

Cherelle L. Parker, Mayor
Atif Saeed, Chief Executive Officer, Department of Aviation
The City of Philadelphia

REQUEST FOR PROPOSALS FOR **PHL WORKS: CUSTOMER SERVICE PROGRAM SUPPORT**

WORK SUMMARY:

The City of Philadelphia (“City”), Department of Aviation (“Aviation,” “Airport,” “PHL”) Guest Experience unit requires overall support of the customer service strategy PHL WORKS and its components including, but not limited to, the continual growth and logistical support of each: PHL WORKS training sessions; Mystery “Journey” Shopping; the Employee Recognition Program; and Employee Appreciation and Engagement activations, events, and giveaways. Development and implementation of PHL WORKS online course trainings; communications planning and administration to foster airport-wide buy-in for trainings; and provide ongoing data, analysis and related KPIs for measurement.

PROPOSED COMPENSATION:

Compensation not to exceed \$300,000.

RFP ISSUE DATE:

October 31, 2024

RESPONSE DEADLINE:

No later than 5 pm Philadelphia Time on **December 2, 2024**. **A complete proposal must be submitted by this time to be considered. Proposals in-process are incomplete.**

MANDATORY, VIRTUAL PRE-PROPOSAL MEETING:

A Mandatory, Virtual pre-proposal meeting will be held on **November 8, 2024, at 10 AM**, Philadelphia Time. **It is mandatory that all proposers attend.**

See the virtual meeting link on page 9 of this document.

OFFICIAL RFP CONTACT:

David M. Wilson
Procurement Technician 2, Professional Services
David.Wilson@phl.org

SUBMISSION REQUIREMENTS:

All proposals must be submitted electronically to the correct contract opportunity established for this RFP (identified by opportunity number) through **eContract Philly** at <https://philawx.phila.gov/econtract/>

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1. INTRODUCTION

1.1 Values

The City of Philadelphia values **diversity, equity, and inclusion**, and seeks to provide increased access to contracting opportunities for certified local, Minority-, Woman- and Disabled-Owned Businesses (M/W/DSBE), Small Business Enterprises (SBEs), and alternative diverse businesses on registries recognized by the City.

IF ELIGIBLE, YOU ARE ENCOURAGED TO:

- ✓ Apply for [Local Business Entity \(LBE\) certification](#) with City's Procurement Department. If you provide your LBE status and/or promise to have a Local Impact, this must be used by the contracting department as a positive factor in evaluation and potential selection. Additionally, some opportunities are exclusively reserved for LBE certified businesses.
- ✓ Register as a [M/W/DSBE](#) certified business with the City's [Office of Economic Opportunity](#) (OEO) and be added to OEO's registry of certified businesses. The City and prime contractors use this registry to find and solicit diverse vendors for contracts and subcontracts.
- ✓ Get Paid Faster! Enroll on the [Vendor Payment Portal](#) to effortlessly submit electronic invoices and monitor payment progress 24/7. The process of submitting invoices through the Vendor Payment Portal is user-friendly, efficient, and free.

M/W/DSBEs, [alternative Diverse Businesses recognized by the City](#), vendors participating in the [Rebuild Emerging Vendors Program](#), and LBEs are encouraged to respond directly to this RFP.

1.2 Contracting with the City of Philadelphia

Consistent with our values, the City requires that all contractors and subcontractors comply with all applicable laws, regulations, and policies, including:

1

[City business licenses and permit requirements](#)

2

[Payment of City Business Taxes or other indebtedness owed to the City](#)

3

[Compliance with the City's Antidiscrimination Policy, Executive Order 01-21](#)

4

[CHAPTER 17-1300. PHILADELPHIA 21ST CENTURY MINIMUM WAGE AND BENEFITS STANDARD](#)

Please closely review the City's contract attachments including the standard terms and conditions found in the General Provisions under [Appendix A](#) of this RFP. Any contract resulting from this RFP will incorporate and be governed by these documents.

1.3 Contacting Us

For technical assistance with the eContract Philly website, email eContractPhilly@phila.gov or call (215) 686-4914.

- Please note the phone number provided is not a live helpline.
- Allow for two (2) business days prior to any application deadline to receive a response to your request. The City will not extend a deadline even if it has not responded to your question or request.
- All other questions regarding the RFP, including substantive questions, must be submitted in accordance with Section 2.3. Applicants are otherwise prohibited from contacting City representatives concerning this RFP or related matters.

1.4 Feedback about this RFP

The City recently updated the design of the RFP for Professional Services, and we would like feedback from vendors. If you have feedback you would like to share, please complete [this voluntary survey](#). Thank you.

2. THE OPPORTUNITY

2.1 Summary

PHL initiated its first-ever airport-wide customer service vision statement and standards in 2023—"At PHL, together we elevate the airport experience, offering meaningful interactions that make each guest feel welcomed, valued, and appreciated." WORKS stands for Welcoming, Ownership, Respectful, Knowledgeable, and Seeks to Connect.

The primary goal of the vision statement and standards is to create a unified airport-wide service-led culture that is consistent throughout the entire guest journey by offering various training sessions, mystery "journey" shopping for measurement, rewards and recognition programs, and employee appreciation and engagement opportunities based on PHL WORKS. The foundational phase of PHL WORKS has been established.

As the City and the Airport prepare to welcome major events in 2026—FIFA World Cup, our nation's 250 birthday, and the MLB All-Star Game, PHL seeks qualified applicants to support, sustain, measure, and continually grow PHL WORKS programming including, but not limited to, the following:

1. **PHL WORKS Voluntary Instructor-led Training Sessions including Train the Trainer**

- Develop additional in-person training sessions**
Develop new modalities of training

2. **Mystery "Journey" Shopping**

3. **Airport-wide Employee Recognition**

4. **Airport-wide Employee Appreciation and Engagement**

2.2 Background

DEPARTMENT OF AVIATION OVERVIEW

The City administers the day-to-day operations of the Airport through Aviation, under the direction of its Chief Executive Officer ("CEO"). The Airport's Chief Strategy Officer or their designee will manage the work performed by the Applicant(s).

DESCRIPTION OF PHILADELPHIA AIRPORT SYSTEM

PHL is classified by the Federal Aviation Administration ("FAA") as a large air traffic hub (enplaning 1.0% or more of the total passengers enplaned in the U.S.). According to data reported for calendar year 2022 by Airports Council International – North America, PHL was ranked the twenty-second busiest airport in the United States, serving 25.2 million passengers; twenty-seventh busiest in the nation for aircraft operations; and sixteenth busiest in the nation for cargo tonnage. The Airport serves residents and visitors from a broad geographic area that includes eleven counties within four states: Pennsylvania, New Jersey, Delaware, and Maryland. The Airport System consists of the following:

Philadelphia International Airport

PHL has approximately 2,598 acres located partly in the southwestern section of the City and partly in the eastern section of Delaware County, about 7.2 miles from Center City Philadelphia. The Airport's runway system consists of parallel Runways 9L-27R and 9R-27L, crosswind Runway 17-35, commuter Runway 8-26, and interconnecting taxiways. PHL's terminal facilities consist of seven terminal units totaling approximately 3.3 million square feet and include ticketing areas, passenger and baggage screening areas, passenger hold rooms and other amenities, baggage claim areas, a variety of food, retail and service establishments, and other support areas. Outside of the PHL terminal area, PHL also has the following: six active cargo facilities; various support buildings; training areas; an air traffic control tower; a fixed-base operator; corporate hangars; a fueling supply facility; two American Airlines aircraft maintenance hangars; a first-class office complex; a 14-story hotel; seven rental car facilities; a cell-phone lot; employee parking lots; and five public parking garages.

