

**Allegheny County
Department of Human Services
Task Order: Design Services**

User Experience Research to Inform Allegheny County Department of Human Services Re-Branding

August 24, 2021

1. Recognizing that DHS provides numerous services to individuals and that the Department is quite large, can you provide us details on the number of internal stakeholders you would like us to interview (First bullet under Expectations on Page 1)?

Depending on the scope of work, Allegheny County Department of Human Services (DHS) will be looking to the contracted vendor to make recommendations.

2. For identifying and talking to current clients, can DHS provide a sizing expectation on the number of target groups and the number of individuals within the targeted group that you are expecting the selected vendor to interview? For example, DHS may want us to interview five current clients receiving Child Welfare services, four individuals receiving developmental disability services, etc. (Second bullet under Expectations on Page 1)?

DHS estimates that the successful applicant will need to interview eight targeted groups, with four to five people per target group. The successful applicant will work with the DHS Client Experience research team to confirm.

3. For the items in #1 and #2, does DHS have an expectation on the percentage of in-person interviews vs remote interviews?

Some of DHS's targeted groups may not have the equipment or ability to participate in remote interviews, so DHS anticipates in-person interviews could be 40% of the work. DHS will insist in-person interviews are conducted with the appropriate COVID-19 protocols in place. DHS staff interviews can be conducted remotely.

4. For the last bullet under expectations, the expectation is that we will develop ways to survey Allegheny County. We are assuming we would collaborate with the state to identify methods and vehicles to conduct the survey. Will the selected vendor also be running and coordinating the surveys and responses?

This is an Allegheny County initiative, separate and distinct from the Commonwealth of Pennsylvania. Survey methodology will be determined by the successful applicant in partnership with the DHS Client Experience research team.