



## REQUEST FOR PROPOSALS FOR *Staff Augmentation*

### WORK SUMMARY:

Through the issuance of this Request for Proposals ("RFP"), the City of Philadelphia ("City"), through its Philadelphia Department of Prisons ("PDP"), is seeking proposals from qualified vendors to provide comprehensive human resources, staffing, payroll, benefits administration, timekeeping, and related administrative support services for personnel supporting PDP operations. Services under the resulting contract(s) are expected to begin 02/01/2027.

### PROPOSED COMPENSATION:

\$800,000

### RESPONSE DEADLINE:

No later than 5 pm Philadelphia Time on *October 21, 2026*. **Complete proposal must be submitted by this time to be considered. Proposals in-process are incomplete.**

### PRE-PROPOSAL MEETING:

A pre-proposal meeting will be held on September 24, 2026, at 1:00 pm, Philadelphia Time. It is **highly recommended** that all proposers attend.

<https://teams.microsoft.com/meet/280235040698857?p=AtmlrmdMbbgV0zDdG0>

### OFFICIAL RFP CONTACT:

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Contract and Planning Administrator  
[Deborah.Snyder@prisons.phila.gov](mailto:Deborah.Snyder@prisons.phila.gov)

### SUBMISSION REQUIREMENTS:

All proposals must be submitted electronically to the correct contract opportunity established for this RFP (identified by opportunity number) through **eContract Philly** at

<https://philawx.phila.gov/econtract/>

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## 1. INTRODUCTION

### 1.1 Values

The City of Philadelphia is committed to ensuring all businesses have access to contracting opportunities with the City and seeks to promote the economic development of small and local businesses.

#### IF ELIGIBLE, YOU ARE ENCOURAGED TO:

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

LBEs and SBEs are encouraged to respond directly to this RFP.

### 1.2 Contracting with the City of Philadelphia

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

1

[CITY BUSINESS  
LICENSES AND  
PERMIT  
REQUIREMENTS](#)

2

[PAYMENT OF CITY  
BUSINESS TAXES  
OR OTHER  
INDEBTEDNESS  
OWED TO THE CITY](#)

3

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

4

COMPLIANCE WITH  
OEO'S SMALL &  
LOCAL BUSINESS  
PLAN



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

## 1.3 Contacting Us

For technical assistance with the eContract Philly website, email [\*\*eContractPhilly@phila.gov\*\*](mailto:eContractPhilly@phila.gov) or call (215) 686-4914.

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

## 1.4 Feedback about this RFP

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

## 2. THE OPPORTUNITY

### 2.1 Summary

The City of Philadelphia Department of Prisons (PDP) is soliciting proposals from qualified and experienced vendors to provide comprehensive human resources, staffing, payroll, benefits administration, employee lifecycle, and related administrative support services for personnel performing work on behalf of PDP, as contracted personnel.

The PDP currently has four (4) Non-Civil Service Exempt Staff that are managed under a staff augmentation contract. Services will be required for these staff. They include Director of Chaplaincy, Chief of Medical Operations, Executive Director of Reentry Partners, and Executive Assistant. See attachment for scope of work and anticipated staffing salary. Additional staff could be added during the term of the contract if required.

The selected contractor will provide qualified personnel and/or administrative infrastructure necessary to support PDP's identified mission, operational needs, and programmatic goals. Services may include the full employment lifecycle for vendor-employed or otherwise contract-supported personnel who are assigned to, embedded within, or performing services for PDP.

PDP intends this solicitation to be open and competitive. Any responsible vendor that demonstrates the qualifications, capacity, systems, controls, and experience necessary to perform the services described in this RFP is encouraged to submit a proposal.

### 2.2 Background

#### ***Philadelphia Department of Prisons (PDP) Overview***

The mission of the Philadelphia Department of Prisons (PDP) is to maintain a secure, safe, lawful, clean, and humane correctional environment while providing effective supervision and services to individuals in custody. As a large urban correctional system, PDP requires reliable human resources, staffing, payroll, benefits, timekeeping, and related administrative support to maintain continuity of operations and ensure personnel needs are addressed efficiently.