Northeast Philadelphia Airport

PNE is located on approximately 1,118 acres situated within the City limits, ten miles northeast of Center City Philadelphia. PNE serves as a reliever airport for PHL and provides for general aviation, air taxi, corporate, and occasional military use. The airport has no scheduled commercial service. There are presently 85 T-hangars, ten corporate hangars and six open hangars for general aviation activities.

DIVERSITY, EQUITY AND INCLUSION MISSION

The Department of Aviation is committed to advancing cultural diversity within airport business contracting and workforce programs. PHL believes that significant value can be derived from increasing the diversity of an Airport's staff and workforce. As such, the Airport desires its contractors to prioritize diversity, equity and inclusion within their organization. PHL asks that your company agree to operate inclusively and to its best effort build a diverse team of qualified professionals that reflects the makeup of the community at large.

PHL WORKS: Project Background

In mid-2023, the Guest Experience unit of the Department of Aviation, initiated an airport-wide customer service culture initiative—a best practice utilized by airports worldwide, that provided an opportunity for PHL to roll out Phase One of PHL WORKS, the airport's first-ever customer service vision statement and standards.

The PHL WORKS initiative was developed by more than 50 representatives across multiple organizations who participate in quarterly Guest Experience Stakeholder Council meetings. The council members collectively workshopped the new PHL WORKS vision statement and standards that formed the basis for the launch of the awareness campaign and training.

Phase Two focuses on a PHL WORKS airport-wide awareness campaign launched June 5, 2024, with a goal to message the new customer service initiative.

The intended audiences for awareness included the Department of Aviation and all partners--federal agencies, airlines, merchants, service providers and contractors--equaling nearly 17,000 badged employees.

PHL has implemented the following:

- Guest Experience Stakeholder Council
- Airport-wide Employee Recognition Program

- PHL WORKS website landing page including employee resources: phl.org/phlworks
- PHL WORKS postcard-sized educational handout
- PHL WORKS branded “buddy” badge that includes important contact information for medical emergencies, Police, Fire, and the Airport Operations Center
- PHL WORKS advertisements on all in-terminal Clear Channel assets with scannable QR code
- PHL WORKS training content—instructor-led session for badged employees
- PHL WORKS train-the-trainer course content
- PHL WORKS 5-minute video, mandatory viewing to receive a new PHL badge or renewing badge
- PHL WORKS Mystery “Journey” Shopping baseline measurement to establish current customer service levels prior to launch of training sessions

Problem Statement

PHL needs to move beyond its 2024 summer-long PHL WORKS customer service awareness campaign to instructor-led and train-the-trainer sessions to engage approximately 70% of all badged employees or approximately 12,000 individuals to support airport-wide readiness for 2026. Sustainability of trainings and the PHL WORKS service culture is critical as is the need to develop an on-going strategy to grow training approaches. The challenge includes communication with all stakeholders to ensure buy-in and participation along with logistical support to make it as easy and seamless as possible for multiple stakeholders to attend sessions. Currently, PHL lacks trainers and an

adequate support structure to focus solely on PHL WORKS training. The airport is also without evaluation tools to measure the effectiveness of the trainings, easily measure the number/types of stakeholder participants, along with the means to provide rewards for participation.

Recently PHL embarked on mystery “journey” shopping to establish an airport-wide baseline measurement prior to launching training sessions. The purpose is to provide a starting point to base future KPIs, goals, and metrics. The challenge is to develop an on-going, consistent mystery “journey” shopping program, analyze stakeholder performance through results, develop a means to socialize results airport-wide, provide and disseminate action plans for stakeholders based on the results, and reward improvement and excellence.

Additionally, it’s imperative that PHL recognizes and celebrates the employee base overall with various surprise and delight activations as a thank you. Similarly, PHL would like to grow its current Employee Recognition Program by awarding more employees annually to encourage all badged employees to provide positive experiences beyond our guests’ expectations. The more employees acknowledged internally and publicly will bolster the success of PHL WORKS. The challenges include the mechanism to pay for free giveaways given city and federal limitations and the capacity of current city employees to fulfill and sustain the desired growth.

2.3 RFP Schedule

RFP Posted	<i>Thursday, October 31</i>
Virtual Pre-Proposal Meeting: MANDATORY	A Mandatory Virtual pre-proposal meeting will be held on November 8 at 10 AM, Philadelphia Time. It is mandatory that all proposers attend. (See Microsoft Teams link/info on next page.)

Microsoft Teams

https://teams.microsoft.com/l/meetup-join/19%3ameeting_MDdIYWm2NmEtOWZiYi00OTgzLWFmZGIhZjc0OTAxNjNhZTkx%40thread.v2/0?context=%7b%22Tid%22%3a%22182f890-6790-42ac-ab97-58afd4eb2b6d%22%2c%22Oid%22%3a%22e02853ce-d25a-4642-bead-4a1088bd27b7%22%7d

Join the meeting now

Meeting ID: 233 586 109 988

Passcode: 2gZmTW

Dial in by phone

[+1 267-422-2007,,202428392#](tel:+12674222007202428392) United States, Philadelphia

[\(833\) 422-7714,,202428392#](tel:(833)4227714202428392) United States (Toll-free)

[Find a local number](#)

Phone conference ID: 202 428 392#

Applicant Questions Due

Applicants must submit questions regarding this opportunity by November 8 at 5 PM Philadelphia time. All questions must be submitted via email to David Wilson at David.Wilson@phl.org.

Answers Posted on eContract Philly

November 20, 2024, by 5pm Philadelphia time

Proposals Due

December 2, 2024, by 5pm Philadelphia time

Applicant Interviews, Presentations (City Discretion)

February 4, 2025

Interviews/Presentations will be held virtually.

Applicant Selection

February 28, 2025

Contract Execution	<i>March 26, 2025</i>
Commencement of Work	<i>April 1, 2025</i>

The above dates are estimates only. Notice of changes in any pre-proposal meeting or site visit date, time or location, due date for Applicant questions, or proposal due date will be posted as a notice/Addendum with the original RFP on [eContract Philly](#) and will become a part of the RFP.

2.4 Outcome Goals

The goals for the RFP include, but are not limited to, the following:

- Train approximately 70% badged employees using the existing instructor-led PHL WORKS and train-the-trainer course content by calendar year 2026 Quarter 2 (CY26 Q2). This percentage should not include the 5-minute introductory SIDA badging video.
- Increase Mystery “Journey” Shopping site visits to 30 shops per month by CY25 Q3 and increase related scores by 10% where applicable by CY26 Q2.
- Increase number of badged employees recognized and awarded for outstanding customer service from approximately 48 people recognized annually to approximately 100 employees recognized annually by CY26 Q1.
- Increase airport-wide employee engagement and surprise/delight opportunities to 4 or more annually by CY26 Q2.

2.5 Award Terms

The anticipated contract term is for one year, with up to four (4) additional one-year renewals (for a total of 5 years) at the City’s option.

The contract amount is not to exceed \$300,000.

Aviation reserves the right to make multiple awards to this contract opportunity.

Term	The term of this contract is expected to start on or about April 1, 2025, and end on or about March 31, 2026. The City may, at its sole option, amend the contract to add up to four additional terms, each not to exceed one year.
Compensation	Contract will state maximum compensation including all expenses not to exceed \$300,000.
Cost Proposal Type	The proposal must be submitted with hourly rates stated.
Terms of Payment	Guest Experience’s conditions of payment approval, invoicing, and payments will be monthly. Successful Applicant shall submit complete and accurate monthly invoices.

