

**STATEMENT OF WORK  
TRAINING SERVICES  
INVITATION TO QUALIFY (ITQ) CONTRACT**

**OVERVIEW:** The purpose of this Training Services ITQ is to qualify responsible and responsive Contractors to perform training services to Commonwealth of Pennsylvania’s executive agencies. In addition, Local Public Procurement Units, as defined by the Commonwealth Procurement Code, may use this contract in accordance with the COSTARS Provision contained in the terms and conditions. Training includes, but is not limited to, assisting in the development, design, and implementation of training programs to enhance the skills development of personnel to better service the needs of the Commonwealth. The Commonwealth may add additional categories as a need arises.

Staff augmentation is not permitted under this contract.

**ISSUING OFFICE:** This ITQ is managed and administered by the Commonwealth of Pennsylvania, Department of General Services (DGS), Bureau of Procurement. All inquiries should be referred to:

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Bureau of Procurement, 6<sup>th</sup> Floor  
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**QUALIFICATIONS:** Contractors interested in becoming an ITQ Contractor must meet the following requirement. Failure to meet the below requirement will result in the application being rejected. Each Contractor that meets the minimum qualifications will be awarded a contract. Award of a contract to a Contractor is not a guarantee of business.

- Contractor must provide documentation showing two (2) years of experience from the commodity code selected under Service Categories.

**SERVICE CATEGORIES:** Contractors will need to pick the appropriate commodity code(s) to qualify for this contract. Contractors will select the appropriate code(s) under the Business Details section of the qualification process. The Commonwealth may add additional commodity codes as the need arises. The table below lists the appropriate commodity code and description of each service category.

| COMMODITY CODE                      | DESCRIPTION OF SERVICE CATEGORY   |
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| 86000000-ITQ-78<br>Criminal Justice | <p><b>Offender Life Skills Intervention</b> - Courses are to provide life skills intervention training so participants can more safely and successfully re-integrate offenders into society.</p> <p><b>Staff Safety &amp; Supervision</b> - Curriculum to provide participants an opportunity to learn and apply skills and techniques to enhance personal safety and supervision during the performance of their duties.</p> <p><b>Verbal &amp; Written Interviewing Interrogation Techniques</b> - Curriculum to provide participants with an opportunity to learn and apply effective written, verbal and nonverbal communication skills and techniques to enhance staff performance of their daily duties</p> |

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|   | <p>within the criminal justice system.</p> <p><b>Legal</b> - Curriculum to educate participants regarding legal matters involving applicable laws, statutes, PA Crime Code and Constitutional Law or provisions and instruction on the Criminal Justice System legal processes.</p> <p><b>Community Safety</b> - Curriculum to educate staff regarding the indicators of negative behavior that impact the community and to identify available resources to address such behavior.</p> <p><b>Criminal Subculture &amp; Offenders</b> - Curriculum to educate staff to be aware and recognize the criminal elements, behaviors and organizations that exists within the community.</p> <p><b>Curriculum Development</b> - Law Enforcement preparation requirements which use a variety of teaching and learning techniques to better enable law enforcement to perform their duties and responsibilities in a manner that will benefit the justice system and the citizens of Pennsylvania. Requests may be to adapt an existing training program or develop new ones.</p>   |
| <p>86000000-ITQ-79<br/>Health</p>             | <p><b>Communicable Disease</b> - The purpose of this curriculum is to enable participants to identify outbreaks, vaccination programs, cases of unusual infectious diseases and background on new and emerging infectious diseases.</p> <p><b>Research Development Training</b> - The purpose of this curriculum is to enable participants to identify what to research, with the tools and systems available to complete the research.</p> <p><b>Treatment Programs</b> - The purpose of this curriculum is to enable participants to identify and provide counseling for individuals to receive the best effective treatment. Examples: Hostile Situations; Physical Manifestations, Substance Abuse Intervention; Wellness Programs; Stress Management Empathy/Grief; Understanding Poverty; Understanding Culture; Motivational Activities; and specific department initiative training in relation to assisting customers/consumers. Trainings to enable participants to become more cognizant of different kinds of traumatic events and daily pressures that may require critical interventions, psychotherapeutic strategies, counseling or effective treatment.</p> <p><b>Case Management Training</b> - The purpose of this curriculum is to educate participants with the resources necessary for a client to achieve and maintain self-sufficiency.</p> <p><b>Prevention &amp; Education Courses</b> - The purpose of this curriculum is to utilize opportunities to integrate health education into other subject areas, allowing individuals to create, apply, and use knowledge in many different situations.</p> <p><b>Faith Based and Recovery</b> - The purpose of this curriculum is to provide guidance to the Faith Based Community regarding the treatment system and to provide trained recovery specialists to assist with aftercare and recovery oriented systems of care.</p> <p><b>Curriculum Development</b> - A blend of learning approaches which use a variety of teaching and learning techniques to better enable instructors to perform their duties and responsibilities in a manner that will benefit the citizens of Pennsylvania.</p> |
| <p>86000000-ITQ-80<br/>Municipal Training</p> | <p>Providing quality municipal training (onsite, online, webinars, etc.) on a statewide basis that is affordable, accessible, convenient and timely for local government officials and employees to build their capacity and improve their performance and efficiency in meeting the service needs of their residents. Training may involve voluntary and</p>   |

