



REQUEST FOR PROPOSALS

for Residential Water and Sewer Service Line Protection Program

PHILADELPHIA ENERGY AUTHORITY (“PEA”)

Issued by:

**THE PHILADELPHIA ENERGY AUTHORITY (“PEA”)**

All proposals must be submitted electronically through email to  
[HomeProtectionRFP@philaenergy.org](mailto:HomeProtectionRFP@philaenergy.org)

**Proposals must be received no later than June 19, 2026.**

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## I. RFP Schedule

RFP Issued	May 4, 2026
Intent to Respond Due	May 15, 2026
Respondent Questions Due	May 26, 2026
Response to Questions Distributed to All Intended Respondents	June 1, 2026
Proposals Due	June 19, 2026 at 5:00pm ET
Respondent Interviews (estimated)	June 29 – July 3, 2026
Selection of Provider (estimated)	July 10, 2026
Project Commencement	Upon negotiation of final contract

## II. Project Overview

### 1. Overview

The City of Philadelphia (the “City”) is the largest city in the Commonwealth of Pennsylvania and the sixth-most-populous city in the United States with over 1.6 million residents. The City encompasses approximately 134 square miles of land area. In this area, there are over 3,000 miles of water mains and 3,300 miles of sewer in Philadelphia, serving approximately 475,000 residential customers. In Philadelphia, the property owner is responsible for maintaining and repairing all components of the water supply and sewer drainage systems (a large segment of Philadelphia properties is located in areas with combined sewer and stormwater service as shown in Appendix E) connecting the house to the main. Some property owners are not aware of this responsibility and fail to properly repair leaking or otherwise broken pipe, while others may be aware but cannot afford or choose to delay or not perform repairs. Deferred corrective maintenance may exacerbate existing problems and create new ones.

The Philadelphia Energy Authority (“PEA”) launched a residential water and sewer service line protection program for water customers in Philadelphia in 2018. Since its launch, the program has served over 90,000 residential customers and delivered over \$85M in customer savings on covered claims. The current contract for that program is expiring in October 2026. PEA is again seeking respondents to this RFP (each a “Respondent”) to procure a partner (“Provider”) that will provide a water and sewer service line protection program for residential customers in Philadelphia (the “Program”). The Program will provide qualified property owners (“Customers”) the opportunity to voluntarily purchase insurance coverage to repair the external plumbing

connecting a home to the water main and/or sewer. The Program will operate separately from PWD's standard service offerings and will be billed independently. Program payments will not be added to Customers' water bills.

It is the intent of PEA to enter into a two-year contract with the selected Respondent, with the option of up to three (3), two-year renewals. Coverage is described in detail in **Section IV** and will include the repair or replacement of a Customer's water service line from the ferrule to the water meter and sanitary and storm laterals from the main house drain to the slant, as well as labor and materials to complete all repairs and replacements. Repairs will be required to meet all applicable Philadelphia and Pennsylvania codes, standards, and processes.

## **2. Background**

### ***i. Philadelphia Energy Authority***

Philadelphia Energy Authority (PEA) is an independent municipal authority advancing projects and programs that deliver on the City of Philadelphia's most urgent priorities—lower bills, stronger infrastructure, safer neighborhoods, and quality jobs. Since 2016, PEA has supported over \$1.3 billion in investment, creating more than 10,000 jobs in Philadelphia and driving \$2.4 billion in economic benefits across Pennsylvania. Learn more at <http://www.philaenergy.org/>.

PEA is a municipal authority and political subdivision of the Commonwealth of Pennsylvania, formed by the City of Philadelphia under the Pennsylvania Municipality Authorities Act, 53 Pa. C.S. § 5601 et. seq. ("the Act") for the purposes described in its Charter:

*The Authority's purposes and responsibilities shall be limited to actions for and concerning (i) the development, facilitation and/or financing of energy storage and/or generation projects, (ii) the development, facilitation and/or financing of energy efficiency projects, and (iii) the purchase or facilitation of energy supply and energy services on behalf of the City of Philadelphia, government agencies, institutions and businesses, as well as the education of consumers regarding choices available in the marketplace, and (iv) the promotion of a vital clean energy sector of the Philadelphia economy and increased employment in the sector by undertaking efforts to strengthen the markets for energy efficiency and energy storage and generation projects. The Authority shall have and may exercise all of the powers set forth in the Act that are necessary or convenient for carrying out its purposes and responsibilities. Philadelphia Water Department*

The Philadelphia Water Department (PWD) is a municipal water utility providing water supply, sewer, and stormwater management services to residential, commercial, and industrial customers in Philadelphia, PA.

When PWD has determined that a water supply and/or sewer drainage system is defective (broken, leaky, damaged, etc.), PWD serves the property owner a Notice of Defect (NOD), and the property owner is required to repair the defect(s) within the period stated on the notice.

When a property owner fails to fix a defect or does not fix a defect in a timely manner, PWD will enforce the NOD by shutting off water, or by abating the defect, depending upon the severity of the problem and impact on health and safety.