3. SCOPE OF WORK

Applicants should provide detailed information about how they will achieve the following:

PHL WORKS Voluntary Instructor-led Training Sessions including Train the Trainer

Applicant will provide local trainers who will offer robust instructor-led and train the trainer classes based on PHL WORKS for approximately 12 sessions/month over 3 shifts from 6am-2pm; 2pm-10pm; and 10pm-6am; oversee all related logistics including communications planning and implementation; develop a scheduling and registration platform and its implementation; and develop and implement custom training surveys to measure the relevancy for our unique audience. Also, applicant will pay for and provide rewards/incentives for training participation. Note: customized content for instructor-led sessions and train-the-trainer courses already exists. They do not need to be developed.

Develop additional in-person training sessions

Expand and implement training offerings to potentially include shorter, more focused instructor-led and train the trainer sessions; develop next phases of training; and/or revised content to keep the sessions relevant and to meet the needs of our unique airport environment.

Develop new modalities of training

Develop and implement a variety of PHL WORKS-based online training options available to all stakeholders. Applicant to pay for and provide rewards/incentives for employee and stakeholder participation.

Mystery “Journey” Shopping

Applicant will support, grow, and implement on-going Mystery “Journey” Shopping programming by hiring local shoppers who will provide approximately 30 shops monthly. The applicant will pay for and provide incentives and rewards for high scores. Provide quarterly data-based analysis reports and dashboards that can be easily disseminated to stakeholders. Develop customized action items for each stakeholder aligned with their results.

Airport-wide Employee Recognition

Support and grow the airport-wide Employee Recognition program to include increasing the number of award recipients from approximately 48pp/year up to 100pp/year; surveying winners for continual improvement; create a management system that streamlines our current communications and tracking processes; and provide mechanisms to recognize, reward, and celebrate winners. Create and implement dashboard for tracking program statistics to include but not limited to, award category, by stakeholder, and by employee. Reports should be submitted quarterly or as requested.

Airport-wide Employee Appreciation and Engagement

Develop and implement airport-wide employee appreciation activations and events based on PHL WORKS to include, but not limited to, pep rallies, random acts of kindness, food/beverage giveaways, and other surprise and delight opportunities to drive an airport-wide service-led culture change through enhanced appreciation and engagement. Applicant will provide the mechanisms to financially support the activations and events for up to 4 or more airport-wide employee appreciation events annually. Develop agendas and content based on upcoming employee engagement events for stakeholder input and garner event assistance for up to 6 Employee Engagement sub-committee meetings annually.



1. Develop and implement a plan to identify and onboard local trainers and prepare them to train on the existing custom PHL WORKS materials to meet the goal to train approximately 70% of badged employees by CY26 Q2.
2. Provide local trainers to teach the existing PHL WORKS instructor-led class sessions and train-the-trainer courses to approximately 70% of badged employees by CY26 Q2. The percentage should not include the 5-minute introductory SIDA badging video.
3. Develop and facilitate a strategy to ensure stakeholder buy-in, to ensure airport-wide participation, and an innovative scheduling approach to reach the largest employee base.
4. Establish, implement, and facilitate online registration for training sessions and track participation for data collection. Utilize a user-friendly platform for socializing training participation to airport partners.
5. Provide a plan for scheduling classes and identifying classroom locations to ensure that the Airport trains approximately 70% of badged employees. Applicant will implement the approved plan and related logistics to ensure maximum participation.
6. Develop and implement a communications plan for airport-wide PHL WORKS training to garner stakeholder buy-in, excitement, engagement, and to ensure airport-wide participation.
7. Identify and facilitate a variety of training options to increase participation rates.
8. Identify, plan, procure, and implement custom rewards and/or recognition celebrations for training participants.
9. Identify and facilitate additional training modalities for stakeholders based on PHL WORKS.
10. Continue the ongoing mystery “journey” shopping initiative with consistent and regularly scheduled site visits based on PHL WORKS. Ability to identify and onboard local mystery shoppers.
11. Develop and implement clear and easy to understand mystery “journey” shopping results by terminal, journey point, and by stakeholder. Provide action items for each stakeholder. Utilize a user-friendly platform for socializing results to airport partners.
12. Develop, implement, and financially support mystery “journey” shopping incentives and rewards for high scores and ongoing service excellence.
13. Establish and implement a plan to improve mystery “journey” shopping scores by 10% where applicable.
14. Plan, organize, implement, and manage an increase in the number of badged employees who are awarded and recognized within the existing airport-wide Employee Recognition Program from approximately 48 people to up to 100 people annually.
15. Streamline current airport processes to collect nominations for the Employee Recognition Program from employees and guests. Develop user-friendly, less manual system to notify nominees, disseminate nominee information to the voting stakeholders, ability for voting stakeholders to mark a digital ballot and ease to submit votes, calculate winners, and provide data and analysis of prior and current rounds.

16. Create, facilitate, and analyze satisfaction surveys to past and future Employee Recognition Award winners to ensure continual program improvement.
17. Based on data collected from the Employee Recognition Award satisfaction survey, develop and facilitate modifications for ongoing improvement.
18. Plan and facilitate a variety of opportunities and activations to engage, excite, surprise and delight--a thank you to the entire airport-wide employee base to bring awareness to PHL WORKS and to further encourage a unified service-led culture.

3.1 Description of Services

This *Section 3.1, Description of Services* includes the requirements for the project, including the services to be performed and the deliverables that must be met by the selected Applicant. The City reserves the right to change certain service requirements or deliverables based on changed circumstances, like a change in the business or technical environment or contract negotiations with Applicant(s) selected for negotiations, without issuing a revised RFP.

Applicants should read this section closely. An Applicant's proposed scope of work must detail how they will meet the service requirements or achieve the deliverables described in this section. Applicants may also propose additional or revised services or deliverables to achieve the outcomes described in *Section 2.3 Outcome Goals* of this RFP. However, Applicants must explain why each of these additional services or deliverables are necessary, and when and how they will be completed.

PHL WORKS Voluntary Airport-wide Class Facilitation

Services and deliverables of PHL WORKS class facilitation include, but are not limited to:

- Facilitate pre-existing custom designed PHL WORKS instructor-led class sessions and train-the-trainer sessions to employees of the Department of Aviation and all badged stakeholders. This includes facilitation of class registration, scheduling, surveying participants, and data collection to capture participation rates by stakeholder. Approximately twelve classes per month to accommodate up to 50 people per training session.
- Facilitate the development and implementation of eLearning courses and other training modalities; to reach the maximum number of airport employees. To include facilitation of class registration, surveying participants, and data collection to capture participation rates by stakeholder.
- Services should include, but are not limited to, the procurement of food/beverages and all related rewards for training participants.

Mystery "Journey" Shopping

Services and deliverables of Mystery "Journey" Shopping include, but are not limited to:

- Continue the current mystery "journey" shopping initiative based on PHL WORKS standards. Conduct approximately 30 shops per month for all journey touchpoints to include, but not limited to, parking lots, curb experiences, ground transportation, ticketing, security, restrooms, and gates. Food and shops are not included in the Mystery "Journey" Shopping program as they currently have their own program/initiative.
- Create custom journey shop and measurements specific to PHL's unique environment.
- Provide a user-friendly dashboard to present shopping results to the airport and stakeholders with the ability to show results by terminal, by journey point, and by stakeholder.