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|  | <p>mandatory certifications.<br/>Examples include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Local Government Operations and Administration;</li> <li>• Finance;</li> <li>• Management;</li> <li>• Community &amp; Economic Development;</li> <li>• Land use Planning and Administration;</li> <li>• Early Intervention Program Training;</li> <li>• Basic Training &amp; Examination for Municipal Tax Collector Qualification;</li> <li>• Tax Collector Continuing Education Programs;</li> <li>• Uniform Construction Code Certification Courses;</li> <li>• Uniform Construction Code Continuing Education Courses;</li> <li>• Flood Plain Management Outreach and Training Initiatives;</li> <li>• Public Works Administration;</li> <li>• Recycling;</li> <li>• Sewage Enforcement;</li> <li>• Environmental Training;</li> <li>• PennSERVE Training;</li> <li>• Federal Grant Municipal Recipient Training;</li> <li>• Emergency Management;</li> <li>• Traffic Incident Management Responder Training;</li> <li>• Energy Code Training; and</li> <li>• Road Maintenance</li> </ul> <p><b>REQUIREMENT:</b> Contractor must be a member in the Pennsylvania Local Government Training Partnership.</p> |
| <p>86000000-ITQ-81<br/>Offender Recidivism<br/>Reduction</p> | <p><b>Curriculum Development</b> – Utilization of assessments, personal interviews and workforce ready skill assessments to determine the eligibility of offenders to participate in the program.</p> <p><b>Case Management</b> - Parole Agent Specialists providing Life Skill Cognitive Behavioral groups addressing criminal thinking errors, employment workshops and team support for offender development.</p> <p><b>Technical Training</b> - Offender career interests will determine the technical training offered to obtain certification credentials to obtain sustaining employment.</p> <p><b>Support Services</b> - Collaboration with community providers to assist with career search, resume preparation, computer/internet access to employment resources. Career services to be available for offender employment, internship support and job fairs.</p>   |
| <p>86000000-ITQ-82<br/>Personnel -<br/>Communication</p>     | <p><b>Interpersonal</b> - Curriculum is to provide participants with an opportunity to learn and apply effective interpersonal communication skills and techniques to enhance internal and external working relationships.</p> <p><b>Presentation &amp; Effective Meeting Skills</b> - Courses are to address the communication needs of personnel at all levels. The purpose of this curriculum is to enable participants to prepare and deliver effective speeches, facilitate productive meetings and participate more effectively in meetings with co-workers and the public.</p> <p><b>Written</b> - Curriculum is to enable participants to gain the skill and experience to write with clarity, brevity, and purpose; use correct grammar and punctuation; successfully edit their own writing and to competently prepare effective written correspondence, including email, as needed in a professional government environment.</p>   |
| <p>86000000-ITQ-86</p>                                       | <p><b>Administrative</b> - The curriculum is to enable participants to enhance their administrative</p>   |

