

**PHILADELPHIA GAS WORKS**

**REQUEST FOR PROPOSALS**

**FOR**

**THIRD PARTY ADMINISTRATOR FOR SELF INSURED WORKERS'  
COMPENSATION PROGRAM**

Dated: May 31, 2019

RFP NO.: 33318



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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 July 1, 2019 by 2:30 p.m. Eastern Time, at the PGW Supply Chain Department, 800 W. Montgomery Avenue, Philadelphia, Pennsylvania 19122, for a third party administrator for self-insured workers’ compensation program.

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 Brown, PGW Supply Chain Department, fax: 215-684-6163, e-mail: [Jessica.Brown@pgworks.com](mailto:Jessica.Brown@pgworks.com) (with a copy to [procurement@pgworks.com](mailto: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 ..... May 31, 2019

Questions and requests for clarification or information must be received, in writing, at the office of the person listed above by 1 p.m. (EST) ..... June 10, 2019

Mandatory Teleconference, 1:00 p.m. .... June 17, 2019

Proposal Submission Due Date  
Must be received, in writing, at the office of the person listed above by 2:30 p.m. (EST) ..... July 1, 2019

Notification Date..... July 15, 2019

Contract Start Date ..... September 1, 2019

The Mandatory Telephone Conference is scheduled for 1:00 p.m. on June 17, 2019 to answer questions and requests for clarification. Proposers who choose to participate via conference call should dial as follows:

(215) 684-6200

Conference ID: 5847894

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 two (2) 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:**

- D Disclosure Form
- I Demographic Survey

- 1.2.2 Attended the Mandatory Meeting (or attended via teleconference); 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 is a qualified self insured employer for Workers' Compensation in the Commonwealth of Pennsylvania. PGW is seeking proposals from Proposers to work with the Risk Management Department of PGW to provide all medical health care and claims management services for employees who sustain service-connected injuries. PGW is looking for a Third Party Administrator to design and subcontract for a medical panel program. The Third Party Administrator would take responsibility for the payment of all medical bills incurred for work injuries, whether treatment is rendered in network or not. The Third Party Administrator would also make other payments, including but not limited to indemnity and legal bills. With approximately 1,700 active employees, PGW currently receives an estimated 200 new claims each year. There are currently 60 open claim files.

### **2.2 Services to be Provided; Scope of Work**

See Attachment A.

### **2.3 Term**

The contract between PGW and the successful Proposer for the selected hosted Learning Management system will be for one year and three (1) year options to renew.

### **2.4 Proposal Pricing**

Proposers must provide PGW with a detailed pricing model; provided, however, that this RFP is not limited to one pricing model and Proposers are encouraged to provide alternative pricing models. At a minimum, each Proposal should provide pricing for a fixed cost



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program and a fee-for-services program and should include a detailed breakdown of the pricing related to services such as the transition of the program, RMIS information systems, medical managed care, vocational services, financial or banking considerations, surveillance, fraud functions and any other ad hoc service available by the Proposer and included in the pricing model.

Each Proposer must disclose **all** assumptions used in establishing its price and must include in its pricing model specific information regarding the assumption/transfer of PGW’s current open claims in inventory from its present vendor(s). Proposers should assume a transfer (run-off) inventory of approximately 100 files at the Program inception

## **2.5 Proposer/Personnel Minimum Requirements**

Proposers must have a minimum of five (5) years demonstrated experience providing services as required by this RFP. The successful Proposer shall provide fully trained, competent and skilled personnel for performances of the services described herein. The services must be provided by personnel with the appropriate professional credentials All Respondents must also provide this information for each of its major subcontractors, if any.

## **2.6 Licensing**

The Proposer will 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 commercial activity license, issued by the City of Philadelphia’s Department of 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



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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.

