

PHILADELPHIA GAS WORKS

REQUEST FOR PROPOSALS

FOR

Customer and CSR Bill Analysis Portal

Dated: April 24, 2018

RFP NO.: 32441



Philadelphia Gas Works – Request For Proposals
Customer and CSR Bill Analysis Portal

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1 The Solicitation – Notice to Proposers

Notice is hereby given that Philadelphia Gas Works (“PGW”) will receive sealed proposals on or before May 23, 2018 at 2:30 p.m. Eastern Time, at the PGW Supply Chain Department, 800 W. Montgomery Avenue, Philadelphia, Pennsylvania 19122, for a vendor to implement a browser-based and mobile accessible software application that will provide customer account information and assist in explaining monthly/yearly billing charges for PGW’s Customers and Customer Service Representatives.

This document outlines PGW’s objectives, describes the general characteristics of the services to be provided, and (without being exhaustive) outlines the principal obligations of PGW and the selected Proposer.

Questions concerning this Request for Proposals shall be directed in writing towards Jessica Meehan, PGW Supply Chain Department, fax: 215-684-6163, e-mail: Jessica.Meehan@pgworks.com (with a copy to procurement@pgworks.com), or PGW Supply Chain Department, 800 W. Montgomery Avenue, Philadelphia, Pennsylvania 19122. **Proposers may not contact other PGW personnel regarding this RFP.**

1.1 Schedule of Events

The projected schedule of events for this Request for Proposals is as follows:

Issue Date of the RFP by PGW April 24, 2018

Questions and Requests for clarification or more information
must be received, in writing, at the office of the person
listed above by 5 p.m. (EST) May 4, 2018

Mandatory Telephone Conference, 10:00 a.m. May 16, 2018

Proposal Submission Due Date
Must be received, in writing, at the office of the person
listed above by 2:30 p.m. (EST) May 23, 2018

Finalist Presentations/Demonstrations June 4, 2018

Notification Date June 13, 2018

Contract Start Date Promptly Upon Contract
Negotiations and Execution

The Mandatory Telephone Conference is scheduled for 10:00 a.m. on May 16, 2018 to answer questions and requests for clarification. Proposers should dial as follows: (215) 684-6200; Conference ID: 5847894. Once the submitted proposals have been reviewed, PGW may select finalist(s) for this RFP. The finalist(s) will then be required to present their proposals at PGW.



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These dates are estimates only and PGW reserves the right to alter this schedule as it deems necessary or appropriate.

1.2 Proposal Requirements

Proposals shall be accepted only from respondents (“Proposers”) who have:

- 1.2.1 Obtained from PGW a complete set of Proposal Documents and any addenda thereto issued by PGW (sometimes referred to as the “RFP”), consisting of the following five (5) sections and six (6) attachments:

Sections:

- 1 The Solicitation – Notice to Proposers
- 2 Project Definition and Requirements
- 3 Instructions to Proposers
- 4 Proposer Information
- 5 Proposal Evaluation, Negotiation and Contract Award

Attachments:

- A Scope of Work
- B Pricing Worksheet
- C Required 17-1400 Disclosure
- D Demographic Survey
- E PGW Data Security Requirements
- F Testing and Acceptance Standards

- 1.2.2 Attended the Mandatory Telephone Conference; and

- 1.2.3 Submitted a proposal pursuant to the instructions in this RFP as set forth in Section 3.

In evaluating the proposals, PGW will consider the demonstrated experience and ability of the Proposer to deliver the proposed services, the scope and value of the proposed services, and the financial proposal of each Proposer as described in this RFP.

PGW hereby solicits proposals in accordance with these Proposal Documents.



2 Project Definition and Requirements

2.1 Overview

2.1.1 Overview of PGW

PGW is a municipally owned utility operated by the Philadelphia Facilities Management Corporation (hereafter referred to as “PFMC”). The successful Proposer will enter into a negotiated contract with PGW by PFMC. PGW provides natural gas service to approximately 502,000 active accounts within the city of Philadelphia, using 6,000 miles of gas mains and services. PGW is the only utility currently distributing natural gas within the city of Philadelphia, and its mission is to provide safe, reliable natural gas service to the citizens of Philadelphia at a reasonable cost.

2.1.2 Background Information

PGW seeks a vendor to implement a replacement browser-based and mobile accessible software application that will provide customer account billing and usage history. The replacement system will assist customers and PGW’s Customer Service Representatives to identify trends in monthly billing charges and usage, relative to weather patterns, rate changes and household or appliance changes.

2.2 Services to be Provided: Scope of Work

Please refer to the Scope of Work provided in Attachment. A.

2.3 Term

The contract between PGW and the successful Proposer for the selected hosted Bill Analyzer system will begin September 1, 2018 for a period of one year. PGW will have the sole option to renew the contract for three successive one-year terms.

2.4 Proposal Pricing

Please refer to the Pricing Worksheet provided in Attachment B.

2.5 Proposer/Personnel Minimum Requirements

Vendor should have a minimum of 10 years successfully providing bill analyzer applications to gas utilities.

2.6 Licensing

The Proposer is to be authorized to do business in the Commonwealth of Pennsylvania and comply with all pertinent state and federal requirements, codes and regulations.

If Proposer is a “business” as defined in The Philadelphia Code, Section 19-2601, Proposer must have a valid business privilege license, issued by the City of Philadelphia’s Department of



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Licenses and Inspections, to do business in the City of Philadelphia, prior to entering into any contract with PGW.

2.7 Information/Product

All reports, surveys, tables, charts, diagrams, design work, product recordings and other data (including electronic, audio and video) or documentation prepared or compiled by Proposer in connection with the performance of its obligations under the contract, shall be the sole and exclusive property of PGW. Proposer shall retain in its files, sufficiently detailed working papers relevant to its engagement with PGW. Proposer further agrees that its working papers will be held in the strictest confidence and will not be disclosed or otherwise made available to outside sources, except as required by law, without the written consent of PGW.

2.8 Confidentiality

Proposer must agree to keep confidential any and all information concerning the plans, operations or activities of PGW which may be divulged by PGW or ascertained by Proposer in the course of performing services under any contract with PGW. In the event Proposer is required to disclose confidential information pursuant to a subpoena, order of a court, or other legal process, Proposer shall, upon notice of such required disclosure and prior to disclosure, immediately notify PGW and allow PGW the opportunity to inspect the information subject to disclosure, and in the event such disclosure is objectionable under any standard or rule of the court, Proposer shall exhaust all legal means to prevent disclosure.

2.9 Minority Participation

PGW has established an anti-discrimination policy relating to the participation of government-certified Minority, Women, Veteran, and/or Disabled Owned Business Enterprises; collectively known as Disadvantage Business Enterprises (“DBEs”) in contracts and in workforces, which policy is designed to provide equal opportunity for all businesses and persons to assure that its funds are not used, directly or indirectly, to promote, reinforce or perpetuate discriminatory practices. Proposers must complete Attachment D (Demographic Survey), attached hereto and submit same with their proposals. For this project, PGW has not established a goal for participation of DBEs. Each proposer must exercise its Best and Good Faith Efforts to include DBEs in its proposal. “Best and Good Faith Efforts” are those efforts, the scope, intensity and appropriateness of which are designed and performed to achieve meaningful participation of DBEs in the work described in this proposal. Proposer’s desire to self-perform all of the work does not excuse proposer from its exercise of Best and Good Faith Efforts. In furtherance of such purpose, each Proposer may employ some or all of the following methods:

- Contact DBEs that reasonably could be expected to submit a quote and are available in the OEO Directory of Certified Firms before the proposal date and notify them of the nature and scope of the work to be performed.
- Break down or combine elements of work into economically feasible units to facilitate DBE participation.
- Work with trade, community, or other organizations that provide assistance in recruitment of DBEs.



