

PROPOSAL

Allegheny County Department of Human Services

Random Moment Time Studies Software

May 25, 2022 | 3:00PM EST

Procurement Officer
Department of Human Services,
Allegheny County, State of Pennsylvania
One Smithfield Street
Pittsburgh, PA 15222

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

Dear Procurement Officer,

Public Consulting Group LLC (PCG) is pleased to present our response to the solicitation for the purpose of selecting a qualified bidder to provide Random Moment Time Study (RMTS) software to the Allegheny County Department of Human Services (PA DHS).

PCG is a national leader in implementing and operating RMTS processes with our widely used web-based software, EasyRMTS™. Developing and implementing time studies for agencies has been a business line that we have offered since 1993 and continues to be an area of growth for us. EasyRMTS™ was redesigned in 2020 to offer a comprehensive view of the RMTS status to administrators, automate response adjustments, and provide enhanced RMTS reporting capabilities. We continuously invest in our people, processes, and technologies, and focus on procedures that require programmatic expertise to comply with Federal regulations.

EasyRMTS™ samples workers by automatically sending emails at the time of each moment. Staff then select a link within the email that forwards them to the EasyRMTS™ website where they can respond with the activity that they were performing at the time of their moment. The system is user friendly, compliant with Federal cost allocation requirements, and is easily configurable by Department staff.

PCG provides the best team to successfully transition PA DHS to EasyRMTS™, provide customer service to RMTS users, train PA DHS staff on how to utilize the system, and to provide sample reporting to meet PA DHS' needs and Federal compliance standards.

We understand that the RMTS process is of vital importance for the Department's Federal reimbursement to operate the programs that serve Pennsylvania's residents. In addition to our EasyRMTS™ software solution, our project team is staffed with experts in cost allocation and the Federal programs relevant to PA DHS services, including Title IV-E, Title IV-B, Title IV-D, CCDF, SSBG, TANF, and the Medicaid Program. Our staff stay at the forefront of Title IV-E programmatic requirements, and we understand the impact that the Family First Prevention Services Act (FFPSA) offers on the opportunity to claim Federal reimbursement for Title IV-E Prevention services for youth in child welfare agencies and ramifications of FFPSA implementation on existing RMTS and claiming processes. Our experience combines technology, programmatic, and implementation expertise, all of which are required to continue a successful RMTS process.

PCG has included information within the proposal that is considered a "trade secret or confidential proprietary information" and requests the County contact PCG in the event that the County receives a Right-To-Know request for the Proposal. PCG has labeled the confidential sections mentioned below in red text in the header.

PCG's financial statements should be both considered a trade secret and confidential commercial and financial information that if disclosed would give an advantage to competitors or bidders. The statements include sensitive and confidential data that shows PCG's present financial condition. Competitors could easily use this information to their advantage in positioning themselves within the market and with respect to their responses to certain RFPs. The company's financial condition is not accessible outside the company and internally it is only distributed to individuals on a 'need to know' basis. Moreover, PCG has

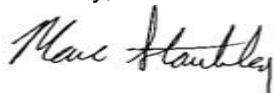
consistently designated the confidentiality of such information in all of its proposals and contracts and has limited internal corporate access. Current and former PCG employees are prohibited from disclosing to anyone outside of PCG the information at issue, which the firm regards as proprietary and confidential to PCG; employees fully understand that PCG will enforce those restrictions. The information is not legally accessible to anyone outside of PCG except for current and prospective PCG clients who have requested the documents to assess PCG's financial strength to carry out projected services and who either sign non-disclosure agreements or otherwise treat the documents as confidential. Finally, PCG is a closely held limited liability company and is not subject to public filings or public disclosure of its financial information. Accordingly, disclosure of its financial information would have serious adverse consequences with respect to the competitive position of PCG and such statements should be considered confidential, and thus not subject to.

In addition, PCG's considers our processes, methods, and procedures as trade secrets or confidential commercial information that should be withheld from public disclosure. It is the intellectual property which PCG developed by expending a significant amount of time, human, financial and commercial resources, and the disclosure of such would cause PCG significant competitive harm in the marketplace. Moreover, PCG safeguards such information from being disclosed externally through internal policies as well as seeking confidential treatment for it in proposals such as this one. In addition, consistent with applicable law, PCG considers this information to be sufficiently secret to derive economic value from not being generally known to other persons who could obtain economic value from its disclosure or use and information which PCG has exerted reasonable efforts to maintain its secrecy and confidentiality, as described above. In addition, if redacted sections of the PCG's Proposal were to be disclosed, PCG's competitors would have access to PCG's proprietary and confidential commercial information and be able to use that information to gain an unfair competitive advantage over PCG, which is consistent with the exception to disclosure.

Finally, PCG considers descriptions and details concerning prior projects for our clients as confidential in light of confidentiality concerns with respect to those matters. And the potential that such information is owned and protected by those clients on whose behalf the services were provided.

We fully understand the scope of work as detailed in the RFP and have presented a response that will meet and exceed the needs of PA DHS. Please do not hesitate to reach out to the primary contact for this engagement, Ms. Heather Caldwell, should you need additional information. She may be reached at (919) 576-2251 or at hcaldwell@pcgus.com.

Sincerely,



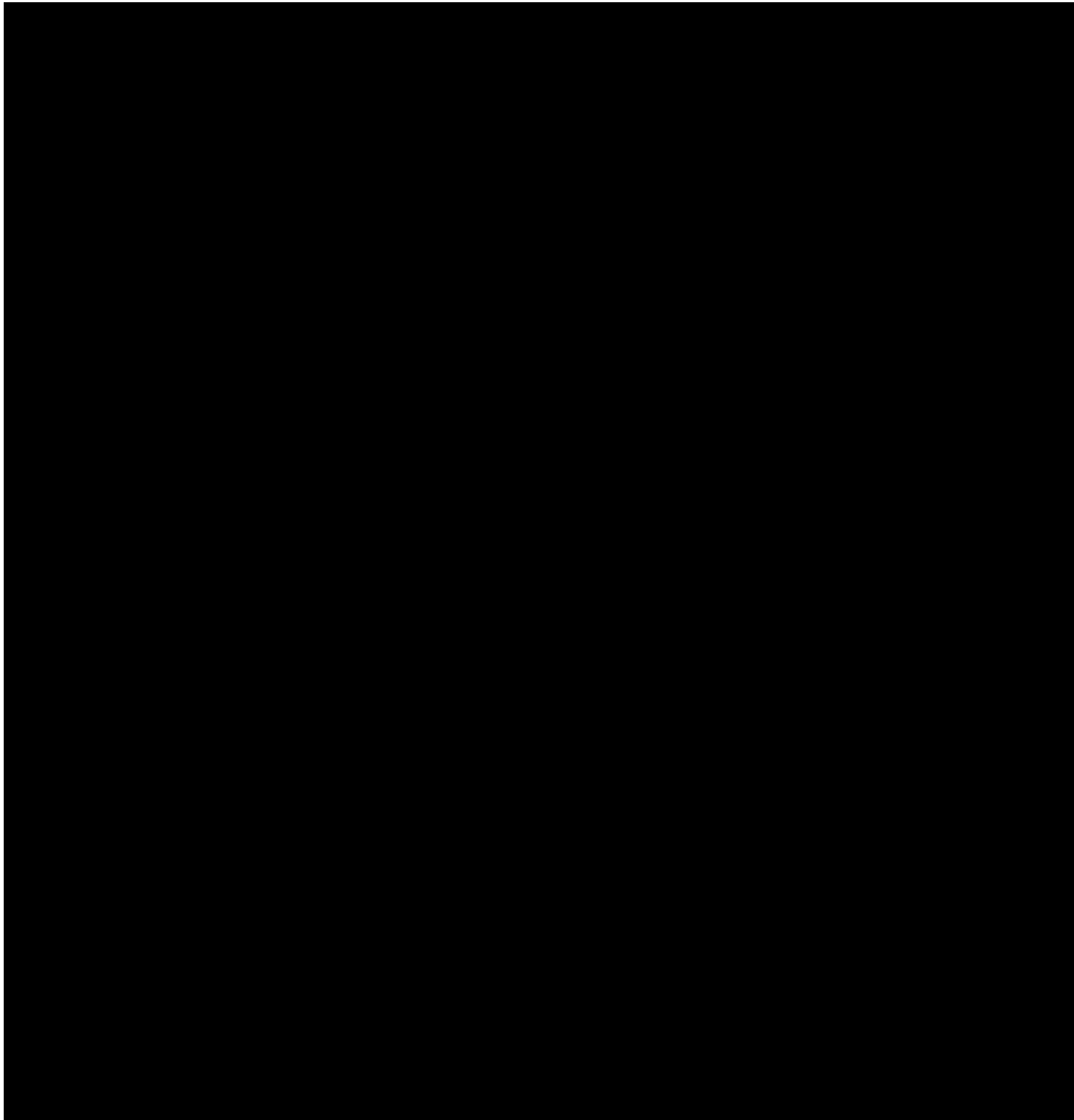
Marc Stauble
Practice Area Director
Public Consulting Group LLC