PWD administers an emergency repair program for defective water and sewer service lines. Customers that receive a NOD may qualify for the Homeowner’s Emergency Loan Program (HELP). HELP loans are repayable over a 60-month period (or a 180-month period for qualifying low-income households) with no additional cost to the customer if paid on time. A protection program complements the HELP program and aids in expediting these repairs for enrolled residential property owners and helps to prevent damage to private plumbing or public infrastructure.

### 3. Request for Proposals

PEA is seeking to execute a contract with the selected Provider, allowing the Provider to market services/home protection programs to residential Customers residing in Philadelphia and receiving water, sewer, and stormwater service from the PWD. PEA will permit the Provider to use its name and logo for purposes of branding the Program’s products and services to Philadelphia residents (as approved). Additionally, PEA will:

- Collaborate with the Provider to ensure all eligible residents are informed of the Program’s services;
- Approve customer communication materials;
- Review customer service and quality assurance reports provided on a monthly or quarterly basis to assess customer satisfaction with the Program and its services;
- Supply the Provider with direction for profit sharing.

In the event that a customer contacts PWD directly, PWD will route requests for enrollment, service, or repairs to the Provider.

Neither PEA nor PWD will pay Provider for the opportunity to partner with the City or to advertise to PWD customers.

## III. Instructions and Process

### 1. Instructions

Follow all instructions outlined below for submission of responses and include all required components detailed in **Section V** in your response.

Instruction	Details
Intent to Respond	Respondents should indicate their intent to respond to the RFP. Intent to Respond must be submitted via email only to PEA at <a href="mailto:HomeProtectionRFP@philaenergy.org">HomeProtectionRFP@philaenergy.org</a> and submitted by May 15, 2026.

Questions Regarding the RFP	Questions on this RFP must be submitted via email only to PEA at <a href="mailto:HomeProtectionRFP@philaenergy.org">HomeProtectionRFP@philaenergy.org</a> and submitted by May 26, 2026.
Response Submission	Format: Response should be submitted in electronic (PDF) format. Please follow the section format detailed in the <b>Section V</b> Response Requirements.
Response Due Date	Proposals must be received by Philadelphia Energy Authority at <a href="mailto:HomeProtectionRFP@philaenergy.org">HomeProtectionRFP@philaenergy.org</a> and submitted by June 19, 2026 at 5pm ET.
Proposal Disqualification	A response may be disqualified from further consideration if the response: <ul style="list-style-type: none"> <li>● Fails to meet minimum requirements outlined in the Scope of Work</li> <li>● Fails to answer the questions listed in Response Requirements adequately</li> <li>● Provides false or misleading information</li> <li>● Fails to meet the given deadlines</li> </ul>
Exceptions	Clearly document all exceptions that apply to your response.

## 2. RFP Evaluation Criteria

Submitted proposals will be evaluated by a review panel including PEA and PWD staff and using the following scoring system:

Criteria	Maximum Possible Points
Technical	50
Coverage/cost to the homeowner/community benefits	30
Equal opportunity participation plan	20
Total	<b>100</b>

### *i. Technical (50%)*

Proposals will be evaluated on the Respondent’s demonstrated ability to design, implement, and operate a high-quality residential water and sewer service line protection program that meets the requirements of this RFP. Evaluation will consider the degree to which the proposal is clear, complete, feasible, and aligned with the Scope of Work and Response Requirements. Technical proposals will be evaluated across the following areas, which are of equal importance:

#### a. Understanding of Program Objectives and Local Context

- Understanding of the purpose and goals of the Program, including how it complements PWD's enforcement of Notices of Defect.
- Demonstrated understanding of Philadelphia's housing stock, infrastructure conditions, and customer demographics, including barriers to enrollment and use.
- Identification of key operational, regulatory, and customer service challenges associated with water and sewer service line repair in a dense, urban environment.
- Identification of risks to successful implementation and proposed mitigation strategies.

#### b. Relevant Experience and Past Performance

- Experience with implementing and operating water and/or sewer service line protection programs or similar home protection or infrastructure repair programs.
- Experience serving large urban municipalities or utilities with comparable scale and complexity.
- Success in achieving market penetration, customer enrollment, and sustained participation.
- Demonstrated experience managing claims, dispatch, repairs, and customer service at scale.
- References that substantiate successful performance.

#### c. Project Team and Organizational Capacity

- Key personnel assigned to the Program, including roles, responsibilities, and relevant experience.
- Staffing plan for program management, customer service, marketing, quality assurance, and reporting.
- Organizational structure and internal controls to support compliance, data security, and performance monitoring.

#### d. Network, Qualifications, and Workforce Approach

- Approach to recruiting, vetting, licensing, and managing qualified plumbing and repair subcontractors.
- Processes for ensuring subcontractor compliance with City requirements, insurance, bonding, and safety standards.
- Strategy for utilizing local, diverse, and Philadelphia-based firms.
- Plan for monitoring subcontractor performance and addressing deficiencies.

#### e. Quality and Comprehensiveness of Products and Customer Value

- Extent to which products and services provide full or near-full coverage with minimal exclusions, coverage limits, or out-of-pocket costs.
- Degree to which offerings maximize customer protections and minimize financial barriers to participation.

