**RFP Template – Software System PROJECT HEALTH CHECK INTAKE #: 1021**

**Revised April 2023 v.3rev**



**Register of Wills Office**

**REQUEST FOR PROPOSALS**

**FOR**

**Register of Wills Case Management System: Software, Installation, and Implementation Services**

**August 12, 2025**

**Deadline for Receipt of Proposals: October 10, 2025, at 5:00 PM**

**(Local Philadelphia Time)**

**Mandatory Pre-Proposal Meeting: September 15, 2025, at 2:00 PM**

**(Local Philadelphia Time)**

[Microsoft Team](https://teams.microsoft.com/l/meetup-join/19%3ameeting_OTJlZGVjZTMtZjUwZC00OWUwLThiNmUtNmJmZDc1ZjNjMmIw%40thread.v2/0?context=%7b%22Tid%22%3a%222046864f-68ea-497d-af34-a6629a6cd700%22%2c%22Oid%22%3a%229eb844f0-9dd6-4b45-a76f-9f5c03ce8e69%22%7d)

**Demo January 05, 2026, thru**

**February 18, 2025**

**Deadline for Questions: October 10, 2025, at 2:00 PM**

**(Local Philadelphia Time)**

***John P. Sabatina, Register of Will & Clerks of the Orphnas’ Court***

**Register Of Wills**

**Request for Proposals**

**for**

**Register of Wills Case Management System**: **Software, Installation, and Implementation Services**

**Table of Contents**

[1 General Information 1](#_Toc205798217)

[1.1 Background and General Scope of Work 1](#_Toc205798218)

[1.2 General Statement of Proposal Requirements 2](#_Toc205798219)

[1.3 Proposal Submission Date; Anticipated Procurement Schedule 3](#_Toc205798220)

[1.4 ROW’s Primary Contact 4](#_Toc205798221)

[1.5 RESERVED 4](#_Toc205798222)

[2 RFP Requirements and Conditions 5](#_Toc205798223)

[2.1 Fixed Price Proposal Required 5](#_Toc205798224)

[2.2 Type of Solution Sought 5](#_Toc205798225)

[2.3 Pilot (Proof of Concept) 5](#_Toc205798226)

[2.4 Maintenance and Support; Warranty; Training; Source Code 6](#_Toc205798227)

[2.4.1 Maintenance and Support Services 6](#_Toc205798228)

[2.4.2 Warranty 6](#_Toc205798229)

[2.4.3 Training 7](#_Toc205798230)

[2.4.4 Software Source Code 7](#_Toc205798231)

[2.5 Responsiveness 7](#_Toc205798232)

[2.6 Disclaimer 7](#_Toc205798233)

[2.7 Publicity 8](#_Toc205798234)

[2.8 Applicants Restricted 8](#_Toc205798235)

[2.9 Antidiscrimination 8](#_Toc205798236)

[2.10 Acceptance of the Terms and Conditions of This RFP 8](#_Toc205798237)

[2.11 Proposal Submission, Evaluation and Selection 9](#_Toc205798238)

[2.11.1 General 9](#_Toc205798239)

[2.11.2 Rights and Options Reserved 9](#_Toc205798240)

[2.11.3 Contract Negotiation and Award 10](#_Toc205798241)

[2.11.4 Proposal Evaluation 10](#_Toc205798242)

[2.11.5 Site Inspections 11](#_Toc205798243)

[2.11.6 Prime Contractor Responsibility 12](#_Toc205798244)

[2.12 Responsibility for Proposal Costs 12](#_Toc205798245)

[2.13 Reserved 12](#_Toc205798246)

[2.14 Withdrawal or Modification of Proposals 12](#_Toc205798247)

[2.15 Contract Terms and Requirements 12](#_Toc205798248)

[2.16 Document Preparation Fee 13](#_Toc205798249)

[3 Proposal Requirements 13](#_Toc205798250)

[3.1 Administrative Requirements 13](#_Toc205798251)

[3.1.1 Mandatory Disclosures 14](#_Toc205798252)

[3.1.2 Transparency in Business Demographic Data Disclosures 14](#_Toc205798253)

[3.1.3 Mandatory Pre-Proposal Meeting 14](#_Toc205798254)

[3.1.4 Addenda to the RFP; Requests for Information; Inconsistencies 15](#_Toc205798255)

[3.1.5 Proposals Binding 15](#_Toc205798256)

[3.1.6 Proposal Submission Requirements 15](#_Toc205798257)

[3.2 Implementation Plan, Statement of Work, Project Schedule and Milestone Payment Schedule 16](#_Toc205798258)

[3.3 Proposal Contents 17](#_Toc205798259)

[3.3.1 Volume 1 – Qualifications of Applicants 17](#_Toc205798260)

[3.3.2 Volume 2 – Technical Approach and Cost Proposal 20](#_Toc205798261)

[3.4 Certification of Compliance with Equal Benefits Ordinance 23](#_Toc205798262)

[3.5 Local Business Entity or Local Impact Certification 23](#_Toc205798263)

[3.6 The Philadelphia Tax and Regulatory Status and Clearance Statement 24](#_Toc205798264)

[3.7 LGBTQ Applicant Opportunity Data 25](#_Toc205798265)

[**B. RESPONSIVENESS** 42](#_Toc205798266)

[**C. RESPONSIBILITY** 44](#_Toc205798267)

Appendix A Detailed Project Requirements

Appendix B Requirements for Implementation Plan, Statement of Work, Project Schedule, and Milestone Payment Schedule

Appendix C Cost Proposal Requirements

Appendix D Requirements Compliance Certification

Appendix E Training Requirements

Appendix F Office of Economic Opportunity, Antidiscrimination Policy – Minority, Woman and Disabled Owned Business Enterprises (F-1) Antidiscrimination Policy and Solicitation for Participation and Commitment Form (F-2) Special Antidiscrimination Requirements Applicable to Nonprofit Organizations and Diversity Report of Nonprofit Organizations Form

Appendix G Provisions Required by Chapter 17-1400 of the Philadelphia Code

Appendix H Tax and Regulatory Status and Clearance Statement

Appendix I Local Business Entity or Local Impact Certification

Appendix J Reserved

Appendix K Additional IT Standards

Appendix L Provider Agreement and

Appendix M LGBTQ Applicant Opportunity Data

# General Information

## Background and General Scope of Work

The purpose of this Request for Proposal (“RFP”) is to solicit proposals from vendors who are experienced in the implementation of a Register of Wills Case Management System. The Philadelphia County Register of Wills (“ROW”) is an office that offers the residents of Philadelphia the following services:

* Issue marriage licenses and keep marriage records dating back to 1915.
* Probate wills, which proves that they're valid.
* Issue letters of administration when a Philadelphia resident dies without a will.
* Keep records of wills, estate inventories, and related documents.
* Act as an agent for filing and paying inheritance taxes.

The ROW case management system project aims to modernize and streamline the management of probate cases, marriage license applications, and internal departmental functions by replacing the current legacy system with a new, web-based solution. The existing system, which has become outdated and increasingly inefficient, will be upgraded to improve user experience, enhance operational efficiency, and ensure better data security and compliance with modern regulations.

Key Features includes a web-based interface, accessible from any device with an internet connection, allowing users to submit applications, request documents, or track case progress remotely. **Automated Workflow Management**: Streamlined workflows for handling probate and marriage license processes, reducing manual data entry and increasing operational efficiency. **Electronic Document Management**: Digitization of paper records with secure storage, electronic signatures, and easy retrieval. **Reporting and Analytics**: Real-time reporting tools for better decision-making and performance tracking. **Self-Service Portal**: Public-facing interface for citizens to apply for marriage licenses, request probate information, and check the status of ongoing applications.

Benefits: *Increased Efficiency*: Automating routine tasks and digitizing records will significantly reduce administrative overhead and speed up service delivery. *Enhanced User Experience*: The new system will be more intuitive and user-friendly, resulting in better experience for both internal staff and external users. Reducing reliance on legacy systems will improve scalability for longer shelf life. *Improved Compliance and Security*: The new system will provide advanced data encryption, audit trails, and compliance with modern legal standards.

Further, the ROW of Philadelphia the “City”)requires the ability to accept customer payments using credit/debit cards, digital wallets and other electronic payments options.

The selected Applicant are expected to provide resources that have the requisite subject matter expertise, skills and ability to effectively meet the following expectations:

* Scope, plan, design, build, configure, test, train, pilot and go live, with a comprehensive e-Pay solution(s) that meets the ROW’s requirements and needs. Clear communication between the client department, project manager, business analysts, and the service providers is essential and includes:
  + Developing a comprehensive solution per the ROW’s requirements
  + Providing services that include:
    - Testing and configuration
    - Piloting and prototyping
    - Go Live Services and Support
* Project communications to the executive steering committee and project team members (both internal and external) including:
  + Status updates
  + Emails
  + Calls (via phone and Teams)
  + Project communications including but not limited to:
    - Regularly scheduled status reports and updates
    - Meeting Notes
    - Presentations
    - Risk and Issue logs
    - Schedule changes and updates
    - Scope changes
    - Requirements tracking

No computer hardware or other equipment, and no network or computer installation services (such as cabling or physical installation of equipment) will be purchased under any contract resulting from this Request for Proposals. The ROW will purchase such equipment and services separately, through its normal procurement process.

## General Statement of Proposal Requirements

The Case Management System with electronic filing and electronic marriage license processing (“System”) for Philadelphia County Register of Wills (“Court”) should satisfy the following general requirements.

1. The System must provide for electronic management of the entire docket and caseload allowing staff to electronically manage every aspect of the office's cases. The three distinct case types managed under the Register’s jurisdiction are:
   1. Probate
   2. Inheritance tax
   3. Marriage license
2. The System must contain each case type as its own separate module so management of each process can be performed as separate functions.
3. The System must provide case management for all aspects of probate cases heard by the Register, including but not limited to, estates, and miscellaneous cases with single or multiple parties and any other case type or action under the Register's jurisdiction.
4. The System must provide the capability to incorporate common Court practices and rules compliant with the County Probate Court Local Rules of Practice and any other governance under PA law that the Court must adhere to.
5. The System must have a user-friendly publicly accessible portal available to individuals that wish to access the Court’s public records. Access to the public records must require the user to register and pay a fee.
6. The System must provide public access to e-filing for probate to be processed wholly electronically, without the requirement of paper filings, except as specified by the Court.
7. The System must provide public access to pre-enrollment for marriage license applications prior to review with the Court for final submission.
8. The System must transmit inheritance tax payment information to the Pennsylvania Department of Revenue – PA File platform adhering to the electronic filing specifications (see Appendix A).
9. The System must be able to migrate all the Court’s current and historical records available within its current probate case management system and marriage license management system into the new System. All Court records must be stored in perpetuity.
10. The System must be configurable as required by the Court, with options for customization if enhancements are necessary. Configuration includes adjusting available system settings to meet any of the criteria contained within this exhibit.