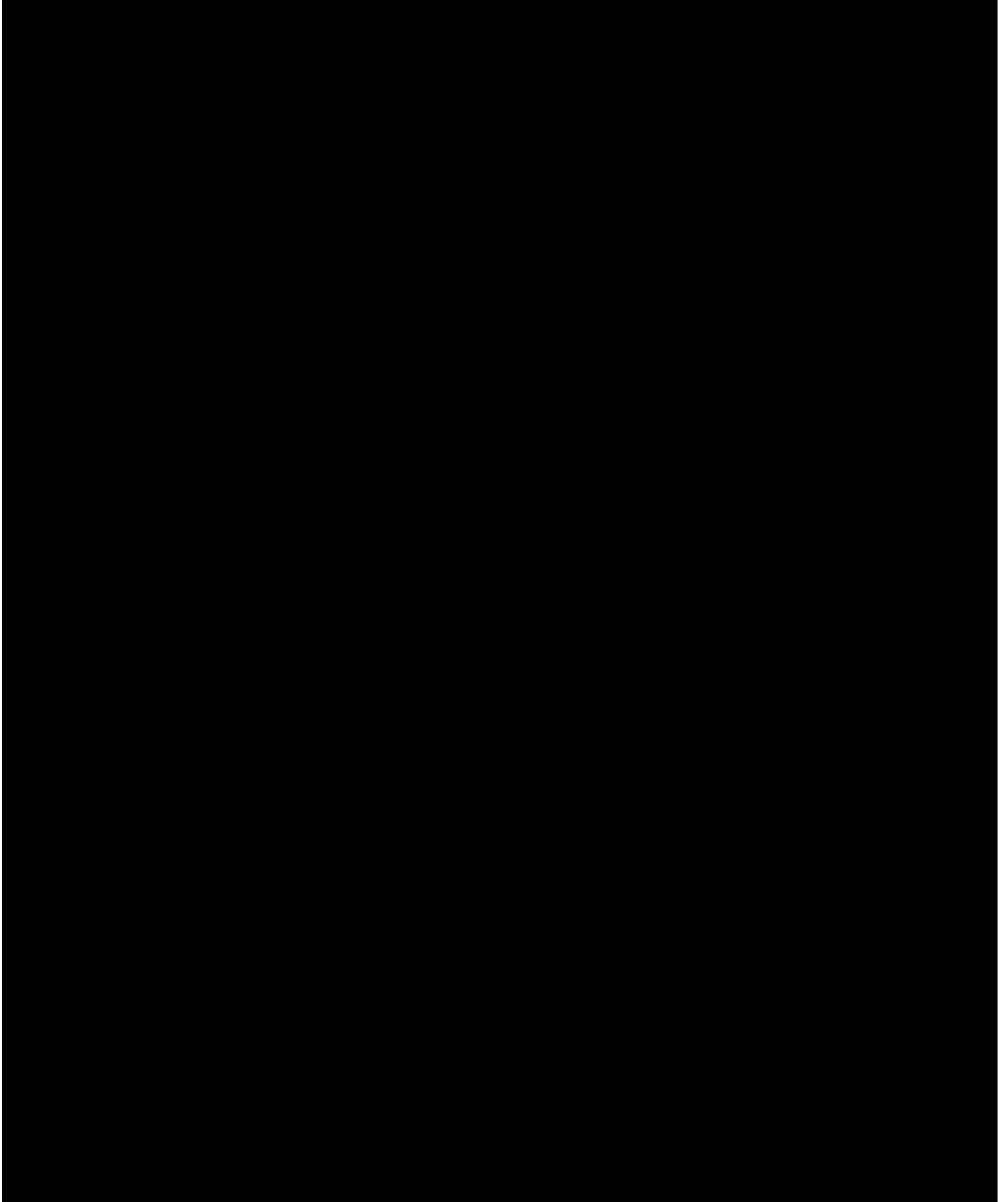
Allegheny County Department of Human Services

RFP Response Form

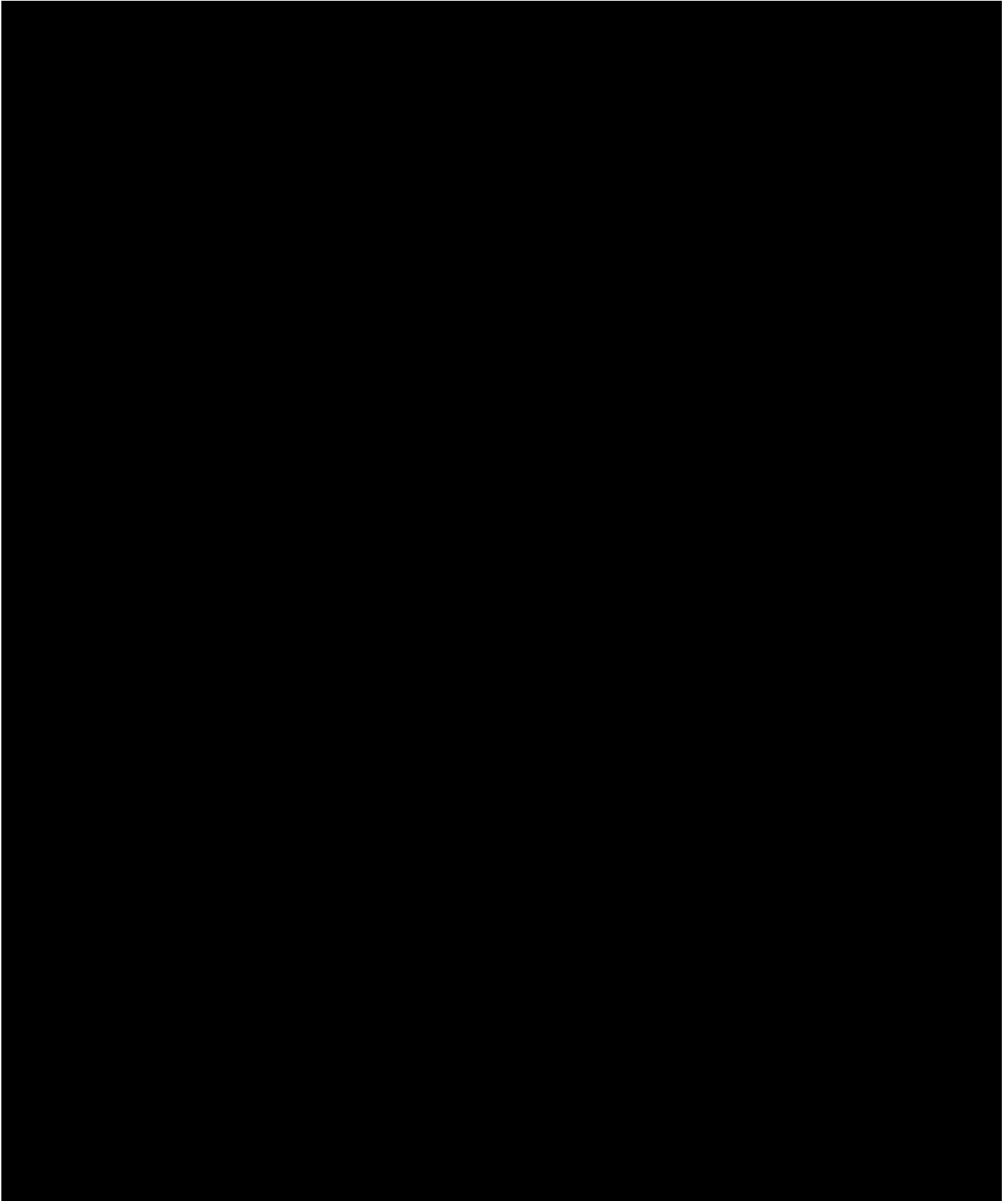
RFP for Random Moment Time Studies Software



