



Allegheny County Department of Human Services
Request for Proposals

**Information Technology Support and
Professional Services**

RFP Posting:

Thursday, December 2, 2021

Deadline for Questions:

3 p.m. Eastern Time on Friday, January 21, 2022

Submission Deadline:

3 p.m. Eastern Time on Friday, January 28, 2022

Estimated Award Decision/Notification:

April 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. 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

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

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 four categories:

1. Digital Solution Delivery
2. Digital Solution Support
3. Project Management Office (PMO) Support
4. IT Security and Privacy Support

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. The Agreement(s) shall begin in July 2022. 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 four categories of services listed above and as further detailed in Section 2 of this RFP entitled *What We Are Looking For*.

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.

What's important to us

We are looking for Successful Proposer(s) who:

- Effectively can manage all DHS's IT solution needs with concurrent guidance on the direction we could take to keep our IT infrastructure current with trends.
- Have an extensive track record of working with complicated data systems.
- Are a collaborative partner with DHS on initiatives to improve system performance and development of new solutions to further benefit the public we serve.
- Can maintain effective communication with DHS by keeping DHS informed of innovations, delays, and opportunities to improve current solutions and processes.

- Have the flexibility to meet the needs and goals of DHS as they change to reflect new legislation and regulations.
- Have the ability to manage and deliver numerous projects with strong attention to detail and quality, often within tight deadlines.

Timeline

Proposers must submit questions about this RFP by 3 p.m. Eastern Time on Friday, January 21, 2022. Proposals must be submitted by 3 p.m. Eastern Time on Friday, January 28, 2022. We expect to notify Proposers of the County's decision to award an Agreement in April 2022.

Who we are

DHS is issuing 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, developmental supports, homelessness and community services.

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

Section 1: Why We Are Issuing this RFP

DHS maintains a complex and advanced IT ecosystem that serves numerous clients and service providers within the County. DHS has invested significant time and resources into this ecosystem, which has the ability to 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 continuing to enhance the function of current IT solutions and deliver new solutions to currently unmet business needs. This includes streamlining processes across program offices within DHS, supporting our vast network of human service provider agencies, and supporting our end users in delivering impactful human services to our clients. The procured IT services will be instrumental in delivering solutions per DHS's ever-evolving backlog of priorities and initiatives.

In addition, DHS prepares mandated federal and state reports for which accuracy is necessary. This requires us to ensure that our IT systems are producing and collecting accurate information while balancing the needs of our system users. 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 development, operations and enhancements. 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, through DHS, 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 the requirements listed in Section 3: *Proposal Requirements and Evaluation Criteria*.

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

- Deliver end-to-end solutions where impact is measured by achieving business outcomes.
- Maximize the rate of return on technology hardware and software investments.
- Support DHS in continually evaluating current processes and propose efficient and effective technology solutions to meet business needs.
- Monitor industry trends and provide recommendations and tangible proof of concepts 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 digital integration across multiple software solutions and external partners.
- Translate internal and external reporting requirements into solutions and actionable data while integrating information across systems and user groups.

With these goals in mind, DHS is seeking Proposals to perform the Contracted Services in the four categories of service described below.

All Contracted Services are subject to [45 CFR 95.615](#) which allows federal access to systems and records. Per [45 CFR 95.615-617](#), DHS will have all ownership rights to all work products designed, developed or implemented under the Contracted Services. In addition, software created as a result of these Contracted Services will be licensed as open source, so that the code is designed to be publicly accessible, and anyone can see, modify and distribute the code as they see fit.

Proposers may submit Proposals for one or more of the categories of service described below.

I. Digital Solution Delivery

Due to changing policies, regulations and needs in our region, among other factors, DHS's priorities and objectives are continuously shifting. As such, DHS is seeking a partner(s) who can effectively deliver various types of digital solutions, including but not limited to assessing and leveraging existing products and platforms, traditional software development, and weighing the value of pursuing more nascent technologies in our solutions. Below are some of the specific

Digital Solution Delivery services that the Successful Proposer(s) may perform to augment DHS's current capabilities:

- a) **Discovery and Requirement Development:** Support DHS in the discovery and documentation of business needs and objectives. This could include applying a human-centered design lens to a given problem or objective as well as being responsible for writing technical user stories. The Successful Proposer(s) must consider reporting needs early and often.
- b) **Digital Solution Development:** Complete technical design, coding, configurations, unit testing, code reviews, report capability development and technical documentation on the solutions created. This could include custom development or configurations on a given technical platform or product.
- c) **Digital Solution Testing Support:** Write and execute test cases on created solutions, validate integrations with other created solution components, support user acceptance testing, and resolve defects and agreed-upon change requests. This could include security testing in identifying and resolving against security vulnerabilities as well as potential performance testing and resolution.
- d) **Deliver Digital Solutions via DHS Agile Standards:** DHS embraces the transparency that the agile delivery framework provides in building digital solutions. Therefore, the Successful Proposer(s) must engage in DHS's standard agile approach. This includes participating in daily standup calls, sprint planning, sprint reviews and demos, retrospectives and supporting Product Owner's backlog refinement. The Successful Proposer(s) must be committed to keeping project work updates, including user story estimates, status of work and subsequent tasks of work.

II. Digital Solution Support

DHS has a complex and advanced digital solution portfolio that requires continuous maintenance, support and IT operation activities (see the Appendix for more information about this portfolio). DHS is seeking Successful Proposer(s) to perform the following digital services to help augment our current maintenance, support and IT operation capabilities:

- a) **IT Operations:** Support configuration management in version-controlling solution changes across various development, testing and production environments; conduct solution deployments and validations to environments; configure and maintain infrastructure components across environments (application servers, database configurations, patching of these components, etc.); monitor usage of infrastructure components such as DHS's databases and application servers; support existing data exchanges and interfaces; and maintain and execute DHS's various operational batch jobs and batch schedule.
- b) **Automated Regression Testing:** DHS's current architecture and large digital solution portfolio require that we run automated regression tests to ensure we are maintaining the quality and speed necessary for DHS operations. The Successful Proposer(s) must maintain our existing automated regression test suite and expand its capability.

- c) **End User Support:** Respond to and support service desk tickets that get escalated to the team for technical troubleshooting, root cause analysis and possible defect resolution.
- d) **Defect Resolution:** Resolve any defects identified within an existing production instance of a given digital solution, including identified security vulnerabilities and performance issues. All changes that resolve a given defect are expected to follow the same delivery and quality assurance processes that new development follows, in addition to root cause analysis.
- e) **Data Fixes:** Develop, test, apply and assess the value of using a “data fix” (i.e., updating data in a solution’s database directly) to resolve specific issues that may occur in a production instance. This includes conducting root cause analysis and monitoring the frequency of data fixes in order to recommend building utilities for DHS to resolve data issues and reduce the need for further data fixes.
- f) **Reporting Support:** Provide DHS with reporting support, including ad hoc reporting requests, developing standard reports and interactive dashboards.

III. Project Management Office (PMO) Support

At any given point of time, DHS is planning for and managing various digital initiatives in flight. In order to support the management of these initiatives, DHS is seeking Successful Proposer(s) to perform the following PMO support services:

- a) **Project Planning Support:** DHS creates an “IT epic” document when we are ready to pursue a digital solution, to outline the vision, business objectives, measures of success and potential solution details. The Successful Proposer(s) will provide different solution options, along with corresponding effort estimates and project plans and/or timelines from IT epic documents. They also will collaborate with DHS to plan for various projects and how they will be supported across the many different teams within DHS and with DHS’s IT vendors.
- b) **Quality Reports:** Publish test results reports that provide visibility into the quality of solutions being developed and delivered. This also could include publishing quality reports related to ongoing support and maintenance activities of already deployed solutions.
- c) **Financial Reports:** Provide standard, periodic and timely financial reports on IT services provided to DHS, including planned spend, actual spend and remaining plan spend by services provided. These reports support DHS in monitoring efforts expended and in planning for upcoming work among always shifting priorities.

IV. IT Security and Privacy Support

DHS is seeking Successful Proposer(s) to perform security and privacy support services to monitor, recommend improvements and ultimately bolster the security and privacy of the solutions we maintain and deliver. This includes analyzing and providing recommendations on

the design for information technology as it relates to systems security and assisting with security remediation efforts, including Health Insurance Portability and Accountability Act (HIPAA) security. This also may include implementing the information technology changes necessary to protect communications to ensure the integrity, availability and confidentiality of communications.

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.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 complete and include the Organizational Experience and Budget Sections.** The score from these sections will be added to the score for each category of service proposed.