Detailed requirements for the System and/or services sought by this RFP are provided in Appendix A, *Detailed Project Requirements.*

## Proposal Submission Date; Anticipated Procurement Schedule

The date for submitting Proposals pursuant to this RFP (the “Submission Date”) is as provided below. Proposals must be submitted as provided in Section 3.1.5, *Proposal Submission Requirements*, by the time on the Submission Date indicated below.

|  |  |
| --- | --- |
| **Date** | **Activity** |
| August 12, 2025 | Issue Request for Proposals |
| September 15, 2025, at 2:00 PM  (Local Philadelphia Time) | Mandatory Pre-Proposal Meeting  Location: [Microsoft Team](https://teams.microsoft.com/l/meetup-join/19%3ameeting_OTJlZGVjZTMtZjUwZC00OWUwLThiNmUtNmJmZDc1ZjNjMmIw%40thread.v2/0?context=%7b%22Tid%22%3a%222046864f-68ea-497d-af34-a6629a6cd700%22%2c%22Oid%22%3a%229eb844f0-9dd6-4b45-a76f-9f5c03ce8e69%22%7d), |
| October 10, 2025, at 2:00 PM  (Local Philadelphia Time) | Submit questions, requests for clarification, information to Primary Contact, in writing |
| November 11, 2025 | Response to Questions Posted |
| December 11, 2025, at 5:00 PM  (Local Philadelphia Time) | Submit Proposals |
| January 05, 2026 – February 18, 2026 | Demo |
| May 1, 2026, at 5:00 PM  (Local Philadelphia Time) | Notice of Intent to Contract |
| June 1, 2026 | Project start |

These dates are estimates only and the ROW reserves the right, in its sole discretion, to alter this schedule as it deems necessary or appropriate. Notice of changes in the Pre-Proposal Meeting date/time or location, the due date/time for submission of Applicant questions, and the date/time for Proposal Submission will be posted on the ROW’s website at https://www.phila.gov/documents/register-of-wills-requests-for-proposals-rfps/. The other dates/times listed may be changed without notice to prospective Applicants.

Applicants to this RFP (each an “Applicant” and collectively “Applicants”) must submit their responses and applications emailed to rowonline@phila.gov on and in accordance with Section 3.1.5, *Proposal Submission Requirements*. . For more information, , e-mailrowonline@phila.gov or call 215-686-6250 . The ROW encourages Applicants to start and complete their applications as early as possible.

## ROW’s Primary Contact

The name, address, and contact information for the ROW’s Primary Contact for this RFP are as follows:

Emilio Di Gregorio

Deputy of Government Affairs

Register of Wills | City of Philadelphia

City Hall | Room 180

Philadelphia, PA 19107

[Emilio.DiGregorio@phila.gov](mailto:Emilio.DiGregorio@phila.gov):

All questions, requests for clarification, and requests for additional information regarding this RFP must be submitted in writing by the deadline set forth in Section 1.3. No oral response by any employee or agent of the ROW shall be binding on the ROW or shall, in any way, constitute a commitment by the ROW. If an Applicant finds any inconsistency or ambiguity in the RFP, the Applicant is requested to notify the ROW by the questions due date set forth in Section 1.3.

## RESERVED

# RFP Requirements and Conditions

## Fixed Price Proposal Required

Cost proposals for the Register of Wills Case Management System must be “fixed price” proposals. The proposed price must include all costs that will be incurred for the purchase and implementation of the System, including, but not limited to, costs for the following: integration and project management; software development; software testing; installation and implementation of software; maintenance for software (including middleware, database, communication, operating system, and other software); maintenance for hardware if required under the RFP; software; training services if required under the RFP; and all other work proposed. If an Applicant offers options and/or alternates that are not included in the fixed price for the proposed System, the Applicant must provide for each such option/alternate the following information:

* A detailed description of the option/alternate (including, but not limited to, all features and functionality that will be unavailable in the base System if the option/alternate is not purchased);
* A full explanation of the rationale for not incorporating such functionality in the base System;
* Detailed cost information for each option/alternate, in accordance with the cost proposal requirements of the RFP.

The cost proposal must identify, by separate line item, the cost of each item of software, services, and other work to be furnished as part of the System. The ROW reserves the right, in its sole discretion, to reject without evaluation any Proposal that does not identify each item of the work by line item, and any Proposal that does not provide a fixed price to perform the proposed work (including, but not limited to, proposals to perform the work on a “time and materials” or “cost-plus” basis).

## Type of Solution Sought

The ROW seeks to implement a “state of the art” Register of Wills Case Management System , which will satisfy all of the ROW’s current requirements, as specified in this RFP, yet be easy to maintain and easy and inexpensive upgrade and expand to satisfy future needs for additional functionality and/or processing capacity. The ROW requests that Applicants offer their “best” solutions that will satisfy the requirements set forth in this RFP. The ROW will consider all solutions of all types, including: (i) solutions that use “off-the-shelf” software packages, custom software solutions systems, or a combination of “off the shelf” and custom software; and (ii) solutions that use any one or more of the following

## Pilot (Proof of Concept)

The ROW anticipates that the successful Applicant will be required to conduct a limited pilot or “proof of concept” implementation of its proposed solution in order to demonstrate the viability of the solution and its compliance with RFP requirements. The pilot will be required early in the project, and successful completion of the pilot, or adjustment of the proposed solution and/or implementation plan to address, to the ROW’s satisfaction, any deficiencies revealed by the pilot, will be a condition of the project proceeding beyond the pilot.

The scope of the pilot will be determined based on the Proposal and final scope of work, but the ROW anticipates that it could extend to:

* at least one ROW case types managed under the Register’s jurisdiction (Marriage license, Probate, Inheritance, tax);
* include all credit/debit card types and digital wallets, and
* successful performance of all system functions in accordance with RFP requirements, for all data generated in a designated period.

Proposals must describe in detail, as part of the implementation plan required in Appendix B, a pilot implementation that meets these requirements and is in the judgment of the Applicant sufficient to demonstrate the functionality and viability of the recommended solution. The ROW reserves the right to forego the pilot implementation if, in the ROW’s sole judgment, the solution contained in the successful Proposal and final scope of work does not require a pilot or “proof of concept.”

## Maintenance and Support; Warranty; Training; Source Code

### Maintenance and Support Services

The Proposal must include a section describing the maintenance and support services to be provided under the contract resulting from the RFP. A minimum of one (1) year of maintenance/support services, commencing on final acceptance of the System and project by the ROW, must be included in the fixed price cost proposal, with the price identified in a separate line item. The ROW expects that maintenance and support will be furnished on a “turnkey” basis – i.e. the successful Applicant will itself be contractually responsible for all maintenance and support services for all elements of the System, including but not limited to all software and any data transport services that are required under the contract, and will be the single point of contact for service and support. Applicants are requested to price four additional years of maintenance and support, with the price for each of years two through five identified in a separate line item. The ROW expects that the successful Applicant will guarantee the availability of maintenance and support services for application software, on the foregoing “turnkey” basis, for a minimum of five (5) years from final acceptance of the System. Proposals must include a description of the proposed services, stating whether the Applicant will comply with the foregoing terms, and describing the Applicants problem resolution procedures – including problem severity classifications, response times and “fix” times for each level of severity, and the escalation procedures (including on-site service) that will apply where resolution is not immediately achieved.

### Warranty

The ROW requires a warranty from the successful Applicant that covers the entire System, including all software, other deliverables, design, implementation/integration and other services required under the contract resulting from the RFP and ensures compliance with all specifications, including performance standards, in the contract. The warranty must be on a “turnkey” basis – i.e. the successful Applicant must itself be contractually responsible for all warranty obligations and must be the single point of contact for service under the warranty. The warranty period must be a minimum of one (1) year, commencing on final acceptance of the System and project by the ROW. The price of such a one-year warranty must be included in the fixed price cost proposal, with the price identified in a separate line item. The ROW strongly prefers a two year or greater warranty period and requests that Applicants price two additional warranty years, with the price for each additional warranty year identified in a separate line item of the cost proposal. Any premium charged for a warranty year – i.e. any charge in addition to the price for a concurrent year’s maintenance and support services – should be identified in the cost proposal. For additional terms and conditions regarding the warranty, Applicants are directed to review Article VII of the Provider Agreement for Implementation Services, available on eContractPhilly.

### Training

The ROW requires the user training and other training services described in Appendix E, *Training Requirements*, in accordance with the conditions there provided. Proposals should describe, and in the Cost Proposal provide line item costs for, the training that the Applicant is capable of providing, the training methodologies and materials to be used, and the Applicant’s experience in furnishing the kinds of training requested. Proposals should state clearly, in the Requirements Compliance Certification, whether each type of training requested will be offered in accordance with the requirements of Appendix E.

### Software Source Code

The ROW expects delivery and ownership of the source code, including complete documentation and specifications, for custom software developed and furnished specifically for the System under any contract resulting from this RFP. For software that is proprietary to the successful Applicant or to third parties, the ROW expects that source code, including complete documentation and specifications, will be deposited in escrow, at no expense to the ROW and on terms satisfactory to the ROW, with regular updates of the deposited code and documentation to reflect enhancements, upgrades, updates, and corrections to the software. For additional terms and conditions regarding the software source code, Applicants are directed to review Article X of the Provider Agreement for Implementation Services, available on eContractPhilly.

## Responsiveness

Proposals must satisfy all requirements set forth in this RFP. Any Proposal that does not adhere strictly to RFP requirements may, in the sole discretion of the ROW, be rejected, as not responsive to the RFP, without further consideration. Proposals will be evaluated, in part, according to whether the Applicant meets the qualifications described in the RFP and submits a Proposal complying with all RFP requirements. The ROW reserves the right, in its sole discretion, to determine whether any deviation(s) from or exception(s) to RFP requirements make the Proposal non-responsive or otherwise unacceptable such that the Proposal will be rejected without further consideration.

## Disclaimer

This RFP and the process it describes are proprietary to the ROW and are for the sole and exclusive benefit of the ROW. This RFP is not binding on the ROW. No other party, including any Applicant to this RFP or future Applicant to any RFP that may be issued by the ROW, is intended to be granted any rights hereunder. Proposals and other materials submitted in response to this RFP, whether written or verbal and including, without limitation, ideas of Proposers elicited in response to the RFP, shall become the sole and absolute property of the ROW upon submission or communication, and the ROW shall have title thereto and unrestricted use thereof. The ROW shall have the right to disclose the Proposals, materials and any ideas to any person or entity including, employees of the ROW, its consultants and contractors, and authorized agents, as required to carry out this RFP procurement. Any such Proposal, materials, and ideas may be publicly disclosed by the ROW or any authorized agent of the ROW, for any reason the ROW, in its sole discretion, deems appropriate, or pursuant to the Pennsylvania Right To Know Act or other applicable law. The Proposer acknowledges and agrees that the ROW and its authorized agents shall have the foregoing right of public disclosure notwithstanding any notice or statement by the Proposer (whether made in the Proposal or otherwise) asserting the confidential or proprietary nature of the Proposal or of any materials submitted or ideas elicited in response to the RFP.

## Publicity

All publicity (including, but not limited to, news releases, news conferences, and commercial advertising) relating to this RFP and/or the services or products sought by this RFP and/or any contract awarded pursuant to this RFP shall require the prior written approval of the Chief Information Officer, Melissa A. Scott.

## Applicants Restricted

No Proposal shall be accepted from, or contract awarded to, any ROW employee or official, or any firm in which a ROW employee or official has a direct or indirect financial interest. No Applicant may be the prime contractor or prime Applicant for more than one Proposal submitted pursuant to this RFP. Entities that are legally related to each other or to a common entity may not submit separate Proposals as prime contractors or prime Applicants. Any Proposal may be rejected that, in the ROW's sole judgment, does not comply with these conditions. Nothing contained in this RFP is intended to preclude a Proposal by a system integrator that proposes to perform the substantive work proposed through subcontractors.

## Antidiscrimination

The ROW is committed is to providing equal opportunity for all businesses and to assure that ROW funds are not used, directly or indirectly, to promote, reinforce or perpetuate discriminatory practices. The ROW is committed to fostering an environment in which all businesses are free to participate in business opportunities without the impediments of discrimination and participate in all ROW contracts on an equitable basis

## Acceptance of the Terms and Conditions of This RFP

All Proposals submitted are subject to the terms and conditions set forth in this RFP. The Applicant, by submitting its Proposal, expressly acknowledges and agrees to all terms, conditions and requirements contained in this RFP.

## Proposal Submission, Evaluation and Selection

### General

The ROW reserves the right, in its sole discretion, to reject all Proposals and reissue this RFP at any time prior to execution of a final contract; to require, in any RFP for similar products and/or services that may be issued subsequent to this RFP, terms and conditions that are substantially different from the terms and conditions set forth in this RFP; and/or to cancel this RFP with or without issuing another RFP.

