



Allegheny County Department of Human Services

# Request for Proposals

## Contract Workflow and Service Provider Management Software

**RFP Posting:**

Thursday, February 15, 2024

**Questions Deadline:**

3 p.m. Eastern Time on Friday, March 22, 2024

**Submission Deadline:**

3 p.m. Eastern Time on Thursday, April 4, 2024

**Estimated Award Decision/Notification:**

May 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. ADA: Americans with Disabilities Act
2. Agreement: A contract negotiated between Allegheny County and the Successful Proposer to provide the Contract Services
3. Allegheny County: A home rule county and political subdivision of the Commonwealth of Pennsylvania
4. APIs: Application Programming Interfaces
5. Bonfire: The County's online procurement software. Proposers must have a Bonfire account to submit a Response to this RFP.
6. Commercial Off-the-Shelf Software (COTS): software that is commercially ready-made and available for sale, lease or license
7. 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
8. DHS: [Allegheny County] Department of Human Services
9. 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
10. IAM: Identity and Access Management
11. Master Provider Enterprise Repository (MPER): DHS's current contract workflow management platform for the various community partners, vendors and consultants that provide contracted services for the Department
12. Proposal: A completed Response Form, with specified attachments, submitted in response to this RFP
13. Proposer: The individual, non-profit organization, or for-profit organization or business submitting a Proposal in response to this RFP
14. Response Form: The Word document in which Proposers respond to requested information about this RFP
15. RFP: Request for Proposals
16. 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
17. SaaS: Software as a Service
18. SLA: Service Level Agreement
19. SOC 2: System and Organization Controls 2
20. Successful Proposer: The Proposer(s) selected by the County to provide the Contract Services
21. WCAG 2.0: Web Content Accessibility Guidelines 2.0

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

# The RFP at a Glance

## *Purpose*

The Department of Human Services (DHS), on behalf of Allegheny County, is seeking Proposals from qualified Proposers to provide a user-friendly Software as a Service (SaaS) solution for contract workflow, service provider management and allocation data management, as well as provider budget and invoicing (henceforth referred to as the “Solution”). The proposed Solution should be a Commercial Off-the-Shelf (COTS) software with the ability for custom integration and configuration. Proposers must offer a Solution with demonstrated success in the public sector.

DHS believes that investing in a modern purpose-built Solution will improve the accuracy and validity of our service provider, contract, service, allocation and facility data; improve user experience for our employees and service providers; and decrease processing time for our contract workflows.

## *Award Details*

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

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

## *Who can submit a Proposal*

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

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

## *Timeline*

RFP Posting	Thursday, February 15, 2024
Questions Deadline	Friday, March 22 at 3 p.m. Eastern
Last Website and Q&A Update	Thursday, March 28 at 6 p.m. Eastern
Submission Deadline	Thursday, April 4 at 3 p.m. Eastern
Estimated Award Decision/Notification	May 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 <https://www.alleghenycounty.us/Services/Human-Services-DHS/About>.

## **Section 1: Why DHS Is Issuing This RFP**

In 2008, the DHS launched the custom-built Master Provider Enterprise Repository (MPER) to be a core contract workflow management platform for the various community partners, vendors and consultants that provide contracted services to the Department. Today, the system maintains contract information and facilitates contract management workflows for nearly 500 providers and has over 4,500 application users, with 500+ active users. MPER also serves as a centralized repository of provider, contract, service, service offering, allocation and facility data that is used by multiple DHS offices to perform essential business operations.

The MPER user base is composed primarily of DHS employees and service providers. Users can be segmented into two categories:

1. Primary users who interact directly with the application for functions such as adding provider data, managing contract modifications and accessing billing data. They include human services program managers, service providers, contract supervisors and fiscal staff.
2. Secondary users who utilize data from MPER downstream through other applications. They include data analysts, fiscal supervisors, contracts and compliance staff, and IT applications managers and specialists.

Because DHS is an integrated human services department that manages multiple service systems, MPER integrates with other DHS applications through database links; applications include case management, client record management and reporting portals as required by applicable funding agencies and governing bodies (see Appendix A). Over the past 15 years of development, this system has grown increasingly complex and intertwined. Furthermore, the user interface of the current system lags behind modern web application standards, resulting in slower response and reduced intuitiveness.

We are looking for a Solution that combines accuracy and validity with decreased processing time. The large number of users accessing the application will vary in their capacity and technological expertise; thus, we require a user-friendly and intuitive system.

## Section 2: What DHS Is Looking For

DHS is seeking a user-friendly SaaS solution for contract workflow, service provider management and allocation data management, as well as provider budgeting and invoicing (“the Solution”). The proposed Solution should be a Commercial Off-the-Shelf (COTS) software with the ability for custom integration and configuration.

### Implementation Plan

The Successful Proposer must offer a strong plan for implementation of the Solution. Proposals must outline the Proposer’s capability to:

- Support DHS with building out our custom contract workflows.
- Integrate with the existing application ecosystem including an in-house Oracle Data warehouse, Oracle Cloud and JD Edwards (See Appendix A for more information).
- Implement a software solution to support new contracts within six-months of award.
- Migrate historical contract data.
- Offer initial and on-demand employee and service provider training on the new system.
- Demonstrate that the platform employs adequate security measures to safeguard Protected Health Information (PHI) and satisfy security audits such as System and Organization Controls (SOC) 2
- Meet accessibility standards such as American with Disabilities Act (ADA) and (Web Content Accessibility Guidelines (WCAG) 2.0.
- Host and process all data within the United States

### Features

The Successful Proposer must offer a Solution with the following required features.