- Submit easy-to-access digital reports quarterly or as requested by the airport.
- Reports to include a brief written synopsis of each touchpoint in addition to a score.
- Provide data analysis on a quarterly basis, or as requested. Based on the results, provide action item recommendations per terminal, per journey point, and by stakeholder.
- Provide pre-approved rewards for high scores and consistent improvement on a bi-annual basis to celebrate employees and PHL WORKS.

Airport-wide Employee Recognition Program

Services and deliverables of Employee Recognition Program include, but are not limited to:

- Continuation of the quarterly Airport-wide Employee Recognition Program and facilitate its growth by recognizing approximately 100 employees annually.
- Evaluate, recommend, and streamline current airport processes to administer the Employee Recognition Program. Create and implement dashboards, spreadsheets, or other means to streamline the existing processes.
- Evaluate the current awareness campaign. Recommend and implement additional means to increase passenger and employee awareness of the program to increase the number of nominations received.
- Develop and implement surveys for dissemination to past and current nominees and winners to understand the award experience and recommendations for improvement.
- Based on the data collected by past and current nominees and winners, recommend and implement paths forward for improvement.
- Based on the data collected by past and current nominees and winners, recommend and implement additional awards and events for recognition.
- Align the Employee Recognition Program with the airport's customer service vision statement and standards.

Airport-wide Employee Engagement and Surprise/Delight Opportunities

Services and deliverables of Employee Engagement include, but are not limited to:

- Evaluate previous events and giveaways, recommend, and facilitate four or more creative and innovative employee engagement opportunities that will bring additional awareness to PHL WORKS and create excitement to develop a unified service-led culture.

Service Requirements

Aviation requires at least the services listed below, including the specific tasks and work activities described.

Applicant's proposed scope of work should state in detail how it will carry out each task, including the personnel/job titles (as identified in Section G, *Organizational and Personnel Requirements*) responsible for completing the task. For each service specified, the Applicant should propose criteria to determine when the tasks comprising the service are satisfactorily completed. Applicants may propose additional or revised tasks and activities but should explain why each is necessary to achieve the project objectives.

Key Milestones and Timeline:

- Train approximately 70% badged employees using the existing PHL WORKS training session and train-the-trainer course by calendar year 2026 Quarter 2 (CY26 Q2). This percentage should not include the 5-minute introductory SIDA badging video.
- Increase Mystery "Journey" Shopping site visits to 30 per month by CY25 Q3 and increase related scores by 10% where applicable by CY26 Q2.
- Increase number of badged employees recognized and awarded for outstanding customer service from approximately 48 people recognized annually to up to 100 employees recognized annually by CY26 Q1.

- Increase airport-wide employee engagement and surprise/delight opportunities to 4 or more annually by CY26 Q2.

Ownership of Materials: The City shall maintain sole and absolute property rights to and unrestricted use of any and all materials, text, logos, documents, booklets, manuals, references, guides, brochures, advertisements, music, sketches, plans, drawings, prints, photographs, specifications, software, data, products, ideas, inventions, and any other deliverables or work or recorded information in preliminary or final forms and on any media (collectively, "Materials") created by the successful Applicant(s) or its subcontractor(s) and paid for by the City under a contract entered into pursuant to this RFP. The successful Applicant(s) or its subcontractor(s) shall be required to disclose all such items to Aviation. To the extent that any Material developed by or for the successful Applicant(s) or its subconsultant(s) embodies a copyrightable work, including, but not limited to, a "compilation" as that term is used in 17 U.S.C. § 101, as amended from time to time, such copyrightable material shall be considered as one or more "works made for hire" by the successful Applicant(s) or its subcontractor(s) for the City, as that term is used in 17 U.S.C. §§ 101 and 201(b), as amended from time to time. The successful Applicant will be required and will be required to cause its Subcontractor(s) to assign and execute instruments evidencing assignment, all copyrights in all of such works to the City.

The successful Applicant(s) and/or its subcontractors shall be required to provide the City with intellectual property indemnification and limitation of liability. The successful Applicant(s) shall be required to (i) defend Aviation against any third party claim that the design, work, or materials provided by the successful Applicant(s) to Aviation infringe upon any patent, copyright or other intellectual property right and (ii) assume the responsibility for the resulting costs and damages finally awarded against Aviation by a court of competent jurisdiction or the amount stated in a written settlement signed by the successful Applicant.

General Requirements

All proposed software platforms or technology requirements to be utilized by the Department of Aviation must be pre-approved by PHL's IT department.

A. Hours and Location of Work

The tasks may involve any of the landside or airside facilities at PHL. It is possible that the successful Applicant(s) personnel may be required to work alternative shifts, including nights, weekends, and/or overtime depending upon the nature of the work, or as directed by Aviation. Access to all project areas by the successful Applicant's personnel shall be required to be coordinated with Aviation.

B. Monitoring; Security

By submission of a proposal in response to this RFP, Applicant agrees that it will comply with all contract monitoring and evaluation activities undertaken by the City, and with all security policies and requirements of the City and the Transportation Security Administration ("TSA"). Applicants are required to comply with Section 7 of the Airport Rules and Regulations regarding Airport Security. To review Section 7, contact Airport Security at 215-937-5452. The Applicant's personnel may be required to display in full view a specific identification badge to be issued by Aviation. Background checks of personnel may be required. Background checks, fingerprinting (\$32), and badging (\$33) costs for each employee are the responsibility of the Applicant, if required. In the event that the Applicant is privy to any Airport security information, the Applicant and all of its personnel and subcontractors (if any) shall be subject to Title 49 Code of Federal Regulations (CFR) Part 1520. Security will be maintained in accordance with TSA Regulations under the provisions of 49 CFR Part 1542. Failure to comply with the City's and TSA's rules and regulations shall be a material breach to the contract and, in addition to all other rights and remedies of the City under the contract, at law or in equity, the City shall be entitled to terminate the contract without liability to the City, and upon such termination, the Applicant shall be liable to the City for all outstanding fees and charges and all costs, including attorney costs, expenses and damages arising out of such termination.

C. Organization and Personnel Requirements

The proposal must identify all personnel who will perform work on the project, by skill set (described in detail), experience level, and job title. Resumes of all personnel so identified should be included in Applicant's proposal. Applicants shall be prepared to employ on its staff permanent, experienced professionals to complete the work of the project. The Department expects the following with respect to the successful Applicant's organizational structure and personnel:

The successful Applicant(s) shall have a minimum of five (5) years of substantial, direct and relevant experience in the strategic development of an Airport Customer Service program as well as other competencies as indicated herein.

The City reserves the right to approve all key personnel. The successful Applicant shall not change key personnel without the consent of the City's representative. Subcontractors may be used for a portion of the work. However, the Applicant must demonstrate the technical leadership and overall responsibility for the work.

Personnel shall be of high professional, personal and ethical integrity. They must avoid conflicts of interest and prevent the compromise of airport security standards. The reputation and caliber of the field personnel and their unbiased interaction with Airport tenants, construction contractors and others on behalf of Aviation is of the utmost importance.