The services under this RFP will support Non-Civil Services Exempt Staff working within PDP operations, including recruitment, screening, onboarding, staffing administration, payroll, benefits and leave administration, timekeeping, personnel records, reporting, and employee separation. The selected contractor will provide the administrative capacity necessary to support qualified personnel and help PDP maintain accurate, timely, and compliant workforce processes.

Given the operational demands of a correctional environment, consistent staffing and effective personnel administration are essential to supporting PDP's day-to-day operations. The contractor will be expected to provide responsive service, maintain accurate records, promptly address staffing



or administrative issues, and provide PDP with the information necessary to monitor staffing levels, contract performance, and compliance

## **Project Background**

The Philadelphia Department of Prisons (PDP) requires reliable human resources staffing, payroll, benefits administration, timekeeping, and related administrative support to support personnel working within PDP operations. These functions are essential to maintaining adequate staffing levels, ensuring personnel meet required qualifications and clearances, and supporting the day-to-day administrative needs associated with contract-supported personnel.

Historically, these functions have been supported through contracted staffing and administrative service arrangements. The selected contractor under this RFP will be responsible for providing comprehensive support throughout the employee lifecycle, including recruitment and screening, onboarding, personnel records, payroll and timekeeping, benefits and leave administration, reporting, and employee separation activities.

The need for a centralized and reliable service model is driven by PDP's operational requirements and the need to maintain qualified personnel while ensuring timely payroll, accurate timekeeping, appropriate benefits administration, compliance with background-check and training requirements, and accurate personnel and financial records. The contractor will also be expected to maintain sufficient administrative capacity, provide timely responses to PDP, and promptly address staffing, payroll, benefits, compliance, or operational issues that may affect service delivery.

The RFP is intended to establish a comprehensive service structure that provides PDP with consistent staffing and human resources support while allowing the Department to monitor performance, staffing levels, payroll, turnover, vacancies, benefits, leave, and other contract-related activities.

## **Problem Statement**

The Philadelphia Department of Prisons (PDP) requires reliable human resources and staffing support to ensure Non-Civil Service Exempt Staff are recruited, onboarded, paid, and supported efficiently, if required. These services include recruitment, background checks, payroll, timekeeping, benefits, personnel records, and reporting.

PDP seeks to establish a coordinated service model that maintains appropriate staffing levels, improves the accuracy and timeliness of administrative processes, and provides reliable reporting and oversight. The goal is to minimize staffing and administrative disruptions while ensuring personnel receive consistent and timely support.

The primary end-users are PDP and Non-Civil Service Exempt Staff supporting PDP operations. The selected contractor will be expected to provide sufficient administrative capacity, promptly address

staffing or payroll issues, and maintain accurate records and reporting necessary for PDP's operational and compliance needs.

## 2.3 RFP Schedule

|                                            |                                                                                                                                                                                                                                                                                                                       |
|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>RFP Posted</b>                          | <i>September 17, 2026</i>                                                                                                                                                                                                                                                                                             |
| <b>Pre-Proposal Meeting</b>                | A pre-proposal meeting will be held on September 24, 2026, at 1:00 pm, Philadelphia Time. It is <b>highly recommended</b> that all proposers attend.<br><br><a href="https://teams.microsoft.com/meet/280235040698857?p=AtmlrmdMbbgV0zDdG0">https://teams.microsoft.com/meet/280235040698857?p=AtmlrmdMbbgV0zDdG0</a> |
| <b>Applicant Questions Due</b>             | Applicants may submit questions regarding this opportunity by Monday September 28, 2026 by 5:00pm Philadelphia time. All questions must be submitted via email to <a href="mailto:Kisha.Jones@prisons.phila.gov">Kisha.Jones@prisons.phila.gov</a>                                                                    |
| <b>Answers Posted on eContract Philly</b>  | <i>October 1, 2026, 5pm Philadelphia time</i>                                                                                                                                                                                                                                                                         |
| <b>Proposals Due</b>                       | <i>October 21, 2026, 5pm Philadelphia time</i>                                                                                                                                                                                                                                                                        |
| <b>Applicant Interviews, Presentations</b> | <i>Week of November 9<sup>th</sup> 2026</i>                                                                                                                                                                                                                                                                           |
| <b>Applicant Selection</b>                 | <i>December 2026</i>                                                                                                                                                                                                                                                                                                  |
| <b>Contract Execution</b>                  | <i>February 1, 2027</i>                                                                                                                                                                                                                                                                                               |
| <b>Commencement of Work</b>                | <i>February 1, 2027</i>                                                                                                                                                                                                                                                                                               |

