

**Allegheny County
Department of Human Services
Request for Information Q&A**

RFI for Administrative Workflow and Services Data Processing Systems

April 14, 2021

1. On page three you request, “descriptions of software tools, screenshots or wire frames, previous work and customer experiences, and descriptions of data/integration features.” Are they supposed to be included on the 2-page response or sent as separate addenda?

These may be sent as separate attachments and/or links.

2. On page two of the RFI you write, “Therefore, we hope to receive descriptions of proven software and methodologies that could solve problems in our environment and improve experiences for users;” however, on page four you request, “In no more than 2 pages, please describe your product and why you think it would be a good fit for the Allegheny County Department of Human Services:.” May we answer you’re the latter in two pages or less, and send you a standard RFI response as an attachment to address the former?

Please only submit one narrative response of no more than two pages, using our standard RFI template. Your response should describe why your proven products and methodologies would be a good fit to solve problems and improve experiences for users within the Allegheny County Department of Human Services. Additionally, you may also submit materials such as screenshots or wire frames, previous work, descriptions of features, etc., and these will not count toward the two-page limit.

2. Please describe your desired end to end work flow for services agreements. Would this include working with individual contractors / contingent labor and/or services engagements managed under an SOW?

The current workflow exists across a variety of systems, thereby causing significant rework and an absence simple communication. Contracts begin either as a renewal or as a result of a competitive procurement process. They are negotiated by DHS staff in conversation with state or federal requirements around the types of activities performed and the original source of funding. Contracts are developed around specific activity types and sometimes administrative or capital costs associated with those activities. Contracts may be designed to pay providers on the basis of specific services performed or for operating a program for a given length of time.

3. Is there already a list of preferred suppliers and approved MSA’s for these categories?

No.

4. Please identify some systems that you’d look to integrate with using API’s (email, on/off boarding, ERP, etc.)

The County's JD Edwards EPR system is the largest and most important system of record which will require integration.

5. Is the intent of this initiative more heavily interested in managing the suppliers and their performance, or the work and services being performed by individual workers?

The former. Other systems (primarily case management-based) deal with daily activities of individual workers.

April 15, 2021

Thank you for the enthusiastic interest in this RFI. We received many questions from potential respondents. These questions are very specific and related to our current systems and needs. While we appreciate the thoroughness of the inquiries, we will not answer these in-depth questions. If we publish an RFP as a result of this RFI, it will address our specific systems and needs. We issued this RFI with the goal of learning general information about available resources. We hope respondents can provide us with a general overview of their available products, without diving deep into specifics.