Aviation requires the successful Applicant to employ the following:

1. **Project Manager:** The successful Applicant(s) shall appoint a Project Manager who will be the point of contact for all Airport assignments.
2. **Subcontractors:** The successful Applicant(s) under this contract are expected to assemble a project team that will have the necessary expertise to accomplish the types of work listed above, using staff from his/her own organization and qualified subcontractors or possibly a joint venture collaboration, as necessary to meet all the requirements. All subcontractors will be subject to approval by the City, in the City's sole discretion. Prior to execution of the agreement, the Applicant will be required to furnish the corporate or company name and the names of the officers and principals of all subcontractors. Notwithstanding any such approval by the City, the Applicant shall itself be solely responsible for the performance of all work set forth in any Agreement resulting from the RFP, and for compliance with the price and other terms provided in the Agreement. The Applicant shall cause the appropriate provisions of its response and the agreement to be inserted in all subcontractor agreements. The City's consent to or approval of any subcontractor or subcontract agreement proposed by any Applicant shall not create or purport to create any obligation of the City to any such subcontract agreement or create any form of contractual relationship or relationship of privity between the City and the subcontractor. Any Applicant who obtains such approval or consent of the City shall be required to insert a clause so providing in all subcontract agreements.
3. **Other Consultants:** When it is determined that an assignment requires the participation of other consultants, the Airport, at its sole discretion, may assign another consultant who is under contract to the City. They will be expected to fully cooperate in any joint efforts that may be required.

City of Philadelphia Responsibilities

The Guest Experience unit will provide the applicant with information access to current processes and documents relevant to the RFP to include, but not limited to, the existing PHL WORKS instructor-led training course and Train the Trainer course; point of contacts for key stakeholders; prior stakeholder audit of current customer service training; mystery “journey” shop cadence, observational and experiential questions, and related data; current practices of the Airport-wide Employee Recognition program; and historical information regarding employee engagement events and activations. The Guest Experience unit will be a key partner to provide as needed information and documentation to our best ability.

3.2 Performance Metrics, Contract Management & Payments

Performance Metrics

The City of Philadelphia is interested in identifying metrics to monitor and improve performance during the life of the contract. The Guest Experience unit has identified the following metrics and will work with the awarded provider(s) to add to or refine this list during contract negotiations. The final set of performance metrics and frequency of collection will be negotiated by each successful Applicant and the Guest Experience unit prior to the finalization of an agreement between parties and may be adjusted over time as needed.

Performance Metric Outputs

- Effective and robust communications plan to ensure that more than 50% of businesses and governmental agencies are participating in trainings.
- Approximately 70% of airport-wide employees participate in the PHL WORKS training sessions.
- Increase in the overall number of Mystery “Journey” Shopping site visits and higher-ranking scores.
Data Collection Frequency: Per shop
Date Collection Responsibility: Applicant
Date Review Cadence: Monthly
- Employee Engagement events and activations that celebrate the businesses, governmental agencies, and all badged employees based on PHL WORKS.

Performance Metric Outcomes

- A robust communications plan that will excite and motivate stakeholders to participate in the training sessions where approximately 70% of badged employees attend trainings.
- The more employees trained will create a unified, consistent airport-wide service-led culture that will result in high-ranking journey shop scores throughout the entire guest journey and improve the overall guest experience.
- The more employees recognized through the Employee Recognition Program and the resulting awards will create a unified, consistent airport-wide service-led culture that will result in high-ranking journey shop scores throughout the entire guest journey and will improve the overall guest experience

- Planned employee engagement events and activations based on PHL WORKS will create a unified, consistent airport-wide service-led culture that will result in high-ranking journey shop scores throughout the entire guest journey and will improve the overall guest experience.

Contract Performance Monitoring

As part of the City of Philadelphia's commitment to improved outcomes, the City seeks to actively and regularly monitor service delivery to enhance contract management, improve results, and adjust service delivery based on learning what works. Reliable and relevant data is necessary to drive service improvements, ensure compliance, inform trends to be monitored, and evaluate results and performance. As such, the City reserves the right to request/collect other key data and metrics from providers related to the performance of the contract and to reject any item of work that does not meet the performance standards described in the contract.

The successful Applicant shall report to the City of Philadelphia on a regular basis regarding the status of the project and its progress in providing the contracted services and/or products. At a minimum, the successful Applicant shall submit a monthly invoice detailing the services and/or products provided, the goals/tasks accomplished, and the associated costs. The invoice must also detail the number of hours, the hourly rate, and the individual who performed the service.

To achieve the contract's goals, the Guest Experience unit will have the ability to track progress, flag challenges, and course correct using a Gantt chart or other mutually agreeable formats to illustrate list of tasks, timeline with schedule bars that visualize the progress of the work over the life of the contract, and color codes of green, red, and yellow to callout nonissues and issues that occur. The Gantt chart or other format will have the ability to be monitored by all parties to see progress at any given time. Initially, the Guest Experience unit will require weekly meetings to ensure that the early stages of the contract and required planning are progressing to meet the goals. The weekly meeting will continue to occur at the discretion of the Guest Experience unit. Monthly written reports that include all contract goals and related progress will be required including charts and narratives.

How We Will Pay the Selected Applicant

Applicants must state hourly rates for all personnel, identified by education level, skill set, experience level, and job title, who will perform work under any contract resulting from this RFP. For each task necessary to perform a service, deliver a tangible work product, or, if included in this RFP, accomplish a milestone identified in this RFP and/or the Applicant's proposed scope of work, the Applicant must state an estimate of the number of hours required to complete that task for each hourly rate that applies to each level of personnel identified to perform that task. Any contract resulting from this RFP will provide for a not-to-exceed amount in the compensation section of the contract.

Vehicles, office supplies etc. for contractor staff will not be provided by Aviation and the costs of such items shall be reimbursed as direct expenses, based on prior Aviation approval. Any contract resulting from this RFP will provide for a not-to-exceed amount in the compensation section of the contract.

4. HOW TO SUBMIT YOUR RESPONSE

4.1 What You Must Include in Your Proposal

For your proposal to be considered, proposals must be submitted:

- a) electronically;
- b) through the City's designated system (not email);
- c) before the deadline; and,
- d) signed by an authorized representative of the Applicant.

Additionally, your proposal must include the information listed in the Proposal Requirements below and be organized in the order shown. Failure to submit your proposal in the manner and format required by this RFP may result in your proposal being rejected.

Proposal Requirements:

1. Table of Contents

2. Introduction/Executive Summary (Give a short description of your proposal.)

Provide an overview of your company, the goods or services you offer and how you plan to meet the City's needs.

3. Applicant Profile (Tell the City about yourself).

Please complete the Applicant information below and include it with your proposal submission.

Part 1. Please provide the following for the Applicant's Business:

1. Name of Business
2. Business Address
3. Telephone Number
4. Fax Number (if applicable)
5. E-mail Address
6. Website Address
7. Federal Taxpayer Identification Number or Federal Employer Identification Number

Part 2. Please provide the following for the Applicant's Primary Contact:

1. Name
2. Job Title
3. Address
4. Telephone Number
5. Fax Number (if applicable)
6. E-mail Address

Part 3. Please provide a description of the Applicant's business background by answering the following:

1. What is the Applicant's Business Organization type (i.e. corporation, partnership, LLC, for or not for profit, etc.)?
2. Is the Applicant's Business registered to do business in Philadelphia and/or Pennsylvania?
3. What is the country and state of the Applicant's business' formation?
4. How many years has the Applicant's business been operating?
5. What is the primary mission of the Applicant's business?
6. What is the Applicant's significant business experience?
7. Is the Applicant's business registered as a minority-, woman-, or disabled-owned business or disadvantaged business with which certifying agency?

4. Proposed Scope of Work (Tell the City what you propose to do).

Review Section 3 of this RFP, "Scope of Work" and directly state what services and materials you will provide to meet the City's described needs. Be specific, and, as necessary, describe your services and materials in plain language for the evaluation team to understand. Include a proposed budget or cost proposal, and a schedule for when the services and materials will be provided.