### Rights and Options Reserved

The ROW reserves and in its sole discretion may, but shall not be required to, exercise the following rights and options with respect to the Proposal submission, evaluation and selection process under this RFP:

1. To reject any Proposals if, in the ROW’s sole discretion, the Proposal is incomplete, the Proposal is not responsive to the requirements of this RFP (see “Detailed Project Requirements” in the RFP appendices), the Applicant does not meet the Qualifications set forth in the RFP, or it is otherwise in the ROW’s best interest to do so;
2. To supplement, amend, substitute or otherwise modify this RFP at any time prior to selection of one or more Applicants for negotiation and to cancel this RFP with or without issuing another RFP;
3. To accept or reject any or all of the items in any Proposal and award the contract(s) in whole or in part if it is deemed in the ROW’s best interest to do so;
4. To reject the Proposal of any Applicant that, in the ROW’s sole judgment, has been delinquent or unfaithful in the performance of any contract with the ROW or with others, is financially or technically incapable or is otherwise not a responsible Applicant;
5. To reject as informal, non-responsive, or otherwise non-compliant with the requirements of this RFP any Proposal which, in the ROW’s sole judgment, is incomplete, is not in conformity with applicable law, is conditioned in any way that is unacceptable to the ROW, deviates from this RFP and its requirements, contains erasures, ambiguities, or alterations, or proposes or requires items of work not called for by this RFP;
6. To waive any informality, defect, non-responsiveness and/or deviation from this RFP and its requirements that is not, in the ROW’s sole judgment, material to the Proposal;
7. To permit or reject at the ROW’s sole discretion, amendments (including information inadvertently omitted), modifications, alterations and/or corrections of Proposals by some or all of the Applicants following Proposal submission;
8. To request that some or all of the Applicants modify Proposals based upon the ROW’s review and evaluation;
9. To request additional or clarifying information or more detailed information from any Applicant at any time, before or after Proposal submission, including information inadvertently omitted by the Applicant;
10. To inspect and otherwise investigate projects performed by the Applicant, whether or not referenced in the Proposal, with or without the consent of or notice to the Applicant;
11. To conduct such investigations with respect to the financial, technical, and other qualifications of each Applicant as the ROW, in its sole discretion, deems necessary or appropriate; and
12. To waive and/or amend any of the factors identified in the RFP as pertaining to the Applicant’s qualifications.

### Contract Negotiation and Award

The ROW reserves and in its sole discretion may, but shall not be required to, exercise the following rights and options with respect to the contract negotiation and award process resulting from this RFP:

The ROW reserves the right to enter into post-submission negotiations and discussions with any one or more Applicants regarding price, scope of services, and/or any other term of their Proposals, and such other contractual terms as the ROW may require, at any time prior to execution of a final contract. The ROW may, at its sole election, enter into simultaneous, competitive negotiations with multiple Applicants or negotiate with individual Applicants seriatim. Negotiations with Applicants may result in the enlargement or reduction of the scope of services, or changes in other terms that are material to the RFP and the submitted Proposals. In such event, the ROW shall not be obligated to inform other Applicants of the changes, or to permit them to revise their Proposals in light thereof, unless the ROW, in its sole discretion, determines that doing so is in the ROW’s best interest.

In the event negotiations with any Applicant(s) are not satisfactory to the ROW, the ROW reserves the right to discontinue such negotiations at any time; to enter into or continue negotiations with other Applicants; to enter into negotiations with firms that did not respond to this RFP and/or to solicit new proposals from firms that did not respond to this RFP, including but not limited to negotiations or proposals for components of the System, if any, that are deleted by the ROW from the successful Proposal or the contract resulting from it. The ROW reserves the right not to enter into any contract with any Applicant, with or without re-issue of the RFP, if the ROW determines that such is in the ROW’s best interest.

### Proposal Evaluation

Proposals the ROW determines, in its sole discretion, are responsive to the RFP will be reviewed by a selection committee designated by the ROW. The ROW, in its sole discretion, may require any Applicant to make one or more presentations of its Proposal to the selection committee, in ROW offices, at no cost to the ROW, addressing its ability to satisfy the requirements of this RFP. The ROW shall not be required, however, to permit any Applicant to make such a demonstration.

Cost to the ROW is a material factor, but not the sole or necessarily the determining factor in Proposal evaluation. The ROW may, in its sole discretion, award a contract resulting from this RFP to a person or entity other than the responsible and qualified Applicant submitting the lowest price. The contract will be awarded to the Applicant whose Proposal the ROW determines, in its sole discretion, is the most advantageous to the ROW and in the ROW's best interest.

Proposal evaluation will include evaluation of the Applicant’s qualifications, based on Volume 1 of the Proposal and such other information and investigations as the ROW deems necessary and appropriate; and evaluation of the Applicant’s technical solutions and Cost Proposals as set forth in Volume 2 of the Proposal. The ROW, in its sole discretion, may, but shall not be required to, reject without further consideration the Proposal of any Applicant that has not demonstrated, in the ROW’s sole judgment, that it satisfies the qualifications criteria provided in the RFP. The ROW reserves the right, in its sole discretion and without notice to Applicants, to modify this evaluation procedure as it may deem to be in the ROW’s interest.

Evaluation factors to be considered by the ROW include, but are not limited to, the following (no particular order of importance, weighting, or other priority is assigned to these factors or reflected by their order in the list):

1. Superior ability or capacity to meet particular requirements of contract and needs of ROW Department and those it serves -
   1. Project understanding and soundness of proposed project methodology, including but not limited to the detail and accuracy of the proposed scope and statement of work and implementation plan;
2. Eligibility under Code provisions relating to campaign contributions;
3. Superior prior experience of Applicant and staff -
   1. References provided by the Applicant, particularly from projects of similar complexity and scope;
   2. Demonstrated ability to provide Services and Deliverables comparable to those requested in this RFP;
4. Superior quality, efficiency and fitness of proposed solution for ROW Department -
   1. The impact of the proposed solution on the operations of the using department, and the demonstrated ability of the solution to enhance operational efficiency and effectiveness;
5. Superior skill and reputation, including timeliness and demonstrable results -
   1. The Applicant’s financial and technical qualifications to perform the work required by the RFP, as presented in its Proposal and determined by any other investigations conducted or information obtained by the ROW;
   2. Commitment and ability to complete the project within the time frame specified in the Proposal;
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 ROW oversight and administration;
10. Anticipated long-term cost effectiveness;
11. Meets prequalification requirements as set forth in this RFP; and,

### Site Inspections

The ROW may, at its sole option, inspect the Applicant’s work at one or more sites where the Applicant’s or a proposed subcontractor’s products are installed, or services have been provided. If a list of such sites is not required elsewhere in this RFP or included in its Proposal, the Applicant will promptly provide such a list upon written request by the ROW.

### Prime Contractor Responsibility

All subcontractors will be subject to approval by the ROW. Prior to contract execution, the successful 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 ROW, the successful Applicant shall itself be solely responsible for the performance of all work set forth in any contract resulting from the RFP, and for compliance with the price and other terms provided in the contract. The successful Applicant shall cause the appropriate provisions of its Proposal and the contract to be inserted in all subcontracts.

The ROW’s consent to or approval of any subcontract or subcontractor Proposed by an Applicant shall not create or purport to create any obligation of the ROW to any such subcontractor, or any form of contractual relationship or relationship of privity between the ROW and the subcontractor. Any Applicant who obtains such approval or consent of the ROW shall be required to insert a clause so providing in all subcontracts.

## Responsibility for Proposal Costs

The Applicant shall be solely and fully responsible for all costs associated with the development, preparation, transmittal, and submission of any Proposal or material submitted in response to this RFP. The ROW may, in its sole discretion, ask selected Applicants to present their Proposal in person to the ROW’s representatives at the ROW’s offices, and the costs of such presentations, as well as the costs of any pilot implementation required by the ROW under Section 2.3, shall be solely the responsibility of the Applicant. The ROW assumes no contractual or other obligations as a result of the issuance of this RFP, the preparation or submission of a Proposal by an Applicant, the evaluation of Proposals, the Applicant’s conduct of presentations or pilot implementations, or the selection of any Applicant for further negotiations. There may be no claims whatsoever for reimbursement from the ROW or any of its consultants for such costs. All costs incurred by the Applicant during the selection process and during negotiations will be solely the responsibility of the Applicant.

## Reserved

## Withdrawal or Modification of Proposals

Applicants may withdraw or modify their Proposals at any time prior to the Proposal Submission Date provided in Section 1.3, *Proposal Submission Date; Anticipated Procurement Schedule*, by written notice of withdrawal or written submission of the modification, signed in the same manner and by the same persons who signed the Proposal. Such written notice must be addressed to the ROW Primary Contact as specified in Section 1.4.

## Contract Terms and Requirements

The terms and conditions that have been adopted by the ROW for the project(s) described in this RFP may be found in the Provider Agreement for Implementation Services and the General Provisions for Computer and Information Services (collectively, the Contract).A copy of each contract document has been posted on <https://www.phila.gov/documents/register-of-wills-requests-for-proposals-rfps/>. Applicants are responsible to review all specifications, requirements, terms and conditions, insurance requirements, and other requirements therein.

To be responsive, Applicants must be prepared to enter into a contract with terms substantially similar to those in the Contract. An Applicant’s failure to execute a contract substantially the same as the Contract may result in disqualification for future solicitations for this same or similar products/services. The ROW reserves the right, however, to require or negotiate different and/or additional terms and conditions in any final contract resulting from this RFP if, in the sole judgment of the ROW, it is in the best interest of the ROW to do so, without notice to other Applicants and without affording other Applicants any opportunity to revise their proposals based on such different or additional terms.

Submittal of a proposal is agreement to this condition. Applicants are to price and submit proposals to reflect all the specifications, requirements, in this RFP and terms and conditions substantially the same as those included in this RFP. Applicants may state for the ROW’s consideration any objections to terms in the Contract in a separate section of the Proposal. Any such objection must identify the specific section(s) objected to, state the reason(s) for the objection, and propose alternative language or terms. Terms to which no objection is asserted will be presumed acceptable to the Applicant. The ROW may, in its sole discretion, evaluate proposals in part according to whether the Applicant so objects, and the number and type of objections asserted.

## Document Preparation Fee

The ROW adheres to the requirements of Chapter 17-700 of The Philadelphia Code, pursuant to which the successful Applicant must generally pay a contract preparation fee. Regulations promulgated by the City Solicitor currently establish the following schedule of fees for preparation of the initial contract and subsequent amendments, based upon the amounts involved and whether the successful Applicant is a for-profit or nonprofit entity:

|  |  |  |
| --- | --- | --- |
| **Amount of Contract or Amendment** | **For-Profit Fees** | **Non-Profit Fees** |
|  | **Contract Amendment** | **Contract Amendment** |
| $0-$30,000 | $50 $50 | $50 $50 |
| $30,001-$100,000 | $200 $170 | $100 $85 |
| $100,001-$500,000 | $500 $340 | $200 $170 |
| $500,001-$1,000,000 | $900 $520 | $300 $260 |
| Over $1,000,000 | $1,500 $1,000 | $500 $500 |

In its discretion, the Law Department may grant a full or partial waiver of any of the above fees in exceptional cases for good cause shown, such as violation of a grant covenant. Governmental entities are exempt from the fees. The Law Department reserves the right to collect up to twice the stated fee if extensive negotiation is required to reach a final contract with the successful Applicant.

# Proposal Requirements

## Administrative Requirements

Applicants are expected to comply with all administrative requirements provided in this Section 3.1.