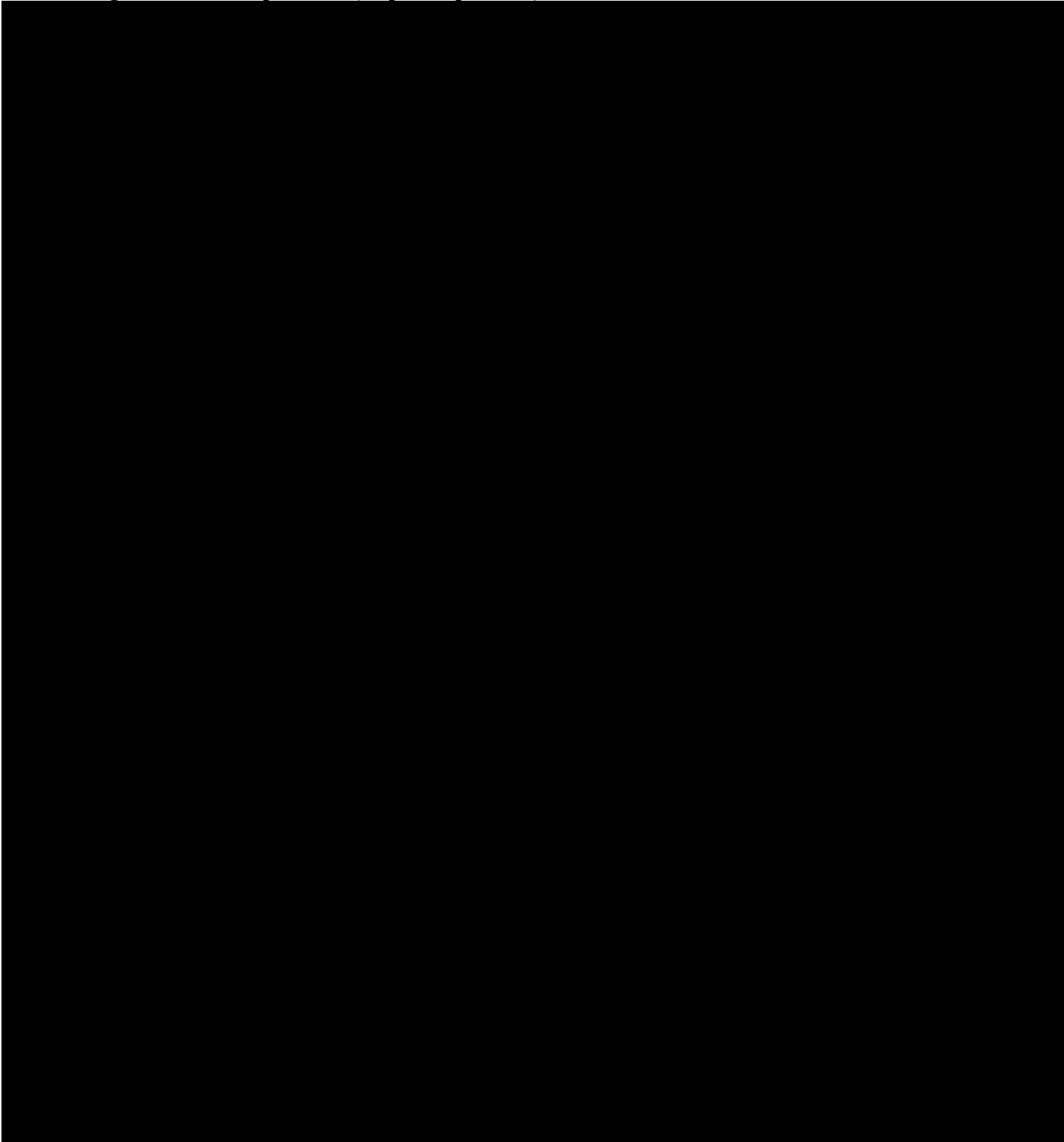
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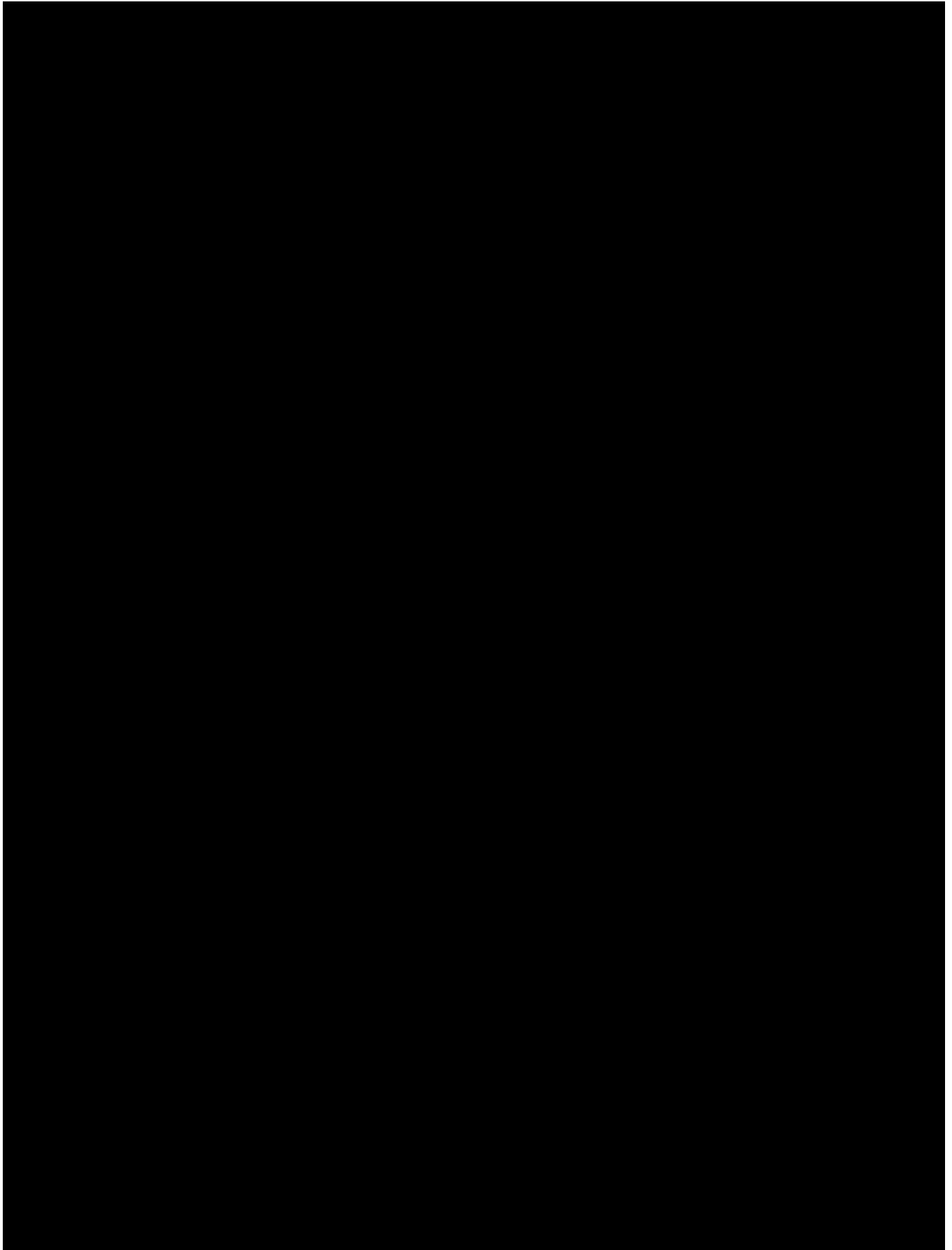


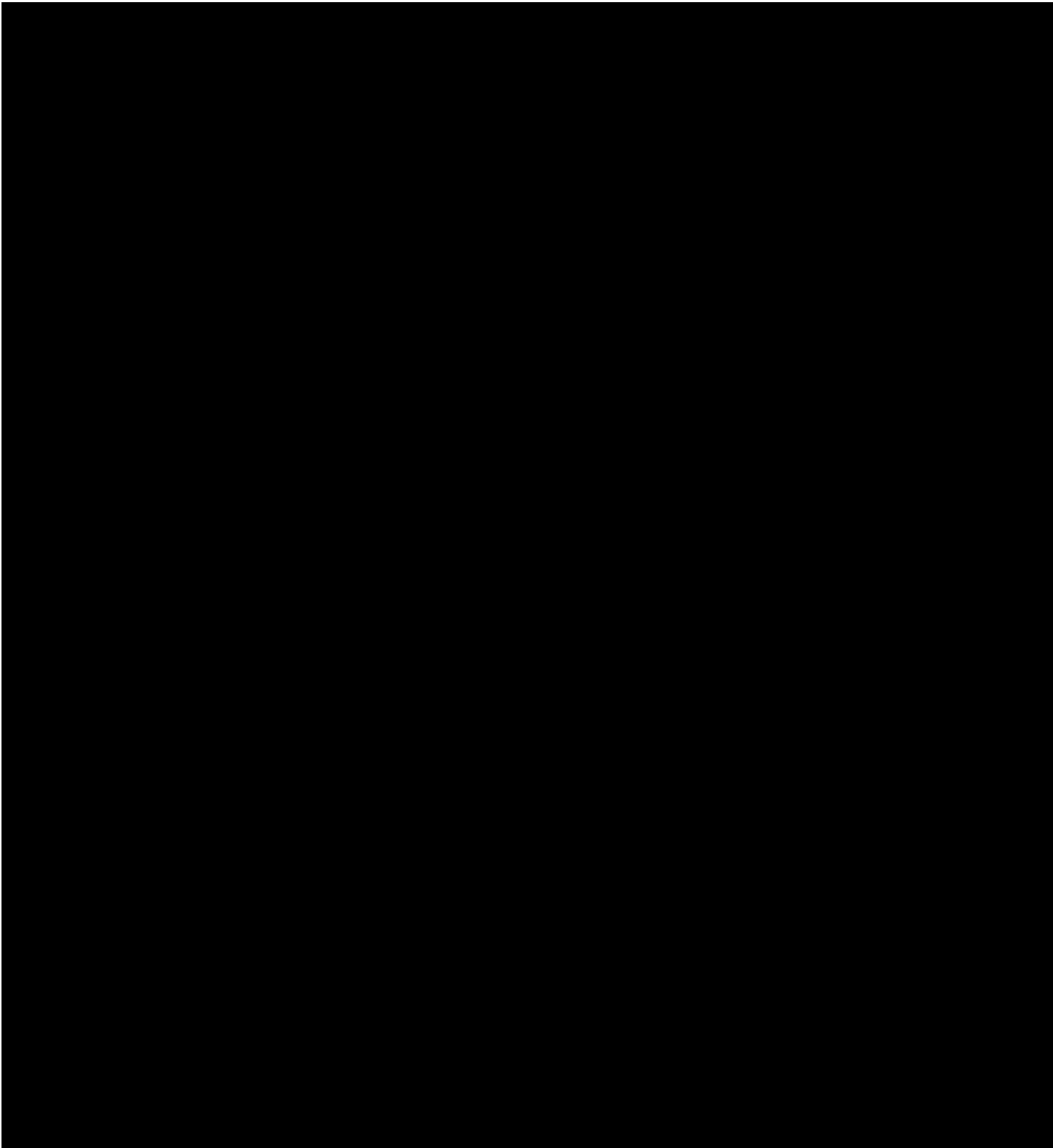
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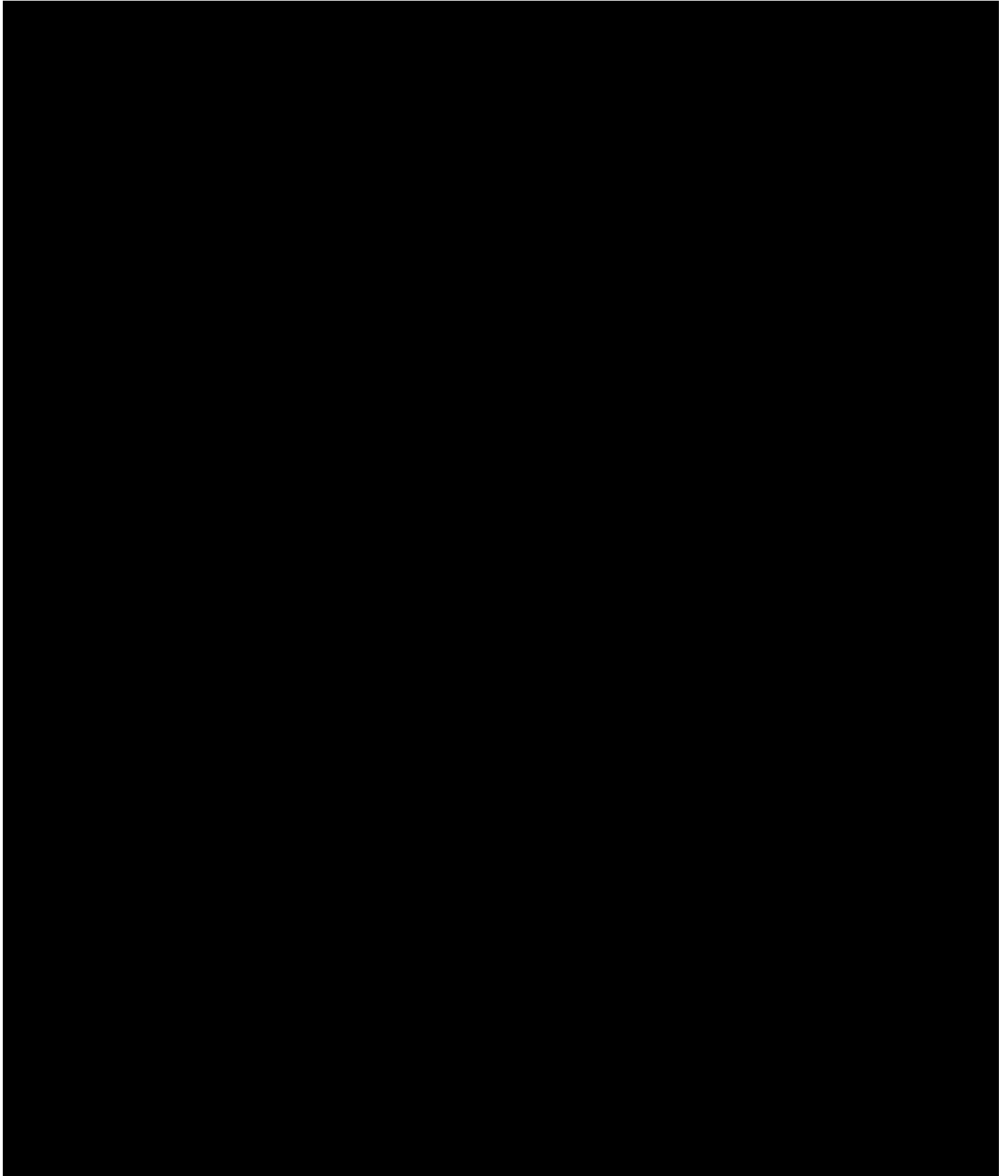