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2.10 Insurance

Proposer shall procure and maintain, at its sole cost and expense, insurance with companies that have an A. M. Best's rating of A- or better and acceptable to PGW, with coverage limits of not less than stipulated below. PGW, PFMC and the City of Philadelphia and their respective officers, employees, directors, boards, commissions and agents, shall be included as Additional Insureds on the General Liability, Automobile Liability and Excess/Umbrella Liability Insurance policies. An endorsement is required stating that Proposer's policies affording Additional Insured status will be primary to any other coverage available to PGW, PFMC, and the City of Philadelphia and their respective officers, employees, directors, boards, commissions and agents, and any insurance maintained by PGW will be excess and non-contributory. No act or omission of PGW, PFMC, and/or the City of Philadelphia and their respective officers, employees, directors, boards, commissions and agents, shall invalidate the coverage.

- **Workers Compensation and Employers' Liability.** Workers Compensation Insurance as required by statute. Employers' Liability coverage to be carried with limits of not less than \$100,000/per accident, \$500,000/disease (policy limit), \$100,000/disease (each employee).
- **Commercial General Liability.** Commercial General Liability Insurance is required with limits of not less than \$1,000,000 for Bodily Injury and Property Damage Each Occurrence; \$2,000,000 General Aggregate; \$1,000,000 Products/Completed Operations Aggregate and \$1,000,000 Personal/Advertising Injury. The policy shall also cover liability arising from liability assumed under an insured contract (including the tort liability of another assumed in a business contract), Personal Injury (including coverage for discrimination, defamation, harassment, malicious prosecution, slander and mental anguish). Products and Completed Operations must be included. ISO Endorsement CG 21 39 10 93 (Contractual Liability Limitation) shall not apply to this contract. This insurance shall be excess over any other insurance, whether primary, excess, contingent or on any other basis, that is available to the contractor or its subcontractor covering liability for damages because of Bodily Injury or Property Damage for which the contractor has been included as an Additional Insured. Such policy must contain a "Severability of Interests" clause. PGW, PFMC and the City of Philadelphia, and their respective officers, employees, directors, boards, commissions, and agents, shall be included as Additional Insureds. A copy of the actual Additional Insured Endorsement or policy wording is required.
- **Automobile Liability.** Business Automobile Liability Insurance, covering owned, non-owned and hired autos, is required with limits of not less than \$1,000,000 Combined Single Limit for Bodily Injury and Property Damage. Such policy must contain a "Severability of Interests" clause. PGW, PFMC and the City of Philadelphia, and their respective officers, employees, directors, boards, commissions, and agents, shall be included as Additional Insureds. A copy of the actual Additional Insured Endorsement or policy wording is required.
- **Excess/Umbrella Liability.** Proposer shall provide evidence of Excess/Umbrella Liability Insurance with limits of not less than \$2,000,000 in Any One Claim or Occurrence.



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The Excess/Umbrella policy shall follow form and be excess of all underlying insurance required by this contract except Professional Liability/Errors & Omissions coverage as outlined below. Philadelphia Gas Works, Philadelphia Facilities Management Corporation and the City of Philadelphia and their respective officers, employees, directors, boards, commissions and agents, shall be included as Additional Insureds. A copy of the actual Additional Insured Endorsement or policy wording is required.

- **Professional Liability/Errors & Omissions Coverage.** Evidence of Professional Liability/Errors & Omissions coverage including Cyber coverage must be provided, with limits of not less than \$1,000,000, with a deductible not to exceed \$10,000. Errors & Omissions coverage shall be applicable to any occurrence arising out of the performance of services required under the Professional Services Contract and shall cover liability arising from information technology services, including but not limited to, intellectual property infringement, privacy infringement, computer or electronic information technology services and software development services.

Coverage under an occurrence form shall be maintained in full force and effect under the policy during the contract period. Under a claims made form, continuous coverage is required. Should an Extended Discovery Period or “tail” coverage be required in the event coverage is terminated, such coverage must be maintained for a period of not less than three (3) years.

- **Fidelity/Blanket Crime Insurance.** Evidence of Fidelity/Blanket Crime Insurance with an Employee Dishonesty limit of not less than \$1,000,000 shall be submitted to PGW prior to the commencement of services. Proposer must maintain Third Party (includes money, securities, client's property and other properties) coverage under the Crime policy.

Additional Provisions

A certificate of insurance evidencing all above coverage shall be filed with PGW prior to the commencement of work. Renewal certificates and policies, as required, shall be forwarded to PGW for as long as professional contractor performs the work as specified in this contract. All certificates and policies shall contain a provision that coverage afforded will not be cancelled or materially altered until at least thirty (30) days prior written notice has been given to PGW.

It shall be the responsibility of the successful Proposer to ensure that all subcontractors carry insurance of not less than coverage and limits specified herein. Proper evidence of this compliance must be forwarded to PGW prior to the inception of any work by subcontractor.

2.11 Indemnification

The Proposer will be required in the contract to indemnify, defend and hold harmless PGW, PFMC, the City of Philadelphia, and each of their respective officers, employees, directors, boards, commissions, and agents, from and against any and all losses, costs (including, but not limited to, litigation and settlement costs and counsel fees), claims, suits, actions, damages, liability and expenses, occasioned wholly or in part by Proposer's act or omission or negligence or fault or the act or omission or negligence or fault of Proposer's agents, subcontractors,

suppliers, employees or servants in connection with this Agreement, including, but not limited to, those in connection with loss of life, bodily injury, personal injury, damage to property, contamination or adverse effects on the environment, intentional acts, failure to pay such subcontractors and suppliers, any breach of this Agreement, and any infringement or violation of any proprietary right (including, but not limited to, patent, copyright, trademark, service mark and trade secret), regardless of the negligence of PGW, PFMC, and/or the City of Philadelphia. In any and all claims, suits and actions against PGW, PFMC and the City of Philadelphia, and their respective officers, employees, directors, boards, commissions and agents, by any employee of Proposer, any subcontractor, or anyone for whose acts Proposer and its subcontractor is liable, the indemnification obligation set forth in this section shall not be limited in any way by any limitation on the amount or type of third party damages, compensation or benefits payable by or for Proposer or any subcontractor under workers' compensation acts, disability acts, or other employees' benefit acts.

PGW does not indemnify.

2.12 Certificate of Non-Indebtedness

The Proposer will be required to certify and represent that Proposer and Proposer's parent company(ies) and subsidiary(ies) are not indebted (at the time of signing of the contract) to the City of Philadelphia, PGW or PFMC (collectively the "City"), and will not at any time during the term of the contract (including any extensions or renewals thereof) be indebted to the City, for or on account of any delinquent taxes (including, but not limited to, taxes collected by the City on behalf of the School District of Philadelphia), liens, judgments, fees or other debts for which no written agreement or payment plan satisfactory to the City has been established. In addition to any other rights or remedies available to PGW at law or in equity, Proposer acknowledges that upon any breach or failure to conform to such certification PGW shall have the right to, and may, at the option of PGW, withhold payments otherwise due to Proposer, and, if such breach or failure is not resolved to PGW's satisfaction within a reasonable time frame as specified by PGW in writing, this will offset any such indebtedness against said payments and/or terminate this Agreement for default (in which case Proposer shall be liable for all excess costs and other damages including reasonable attorney's fees resulting from the termination).

2.13 Non-Discrimination

Proposer shall not discriminate or permit discrimination against any person because of race, color, religion, national origin, sex or sexual orientation. In the event of such discrimination, PGW may, in addition to any other rights or remedies available under the contract, at law or in equity, terminate any contract with Proposer forthwith.

Proposer shall comply with the provisions of Title VII of the Civil Rights Act of 1964 (42 U.S.C. §200d et seq.), §504 of the Federal Rehabilitation Act of 1973 (29 U.S.C. §794), The Age Discrimination Act of 1975, (42 U.S.C. §6101 et seq.), Title IX of the Education Amendments of 1972, (20 U.S.C. §1681), and 45 C.F.R. Part 92, as they may be amended from time to time, which together prohibit discrimination on the basis of race, color, national origin, sex, handicap, age and religion.