For this project, PGW has established a combined participation goal of 5-10% for Minority Owned Business Enterprise (“MBE”), Women Owned Business Enterprise (“WBE”), Veteran Owned Business Enterprise (“VOSBE”), and/or Disabled Owned Business Enterprises (“DSBE”); collectively known as (“DBEs”). Each Proposer must use its best efforts to comply with and/or exceed such goals. 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 before the proposal date and notify them of the nature and scope of the work to be performed.
- Break down or combining 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.

Proposer shall secure the prior approval of PGW, which approval shall not be unreasonably withheld, before making any changes or modifications to contract commitments made by Proposer that affect DBE participation, including, without limitation, substitutions for its DBE contractors and subcontractors, changes or reductions in services provided by its DBE contractors and subcontractors or changes or reductions in the percentage amounts of commitments with its DBE contractors and subcontractors.

Proposers must complete Attachment I (Demographic Survey) attached hereto and submit same with their proposals.



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## **2.10 Insurance**

Proposer shall procure and maintain, at its sole cost and expense, insurance with companies carrying an A. M. Best's rating of not less than A- 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 Insurance policy. An endorsement is required stating that Proposer's policies 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. Any insurance maintained by PGW will be excess and non-contributory. Furthermore, no act or omission of PGW, PFMC, and/or the City of Philadelphia shall invalidate the coverage.

- WORKERS' COMPENSATION AND EMPLOYERS' LIABILITY. Workers' Compensation Insurance, as required by statute. Employers' Liability coverage is to be carried with minimum limits of \$500,000 each accident/\$500,000 disease-policy limit/\$500,000 disease-each employee.
  
- GENERAL LIABILITY INSURANCE. Commercial General Liability is required with limits of not less than \$1,000,000 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 Blanket Contractual, Broad Form Property Damage, liability assumed under an insured contract (including the tort liability of another assumed in a business contract), and Personal Injury (including, but not limited to, coverage for discrimination, defamation, harassment, malicious prosecution, slander and mental anguish). Products/Completed Operations must be included. ISO Contractual Liability Limitation Endorsement #CG2391093 shall not apply to this Agreement. Such policy must contain a "Severability of Interests" clause. This insurance shall be excess over any other insurance, whether primary, excess, contingent or on any other basis that is available to the Proposer or its subcontractor covering liability for damages because of Bodily Injury or Property Damage for which the Proposer has been included as an Additional Insured. 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 is required.
  
- AUTOMOBILE LIABILITY INSURANCE. Business Automobile Liability coverage 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. Philadelphia Gas Works and Philadelphia Facilities Management Corporation shall be included as Additional Insureds. A copy of the actual Additional Insured Endorsement is required.



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- EXCESS/UMBRELLA LIABILITY INSURANCE. Proposer shall provide evidence of Excess/ Umbrella Liability Insurance with limits of not less than \$2,000,000 in any one claim or occurrence. Coverage shall include, but not be limited to, coverage provided by the underlying insurance. Underlying insurance shall include all liability coverage required by this contract except Professional Liability Errors & Omissions coverage as outlined below. Philadelphia Gas Works and Philadelphia Facilities Management Corporation shall be included as Additional Insureds. A copy of the actual Additional Insured Endorsement is required.
  
- PROFESSIONAL LIABILITY ERRORS & OMISSIONS COVERAGE. Evidence of Professional Liability Errors & Omissions Insurance, including Cyber Liability, must also be provided with limits of not less than \$2,000,000 Per Occurrence/Aggregate or Per Claim or Loss/Aggregate with a deductible not to exceed \$100,000. Errors & Omissions Insurance shall be applicable to any occurrence arising out of the performance of services pursuant to any statement of work between the parties and shall cover liability arising from information technology services, including but not limited to, intellectual property infringement, privacy infringement, software development services and computer or electronic information technology services. Under an occurrence form, coverage required shall be maintained in full force and effect under the policy. 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. This insurance shall be primary with respect to any other insurance or self-insurance programs afforded the Proposer.
  