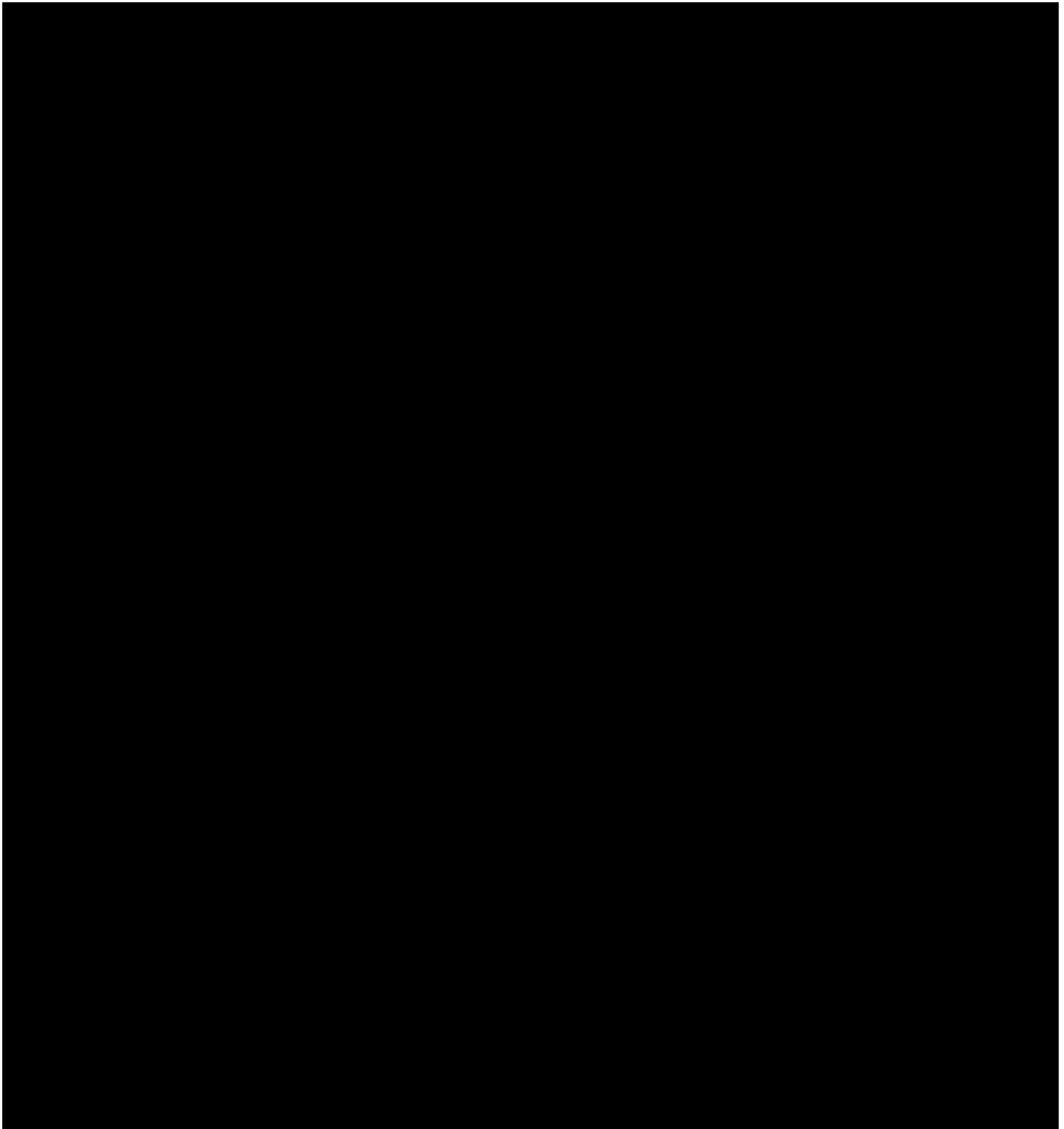
Organizational Experience (30 points possible)