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| <p>Personnel – Organizational Development</p>                                    | <p>and personnel management skills to be effective leaders, motivate their staff/customers/clients and create a positive, inclusive, customer-focused culture and business environment.</p> <p><b>Customer Focus</b> - This curriculum is to enable participants to provide instruction, tools and techniques to successfully create and maintain a customer-focused, inclusive organization, as well as the action plan and/or materials necessary to successfully transition to the proposed customer-focused service model.</p> <p><b>Workplace Management</b> - Training will provide workplace violence prevention and response training. Training should provide instruction, data, tools and techniques needed to address issues that could occur in the workplace or in dealing with internal and external customers.</p>  |
| <p>86000000-ITQ-83<br/>Personnel - Data Collection/Analysis</p>                  | <p>The purpose of this curriculum is to enable participants to identify concerns and gain business knowledge of the research. Courses or curriculum development that focus on "how to" collect and analyze data for measuring the effectiveness of service delivery systems. Courses are to address the development of data collection, identify data variables, tracking data, creating a data table, analysis of the results and create reports at all skill levels.</p> <p><b>Crash Records/Analysis</b> - Addresses all aspect of historic data related to accidents and the analysis/use of such data.</p>  |
| <p>86000000-ITQ-84<br/>Personnel - Emergency Operational Management Planning</p> | <p><b>Emergency Operational Management Planning</b> -Training may offer the fundamentals of the emergency planning process, how to improvise creative solutions across all levels of planning, to identify critical functions that are at risk and include the rationale behind planning, provide strategies to reduce exposure, vulnerability and protect the continuity of government. Training may deliver the capability for effective participation in processes to save lives, protect property and to prevent disruption of services when threatened by disaster.</p> <p><b>Curriculum Development</b> - a blend of learning approaches which use a variety of teaching techniques to better enable emergency responders to perform their duties and responsibilities in a manner that will benefit the citizens of Pennsylvania. All emergency operations planning</p> <p><b>Hazardous &amp; Environmental Safety</b> - Courses may address best practices with respect to risk mitigation and focus on employee awareness of hazardous and environmental concerns. Courses may focus on developing strategies to minimize the adverse effects of unpredictable events and the improvement of the quality of safety and security policies. Training may include proper use of equipment, appropriate storage of equipment and materials, how to handle hazardous materials and how to respond and report hazardous and environmental safety concerns.</p> <p><b>Health &amp; Safety</b> - Courses for emergency preparedness and to anticipate and how to address current and future health and safety issues and events. Health and safety, in respect to human resources, with the goal to improve efficiencies through the communication of timely and accurate information on managing conditions with potential impacts to our workplace and business environment.</p> <p><b>Emergency/Incident Management</b> - Addresses the process of properly and safely handling accidents or other highway/bridge facility-related problems that constitute an “emergency” or “incident.”.</p> |
| <p>86000000-ITQ-85<br/>Personnel - Mandated</p>                                  | <p>The purpose of this curriculum is to enable participants to gain the skill and experience of reporting with clarity, factuality and with purpose of obligations for mandatory reporting.</p>  |

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| Reporter Training   | Mandated Reporter Training will address areas that the Commonwealth agencies, community partnerships and affiliated organizations have indicated that there is a need for personnel to attain competencies in verbal and written reporting communication skills. Courses are to address the written documentation of factual information, recognition of behavioral indicators and situations that present concerns and risks, protocols to follow when making a report, direction as to where a report should be made and the assurance that responsibilities of the reporter are met.  |
| 86000000-ITQ-87<br>Personnel - Specialized<br>Professional Skills<br>Development Training | <p>Courses or curriculum development to enhance personal individual skills necessary to deliver fundamental methods of professional development in areas related to the disciplines of professional practices in accounting, business assessments, procurement, projects, contracts and other professional services. Training should provide professional instruction on how to achieve business and operational excellence objectives. The training could offer qualified individuals an opportunity to receive certification in a specialized field.</p> <p><b>Maintenance and Trades Training</b> - Addresses development of knowledge in trade specific skills to provide all-around building maintenance support, communication skills and math. (to include but not limited to apprentice through journeyman). This component will develop strategies to improve productivity and prepare individuals to apply technical knowledge and skills to relevant trade, up to and including: Equipment Operator, Electrical, Welding, Plumbing, Carpentry, Small Engine Repair and Masonry, HVAC, and Building Automation (to include but not limited to apprentice through journeyman).</p> <p><b>Contract Management</b> – Addresses any aspect of contract development, negotiation and management such as the development of a scope of work, cost and level of effort estimations, qualification and selection of bidders, negotiation techniques, and procurement rules and procedures.</p> <p><b>Project Management</b> – Addresses general project management techniques and technologies as well as management/leadership skills for project managers.</p> <p><b>Instructor Development/Certification</b> – Includes presentation skills, classroom management techniques, and tips for visual aids.</p> <p><b>Instructional System Design for Technical Subjects</b> - Addresses development of learning goals/outcomes, implementation of the instructional design process, and development of tests/testing process, and evaluation of course results for technical subjects.</p> |