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

## 2.4 Outcome Goals

PDP seeks to achieve the following outcomes:

- Manage and facilitate services for current contract-supported staff identified by PDP and within the scope of this RFP.
- Provide PDP with access to qualified personnel and/or staffing administration services.
- Establish a consistent, compliant, and efficient process for recruitment, screening, onboarding, personnel administration, payroll, benefits, timekeeping, and offboarding.
- Maintain accurate personnel and financial records associated with contract-supported staff.
- Provide reliable reporting and administrative support to PDP throughout the contract term.
- Provide transparent pricing and clearly identify any services or expenses that would result in additional charges.

## 2.5 Award Terms

|                           |                                                                                                                                                                                                                                                            |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Term</b>               | <p>The term of this contract is expected to start on or about February 1, 2027, and end on or about January 31, 2028.</p> <p>The City may, at its sole option, amend the contract to add up to 4 (Four) additional terms, each not to exceed one year.</p> |
| <b>Compensation</b>       | Contract will state maximum compensation including all expenses not to exceed {\$800,000}.                                                                                                                                                                 |
| <b>Cost Proposal Type</b> | Budget                                                                                                                                                                                                                                                     |
| <b>Terms of Payment</b>   | Monthly Based on Budget                                                                                                                                                                                                                                    |

## 3. SCOPE OF WORK

The Philadelphia Department of Prisons (PDP) seeks a qualified contractor to provide comprehensive human resources, staffing, payroll, benefits administration, timekeeping, personnel records, reporting, and related administrative support services.

The selected contractor will provide the administrative capacity and operational support necessary to recruit, onboard, maintain, and support qualified personnel assigned to PDP, while ensuring compliance with applicable PDP requirements, City requirements, and federal, state, and local laws. The selected contractor shall provide a transition and implementation plan addressing staffing, personnel records, payroll setup, benefits administration, timekeeping, training, system access, points of contact, and key implementation milestones.

The Scope of Work is organized into two levels. Section 3 establishes the overall responsibilities and expected service outcomes. Section 3.1, Description of Services, identifies the specific service components and tasks the contractor will perform.

*The contractor shall:*

- Maintain sufficient staffing and administrative capacity to meet agreed service levels.
- Designate a primary account/contract manager to serve as PDP's principal point of contact.
- Support recruitment, hiring, assignment, onboarding, retention, and separation of qualified personnel consistent with PDP-approved requirements.
- Provide reliable administration of payroll, benefits, timekeeping, leave, personnel records, financial records, and related reporting.
- Ensure assigned personnel meet applicable qualifications, clearances, certifications, training, facility access, security, confidentiality, and workplace requirements before performing services.
- Promptly communicate material staffing, payroll, benefits, compliance, or operational issues that may affect service delivery.
- Provide documentation and records necessary for PDP contract monitoring, auditing, compliance, and operational oversight.

## 3.1 Description of Services

The contractor shall provide the following services. Vendors may propose additional services that are directly relevant to the objectives of this RFP and should clearly identify such services and any associated costs.