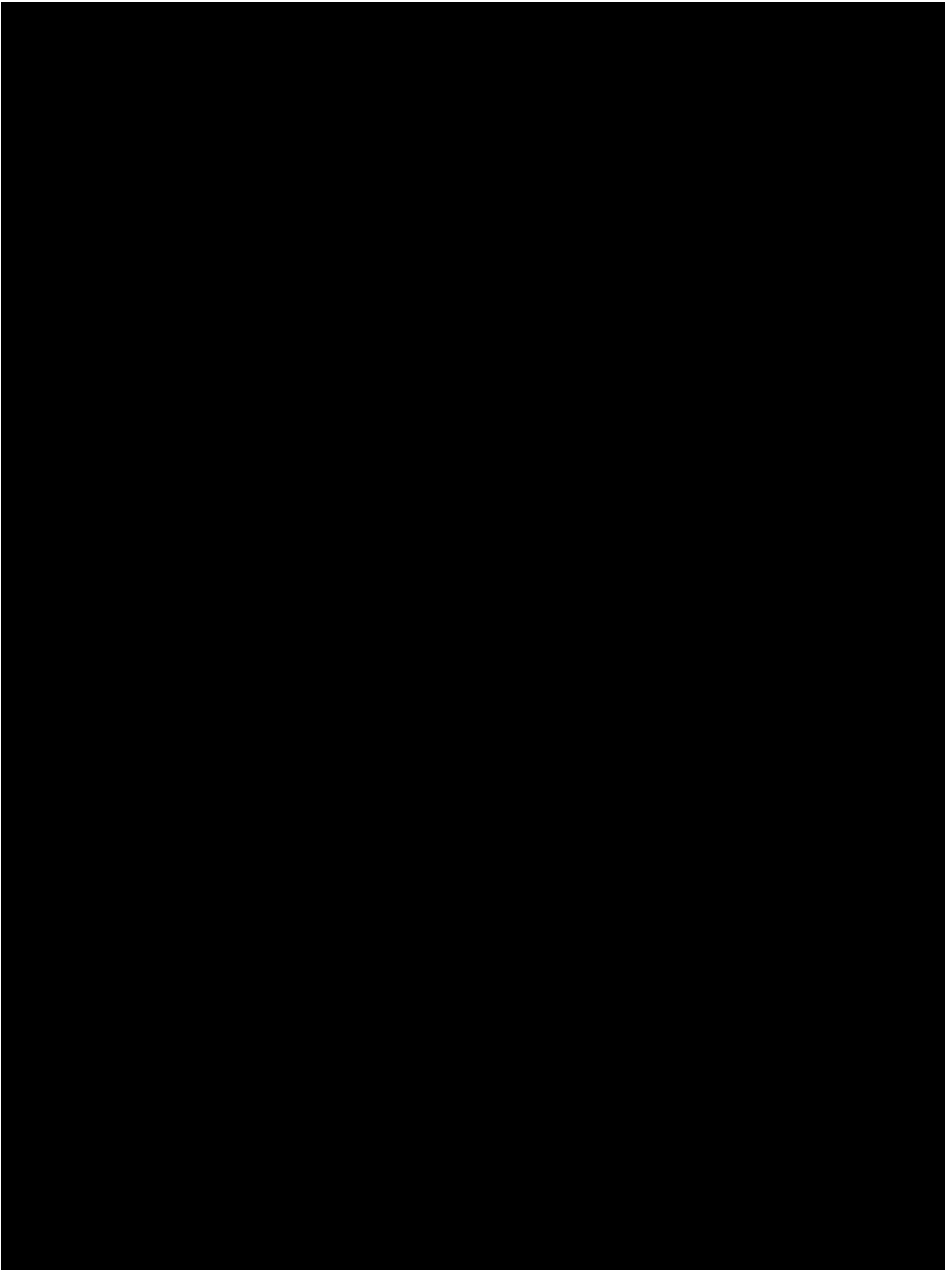


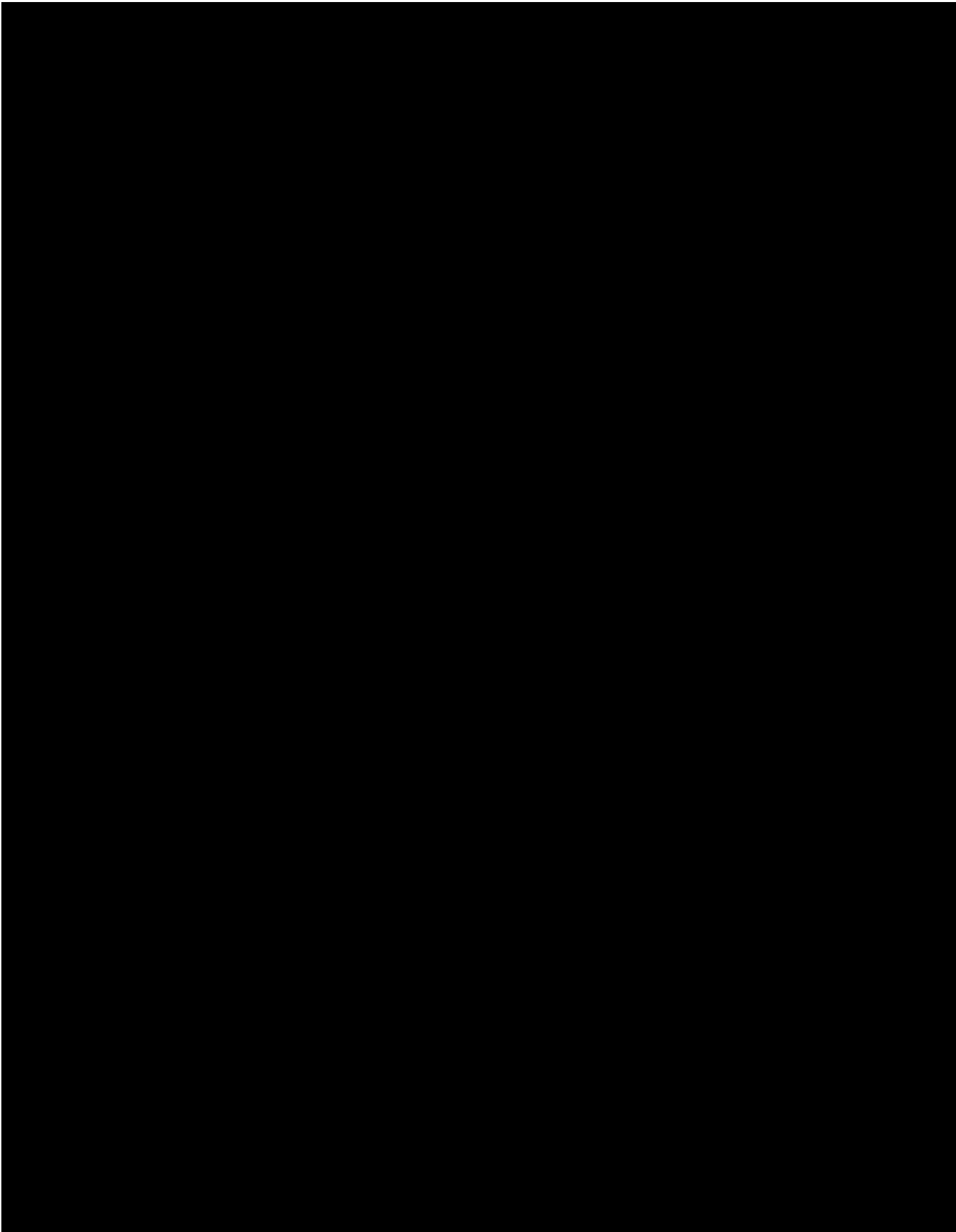


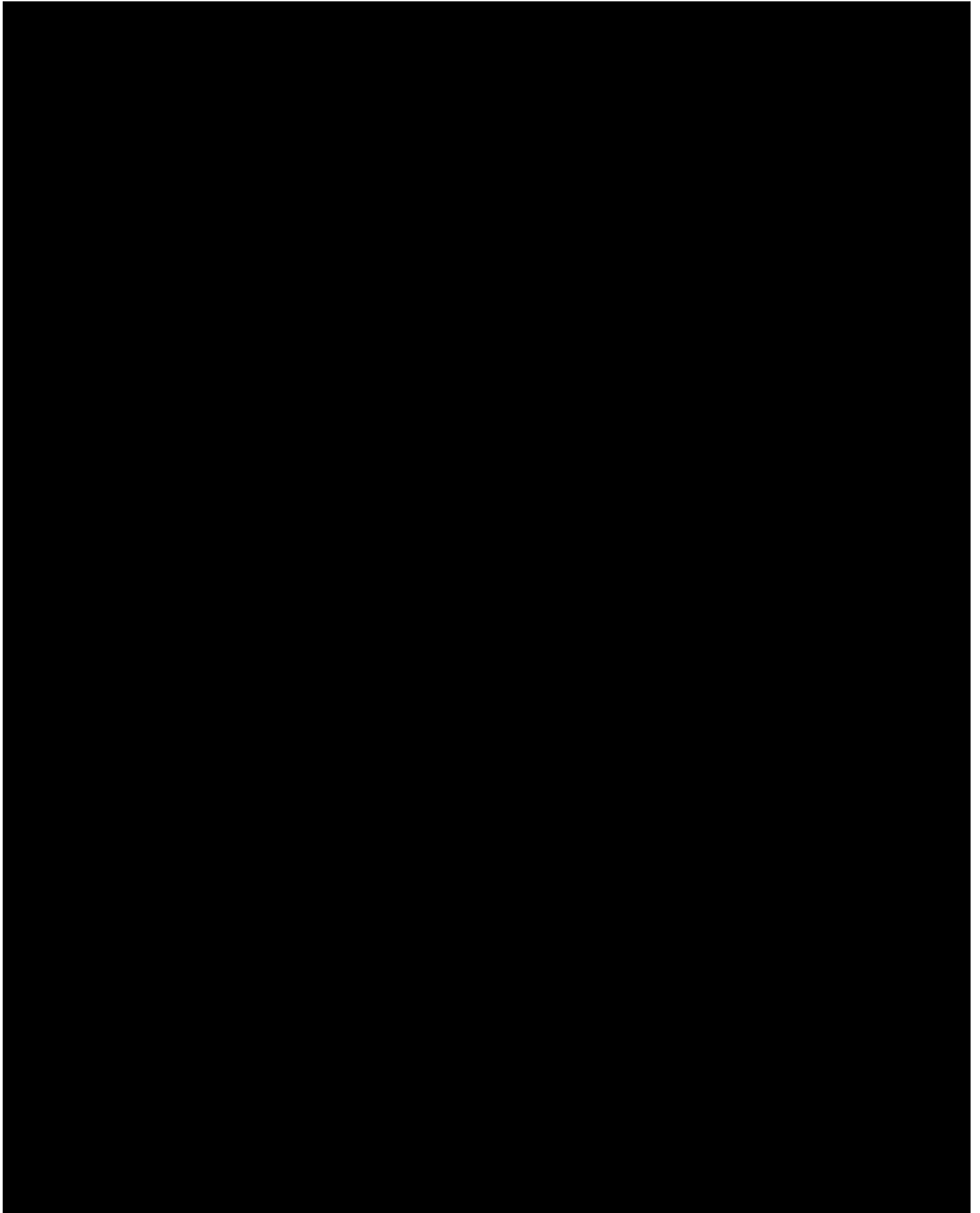


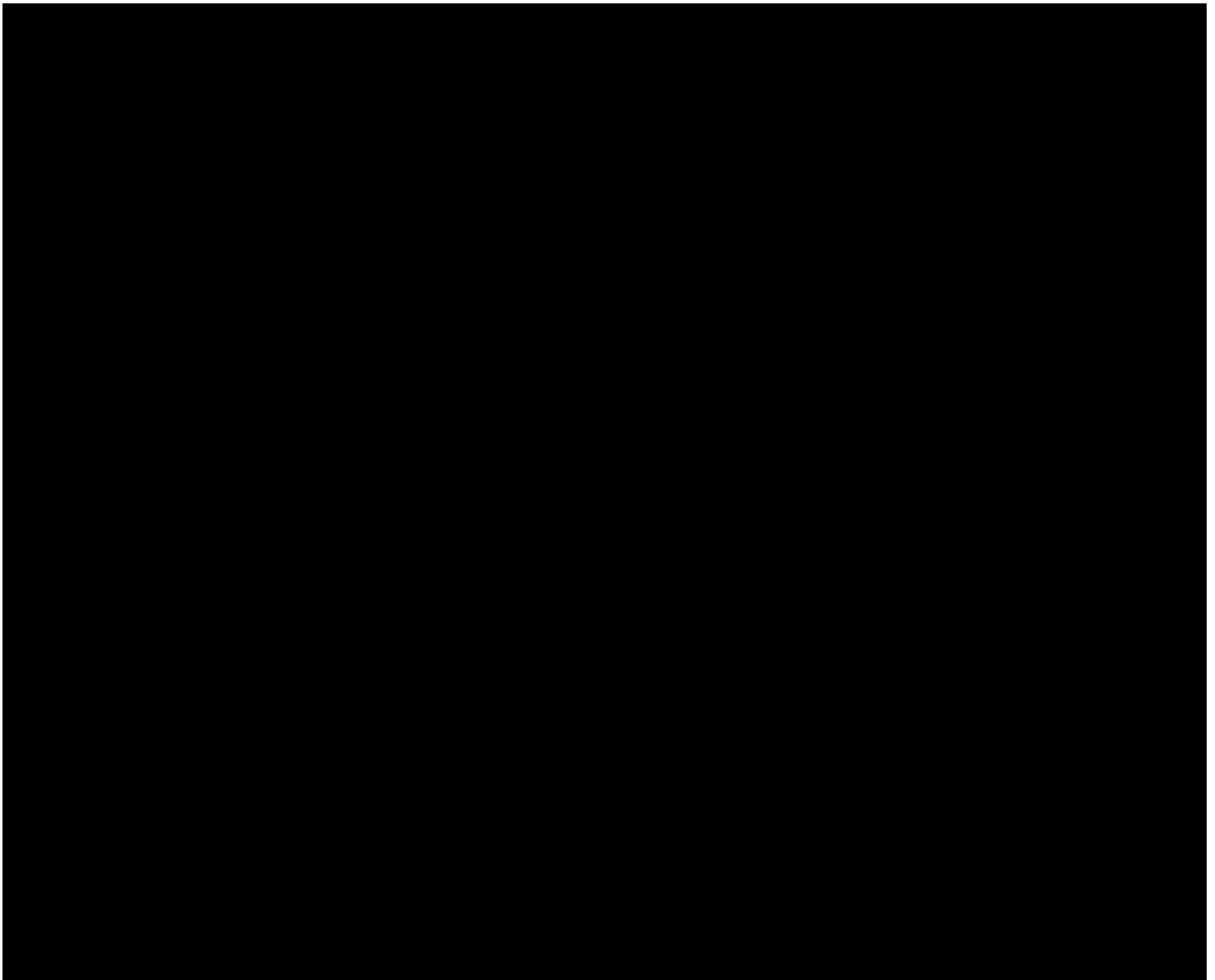