### Mandatory Disclosures

As part of its application, each Applicant to this RFP will be required to:

1. disclose to the ROW all contributions of money or in-kind assistance made by the Applicant during the two years prior to the date upon which proposals to the RFP are due to any candidate for nomination or election to any elective City office or to an Incumbent, or to any political committee or party in the City of Philadelphia, or to any group, committee or association organized in support of any such candidate, office holder, political committee or party in the City of Philadelphia, or
2. certify that no such contributions have been made.

### Transparency in Business Demographic Data Disclosures

Consistent with the requirements of Philadelphia Code Section 17-1402(1)(b)(.4), if the resulting contract is valued at or over $91,000, the Applicant, if awarded, agrees to provide the following information before conformance of the contract:

* + - * 1. Applicant’s prior years of experience performing on ROW contracts in any capacity during the five calendar years prior to the date the application must be filed;
        2. “Demographic Data” (race, ethnicity, gender identity, job title, salary range, length of employment, Philadelphia residence, and other categories that may be established by regulation) on all individuals employed by the Applicant and as of the “Report Date” (June 30th immediately preceding the date the application is filed); and
        3. Demographic Data on all individuals serving as board members of the Applicant on the Report Date.

### Mandatory Pre-Proposal Meeting

A Pre-Proposal Meeting to review the requirements of this RFP will be held virtually on Monday, September 15, 2025, starting at 2:00 PM (Local Philadelphia Time).

[Microsoft Team](https://teams.microsoft.com/l/meetup-join/19%3ameeting_OTJlZGVjZTMtZjUwZC00OWUwLThiNmUtNmJmZDc1ZjNjMmIw%40thread.v2/0?context=%7b%22Tid%22%3a%222046864f-68ea-497d-af34-a6629a6cd700%22%2c%22Oid%22%3a%229eb844f0-9dd6-4b45-a76f-9f5c03ce8e69%22%7d)

A**ttendance at the Pre-Proposal meeting is mandatory, and the ROW reserves the right, in its sole discretion, to reject without evaluation the Proposal of any Applicant that does not attend the meeting.** Applicants are expected to be present for the entire meeting and the ROW reserves the further right, in its sole discretion, to refuse admission to any prospective Applicant arriving more than thirty (30) minutes after the start of the Meeting, and to reject without evaluation any Proposal subsequently submitted by such an Applicant.

The ROW believes that attendance at the Pre-Proposal Meeting is essential for successful participation in this RFP procurement and expects every Applicant to attend. The ROW reserves the right, in its sole discretion, to reject any Proposal submitted by an Applicant that does not attend the Pre-Proposal Meeting, but may, in its sole discretion, consider such a Proposal if it deems consideration to be in the ROW’s best interest, or determines that the Applicant’s failure to attend was caused by circumstances reasonably beyond the Applicant’s control.

### Addenda to the RFP; Requests for Information; Inconsistencies

The ROW may, in its sole discretion, issue addenda to this RFP containing responses to questions and requests for information, addressing matters raised at the Pre-Proposal meeting(s), clarifications of the RFP, revisions to the RFP, or any other matters that the ROW deems appropriate. .

All questions, requests for clarification, and requests for additional information regarding this RFP must be submitted to the ROW’s Primary Contact not later than the deadline set forth in Section 1.3. All such questions and requests must be submitted in writing, by email, to the ROW’s Primary Contact. Responses to such questions and requests shall be at the ROW’s sole discretion and nothing in this RFP shall create an obligation on the ROW to respond to the submitting party or at all.

No oral response by any employee or agent of the ROW shall be binding on the ROW or shall in any way constitute a commitment by the ROW.

If an Applicant finds any inconsistency or ambiguity in the RFP or an addendum to the RFP issued by the ROW, the Applicant is requested to notify the ROW in writing by the questions due date as set forth in Section 1.3.

### Proposals Binding

By submitting its Proposal, the Applicant agrees to be bound by all terms and conditions of its Proposal, including, without limitation, the prices stated therein, for a period of one hundred and eighty (180) days from the Submission Date. An Applicant’s refusal to enter into a contract that reflects such terms and conditions may, in the ROW’s sole discretion, result in rejection of the Proposal, termination of any negotiations with the Applicant, and/or Applicant’s forfeiture of its Proposal Security, if required by this RFP, as set forth in the “Proposal Security” section of the RFP (included in the RFP if Proposal Security is required).

It shall be the Applicant's responsibility to review and verify the completeness of its Proposal.

Applicants may withdraw or modify their Proposals at any time prior to the Submission Date by written notice of withdrawal or written submission of the modification, signed in the same manner and by the same person(s) who signed the initial Proposal, to the ROW’s Primary Contact. The ROW reserves the right, at its sole discretion, to permit or require modifications to any Proposal after it is submitted, as set forth in the “Reservation of Rights” sections of the RFP.

### Proposal Submission Requirements

Proposals submitted in response to this RFP must be emailed to rowonline@phila.gov, in accordance with the instructions and requirements there posted and by the time and date provided in Section 1.3, *Proposal Submission Date; Anticipated Procurement Schedule*. Proposals should include a table of contents listing all sections, figures, and tables and their corresponding page numbers.

Qualifications and Technical/Cost Proposals in Separate Volumes. Applicants will organize their Proposals into two separate electronic files, referred to herein as Volume 1 and Volume 2. The details for each volume are provided below:

* Volume 1 - Qualifications

Volume 1 will set forth the Applicant’s qualifications and must be labeled on the cover with Register of Wills Case Management System Software Proposal, Volume 1 – Vendor Qualifications.” The required contents of Volume 1 are defined in the “Qualifications of Applicants” section below.

* Volume 2 – Technical Approach and Cost Proposal

Volume 2 will set forth the Applicant’s technical approach and solution for meeting the requirements of the RFP, and its cost Proposal, and must be labeled on the cover with Register of Wills Case Management System Software Proposal, Volume 2 – Technical Approach and Cost Proposal." The required contents of Volume 2 are defined in the “Technical Approach and Cost Proposal” section below.

## Implementation Plan, Statement of Work, Project Schedule and Milestone Payment Schedule

Applicants must submit the following documents (collectively, “Project Documents”) as part of their Proposals, in accordance with the overall structure of the work as set forth in the RFP and the specific format and other requirements provided in Appendix B (if no requirements are provided in Appendix B, Applicants should submit the Project Documents in the form they currently use for work of the type here sought):

1. an implementation plan for the proposed System and/or services that describes in detail (i) the methods, including controls, by which the Applicant manages projects of the type sought by this RFP; (ii) where software is to be developed, customized, and/or implemented as part of the project, the Applicant’s software development and implementation methodology, including, but not limited to, version control, error correction, pre-delivery testing and de-bugging procedures, and post-installation testing; (iii) and any other project management or implementation strategies or techniques that the Applicant intends to employ in carrying out the work;
2. a detailed statement of the work to be performed, in a form that the Applicant considers appropriate and sufficient for incorporation in a contract document;
3. a detailed project schedule, identifying all tasks and deliverables to be performed, durations for each task, principal schedule milestones, and overall time of completion; and
4. a milestone payment schedule setting forth the frequency and amount of progress payments and identifying the tasks and deliverables (“milestones”) to be completed for each payment.

Proposals will be evaluated in part on the adequacy of the proposed Project Documents. The ROW reserves the right, in its sole discretion, to impose additional or different requirements on any of the Project Documents submitted in any Proposal, without notice to other Applicants.

## Proposal Contents

### Volume 1 – Qualifications of Applicants

Proposals will be evaluated, in part, on the Applicant’s ability, in the ROW’s sole judgment, to demonstrate technical and financial capacity to perform the work it proposes in accordance with the requirements of this RFP. Applicants are accordingly required to furnish the information described below. The ROW reserves the right, in its sole discretion, to require additional or different qualifications information, and is the sole judge of whether the Applicant’s submissions meet the information requirements provided below and are sufficient to demonstrate the Applicant’s qualifications.

Volume 1 of the Proposal should include the following sections, with the information specified for each.

Volume 1, Section 1: Description of Applicant. The Applicant shall provide:

1. Name, street address, mailing address if different, email address, and telephone and facsimile numbers of the Applicant.
2. Year established (include former firm names and year each applied). Identify the country and state in which the firm was incorporated or otherwise organized.
3. Type of ownership and parent company and subsidiaries, if any. Include dates of any corporate mergers and/or acquisitions including all present and former subsidiaries with dates of any and all re‑structuring since the founding date.
4. Address and telephone number of production facility(ies) where any of the work is to be accomplished (if different than item a); name, address, and telephone number of the proposed project manager.
5. A narrative description and organization chart depicting the management of the Applicant’s organization and its relationship to any larger business entity.
6. A description of the overall operations of the Applicant, the number and scope of other projects currently ongoing or set to begin in the near future.
7. A narrative description of Applicant’s familiarity with and prior operating experience in the Philadelphia region. Specifically identify (i) all projects in the last five years on which Applicant has worked that are valued at over $100,000 and located in the City of Philadelphia, (ii) any contracts valued at over $100,000 entered into with the City of Philadelphia in the last five years; and (iii) any contracts valued at over $100,000 entered into with any other government entity in the last five years (the 30 most recent such contracts shall be sufficient; Applicants may list more than 30).
8. Provide, at Applicant's option, any additional information not specifically listed above which demonstrates the qualifications of the Applicant to perform the scope of work specified in this RFP.

Volume 1, Section 2: Technical Qualifications

1. The Applicant shall provide information that demonstrates that it possesses the technical expertise that the ROW requires for this RFP.
2. Applicants should submit references from owners of projects that are comparable in size, complexity and scope of work sought by this RFP. The references should also demonstrate the Applicant experience with the technology solution proposed. The histories of such projects that they have completed, firm resumes and resumes of key personnel should also be included as well as other such information believed to demonstrates the indicated types of experience. All references should include the name, title, telephone number of both the current owner of the project and the owner of the project at time of work effort. Specific reasons for using the reference must also be provided.
3. The Applicant must demonstrate adequate experience in the following areas; the ROW prefers a minimum of five years such experience:
4. Software design, integration, testing and support.
5. Help desk operations.
6. Computer-based training development.
7. Large-scale project management experience.
8. High availability systems that are mission critical.
9. Wireless technology especially development and implementation experience.
10. Previous installations of Court Management System
11. Previous experience and installation of municipal, state or federal information systems
12. Experience in installing and maintaining Oracle-based applications/databases.
13. Experience in managing transition to the proposed environment.
14. Experience with the process proposed to implement the solution (either package or build), including demonstrated ability to control peripheral devices (i.e. mobile devices, scanners, etc.).
15. Architecture and design services.
16. Installation services.
17. Experience with the implementation of call centers with 10 or more operators..
18. Additional experience in the following areas, while not mandatory, is preferred:

Volume 1, Section 3: Financial Qualifications. The Applicant shall provide: **[All information provided will be considered confidential]**

1. A narrative that demonstrates its financial capacity to undertake and complete the project as proposed and to furnish software systems and/or services in accordance with the RFP;
2. A current audited statement of financial condition prepared by an independent certified public accountant;
3. Financial statements for the two (2) years preceding the year to which the statement required in b applies, prepared by an independent certified public accountant;
4. A bank reference;
5. A statement disclosing any audits of the Applicant by the federal government;
6. A statement disclosing any bankruptcy or insolvency proceeding that Applicant has filed or that has been against Applicant pursuant to Chapter 11 or Chapter 7 of the United States Bankruptcy Code, or any applicable state law of comparable effect.
7. If performance and/or payment bonds are required under the RFP, a notarized letter from an approved surety stating the willingness of the surety to issue the bonds to the Applicant as principal;
8. A description of contracts with municipalities for work of similar type, scope, and value as the work sought by this RFP; including, for each, the name, address, and telephone number of a contact person;
9. A copy of the most recent Form 10-K filed by the Applicant with the U.S. Securities and Exchange Commission, and copies of all Form 8-Ks filed since the filing of the most recent 10-K. If a Form 10-K is not filed with the SEC, submit the following:

* certified audited financial statements for the past three fiscal years including, at a minimum, income statements, balance sheets and statements of changes in financial position; if fewer than three years of financial statements are available, this information should be provided to the fullest extent possible;
* copies of the latest quarterly financial reports;
* a copy of the Applicant’s most recent annual report;

1. If the Proposal is submitted by a partnership and/or joint venture, provide full information concerning the nature and structure of the partnership and/or joint venture, including:

* What entity will be guaranteeing contract performance?
* Date of joint venture or partnership.
* Does the agreement between members comprising the joint venture make each jointly and severally liable for contractual obligations of this project?