Proposer understands and agrees that no individual with a disability shall, on the basis of the disability, be excluded from participation in any contract of Proposer with PGW or from activities

or services provided under such contract. As a condition of accepting and executing such contract, Proposer shall comply with all provisions of the Americans with Disabilities Act, 42 U.S.C. §12101 et seq., and all regulations promulgated thereunder, as the Act and regulations may be amended from time to time, which are applicable (a) to Proposer, (b) to the benefits, services, activities, facilities and programs provided in connection with this Agreement, (c) to PGW, or the Commonwealth of Pennsylvania, and (d) to the benefits, services, activities, facilities and programs of PGW or of the Commonwealth.

Without limiting the generality of the preceding sentence, Proposer shall comply with the “General Prohibitions Against Discrimination,” 28 C.F.R. §35.130, and all other regulations promulgated under Title II of “The Americans with Disabilities Act,” as they may be amended from time to time, which are applicable to the benefits, services, programs and activities provided by PGW through contracts with outsider contractors.

2.14 MacBride Principles

Proposer certifies and represents that, to the best of its knowledge, (i) Proposer (including any affiliates under its direct control) does not have, and will not have at anytime during the term of any contract with PGW (including any extension or renewal thereof), any investments, licenses, franchises, management agreements or operations in Northern Ireland and (ii) no product to be provided under any contract with PGW will originate in Northern Ireland, unless Proposer has implemented the fair employment principles embodied in the MacBride Principles.

In the performance of any contract with PGW, Proposer covenants that it will not utilize any suppliers, subcontractors at any tier (i) who have (or whose parent, subsidiary, exclusive distributor or affiliates have) any investments, licenses, franchises, management agreements or operations in Northern Ireland or (ii) who will provide products originating in Northern Ireland unless said supplier or subcontractor has implemented the fair employment principles embodied in the MacBride Principles. Proposer further covenants to include the provisions of this paragraph, with appropriate adjustments for the identity of the parties, in all subcontracts and supply agreements which are entered into in connection with the performance of any contract with PGW. Proposer covenants that it will cooperate with PGW and City’s Director of Finance in any manner which PGW and the said Director deem reasonable and necessary to carry out PGW’s and the Director’s responsibilities under Section 17-104 of the Philadelphia Code which embodies the requirements set forth in this section. Proposer understands and agrees that any false certification or representation in connection with this section and any failure to comply with the provisions of this section shall constitute a material breach of any contract with PGW entitling PGW to all rights and remedies provided therein or otherwise available in law (including, but not limited to, Section 17-104 of the Philadelphia Code) or equity. In addition, Proposer understands that false certification or representation in connection with this section is subject to prosecution under Title 18 Pa.C.S.A. Section 4904.

2.15 Governing Laws

Any contract entered into by PGW will be executed in and shall be governed by the laws of the Commonwealth of Pennsylvania.



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2.16 Certain Required Disclosures

In accordance with The Philadelphia Code Title 17 Chapter 17-400, persons and entities who wish to provide goods and services to PGW must provide certain information about contributions they have made to elected City officials or candidates for City offices. All Proposers must therefore complete Attachment C and include such completed Attachment with their proposal. Please note that the selected Proposer will be required to update such disclosure during the term of its agreement with PGW and for one year thereafter.

3 Instructions to Proposers

3.1 Proposal Preparation Requirements

3.1.1 Proposals must be prepared in English on 8 ½ x 11 inch paper with tabbed indexes separating the following seven (7) completed sections in the following order:

3.1.1.1 **Tab 1:** Transmittal letter.

3.1.1.2 **Tab 2:** Scope of Work. Proposed scope of work, work plan, procedures and timeline sufficient to demonstrate Proposer understands and has the capabilities and processes in place to deliver the solution described in Section 2 and Attachment A of this RFP in the timeframe required by PGW.

3.1.1.3 **Tab 3:** Proposal Pricing.

3.1.1.4 **Tab 4:** Completed Section 4 (Proposer Information) of this RFP. All Proposals must include the following information and be signed (at the end of Section 4) as follows:

3.1.1.4.1 If the Proposal is made by an individual, the Proposal must be signed by the individual, the individual's full name must be typed or printed under the signature line and the Proposal must include the individual's mailing address.

3.1.1.4.2 If the Proposal is made by a partnership, the Proposal must:

- a) be signed by at least one of the general partners with authority to bind the partnership and the name of the general partner must be typed or printed under the signature line;
- b) include the name and mailing address of the partnership; and
- c) attach a copy of the partnership agreement, or other document authorizing the general partner to sign the Proposal to bind the partnership;

3.1.1.4.3 If a corporation makes the Proposal, the Proposal must:

- a) be signed by the president or vice president of the corporation, and the secretary or treasurer must attest the signature and the names of the corporate officers must be typed or printed under the signature lines;
- b) include the name and mailing address of the corporation; and
- c) attach a copy of the corporation's by-laws or a corporate resolution authorizing the corporate officer signing the Proposal to bind the corporation.

3.1.1.4.4 If the Proposal is made by a joint venture, the Proposal must:

- a) be signed by all joint venture partners and the names of the joint venture partners must be typed or printed under the signature lines;
- b) include the name and mailing address of the joint venture; and
- c) attach a copy of the joint venture agreement or other documentation signed by each member of the Joint Venture and, if applicable, any documentation necessary to show that the individuals signing on behalf of each joint venture partner are authorized to bind the joint venture.

3.1.1.5 **Tab 5:** Qualification and Experience of Proposer. Proposers are strongly encouraged to list experience providing similar services.

3.1.1.5.1 Provide the names and resumes of each person who would be participating in this project;

3.1.1.5.2 Indicate whether the individual is a full time employee of Proposer's organization (and if so for how long) or a subcontractor. If the individual is a subcontractor, list the engagements (and the particular responsibilities on each engagements) that the subcontractor has previously worked for Proposer;

3.1.1.5.3 Indicate the areas of the project that each individual will be involved with or have responsibility for;

3.1.1.5.4 For each such individual, provide a reference list with phone numbers.

3.1.1.6 **Tab 6:** Prior Work Examples. Provide examples of the following documentation:

- Screen shots of prior implementations; and
- Examples of work implementing a similar solution to that described in Attachment A. with other natural gas utilities.
- List of billing systems with which the Proposer has integrated.
- Technical and User Manuals
- Training Tools and Aids
- Available Reports
- Sample Project Plan
- Testing Procedures
- Change Management Process
- Project status Reports



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3.1.1.7 **Tab 7:** Completed Attachments C and D, and any other attachments required to be completed under the RFP.

3.1.2 One (1) original Proposal, one (1) copy and one (1) CD containing a searchable PDF readable by Adobe Reader 7.0 or higher of the proposal, must be submitted in a sealed envelope or envelopes addressed to PGW Supply Chain Department, Philadelphia Gas Works, 800 W. Montgomery Avenue, Philadelphia, Pennsylvania 19122. The name and address of the Proposer must also appear on the face of the envelope. The PDF file name should be as follows: PROPOSER_RFP_32441.PDF where Proposer is your company name and 32441 is the PGW RFP id number.

3.1.3 Failure to answer all questions completely and furnish all information required in these Proposal Documents may result in disqualification of the Proposer. PGW reserves the right to thoroughly investigate the financial status and experience of the Proposer.

3.1.4 It shall be the responsibility of the Proposer to deliver the Proposal and all other required items to the location specified in Section 1 of these Proposal Documents on or before the due date and time set forth in Section 1.1.

3.1.5 Oral communications from PGW personnel or other persons shall not be binding on PGW and shall in no way modify the provisions of the Proposal Documents. Official responses of PGW to inquiries regarding these Proposal Documents shall be issued by PGW in writing as addenda, and only such written responses shall be binding on PGW as modifications to these Proposal Documents.

3.2 Duration of Proposal

In consideration of PGW's evaluation of the submitted Proposals, each Proposer agrees that its Proposal shall be a firm offer to PGW, and shall remain open for acceptance by PGW for a period of at least one hundred and fifty (150) days beginning with the submission due date set forth in Section 1 of these Proposal Documents, as may be revised by addenda.