5. Statement of Qualifications; Relevant Experience (Tell the City why you are the best choice).

Provide a statement of your relevant qualifications and demonstrate how your experience meets or exceeds the City's requirements. Include a list and description of similar projects you have worked on, including the number of such projects and the amount of time spent on them.

6. References (Tell us who can vouch for similar work you have completed).

References may be requested during the proposal review process. If requested, Aviation will require at least three references, for projects that are similar to the work sought by this RFP. Include the company/entity, a contact person's name, the contact person's title, their address, their email address, and telephone number. The more similar the reference is to the City the better, such as other local government entities. *References naming PHL employees will be rejected.*

7. Proposed Subcontractors (Tell the City who will work with you).

Please provide a complete list of prospective subcontractors with whom you plan to work on this project. Include:

- Company Name
- EIN
- Scope of Work
- Minority-, Women-, or Disabled-Business / Disadvantaged Business Entity Certification (if applicable)
- Percentage of total work allocated to each firm

In addition, as required by the Office of Economic Opportunity, please complete the Subcontractor Solicitation and Commitment Form referenced in [Appendix B](#) and attach it to your RFP. This captures all minority-, woman-, and disabled-owned firms you have asked to work on this project with you, whether they have committed to do so, and the amount or percentage of the overall contract anticipated to be paid to each.

8. Requested Exceptions to Contract Terms (Tell the City any changes you would like to the contract).

In exceptional cases, a successful Applicant might be afforded exceptions to the City's Contract Terms. State if you would like to request exceptions to the City's Contract Terms, including those contained in this RFP, including

[Appendix A](#) and any other documents incorporated by link or reference. Identify the location of the proposed change as well as possible (noting the document, section, heading, and page), the reason for the change request, and proposed alternative language. The City may consider your proposed changes or may disqualify your proposal at its option. However, please be aware that exceptions are not made often and so you should thoroughly explain why the change is necessary and appropriate for the contract. Any proposed exceptions to the City's Contract Terms are subject to various internal review procedures before they can be accepted. **Note:** Your proposal is a [binding offer](#) to contract and failure to propose exceptions binds you to the City's terms, if your proposal is accepted.

9. Tax and Regulatory Status and Clearance Statement (Certify that you do not owe the City).

Obtain a [Tax Clearance Certificate](#) and complete [Appendix C](#) attesting to Applicant's tax and regulatory compliance with the City.

10. Disclosure of Litigation, Administrative Proceedings, and Contract Defaults (Tell the City about any legal proceedings or contract disputes your company or its leaders were involved with).

Provide a description of any legal proceedings or contract disputes in the past five (5) years that might affect your business, finances, or ability to perform the work described by this RFP. Include all instances of litigation, bankruptcy, debarment, suspension, contract default claims, any criminal conviction or indictments, settlements, and court or administrative orders. For each matter, state the name and nature of the matter, the parties involved, and its current status. For contract disputes, provide the name and contact information for the opposing party. Provide the same information for any matter involving an officer, director, principal, partner, or affiliate of the Applicant, and for any intended subcontractor of the Applicant.

11. Statement of Financial Capacity (Demonstrate how stable your business is).

Provide documentation demonstrating fiscal solvency and financial capability to perform the work sought by this RFP. You may include any of the following:

- A general, independent statement of the Applicant's financial condition, prepared by an external auditor or accountant;
- Applicant's most recent audited or unaudited financial statements, including:
 - Balance Sheet,
 - Income Statement, or
 - Cashflow Statement;
- Most recent IRS Form 990 (for non-profit organizations only); or,
- Any other documentation that demonstrates your financial capacity to meet the requirements of this RFP.

12. Local Business Entity or Local Impact Certification (Tell the City if you are a local business or how you envision affecting the local economy).

The City is committed to leveraging its buying power to uplift and grow our local economy, which will result in more jobs for Philadelphians, including local and small, Minority-, Woman-, and Disabled-owned businesses and other diverse businesses. For this reason, the City will consider local impact as a significant factor in our proposal evaluation for this contracting opportunity. If you meet the requirements of a certified Local Business Entity (LBE), we strongly recommend that you get certified for free by following the steps found [HERE](#) and include a copy of your certification with your proposal and/or include a statement about how you envision impacting the local economy through this work.

13. Disclosure Requirements (Tell the City about your political contributions).

Excess political contributions to City candidates and incumbents can disqualify you from a City contract. Complete the mandatory [disclosures](#) required as part of the electronic application process in eContract Philly, including any local political campaign contributions, by selecting "[Apply for Contract](#)" from the opportunity information screen

(where this RFP was located). Additional information and instructions are located under the “[Disclosure/Eligibility](#)” tab on the top of the [eContract Philly](#) homepage. Please make sure to review these requirements closely before completing these disclosure forms.

4.2 How To Submit Your Application

Online Submission Required by the Application Deadline

You must **complete your application through [eContract Philly](#) before the deadline** to be considered for this contract opportunity. Proposals may be changed at any time up until the submission deadline and the City will not review your proposal until after the deadline. The proposal is not considered submitted until the “submit” button is pressed at the conclusion of the eContract Philly submission process. You will receive a confirmation email that your Application was submitted.

Applicants are encouraged to allow sufficient time to complete the application process in order to become familiar with the requirements of the eContract Philly interface, upload all required documents, and resolve any technical issues prior to the submission deadline. The City need not accept, and may discard, responses that are incomplete, late, or submitted in any other format.

Electronic File Limitations

[eContract Philly](#) accepts attachments up to 8MB of the following file types: Microsoft Word, Microsoft Excel, Microsoft Project, Adobe PDF or in a compressed zip file. Larger attachments must be split into smaller attachments to accommodate this file size limitation. There is no limit to the number of attachments that may be uploaded.

Every Entity Applies for Itself

Except in the case of [Joint Ventures](#), which follow special rules described below, **every entity must apply for itself**. If the prospective applicant is not already registered with [eContract Philly](#), you must first register for an account before you can apply to this opportunity. Note that each legal entity must have a separate account; you may not utilize or repurpose another entity’s account for this application. To identify each legal entity, the eContract Philly application system uses an entity’s Taxpayer Identification Number, either a Social Security Number (SSN) or Employer Identification Number (EIN). Make sure the Tax Identification Number associated with your profile matches the Tax Identification Number of the company that is applying. Applications from an affiliated entity or made on another entity’s behalf will cause the City to reject the proposal.

See the [Joint Venture](#) rules if you are applying on behalf of a Joint Venture.

Use the Submission Checklist Below

This is a tool to help you to submit a complete, accurate, responsive, and on time application.

DOES MY RESPONSE MEET THE PROPOSAL REQUIREMENTS?

Did you submit the proposal before the stated [deadline](#) of this RFP?