1. Any other information not specifically itemized above that it believes to be demonstrative of its financial capacity.

Volume 1, Section 4: Local Business Entity or Local Impact Certification. (Optional if applicable to Applicant)

If applicable, Applicant may elect to provide the certification statement in the form of Appendix D as to Applicant’s status as a Local Business Entity or its local impact if awarded the contract. (S*ee* Section 3.5 for more information.)

### Volume 2 – Technical Approach and Cost Proposal

Volume 2 will set forth the Applicant’s technical approach and solution for meeting the requirements of the RFP, and its Cost Proposal. Volume 2 of the Proposal should be divided into five index-tabbed sections, including the information identified below for each section.

Volume 2, Section 1: Organization and Management. The Applicant shall provide the following in Section 1:

1. Organizational charts addressing the delineation of authority and responsibilities in performing the work described in the Proposal and identifying all key personnel, including, but not limited to, the project manager.
2. Company affiliation, job title, and resume of each individual listed in on the organizational chart, setting forth work experience, education, professional achievements, and any publications related to the type of work to be performed. (The ROW will require that the key people proposed for the project participate in their proposed capacities and the ROW must approve any substitutions or replacements.)
3. Detailed descriptions of the following:

* The system development methodology as defined in the “Project Approach and Plan” in the RFP Appendices;
* The project management approach as defined in the “Project Approach and Plan” in the RFP Appendices;
* All computer hardware, communications equipment, network equipment, and other equipment required for the software system proposed, with detailed specifications for each;
* A mapping of functional and other requirements to the technology requirements;
* Reasons for selection of hardware and software environment, if applicable; and,
* The proposed pilot (“proof of concept”) implementation, if required by the RFP.

Volume 2, Section 2: Scope of Work Plan. Section 2 will provide a detailed description of the Applicant’s plan for completing the work proposed in accordance with the time-of-performance requirements of the RFP. The plan should include:

1. The proposed Project Documents, as described in Section 3.2, *Implementation Plan, Statement of Work, Project Schedule and Milestone Payment Schedule*;
2. A comprehensive list of tasks required to complete the scope of work proposed, with estimated effort (expressed in persons, identified by skill set, and hours) required for each task;
3. A detailed written description of how the Applicant intends to accomplish each task;
4. The name of key personnel identified in Volume 2, Section 1 who will be assigned to complete each task;
5. The approximate amount of time each day that each of the key personnel identified in Volume 2, Section 1 will spend on the project (e.g. Project Director will spend approximately 25 percent of his/her time during Step 1 of the project);
6. The items specified in the Appendices to the RFP, to the extent not provided in response to the foregoing;
7. All assumptions relied upon to develop the work plan and estimate and all conditions for its fulfillment as proposed, with specific emphasis on ROW responsibilities; and
8. Any other technical or management approach or process that the Applicant will use to ensure that the project plan can be completed as proposed and in accordance with the time-of-performance constraints provided in the RFP.

Volume 2, Section 3: Technical Proposal. Section 3 should include detailed information addressing each of the following:

1. Topology and infrastructure diagrams defining the technology proposed;
2. The software architecture of the proposed solution (two-tier or three-tier environment, etc.), including detailed justification for the architecture selected and information correlating each software component or tool proposed to the following architecture layers, each of which must be described in detail:

* workflow-processing plan that defines the solution with respect to process definition and workflow API and interchange.
* reporting infrastructure proposed to handle predefined and ad hoc reports.
* archiving and auditing plan to address the business requirements;

1. Logistical and support plan for deployment of the application;
2. Outline of ROW resource requirements for supporting the proposed solution;
3. Outline of the disaster recovery plan for supporting the proposed solution;
4. Anticipated bandwidth requirements;
5. Server storage and hardware requirements with associated cost;
6. Network issues such as latency, coverage issues, time-of-day performance, network congestion, packet size, and other performance factors.
7. Performance standards for the software system proposed, including, but not limited to, the items identified below, together with any network or other equipment specifications or characteristics, and any assumptions as to number of concurrent users and their levels of access, on which the performance standards are conditioned:

* Server Disk input/output (I/O)
* Transactions Per Minute (TPM)
* Page Swapping
* Response Time
* Throughput
* Performance assumptions
* System Availability expressed in “mean time to failure” and “mean time to repair”
* Bandwidth utilization expressed in bytes per second required by the system under all anticipated load conditions

Volume 2, Section 4: Cost Proposal.

The Cost Proposal must conform to the requirements provided in Appendix C, *Cost Proposal Requirements*, and must be submitted on the template. An example of a completed template section is attached in Appendix C for purposes of illustration only.

Applicants should note that the ROW is not subject to federal, state, or local sales or use taxes or to federal excise tax. The cost proposal may not include any such taxes.

Volume 2, Section 5: Requirements Compliance Certification

Detailed requirements for the System are provided in Appendix A, *Detailed Project Requirements*. The Proposal must specify, for each requirement, that the proposed solution and/or services fully satisfies the requirement, does not satisfy the requirement, or partially satisfies the requirement (in which case, the extent of compliance and non-compliance with the requirement must be fully identified and explained, including all features not provided).

Applicants are accordingly required to fill out and submit the Requirements Compliance Matrix attached in Appendix D, *Requirements Compliance Certification*. To facilitate responses and the ROW’s review, the ROW will provide an electronic version of the Matrix in Excel. Each row of this spreadsheet will contain one requirement; columns in the spreadsheet will contain drop down lists with acceptable responses. The first response column will allow the vendor to select whether the requirement (i) is fully satisfied by the proposed solution, (ii) is partially satisfied, or (iii) is not satisfied at all. When the value corresponding to either “partially satisfied” or “not satisfied” is selected, the vendor will be directed (and is required) to provide an explanatory response in the next column of the spreadsheet. The permitted values for the explanatory response column are (iv) the requirement could be fully satisfied with customization of the software, (v) the requirement will be fully satisfied with the next planned release of the software, or (vi) the requirement will not be satisfied by the proposed solution.

Where (iv) is the response, the required customization must be fully described, and any additional cost to the ROW identified. Where (v) is the response, the release date (i.e. final, ready-for-production release date) must be provided, together with a full description of all features that the software will not provide and all respects in which it will not satisfy the requirement until such release. Where (vi) is the response, a full description of all features that the software will not provide and all respects in which it will not satisfy the requirement must be provided. These further explanations are to be provided in text sections identified by entering a reference number in the last column of the spreadsheet, with a separate reference number to the additional text for each requirement.

The completed Matrix attached in the Appendix D must be included with the Proposal materials emailed to rowonline@phila.gov

## Certification of Compliance with Equal Benefits Ordinance

If this RFP is a solicitation for a “Service Contract” as that term is defined in Philadelphia Code Section 17-1901(4), and results in a Service Contract in an amount in excess of $250,000, then, pursuant to Chapter 17-1900 of The Philadelphia Code, the contractor shall, for any of its employees who reside in the ROW, or any of its employees who are non-residents subject to ROW wage tax under Philadelphia Code Section 19-1502(1)(b), be required to extend the same employment benefits contractor extends to spouses of its employees to life partners of such employees, absent a waiver by the ROW under Section 17-1904. By submission of their Proposals in response to this RFP, all Applicants so acknowledge and certify that, if awarded a Service Contract pursuant to this RFP, they will comply with the provisions of Chapter 17-1900 of The Philadelphia Code and will notify their employees of the employment benefits available to life partners pursuant to Chapter 17-1900. Following the award of a Service Contract subject to Chapter 17-1400 and prior to execution of the Service Contract by the ROW, the successful Applicant shall certify that its employees have received the required notification of the employment benefits available to life partners and that such employment benefits will actually be available, or that the successful Applicant does not provide employment benefits to the spouses of married employees. The successful Applicant’s failure to comply with the provisions of Chapter 17-1900 or any discrimination or retaliation by the successful Applicant against any employee on account of having claimed a violation of Chapter 17-1900 shall be a material breach of any Service Contract resulting from this RFP.

## Local Business Entity or Local Impact Certification

Pursuant to Mayoral Executive Order No. 04 -12, the Department will, in the selection of the successful Applicant, consider whether that Applicant has certified that either (1) Applicant meets the criteria stated in Section 17-109(3)(b) of the Philadelphia Code to qualify as a Local Business Entity or (2) in the performance of the resulting contract, Applicant will employ ROW residents, or perform the work in the ROW. Any Applicant who wishes to demonstrate its eligibility for this consideration shall do so by completing, executing and attaching to its application a completed Local Business Entity or Local Impact Certification, the form of which is attached to this RFP as Exhibit D. The Applicant shall then also include in a separate section of the application, labeled “Local Business Entity or Local Impact Certification,” a statement that the Applicant believes it has met the Local Business Entity or Local Impact criteria “as set forth in the attached Local Business Entity or Local Impact Certification.” The ROW Department shall deem it a positive factor where the Applicant has, in the ROW’s sole discretion, met the Local Business Entity or Local Impact criteria.

The ROW 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-, Women-, and Disabled-owned businesses. For this reason, the ROW 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:

<https://www.phila.gov/services/business-self-employment/bidding-on-a-city-contract/get-certified-as-a-local-business-entity/>

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.

For contracts valued at $1 million or more annually, please also detail in your proposal the local impact if you are awarded the contract, by including the following information:

a. Anticipated quality jobs created or sustained in Philadelphia through the contract;

b. Anticipated hiring of Philadelphia residents to perform work under the contract;

c. Will you open offices in Philadelphia if awarded the contract?;

d. Are you planning to form a joint-venture or subcontract with any Philadelphia-based entities? If so, please detail those partnerships; and,

e. Any other information you deem relevant to demonstrating local impact.

## The Philadelphia Tax and Regulatory Status and Clearance Statement

It is the policy of the ROW to ensure that each contractor and subcontractor has all required licenses and permits and is current with respect to the payment of taxes owed to the City of Philadelphia 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 of other regulatory provisions contained in the Philadelphia Code. To assist the City, through its Department of Revenue and Department of Licenses and Inspections, in determining this status, each Applicant is required to submit with its proposal the certification statement entitled City of Philadelphia Tax and Regulatory Status and Clearance Statement which is attached to this RFP as Appendix H.

If the Applicant is not in compliance with the City’s tax and regulatory codes, an opportunity will be provided to enter into satisfactory arrangements with the City. If satisfactory arrangements cannot be made, Applicants will not be eligible for award of the contract contemplated by this RFP.

The selected Applicant will also be required to assist the ROW in obtaining the above information from its proposed subcontractors (if any). If a proposed subcontractor is not in compliance with City Codes and fails to enter into satisfactory arrangements with the City, the non-compliant subcontractor will be ineligible to participate in the contract contemplated by this RFP and the selected applicant may find it necessary to replace the non-compliant subcontractor with a compliant subcontractor. Applicants are advised to take these City policies into consideration when entering into their contractual relationships with proposed subcontractors.

If an Applicant or a proposed subcontractor is not currently in compliance with the City’s tax and regulatory codes, please contact the Revenue Department to make arrangements to come into compliance at 215-686-6600 or [revenue@phila.gov](mailto:revenue@phila.gov).