### 3.1.1 Human Resources and Talent Management

- Recruitment and talent management support.
- Candidate sourcing and screening based on PDP-approved qualifications and position requirements.
- Interview coordination and scheduling.
- Candidate correspondence, including notifications regarding selection or non-selection.
- Verification of employment eligibility and other required pre-employment documentation.
- Coordination and completion of applicable background checks, which may include criminal history, FBI, child abuse, and other checks required by law, City policy, contract requirements, or the position.
- Comprehensive orientation and onboarding.
- Creation and maintenance of personnel records.
- Enrollment and administration of time-and-attendance systems.
- Tracking and completion of mandatory onboarding and compliance training.
- Administration of employee benefits, when applicable to the awarded contract.
- Administration and coordination of applicable leave, disability, accommodation, FMLA, ADA, and other employee requests.
- Employee relations and HR support as agreed upon by PDP and the contractor.
- Employee offboarding, including separation documentation, final payroll coordination, return of property, and benefits/leave closeout.

### 3.1.2 Staffing and Personnel Support

- Recruit, hire, assign, and maintain qualified staff consistent with PDP-approved job descriptions and operational requirements.



- Provide replacement personnel when an assigned employee separates, becomes unavailable, or is otherwise unable to continue performing required duties.
- Maintain appropriate staffing levels and communicate anticipated vacancies or staffing disruptions to PDP.
- Ensure assigned personnel meet all required qualifications, clearances, certifications, training, and facility access requirements before performing services.
- Coordinate with designated PDP representatives concerning staffing needs, schedules, performance concerns, and personnel changes.
- Ensure personnel understand and comply with applicable PDP rules, policies, procedures, security requirements, confidentiality requirements, and workplace standards.

### **3.1.3 Payroll and Fiscal Administration**

- Manage employee time and attendance using a reliable electronic or approved timekeeping system.
- Process and issue payroll on a regular schedule, including required payroll deductions and applicable tax reporting.
- Process authorized employee reimbursements.
- Administer payment of eligible accrued leave at separation when required by the contract or applicable policy.
- Maintain payroll and contract-related financial records.
- Provide contract budget and account management support.
- Provide financial and staffing reports requested by PDP.
- Coordinate approved employee travel, training, conference attendance, and related reimbursements.
- Procure work-related equipment, materials, and supplies when specifically authorized by PDP and permitted under the contract.

### **3.1.4 Benefits and Leave Administration**

- The proposer shall identify all employee benefits it can make available to personnel assigned to the PDP contract. Benefits may include, as applicable:
- Medical insurance.
- Dental insurance.
- Employee assistance programs.
- Basic life insurance and accidental death and dismemberment coverage.
- Short-term and long-term disability coverage.
- Retirement savings or employer-sponsored retirement contributions.
- Paid holidays.
- Vacation/PTO.
- Sick leave.
- Personal leave.
- Parental leave.
- Commuter or other voluntary employee-paid benefits.
- Proposers shall clearly distinguish between benefits funded by the contractor, benefits included in the proposed pricing, benefits requiring an employee contribution, and benefits that are not available to employees assigned to the contract.

### **3.1.5 Timekeeping, Attendance, and Leave Tracking**

- Provide a secure time-and-attendance platform or describe the proposed method for managing time records.
- Maintain accurate records of hours worked, overtime where applicable, leave usage, and attendance.
- Provide PDP with access to appropriate reports and records.
- Establish procedures for correcting timekeeping discrepancies and obtaining required approvals.
- Describe how accrued leave is calculated, tracked, carried forward, and paid out, if applicable.

### **3.1.6 Records, Reporting, and Data Management**

- Maintain complete and accurate personnel records for all staff assigned to the contract.
- Maintain payroll, benefits, timekeeping, and contract financial records in accordance with applicable requirements.
- Provide periodic staffing, payroll, turnover, vacancy, benefits, leave, and financial reports as requested by PDP.
- Maintain appropriate data security, access controls, confidentiality, retention, and record-disposition practices.
- Provide PDP with records and documentation necessary for contract monitoring, auditing, and compliance.

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

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

## **Service Requirements**

### **General Requirements**

The successful proposer shall comply with all applicable City of Philadelphia, Commonwealth of Pennsylvania, and federal laws, regulations, policies, and contractual requirements.

