



Allegheny County Department of Human Services

# Request for Proposals

## Develop and Conduct a Leadership Development Series for DHS Supervisory, Management and Leadership Staff

**RFP Posting:**

Thursday, April 25, 2024

**Office Hours:**

3 p.m. Eastern Time on Wednesday, May 1, 2024

**Questions Deadline:**

3 p.m. Eastern Time on Friday, May 24, 2024

**Submission Deadline:**

3 p.m. Eastern Time on Thursday, June 6, 2024

**Estimated Award Decision/Notification:**

August 2024

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. Bonfire: The County's online procurement software. Proposers must have a Bonfire account to submit a Response to this RFP.
4. 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
5. DHS: [Allegheny County] Department of Human Services
6. DHS Bonfire Portal: A Bonfire webpage specific to Allegheny County Department of Human Services where Proposers can view open, past and awarded solicitations released through Bonfire
7. Proposal: A completed Response Form, with specified attachments, submitted in response to this RFP
8. Proposer: The individual, non-profit organization, or for-profit organization or business submitting a Proposal in response to this RFP
9. Response Form: The Word document in which Proposers respond to requested information about this RFP
10. RFP: Request for Proposals
11. RFP Opportunity Page: The Bonfire webpage where the RFP and all supporting documents are listed and where the RFP submission documents must be uploaded for a Proposal to be considered for review
12. 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 coordinate, deliver, design and evaluate a leadership development series for the following members of our workforce:

- Supervisors (200) - Team members who manage our most direct, frontline employees. Note: 75 Child Welfare Casework Supervisors will participate only in selected offerings.
- Managers (60) - Team members who manage 1 or more supervisors.
- Leadership (40) - Team members who manage 1 or more managers or administrators.

Proposers are requested to provide learning experiences that address effective leadership and management practices within a diverse workforce. The learning experiences and competencies should be rooted in adult learning principles<sup>1</sup> and based on researched best practices. The competencies we're interested in include, but are not limited to:

- Performance management and evaluation
- Social intelligence
- Emotional Intelligence
- Inclusiveness
- Coaching

The Successful Proposer will have expertise in designing<sup>2</sup>, facilitating, delivering and evaluating research-based leadership development programs to employees with varying degrees of leadership responsibility and experience. Experience delivering educational and developmental programming to management and leadership employees within a non-profit, government setting is required, and lived professional experience within a human services organization is a plus. Additionally, the Successful Proposer(s) must have the capacity to provide dedicated, qualified staff to coordinate and facilitate the trainings and to design and implement a strategy to evaluate the effectiveness of the trainings.

The goals of this series include:

- Establishing a standard set of competencies through consultation with, and training by, the Successful Proposer to inform DHS's supervisory, management and leadership practices and thereby improve the quality of supervision throughout the Department.
- Increasing the ability, commitment and confidence of participants in applying the identified competencies to manage and lead their teams.

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<sup>1</sup> <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4005174/>

[https://sswm.info/sites/default/files/reference\\_attachments/LIEB%201991%20Principles%20of%20adult%20learning.pdf](https://sswm.info/sites/default/files/reference_attachments/LIEB%201991%20Principles%20of%20adult%20learning.pdf)

<sup>2</sup> Includes the following activities: Content and curricula creation and curation; session structure in terms of content and activities; timing in terms of duration, frequency and intensity; and pre- and post-learning reinforcement including resources and support.

Please join us for a [virtual office hours session](#) on Wednesday, May 1 at 3 p.m. Eastern Time.

### ***Award Details***

DHS intends to enter into an Agreement with 1-2 successful proposers for a term of 3 years, with the possibility of renewal based on Successful Proposer(s) performance. The total funding for this agreement will not exceed \$200,000 per year. Proposers should justify and explain all costs in the proposal. DHS will consider all proposed costs for reasonableness and will negotiate and agree upon final budgets with the Successful Proposer(s).