- Alignment of proposed products and coverage with the expectations described in the Scope of Work.

**ii. Cost (30%)**

The cost criterion is based on both the Respondent's Customer fee and the community benefits package. Customer fees will be evaluated based on overall affordability and value to participating households. The community benefits package will be evaluated based on the extent to which the Respondent proposes to share revenue or otherwise provide financial or in-kind benefits that support PEA's mission and programmatic objectives. Proposals that demonstrate lower customer costs and stronger community benefits will be rated more favorably.

**iii. Equal opportunity participation plan (20%)**

The Equal Opportunity Participation point allocation is based on the expected percentage of the Program cost committed to small, local and diverse businesses. This typically includes Minority Business Enterprises ("MBE"), Woman Business Enterprises ("WBE") and Disabled Business Enterprises ("DBE") (collectively, "M/W/DBE"), as well as Local Business Enterprises ("LBE"). It will also take into consideration the strategy and approach for hiring a local and diverse workforce and partnering with Philadelphia-based subcontractors.

**IV. Scope of Work**

This Scope of Work outlines PEA's responsibilities in addition to minimum requirements for the Provider, which PEA considers essential to a successful program. Respondents must meet all requirements as outlined below or provide clear explanation of why certain requirements cannot be met.

**1. Program Implementation and Administration**

The Provider will be expected to manage program implementation and all phases of program administration including customer requests, enrollment, dispatching contractors, billing, service repairs, Customer complaints and service cancellation. Provider must be willing to appoint an employee as the key contact/representative for PEA account. It is expected that appointed contact/representative will continue relationship throughout the Program's duration. The appointed contact will be responsible for regular reporting of Program milestones and specific performance metrics. The appointed contact will also serve as the liaison with customer service to support any customer escalations referred to Provider by PEA.

**2. Coverage**

The Provider will cover the cost of all external plumbing components, for the replacement of the water service line from the ferrule (inclusive) to the water meter and repair and/or replacement of sanitary and storm laterals from the main house drain where it exits the house to the slant (inclusive), as well as labor and materials to complete all repairs and/or replacement of the

sidewalk and/or roadway as necessary<sup>1</sup>. Repair and/or replacement coverage will include basic site restoration such as backfilling, raking and reseeding/re-sodding, and other improvements as necessary.

- A. Minimum coverage includes repair and/or replacement of leaking or otherwise broken pipe or fixtures.
- B. Repairs and/or replacement related to the issuance of a Notice of Defect (NOD) by PWD must be included in coverage, although an NOD from PWD should not be required to initiate repair/replacement.
- C. Philadelphia has a small number of cases of service lines and laterals running through an adjacent property. Respondents must note in the Work Plan (see **Section V.6** below) how they propose to address repairs in such cases.
- D. Provider will not require residential property owners to pay deductibles for service calls.
- E. Provider will guarantee a response time by a qualified plumber (generally a maximum of 24 hours).
- F. Provider coverage must include cost of acquiring permits, if permits are required. The Sewer Connection and Repair Manual in **Appendix F** and is available for download at [https://philaenergy.org/public\\_bids/rfp-for-residential-water-and-sewer-line-service-protection-program-2/](https://philaenergy.org/public_bids/rfp-for-residential-water-and-sewer-line-service-protection-program-2/).
- G. Repair/replacement work will include, at a minimum, restoration of all disturbed paving, footway, curb, and grass areas and comply with all regulations. Street repairs must account for pre-existing paving type (e.g. porous pavement and subbase must be restored to its pre-construction condition).
- H. Inspection of the water or drainage system will not be required as a prerequisite for enrollment in the Program; however, the Provider may institute a waiting period from the date of the residential property owner's enrollment prior to honoring the first claim(s) for service.

### **3. Repair Service(s)**

Provider repair services will meet the following specifications:

- A. Repairs and materials must adhere to all applicable federal, state, local, environmental, health and safety regulations. All repair/replacement service(s) must be in compliance with City Code, applicable Regulations and ordinances. In cases where the qualifying leak or failure occurs on a service line that is a galvanized or lead pipe, the plumber must replace that residential customer's water service line in its entirety with a material allowable for potable water by the Philadelphia plumbing code and/or PWD Regulations.
- B. Provider must provide qualified and reputable licensed professional subcontractors to perform the repairs or replacement of water and sewer service lines.
- C. Provider must have comprehensive and documented subcontractor vetting process.

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<sup>1</sup> Vents on curb traps should be included in Provider Coverage. If Coverage cannot be provided, this must be made clear (i) in proposal submissions to PEA and (ii) to participating Customers if Proposer is selected for implementation.

- D. Subcontractors must be licensed by the City of Philadelphia Department of Licenses and Inspections and authorized to do business in Philadelphia, and must be bonded and insured prior to performing any work related to the Program.
- E. Provider and subcontractors must be current with respect to the payment of City taxes or other indebtedness owed to the City, as described in **Section V.10**.
- F. Provider must comply with local and diverse hiring requirements as described in **Sections V.7 and V.8**.
- G. Provider must have evidence of measures to ensure customer satisfaction and quality of work.
- H. Provider must have system for overseeing subcontractor performance and for enforcing necessary corrective actions.
- I. Provider may offer additional, ancillary services, such in-home plumbing or electrical protection upon PEA review of product pricing, consumer benefits, and terms and conditions.