### **Legal and Regulatory Requirements**

- The Contractor shall comply with all applicable federal, state, and local laws, regulations, ordinances, and City of Philadelphia policies governing the services provided under this contract.

- The Contractor shall maintain all licenses, certifications, permits, registrations, and other authorizations required to perform the services.
- The Contractor shall comply with applicable nondiscrimination, equal opportunity, accessibility, confidentiality, and workplace requirements.
- The Contractor shall comply with all applicable City procurement and contract requirements, including any requirements identified in the City's General Provisions and other solicitation documents.
- The Contractor shall be responsible for ensuring that any subcontractors or sub-subcontractors comply with all applicable legal and contractual requirements.

**Staffing and Organizational Requirements**

- The Contractor shall maintain sufficient qualified personnel to provide all services required under the Scope of Work.
- Staff shall possess the education, experience, credentials, licenses, and/or certifications appropriate to their assigned responsibilities.
- The Contractor shall conduct all required pre-employment screenings and background checks before staff are assigned to the program, as applicable to the services provided.
- The Contractor shall provide appropriate orientation and ongoing training to staff to ensure compliance with applicable laws, City policies, program requirements, and industry standards.
- The Contractor shall designate a qualified program manager or other appropriate point of contact responsible for contract administration, staff supervision, communication with the City, and timely resolution of program-related issues.
- The Contractor shall promptly notify the City of significant staffing changes, vacancies, or other organizational issues that may affect service delivery.

**Data and Technology Requirements**

- The Contractor shall maintain accurate, complete, and timely records related to the delivery of services.
- The Contractor shall have the technology, hardware, software, internet connectivity, and other resources necessary to meet the requirements of the contract.
- The Contractor shall protect confidential and sensitive information and comply with all applicable City, state, and federal requirements regarding data security, privacy, records retention, and information sharing.
- The Contractor shall collect and maintain program and participant data necessary to monitor performance and demonstrate achievement of contract outcomes.
- The Contractor shall provide reports, performance data, utilization information, and other documentation requested by the City in the required format and within established reporting deadlines.
- When applicable, the Contractor shall collect participant/client satisfaction information and participate in program evaluation, quality assurance, and performance improvement activities.
- Any technology systems or data-sharing processes required under the contract shall be coordinated with the City and comply with applicable City information technology and security requirements.

### **Financial and Compliance Requirements**

- The Contractor shall maintain appropriate financial controls and accounting procedures sufficient to accurately track and document expenditures associated with the contract.
- The Contractor shall maintain supporting documentation for all expenses and payments and make such documentation available for review or audit as required by the City.
- The Contractor shall submit financial and programmatic reports in accordance with the requirements established by the City.
- The Contractor shall maintain the insurance coverage required by the City's General Provisions and any additional coverage specifically identified in the solicitation or contract.
- The Contractor shall promptly notify the City of any material financial, legal, organizational, or operational circumstances that may affect its ability to fulfill the contractual obligations.
- The Contractor shall comply with all applicable audit, monitoring, record retention, and financial reporting requirements.

### **Budget Requirements**

- Proposers shall submit a detailed and complete budget that clearly identifies the costs necessary to perform the services described in the Scope of Work.
- Proposed costs shall be reasonable, allowable, allocable, and adequately supported by the proposed level of service.
- The budget shall identify personnel, fringe benefits, contractual services, supplies, equipment, administrative/indirect costs, and other applicable expenses, as appropriate.
- Proposers shall identify any proposed subcontractor or sub-subcontractor costs separately and provide sufficient detail to demonstrate how those costs were developed.
- Proposers shall identify all anticipated funding sources and any other revenue, reimbursement, or third-party funding applicable to the proposed services, when required.
- The Contractor shall not exceed the approved contract budget without prior written authorization from the City.
- The City reserves the right to negotiate the proposed budget and modify funding levels, cost categories, or allowable expenditures based on available funding and the final negotiated Scope of Work.
- All expenditures shall be directly related to the approved services and shall comply with applicable City, state, and federal cost requirements.

