit a Proposal

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

Timeline

Deadline for Questions	Wednesday, May 18 at 3 p.m. Eastern
Deadline for Proposals	Wednesday, May 25 at 3 p.m. Eastern
Estimated Award Decision/Notification	July 2022

Who we are

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

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

Section 1: Why DHS is Issuing this RFP

The use of a Random Moment Time Study (RMTS) is a federally approved, statistically valid sampling technique for distributing staff costs. Currently at DHS, RMTS surveys are administered to both County and contracted staff members across program and shared service offices:

- DHS Program Offices:
 - Children, Youth and Families
 - Area Agency on Aging
 - Office of Behavioral Health including the Bureau of Drug and Alcohol
 - Office of Developmental Supports
 - Office of Community Services

- DHS Shared Service Offices:
 - Executive Office
 - Office of Administration
 - Office of Equity and Engagement
 - Office of Analytics, Technology and Planning

RMTS results are used to distribute these staff costs across various federal and state funding sources on a quarterly basis. DHS updates the current system from time to time to reflect additions/deletions of federal and/or state awards. Staffing also is updated on a quarterly basis to reflect new hires, transfers and/or termination of employment.

DHS is seeking Proposals as part of an effort to completely update its current RMTS platform. In the current system, staff select from funding sources to respond to a survey. DHS would like to move staff selections to daily activity responses, which are then mapped to the funding sources. We believe this update will improve the accuracy of the responses and make the system more user-friendly to our employees.

Section 2: What DHS Is Looking For

DHS is seeking a software solution capable of conducting statistically reliable and valid RMTS. The Successful Proposer must offer a RMTS Software Solution with demonstrated success in the public sector and within an integrated human services system. Proposals must outline the Proposer's capabilities to:

- Design an effective RMTS menu across multiple program offices
- Provide architecture to map activities to funding streams
- Offer initial and annual employee training on the system
- Demonstrate the compliance of the system with applicable federal and state requirements (Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards or "Uniform Guidance")

DHS expects the Successful Proposer to provide an RMTS Software Solution targeted to the following areas:

Menu Selection

DHS envisions an RMTS survey that allows every employee to be able to select from a menu which directly corresponds to their day-to-day activities. For instance, instead of a caseworker in our child welfare office being asked to select from a funding category such as “In-Home and Intake: Service Planning,” the caseworker will simply be able to select an activity such as “met with a family to discuss needed services.” This selection will then be mapped back to the funding source related to that activity.

The Successful Proposer must:

- Assist with creating these menu selections drawing from their organizational experience with other clients in the human service sector
- Provide an architecture which allows for easy mapping between activities and funding sources
- Recognize the specific needs of each DHS program and shared service office

Survey Administration

Currently, approximately 1,000 employees receive RMTS surveys. Each program office has its own menu. The four shared service offices respond to the same survey, which can cause confusion. Quarterly, 2,500 prompts are sent to each office.

The Successful Proposer must:

- Advise DHS on criteria to select which employees and contracted employees should receive the survey
- Provide guidance on how to maximize participation
- Provide a RMTS Software Solution to administer the survey

Reports

DHS currently receives quarterly updates with the summary of the selections by each employee in each office. In addition, DHS can query the system within the quarter for on-demand sampling.

The Successful Proposer must:

- Assist in designing reports
- Offer interim reporting throughout the quarter
- Provide detail on individual responses

Training

Currently, DHS provides training to new hires during orientation. Ongoing training is provided primarily through real-time responses to questions from participants.

The Successful Proposer must:

- Provide complete training materials including a new hire orientation, annual refresher materials and online manuals that can be accessed on an as-needed basis
- Monitor employee completion of initial training and annual refresher training
- Update materials as needed but at least annually

Compliance

DHS has worked with an outside accounting firm on an agreed-upon procedure to validate the current system.

The Successful Proposer must:

- Assist with demonstrating that the proposed RMTS Software Solution system is in compliance with Uniform Guidance
- Advise DHS on proper implementation of the RMTS Software Solution system
- Alert DHS of any required changes in process or procedures to maintain compliance

Features

DHS has worked with only one provider since its current RMTS system was implemented and may not be aware of all features available in other software solutions. Proposers are encouraged to present new and innovative ideas as to how their proposed RMTS Software Solution RMTS software solution can maximize the effectiveness of the survey process.

Section 3: Proposal Requirements and Evaluation Criteria

DHS will evaluate Proposals based upon the evaluation criteria listed below. Proposers must address their qualifications in their Proposal by responding to the 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.allegheycounty.us/dhs/solicitations. The maximum score that a Proposal can receive is 160 points, as outlined in the following sections.