#### **4. Marketing**

It is expected that the Provider will execute a marketing plan that is directed at all eligible customers. Provider will be expected to incur costs for all marketing design, production and mailing costs for brochures, flyers, press releases, and other marketing needs. All marketing materials must be pre-approved by PEA.

- A. Provider must have in-house marketing resources with experience in a variety of marketing channels (e.g., social media, direct mail, and website).
- B. Provider will use customer data, names and addresses supplied to assist in marketing efforts.
- C. Provider will include a simple diagram for customers in all marketing materials denoting plumbing components included in coverage.
- D. Provider will prepare and execute a mixed media marketing plan that is targeted to residential property owners, and should include some direct community engagement.
- E. Provider may use PEA's logo for co-branding and marketing purposes. Provider must obtain approval for all marketing materials that contain the PEA logo prior to distribution.
- F. Provider will be expected to cover the costs of producing and distributing all marketing materials.
- G. Provider should make best efforts to publish marketing materials in the top 10 languages (in Philadelphia) by population on its website. Provider can work with PWD's Language Access Coordinator for support.

#### **5. Customer Service and Satisfaction**

Minimum customer services will include:

- A. Provider will provide a toll-free customer service telephone number that is available 24 hours a day, 365 days per year, with live staff for all residential customer claims/requests for service.
- B. Provider will provide a toll-free telephone number that is available for customer inquiries, applications for service, customer billing, and non-emergency calls during normal business hours, but no less than 45 hours per week.
- C. Provider will provide translation services for customers as needed.
- D. Provider will have a website for customers to obtain information on all elements that are available through the phone service outlined in 5.B. above.
- E. Provider will be required to guarantee response time, including schedule of replacement or repair with residential customer and repair subcontractor within 24 hours.
- F. Provider will enable residential customers to enroll or cancel at any time.
- G. Provider must, at a minimum, restore site conditions per City standards, as described in the **Section IV.2** above.
- H. Provider will offer at least a one (1) year warranty on all repair and replacement work plus a two (2) year warranty covering all concrete/brick repairs, regardless of whether the residential customer continues to maintain an account after the repair or replacement has occurred, or in the event that there is a change in ownership of the property.

## **6. Data Security**

Provider must employ cybersecurity and data privacy programs that utilize best industry practices, standards and frameworks, such as ISO/IEC 27001, ISO/IEC 27701, NIST Cybersecurity Framework, and NIST Privacy Framework, to ensure the safety of customer data.

## **7. Quality Assurance**

Minimum quality assurance will include:

- A. Provider will collect and tabulate data on the following metrics, at a minimum: residential property owner participation, customer satisfaction, number of repairs, types of services provided, the nature of complaints and how they were resolved, and other relevant quality assurance measures. Provider should be required to provide this information to PEA on a quarterly basis, and when otherwise requested, to ensure that Provider and plumbers are meeting the established expectations.
- B. Provider will ensure that all required permits are obtained and repair work is performed in compliance with all applicable codes, regulations and ordinances.
- C. Provider will ensure that all repairs are made in accordance with all Occupational Safety and Health Administration requirements.
- D. Provider will ensure that service repairs not meeting City standards are corrected within 30 days, weather permitting.
- E. PEA or its designated third-party consultant may perform quality assurance inspections at any time.
- F. Provider will establish an appeals/complaint process for residential customers.

## **V. RFP Response Requirements**

The following requirements shall be included in the interested Respondent's submission and will be used to evaluate proposals.

### **1. Title Page**

Provide the title of the Proposal being submitted and submittal date. Also include Respondent's business identification information, including business name, business address, telephone number, company logo, website address, and federal taxpayer identification number or federal employer identification number.

Include a primary contact for the Respondent, including contact name, job title, contact address, telephone and fax numbers, and email address.

### **2. Cover Letter**

Include a cover letter on the Respondent's letterhead outlining the proposal.

### **3. Table of Contents**

Include a table of contents with a list of all sections, sub-sections and supporting appendices. Page number cross-references are to be included.

### **4. Executive Summary**

Description of Respondent's capability to perform the specific tasks outlined in this RFP within the specified timeframe.

Highlight any features and/or benefits that may distinguish your proposal, including:

- A. A description of Respondent's business background, including, if not an individual, Respondent's business organization (corporation, partnership, LLC, for profit or not for profit, etc.), whether registered to do business in Philadelphia and/or Pennsylvania, country and state of business formation, number of years in business, primary mission of business, significant business experience, whether registered as a minority-, woman-, or disabled-owned business or as a disadvantaged business and with which certifying agency, and any other information about Respondent's business organization that Respondent deems pertinent to this RFP.
- B. A description of the firm and general background such as ownership, staff size, main branch of operations, locations, and services provided.
- C. A description of the Respondent's key personnel for this project.

### **5. Project Understanding**

Provide a statement of the objectives, goals and tasks to demonstrate the Respondent's view of the nature of the project. Respondents must identify known and potential project challenges.