## **3.2 Performance Metrics, Contract Management & Payments**

### **Performance Metrics**

The City of Philadelphia is interested in identifying metrics in order to monitor and improve performance during the life of the contract. PDP has identified the following metrics and will work with the awarded provider(s) to add to or refine this list during contract negotiations.

### **VENDOR QUALIFICATIONS**

Proposers should demonstrate the following minimum qualifications and provide supporting information:

- Demonstrated experience providing staffing, human resources, payroll, benefits, workforce management, or comparable services.
- Proposers shall state the number of years of relevant staffing experience and provide supporting information.
- Experience managing personnel in complex, regulated, public-sector, healthcare, corrections, human services, or similarly controlled environments is preferred but not required unless otherwise stated in the final solicitation.
- Experience performing services under City of Philadelphia or other publicly funded contracts is preferred. Proposers should identify relevant City/public-sector or publicly funded contracts and describe the services performed.
- Demonstrated ability to recruit and retain qualified personnel.
- Established payroll, timekeeping, HR information, and reporting systems.
- Ability to conduct required background checks and maintain confidential personnel records.
- Adequate financial and organizational capacity to perform the contract.
- At least three relevant client references, including contact information and a description of services provided.
- Evidence of required licenses, registrations, certifications, insurance, and other qualifications.

#### **PROPOSAL REQUIREMENTS**

- Each proposal should be organized in the following order:
  - Cover Letter and Executive Summary.
  - Company Overview and Organizational Capacity.
  - Relevant Experience and Past Performance.
  - Proposed Approach and Methodology.
  - Detailed Response to the Scope of Services.
  - Staffing and Key Personnel Plan.
  - Recruitment, Screening, and Background Check Process.
  - Payroll, Timekeeping, Benefits, and Leave Administration Approach.
  - Technology Systems and Data Security.
  - Quality Assurance, Compliance, and Performance Monitoring.
  - Transition and Implementation Plan.
  - Business Continuity and Contingency Plan.
  - References.
  - Pricing Proposal.
  - Salary and Job Description Schedule – For each proposed position, provide the position title, job description, and proposed salary or hourly rate effective February 1, 2027. Identify any assumptions affecting compensation.
  - Required Certifications and Supporting Documentation.

### **Contract Performance Monitoring**

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

### **How We Will Pay the Selected Applicant**

- Vendor to invoice monthly based on approved Budget.

## **4. HOW TO SUBMIT YOUR RESPONSE**

### **4.1 What You Must Include in Your Proposal**

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

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

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

#### **Proposal Requirements:**

##### **1. Table of Contents**

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

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

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

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



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

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

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

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

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

1. What is the Applicant's Business Organization type (i.e. corporation, partnership, LLC, for or not for profit, etc.)?
2. Is the Applicant's Business registered to do business in Philadelphia and/or Pennsylvania?
3. What is the country and state of the Applicant's business' formation?
4. How many years has the Applicant's business been operating?
5. What is the primary mission of the Applicant's business?
6. What is the Applicant's significant business experience?
7. Is the Applicant registered with OEO as a certified SBE or certified as an LBE by the Procurement Department?

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

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

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

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

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



Provide at least three references, preferably for projects that are similar to the work sought by this RFP. Include the company/entity, a contact person's name, the contact person's title, their address, their email address, and telephone number. The more similar the reference is to the City the better, such as other local government entities.

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

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

- Company Name
- EIN
- Scope of Work
- SBE or LBE Certification (if applicable)
- Percentage of total work allocated to each firm

In addition, as required by OEO pursuant to [Mayoral Executive Order 06-25](#), please complete the Solicitation & Participation Form included as an attachment to [Appendix B](#) and submit it as part of your proposal. This captures all S/LBEs you have asked to work on this project with you, whether they have committed to do so, and the amount or percentage of the overall contract anticipated to be paid to each.

