



CITY OF PHILADELPHIA

**Office of Innovation and Technology
on behalf of The Office of Risk Management**

REQUEST FOR INFORMATION

FOR

**RISK MANAGEMENT INFORMATION SYSTEM
(RMIS)**

December 20, 2024

Deadline for questions, requests for clarification, or requests for additional information	N/A (Local Philadelphia Time)
City Responds to Questions	N/A
Responses to RFI Due	January 8, 2025 (Local Philadelphia Time)

CHERELLE PARKER, Mayor
Rob Dubow, Finance Director

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PERFORMANCE METRIC DATA COLLECTION SOLUTION REQUEST FOR INFORMATION

I. RESPONSE CALENDAR

Post Request for Information (Email)	Samira.Savoury@phila.gov
Deadline for questions, requests for clarification, or requests for additional information	N/A
City Responds to Questions https://www.phila.gov/rfp/additional opportunities)	N/A
Responses to RFI Due (Email)	January 8, 2025 (Local Philadelphia Time)

These dates are estimates only and the City reserves the right, in its sole discretion, to alter this schedule as it deems necessary or appropriate. Notice of changes will be posted on the City's website at [https://www.phila.gov/rfp/additional opportunities](https://www.phila.gov/rfp/additional_opportunities).

II. PURPOSE OF REQUEST FOR INFORMATION

The City of Philadelphia (City) continuously looks for opportunities to upgrade and modernize its administrative business processes and related legacy technology systems that support its business operations. As part of this initiative, the City intends to implement a new Risk Management Information System. The procured RMIS is intended to interface with the Third-Party Administrator for Employee Disability Claims, Verisk ClaimSearch, CMS Medicare/Medicare reporting system, Workday, and Verisk Xactimate, and will serve as the primary system for all other Risk claims. The City, through its Office of Innovation and Technology (OIT), has issued this Request for Information (RFI) in order to solicit statements of interest, capabilities, and Rough Order of Magnitude (ROM) cost estimates from all Respondents interested in, and capable of, providing commercial off-the-shelf (COTS) software as part of the City's solution. Risk Management is part of the City of Philadelphia's Office of the Director of Finance, and this effort is being supported by the Finance Program Management Office (FPMO).

The primary objectives for the implementation of the new RMIS are to streamline risk-related operations across the following units – Employee Disability Unit, Claims Unit, Insurance and

Contracts Unit, and the Safety and Loss Prevention Unit. These units are supported by internal compliance related activities. The primary goals of this implementation will be to improve data accuracy, serve as a repository for all claim related data such as notes, documents, financial transactions to name a few, ensure data retention, automate manual processes, enable document management, and provide enhanced visibility and control.

Respondents are asked to provide FPMO with information regarding their available Risk Management software and solutions, subject to the following guidelines:

- Identify only COTS products that are modifiable or configurable to meet specific City requirements, and that focus on interoperability, reliability, usability, availability, capacity and scalability
- Present the software solution's interoperability and operational requirements in accordance with the International Organization for Standardization Open Systems Interconnection (OSI) model
- Include an architectural diagram of the solution with a description of the solutions scalability; responses may include one or more models or solutions
- Describe the configurability of the software to meet the specified requirements and services.

Responses should include implementation, integration, and/or configuration services. If the software can be installed and configured only by the Respondent, that must be clearly stated in the Response, including the reasons why that is the case.

Respondents may, in the City's discretion, be invited to engage in discussions with the City's project team and/or demonstrate their products, services and solutions.

No contract will be awarded pursuant to this RFI. Anyone who does not respond to this RFI is not precluded from responding to any future solicitation issued by the City. The City intends to procure software for this project as soon as reasonably possible, in accordance with the City's procurement laws and practices for software purchases, which may include, but are not limited to, the use of existing City contracts or certified cooperative purchase agreements. Respondents will not be bound by the ROM cost estimates provided in their responses to this RFI in a future procurement. The City also reserves the right to not procure any software.

III. ABOUT THE CITY OF PHILADELPHIA AND THE DEPARTMENT OF RISK MANAGEMENT

The City of Philadelphia is the largest city in the Commonwealth of Pennsylvania and the sixth-most populous city in the United States with over 1.5 million residents. Additionally, due to its rich historic and cultural heritage, the region is visited by more than 40 million people each year.

Philadelphia is located in the southeastern section of Pennsylvania and the coterminous city/county covers 143 square miles. The City is bordered by the following counties: Bucks, Montgomery and Delaware in Pennsylvania, and Burlington, Camden and Gloucester in New Jersey.

As an operating unit of the City, Risk Management oversees a variety of functions related to workplace safety, claims management and insurance. This unit plays a crucial role in ensuring the city operates efficiently while minimizing risks associated with employee injuries, property damage and other liabilities.

The City's Risk Management unit works with city departments and safety officers responsible for conducting safety audits and reporting performance data. This structure helps track and reduce injury rates. Risk Management processes approximately 3,500 disability claims annually, with about 3,000 of those remaining active. In recent years, the city has significantly lowered the cost of injury claims, achieving a 63% increase in medical savings and reducing the cost of closed medical-only claims by 40%. Risk Management also processes approximately 3,000 third party bodily injury and property damage claims for the City annually.