- 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 property (includes money, securities and other properties) coverage under Crime policy.

**ADDITIONAL PROVISIONS**

Certificates of Insurance evidencing all required coverage shall be filed with PGW prior to the commencement of work. All certificates and policies shall contain a provision that coverage afforded will not be canceled or materially altered until at least thirty (30) days after prior written notice has been given to PGW.

It shall be the responsibility of the Proposer to ensure that all subcontractors carry insurance of not less than coverage and limits specified herein, except to the extent that PGW's Director of Risk Management may agree to lower limits on a case by case basis depending on the nature of the subcontractor's work. Subcontractor must forward proper evidence of this compliance to Philadelphia Gas Works prior to the inception of any work.

Renewal certificates and policies, as required, shall be forwarded to Philadelphia Gas Works for as long as the Proposer performs the work as specified in this contract.



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## **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).



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### **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



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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.

### **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 D 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, procedure and timeline to provide the scope of work described in Section 2 of this RFP.

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



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- 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 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;

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

3.1.1.5.5 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:

3.1.1.7

- Sample monthly reports.



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- Curricula vitae of your medical director and other medical professionals providing administration services and/or medical care.
- Sample legal audits.

3.1.1.8 **Tab 7:** Completed Attachments D and I, 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\_#####.PDF where Proposer is your company name and ##### 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.



## 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





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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



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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:

	<b>Name</b>	<b>Address</b>
4.4.4.1.	_____	_____
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:\_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_.



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**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**

	<b>Name</b>	<b>Address</b>	<b>Principal Business Affiliation Other than Proposer’s Directorship</b>
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____
4.	_____	_____	_____
5.	_____	_____	_____
6.	_____	_____	_____
7.	_____	_____	_____
8.	_____	_____	_____



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**SHAREHOLDERS**

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

**OFFICERS**

	<b>Name</b>	<b>Position</b>
1.	_____	_____
2.	_____	_____
3.	_____	_____
4.	_____	_____





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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: \_\_\_\_\_  
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.
- 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



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



## ATTACHMENT D. 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

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

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.



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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 I. 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: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_





## ATTACHMENT A

### SCOPE OF SERVICES

### P G W ' S THIRD PARTY ADMINISTRATOR SERVICE REQUIREMENTS AND RESPONSIBILITIES

#### **Introduction: Statement of Purpose**

PGW is currently seeking proposals from qualified, experienced Third-Party Administrators (TPA) vendors to work with the Risk Management Department ("Risk Management") to provide medical health care and claims management for PGW employees who sustain work related injuries. PGW self-insures its workers' compensation liability, has approximately 1,640 employees and receives an estimated 165 new employee disability claims each year.

The Proposer's proposed scope of work should address each objective specifically and describe in detail how the Proposer will achieve the objective, or how the Proposer will enable the Department to achieve the objective.

- Improving the quality of health care for injured workers
- Return injured employees to work promptly and safely
- Accurately reflect the cost and impact of all aspects of PGW's Employee Disability Program
- Reduce PGW's work-related injury costs
- Provide a smooth transition from current program to a new program
- Promote confidence and good will in the claims management and medical treatment of injured PGW employees
- Assure compliance will all applicable laws, regulations and guidelines, especially the PA Workers' Compensation Act
- A system to accept notice of claims electronically, telephonically and via facsimile that is available 24-hours/7-days a week, including holidays
- A process for payment of all workers' compensation indemnity and claims related expenses
- A process for payment of all medical services, including those rendered outside of PGW's network
- Coordination of legal services provided by legal firms



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**A. Claims Management/Investigation**