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

In exceptional cases, a successful Applicant might be afforded exceptions to the City's Contract Terms. State if you would like to request exceptions to the City's Contract Terms, including those contained in this RFP, including [Appendix A](#) and any other documents incorporated by link or reference. Identify the location of the proposed change as well as possible (noting the document, section, heading, and page), the reason for the change request, and proposed alternative language. The City may consider your proposed changes or may disqualify your proposal at its option. However, please be aware that exceptions are not made often and so you should thoroughly explain why the change is necessary and appropriate for the contract. Any proposed exceptions to the City's Contract Terms are subject to various internal review procedures before they can be accepted.

**Note:** Your proposal is a [binding offer](#) to contract and failure to propose exceptions binds you to the City's terms, if your proposal is accepted.

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

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

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

Provide a description of any legal proceedings or contract disputes in the past five (5) years that might affect your business, finances, or ability to perform the work described by this RFP. Include all instances of litigation, bankruptcy, debarment, suspension, contract default claims, any criminal conviction or indictments, settlements, and court or administrative orders. For each matter, state



the name and nature of the matter, the parties involved, and its current status. For contract disputes, provide the name and contact information for the opposing party. Provide the same information for any matter involving an officer, director, principal, partner, or affiliate of the Applicant, and for any intended subcontractor of the Applicant.

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

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

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

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

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

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

Excess political contributions to City candidates and incumbents can disqualify you from a City contract. Complete the mandatory [disclosures](#) required as part of the electronic application process in eContract Philly, including any local political campaign contributions, by selecting "[Apply for Contract](#)" from the opportunity information screen (where this RFP was located). Additional information and instructions are located under the "[Disclosure/Eligibility](#)" tab on the top of the [eContract Philly](#) homepage. Please make sure to review these requirements closely before completing these disclosure forms.

## **4.2 How To Submit Your Application**

### **Online Submission Required by the Application Deadline**

You must **complete your application through [eContract Philly](#) before the deadline** to be considered for this contract opportunity. Proposals may be changed at any time up until the submission deadline and the City will not review your proposal until after the deadline. The



proposal is not considered submitted until the “submit” button is pressed at the conclusion of the eContract Philly submission process. You will receive a confirmation email that your Application was submitted.

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

### Electronic File Limitations

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

### Every Entity Applies for Itself

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

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

### Use the Submission Checklist Below

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

#### DOES MY RESPONSE MEET THE PROPOSAL REQUIREMENTS?

|                                                                                                                                                                                                                                               |   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| Did you submit the proposal before the stated <a href="#">deadline</a> of this RFP?                                                                                                                                                           | ✓ |
| Did the proposal explain how Applicant meets the goals and objectives, tasks, milestones, and deliverables, and other requirements described by the Department in the <a href="#">Opportunity</a> and <a href="#">Scope of Work</a> sections? | ✓ |
| Does your cost proposal meet the requirements under “ <a href="#">Compensation</a> ”?                                                                                                                                                         | ✓ |
| Does your service proposal meet the requirements under “ <a href="#">Description of Services</a> ”?                                                                                                                                           | ✓ |