### ***Who can submit a Proposal***

Anyone, including but not limited to non-profit organizations, for-profit organizations, educational institutions, 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.

**Proposals must be submitted electronically by logging into or creating an account on [Bonfire](#) (See Section 4: How to Submit a Proposal).**

### ***What's important to us***

It's important that the Successful Proposer(s):

- Offers learning experiences that are accessible, equitable and inclusive to all.
  - This includes meeting reasonable accommodations for all participants.
- Has the capacity to design and deliver content in-person, virtually and asynchronously using self-paced e-learning modules. Online content should be designed and delivered utilizing the proposer's platform of choice and in consideration of multiple learning styles.
- Offers competencies and content that are evidence and/or research based.
- Has demonstrated capacity to deliver training to DHS's approximately 300 supervisory/managerial staff resulting in measurable improvements in participant knowledge and skill.
- Has the capacity, resources and knowledge needed to evaluate the experiences for the purpose of improving future trainings, including a comprehensive evaluation of each course that assesses learner engagement and learner outcomes.

The Successful Proposer will provide content and experiences that are not *only* technically and theoretically sound, but are designed to be equally practical and applicable for participants. We do not want content or experiences delivered through only one means; rather, we are interested in training offered through a variety of learning styles as per best practices in adult education. Lastly, recognizing the continuity of learning, we are not interested solely in stand-alone content; rather, learning that is supported using a spaced education model, utilizing synchronous and asynchronous delivery, along with learner support pre- and post-training sessions.

## ***Timeline***

|  |   |
|--|---|
| RFP Posting                                | Thursday, April 25, 2024                |
| Office Hours (see section 4.1 for details) | Wednesday, May 1 at 3 p.m. Eastern Time |
| Questions Deadline                         | Friday, May 24 at 3 p.m. Eastern Time   |
| Last Website and Q&A Update                | Thursday, May 30 at 6 p.m. Eastern Time |
| Submission Deadline                        | Thursday, June 6 at 3 p.m. Eastern Time |
| Estimated Award Decision/Notification      | August 2024                             |

## ***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**

DHS is committed to serving our County’s most vulnerable populations in ways that are comprehensive, holistic and individually tailored to an individual’s needs. We recognize that the ability to carry out our mission requires a stable and well-trained workforce that is supported by effective supervisors, managers and leaders.

### **Organizational Overview & Implementation Challenges**

DHS is a uniquely diverse organization, both in terms of our work and our workforce. Under our operational umbrella exist 8 distinctive offices, each carrying out the mission of our organization in different ways. To support career pathing, it is important that DHS provide equitable opportunities for all staff to be trained in the competencies associated with supervisory, managerial and leadership roles to support professional development planning and goal setting.

At present, DHS’s supervisory training is limited in scope. child welfare supervisors and managers received state-mandated training from The Child Welfare Resource Center, a 3<sup>rd</sup> party affiliate. This training is only available to employees working in the Office of Children, Youth and Families, and is highly specific to the work performed in their respective office.

Several studies have suggested that fair treatment by a supervisor is the most important determinant of retention.<sup>3</sup> Nearly 90 percent of Millennials cite access to professional development or career growth as important in their choice of employers.<sup>4</sup>

DHS's Learning and Development Team recognizes that historically there has been a lack of formal opportunities to develop one's leadership and managerial skills. To establish a leadership development program that supports the career development of both new and seasoned leaders, the DHS Learning and Development Team is seeking a partner to coordinate, deliver, design and evaluate these learning experiences for our supervisors, managers and leaders.

### Target Population

Training participants will include all DHS staff with managerial responsibility over at least 1 staff member. To best reflect the multi-tiered nature of our leadership structure, we request content that supports 3 cohort groups:

1. Supervisors: Team members who manage at least 1 frontline team member. As mentioned above, 75 child welfare casework supervisors will participate only in offerings designated by DHS. These sessions will focus on employee performance management and evaluation. All other DHS supervisors will participate in the full course offerings.
2. Manager: Team members who manage at least 1 supervisor.
3. Leadership: Team members who manage at least 1 manager or administrator.