- i. Operate a service office during normal business hours (8:00 a.m. to 4:30 p.m.), located in the City of Philadelphia with dedicated staff adjusters, claims supervisors and nurse case managers. In addition, emergency contact information for key claims personnel and emergency after hours claims services must be available to PGW.
  - ii. Consent to independent file audits by PGW Risk Management and/or by PGW's Excess Workers' Compensation carrier.
2. PGW requires the TPA to provide a system to accept notice of claims electronically, telephonically and via facsimile that is available 24-hours/7-days a week, 365 days a year including holidays.
3. Establish a process to receive and record all work injury reports and electronically make all state filings on behalf of PGW.
4. Investigate claims to determine injury compensability, anticipated medical treatment and expected length of disability.
5. Index all claimants for multiple claims and possible causation unrelated to the work injury such as an auto accident.
6. Interview every injured employee regarding the cause and nature of the injury within 24-hours of the injury, obtain consent for release of personal medical records and retrieve those records within 30 days.
7. Obtain photograph of any cuts, lacerations, or other injuries on the neck and above which might lead to a scarring claim.
8. Interview the injured employee's supervisor and witnesses to the injury, as appropriate, regarding the cause of injury within 48-hours of the injury.
9. Obtain from every medical provider within 48-hours of the initial employee visit the diagnosis and treatment plan for the injury and work status of the employee.
10. Coordinate and communicate with PGW Risk Management personnel to determine if injury is work related.
11. Perform medical investigations and occupational assessments to confirm continuing no duty and light duty status.



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12. Collect information regarding applicable earned income offsets and other coordination of benefits offsets.
13. Review every claim for subrogation potential and identify claims with opportunities for subrogation against liable third parties, and take all steps to protect PGW's lien.
14. Obtain signed authorizations for release of private medical records to be used in the ongoing investigation to determine if continued medical care is for a work related injury.
15. Identify indicators of potential fraud and refer the file to PGW Risk Management for handling.
16. Review every claim for supersedeas potential and prepare documentation for legal presentation.
17. Provide mandatory notification reports to Medicare
18. The TPA must provide medical direction by a physician with experience in Occupational Medicine to provide the following:
  - a. Support medical decisions impacting claims management by maintaining regular consistent contact with nurse case managers to review all open claims and the setting of triggers that prompt immediate review.
  - b. Provide continuing education of the claims adjusters/nurses related to medical issues
  - c. Act as technical lead for nursing staff
  - d. Participate in panel physician case management review – providing clear expectations to physicians verbally and in writing.
  - e. Perform QA activities that would allow for proactive intervention for NCMs and Adjusters to improve performance
  - f. Contribute to the decisions for reserves as needed
  - g. Define medical policies and protocols
  - h. Recommend medical panel changes based on positive experience from other business and/or assessment of existing panel performance
  - i. Review all surgery and procedure requests to determine medical appropriateness
  - j. Interface with panel physicians as needed to provide medical expertise



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- k. Design and implement quality assessments/dashboards that provide panel physicians with provider agreement specifications

**B. Medical Health Care/Case Management**

Under the current arrangement PGW, through their TPA, has a contract with its network of hospitals, physicians and medical care providers. The TPA is responsible for the provision of medical care services for employees who sustain legitimate work related injuries and must indicate its agreement and compliance with the following statements regarding the services of the Medical Health Care Provider (MHCP). The MHCP must provide a system to coordinate the delivery of medical services among multiple disciplines (emergency department, referral to specialists, rehabilitation and/or social services).

1. Provide emergency medical, surgical and short stay services and diagnostic testing  
Provide treatment at hospital based sites and free standing sites geographically located within the City to best serve employee work site locations.
2. Provide for timely intervention by qualified health care professionals including prompt initial treatment, which may include hospitalization, appropriate follow-up by qualified specialists and rehabilitation therapies.
3. With initial treatment of injury, the MHCP must establish a firm estimated (prognosis) of return to limited/active duty based on Occupational Medicine Standards.
4. Provide a full range of medical services necessary. Certain specialist or other services, which cannot be directly provided by the TPA, may be referred to appropriate service providers. The TPA must provide PGW with a list of proposed referral service providers for pre-approval by PGW.
5. The MHCP must provide Physical/Occupational Therapy Services
6. The TPA must provide Pharmacy Benefit Management Services
7. Interview every injured employee regarding the cause and nature of injuries within 24-hours of the injury occurring.
8. Except in emergency situations, medical care and evaluations may only be provided with proper authorization. Any care provided without such authorization shall be at the sole financial risk of the MHCP.
9. All independent medical evaluations are to be performed by board certified or eligible physicians in the appropriate specialty. Independent medical evaluations require the advance authorization of the designated PGW representative(s) or the TPA.