3.3 Proposer's Responsibility

The Proposer shall carefully examine the terms of the Proposal Documents and shall judge for itself all of the circumstances and conditions affecting its Proposal. PGW will endeavor to present accurate information, but Proposers are advised to independently verify the accuracy of any information received.



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4 Proposer Information

4.1 Proposer

Submitted by:

[Please type or print]

Name: _____

Address: _____

Telephone: _____

Facsimile: _____

The undersigned Proposer hereby submits to PGW this Proposal as described herein and in the attached documents.

4.2 Qualifications Statement

The Proposer represents and covenants that the Proposer is fully qualified to provide the requested services to PGW. The undersigned further swears and affirms that the information contained in this response is true, accurate and complete.

4.3 Business Experience

4.3.1 The following describes other points of service by Proposer and the companies for whom the services were provided. Proposer should include a reference contact at the described companies, and this contact should have direct, specific responsibility for the oversight of the program. In particular, the Proposer should describe all experience with projects similar to this project.

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This image shows a single page of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The top edge of the page has a thick black border, which appears to be the binding or the edge of the scanner bed. The rest of the page is plain white with no other markings or text.

4.3.2 The Proposer has operated under its current name since _____, a period of _____ years, and the Proposer (if such be the case) formerly operated under the following name:



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- 4.3.3 Proposer must attach the resume of the manager which it anticipates will be the contact for the services required by this RFP.
- 4.3.4 The Proposer submits herewith the following list of three (3) persons or businesses, which have knowledge of the Proposer's ability to successfully perform the services for which this Proposal is submitted.

REFERENCE NO. 1

Name: _____

Firm: _____

Title: _____

Address: _____

Telephone: _____

Facsimile: _____

Nature of Association: _____

REFERENCE NO. 2

Name: _____

Firm: _____

Title: _____

Address: _____

Telephone: _____

Facsimile: _____

Nature of Association: _____



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REFERENCE NO. 3

Name: _____

Firm: _____

Title: _____

Address: _____

Telephone: _____

Facsimile: _____

Nature of Association: _____

- 4.3.5 The Proposer has not had an agreement canceled or terminated due, in whole or in part, to the fault of Proposer, or a default or breach of contract on the part of the Proposer. (If a contract or agreement has been canceled, please explain.)

4.4 Financial Information

- 4.4.1 The Proposer has () has never () [check one] had a bond or surety canceled or forfeited. (If the Proposer has had a bond or surety canceled, state the name of the bonding company, date, amount of bond and reason for such cancellation or forfeiture.)

- 4.4.2 The Proposer has () has never () [check one] been adjudged bankrupt (Chapter 7), or petitioned the court for relief under the Bankruptcy Code or Act for either business reorganization (Chapter 11) or the Wage Earner's Plan (Chapter 13). If the response is in the affirmative, provide the following information:

4.4.2.1 Date petition filed

4.4.2.2 Case No. and jurisdiction

4.4.2.3 Amount of liabilities and debts

4.4.2.4 Date of discharge or successful completion of reorganization or wage earner's plan

4.4.3 The Proposer's bank references are:

Name

Address

4.4.4.1. _____



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4.4.4.2. _____

4.4.4.3. _____

The undersigned herewith submits a letter from

_____ indicating that the Proposer has an
(name of financial institution)

available working line of credit of no less than _____Dollars
(\$_____), or other evidence of Proposer's capital sufficient to permit it to meet
the obligations contemplated by its Proposal.

- 4.4.4 The undersigned hereby affirms that the Proposer is authorized to conduct business in the Commonwealth of Pennsylvania, and City of Philadelphia, or will obtain proper authorization to do so before executing an agreement and furnishing the required bond or letter of credit, if any.

4.5 General Litigation Disclosure

Proposer must describe any pending, contemplated or ongoing administrative or judicial proceedings material to Proposer's business, finances or products including, but not limited to, any litigation, consent orders, debarment or contracts with any local, state or federal regulatory agency issued to Proposer or to any parent or subsidiary of Proposer: _____

_____.

4.6 Business Organization Statement

4.6.1 General Information

Name of Firm [Exactly as it would appear on an agreement; if operating under a fictitious name, so indicate.]

Principal Office Address:



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Telephone Number:

Form of Business Entity [check one]

- ☐ Corporation
- ☐ Partnership
- ☐ Individual
- ☐ Joint Venture



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4.6.2 Corporation Statement

If a corporation, answer the following:

Date of incorporation: _____

Location of incorporation: _____

Is the corporation authorized to do business in Pennsylvania? Yes () No ()

If so, as of what date? _____

The corporation is held: Publicly () Privately ()

Furnish the name, title, and address of each director and officer of the corporation.

DIRECTORS

	Name	Address	Principal Business Affiliation Other than Proposer's Directorship
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____
4.	_____	_____	_____
5.	_____	_____	_____
6.	_____	_____	_____
7.	_____	_____	_____
8.	_____	_____	_____



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SHAREHOLDERS

	Name	Address	Number of Shares Owned
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____
4.	_____	_____	_____
5.	_____	_____	_____
6.	_____	_____	_____
7.	_____	_____	_____
8.	_____	_____	_____

OFFICERS

	Name	Position
1.	_____	_____
2.	_____	_____
3.	_____	_____
4.	_____	_____



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4.6.3 Partnership Statement

If a partnership, answer the following:

Date of organization: _____
General Partnership () Limited Partnership ()

Partnership Agreement recorded? Yes () No ()

Date Book Page County State

Has the partnership done business in Pennsylvania? Yes () No ()

When? _____

Name, address, and ownership share of each general partner owning more than five percent (5%) of the partnership:

	Name	Address	% of Ownership
1.	_____	_____	_____ %
2.	_____	_____	_____ %
3.	_____	_____	_____ %
4.	_____	_____	_____ %
5.	_____	_____	_____ %
6.	_____	_____	_____ %



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4.6.4 Joint Venture Statement

If a Joint Venture, answer the following:

Date of organization: _____

Joint Venture Agreement recorded? Yes () No ()

_____ Date	_____ Book	_____ Page	_____ County	_____ State
---------------	---------------	---------------	-----------------	----------------

Has the Joint Venture done business in Pennsylvania? Yes () No ()

When? _____

Name, address of each Joint Venturer and percent of ownership of each:

	Name	Address	% of Ownership
1.	_____	_____	_____%
2.	_____	_____	_____%
3.	_____	_____	_____%
4.	_____	_____	_____%
5.	_____	_____	_____%

4.7 Warranties by Proposer

4.7.1 The Proposer's Proposal has been completed to the best of the Proposer's ability, and the Proposer swears that all information contained herein is true, correct and complete to the best of the Proposer's knowledge, information and belief.



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- 4.7.2 By submission of this Proposal, the Proposer acknowledges that PGW has the right to make any inquiry or investigation it deems appropriate to substantiate or supplement information contained in the Proposal, and Proposer authorizes the release to PGW of any and all information sought in such inquiry or investigation.
- 4.7.3 Proposer expressly agrees and acknowledges that any response to this RFP, including written documents and verbal communication, regardless of how marked, is not confidential and may be subject to public disclosure by PGW, or any authorized agent of PGW, including but not limited to disclosure under the Pennsylvania Right to Know Law. Any materials submitted or ideas elicited in response to this RFP shall be the sole and absolute property of PGW, with PGW having title. By responding to this RFP, Proposer expressly waives any right to designate its response or parts thereof confidential, proprietary, a trade secret, or otherwise exempt from disclosure under any circumstance.
- 4.7.4 The Proposer declares by the submission of this Proposal that the Proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the Proposal is genuine and not collusive or sham; that the Proposer has not directly or indirectly induced or solicited any other Proposer to put in a false or sham Proposal, and has not directly or indirectly colluded or agreed with any Proposer or anyone else to put in a sham Proposal or to refrain from proposing; that the Proposer has not directly or indirectly sought by agreement or communication to secure any advantage against PGW; anyone interested in the Proposal as principal are named within the Proposal; that all statements contained in the Proposal are true; that the Proposer has not directly or indirectly divulged information or data relative to the Proposer's Proposal to any other person, partnership, corporation, or association, except to such person or persons as have a direct financial interest in the Proposer's general business.