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| <p>86000000-ITQ-88<br/>Personnel- Specialized<br/>Highway Related Training</p> | <p>Course or curriculum development and presentation focused on specialized professional development skills for personnel involved in all aspects of highway-related projects. The training could offer qualified individuals an opportunity to receive certification in a specialized field.</p> <p><b>Contract/Project Management</b> – Training related to highway-specific laws, regulations, methods, policies, procedures and technologies concerning contract and bid development/negotiation/award for highway design and construction services, and managing and monitoring highway design and construction projects.</p> <p><b>Environmental</b> – Includes any aspect of air/water/noise quality studies or reports, endangered species, cultural resources, preparation of environmental impact statements and other environmental reports, understanding of environmental policies and procedures, and all environmental-related portions of the highway project development process.</p> <p><b>Geotechnical/Foundations</b> – Includes all aspects of the geotechnical engineering discipline and foundation/substructure design, construction, inspection, testing and quality assurance.</p> <p><b>Highway/Pavement</b> – Training related to highways and pavement such as design, construction, maintenance, inspection, quality assurance, material testing, asset management, photogrammetry, surveying and mapping, CADD systems, and ancillary topics such as bicycles and pedestrians.</p> <p><b>Highway Safety and Traffic Operations</b> – Includes any aspect (laws, regulations, policies,</p> |
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|   | <p>procedures, technologies, etc.) such as capacity analysis, work zones, traffic signals, highway safety, highway and hauling permits, traffic engineering studies, pavement markings, signing, intelligent transportation systems, crash reporting and statistics, and risk management.</p> <p><b>Hydrology/Hydraulics/Drainage</b> – Addresses the theory and application of all aspects of hydrology, hydraulics, drainage and storm water, review of related permit applications, and use of various modeling technologies.</p> <p><b>Maintenance Operations and Management</b> – Training related to highway maintenance operations (regulations, policies, procedures, work techniques and technologies) and management/leadership from work crews to county level to district level to senior/executive management.</p> <p><b>Property Appraisals and Acquisitions/Right of Way/Grade Crossings/Utilities</b> – Includes any aspect (laws, regulations, policies, procedures, federal and state agency coordination, technologies, etc.) related to property appraisals, acquisitions, right of way, railroad grade crossings, utility engineering and relocation.</p> <p><b>Structures</b> – Training related to structures such as design, construction, maintenance, inspection, quality assurance, material testing, asset management and related technologies.</p> |
| <p>86000000-ITQ-90<br/>Professional Education<br/>Services</p>          | <p><b>Reimbursement</b> – Contractors must have the ability to provide support to the contracting agency to offer repayment services to any person(s) or entity who may have a direct or indirect connection to the training/conference being provided. Contractors are expected to provide payment, as approved by the contracting agency, by processing invoices for services rendered by such person or entity for the solicited training/conference.</p> <p><b>Act 48 Credits/Continuing Professional Education</b> – Contractors must be an approved Act 48 provider or have filed an application with the PA Department of Education for approval as an Act 48 provider, in order to coordinate all activities related to awarding Act 48 hours, including Act 48 educator forms, attendance verification, and uploading of hours to the Professional Education Record Management System (PERMS).</p>   |
| <p>86000000-ITQ-225<br/>Energy Efficiency and<br/>Energy Resilience</p> | <p>Provide quality training to school, government, nonprofit and for-profit entities (onsite, online webinars, etc.) on a statewide basis for officials and employees to build their capacity to improve energy performance and energy efficiency. Training may involve voluntary and mandatory certifications:</p> <p>Examples include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Building Operator Certification – Level 1, Level 2, and Continuing Education for Credential Maintenance;</li> <li>• Building Re-tuning;</li> <li>• Building Energy Codes;</li> <li>• Building Energy Benchmarking;</li> <li>• Energy Education for Teachers K-12;</li> <li>• Energy Efficiency Assessment Training</li> <li>• Industrial Best Practices/Superior Energy Performance;</li> <li>• Energy Efficiency Finance Tools;</li> <li>• Energy Assurance Planning; and</li> <li>• Clean Transportation and Renewables.</li> </ul>   |

**REQUEST FOR QUOTES (RFQ) PROCEDURES:** Commonwealth Agencies will issue an RFQ to qualified Contractors, through the Commonwealth's Custom Portal, powered by the JAGGAER system. Contractors will respond to the RFQ in the system. The requesting Agencies may require the qualified Contractors to furnish, upon request, additional documentation in the RFQ. The qualified Contractors selected for the RFQ process will receive a Purchase Order (PO) and will supply the service to meet the specific requirements as indicated in the RFQ.

Agencies will exercise a scoring method based upon the criteria set forth in the RFQ. The Scoring Methods are defined as follows:

- Best Value
  - Refers to the process of selecting the quote which provides the greatest value to the agency based on evaluating and comparing all pertinent criteria, including cost, so that the Contractor whose overall proposal best suits the agency's needs is selected for each individual project; and
- Low Cost
  - Refers to the lowest cost quoted from all proposals received that are deemed both responsive and responsible for the project.