## **6. Work Plan and Timeline**

Respondent must provide a work plan, including a project timetable that identifies and describes the project tasks to be accomplished and proposed project approach. The plan shall be written as succinctly and clearly as possible to describe the required elements listed below.

### ***i. Service Plans***

Provide detailed information regarding the protection coverage services. PEA is specifically seeking residential water and sewer service line protection services but will also consider ancillary services (e.g. in-home plumbing, electrical line, water heater repair or replacement, etc.). Requested information for each product must include:

- a. Description of program coverage;
- b. Description of program terms and conditions;
- c. Description of program coverage limitations and exclusions;
- d. Description of procedures if customer repairs exceed limitations;
- e. Description of warranty provisions for repair/replacement work performed;
- f. Description of claims process and average cycle times for claim submission;
- g. Description of process for roadway, landscape, concrete walkway pavements replacements, and repairs to interior finishes, as applicable; and
- h. Description for process of conducting repairs in cases where service lines or laterals are located within an adjacent property.

### ***ii. Customer Service***

Provide detailed information on the Customer Service/Call Center including:

- a. Description of what customers should expect when a service request is made;
- b. Emergency repair response times and procedures for handling customer claim calls;
- c. Process for managing customer issues and escalations; and
- d. Description of customer service/call center capacities.

### ***iii. Marketing***

Provide detailed information on your anticipated marketing strategy including:

- a. Information on the method and plan,;
- b. Sample promotional materials, description of expectation of City of Philadelphia and PEA involvement and responsibility in the marketing process;
- c. Description of minimum marketing investment by the Provider;
- d. Description of marketing staff, expected number of enrolled customers during the first two years; and
- e. Market penetration achieved by your firm for programs in cities similar to Philadelphia in terms of city age, population, socioeconomic demographics, type of program, and partnership type.

**iv. Quality Assurance**

Provide detailed information on your quality assurance program/procedures including:

- a. How work on covered service lines will be evaluated;
- b. Key performance measures of success and customer satisfaction;
- c. Description of policies and procedures to oversee and evaluate subcontractor work and repairs; and
- d. Detailed table or matrix identifying all parties responsible for all functions of the program.

**v. Implementation**

Provide a tentative project plan for program implementation including:

- a. Copy of the policy provided to the customer under the program;
- b. Any application the customer will be required to submit;
- c. Description of what would happen to participating customers if the program is discontinued; and
- d. Strategy and approach for hiring a local and diverse workforce, and working with Philadelphia-based subcontractors;

**vi. Product Pricing/Financial Package Summary**

Describe the financial package, as applicable include the following:

- a. Product pricing: coverage limits, number of covered service calls per calendar year, any additional Customer charges.
- b. Community benefits package: Upfront payment to PEA (clarifying if it is an outright payment or an advance against royalties); commission on policy sales; marketing/Customer education expenditure; any other financial considerations.

**vii. Reporting**

The selected Provider will be required to submit quarterly management reports to PEA detailing all aspects of the Program as outlined in **Section IV**. Provide a detailed description and listing of reports proposed for the Program. The selected Provider will be required to report, at a minimum:

- a. Program implementation and administration metrics, including the number of customers enrolled in the program, the number of repairs initiated along with the reason for initiation (PWD NOD or customer call), number of Customer calls logged, dollars spent to make repairs, and time required to schedule and to address replacements and repairs.
- b. Workforce and hiring metrics, including M/W/DBE participation levels as outlined below, as well as new hiring by the Provider and any subcontractors as a result of this program.

**7. Economic Opportunity and Participation Reports**

Each Respondent is required to meet a goal of at least 25% for participation by small, local and diverse enterprises, which may include Minority Business Enterprises (“MBE”), Woman Business Enterprises (“WBE”) and Disabled Business Enterprises (“DBE”) (collectively, “M/W/DBE”) and Local Business Enterprises (“LBE”). Respondents are required to complete and return with their proposals the PEA Solicitation for Participation and Commitment form (distinct from the City’s form) which is included in Appendix B and is available for download at [https://philaenergy.org/public\\_bids/rfp-for-residential-water-and-sewer-line-service-protection-program-2/](https://philaenergy.org/public_bids/rfp-for-residential-water-and-sewer-line-service-protection-program-2/). Each Respondent will submit an estimate of the expected dollar value of work to be completed in Philadelphia that is used as the basis for determining diverse participation. Respondent must provide justification for the estimated dollar value of work to be completed based on the estimated market penetration or the number of households expected to sign up for the Program during the initial two-year contract period as requested in **Section V.6.iii**.