The foregoing Proposal is hereby submitted by the entity signing below in accordance with all terms and conditions as set forth in the Request for Proposals issued by PGW.

PROPOSER:

DATE: _____
(Corporate Seal if Applicable)

Name of Proposer

By: _____
(signature)

Name:
Title:

Attest: _____
(signature)
Name:
Title:

[Add signature lines as necessary below.]

5 Proposal Evaluation, Negotiation and Contract Award

5.1 Disqualification of Proposers

- 5.1.1 If more than one Proposal is received from any individual, firm, partnership, corporation, or association, under the same or different names, said Proposals will not be considered. Reasonable grounds for believing that any Proposer has an interest in more than one Proposal will cause the rejection of all Proposals in which such Proposer is interested. If there is reason to believe that collusion exists among Proposers, none of the participants in such collusion will be considered. Similarly, unsolicited proposals may not be considered.
- 5.1.2 No Proposal shall be received from, or contract awarded to, any PGW or City employee or official who may have any direct or indirect interest in such submitted Proposal or contract.

5.2 Qualification of Proposers

- 5.2.1 PGW will carefully consider the Proposer's qualifications, proposed financial consideration, experience, financial responsibility proposed scope of services, and timeline in evaluating each Proposal. In PGW's evaluation, the Proposal as a whole may bear more weight than the individual parts of the Proposal.
- 5.2.2 Following PGW's review of the submitted proposals, PGW may select one or more Proposers with which to negotiate. PGW shall notify Proposer(s) of selection for negotiations. The date that the Proposer's receipt of the notification is confirmed by PGW, is referred to herein as the "Notification Date."
- 5.2.3 Respondents to this RFP are subject to Philadelphia Code (Chapter 20-600) and the Pennsylvania Ethics Act (65 P.S. Section 401 et.seq.) All respondents are required to disclose any potential conflict caused by PGW or City employees having a financial interest in the entity entering into a contract or agreement with PGW.

5.3 General Reservation of Rights

- 5.3.1 This RFP and the process it describes are proprietary to PGW and are for the sole and exclusive benefit of PGW. No other party, including any respondent to this RFP or future Proposer to any RFP which may be issued by PGW, is intended to be granted any rights hereunder.
- 5.3.2 PGW reserves the right to reject as informal or non-responsive any Proposal that, in PGW's sole judgment, is incomplete, is not in conformity with applicable law, is not responsive to this RFP, or contains ambiguities or services not called for by this RFP.



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- 5.3.3 Without limiting the generality of any other provision of this RFP, PGW reserves the right, at any time prior to execution of an agreement with the successful Proposer, to exercise all or any of the following rights and options, which rights and options PGW may exercise to the extent that PGW, in its sole discretion, deems to be in its best interests:
- 5.3.3.1 To request additional or supplemental information (including but not limited to information inadvertently omitted by any Proposer in response to this RFP) from any or all Proposers;
 - 5.3.3.2 To accept or reject, at any time prior to its execution of an agreement, any or all Proposals or any part thereof submitted in connection with this RFP;
 - 5.3.3.3 To accept or reject any or all of the items in any Proposal and award the contract in whole or in part if it is deemed in PGW's best interest to do so;
 - 5.3.3.4 To waive any informality, defect, non-responsiveness, or derivation from this RFP that is not, in PGW's sole judgment, material to the Proposal;
 - 5.3.3.5 To negotiate unacceptable provisions incorporated within an otherwise acceptable Proposal submitted in response to this RFP;
 - 5.3.3.6 To reject without evaluation any Proposal that is incomplete, unclear, conditional, or which contains irregularities of any kind;
 - 5.3.3.7 To reject any Proposal that in the sole discretion of PGW is not in the best interest of PGW;
 - 5.3.3.8 To re-issue this RFP without change or modification;
 - 5.3.3.9 To issue a subsequent RFP for this project with terms and conditions that are substantially different from the terms and conditions set forth in this RFP;
 - 5.3.3.10 To cancel this RFP with or without issuing another RFP;
 - 5.3.3.11 To supplement, amend, substitute, or otherwise modify this RFP at any time prior to execution of a final agreement with a Proposer;
 - 5.3.3.12 To reject the Proposal of a Proposer that, in PGW's sole judgment, has been delinquent or unfaithful in the performance of any contract with PGW, or is financially or technically incapable of performing the services required in this RFP, or is otherwise not a responsible Proposer;



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- 5.3.3.13 To permit or reject, at PGW's sole discretion, amendments (including information inadvertently omitted), modifications, alterations and/or corrections of Proposals by some or all of the Proposers following Proposal submission;
- 5.3.3.14 To request that some or all of the Proposers modify Proposals or provide additional information following evaluation by PGW;
- 5.3.3.15 To conduct such investigations as PGW considers appropriate with respect to the qualifications of any Proposer and/or any information contained in any Proposal;
- 5.3.3.16 To request clarifications of any unclear Proposal;
- 5.3.3.17 To negotiate simultaneously, or otherwise, with one or more Proposers;
- 5.3.3.18 To discontinue and resume negotiations with one or more Proposers;
- 5.3.3.19 To rescind its rejection of any Proposal(s) and negotiate (or resume negotiations) with a previously rejected Proposer;
- 5.3.3.20 To not proceed with the process described in this RFP, or to change any time schedules set forth herein;
- 5.3.3.21 To not enter into an agreement pursuant to this RFP.
- 5.3.4 PGW intends to enter into contract negotiations with the selected Proposer. However, PGW reserves the right to terminate any negotiations at any time or conduct simultaneous, competitive negotiations with multiple Proposers. PGW reserves the right to negotiate acceptable terms in an otherwise unacceptable Proposal. Such negotiations may result in changes to material terms of this RFP; in such event, PGW shall not be obligated to inform other Proposers of the changes, or permit them to revise their Proposals accordingly, unless PGW, in its sole discretion, determines that doing so and permitting such is in PGW's best interest. Should negotiations not prove satisfactory with the recommended Proposer(s), PGW reserves the right to discontinue negotiations with the recommended Proposer(s) and additional firms may be asked to enter into negotiations or PGW may solicit new Proposals or issue a new Request for Proposals.

5.4 Award

- 5.4.1 PGW intends to award the agreement to the Proposer whose Proposal best satisfies the scope of services described in Section 2 and is otherwise in the best interest of PGW. The determination of award shall be made by PGW, in its sole discretion, which decision shall be final. PGW may employ such analysis techniques and professional consultants for Proposal evaluation as it deems necessary. PGW may request submission of additional information to assist it in evaluating a Proposal, and the Proposer shall cooperate fully with such request. The contract resulting from this RFP will be awarded to the qualified Proposer whose Proposal PGW believes will be the most advantageous to PGW. PGW may condition an award on the successful Proposer's agreement to such



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terms and conditions as required by PGW including, but not limited to, PGW's indemnification.

ATTACHMENT A. SCOPE OF WORK

1 Requirements Introduction

This requirements document or software requirements specification (SRS) is organized into four sections.

Section 1 summarizes the project scope and the current bill analyzer application.

Section 2 explains the functionality envisioned for the new bill analyzer application as viewed and utilized by CSRs and viewed and utilized by PGW customers.

Section 3 details the specific requirements of the bill analyzer proposal: functions, interfaces, data characteristics, security issues, reporting needs, and the anticipated support required (for example, staff training and documentation preparation) for successful implementation.

Section 4 addresses implementation considerations.

1.1 Business Objectives

PGW seeks a vendor to implement a browser-based and mobile accessible software application that will provide customer account information and assist in explaining monthly billing charges. The application should be available in two versions: (i) a Customer Service Representatives (CSRs) edition that will help CSRs answer/respond to residential and commercial customer billing inquiries; and (ii) a customer edition that will be made available to PGW customers to access their own account information via the internet. The solution will provide the following benefits to CSRs and customers alike:

- The ability to view and analyze bill and payment history.
- The ability to calculate and evaluate changes that may have occurred in the monthly billings.
- The ability to provide graphs to help illustrate changes.
- The ability to proactively manage usage and dollar consumption through predetermined and configurable thresholds.
- The ability to issue alerts based on set thresholds.