Applicants need not have a City of Philadelphia Business Income and Receipts Tax Account Number (formerly Business Privilege Tax Account Number) and Commercial Activity License Number (formerly Business Privilege License Number) to respond to this RFP, but will, in most circumstances, be required to obtain one or both if selected for award of the contract contemplated by the RFP.[[1]](#footnote-1)[1]  Applications for a Business Income and Receipts Tax Account Number or a Commercial Activity License[[2]](#footnote-2)[2] may be made on line by visiting the City of Philadelphia Business Services Portal at Portal at <https://www.phila.gov/services/business-self-employment/business-taxes/> and clicking on “Get a tax account.” If you have specific questions, call the Department of Revenue at 215-686-6600 for questions related to City of Philadelphia Business Income and Receipts Tax Account Number or the Department of Licenses and Inspections at 215-686-2490 for questions related to the Commercial Activity License.

## LGBTQ Applicant Opportunity Data

As part of the City’s commitment to diversity, equity and inclusion in all aspects of City procurement, the City is collecting data to identify the number of companies beneficially owned and controlled by Lesbian, Gay, Bisexual, Transgender and Queer persons who wish to do business with the City (collectively, “LGBTQ businesses”).  The data will be used to identify the number of LGBTQ businesses currently doing business with the City. It will also assist in efforts to include LGBTQ certified businesses into the City’s vendor database.

**APPENDIX A**

**DETAILED PROJECT REQUIREMENTS**

General Requirements

1. Ability for ROW staff to update application status and track cases by status and a reference or docket number
2. Ability for ROW staff to modify/update application details
3. Ability to assign cases to staff
4. Ability for ROW staff to view case history with dates
5. Ability for ROW staff to upload and view related case documents to the application
6. Ability for ROW staff to revoke or remove related case documents to the application
7. Ability for system to flag cases with missing documents
8. Integration with OIT's Imaging platform for secondary permanent record storage of all documents through regular jobs and manual exports
9. Ability for ROW staff to view scheduled events for probate and marriage license on separate calendars, in day, week, and month formats
10. Ability for ROW staff to block off dates and times on the calendar as not schedulable
11. Ability for ROW staff to export calendar events to Outlook
12. Ability for system to automatically notify applicants of scheduled events, case related updates, and due dates via email
13. Ability for system to automatically notify applicants of scheduled events, case related, and due dates updates via SMS text
14. Ability for system to generate documents into formatted Microsoft Word templates for printing purposes
15. Ability for ROW staff to redact sensitive information on documents prior to printing
16. Ability for system to record electronic signature onto the application from the applicants digitally with a click on a document and a pre-generated signature
17. Ability for system to record electronic signature onto the application from the applicants using a physical signature pad
18. Ability for ROW staff to create and edit Register of Wills fee schedule
19. https://www.phila.gov/documents/register-of-wills-fee-schedule/"
20. Ability for ROW staff to create invoices related to each case type using the fee schedule
21. Ability for ROW staff to collect payments for invoices via a cashiering point of sale device, for payment types such as credit card, debit card, and digital wallets
22. Ability for ROW staff to manually enter other payment types collected for invoices (i.e. for checks and money orders)
23. Ability for ROW staff to view payment status and transactions data, including transaction type and tender type
24. Ability for ROW staff to issue full or partial refunds
25. Ability for system to attach specified financial codes to invoices and payments for reconciliation with City financial systems
26. Migration of all case records and related documents from current system to new system
27. Configurable user permissions and role-based access for viewing and editing data and documents
28. Audit tracking capabilities for user activity within the system
29. Retention of all case records in perpetuity
30. Integration with City of Philadelphia's single sign-on for City employee access
31. User friendly, accessible portal to allow the public to request public records, requiring registration and payment

Probate Module

1. Ability for ROW staff to create a probate case record
2. Ability for ROW staff to manage all aspects of probate cases, including sub-workflows for specific case types (examples: cases with single or multiple parties, pending trials, estates with will, estates without will, foreign fiduciary, estates established before 1970s)
3. Pre-filing form for attorneys to submit a pending probate record
4. Log-in to pre-filing form using an account with Attorney ID from court records database
5. Ability for attorneys to upload documents in the pre-filing form
6. Ability for attorneys to submit electronic payment in the pre-filing form
7. Ability for ROW staff to approve or reject e-filed cases
8. Ability for attorneys to make corrections to rejected e-filed cases and resubmit
9. Ability for ROW staff to manually link related cases and view linked cases
10. Ability for ROW staff to search and filter probate cases
11. Ability for ROW staff to schedule events, such as case hearings, linked to a probate case
12. Ability to cross reference estate values and related inheritance tax values for additional fees

Inheritance Tax

1. Ability for ROW staff to log submitted tax returns with date of receipt and estate details
2. Ability for ROW staff to track payment deadlines for estate tax returns (9 months post date of death)
3. Ability for ROW staff to track payment status of tax returns
4. Ability for ROW staff to track unpaid tax returns past deadline
5. Automated system email notifications before and after deadline
6. Ability for ROW staff to issue official receipt for estate tax return payment
7. Ability for system to process payment and track transaction tied to estate tax returns
8. Ability for system to create daily report of total deposit amount and payment breakdowns (see Excel "IT\_County\_Collections\_electronic\_File\_Spec\_09292024")
9. Ability for system to transmit daily report to PA Department of Revenue's MyPath system for reconciliation
10. Ability for system to create monthly report summarizing payments and deposits complying with PA state's PDF form
11. Ability for system to create a unique Miscellaneous Tax Account Number (MTAN) for tracking non-probate estate taxes
12. Ability for ROW staff to link MTAN to submitted inheritance tax return
13. Ability for ROW staff to upload and view related tax return documents
14. Ability to cross reference estate values and related inheritance tax values for additional fees

Marriage License

1. Ability for ROW staff to enter a marriage license application with information about each of the two applicants including: personal details, contact information, employment information, parental information
2. Publicly accessible pre-enrollment form for the marriage license application
3. Ability for the public to upload documents in the pre-enrollment form
4. Ability for the public to submit electronic payment in the pre-enrollment form
5. Ability for ROW staff to schedule events, such as weddings, linked to a license application
6. Ability for ROW staff to search and filter applications and issued licenses
7. Reporting that quantifies the number of applications, marriage licenses issued, marriages recorded

Transaction Security

The successful Applicant(s) shall adhere to the following security protocols:

1. Payment Card Industry Data Security Standard PCI-DSS compliance.
2. Security precautions, and security measures to safeguard against intrusions and hacking. Including security certifications, encryption protocols and standards, Bit rate and the expiration date of any Secure Sockets Layer (SSL) certificates, and any other security measures the Applicant currently has in place.
3. Fraud protection services to identify and protect the City from fraudulent attacks.

Reporting

The successful Applicant(s) shall offer the following reporting capabilities:

1. Provide daily transactions and reporting files in the form of Excel Reports for each application’s daily transactions summarized by payment type.
2. Real-time reporting for all transactions.
3. Ability to provide any real-time online reporting tools for clients to build custom queries or reports.
4. A real-time reporting service with canned and ad-hoc reporting that is available to clients.
5. Maintain transaction historical information and make it available online to the City of Philadelphia for the City’s minimum retention period (currently seven years).

Settlement Process

The successful Applicant(s) shall offer the following daily settlement support services:

1. Provide dedicated support of daily settlement issues.
2. Please describe your settlement process including frequency, settlement error process and reporting.
3. Describe your process for collecting the transaction fees when the City of Philadelphia pays the fee for an electronic payment transaction, including timing of fee collection, settlement, correcting issues, crediting back to the City for disputes.

Help Desk – Support

The successful Applicant(s) shall provide the following help desk support features:

1. IT Help Desk / Support operations
   1. Applicants are encouraged to attach a sample service level agreement (“SLA”) as part of the statement of work in the RFP section 3.2 requirements. If you do not have a SLA, please describe your SLA for all services in detail.
   2. Please describe your issue tracking, escalation, and resolution procedures (if not already included in above mentioned SLA).
2. A dedicated support resource to be contacted for production issues that may arise and to assist with testing .
3. Operations monitoring and issue notification services to all stakeholders.
4. The capability to turn off acceptance of payments at the transaction code level with a ‘friendly message’ to the customer (aka a system maintenance message).

Client Service Center Operations

The successful Applicant(s) shall possess the following client services abilities to support client services operational needs:

1. Provide a toll-free number(s) and hours of operations. If the hours of operation change during holidays or weekends, please provide that information. Please provide the below information regarding your service center phone system capacity:
   1. Line capacity
   2. Average Automatic Call Distributor (ACD) volume
   3. Maximum Call volume
   4. Average hold times and approximate peak hold times.
   5. Average agent availability.
   6. Average first Call resolution rate.
2. Website and IVR should accommodate bi-lingual (English/Spanish) or multilingual transactions.
3. Applicant(s) website bandwidth must be able to accommodate City’s peak busy season amount of traffic.
   1. Please describe your average and maximum website bandwidth usage as well as the safeguards you have in place to prevent transaction failures and ensure continued customer service.

Testing Environment and Processes

The successful Applicant(s) shall possess the following testing measures:

1. Provide a Quality Assurance (QA) team that tests all services prior to customer releases.
2. Provide testing credit/debit/Digital Wallets accounts that can be utilized for testing.
3. Provide live credit/debit/ Digital Wallets accounts that can be utilized for Production testing once applications go live. Transactions will be voided and reversed after successful testing.

General Infrastructure

The successful Applicant(s) shall provide the following general infrastructure features:

1. Actively (either automatically or via operators) monitor production and test environments and alert Applicant’s staff and affected clients if there is an issue. Log all transactions, including incoming, processing, and complete back to each client application.
   1. Describe how you confirm that a transaction gets back to the City of Philadelphia application through which the transaction occurred.
2. Communication via alerts and/or notifications for any scheduled/planned maintenance that will impact services rendered.
3. Transaction record format must be capable of including any user custom fields required for the City of Philadelphia’s applications.
4. Transaction record format and reporting shall provide the source of the transaction (e.g. online, mobile).

Disaster Recovery

The successful Applicant(s) shall provide the following disaster recovery services:

1. Provide in writing, and act upon, procedures established for Disaster Recovery (DR) in the event of a systems failure or other disaster at the Applicant’s primary processing site.
   1. Please provide Redundant System Requirements and their location. (Same location/different geographical location), and any Disaster recovery testing procedures and schedules.
   2. These DR procedures should be tested regularly (minimum every three years).
2. Please indicate who performs the analysis and testing for the Applicant’s Disaster Recovery Audit. For example, if any other Independent Audits are performed with your System.

Project Management

The successful Applicant(s) shall provide the following project management services:

1. Each application integration shall be fully managed by a project manager on the successful Applicant(s) side. The ROW will provide a counterpart from the technical and business side.
   1. Describe your project management process, personnel, standards and approval process for the initial services initiation or switch project.
2. Describe your project management process, personnel, standards and approval process for managing your electronic payment services for the ROW of Philadelphia.
3. List names, titles, phone, e-mail addresses and brief biographies of company contact personnel that will have ongoing responsibility for servicing this account. Include professional designations and managerial or technical involvement. Describe the role of each person listed in the relationship

Business History

The successful Applicant(s) shall possess the following experience:

1. Been in the Court Management business for more than 5 years. In your response please briefly document your history, the number and types of clients, services pertaining to each client, and for how long.

If you have been awarded a contract in the last three years and subsequently failed to implement the proposed project due to technical or contractual terms, please describe each occurrence.