## Section 2: What DHS Is Looking For

### Specific responsibilities

The specific responsibilities of the Successful Proposer are to: 1) coordinate, 2) deliver, 3) design and 4) evaluate training as described in the sections that follow.

1. **Coordinate:** The Successful Proposer will be responsible for scheduling trainings, managing the registration process, sending confirmation and reminder emails to registrants, securing space and equipment for trainings when applicable, ensuring that participants' accessibility-related needs are met, managing technical considerations, sharing attendance data with the Learning and Development and DHS Senior Management teams, and obtaining CEUs for participants, when appropriate.
2. **Deliver:** The Successful Proposer will be responsible for providing a leadership development series over the course of a 12-month period. The series should be delivered utilizing a model of spaced education – this includes breaking longer courses into multiple sessions and/or offering modules of shorter durations with breaks in between sessions;<sup>5</sup> – however, we are open to all course types including live instructor-led and asynchronous options. While consideration must be given to the availability and

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<sup>3</sup> Managing for Employee Retention, SHRM: <https://www.shrm.org/resourcesandtools/tools-and-samples/toolkits/pages/managing-for-employee-retention.aspx#:~:text=Supervision.,Employee%20engagement.>

<sup>4</sup> Source: How to the Level the Training Playing Field, SHRM: <https://www.shrm.org/executive/resources/articles/pages/leveling-training-playing-field.aspx>

<sup>5</sup> <https://www.harvardmagazine.com/2009/11/spaced-education-boosts-learning>

occasionally unpredictable nature of our staff's schedules, the ultimate structure of the curriculum – including session length and frequency – will be decided in collaboration with the Learning and Development Team. The Successful Proposer will choose facilitators for all instructor-led sessions and will arrange and ensure access to all asynchronous content. In both cases, it is expected that content will come from those topics identified in the established training curricula previously mentioned.

3. **Design:** The Successful Proposer will be responsible for designing the learning experiences, including the items listed below. Final designs will be subject to the approval of DHS.
  - a. Content: Curriculum creation and/or curation
  - b. Session structure: Organization of content and activities
  - c. Scheduling: Duration, frequency, intensity and timing/spacing of learning experiences
  - d. Learning reinforcement: Pre- and post-learning resources and support
4. **Evaluate:** The Successful Proposer will design and implement a plan to evaluate the training and participants' knowledge gains. This evaluation plan may include pre- and post-surveys, self-assessments, knowledge checks and/or other methods. DHS will work with the Successful Proposer to develop a process and timeline to collect and report data to DHS.

## Outcomes

The objectives of this RFP are to:

- Measurably improve the ability of supervisors, managers and leaders to apply the identified competencies into the supervision and management of their teams.
- Measurably improve staff perception of supervision quality.
- Measurably improve staff perception of leadership fairness and trustworthiness.
- Measurably improve staff perception of leadership support.

## Evaluation & Assessment

We are interested in a comprehensive evaluation of training effectiveness, with our ideal being a Kirkpatrick 4 Level Evaluation<sup>6</sup> or comparable equivalent. We are looking for multi-tiered evaluation data that captures:

- Reaction: Measuring participant engagement, perception of relevance and satisfaction
- Learning: Measuring degree to which participants acquire knowledge, skills, confidence, and commitment
- Behavior: Measuring the degree to which participants apply what's learned during training when they are back on the job
- Results: Measuring the degree to which targeted outcomes occur as a result of the training, support and accountability that is provided

Evaluation and assessment will be a critical component in helping DHS:

- Establish baseline data on employee perception of leadership performance and relationship quality.
- Understand the impact that learning experiences have on participants.

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<sup>6</sup> <https://www.kirkpatrickpartners.com/the-kirkpatrick-model/>

- Identify opportunities to improve these experiences for staff.
- Identify other gaps that might exist in the ongoing learning and development of our leadership staff.