Did the proposal explain how Applicant meets the goals and objectives, tasks, milestones, and deliverables, and other requirements described by the Department in the Opportunity and Scope of Work sections?	✓
Does your cost proposal meet the requirements under " Compensation "?	✓
Does your service proposal meet the requirements under " Description of Services "?	✓
Does your proposal meet the overall format and content requirements described in " What you must include in your proposal "?	✓
If eligible, did you register with the Office of Economic Opportunity as a M/W/DSBE, alternative Diverse Business recognized by the City, and/or with the Rebuild Emerging Vendors Program ?	✓
If eligible, did you enroll with the City's Vendor Payment Portal to effortlessly submit electronic invoices and monitor payment progress 24/7?	✓
Did you review the entire RFP and contract attachments, including the Contract Terms and Conditions, and request any exceptions? You must propose contract language changes with your proposal or the City's terms are deemed accepted.	✓
Was the proposal submitted electronically through eContract Philly ?	✓
Did you complete the mandatory political contribution disclosures through the application?	✓
Was the proposal submitted to the correct opportunity number?	✓
Was the application signed by clicking on the "submit" button at the conclusion of the eContract Philly submission process? The proposal is not considered submitted until this button is pressed, regardless of when you started to complete the proposal. You will receive an email acknowledgment of your submission.	✓
Was the individual who signed the application authorized to sign on behalf of the Applicant? For more information on who is authorized to sign your application, please see page 32 of the sample application found on eContract Philly here . You must be logged in to eContract Philly to access the document.	✓
Does the Applicant's eContract Philly Profile match the Applicant information provided in the proposal? Do the Taxpayer Identification Numbers match? (Do not use the SSN of the person filling out the proposal, unless the contract will be with that actual person; use the number of the entity applying and on its eContract Philly profile.)	✓
Special Rule for Joint Ventures	✓

4.3 Proposal Binding

Your proposal is a binding offer to contract for what you propose. Each Applicant agrees that it will be bound by the terms of its proposal for a minimum of 180 calendar days from the application deadline for this RFP and will enter a contract containing the same terms. If the City accepts your proposal as submitted, the City need not negotiate additional or different terms. Applicants must state clearly and conspicuously any modifications, waivers, objections, or exceptions they seek in a separate section of the proposal entitled “[Requested Exceptions to Contract Terms.](#)”

The City reserves the right, in its sole discretion, to negotiate terms and conditions different from and/or additional to the Contract Terms without notice to other Applicants.

5. HOW WE CHOOSE

Aviation will consider many factors, including cost, when evaluating proposals submitted to this RFP. While cost is an important factor, it is not the sole, or necessarily the deciding factor. The City may choose to award the contract resulting from this RFP to an Applicant whose proposal is the most advantageous to the City and in the City's best interest even if the Applicant is not offering the lowest price.

The City will base its selection on criteria that may include, but are not limited to:

1. Superior ability or capacity to meet particular requirements of contract and needs of City Department and those it serves
 - a. Proposed project plan/strategy/solution for meeting department requirements
2. Eligibility under Code provisions relating to campaign contributions
3. Superior prior experience of Applicant and staff
 - a. Staffing qualifications (e.g., staff prior experience, education, licenses, professional achievements)
4. Superior quality, efficiency and fitness of proposed solution for City Department
5. Superior skill and reputation, including timeliness and demonstrable results
6. Special benefit to continuing services of incumbent, such as operational difficulties with transition or needs of population being served
7. Benefit of promoting long-term competitive development and allocation of experience to new or small businesses, including those owned by minority or disabled persons or by women
8. Lower cost
9. Administrative and operational efficiency, requiring less City oversight and administration
10. Anticipated long-term cost effectiveness
11. Meets prequalification requirements
12. Applicant's certification of its Local Business Entity/Local Impact status.

If a contract is awarded from this RFP, a notice will be published on the City's [eContract Philly](#) website identifying the name of the selected Applicant and the basis for award to that Applicant, as well as the names of all other Applicants to this RFP. To access this notice, select "Notice of Intent to Contract" on the left side of the screen and search for your opportunity number.

6. GENERAL RULES GOVERNING RFPs/PROPOSALS

WHAT ARE MY RESPONSIBILITIES IF I'M AWARDED THE CONTRACT?

Maintain an active Business Income and Receipts Tax (BIRT) Account Number.

REGISTER [HERE](#).

Maintain an active Commercial Activity License (CAL) Number

REGISTER [HERE](#)

Obtain a Philadelphia Tax and Regulatory Status Clearance and return [Appendix C](#) and stay current with all City and School District taxes and fees or payment plans.

OBTAIN A TAX CLEARANCE CERTIFICATE [HERE](#)

Continuously disclose your political contributions and stay under the [contribution limits](#) that allow you to be awarded a contract.

SEE THE "DISCLOSURE/ELIGIBILITY" TAB ON ECONTRACT PHILLY [HERE](#) FOR MORE INFORMATION

Submit all Contracting Disclosures requirements. Provide demographic information about your workforce and your work for the City in the past five years (This is only required once an organization is awarded a contract with the City of Philadelphia).

CONTRACTING DISCLOSURE AND FILING INSTRUCTIONS ARE [HERE](#)

Pay a Contract Preparation Fee

SEE AND PAY THE FEE [HERE](#)

Contracts resulting from this RFP are "Service Contracts" and awarded Applicants, along with their subcontractors at any level, are "Service Contractors" who must comply with the 21st Century Minimum Wage and Benefits Standard found in Philadelphia Code Sec. 17-1300.

THE CURRENT LIVING WAGE RATE AND BENEFITS REQUIREMENTS AND APPLICABILITY CAN BE LOCATED [HERE](#)

If the awarded contract is valued at or over \$250,000, you must extend Equal Benefits to life partners of employees that are extended to spouses of its employees, under 17-1900 of the Philadelphia Code.

INFORMATION REGARDING EQUAL BENEFITS IS LOCATED [HERE](#)

Register for electronic payments

INSTRUCTIONS FOR REGISTRATION CAN BE FOUND [HERE](#)

Comply with Diversity and Inclusion Standards

SEE [APPENDIX B](#)

Comply with federal Health Insurance Portability and Accountability Act (HIPAA) if applicable.

SEE [HIPAA SECTION BELOW](#)

6.1 Health Insurance Portability and Accountability Act (HIPAA)

The work to be provided under any contract entered into pursuant to this RFP may be subject to the federal Health Insurance Portability and Accountability Act (HIPAA) or other state or federal laws or regulations governing the privacy and security of health information.

If the contract is with any of the [“Covered Units”](#) designated by the City or the chosen provider is otherwise a “Business Associate” under HIPAA, the selected Applicant must comply with the [“Terms and Conditions Relating to Protected Health Information”](#) which are posted on [eContract Philly](#) under the [“About”](#) section and which will be incorporated into the contract by reference.

6.2 Special Rules Applicable to Joint Ventures

Generally, applications submitted through eContract Philly from Applicants that purport to be filing an application on behalf of another individual or business entity will not be considered, even if the other business entity is an affiliate of the Applicant. In the case of multiple business entities that, if awarded a contract, have formed, or intend to form a joint venture to perform the contract, a single business entity *may* file an application on behalf of all such business entities, so long as: (i) the filing business entity is or will be a member of the joint venture, (ii) the application is made in the name of the existing or proposed joint venture, (iii) documentation is submitted with the application identifying all business entities that will comprise the joint venture, and demonstrating a binding agreement among those business entities to perform the contract as the joint venture identified in the application (for a joint venture that has not yet been formed, documentation signed by each identified business entity evidencing a commitment to form the joint venture if awarded the contract is sufficient), and (iv) the non-filing business entities are eligible for award of a City contract and make the [disclosures](#) required by [Chapter 17-1400](#) of the Philadelphia Code (described in greater detail below) within fourteen (14) days after the joint venture receives notice that it has been awarded the contract.

6.3 Mandatory Political Contribution Disclosures and Penalties

Pursuant to [Chapter 17-1400](#) of the Philadelphia Code, Applicants are required to disclose the following as part of their required online application:

- their direct and indirect campaign contributions to:
 - political candidates and incumbents who are nominated for, running for, or serving in, a local Philadelphia elected office; and
 - political committees/parties that are operating in Philadelphia¹
- any consultants used in responding to the RFP and political contributions those consultants have made as described above; and

¹ State and federal campaign contributions do not have to be disclosed unless the subject/candidate in the campaign is also running for, or currently serving in a local Philadelphia elected office.