**APPENDIX B**

**REQUIREMENTS FOR IMPLEMENTATION PLAN, STATEMENT OF WORK, PROJECT SCHEDULE, AND MILESTONE PAYMENT SCHEDULE**

1. Project Management Plan: a detailed Implementation Project Plan that, at a minimum, includes the following:
2. Objectives
3. Scope of Work
4. Project Approach and Plan
5. Methodology employed to develop the System
6. Methodology employed to manage the Project
7. Implementation Approach
8. Register Of Wills welcomes different suggestions regarding phasing and the Applicant is expected to include implementation phasing recommendations as part of the Project Management Plan.
9. Deliverables and Milestones
10. Work Plan
11. Project Organization (including expected counterparts from the ROW side)
12. Project Schedule
13. Resource Management Processes
14. Scope Management Processes
15. Schedule Management Processes
16. Risk Management Processes
17. Quality Management Approach
18. Communication Management Approach
19. Organizational Change Management Approach
20. Status Reporting
21. Training Plan
22. System Interface Plan
23. Requirements Traceability Matrix
24. Testing and Quality Assurance Plan
25. Pre- and Post-Implementation Support Plan
26. System Documentation
27. RAID (Risk, Action, Issue, Decision) Log
28. Milestone Payment Schedule

The ROW requests that Applicants offer their “best” solutions that will satisfy the requirements set forth in this RFP. If the proposal includes more than one solution based on the software applications or hosting platforms there must be a separate cost itemization for each solution proposed. **The ROW is not subject to federal, state, or local sales or use taxes or to federal excise tax. The cost proposal may not include any such taxes.**

* Base System Software with description of functionality
* Optional Software Add-ons available
* Professional Services to implement Base System and Add-ons
* Professional Services to provide Training
* Documentation
* Software Maintenance Agreement Years 1, 2, 3, 4, 5
* Other associated costs

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Appendix C.1 Base System Software** | | | | | |
| Add additional rows as needed. | | | | | |
| # | COMPONENT | | DESCRIPTION | COST $ | ASSUMPTIONS |
| 1 |  | |  |  |  |
| 2 |  | |  |  |  |
| 3 |  | |  |  |  |
| 4 |  | |  |  |  |
| Tota | | l |  | $0 |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Appendix C.2 Optional Software Add-ons available** | | | | | |
| Add additional rows as needed. | | | | | |
| # | COMPONENT | | DESCRIPTION | COST $ | ASSUMPTIONS |
| 1 |  | |  |  |  |
| 2 |  | |  |  |  |
| 3 |  | |  |  |  |
| Tota | | l |  | $0 |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Appendix C.3: Professional Services to implement Base System and Add-ons** | | | | | | |
| Add additional rows as needed. | | | | | | |
| # | STAFF NAME | TITLE | HOURLY RATES $ | EST. HOURS | | TOTAL $ |
| 1 |  |  |  |  | |  |
| 2 |  |  |  |  | |  |
| 3 |  |  |  |  | |  |
| 4 |  |  |  |  | |  |
| Totals: | | | | 0 | $0 | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Appendix C.4: Professional Services to provide Training** | | | | | |
| For professional services to provide training, please include proposed costs for all training staff. Add additional rows as needed. Please include non-staff training costs in the C.6-Other Associated Costs section. Add additional rows as needed. | | | | | |
| # | STAFF NAME | TITLE | HOURLY RATES $ | EST. HOURS | TOTAL $ |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |
| 4 |  |  |  |  |  |
| Totals: | | | | 0 | $0 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Appendix C.5: Software Maintenance Agreement Years 1, 2, 3** | | | | | | |
| For maintenance and support services, please include a monthly price for post- implementation maintenance and support for a further three-year period beyond completion of the phased deployment and production services associated with those phases as described in this proposal. Any ongoing maintenance and support (i.e., production services) prior to the completion of all work provided under this agreement should be Professional Services section of the Cost Proposal. Add additional rows as needed. | | | | | | |
| # | COMPONENT | | DESCRIPTION | MONTHLY COST | ANNUAL COST | ASSUMPTIONS |
| 1 |  | |  |  |  |  |
| 2 |  | |  |  |  |  |
| 3 |  | |  |  |  |  |
| 4 |  | |  |  |  |  |
| Total | |  |  | $0 | $0 |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Appendix C.6: Other associated costs** | | | | |
| Add additional rows as needed. | | | | |
| # | COMPONENT | DESCRIPTION | COST $ | ASSUMPTIONS |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |
| 4 |  |  |  |  |
| Total | | | $0 |  |

|  |  |
| --- | --- |
| **Appendix C.7: ASSUMPTIONS** | |
| The Contractor is required to state all assumptions upon which its pricing is being determined. Insert as many lines as necessary to ensure all concerns are accurately expressed. Add additional rows as needed. | |
| # | ASSUMPTION |
| 1 |  |
| 2 |  |
| 3 |  |
| 4 |  |

**APPENDIX D**

**REQUIREMENTS COMPLIANCE CERTIFICATION**

****

**APPENDIX E**

**TRAINING REQUIREMENTS**

The City of Philadelphia will require training sytem , including Administration and User Interface (UI) training.

* Vendor will provide training and train the trainer services to developers, operations, platform engineering, security, customer use and any other training that will ensure the ROW’s successful implementation and support of the services rendered to ROW department that will use the services. The training will include, but is not limited to, manuals, user guidance documentation that includes field/data entry instructions and error message explanations, and instructional screen shots as part of training.
* Training sessions will be conducted through screen sharing and in-person sessions.  Session will be accompanied by pertinent presentations and user guides. Presentations will include access to instructional material during live training with download capability as well as the option to have sessions recorded for later review through system archives.
* The ROW shall be responsible for coordinating the training schedule, assigning training participants to sessions and providing adequate training facilities for the on-site courses.
* Applicants should supply their corresponding training plan as part of the RFP response

Training Plan must cover planning that sufficiently prepares Register Of Wills for User Acceptance Test (UAT) as well as pre and post go-live

**APPENDIX F**

**CITY OF PHILADELPHIA**

**OFFICE OF ECONOMIC OPPORTUNITY**

**ANTIDISCRIMINATION POLICY- MINORITY, WOMAN AND DISABLED OWNED BUSINESS ENTERPRISES**

**FORMS, INSTRUCTIONS AND SPECIAL CONTRACT PROVISIONS**

**(NON-COMPETITIVELY BID CONTRACTS)**

**Register of Wills Case Management System**

Under the authority of Executive Order No. 01-21, the City of Philadelphia has established an antidiscrimination policy (“Policy”) relating to the participation of Minority (MBE), Woman (WBE) and Disabled (DSBE) Owned Business Enterprises in City contracts. Executive Order 01-21 is administered by the City’s Office of Economic Opportunity (“OEO”).

The purpose of this Policy is to provide equal opportunity for all businesses and to assure that City funds are not used, directly or indirectly, to promote, reinforce or perpetuate discriminatory practices. The City is committed to fostering an environment in which all businesses are free to participate in business opportunities without the impediments of discrimination and participate in all City contracts on an equitable basis. In accordance with the contracting requirements of the City, the City’s antidiscrimination policy is applicable to this Notice of Contracting Opportunity (hereinafter, “NOCO”).[[3]](#footnote-3)

For this NOCO, the City has not established ranges for the participation of MBEs, WBEs and/or DSBEs (collectively, “M/W/DSBEs”), but applicant is still required to exercise its Best and Good Faith Efforts to include M/W/DSBEs in its proposal. “Best and Good Faith Efforts” are those efforts, the scope, intensity and appropriateness of which are designed and performed to achieve meaningful participation of M/W/DSBEs in the work described by the NOCO. Applicant’s desire to self-perform all of the work does not excuse applicant from its exercise of Best and Good Faith Efforts. Solicitations and any commitments with M/W/DSBEs shall be designated on the Solicitation For Participation and Commitment Form. The submission of this form and any supporting documentation (more fully discussed below) is an element of responsiveness to the NOCO and failure to submit the required information will result in rejection of your proposal.

Applicant hereby verifies that all forms, information and documentation submitted to OEO are true and correct and is notified that the submission of false information by applicant is subject to the penalties of 18 Pa.C.S. §4904 relating to unsworn falsification to authorities which may include payment of a fine of at least $1,000 and a term of imprisonment of not more than two years. Applicant also acknowledges that under 18 Pa.C.S. §4107.2 (a)(4) it is a felony in the third degree, punishable by a term of imprisonment of not more than seven years in addition to the payment of any fines or restitution, if, under any Contract awarded pursuant to this NOCO, Applicant fraudulently obtains public moneys reserved for or allocated or available to minority business enterprises or women's business enterprises.

**A. M/W/DSBE PARTICIPATION**

1.Only firms that are certified by an approved certifying agency[[4]](#footnote-4) and identified in the OEO Certification Registry by the time of contract award will be counted for participation. An OEO Certification Registry is maintained by the OEO and is available online at www.phila.gov/OEO/directory. Firms owned and controlled by minority persons, women or disabled persons, which are certified as MBE, WBE, DSBE or DBE by an approved certifying agency may apply to the OEO for listing in its OEO Certification Registry.

2. Participation is counted only if the M/W/DSBE performs a commercially useful function (“CUF”). An M/W/DSBE performs a Commercially Useful Function when it performs a distinct element of a City Contract (as required by the services to be performed in accordance with the NOCO) which is worthy of the dollar amount of the M/W/DSBE’s participant agreement and the M/W/DSBE carries out its responsibilities by managing and supervising the services involved and actually self-performing at least twenty percent (20%) of the services of the participant agreement with its own employees. For suppliers, an M/W/DSBE performs a Commercially Useful Function when it is responsible for sourcing the material, negotiating price, determining quality and quantity, ordering the material and paying for it from its own funds. Commercial usefulness will be evaluated and determined by the OEO on a proposal by proposal basis as informed by prevailing industry standards and the M/W/DSBE’s NAIC codes.

3. In order to maximize opportunities for as many businesses as possible, a firm that is certified in two or more categories (e.g. MBE and WBE and DSBE or WBE and DSBE) will only be counted as either an MBE or WBE or DSBE. The firm will not be counted toward more than one category. Applicants will note with their submission which category, MBE or WBE or DSBE, is submitted for counting.

4. An MBE/WBE/DSBE submitting as the prime applicant is required, like all other applicants, to submit a proposal that is responsive to the Policy. In addition, the participation of an M/W/DSBE partner, as part of a joint venture created for this contract, may be counted only to the extent of the M/W/DSBE partner’s ownership interest in the joint venture in accordance with the following criteria:

1. • The MBE, WBE or DSBE partner(s) must be identified in the OEO Registry prior to contract
2. award;
3. • The M/W/DSBE partner(s) must derive substantial benefit from the arrangement;
4. • The M/W/DSBE partner(s) must be substantially involved in all phases of the contract
5. including planning, staffing and daily management;
6. • The business arrangement must be customary (i.e., each partner shares in the risk and

profits of the joint venture commensurate with their ownership interest, contributes working capital and other resources, etc).

5. M/W/DSBE subcontractors must perform at least twenty percent (20%) of the total amount of work to be performed under the subcontract with their own employees.

6. In listing participation commitments on the Solicitation for Participation and Commitment Form, applicants are required to list a description of the services or supply effort, the dollar amount of the quotation, and percentage of the contract the participation represents. In calculating the percentage amount, applicants may apply the standard mathematical rules in rounding off numbers. The OEO reserves the right to request clarifying information from applicants in the event of an inconsistency or ambiguity in the Solicitation For Participation and Commitment Form.