DHS and the Successful Proposer will collaborate to establish performance measures to ensure the Successful Proposer is adequately performing the contracted services; this will also play a role in determining the possibility for contract renewal. We expect the Successful Proposer to partner closely with DHS’s Learning and Development Team and DHS Senior Management around data collection and reporting. Evaluation data will be reviewed annually. Appropriate and necessary changes to content and/or delivery will be decided upon in collaboration with DHS.

### **What we want**

The curricula should be designed with expertise and compassion, with a focus on trauma-informed and inclusive leadership and meant to serve a diverse population. All Participants should feel welcome, well-served and supported regardless of their race, ethnicity, sexual orientation, gender identity and expression (SOGIE), intellectual and physical ability, English language proficiency or life experiences.

DHS envisions a variety of approaches and strategies that a Proposer may take to provide the services described in this RFP and is interested in creative Proposals. However, at a minimum, the program offered by the Proposer must include the following components:

- Content offered in a live setting (in-person and/or virtual)
- Content offered asynchronously and accessibly
- Content organized by each cohort group - supervisors, managers and leaders
- Pre- and post-work and resources where appropriate

### **Learning Experiences and Training Curriculum**

We are interested in competencies and learning experiences rooted in research and adult learning principles. These experiences should be interactive and be offered by cohorts (supervisors, managers and leaders) who will take a course together from start to completion. Cohorts should be composed only of one level of staff but may include staff from different operational and programmatic areas of DHS. Cohort size will be determined by the Successful Proposer with collaboration from the Learning and Development Team. There should be a strong emphasis on practical application, based on organizationally specific examples. Content should be delivered with thoughtful consideration to the duration and intensity of training sessions. We prefer a spaced education model allowing adequate time for any required pre- or post-work from one session to the next. Additionally, as we are supporting multiple layers of our leadership structure, content provided should be relevant to each specific cohort.

While we acknowledge that some proposed content may be uniformly applicable to all audiences, we expect resources to reflect the nature of the role and responsibilities within each cohort. Proposals should include ideas about how proposed content will lend itself to practical application.

### **Budget**

DHS intends to enter an Agreement with 1-2 Successful Proposers for a term of 3 years, with the possibility of renewal based on Successful Proposer's performance. The funding for this agreement will not exceed \$200,000 per year.

### **Implementation Timeline**

1. ***Award and Contracting Phase:*** 1-3 months
2. ***Planning Phase:*** 3 months
3. ***Implementation Phase:***
  - a. Year 1: The Successful Proposer will provide training for the Managerial and Leadership cohorts (training for these cohorts may conclude in year 2).
  - b. Year 2: The Successful Proposer will provide training for the Supervisory cohort.
  - c. Year 3: The Successful Proposer will provide training for newly hired and promoted supervisors, managers and leaders and will deliver supplementary trainings to support ongoing professional development for the cohorts that completed the training in year 1 and 2.

## **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 <https://solicitations.alleghenycounty.us/>. The maximum score that a Proposal can receive is 110 points, as outlined in the following sections.

Proposers should include a proposed training plan and curriculum in the proposal, recognizing that it may not constitute the 'final' training plan, which will be developed and implemented in collaboration with DHS.

### **Organizational Experience (35 points total)**

- Experience providing training that prepares newly promoted supervisors, managers and leaders (10 points)
- Experience providing programming that enhances the supervisory, management and leadership competence of existing employees working in a public sector setting; include an example of a past curricula and/or training plans (10 points)
- Experience providing leadership and management trainings and other approaches that provide leaders and managers with tangible strategies and tools (10 points)
- Experience and approach to developing inclusive curricula for a diverse workforce (5 points)

### **Implementation (30 points total)**

- Proposed curriculum for each training, including a description of the training plan and the proposed approach (20 points)
- Detailed timeline for design and implementation of the training, including dates and objectives for significant tasks (5 points)
- Plan for collaboration with DHS to implement the trainings (5 points)