Failure to submit the required information will result in rejection of Respondent proposal. Respondent must meet all of the following conditions to be considered to be in compliance with the participation goals:

- A. Only firms that are certified by an approved certifying agency<sup>2</sup> by the time of contract award will be credited toward the participation goals on PEA contracts.
- B. The M/W/DBE or LBE participant must perform a commercially useful function. An M/W/DBE or LBE performs a commercially useful function when it performs a distinct element of a Contract (as required by the services to be performed in accordance with the RFP) and when the M/W/DBE or LBE 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 Subcontract with its own employees. Commercial usefulness will be evaluated and determined by PEA on a proposal-by-proposal basis as informed by prevailing industry standards and the M/W/DBE’s or LBE’s NAIC codes. Participation that is not commercially useful will not be counted.
- C. 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 DBE or WBE and DBE) will only be credited toward one participation goal as either an MBE or WBE or DBE. The firm will not be credited toward more than one category. Respondents will note with their submission which category, MBE or WBE or DBE, is submitted for credit.
- D. An M/W/DBE or LBE submitting as the prime Respondent is required, like all other Respondents, to submit a proposal that meets the participation goals stated above. The M/W/DBE or LBE Respondent will receive credit towards the participation goal for its certification category. In addition, the participation of an M/W/DBE or LBE partner, as part of a joint venture created for this contract, may be credited towards the participation goals only to the extent of the M/W/DBE or LBE partner’s ownership interest in the joint venture in accordance with the following criteria:

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<sup>2</sup> Federal, state, local government, or quasi-governmental agencies or authorities authorized by law to certify MBE/WBE/DBE’s qualifications in terms of ownership, management, and control.

- a. The MBE, WBE or DBE or LBE partners must be certified by a Certifying Agency prior to contract award;
  - b. The M/W/DBE or LBE partner(s) must derive substantial benefit from the arrangement;
  - c. The M/W/DBE or LBE partner(s) must be substantially involved in all phases of the contract including planning, staffing and daily management;
  - d. 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).
- E. In listing participation commitments on the PEA Solicitation for Participation and Commitment Form, Respondents are required to list a detailed description of the services or supply effort and percentage of the contract the participation represents. PEA reserves the right to request clarifying information from Respondents in the event of an inconsistency or ambiguity in the PEA Solicitation for Participation and Commitment Form.

If Respondent does not fully meet the goal for participation established for this RFP, the Respondent must demonstrate that it exercised Best and Good Faith Efforts to achieve the participation goals along with a written request, on its letterhead, for the reduction of part or all of the participation goals (“Request For Reduction/Waiver”). Respondent, through the submission of documentary evidence must show that Respondent took all necessary steps and made reasonable efforts to achieve the participation goals, even if these efforts were not fully successful. PEA will evaluate the scope, intensity and appropriateness of these efforts to ascertain whether they could reasonably be expected to achieve participation commensurate with the goals. Failure to submit the documentary evidence will result in rejection of the proposal as nonresponsive; PEA, at its sole discretion, may allow Respondents to submit or amend their submission at any time prior to award which may result in revision to Respondent’s participation commitments. The submission shall contain and discuss, at a minimum, the following:

- A. Reasons for not committing with any MBE/WBE/DBE/LBEs that submitted a quote/subproposal, regardless of whether the quote/subproposal was solicited by Respondent.
- B. Any additional evidence pertinent to Respondent's conduct relating to this RFP including sufficient evidence which demonstrates to PEA that Respondent has not engaged in discriminatory practices in the solicitation of and commitment with contract participants. In describing Respondent's efforts to achieve participation within the goals, Respondent may submit any corroborating documentation (e.g., copies of advertisements for participation).

After review of the Respondent’s submission and other information PEA deems relevant to its evaluation, PEA will make a written determination. If the proposal is determined nonresponsive by PEA, the Respondent will be notified and may file a written appeal with the CEO of PEA within forty-eight (48) hours of the date of notification; the decision of the CEO of PEA shall be final.

## **8. Local Business Entity or Local Impact Certification**

The Provider will establish a network of local subcontractors to perform repair work for program participants with a preference for hiring subcontractors residing in the City of Philadelphia.

Plumbers completing water and sewer service line repair work will need to be licensed by Philadelphia Licenses and Inspection (L+I). The process for plumber licensure can be accessed at the L+I website at <https://business.phila.gov/plumbers-license/>.

PEA will, in the selection of the successful Respondent, consider whether that Respondent has certified that either (1) Respondent 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, Respondent will employ City residents. Any Respondent 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 **Appendix D**. PEA shall deem it a positive factor where the Respondent has, in PEA's sole discretion, met the Local Business Entity or Local Impact criteria.

## 9. Experience and References

Provide a brief statement of qualifications and capability to perform the services sought by this RFP, including a description of relevant experience with service line protection programs to similar sized urban municipalities, including:

- a. Description of company history & qualifications. Include years of relevant experience, number of current partners, customers, active policies and experience in providing water and sewer service line protection programs.
- b. Any endorsements by state, local or other associations.
- c. Financial statements, or URL link, for the past two consecutive years.
- d. Policy underwriting qualifications: Are policies underwritten by an "A" rated national insurance company or are they self-insured by the provider?

Provider should indicate references from three current utility or municipal partners with similar products and programs. References should be from a non-affiliate (parent, sister, or subsidiary company). Please provide for each reference:

- Entity name
- Address
- Contact name, Title
- Phone number
- Email address

## 10. Notice to State Requested Exceptions to Contract Terms and Conditions

PEA's Program Services Agreement is attached to this RFP as **Appendix A**. By submitting a proposal in response to this contract opportunity, the Respondent agrees that, except as provided herein, it will enter into a contract with PEA containing substantially the contract terms and conditions contained in **Appendix A**.