IV. ANTICIPATED SOLUTION REQUIREMENTS

The proposed solution should include the following functionality:

- **Claims Management:** Enable storage and editing of claim notes, with rules-based assignment of adjusters, and support for employee disability claims processing.
- **Automation:** Automate task routing, check printing, and subrogation/recovery tracking to streamline workflows.
- **Financial Integration:** Seamlessly integrate with financial institutions and systems, including Medicare Secondary Payer, Third Party Administrators, Verisk ClaimSearch, Workday, and other relevant financial platforms.
- **Reporting and Analytics:** Offer customizable, real-time reporting with capabilities for trend forecasting and job safety analysis.
- **Document Management:** Facilitate tracking of Certificates of Insurance (COI), maintain a digital document repository, and support ACCORD uploads, ORC scanning, and document uploads.
- **Mobile and Cloud Capabilities:** Provide a mobile app for claim adjusters, along with cloud-based infrastructure for data storage and backup.
- **Security and Compliance:** Ensure data encryption, Workers' Compensation (WC) compliance, audit readiness with checklists, and 24/7 support.
- **Risk Assessment Tools:** Include tools for conducting comprehensive risk assessments.

Claim Management & Automation

- **Claim-related note management:** Store, edit, and review notes related to claims. This is critical, as historical claim notes have been lost in previous transitions. Adjusters must document the evolution of claims without losing data in future migrations.
- **Automated task assignment:** Automatically assign claims to adjusters based on predefined business rules and adjuster availability in a user-friendly manner.
- **Claim intake & data transfer:** Transfer data from the current system to the new RMIS, ensuring a smooth migration without data loss, especially for important claim-related notes.
- **FNOL integration:** Automated upload of external First Notice of Loss forms for new claims.
- **Subrogation tracking:** Functionality for tracking subrogation and recovery payments.

Financial & Payments Integration

- **Financial institution and Accounting integration:** Ability to integrate with existing financial institutions and the City's Accounting system, which is migrating to Workday.
- **Check processing:** Support for printing checks both internally and externally, with automation.
- **ACH deposits:** Ability to process ACH deposits.
- **Reserving functionality:** Delegation of reserving authority with multiple loss reserve methods.
- **Subrogation payment plans:** Ability to track and manage payment plans related to subrogation.

Reporting & Analytics

- **Comprehensive reporting:** Support for OSHA reports, ad-hoc reports, and visual chart-based reporting. Thorough search functionality to create unique and customizable reports is critical, as current systems are limited, and larger reports must be manually run by external parties.
- **Predictive analytics:** Assessments for predictive claim outcomes and risk analysis.
- **Compliance reporting:** Integration with Medicare Secondary Payer (MSP) and MMSEA reporting.
- **Ad hoc and real-time reports:** For claims, safety, and financial data. This is especially important for units like **Safety** where reporting is currently manual and based on Excel/OneDrive. A centralized solution should track data, progress, and trends to enable a preventative approach, rather than reactive.

Document Management & Integration

- **Document repository:** Ability to store, scan, and upload digital documents including insurance policies, ACCORD COI certifications, claim related, and safety-related documentation such as incident forms and safety meeting notes.

- **OCR capabilities:** Embedded Optical Character Recognition for scanned documents, especially for large volumes of documents (as requested by **Risk**).
- **Outlook integration:** For email and document management, with automated tracking and uploading for certificates of insurance as required by Insurance & Contracts.
- **External document submissions:** Ability to accept documents from third-party sources.

System Integration & Hosting

- **Multi-line business integration:** Enable seamless integration across various departments within the City, ensuring efficient operations without unnecessary system-to-system communication.
- **Police report integration:** Ability to integrate police reports into claim files.
- **Real-time system/data recovery:** Ensure 24-hour recovery of system and data to prevent data loss.

Additional Capabilities

- **Diary functionality:** Capability to manage adjuster notes, appointments, and vacation planning.
- **Fraud detection:** Automated tools for identifying potential fraudulent claims.
- **Business rules engine:** Configurable business rules to standardize claims processes and ensure consistent data entry, addressing current issues with data integrity caused by inconsistent inputs.
- **Mobile app for adjusters:** A mobile application that adjusters can use in the field for claim processing and task management.
- **Automated notifications:** System-generated alerts via email and SMS alerts.
- **Training and administrative tools:** Administrative functions limited to select users, along with training support.
- **Certificates of insurance tracking:** A system for tracking, uploading, and managing certificates of insurance, replacing the current manual process with an automated solution.

V. SUBMISSION GUIDELINES

The City expects each Respondent to include in their response to this RFI the following items in the order listed:

Company Overview:

Include company name, physical address, phone number, fax number, and web address, a brief description of the company, its services, business size (total revenue and number of employees), and point(s) of contact, including name, address, phone and email address. Note the company's operations including the number of years the company has been supporting this solution; location of company's headquarters and all other office locations; and three years of financial data to ensure company stability.