#### **Staffing (20 points total)**

- Proposed staffing plan, including description of key staff roles and responsibilities (10 points)
- Plan to recruit and retain dedicated, qualified and diverse staff to coordinate and facilitate the trainings, including a CV for each identified training facilitator (10 points)

#### **Evaluation (15 points total)**

- Evaluation plan for each training in the proposed training plan (5 points)
- Plan to share evaluation data with DHS (5 points)
- Two examples of previously implemented training evaluations and/or continuous quality improvement processes (5 points)

#### **Budget and Budget Narrative (10 points total)**

- A detailed line-item budget that reflects a realistic estimate of the costs associated with implementing and evaluating the trainings (5 points)
- A budget narrative that clearly explains all assumptions and justifies all line items in the proposed budget (5 points)

## **Section 4: How to Submit a Proposal**

### **4.1 Prepare**

#### **a. Office Hours**

- DHS will hold “RFP open office hours” at 3 p.m. Eastern Time on Wednesday, May 1, 2024, via Microsoft Teams. Anyone interested in the RFP and in submitting a Proposal may drop in during this time to ask questions.
- Attendance during office hours is not required in order to submit a Proposal. Preliminary answers will be provided orally for questions asked during the office hours. Final, definitive answers will be posted in writing on the [RFP Opportunity Page](#) and the [DHS Solicitations webpage](#).
- Prospective Proposers can join the office hours by:
  - Calling (267) 368-7515 and using Conference ID 427 580 834#
  - Or following this link: [Click here to join the meeting](#)
  - Or copying and pasting this link: [https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_NTYxNmU4MzMtZDYxZC00ODE5LWFkZWItNDYyZDNiNzlkNGNi%40thread.v2/0?context=%7b%22Tid%22%3a%22e0273d12-e4cb-4eb1-9f70-](https://teams.microsoft.com/l/meetup-join/19%3ameeting_NTYxNmU4MzMtZDYxZC00ODE5LWFkZWItNDYyZDNiNzlkNGNi%40thread.v2/0?context=%7b%22Tid%22%3a%22e0273d12-e4cb-4eb1-9f70-)

## 4.2 Submit a Proposal

- a. 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)
- 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 on the [RFP Opportunity Page](#) on our DHS Bonfire Portal and on our Active Solicitations webpage with the RFP announcement at <https://solicitations.alleghenycounty.us/>.
- c. Collaborative Proposals
  - Collaborative Proposals, in which two or more entities partner to apply together, are permitted. Collaborative Proposals can include:
    - i. **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.
    - ii. **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:
  - Response Form (available on the RFP Opportunity Page on Bonfire and on the Active Solicitations Webpage)
  - Example of a past curricula and/or training plans
  - Proposed curriculum
  - Facilitator CVs
  - Partner commitment letters, if applicable
  - W-9 (template available on the available on the RFP Opportunity Page)
  - Minority, Women or Disadvantaged Business Enterprise (MWDDBE) and Veteran Owned Small Business (VOSB) documents (see sections 6.1 and 6.2 for more information)
- e. Proposers should not send any attachments other than those listed either above or in the Response Form.
- f. Proposers must make sure to complete each section of the Response Form and to stay within any word counts or page limits specified in the Response Form.
- g. **Proposals must be submitted electronically by logging into or creating an account on Bonfire at <https://alleghenycountydhs.bonfirehub.com> and uploading the required submission documents to the appropriate [RFP Opportunity Page](#) no later than 3:00 p.m. Eastern Time on Thursday, June 6, 2024, to be considered for review. If you are having trouble making an account or uploading your documents, please contact**

**Bonfire Support. You can also reach out to the DHS Procurement Team at [DHSProposals@alleghenycounty.us](mailto:DHSProposals@alleghenycounty.us) or (412) 350-6352.**

- h. All Proposals must be submitted before the deadline! Once the deadline has passed, the RFP Opportunity Page will no longer accept Proposals. 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](mailto:DHSProposals@alleghenycounty.us).