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10. All medical care and treatment must be provided under the on-site supervision of a physician who is board certified or eligible in an appropriate field. No medical students, residents or physician assistants (PA) are to provide any definitive treatment to PGW patients.
11. Medical Case Managers working on PGW's program must be, at a minimum, registered nurses (RN).
12. Communication will be established with the employee, claims representative and treating physician initially and on an ongoing basis.
13. The TPA will be responsible for the payment of all medical care provided to active and retired PGW employees with work related injuries, regardless of whether the services are rendered in or out of the network and regardless of what benefit type the claim is filed under.
14. The MHCP must develop a method to coordinate and transfer, daily, all information relating to the medical services rendered and applicable billing to the TPA.
15. The TPA must work with PGW and the MHCP to develop a process for the payment of all medical services rendered out of network.
16. The TPA must maintain a centralized record keeping system, which includes a highly integrated case management system to insure appropriateness and timeliness of care to employees injured on duty.
17. The MHCP will provide for quality and timely reporting within two business days of receipt to the medical file and PGW. All file entries must include medications in use as well as other vital information.
18. The MHCP must provide services at costs lower than the PA WC fee schedule.
19. At the request of the TPA or PGW, the MHCP must make copies of medical records/files and radiographic films and other pertinent studies available as needed.
20. The TPA must agree that PGW has the right to review cases and medical records and perform audit procedures of medical care provided.
21. The MHCP will provide status reports on injured employees to the TPA within one (1) business day of treatment by primary physician and five (5) business days of treatment by specialist.
22. Meetings related to the Medical Program may, with reasonable notice, be convened at the request of PGW or the TPA. At the request of PGW, the MHCP must present summary medical care information and treatment plans on patients.



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23. The MHCP must provide credentials to PGW for all professional staff who will be providing services if so requested by PGW. PGW maintains the right to disqualify individuals from providing services based on prior work history or other concerns.

**C. Medical Case Management**

Provide a dedicated medical case manager who is a registered nurse (RN) to work solely on PGW's program. Provide field case management as needed,

Specialist(s) must develop a treatment plan based on the patient's first visit to the MHCP. It will be the responsibility of the TPA to insure that such treatment plans are prepared and updated as needed.

The MHCP will provide on-going patient satisfaction assessments as well as quality assurance metrics on medical care provided.

Provide technical assistance to Risk Management

Provide an integrated electronic system between medical case managers and claims adjusters to assure file documentation is complete.

Provide a fully integrated medical case management program with resources, including but not limited to telephonic case management and field case management.

**D. Legal Case Management**

1. Make all assignment determinations and timely referrals to counsel from the list of approved law firms provided by PGW and maintain a tracking system of all case assignments made on behalf of PGW.
2. Utilize appropriate techniques to contain costs of legal services.
3. Assist PGW's chosen law firm(s) in evaluating and determining the appropriate legal strategy.
4. Assist PGW's chosen law firm(s) in settlement negotiations.
5. Require all law firm(s) to provide standardized status reporting on all assigned cases.

**E. Records Management and Retention**

The TPA must agree to follow the industry-recommended electronic records management and retention practices as promulgated by the Association for Information and Image Management International (AIMM), unless modified by other applicable law.

The successful Proposer must have the ability to protect the integrity of all files, documents and electronic data of PGW's Workers' Compensation Program.