2 Requirements: The Bill Analysis Functional Solution

2.1 Requirement Priority

Individual requirements are prioritized according to criticality using the scale below.

Table 2.1. Requirement Rankings

Priority	Description
Mandatory (Mand.)	Essential to the project. Must be implemented in an agreed-upon manner prior to release of the system.
Preferred (Pref.)	Important to the project. Should be implemented if at all possible. The system is still acceptable even if these requirements are absent.
Optional (Opt.)	Beneficial to the project, but not necessary for its successful implementation. The requirement is negotiable based on timeline, scope, risk, and resource availability.

2.2 Requirements - General

Req. Number	Requirement	Priority
2.2.1	The solution must be web based with responsive design that works well with all major browsers across all platforms including mobile devices.	Mand.
2.2.2	The solution must provide the following account information: <ul style="list-style-type: none">▪ Name▪ Address▪ Phone Number(s)▪ Service Address▪ Account Number▪ Meter Number	Mand.
2.2.3	PGW will afford downward window opportunities for integration.	Mand.
2.2.4	The solution must have seamless integration into PGW's website and existing bill pay or My Account platforms	Mand.

Req. Number	Requirement	Priority
2.2.5	Data from PGW's system will include, but not be limited to, customer information (such as name and account number) and gas usage information (such as amount of gas usage, date of usage, total cost of usage (CCF), rate, and meter number).The application should calculate, compare, and extract sequences by date input and date value.	Mand.
2.2.6	The solution must include functionality for PGW and the customer to be able to proactively manage their usage and dollar consumption through setting predetermined thresholds that are configurable.	Mand.
2.2.7	The solution must have the ability to issue alerts via letter, text, and email to individual or groups of customers based on set dollar and/usage thresholds or other defined criteria.	Mand.
2.2.8	The solution must include the capability for PGW to be able to add or rearrange content on the solution site.	Mand.
2.2.9	PGW must have the ability to customize FAQs and template letters within the solution.	Mand.
2.2.10	The solution must be able to issue updates to individual customers as well as by block or zip code.	Pref.

2.3 Requirements - CSR Facing Version

Req. Number	Requirement	Priority
2.3.1	The solution must provide the CSR with the ability to identify reasons why the bill could be higher than expected through asking the customer a series of questions regarding their home or apartment size, appliances used, and/or living habit changes in order to calculate the impact of these variables on the high bill.	Mand.
2.3.2	The solution must provide the CSR with the ability to receive quick pop-up responses to frequently asked questions.	Mand.
2.3.3	The solution must contain a searchable library of energy efficiency tips and high bill facts that can be used by the CSR to help address customer questions related to their bill and usage analysis.	Mand.

Req. Number	Requirement	Priority
2.3.4	The solution must provide a comprehensive bill (including line item charges and past due balances), payment, and weather history function that allows the CSR to view and compare in both tabular and graphical formats up to 48 months of data.	Mand.
2.3.5	Provide a comprehensive gas usage and degree day function that allows the CSR to view and compare in both tabular and graphical formats up to 48 months of data.	Mand.
2.3.6	The solution must provide detailed bill analysis (rates, payment status and adjustments, meter reading adjustments, weather, billing cycle, billing plans, appliance changes, living habits and home changes).	Mand.
2.3.7	The solution must display the monthly billed budget amount for the last 4 years so the customer can do a comparison of their budget amount if applicable.	Mand.
2.3.8	The solution should display monthly tax amount paid up to 48 months in each billing period if applicable.	Mand.
2.3.9	The solution should allow the CSR to print or send to the customer, via mail or email, a summary of billing, usage history, or any other reports generated as a result of the CSR's conversation with the customer.	Mand.
2.3.10	The solutions should provide an easy and intuitive dashboard that must allow the CSR to easily identify significant changes in the billing through alerts and address the impact of these changes on monthly and annual billings.	Mand.
2.3.11	The solution must provide a tool to compare the customer's usage to that of other similar customers for trend analysis. The comparison should be based on neighborhood, usage profile, and household characteristics (if known).	Mand.

2.4 Requirements - Customer Facing Version

Req. Number	Requirement	Priority
2.4.1	The solution must provide a comprehensive bill (including line item charges and past due balances), payment, and weather history function that allows the customer to view and compare in both tabular and graphical formats up to 48 months of data.	Mand.

Req. Number	Requirement	Priority
2.4.2	The solution must provide the customer with the ability to understand and help with reasons why the bill could be higher than expected through asking a series of questions about the domicile size and age, appliances used, living habit changes, and number of residents in order to provide a summary and potential reasons and impact of those changes on the bill.	Mand.
2.4.3	The solution must provide the user with energy saving suggestions that are customized based on the data collected from the customer about their home, and the recent gas usage.	Mand.
2.4.4	The solution must allow the customer to view 48 months' worth of detailed usage, billing and payment history, and heat load CCFs per-day.	Mand.
2.4.5	The solution must provide a way for customers to print data and charts or export usage and billing data into one of the 4 following formats: Excel, Word, PDF, or HTML.	Mand.
2.4.6	The solution must provide searchable energy savings tips and FAQs that customers can use to help answer their questions regarding billing issues.	Mand.
2.4.7	The solution must provide a detailed bill analysis (rates, payment status and adjustments, meter reading adjustments, weather, billing cycle, billing plans, appliance changes, living habits and home changes) to convey to the user the reason why a bill is higher or lower than prior months or years.	Mand.
2.4.8	The solution must include a dashboard summarizing the most relevant information for the customer. The dashboard should be customizable by PGW, and it should include messages or links that PGW can modify.	Mand.
2.4.9	The solution must contain custom reporting capabilities.	Mand.
2.4.10	The solution must allow the customer to create and set usage alerts that will send notifications to the Customer by a preferred contact method (email or SMS).	Mand.
2.4.11	The solution should capture customer contact information, including mobile number and email address, and allow the user to set communication preferences, and opt-in to PGW communications.	Pref.

Req. Number	Requirement	Priority
2.4.12	The solution must calculate usage trends and projections based on weather, billings, and other relevant data. It should provide the user with an estimate of their billing trajectory and whether their next bill is likely to be higher or lower than prior months' or years' bills.	Pref.
2.4.13	The solution should provide the ability to provide all bill analysis, reporting and alert functionality for commercial accounts.	Pref.
2.4.14	The solution should include the capability to integrate with Energy Star Portfolio Manager.	Opt.
2.4.15	The solution should include the ability for residential customers (tenants) to authorize access to usage information by their landlords/building owners.	Opt.
2.4.16	The solution should include the ability for landlords/building owners to aggregate usage across multiple customers' accounts and download or migrate to Energy Star Portfolio Manager in a single transition.	Opt.

3 Requirements: The Bill Analysis Technical Solution

3.1 Requirements - Security

Req. Number	Requirement	Priority
3.1.1	Users require a user name and a password to authenticate to the application	Mand.
3.1.2	Any data being received, stored, and transmitted through this application must be encrypted	Mand.
3.1.3	Role-based security must be enabled, allowing certain users to be Administrators for the application and others to have view-only access	Mand.
3.1.4	Audit trails must be configurable and available	Mand.
3.1.5	Logical security for application end-users would be customizable to the attribute of a transaction	Mand.
3.1.6	The proposed system must have the ability for multiple user access levels (e.g., administrator, viewer, etc.) to segregate users and administrator functions of the system.	Mand.
3.1.7	See Attachment E - Data Security Requirements	Mand.

3.2 Requirements - Quality Assurance

Req. Number	Requirement	Priority
3.2.1	See Attachment F - Testing and Acceptance Standards	Mand.