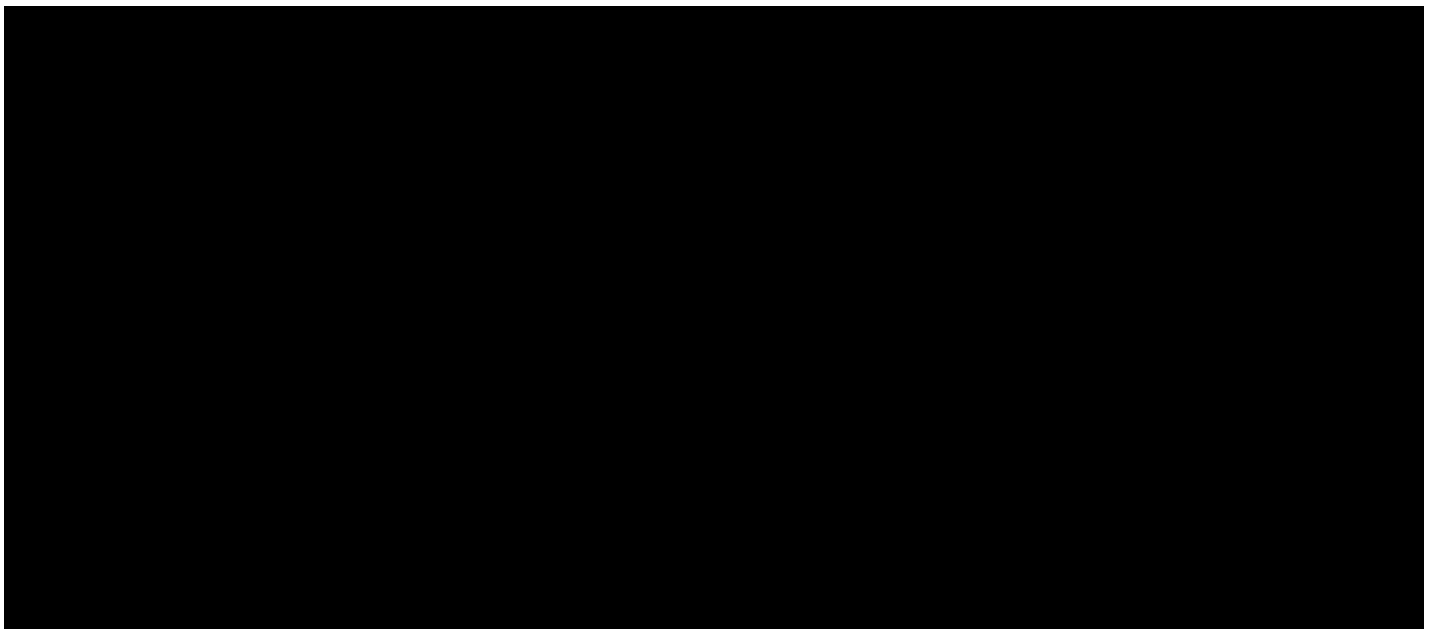


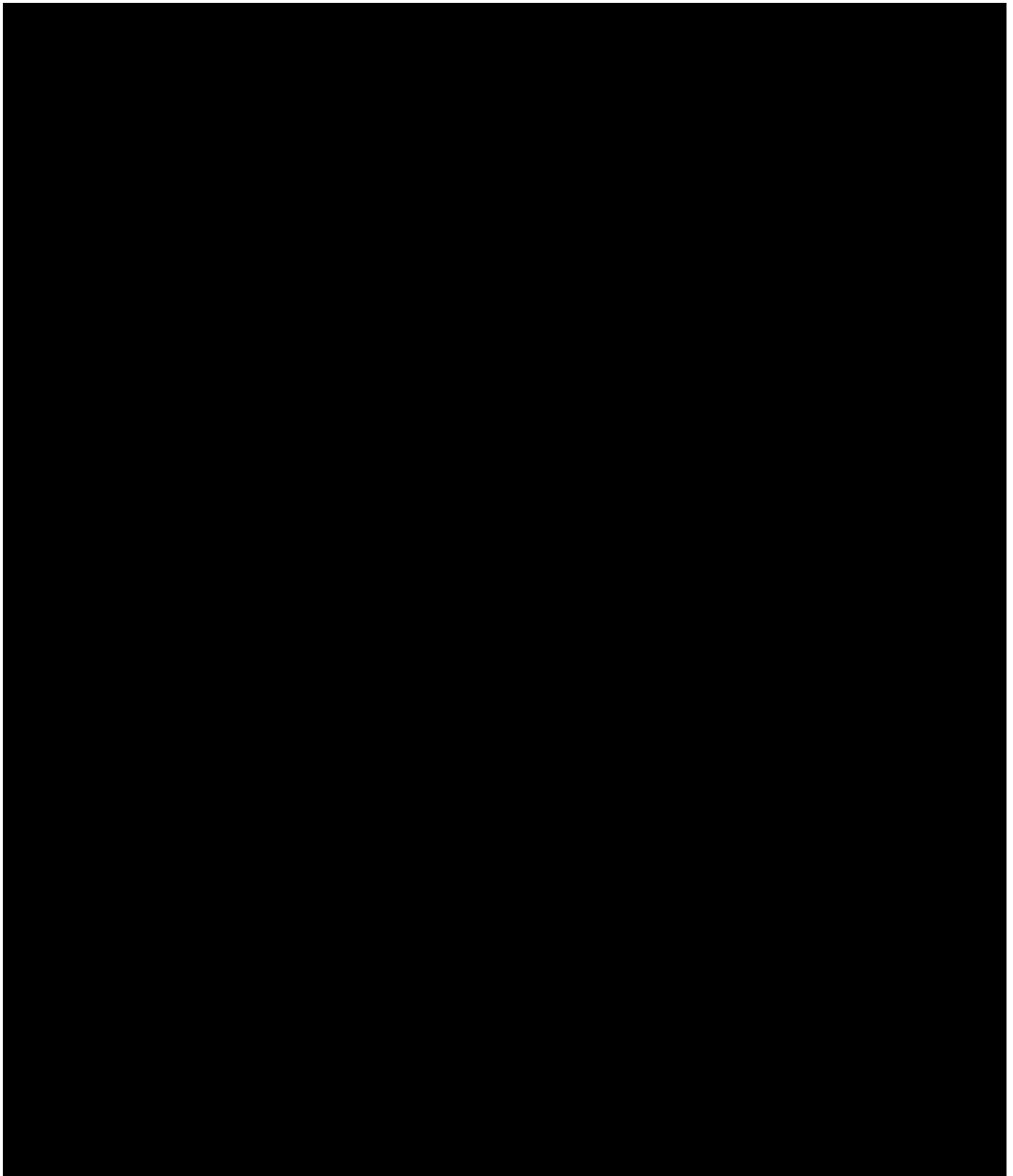




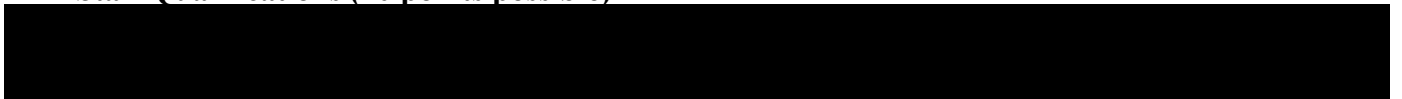


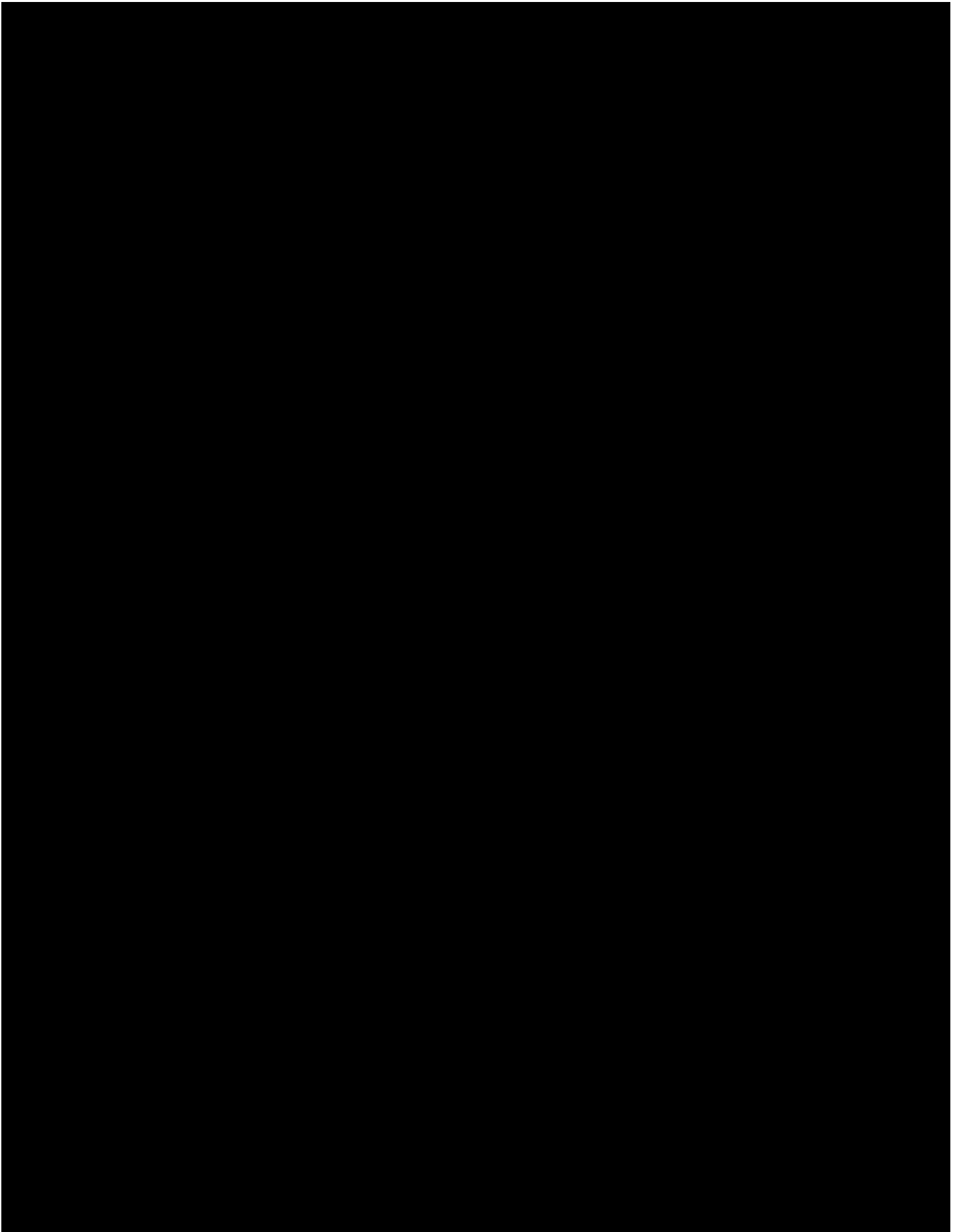