Organizational Experience (30 points possible)

- Experience providing RMTS services (5 points)

- Experience in the public sector (5 points)
- Experience with human service providers (10 points)
- Evidence of acceptance of methodology by federal/state agencies (10 points)

Comprehensiveness of the RMTS Software Solution (50 points possible)

- Features and mapping architecture (20 points)
- Reporting features (15 points)
- Capacity of the RMTS Software Solution to assist with cost allocations through the use of technology (15 points)

Training (30 points possible)

- Creation of an online training tool and manual (20 points)
- Annual refresher training and tracking (10 points)

Staff Qualifications (20 points possible)

- Staff ability to support design and launch of the RMTS Software Solution (10 points)
- Staff availability for ongoing tech support after implementation of the RMTS Software Solution (10 points)

Implementation Process (20 points possible)

- Timeline and implementation process (10 points)
- Ongoing system upkeep and upgrades (10 points)

Budget (10 points possible)

- Overall cost (5 points)
- Component costs and narrative (5 points points)

Section 4: How to Submit a Proposal

4.1 Submit a Proposal

- Proposers should take time to review and understand the RFP in its entirety including:
 - The background (see Section 1: Why DHS Is Issuing this RFP)
 - The narrative (see Section 2: What DHS Is Looking For)
 - The requirements (see Section 3: Proposal Requirements and Evaluation Criteria)
 - The evaluation process (see Section 5: How DHS Will Evaluate Your Proposal)
- Proposers must use the Response Form to develop your Proposal. Type your responses to each requested item directly into the Response Form. It is available at our Active

Solicitations website with the RFP announcement at www.alleghenycounty.us/dhs/solicitations.

- c. Collaborative Proposals
 - Collaborative Proposals, in which two or more entities partner to apply together, are permitted. Collaborative Proposals can include:
 - Lead Agency: The County can enter a contract with only one partner of a Collaborative Proposal. Therefore, a Collaborative Proposal must identify one entity as the Lead Agency that will be the contracting party with the County. The Lead Agency should be the Proposer.
 - Partners: Partners must be committed to a role in carrying out the Contract Services and will be compensated for that role. Collaborative Proposals must attach a signed letter of commitment from each Partner that details and agrees to their role in the Contract Services.
 - Entities may participate in more than one Collaborative Proposal.
- d. Proposers must submit a complete Proposal that includes the following attachments that are available on our Active Solicitations website:
 - Response Form
 - Partner commitment letters, if applicable
 - Minority, Women or Disadvantaged Business Enterprise (MWDBE) and Veteran Owned Small Business (VOSB) documents (see sections 7.1 and 7.2)
 - Allegheny County Vendor Creation Form
 - Audited financial reports or other financial documentation for the last three years
 - Internal Revenue Service Form W-9
- e. Proposers should not send any attachments other than those listed either above or in the Response Form.
- f. If a Proposer does not have audited financial reports for the last three years, then the Proposer must submit other financial documentation that attest to the Proposer's financial health of your organization. Tax returns are the preferred alternative. Please note that providing adequate financial documentation is a requirement of contracting with Allegheny County.
- g. Proposers must make sure to complete each section of the Response Form and to stay within any word counts or page limits that may be specified in the Response Form.
- h. Proposals must be submitted electronically to DHSProposals@alleghenycounty.us no later than 3:00 p.m. Eastern Time on Wednesday, May 25, 2022 to be considered for review.**
- i. All Proposals must be submitted before the deadline! If a Proposal is late, it will be rejected and will not be presented to the Evaluation Committee (as described in Section 5 below) for review and scoring.
- j. Proposers will receive an email acknowledging receipt of their Proposal. If a Proposer does not receive this notification within 48 hours of submitting their 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 by 3 p.m. Eastern Time on Tuesday, May 17, 2022.
- 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 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 accept any Proposal or enter into an Agreement with any Proposers. The County reserves the right to reject any and all Proposals and not to enter into an Agreement for the Contracted Services.**
- b. Any Agreement originating from this RFP is subject to all the Terms and Conditions specified in Section 6: Contract Requirements for Successful Proposers.
- c. Proposers are responsible for all costs related to the preparation and submission of a Proposal.
- d. Proposals become the property of the County and may become part of any subsequent Agreement between the Proposer and the County.
- e. Successful Proposal(s) will be posted online in the DHS Solicitations Archive after an Agreement has been fully executed by the County and the Successful Proposer(s).

4.4 Pennsylvania's Right-to-Know Law

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

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

Section 5: How DHS Will Evaluate Your Proposal

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

5.1 Evaluation of Proposals

The evaluation process will consist of the following steps:

- a. DHS will form an Evaluation Committee. The Evaluation Committee, which will be comprised of evaluators with expertise in the subject matter of this RFP, may include community members with lived experience, external subject matter experts or provider representative(s), representative(s) from key partners or funders and DHS internal staff.
- b. All Evaluation Committee members will individually review and score each Proposal. Each Evaluation Committee member will award points for each response on a Proposer's Response Form utilizing their personal 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. Each 0-5 score will be multiplied by the appropriate weight for the number of possible points noted after each evaluation criterion in Section 3. For example, for a criterion worth 15 points, the 0-5 score would be multiplied by three. An "Outstanding" response would receive 15 points, while one that "Meets Expectations" would receive nine points.
- d. DHS will tally the average scores of the members of the Evaluation Committee and report a list of average scores to the entire Committee. The Committee will meet, consider the average scores, and arrive at a consensus on which Proposer(s) can best provide the Contract Services in response to the RFP. The Committee will have the discretion to proceed as follows: (i) to recommend to the Director of DHS that a reduced number of Proposals be shortlisted for more extensive review through a formal oral presentation to the Committee; or (ii) to recommend to the Director of DHS that DHS request authorization for the County to enter into an Agreement(s) with the Successful Proposer(s).
- e. As described in c above, DHS, on behalf of the County, shall have the exclusive discretion to shortlist a reduced number of Proposals for more extensive review. In this case, DHS may request that shortlisted Proposers make a formal oral presentation to the Evaluation Committee. Each Committee member will individually score the oral presentation of the shortlisted Proposers using the following criteria and the scale outlined in 5.1b. The maximum score that a shortlisted Proposer's oral presentation can receive is 15 points:

- Presentation demonstrates Proposer’s ability to implement the Contract Services effectively (5 points)
 - Proposer’s answers to Evaluation Committee’s questions demonstrate Proposer’s ability to implement the Contract Services (5 points)
 - Proposer’s presentation is thoughtful and professional (5 points)
- f. DHS will tally the average scores of the members of the Evaluation Committee to the shortlisted Proposer formal oral presentations and report a list of average scores to the entire Committee. The Committee will meet, consider the scores, and arrive at a consensus on which Proposer(s) can best provide the Contract Services in response to the RFP.
 - g. The Committee will submit its recommendation for award of an Agreement or Agreements to the Director of DHS for approval. The Director will, in turn, submit a request to the County Manager for approval for the County to enter into an Agreement or Agreement with the Successful Proposer(s).
 - h. At any time during the evaluation process, DHS may contact a Proposer to discuss any areas of the Proposal needing clarification or further explanation.
 - i. As part of determining a Proposer’s eligibility to enter a contract with Allegheny County, all Proposers’ financial audits or other documentation will be reviewed by DHS fiscal analysts to ensure a Proposer’s financial stability.
 - j. The County is under no obligation to award or enter into an Agreement with a Proposer as a result of this RFP. The County reserves the right to reject any and all Proposals.**
 - k. All Proposers will be notified of the County’s final decision of which Proposer(s) will be awarded an Agreement.
 - l. Proposers that are not awarded an Agreement but 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:

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

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

Section 6: Contract Requirements for Successful Proposers

In order to enter into an Agreement with the County, Proposers must 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](http://www.alleghenycounty.us/dhs/solicitations), 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 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 a completed Allegheny County DHS Combined MWDBE Form and supporting documents. The Allegheny County DHS Combined MWDBE Form should be completed as follows:
 - All Proposers must complete Section 1 – Contact Information and attach their MWDBE Diversity Plan (see Section 4 – Sample Diversity Policy).
 - If the Proposer is able to meet the MWDBE contract goals, the Proposer should complete Section 2 – MWDBE Participation Statement. Proposers also must attach the MWDBE certifications of the firms cited in the Participation Statement.
 - If the Proposer would like to request a waiver from participating in the MWDBE contract goals, the Proposer should complete Section 2 – MWDBE Participation Statement and Section 3 – MWDBE Participation Waiver Request Form.
- b. MWDBE forms and resources can be found at www.alleghenycounty.us/dhs/solicitations:
 - [Allegheny County DHS Combined MWDBE Form](#)
 - MWDBE Resources
 - [MWDBE Contract Specifications Manual](#)
 - [MWDBE Guide for DHS Proposers](#)
- c. For more information about MWDBEs, visit the [Allegheny County Department of Equity and Inclusion website](#).

6.2 Veteran Owned Small Business (VOSB) Requirement

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

- a. A veteran-owned small business is defined by the County as a business having 100 or fewer full-time employees and not less than 51% of which is owned by one or more veterans, or in the case of any publicly owned business, not less than 51% of the stock of which is owned by one or more veterans, and the management and daily business operations of which are controlled by one or more veterans. The VOSB vendor **MUST** provide proof of veteran ownership including percentage and name and address of business.
 - For contracts under \$100,000, VOSB vendors shall be exempt from all bonding requirements.
- b. All Proposals must include either of the following:

- If the Proposer can meet the VOSB contract goal, a completed VOSB Participation Statement is required. You must also attach a copy of the VOSB vendor(s) DD 214 discharge form(s) cited in the Participation Statement.
 - If the Proposer requests a waiver from participating in the VOSB contract goal, a completed VOSB Participation Statement and VOSB Waiver Request are required.
- c. VOSB forms can be found at www.alleghenycounty.us/dhs/solicitations:
- [VOSB Participation Statement](#)
 - [VOSB Waiver Request](#)

6.3 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.

6.4 Cyber Security

- a. Successful Proposers must meet the minimum computer specifications that 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).

6.5 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.

6.6 Language Diversity Requirements

Successful Proposer(s) must assure resources are secured and/or made available for participants/consumers/clients with limited English proficiency or other communication barriers. Such actions shall include but not be limited to assessing the need for interpreters, evaluating the need for alternate language materials, identifying internal and external resources to meet identified needs, and accessing services contracted by DHS through their assigned contract monitor(s).

6.7 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.