#### **4.3 How to Contact DHS about this RFP and RFP Communications**

- a. If you have any questions about this RFP, please use the Vendor Discussion feature through the DHS Bonfire Portal at <https://alleghenycountydhs.bonfirehub.com> on the [RFP Opportunity Page](#), or email us at [DHSProposals@alleghenycounty.us](mailto:DHSProposals@alleghenycounty.us).
  - a. All content-related questions must be submitted by the Questions Deadline at 3 p.m. Eastern Time on Friday, May 24, 2024.
  - b. You may submit technical or logistical questions at any time, even after the Questions Deadline.
- b. All information about the RFP, including answers to all content-related questions and any changes or amendments, will be posted on the [Bonfire RFP Opportunity Page](#) and on our Active Solicitations website at <https://solicitations.alleghenycounty.us/>. Once you have created an account and indicated you are interested in this RFP, you will receive automatic email updates through Bonfire when any questions, changes or amendments are available.
  - a. Please check our DHS Bonfire Portal and the website regularly for answers to questions, additional information and changes to the RFP or the RFP process.
  - b. The webpage will be updated only on Thursdays, with any new information visible after 6 p.m.
  - c. The last Q&A and website update for this RFP will be on Thursday, May 30, 2024, at 6 p.m. We will make every effort not to post any new information after this time; however, we reserve the right to post new information in emergency circumstances.

#### **4.4 New Provider Requirements**

Any Successful Proposer(s) who does not have current Allegheny County DHS contract must submit the DHS New Provider Application and its supporting documents upon Notice of Intent to Award. Proposers are not required to submit this documentation with their Proposal.

- a. The DHS New Provider Application is available at our Active Solicitations website under the “Required documents” bar at [www.alleghenycounty.us/dhs/solicitations](http://www.alleghenycounty.us/dhs/solicitations).
- b. The DHS New Provider Application asks for audited financial reports for the last three years. 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 financial health

of the organization. Tax returns are the preferred alternative. Please note that providing adequate financial documentation is a requirement of contracting through Allegheny County.

#### **4.5 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 to not 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).

#### **4.6 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, provider representative(s), representative(s) from key partners or funders, and DHS 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 discretion to either: (1) recommend to the DHS Director that a reduced number of Proposals be shortlisted for more extensive review through a formal oral presentation to the Committee, interview or a site visit or (2) recommend to the DHS Director that DHS request authorization for the County to enter into an Agreement(s) with the Successful Proposer(s).
- e. As described in d 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 well prepared (5 points)
- f. DHS will tally the 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 scores and arrive at a consensus as to 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 DHS Director for approval. The Director will, in turn, submit a request to the County Manager for approval for the County to enter into an 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. At any time during the evaluation process, DHS may contact a Proposer’s references.
  - j. 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.
  - k. 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.**
  - l. All Proposers will be notified of the County’s final decision of which Proposer(s) will be awarded an Agreement.
  - m. 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](mailto: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, Successful 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. In addition, Successful Proposers must be able to meet the insurance requirements necessary to provide the Contract Services.

Additional details about contracting with Allegheny County and the insurance requirements are available in the [DHS Contract Specifications Manual](#) and the [Insurance Requirements Overview](#) at [www.alleghenycounty.us/dhs/solicitations](http://www.alleghenycounty.us/dhs/solicitations) under the “Required documents.”

## 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” to help the County meet 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 can 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](http://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](#).
- d. A listing of certified DBE vendors can be found at <https://paucp.dbesystem.com>.

## 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” to help the County meet 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 are 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](http://www.alleghenycounty.us/dhs/solicitations):
- [VOSB Participation Statement](#)
  - [VOSB Waiver Request](#)
- d. A listing of Small Businesses, Small Diverse Businesses, and Veteran Business Enterprises (SB, SDB, and VBE) can be found at [www.dgs.internet.state.pa.us/suppliersearch](http://www.dgs.internet.state.pa.us/suppliersearch).

### **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](http://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).