It is the responsibility of the TPA to maintain and store all medical records, files and patient history on behalf of PGW.



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PGW is the sole owner of all files, documents and electronic data related to the Program. This includes but is not limited to both the file hard copy and all related electronic versions.

Create and maintain complete paper and electronic documented files on each reported claim incident. Maintain appropriate claim files to support Workers' Compensation hearings, benefit denial appeals and subrogation claims.

Assure the availability of all files for review by PGW, and provide upon request copies of claims files.

Store closed files in accordance with minimum jurisdictional requirements.

**F. Program Administration**

Work with PGW to develop communications to explain the change in the administration of the work injury program to PGW.

Schedule and attend periodic meetings with PGW representatives to review monthly reports and discuss concerns relative to program administration.

Assist PGW in the administration of its Work Safety Program as it relates to work related injuries.

**G. Reporting**

Produce loss reports on a periodic basis, for review by PGW. These reports are to be inclusive of accounting and statistical data sufficient in nature to analyze and monitor the overall and departmental financial posture, expenditure and loss profiles of the program. Prepare an Estimated Liability report on every open claim periodically as required by PGW.

Complete and submit all forms and information required by the Commonwealth of Pennsylvania for the establishment, maintenance and operation of a self-insured Workers' Compensation Program and a Work Injury Program, and any and all forms required by this or other agencies external to PGW.

Develop methods to incorporate the Medical Health Care Provider(s) billing and payment information into the Risk Management Information System on a daily basis.

Generate appropriate reports, including analyses of costs and utilization of health care services and days off duty, causes of injury, and costs incurred by each PGW department to support potential budgetary charge backs.

Report to PGW quarterly the number of times the healthcare provider continues treatment for pre-existing conditions after the work related injury was resolved.

Produce Quarterly Reports, sortable by primary health care provider location or by PGW department, including paid days limited duty, paid days no duty, and medical care costs.

Prepare estimated Liabilities Reports as requested for budgeting purposes.

Provide annual actuarial analysis of Workers' Compensation liabilities.



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Ad hoc reporting capabilities as required by PGW.

#### **H. Risk Management Information System**

Provide a Risk Management Information System (RMIS) that is accessible to PGW at all times. The system should at a minimum be on-line, provide current available information and include e-mail capabilities.

While PGW is not required to participate in mandatory reporting under OSHA, the RMIS should include OSHA characterizations (i.e. lost time, restricted, medical, first aid). The system should also track number of days a claimant is not available for work (both lost time and restricted). This system should be able to calculate the DART and DART severity rates.

The RMIS should include claims adjusters notes which should be current at all times on all claim files and indicate all activity on the claim file.

The RMIS should at a minimum have the capability of indicating the claim adjuster's name, address and e-mail address.

The RMIS should allow access to the payment system for all claims and services, and allow PGW to view all payments made on behalf of PGW for all services.

The RMIS should provide current reserve information as well as reserve history on all claims.

The RMIS should have the capability to allow PGW to run reports including safety from PGW site locations.

Installation, training and support services should be available on a start-up basis and throughout the life of the contract.

Ideally, the RMIS would be compatible with PGW's ADP system.

#### **I. Vocational Rehabilitation Services**

Provide vocational rehabilitation services with certified vocational counselors so that disabled employees can be trained for alternative employment and work with PGW's Organizational Development Department to identify alternative employment opportunities for disabled employees.

Provide vocational services necessary to coordinate with the defense of Workers' Compensation claims.

#### **J. Program Transition**

Guarantee the confidentiality of all injury files. Under no circumstances will information contained in those files be divulged without the prior permission from PGW's Risk Management Department.

Provide PGW with any and all services deemed necessary to make the transition to a new administrator as smooth as possible.



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Provide whatever assistance and services are necessary to ensure that servicing of PGW's Program is continued without interruption.