- whether the Applicant or any representative of the Applicant has received from any City employee a request for money or other items of value, or advice as to specific entities that can satisfy minority, woman, or disabled-owned business participation goals.

Applicants who make material misstatements or omissions in required disclosures may be prohibited from entering into contracts resulting from this or any other RFP of the City for one to three years and subjected to fines of up to three-times (3x) the amount that a contribution exceeded the [political contribution limits](#), up to \$2,000 for each contribution, pursuant to [Section 20-1302](#) of the Philadelphia Code

For more information, please consult the text of [Chapter 17-1400](#), the “[Disclosure/Eligibility](#)” tab on [eContract Philly](#), e-mail econtractphilly@phila.gov, or call 215-686-4914.

6.4 Political Contribution Limits for City Contractors

The current contribution limits are adjusted every four years (starting in 2008) and are posted on the [eContract Philly](#) home page. The limits are established by law, apply continuously throughout the life of an awarded contract and for as long as the official benefiting is in office. Applicants are advised that individuals and businesses that make campaign contributions in excess of the amounts set forth in [Section 17-1404\(1\)](#) of the Philadelphia Code are ineligible to enter into a City contract or subcontract at any tier in excess of \$10,000 for individuals or \$25,000 for businesses. Contributions are attributed according to [Section 17-1405](#) of the Philadelphia Code and Applicants should take this into consideration in electing to apply for this opportunity and in selecting subcontractors, if any.

Applicants certify that their subcontractors are eligible to work on City contracts and will be responsible for any consequence if that later proves untrue. To assist Applicants, the City has provided disclosure forms under the “[Disclosure/Eligibility](#)” “[Subcontractor Disclosure](#)” tab on [eContract Philly](#) for subcontractors to complete and provide to the Applicant at their option. These forms do not need to be submitted to the City.

6.5 City Employee Conflict Provision

City of Philadelphia employees and officials are prohibited from submitting a proposal in response to this RFP. No proposal will be considered in which a City employee or official has a direct or indirect interest.

6.6 Reservation of Rights

By submitting a response to this contract opportunity, the Applicant accepts and agrees to the [City's Standard Reservation of Rights](#), linked and incorporated in this document by reference, and to the terms of this contract opportunity, including all information contained in this RFP and information posted or accessible by link from the [eContract Philly](#) “[Opportunity List](#)” page, accessible under the “[New Contract Opportunities](#)” tab on the [eContract Philly](#) homepage.

6.7 Confidentiality and Public Disclosure

Each Applicant shall treat all information obtained from the City as a result of this opportunity or any resultant contract, which information is not generally available to the public, as confidential and/or proprietary to the City in accordance with the terms of any resultant contract. The Applicant shall exercise all reasonable precautions to prevent any information derived from such sources from being disclosed to any other person. The Applicant agrees to indemnify and hold harmless the City, its officials and employees, from and against all liability, demands, claims, suits, losses, damages, causes of action, fines and judgments (including attorney's fees) resulting from any use or disclosure of such confidential and/or proprietary information by the successful Applicant or any person acquiring such information, directly or indirectly, from the successful Applicant.

By submission of a proposal, Applicants acknowledge and agree that the City, as a municipal corporation, is subject to state and local public disclosure laws and, as such, is legally obligated to disclose to the public documents, including proposals, to the extent required thereunder. Without limiting the foregoing sentence, the City's legal obligations shall not be limited or expanded in any way by an Applicant's assertion of confidentiality and/or proprietary data.

Appendix A – General Provisions

THE CITY OF PHILADELPHIA PROFESSIONAL SERVICES CONTRACT GENERAL PROVISIONS FOR **PHL
WORKS: CUSTOMER SERVICE PROGRAM SUPPORT**

Posted as a separate document with the contract opportunity online.

In addition to General Provisions, any contract awarded to this opportunity will have **Exhibit PA-3
Airport Requirements**. This exhibit is also posted as a separate document with the contract opportunity.

Appendix B – Subcontracting and Antidiscrimination Policy

CITY OF PHILADELPHIA OFFICE OF ECONOMIC OPPORTUNITY

ANTIDISCRIMINATION POLICY - MINORITY, WOMAN AND DISABLED OWNED BUSINESS ENTERPRISES

SPECIAL CONTRACT PROVISIONS, INSTRUCTIONS AND FORMS

Posted as separate documents with the contract opportunity online

Appendix C - City of Philadelphia Tax and Regulatory Status and Clearance Statement

CITY OF PHILADELPHIA TAX AND REGULATORY STATUS AND CLEARANCE STATEMENT FOR APPLICANTS

THIS IS A CONFIDENTIAL TAX DOCUMENT NOT FOR PUBLIC DISCLOSURE

This form must be completed and returned with Applicant's proposal in order for Applicant to be eligible for award of a contract with the City. Failure to return this form will disqualify Applicant's proposal from further consideration by the contracting department. Please provide the information requested in the table, check the appropriate certification option and sign below:

Applicant Name	
Contact Name and Title	
Street Address	
City, State, Zip Code	
Phone Number	
Federal Employer Identification Number or Social Security Number:	
Philadelphia Business Income and Receipts Tax Account Number (if none, state "none")	
Commercial Activity License Number (if none, state "none")	

___ I certify that the Applicant named above has all required licenses and permits and is current, or has made satisfactory arrangements with the City to become current with respect to the payment of City taxes or other indebtedness owed to the City (including, but not limited to, taxes collected by the City on behalf of the School District of Philadelphia), and is not in violation, or has made satisfactory arrangements to cure any violation, or other regulatory provisions applicable to Applicant contained in the Philadelphia Code.

___ I certify that the Applicant named above does not currently do business, or otherwise have an economic presence in Philadelphia. If Applicant is awarded a contract with the City, it promptly will take all steps necessary to bring it into compliance with the City's tax and other regulatory requirements.

Authorized Signature

Date

Print Name and Title

Appendix D – Local Business Entity or Local Impact Certification

Posted as a separate document with the contract opportunity online.

Appendix E – Insurance Requirements

Posted as a separate document with the contract opportunity online.

Appendix F – LGBTQ Opportunity Data

Posted as a separate document with the contract opportunity online. Completion of this document is optional.

Appendix G – Airport Security Requirements

By submission of a proposal in response to this RFP, the Applicant agrees that it will comply and cooperate with all contract and compliance monitoring and evaluation activities undertaken by the City of Philadelphia, and with all security policies and requirements of the City and the Transportation Security Administration (“TSA”).

Applicants are required to comply with Section 7 of the Airport Rules and Regulations regarding Airport Security. To review Section 7, contact Airport Security at 215-937-5452. The Applicant’s personnel may be required to display in full view a specific identification badge to be issued by Aviation. Background checks of personnel may be required. Background checks, fingerprinting (\$32), and badging (\$33) costs for each employee are the responsibility of the Applicant, if required. If the Applicant becomes privy to any Airport security information, the Applicant and all its personnel and subcontractors (if any) shall be subject to Title 49 Code of Federal Regulations (CFR) Part 1520. Security will be maintained in accordance with TSA Regulations under the provisions of 49 CFR Part 1542. Failure to comply with the City’s and TSA’s rules and regulations shall be a material breach to the contract and, in addition to all other rights and remedies of the City under the contract, at law or in equity, the City shall be entitled to terminate the contract without liability to the City, and upon such termination, the Applicant shall be liable to the City for all outstanding fees and charges and all costs, including attorney costs, expenses and damages arising out of such termination.