3.3 Requirements - Interfaces

Req. Number	Requirement	Priority
3.3.1	API Interface with PGW's Customer Information System (currently-BCCS)	Mand.
3.3.2	API Interface with PGW's Customer Information System (4+ years out – unknown at the Moment)	Mand.
3.3.3	The solution must include the capability to integrate with Energy Star Portfolio Manager.	Mand.

Req. Number	Requirement	Priority
3.3.4	The System Documentation and Design for the application and interfaces will be compatible with the following standards: IEEE 12207, IEEE 1540, IEEE 829, IEEE 1008.	Mand.
3.3.5	The System Documentation for the application and interfaces will be provided complete with user manuals, troubleshooting guides, program descriptions, screen descriptions, etc.	Mand.

3.4 Requirements - Training

Req. Number	Requirement	Priority
3.4.1	Provide a downloadable “How-to Guide” and support activities to train CSRs on the tool.	Mand.
3.4.2	Provide two Train the Trainer Sessions for training selected PGW employees, so they in turn can train the remaining CSRs.	Mand.
3.4.2	Provide a downloadable “Quick Tips” sheet as well as a downloadable “How to Guide” for PGW Customers to learn how to use the tool.	Mand.

3.5 Requirements - Reports

Req. Number	Requirement	Priority
3.5.1	The solution must offer reporting on all user interactions, including but not limited to:	
3.5.1.1	a. CSRs using tool, frequency and features utilized.	Mand.
3.5.1.2	b. Numbers of customers using the solution.	Mand.
3.5.1.3	c. Page views and time on pages.	Mand.

Req. Number	Requirement	Priority
3.5.1.4	d. The system, from an Administrator's point of view, must be capable of generating viewable and printable administrative reports. The reports must cover configurable exception handling, security, Administrative Role, CSR and PGW Customer usage, and audit reports.	Mand.
3.5.1.5	e. All data collected from customers through the solution. <ul style="list-style-type: none"> • Home information (house size, appliances used, living habit changes, and number of residents) • Contact information. 	Pref.

3.6 Requirements - Availability of System

Req. Number	Requirement	Priority
3.6.1	The final product must have 99.99% uptime availability with advanced maintenance windows and notification to the users on a M-F, 7AM-7PM Eastern Time basis.	Mand.
3.6.2	The application must be able to be accessed through the PGW computing network or via remote access through a VPN and/or HTTPS portal.	Mand.
3.6.3	Any time the system must be brought down, users will be notified with 24-48 hours of advanced notice.	Mand.
3.6.4	If a problem occurs that brings down the system without warning, all system users will be notified as soon as possible.	Mand.
3.6.5	Whenever availability is interrupted, a notice will be sent to all system users when the system is again available.	Mand.
3.6.6	Please include your standard SLA terms and conditions with your RFP Response.	Mand.

3.7 Requirements - Backup and Recovery

Req. Number	Requirement	Priority
3.7.1	The system must accommodate daily incremental backups of programs and data to electronic data storage devices.	Mand.
3.7.2	The system must accommodate full weekly backups of programs and data to electronic data storage devices.	Mand.
3.7.3	The system must accommodate monthly test of data restoration (full) of programs and data	Mand.

3.8 Requirements - Administrative Features

Req. Number	Requirement	Priority
3.8.1	The tool should be configurable so PGW can customize the user interfaces for both CSRs and Customers independently.	Mand.
3.8.2	The administrative message feature to allow PGW administrators publish messages (including graphics, links, and text) to either tool regularly.	Mand.
3.8.3	Calculations should be configured not embedded in code. Modifying Calculations shall be a joint Administrative task involving the System Integrator until PGW is trained and confident on maintaining the system after it is in operation.	Mand.
3.8.4	On-going assistance and support for PGW's Information Services ("IS") Department for access/security issues related to use of the proposed system across PGW's Customer Base.	Mand.

4 Requirements: The Implementation

4.1 Requirements - Schedule

Req. Number	Requirement	Priority
4.1	The new system must be available to PGW CSRs by August 1 st or 30 days prior to the release of the system to PGW customers.	Mand.
4.2	The new system must be available to PGW customers by September 1, 2018. Please note any exceptions in the ability to meet this scheduled date.	Mand.
4.3	On-going assistance and support for PGW's Information Services ("IS") Department for access/security issues related to use of the proposed system across PGW's Customer Base.	Mand.
4.4	Documentation, Train the Trainer Sessions, and System demonstrations will be done on PGW's system before its "Go-Live" date.	Mand.

ATTACHMENT B. PRICING WORKSHEET

Please provide at a minimum #1 and if applicable #2.

1. Please include your solution's cost breakdown as you can best present your pricing structure. PGW would like to understand all factors considered in your pricing of Service.

2. If this table is applicable to your pricing structure, please complete.

	Software as a Service (SaaS)	Cloud based solution
Setup/Deployment Costs		
Initial Configuration and Integration Costs		
Software Licensing Costs		
Hardware Costs (if required, please identify)		
Administrator Training Costs		
CSR Training Costs		
Annual Service and Support Cost		
Hardware On-Hand supply support if (option exists) costs.		
Price to be charged for all required professional services		
Pricing options for best value/\$		

ATTACHMENT C. REQUIRED 17-1400 DISCLOSURE

In accordance with the City of Philadelphia's contract reform legislation, codified as The Philadelphia Code Title 17 Chapter 17-1400, persons and entities who wish to provide goods and services to PGW must provide certain information about contributions they have made to elected City officials or candidates for City offices. Please note that, if selected, you will be required to update such disclosure during the term of your agreement with PGW and for one year thereafter.

Therefore, the following information must be provided to PGW:

1. Did you use any consultant with respect to this RFP or the contract at issue within the prior one year period? If so, you are required to list (in an attachment hereto) the following information for each such consultant: (i) name, (ii) business address, (iii) business phone number and (iv) amount paid or to be paid.
- | YES | NO |
|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> |

As used herein, the term "consultant" means any person or entity used to assist you in obtaining a contract through direct or indirect communication with the City, PGW, any City Agency or any officer or employee of any of them, if such communication is undertaken by the person or entity for payment.

2. Have you or any consultant disclosed above made any contributions of money or in-kind assistance within the prior two year period to (i) any candidate for nomination or election to any public office in Pennsylvania, (ii) any individual who holds any such office, (iii) any political committee or state party in Pennsylvania or (iv) any group, committee or association organized in support of any such candidate, office holder, political committee or state party in Pennsylvania? If so, you are required to list (in an attachment hereto) the date, amount and recipient of each such contribution.
- | YES | NO |
|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> |

For purposes hereof, (i) contributions made by a person's immediate family shall be deemed contributions made by that person and (ii) contributions made by an entity's affiliate or an officer, director, controlling shareholder or partner of an entity's or such entity's affiliate shall be deemed contributions made by that entity.

3. Do you intend to use any subcontractors on this contract? If so, you are required to list (in an attachment hereto) the following information for each such subcontractor: (i) name, (ii) business address, (iii) business phone number and (iv) amount or percentage to be paid. YES ☐ NO ☐
4. Within the prior two year period, has any City or PGW officer or employee asked (i) you, (ii) any of your officers, directors or management employees or (iii) any person or entity representing you, to give money, services, or any other thing of value to any person or entity? If so, you are required to list (in an attachment hereto) the following information for each such officer or employee: (i) name, (ii) title, (iii) date of request, (iv) amount requested and (iv) amount of any payment made in response to request (other than contributions listed under (2) above). YES ☐ NO ☐
5. Within the prior two year period, has any City or PGW officer or employee directly or indirectly advised (i) you, (ii) any of your officers, directors or management employees or (iii) any person or entity representing you, that a particular person or entity could be used by you to satisfy any goals in this RFP or contract for the participation of minority, women, disabled or disadvantaged business enterprises? If so, you are required to list (in an attachment hereto) the following information for each such officer or employee: (i) name, (ii) title, (iii) date of advice and (iv) name of person or entity they advised could be used to satisfy such goals. YES ☐ NO ☐

The undersigned hereby certifies that the information provided herein is true and correct as of the date set forth below.