If Respondent wishes to request revisions to the attached contract terms in Appendix A, the Respondent must provide an annotated copy of the contract with its requested revisions (each a

“Requested Exception”). For each Requested Exception, the Respondent must propose alternative language or terms using tracked changes and state the reason for the request in a comment.

Requested Exceptions to PEA’s contract terms and conditions will be approved based on PEA’s sole discretion that a Requested Exception makes business sense, does not pose unacceptable risk to PEA, and is in the best interest of PEA. By submitting its proposal, the Respondent agrees to accept all contract terms and conditions to which it does not expressly seek a Requested Exception in its proposal. Blanket reservation of rights to exceptions to the full contract will not be accepted. PEA reserves the right, in its sole discretion, to evaluate and reject proposals based in part on whether the Respondent’s proposal contains Requested Exception to contract terms, and the number and type of such requests and alternative terms proposed.

If, after PEA issues its notice of intent to contract with a Respondent, the Respondent seeks Requested Exceptions to contract terms that were not stated in its proposal, PEA may, in its sole discretion, deny the Requested Exceptions without consideration or reject the proposal.

PEA reserves the right, in its sole discretion, (i) to waive any failure to comply with the terms of this Notice to State Requested Exceptions to Contract terms and Conditions if it determines it is in the best interest of PEA to do so; and (ii) to require or negotiate terms and conditions different from and/or additional to the Contract Terms and Conditions in any final contract resulting from this contract opportunity.

## **11. The Philadelphia Tax and Regulatory Status and Clearance Statement**

It is the policy of the City of Philadelphia and PEA to ensure that each contractor and subcontractor has all required licenses and permits and is 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 of other regulatory provisions contained in the Philadelphia Code. To assist PEA, through the City of Philadelphia Department of Revenue and Department of Licenses and Inspections, in determining this status, each Respondent 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 C**.

If the Respondent 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, Respondents will not be eligible for award of the contract contemplated by this RFP.

The selected Respondent will also be required to assist PEA in obtaining the above information from its proposed subcontractors. 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 Respondent may find it necessary to replace the non-compliant subcontractor with a

compliant subcontractor. Respondents are advised to take these PEA policies into consideration when entering into their contractual relationships with proposed subcontractors.

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

Respondents 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.<sup>3</sup> Applications for a Business Income and Receipts Tax Account Number or a Commercial Activity License<sup>4</sup> may be made on line by visiting the City of Philadelphia Business Services Portal at <https://www.phila.gov/services/payments-assistance-taxes/taxes/business-taxes/business-taxes-by-type/business-income-receipts-tax-birt/> and clicking on "Get an Account or Pay Now". 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 215-686-8686 for questions related to the Commercial Activity License.

## **12. Required Disclosure**

Pursuant to Chapter 17-1400 of the Philadelphia Code, Proposers are required to disclose their campaign contributions to political candidates and incumbents who are running for, or currently serving in, a local (Philadelphia) or state-wide elected office anywhere within the Commonwealth of Pennsylvania (federal campaign contributions are not included); any consultants used in responding to the RFP and contributions those consultants have made; prospective subcontractors; and whether Proposer or any representative of Proposer has received any requests for money or other items of value or advice on particular firms to satisfy minority-, woman- or disabled-owned business participation goals from City employees. Proposals must include a completed Campaign Contribution Disclosure Form, **Appendix G**.

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<sup>3</sup> Respondents 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, Respondents with a Business Privilege Tax Account Number should use that number as their Business Income and Receipts Tax Account Number.

<sup>4</sup> Commercial Activity Licenses are not typically required for non-profit organizations; however, Business Income and Receipts Tax Account Numbers typically are required.