Training (30 points possible)

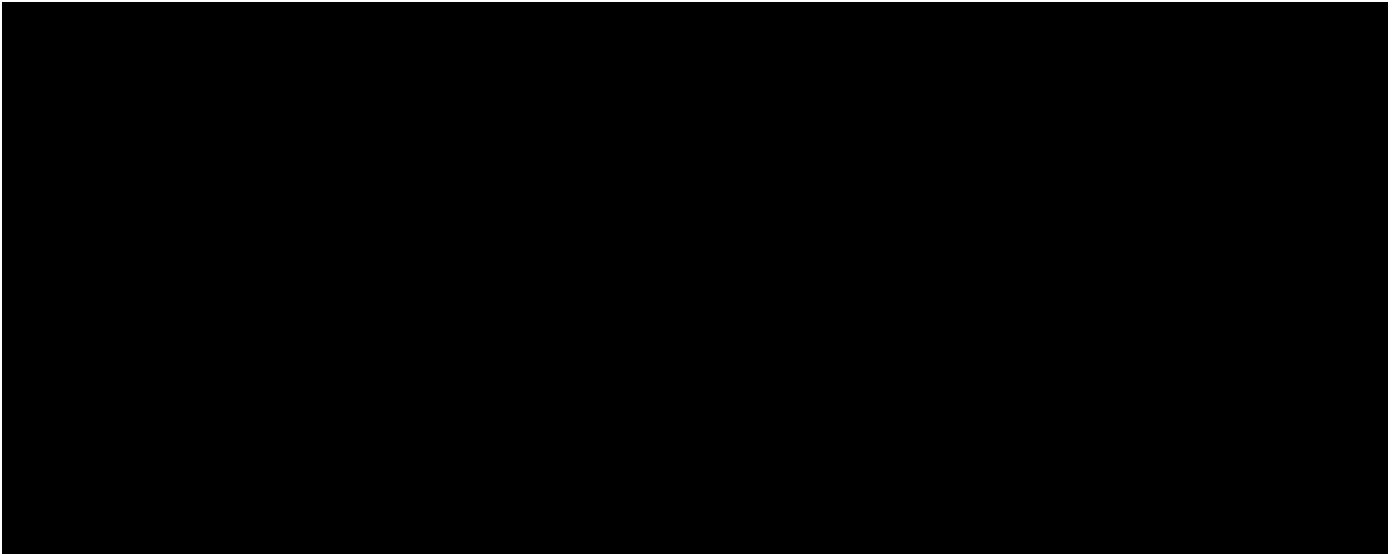




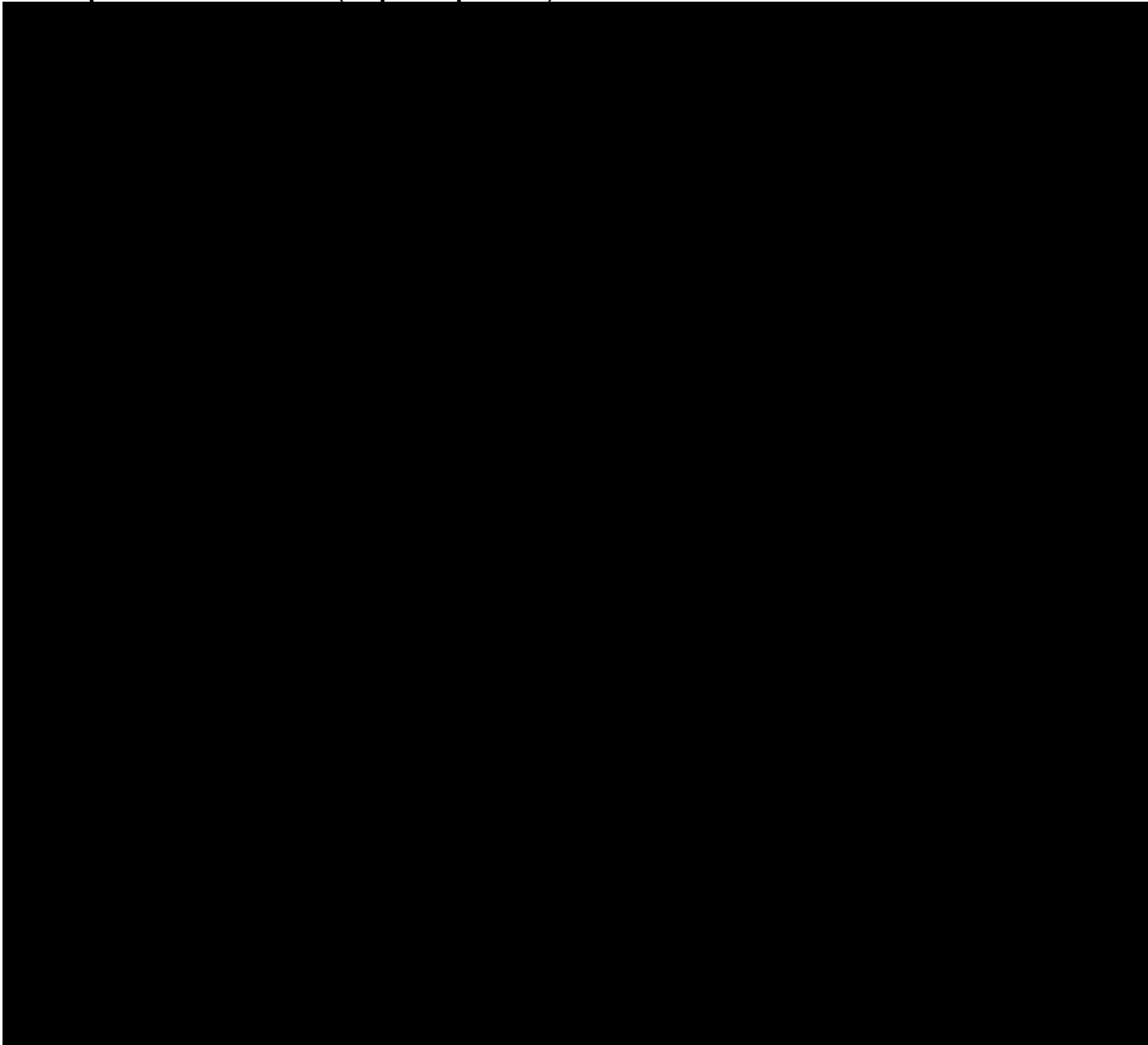
Staff Qualifications (20 points possible)