**B. RESPONSIVENESS**

1. A proposal responsive to the Policy is one which contains documentary evidence of the Applicant’s exercise of Best and Good Faith Efforts. The Applicant’s Solicitation For Participation

and Commitment Form should include evidence of the M/W/DSBEs that have been solicited and any commitments to use M/W/DSBEs in performance of the contract. This form should be submitted with Applicant’s proposal but the City, at its sole discretion, may allow Applicants to submit or amend the Solicitation For Participation and Commitment Form at any time prior to award. As an expression of Best and Good Faith Efforts, the Solicitation For Participation and Commitment Form must contain the following information:

* 1. • Documentation of all solicitations (regardless of whether commitments resulted therefrom) as well as all commitments made on the enclosed document entitled “Solicitation For Participation and Commitment Form”. Applicants should only make actual solicitations of M/W/DSBEs whose services or materials are within the scope of this NOCO. Mass mailing of a general nature to M/W/DSBEs or similar methods will not be deemed solicitation, but rather will be treated as informational notification only. A reasonable period of time should be given to all solicited firms to ensure that they have sufficient time to adequately prepare their quotes/subproposals. The applicant’s listing of a commitment with an M/W/DSBE constitutes a representation that the applicant has made a legally binding commitment to contract with such firm, upon receipt of a contract award from the City (“Contract Commitment”).
  2. • If the Applicant has entered into a joint venture with an MBE, WBE and/or DSBE partner, the Applicant is also required to submit along with the Solicitation For Participation and Commitment Form, a document entitled “Joint Venture Eligibility Information Form,” available at OEO, for the City’s review and approval of the joint venture arrangement.

2. In evaluating Applicant’s Best and Good Faith Efforts, OEO will review the scope, intensity and appropriateness of these efforts to ascertain whether they could reasonably be expected to achieve meaningful M/W/DSBE participation in this contract. Failure to submit the documentary evidence of Best and Good Faith Efforts will result in rejection of the proposal as nonresponsive, although the City, at its sole discretion, may allow applicants to submit or amend their submission at any time prior to award which may result in revision to Applicant’s participation commitments. The submission shall contain and discuss, at a minimum, the following:

* 1. • Provide reasons for not committing with any MBE/WBE/DSBEs that submitted a quote/subproposal, regardless of whether the quote/subproposal was solicited by Applicant.
  2. • Provide any additional evidence pertinent to Applicant's conduct relating to this NOCO including sufficient evidence which demonstrates to the OEO that Applicant has not engaged in discriminatory practices in the solicitation of and commitment with contract participants. In describing Applicant's efforts to achieve meaningful M/W/DSBE participation, Applicant may submit any corroborating documentation (e.g., copies of advertisements for participation).

The Applicant's documentary evidence will be reviewed by the OEO to determine whether Applicant exercised Best and Good Faith Efforts. Applicant’s expressed desire to self-perform services with its own employees will not excuse Applicant from exercising Best and Good Faith Efforts to include M/W/DSBEs in its proposal. OEO’s review will include consideration of the following:

* 1. • Whether the Applicant's actions were motivated by considerations of race or gender or disability. The OEO may investigate the Applicant's contracting activities and business practices on similar public and private sector contracts. For example, if Applicant rejects any M/W/DSBE based on price, Applicant must fully document its reasons for the rejection and also demonstrate that Applicant subjects non-M/W/DSBEs to the same pricing standards. OEO will investigate whether there was any attempt at good faith negotiation of price.
  2. • Whether M/W/DSBEs were treated as equally as other businesses in the solicitation and commitment process. For example, the OEO will investigate whether M/W/DSBEs are given the same information, access to the plans and requirements of the contract and given adequate amount of time to prepare a quote/subproposal as others who were solicited by Applicant. The OEO will also investigate whether M/W/DSBEs were accorded the same level of outreach as non-M/W/DSBEs, for example whether Applicant short listed M/W/DSBEs for participation or solicited M/W/DSBEs at any pre-proposal meetings.
  3. • Whether the Applicant's contracting decisions were based upon policies which disparately affect M/W/DSBEs. OEO will ascertain whether Applicant selected portions of work or material needs consistent with the capacity of available M/W/DSBE subcontractors and suppliers. OEO will consider whether Applicant employed policies which facilitate the participation of M/W/DSBEs on City contracts such as segmentation of the contract or prompt payment practices.

3. After review of the Applicant’s submission and other information the OEO deems relevant to its evaluation, the OEO will make a written determination that will be forwarded to the awarding City Department.

* If the proposal is determined nonresponsive by the OEO, the Applicant will be notified and may file a written appeal with the Executive Director of OEO within forty-eight (48) hours of the date of notification; the decision of the Executive Director shall be final.

**C. RESPONSIBILITY**

1. Upon award, the completed Solicitation For Participation and Commitment Form and accompanying documents regarding solicitation and commitments with MBEs, WBEs and DSBEs become part of the contract and the successful Applicant is required to enter into legally binding agreement(s) (“M/W/DSBE Subcontract(s)”) with its M/W/DSBE participants for the services and in the dollar amount(s) and percentage(s) as so committed (the “Contract Commitment(s)”). M/W/DSBE percentage commitments are to be maintained throughout the term of the contract and shall apply to the total contract value (including amendments). Any change in commitment, including but not limited to substitutions for the listed firm(s), changes or reductions in the work and/or listed dollar/percentage amounts, must be pre-approved in writing by the OEO.

2. Unless otherwise specified in the M/W/DSBE Subcontract, the successful Applicant shall, within five (5) business days after receipt of a payment from the City for services performed under the contract, deliver to its M/W/DSBE participants, their proportionate share of such payment for services performed (including the supply of materials). In connection with the payment of its M/W/DSBE participants, the successful Applicant agrees to fully comply with the City’s payment reporting process which may include the use of electronic payment verification systems.

3. No privity of contract exists between the City and any M/W/DSBE participant identified in any contract resulting from this NOCO. The City does not intend to give or confer upon any such M/W/DSBE participant(s) any legal rights or remedies in connection with the subcontracted services pursuant to Executive Order 01-21 or by reason of any contract resulting from the NOCO except such rights or remedies that the M/W/DSBE subcontractor may seek as a private cause of action under any legally binding contract to which it may be a party.

4. If the OEO determines that the Applicant has discriminated against a M/W/DSBE at any time during the term of the contract, the OEO may recommend to the Director of Finance the imposition of sanctions on the applicant including debarment of the Applicant from submitting and/or participating in future City contracts for a period of up to three (3) years.

**D. ACCESS TO INFORMATION**

1. The OEO shall have the right to make site visits to the Applicant’s place of business and/or job site and obtain documents and information from any applicant, subcontractor, supplier, manufacturer or contract participant that may be required in order to ascertain applicant’s responsiveness and responsibility.

1. Failure to cooperate with the OEO in its review may result in a recommendation to terminate the contract.

**E. RECORDS AND REPORTS**

1. The successful Applicant shall maintain all books and records relating to its M/W/DSBE commitments (e.g. copies of quotations, subcontracts, joint venture agreement, correspondence, cancelled checks, invoices, telephone logs) for a period of at least three (3) years following acceptance of final payment from the City. These records shall be made available for inspection by the OEO and/or other appropriate City officials including the City’s Office of the Inspector General. The successful Applicant agrees to submit reports and other documentation to the OEO as deemed necessary by the OEO to ascertain the successful Applicant’s fulfillment of its M/W/DSBE commitments.

**F. REMEDIES**

1. The successful Applicant’s compliance with the requirements of Executive Order 01-21 is material to the contract. In the event the City determines that the successful Applicant has failed to comply with any of the requirements of this Antidiscrimination Policy, including substantial compliance with any Contract Commitment, the City may, in addition to any other rights and remedies it may have under the Contract which includes termination of the Contract, exercise one or more of the following remedies which shall be deemed cumulative and concurrent:

* Debar successful Applicant from proposing on and/or participating in any future contracts

for a maximum period of three (3) years.

* Withhold from the contract payment(s) or any part thereof until corrective action is taken.

If corrective action is not taken to the satisfaction of OEO, the City may, without institution of a lawsuit, deduct money in an amount equal to the M/W/DSBE shortfall which amount shall be collected and considered not as a penalty but as liquidated damages for the successful applicant’s failure to comply with the Contract Commitment.

The remedies enumerated above are for the sole benefit of the City and City’s failure to enforce any provision or the City’s indulgence of any non-compliance with any provision hereunder, shall not operate as a waiver of any of the City’s rights in connection with any contract resulting from this NOCO nor shall it give rise to actions by any third parties including identified M/W/DSBE participants.

**appendix f-2**

**APPENDIX G**

**RESERVED**

**APPENDIX H**

**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:

**Please ENSURE that the Applicant Name and EIN on this form is IDENTICAL with your eContract Philly registration.**

|  |  |  |
| --- | --- | --- |
| 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 (f/k/a Business Privilege Tax) (if none, state “none”)[[5]](#footnote-5)\* | |  |
| Commercial Activity License Number (f/k/a Business Privilege License) (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 I**

**RESERVED**

**APPENDIX J**

**RESERVED**

**APPENDIX K**

**ADDITIONAL IT STANDARDS**

**DATA REQUIREMENTS, ADDRESSING, GENERAL TECHNICAL, DIGITAL, WEB CONTENT ACCESSIBILITY AND SECURITY**

If applicable, applications or solutions proposed by vendors must be in alignment with these City’s Standards: ***(See Appendix K attached to RFP for full details)***

* **Data Requirements Standards**

All City solicitations that include the purchase of software or services relating to information systems must incorporate the requirements of this policy.

* Data Access Requirements for Third Party Systems
* Master Data Requirements
* Metadata Standards
* Date Formats
* Common Data Elements for Geospatial Data
* Data Protection and Retention
* **Addressing Standards** should be adopted for use within all database systems, applications or tables that maintain a property address.
* **General Technical Standards** - The City's standard non-functional requirements for IT systems ensure that information systems are resilient and secure so that the City's information is safeguarded, and its staff can continue operations (as supported by IT systems) in the event of a disaster.
* **Digital Standards** provide the design, code, and content guidelines for City website and web application development;
* **Web Content Accessibility Standards** - All sites produced by vendors for the City, regardless of the hosting environment, shall conform to the Web Content Accessibility Guidelines (WCAG) 2.1 AA. These guidelines will make content more accessible to a wider range of people with disabilities.
* **Security Addendum -** All ROW Data and the systems on which they reside must be protected in accordance with City security and privacy documentation and system risk, to include, at a minimum, adequate safeguards for the following:

**Confidentiality**, which means preserving authorized restrictions on access and disclosure, based on the security terms found in this contract, including means for protecting personal privacy and proprietary ROW Data;

**Integrity**, which means guarding against improper information modification or destruction, and ensuring information non-repudiation and authenticity; and

**Availability**, which means ensuring timely and reliable access to and use of ROW Data.

***Please see full standards attached to this RFP entitled “Appendix K – Additional IT Standards”***



**APPENDIX L**

**COMPUTER AND INFORMATION SERVICES**

**IT IMPLEMENTATION PROVIDER AGREEMENT**

**AND**

**GENERAL PROVISIONS**

See documents attached to this RFP



1. [1] Applicants that have a Business Privilege Tax Number should use that number, as it is automatically their Commercial Activity License Number, and need not apply for a new Commercial Activity License Number.  Similarly, Applicants with a Business Privilege Tax Account Number should use that number as their Business Income and Receipts Tax Account Number. [↑](#footnote-ref-1)
2. [2] Commercial Activity Licenses are not typically required for non-profit organizations; however, Business Income and Receipts Tax Account Numbers typically are required. [↑](#footnote-ref-2)
3. The term “Notice of Contracting Opportunity,” shortened to the acronym “NOCO,” refers to the City’s contract solicitation documents and information posted on eContract Philly. Generally, these documents take the form of a Request for Proposals (RFP), Request for Qualifications (RFQ) or Request for Expression of Interest (RFI) and include any other document or information (for example, exhibits, appendices) related to the posting of the new contract opportunity. [↑](#footnote-ref-3)
4. Approved certifying agencies are identified on the OEO webpage found at [www.phila.gov/OEO](http://www.phila.gov/OEO) [↑](#footnote-ref-4)
5. \* You can apply for a City of Philadelphia Business Income and Receipts Tax Account Number or a Commercial Activity License on line after you have registered your business on the City’s Business Services website located at <https://www.phila.gov/services/business-self-employment/register-a-business/> Click on “Register” or “Register Now” to register your business. [↑](#footnote-ref-5)