**Appendix A: Contractor Services Agreement**  
[separate attachment]

# Appendix B: PEA Solicitation For Participation and Commitment Form

## SOLICITATION FOR PARTICIPATION AND COMMITMENT FORM

Minority (MBE), Woman (WBE), Disabled (DBE) Business Enterprises

<b>Bid Number or Proposal Title:</b>		<b>Name of Bidder/Proposer:</b>		<b>Bid/RFP Opening Date:</b>				
Residential Water and Sewer Line Service Protection Program				5-Apr-18				
<b>List below ALL M/W/DBEs that were solicited regardless of whether a commitment resulted therefrom. - Photocopy this form as necessary.</b>								
<input type="checkbox"/> MBE <input type="checkbox"/> WBE <input type="checkbox"/> DBE		<b>Work or Supply Effort to be Performed</b>	<b>Date Solicited</b>		<b>Commitment Made</b>		<b>Give Reason(s) If No Commitment</b>	
<b>Company Name</b>			<b>By Phone</b>	<b>By Mail</b>	<b>Yes (If Yes, give date)</b>	<b>NO</b>		
<b>Address</b>								
<b>Contact Person</b>								
<b>Telephone Number</b>			<b>Quote Received</b>		<b>Amount Committed To</b>			
<b>Fax Number</b>			<b>YES<sup>1</sup></b>	<b>NO</b>	<b>Percent of Total Bid/RFP</b>			
<b>Email Address</b>								
<b>OEO REGISTRY #</b>	<b>CERTIFYING AGENCY</b>					%		
<input type="checkbox"/> MBE <input type="checkbox"/> WBE <input type="checkbox"/> DBE		<b>Work or Supply Effort to be Performed</b>	<b>Date Solicited</b>		<b>Commitment Made</b>		<b>Give Reason(s) If No Commitment</b>	
<b>Company Name</b>			<b>By Phone</b>	<b>By Mail</b>	<b>Yes (If Yes, give date)</b>	<b>NO</b>		
<b>Address</b>								
<b>Contact Person</b>								
<b>Telephone Number</b>			<b>Quote Received</b>		<b>Amount Committed To</b>			
<b>Fax Number</b>			<b>YES<sup>1</sup></b>	<b>NO</b>	<b>Percent of Total Bid/RFP</b>			
<b>Email Address</b>								
<b>OEO REGISTRY #</b>	<b>CERTIFYING AGENCY</b>					%		
<input type="checkbox"/> MBE <input type="checkbox"/> WBE <input type="checkbox"/> DBE		<b>Work or Supply Effort to be Performed</b>	<b>Date Solicited</b>		<b>Commitment Made</b>		<b>Give Reason(s) If No Commitment</b>	
<b>Company Name</b>			<b>By Phone</b>	<b>By Mail</b>	<b>Yes (If Yes, give date)</b>	<b>NO</b>		
<b>Address</b>								
<b>Contact Person</b>								
<b>Telephone Number</b>			<b>Quote Received</b>		<b>Amount Committed To</b>			
<b>Fax Number</b>			<b>YES<sup>1</sup></b>	<b>NO</b>	<b>Percent of Total Bid/RFP</b>			
<b>Email Address</b>								
<b>OEO REGISTRY #</b>	<b>CERTIFYING AGENCY</b>					%		

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

### For Respondents

**THIS IS A CONFIDENTIAL TAX DOCUMENT**

**NOT FOR PUBLIC DISCLOSURE**

This form must be completed and returned with Respondent's proposal in order for Respondent to be eligible for award of a contract with the City. Failure to return this form will disqualify Respondent's proposal from further consideration by the Contracting Department. The City of Philadelphia, acting through its Department of Revenue and the Department of Licenses and Inspections, will utilize the information contained in the completed form to review the tax and Philadelphia Code compliance records of the person and/or entity identified below as part of the proposal evaluation process and will report their findings to the Contracting Department and the City's authorized investigatory agents. By signing the certification statement below as Respondent or an authorized representative of Respondent, you represent that Respondent is current and in compliance with, has made or intends to make satisfactory arrangements with the City to come into compliance with the tax and regulatory provisions of The Philadelphia Code.

Respondent Name	
Contact Name and Title	
Street Address	
City, State, Zip Code	
Phone Number	
Federal Employers Identification Number or Social Security Number:	
Philadelphia Business Tax Account Number (if none, state "none")	
Business Privilege License Number (if none, state "none")	

I certify that the Respondent 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, of other regulatory provisions applicable to Respondent contained in The Philadelphia Code.

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Signature

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Date

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Print Name and Title

## Appendix D - Local Business Entity or Local Impact Certification

Instructions: Respondents who seek as a positive factor in PEA's consideration of their application that they meet the Local Business Entity or Local Impact criteria as provided in should complete this Certification and return it with their application. Respondents providing this Certification should also include in a separate section of their application labeled "Local Business Entity or Local Impact Certification," a statement that the Respondent 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." Check all appropriate certification options that are applicable to Respondent and sign below:

Respondent Name: \_\_\_\_\_

### Local Business Entity Certification

\_\_\_ I certify that the Respondent named above is a Local Business Entity because Respondent complies with the following criteria set forth in Section 17-109(3)(b) of the Philadelphia Code:

I. During the preceding 12 months, Respondent has filed a Commercial Activity or Business Privilege tax return with the City establishing that Respondent conducted business within the City within the calendar year preceding the filing of the return; and

II. During the preceding 18 months, Respondent:

A. Has continuously maintained a valid Commercial Activity or Business Privilege License and all other licenses and permits necessary to conduct business with the City;

B. Has continuously occupied an office within the City, where business is conducted; and

C. Satisfies at least one of the following requirements (*Check those applicable to Respondent*):

\_\_\_ (1) More than half of Respondent's full-time employees work in the City at least 60% of the time;

\_\_\_ (2) More than 50 of Respondent's full-time employees work in the City at least 60% of the time; or

\_\_\_ (3) Respondent's principal place of business is located in the City.

Local Impact Certification

\_\_\_ I certify that in the performance of a contract resulting from this RFP, the Respondent named above will employ City residents.

\_\_\_\_\_

Authorized Signature

\_\_\_\_\_

Date

\_\_\_\_\_

Print Name and Title

**Appendix E: Map of Combined Sewer and Stormwater Service**  
[separate attachment]

**Appendix F: Sewer Connection and Repair Manual**  
[separate attachment]

**Appendix G: Campaign Contribution Disclosure Form**  
[separate attachment]