|                                                                                                                                                                                                                                                                                                                                                                    |   |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| Does your proposal meet the overall format and content requirements described in <a href="#">“What you must include in your proposal”</a> ?                                                                                                                                                                                                                        | ✓ |
| If eligible, did you register with the Office of Economic Opportunity as a <a href="#">certified SBE</a> or with the Procurement Department as a <a href="#">certified LBE</a> ?                                                                                                                                                                                   | ✓ |
| If eligible, did you enroll with the City’s <a href="#">Vendor Payment Portal</a> to effortlessly submit electronic invoices and monitor payment progress 24/7?                                                                                                                                                                                                    | ✓ |
| Did you review the entire RFP and contract attachments, including the Contract Terms and Conditions, and request any exceptions? <b>You must propose contract language changes with your proposal or the City’s terms are deemed accepted.</b>                                                                                                                     | ✓ |
| Was the proposal submitted electronically through <a href="#">eContract Philly</a> ?                                                                                                                                                                                                                                                                               | ✓ |
| Did you complete the mandatory political contribution <a href="#">disclosures</a> through the application?                                                                                                                                                                                                                                                         | ✓ |
| Was the proposal submitted to the correct opportunity number?                                                                                                                                                                                                                                                                                                      | ✓ |
| Was the application signed by clicking on the “submit” button at the conclusion of the <a href="#">eContract Philly</a> submission process? <b>The proposal is not considered submitted until this button is pressed, regardless of when you started to complete the proposal.</b> You will receive an email acknowledgment of your submission.                    | ✓ |
| Was the individual who signed the application authorized to sign on behalf of the Applicant? For more information on who is authorized to sign your application, please see page 32 of the sample application found on eContract Philly <a href="#">here</a> . You must be logged in to eContract Philly to access the document.                                   | ✓ |
| Does the Applicant’s <a href="#">eContract Philly</a> Profile match the Applicant information provided in the proposal? Do the Taxpayer Identification Numbers match? (Do not use the SSN of the person filling out the proposal, unless the contract will be with that actual person; use the number of the entity applying and on its eContract Philly profile.) | ✓ |
| Special Rule for <a href="#">Joint Ventures</a>                                                                                                                                                                                                                                                                                                                    | ✓ |

## 4.3 Proposal Binding

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

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

## 5. HOW WE CHOOSE

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

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

1. Superior ability or capacity to meet particular requirements of contract and needs of City Department and those it serves
2. Eligibility under Code provisions relating to campaign contributions
3. Superior prior experience of Applicant and staff
4. Superior quality, efficiency and fitness of proposed solution for City Department
5. Superior skill and reputation, including timeliness and demonstrable results
6. Special benefit to continuing services of incumbent, such as operational difficulties with transition or needs of population being served
7. Benefit of promoting long-term competitive development and allocation of experience to new, local, or small businesses
8. Lower cost
9. Administrative and operational efficiency, requiring less City oversight and administration
10. Anticipated long-term cost effectiveness
11. Meets prequalification requirements
12. Applicant's Local Impact or LBE certification.

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

## 6. GENERAL RULES GOVERNING RFPs/PROPOSALS

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

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

REGISTER [HERE](#)

Maintain an active Commercial Activity License (CAL) Number

REGISTER [HERE](#)

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

OBTAIN A TAX  
CLEARANCE  
CERTIFICATE [HERE](#)

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

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

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

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

Pay a Contract Preparation Fee

SEE AND PAY THE FEE  
[HERE](#)

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

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

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

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

**Register for electronic payments**

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

**Comply with OEO's Small and Local Business Plan**

SEE [APPENDIX B](#)

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

SEE [HIPAA](#) SECTION  
BELOW

## 6.1 Health Insurance Portability and Accountability Act (HIPAA)

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

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

## 6.2 Special Rules Applicable to Joint Ventures

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

## 6.3 Mandatory Political Contribution Disclosures and Penalties

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

- their direct and indirect campaign contributions to:
  - political candidates and incumbents who are nominated for, running for, or serving in, a local Philadelphia elected office; and
  - political committees/parties that are operating in Philadelphia<sup>1</sup>
- any consultants used in responding to the RFP and political contributions those consultants have made as described above; and
- whether the Applicant or any representative of the Applicant has received from any City employee a request for money or other items of value.

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

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

## 6.4 Political Contribution Limits for City Contractors

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

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

## 6.5 City Employee Conflict Provision

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

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

## 6.6 Reservation of Rights

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

## 6.7 Confidentiality and Public Disclosure

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

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



## APPENDICES

### Appendix A – General Provisions

THE CITY OF PHILADELPHIA PROFESSIONAL SERVICES CONTRACT GENERAL PROVISIONS  
FOR \_\_\_\_\_ {SPECIFY} SERVICES



## Appendix B – Small & Local Business Plan

As attachments to Appendix B:

Appendix 1 – Participation Range Memo

Appendix 2 – Solicitation & Participation Form



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

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

#### **THIS IS A CONFIDENTIAL TAX DOCUMENT NOT FOR PUBLIC DISCLOSURE**

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

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

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

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

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name and Title