#### 1. Intuitive user interface

The Solution must provide an intuitive browser-based user interface designed for contract managers who may or may not have technical expertise. The Solution must also include self-service help and on-demand training accessible within the user interface.

#### 2. Contract workflow management

The Solution must allow contracting teams and other stakeholders to create, oversee and monitor contract status. It must offer transparency into the contract's progress within a workflow and customizable notifications for stakeholders. Additionally, it must allow DHS to adapt existing workflows to align with its mission requirements.

#### 3. Data management

The Solution must possess the capability to effectively handle and validate various types of data, including service provider, contract, service, allocation, funding source and facility. Furthermore, it must offer flexibility in linking these data elements to contracts.

#### **4. API support for custom integrations**

The Solution must provide standard application programming interfaces (APIs), such as RESTful APIs, to facilitate custom integration with adjacent applications (refer to Appendix A). These APIs should enable data analysts to access, analyze and visualize application data.

#### **5. Reporting**

The Solution must provide standard and customized reports that support DHS organizational processes and allow DHS staff and service providers to easily view and analyze the data within the system.

In addition, DHS is interested in learning about the Proposer's ability to provide the following preferred optional features:

1. Identity and Access Management (IAM) integration

DHS is interested in learning about the Proposer's ability to provide integration with standard IAM providers in the interest of providing users with a seamless and efficient sign-on experience.

2. DocuSign integration

DHS is interested in using DocuSign to collect electronic signatures.

Finally, Proposers are encouraged to present additional new and innovative features not listed above that can increase the efficiency and effectiveness of contract workflow and service provider management.

### **Budget**

DHS's current contract workflow and service provider management software has thousands of users with varying levels of access. DHS is seeking a Solution that is cost-effective for many users. Proposers must submit a three-year budget that includes:

- Set-up fees, if applicable
- Bulk or unlimited user pricing
- Enterprise-level service level agreement (SLA) with urgent support for priority escalations

## 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 100 points, as outlined in the following sections. **After evaluating the Proposals based on the evaluation criteria below, DHS anticipates inviting a selection of Proposers to participate in an Oral Presentation to demonstrate their Solution.**

### Comprehensiveness of the Software Solution (70 points possible)

- Intuitive user interface (10 Points)
  - a. User interface accessibility for non-technical users (5 Points)
  - b. Inclusion of self-service help and training within the user interface (5 Points)
- Contract workflow management (15 Points)
  - a. Ease of contract creation (5 Points)
  - b. Flexibility for contracts to progress through customizable and visible workflows (5 Points)
  - c. Stakeholder subscription to contract notifications (5 Points)
- Data management (10 Points)
  - a. Capability to attach service provider and service data to contracts (5 Points)
  - b. Capability to link funding sources and allocations to contracts (5 Points)
- Integrations (20 Points)
  - a. Availability of APIs for custom integrations (10 Points)
  - b. Presence of integrations with Oracle (DW & OCI) (5 Points)
  - c. Existence of other connectors for applications within the DHS ecosystem (see Appendix A) (5 Points)
- Reporting (10 Points)
  - a. Accessibility of standard reports (5 Points)
  - b. Provision of customizable reports (5 Points)
- Additional Optional Features (5 Points)

### Implementation Plan (20 points possible)

- 6-month timeline and implementation plan that includes details for how the Proposer will: (20 points)
  - Support set-up of custom contract workflows (5 points)
  - Migrate historical contract data (5 points)
  - Offer initial employee and service provider training on the system (5 points)
  - Demonstrate adequate security measures and compliance with ADA standards (5 points)

### Budget (10 points possible)

- Line-item three-year budget that reflects a realistic and competitive estimate of the costs associated with two project phases (5 points)
  - Set-up (first 6 months or less)
  - Implementation (from the conclusion of set-up through the end of year 3)
- Detailed budget narrative that clearly explains and justifies all line items in the proposed budget (5 points)

## Section 4: How to Submit a Proposal

### 4.1 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 a 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 into 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 their role and in which they agree to their role in the Contract Services.
  - Entities may participate in more than one Collaborative Proposal.
- d. Proposers must submit a complete Proposal that includes the following attachments that are available on our Active Solicitations website:
  - Response Form
  - Partner commitment letters, if applicable
  - W-9
  - Minority, Women or Disadvantaged Business Enterprise (MWDDBE) and Veteran Owned Small Business (VOSB) documents (see sections 7.1 and 7.2)
- 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, April 4, 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).

#### **4.2 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, March 22, 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, March 28, 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.

#### **4.3 New Provider Requirements**

Any Successful Proposer(s) who does not have a current Allegheny County DHS contract must submit the DHS New Provider Application and its supporting documents upon receipt of the 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.

#### **4.4 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).

#### **4.5 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, 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 9 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 conducted through a formal oral presentation to the Committee, interview or 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](#). You can also view a listing of certified DBE vendors available 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](#)

### **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 16 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).