Requirements for all Proposals:

Organizational Experience (15 points possible)

- Experience providing IT and/or Professional Services to human services agencies and/or other public sector clients (10 points)
- Experience working closely with staff at customer host sites; strong communication skills (5 points)

Budget (30 points possible)

- Line-item budget that reflects a realistic estimate of the costs associated with implementing and sustaining the Contract Services (20 points)
- A detailed budget narrative that clearly explains and justifies all line items in the proposed line-item budget (10 points)

Requirements specific to each category of service:

I. Digital Solution Delivery (35 points possible) (not to exceed 10 pages)

- Experience and proposed plan to support discovery of user and business needs and then design, build/configure, test and ultimately deploy impactful digital human service solutions, including examples of similar services previously provided (15 points)

- Capability to be technology agnostic, such that multiple solutions could be considered and delivered independent of a single and specific technology (5 points)
- Mastery knowledge of agile delivery concepts (5 points)
- Ideas for ways that Digital Solution Delivery can enable DHS to become more innovative and better impact the public we serve (10 points)

II. Digital Solution Support (30 points possible) (not to exceed 10 pages)

- Plan for performing the following digital support functions, including examples of how the Proposer provided similar services previously (20 points):
 - IT operations tasks such as monitoring and maintaining DHS's technical infrastructure and maintaining operational batches, including configuration management tasks, code and change migrations, and deployment between different environments
 - Supporting and extending DHS's automated regression testing suite
 - Providing end user support
 - Providing defect resolution services, including data fixes as a type of resolution
 - Providing reporting support
- Ideas for ways that Digital Solution Support can enable DHS to become more innovative and better impact the public we serve (10 points)

III. PMO Support (20 points possible) (not to exceed 5 pages)

- Plan for partnering with DHS in providing strategic project planning services, including considerations of DHS's priorities, objectives, the public we serve and possible funding constraints, with examples of similar project planning support services previously provided (10 points)
- Plan for providing DHS with ongoing quality and financial reports, as part of an effort to monitor the Proposer's overall performance (5 points)
- Ideas for ways that PMO support can enable DHS to become more innovative and better impact the public we serve (5 points)

IV. IT Security and Privacy Support (20 points possible) (not to exceed 5 pages)

- Experience and proposed plan 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 (10 points)
- Plan to support DHS in protecting communications to ensure their integrity, availability and confidentiality (5 points)
- Ideas for ways IT Security and Privacy Support can enable DHS to become more innovative and better impact the public we serve (5 points)

Section 4: How to Submit a Proposal

4.1 Submission Process

- a. Proposers should 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)
- b. 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. Proposers must submit a complete Proposal. The Proposal includes the following attachments that are available on our Active Solicitations website:
 - Response Form
 - 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 for the last three years
 - Internal Revenue Service Form W-9
- d. Proposers should not send any attachments other than those listed either above or in the Response Form.
- e. If a Proposer does not have audited financial reports for the last three years, then the Proposer may 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.
- f. 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.
- g. **Proposals must be submitted electronically to DHSProposals@alleghenycounty.us no later than 3:00 p.m. Eastern Time on Friday, January 28, 2022 to be considered for review.**
- h. 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.
- i. 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 Friday, January 21, 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 We 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 will be comprised of evaluators with expertise in the subject matter of this RFP and 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 (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 into 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 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:

- 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 is able to 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 also must 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.

Appendix: Applications and Systems Currently Used by DHS

Technologies Used:

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

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 monthly provider specific invoices 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 who are disabled or over 60 years of age. The system also facilitates the DHS Coordinated Intake process and uses a pre-screening tool the [Allegheny Housing Assessment](#) to assess the health and social needs of people experiencing homelessness and match them with 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 and collect client assessment data and information about services being delivered, while meeting 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 allows the user 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 within the Jail system and at community-based provider agencies, with the intent to provide more targeted services and improve outcomes for incarcerated and newly released clients. The application resulted 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 is accessible to both DHS and provider staff and provides a single snapshot of a given individual's interaction with various DHS program areas. 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; it provides a paperless 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 Assessment (ANSA), Homeless Program assessments, Allegheny Housing Assessment (AHA) 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 clients. 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 the number/type 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 the 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 program area reports and dashboards.

DHS Request

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

Rental Assistance

In conjunction with the response to the impacts of COVID-19, the Emergency Rental Assistance Program (ERAP) was created. DHS maintains the IT solution which supports applicants who apply to Allegheny County's ERAP program as well as the processing of these applications, and tracks eligibility, payments made and funding streams used to make these assistance payments over time.