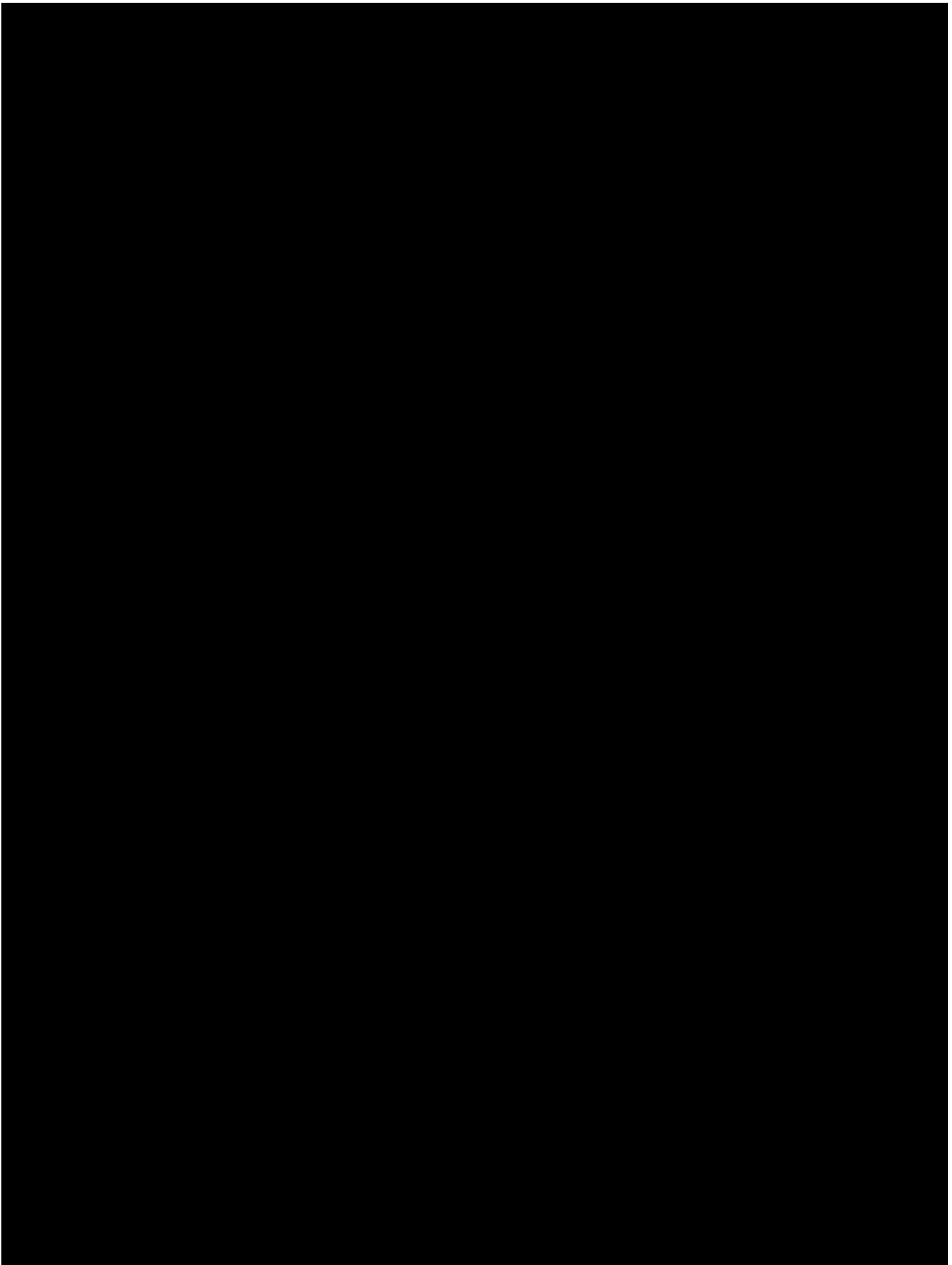


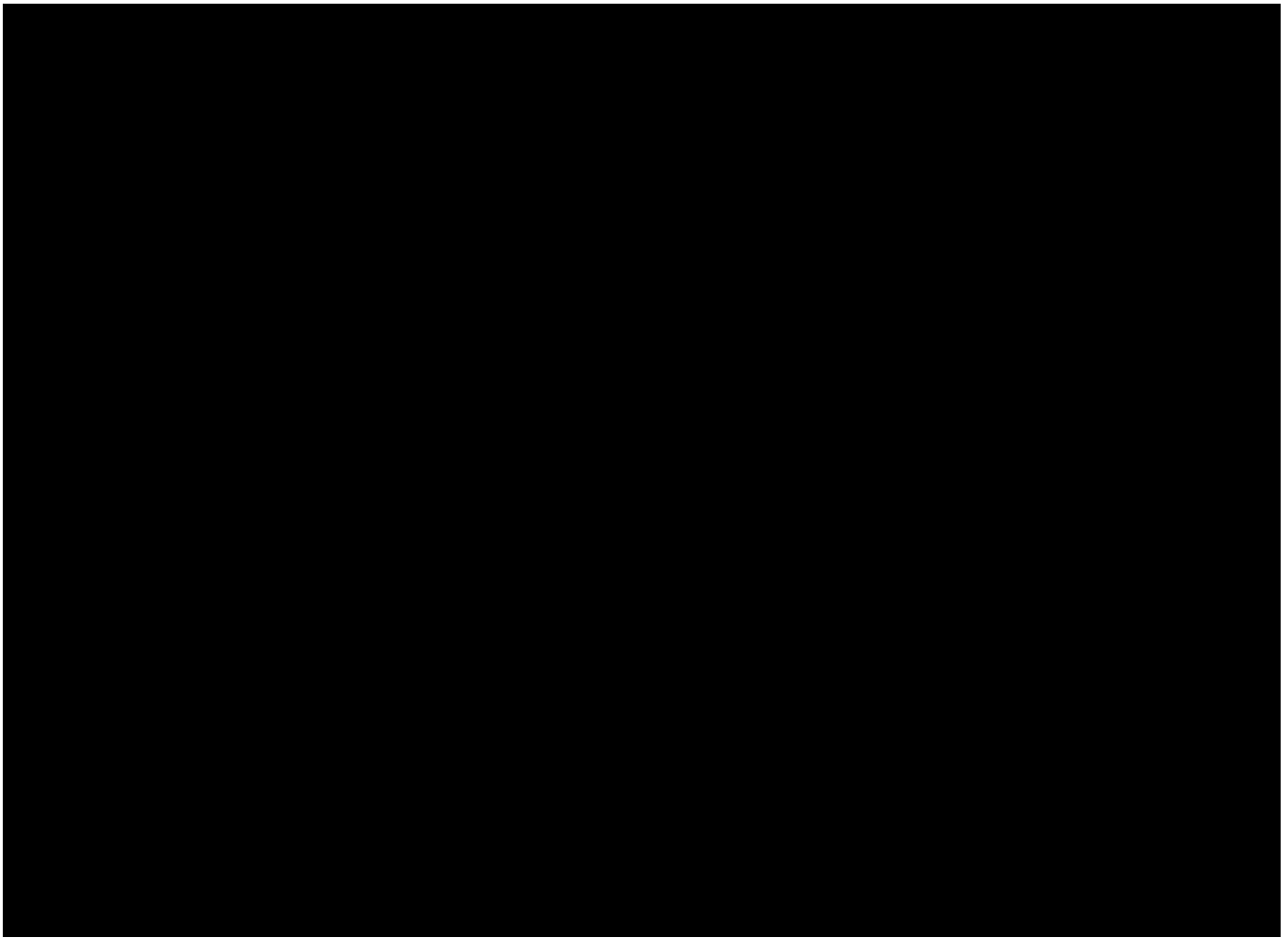




Implementation Process (20 points possible)







Budget (10 points possible)