Signature: _____

Title: _____

Name of Entity: _____

Date: _____
(Please Print)

ATTACHMENT D. DEMOGRAPHIC SURVEY

A key tenet of PGW's practice of good corporate citizenship is its commitment to the use, non-discrimination against and development of qualified minority, disabled and women vendors and to non-discrimination in employment.

In an effort to insure the full inclusion of all segments of the American population, PGW is requesting that the following information be returned with your proposal:

- A. Does your organization have a written program which addresses the utilization of minority business enterprises (MBE), disabled business enterprises (DBE) and women enterprises (WBE) in the manufacturing, distribution of servicing of your product(s)? If so, please furnish a copy of your program. Please provide statistics of MBE, DBE and WBE in (1) manufacturing, (2) distribution, and (3) service for the past two years.
- | YES | NO |
|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> |

COMMENTS: _____

- B. Does your organization foster economic growth and development by providing procurement opportunities to MBE/DBE/WBE firms as material suppliers, contractors, sub-contractors, etc? If so, please furnish a copy of your company policy or directive.
- | YES | NO |
|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> |

COMMENTS: _____

- C. Does your organization have an Affirmative Action Equal Employment Opportunity Policy? If so, please furnish a copy of this policy.
- | YES | NO |
|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> |

COMMENTS: _____

- D. Please furnish data depicting the composition of your work force by ethnic group gender and their appropriate titles/job classifications.

# OF EMPLOYEES	TITLE CLASS	ETHNIC GROUP	GENDER

As a socially responsible entity, PGW seeks to insure that its business partners are committed and dedicated to the practice of including all segments of the American population in their business practices. Accordingly, the information requested above must be provided or your proposal may be rejected as non-responsive.

If the information was provided to PGW within the past twelve months, please check here: ☐

Signature: _____

Title: _____

Name of Firm: _____

(Please Print)

ATTACHMENT E. PGW Data Security Requirements

The consideration of Information Security is of prime importance in this contract. Accordingly, all employee and/or customer specific information must be encrypted to ensure that it remains private and protected while at rest and in motion. Therefore, data being sent from PGW to THE PROPOSER as well as data being retrieved from THE VENDOR by PGW must be exchanged via a fully dedicated, encrypted and secure connection. PGW and THE PROPOSER will ensure in-transit information security by minimum TLS v1.1 and preferably v1.2.

THE PROPOSER will not store PGW data on any systems not directly supporting PGW's hosted solution or for a term longer than outlined in the contract between THE PROPOSER and PGW.

While under the control of THE PROPOSER, PGW data must be encrypted and secured from THE PROPOSER's employees, business partners and all other parties. If there are exceptions to this rule the identity of each party must be delivered to and approved by PGW prior to the implementation of any exception. Changes to this exception list due to the deletion or addition of parties excepted by this rule must be formally requested by THE PROPOSER and approved by PGW before the exception can be implemented.

PGW requires the yearly delivery of the following documents to help ensure the security and integrity of its employee and customer information:

- an Infrastructure Diagram describing the hosting site and information controls therein.
- a Disaster Recovery Plan document describing the activities taken to recover the system when the hosting site becomes unavailable or unusable.
- a Security Incident Response Plan document describing the activities taken if a data breach occurs on the hosted site.
- the SAS 70 Service Auditor's Report, including Types I and II, containing information about the design and effectiveness of controls along with testing and compliance evaluation information.

ATTACHMENT F. Testing and Acceptance Standards

In order to improve the quality of software and software-intensive products and to reduce uncertainties (risks) in the software acquisition (engineering and deployment processes) and in the final software product, PGW considers testing and other quality-related measures to be performed at every stage of the software acquisition process. These quality-related measures include the following:

Software Development Plan.

PGW will require the successful Proposer to certify (in writing) that the software/hardware solution provided by the Proposer conforms to the requirements of the software product's users and stakeholders and it is free of defects. The Proposer must, prior to the acceptance, submit the Software Development Plan for PGW's review and comment. The Software Development Plan shall describe the Proposer's approach to the software development, that includes the tools, techniques and standards to be used for development, unit testing and component testing; integration tools and techniques used to insure the integrity of system builds; and the methods and tools used to manage defect reports and analysis. The Software Development Plan should be comprehensive in nature and must assure that each software component and the solution as a whole meets the functional specifications, as defined and agreed to in the scope of work. The Software Development Plan shall describe the unit tests to be performed by the Proposer on the individual components within each module included in the solution. The unit-tested components of the "Solution" must be free of defects.

System Testing

After all components of the solution have been individually tested and certified by the Proposer, the solution will be available for testing to PGW. The successful Proposer is responsible, in conjunction with PGW's Quality Assurance (QA) Team and subject matter experts, for System Testing of the entire solution and its interfaces to assure the product's readiness for PGW User Acceptance Testing. If applicable, sufficient Performance Testing has to be accomplished to assure that the solution meets the performance requirements as defined in the scope of work. Any defects found during the System Testing, to be the result of the solution components provided by the Proposer, must be fixed by the Proposer in accordance with SLA defined in the scope of work.

User Acceptance Testing

The PGW Business users and QA Team will be responsible for conducting User Acceptance Testing, with the Proposer's assistance. The solution and services provided shall not be finally accepted unless and until all Services and Deliverables required under the contract have been completed, delivered and signed off by PGW as being in conformance with the requirements of the scope of work and the terms and conditions of the contract. Once the successful Proposer and PGW have agreed that the solution is ready for user acceptance testing, PGW will have to complete all User Acceptance Testing and either accept or reject the solution in part or in whole. During User Acceptance Testing, the Proposer will have 5 calendar days to correct any reported

defects identified by PGW. If a defect has not been corrected in 5 days, PGW at its reasonable discretion will have the option of stopping User Acceptance Testing until all reported defects have been corrected. If PGW should identify a significant problem (one which would prevent the solution from being deployed to production) during the final 2 weeks of User Acceptance Testing, all testing activities will be halted until the defect is corrected.

Testing Tools

To track, manage, and address solution testing PGW uses the HP Quality Center application. If agreed upon, the Proposer must provide an electronic version of all test cases/test scripts in a format that can be imported into the HP Quality Center to facilitate User Acceptance Testing conducted by PGW.

Defects in HP Quality Center are prioritized as follows:

- **Emergency** - The issue results in the complete failure of the solution, component of the solution or any part thereof.
- **High** - The issue does not result in the complete failure of the solution or a component of the solution but causes the solution to produce incorrect, incomplete, or inconsistent results, or impairs the solution's usability. There is no way to pass the failed component(s); however, there are acceptable processing alternatives which will yield the desired result.
- **Medium** - The issue does not result in the complete failure of the solution or component of the solution, does not impair usability, and the desired processing results are easily obtained by working around the defect.
- **Low** - The issue is the result of non-conformance to a standard and is related to the aesthetics of the solution, or its components, or is a request for an enhancement. Defects at this level may be deferred or even ignored.

Testing Standards

All testing documentation provided by the successful Proposer must conform to the IEEE 829 as follows:

- A Test Plan describes the scope, approach, resources, and schedule of the testing activities. It identifies the items to be tested, the features to be tested, the testing tasks to be performed, the personnel responsible for each task, and the risks associated with the plan.
- A Test Specification consists of (three document types):
 1. A test design specification defining the test approach and identifying the features to be covered by the design and its associated tests. It also identifies the test cases and test procedures, if any, required to accomplish the testing and specifies the features' pass/fail criteria.
 2. A test case specification documenting the actual values used for input along with the anticipated outputs. A test case also identifies constraints on the test procedures resulting from use of that specific test case. Test cases are separated from test designs to allow for use in more than one design and to allow for reuse in other situations.
 3. A test procedure specification identifying all steps required to operate the system and exercise the specified test cases in order to implement the

associated test design. Test procedures are separated from test design specifications as they are intended to be followed step by step and should not have extraneous detail.

- Test reporting consists of (three document types):
 1. A test log used by the test team to record what occurred during test execution.
 2. A test incident report describing any event that occurs during the test execution which requires further investigation.
 3. A test summary report summarizing the testing activities associated with one or more test design specifications.