If applicable, please describe any subcontractors or partners with which you have worked. Resumes need not be included.

Experience:

Describe your company/organization's relevant experience (and that of partners, when applicable) with any Risk Management Information Systems. Identify your experience with clients of similar size and scope to the City of Philadelphia, including client name, engagement title, description of engagement, the solution implemented, and the methodology used, cost, the start and completion dates of the project, as well as, the name, address and telephone number of a contact person.

Product/Software Solution:

Identify one or more COTS solutions that meet the City's requirements. Responses that describe solutions which are completely custom software may, in the City's discretion, be rejected without review.

A major goal of this RFI is to provide Respondent with an opportunity to inform the City and OIT about their respective software solution's interoperability and operational requirements in reference to the OSI model. Respondents are encouraged to include in their response an architectural diagram of the solution with description of the solution's scalability. Respondents are welcome to provide one or more models or solution sets to meet this requirement for an integrated interoperable solution set.

Infrastructure/Architecture Model:

Identify the infrastructure/architecture model(s) you provide and support, and whether they are on-premise, hosted off-premise, or Software-as-a-Service (SaaS) models.

Supplement this request with an interoperable architectural diagram outlining each OSI layer requirement for enablement, sustainment, reliability, redundancy, and growth. Highlight your anticipated annual upgrade and patch release schedule.

Key Features:

Identify best of breed features included in the proposed COTS solution(s), including, at a minimum, the Key Features in Section VI. Anticipated Project Requirements.

Support and Maintenance Model:

Provide the anticipated ongoing software maintenance and support services required to sustain the solution including frequency of upgrades and patches/bug releases and the estimated timeframes to complete. Outline the services in your support model including available service level agreements.

Training Model:

Outline the services in your training model for administrative and end user training including the training services, methodology, and typical schedule. Include the pricing model for training services and the methodology and schedule.

Reporting and Key Performance Indicators (KPIs):

Provide the standard and custom reporting included in your solution and the available KPIs. Include information on data input and export capabilities; security and auditing, and dashboards and metrics.

Pricing/Licensing Model:

Include a general pricing model and costs for the software based upon the information provided in this RFI. This pricing should also indicate the licensing model, (i.e., licensing by individual users, by core, by seat etc.), descriptions of the hosting models available, and estimates of associated costs. Include cost estimates for ongoing support and maintenance for three years, and when those support and maintenance costs begin (i.e., at time of purchase, after implementation, etc.). If applicable, include a list of additional items or services/software needed to operate the system that are not included and must be provided/purchased by the City.

Respondents will not be bound by any cost estimates included in responses to this RFI.

VI. USE OF RESPONSES

Responses to this RFI may be used by OIT to select a software product for Risk Management Information System. Responses may also be used to assist OIT in gathering information for planning purposes, and for purposes of identifying sufficient resources for an implementation initiative.

The City does not intend to announce any further actions taken pursuant to this RFI. If any such announcements are made, at the sole discretion of the City, those announcements will be posted with the original RFI. In some cases, at the City's sole discretion, the City may issue an RFP. The City will notify Respondents to this RFI once the RFP has been posted on the City's website.

The City will notify you if additional information is required in order to evaluate your response to this RFI. Absent such follow-up from the City, we respectfully request that respondents refrain from requesting additional information on the status of this RFI. In order to protect the integrity of the City procurement process, City personnel will not respond to requests for additional information on the status or outcome of this RFI, other than as described above.

VII. HOW TO SUBMIT RESPONSES

Respondents should submit their responses electronically (hard copies are unacceptable) in MS Word or Adobe PDF format, as a single document (see note below), to:

Samira Savoury
Project Manager
Finance Program Management Office
Samira.Savoury@phila.gov

Responses are due January 8, 2025, before 5:00 pm, Local Philadelphia Time.

Note: Response document(s) are limited to 15 MB; if necessary, please submit multiple files or zip/compress the file(s)

VIII. CONFIDENTIALITY AND PUBLIC DISCLOSURE

Respondents shall treat all information obtained from the City which is not generally available to the public as confidential and/or proprietary to the City. Respondents shall exercise all reasonable precautions to prevent any information derived from such sources from being disclosed to any other person. No other party, including any Respondent, is intended to be granted any rights hereunder.

IX. RIGHTS AND OPTIONS RESERVED

In addition to the rights reserved elsewhere in this RFI, the City reserves and may, in its sole discretion, exercise any or more of the following rights and options with respect to this RFI if the City determines that doing so is in the best interest of the City:

1. Decline to consider any response to this RFI (“response”); cancel the RFI at any time; elect to proceed or not to proceed with discussions or presentations regarding its subject matter with any Respondent and with firms that do not respond to the RFI; to reissue the RFI or to issue a new RFI (with the same, similar, or different terms);
2. Select a COTS package from a vendor that does not respond to this RFI, or elect not to proceed with any procurement;
3. Waive, for any response, any defect, deficiency, or failure to comply with the RFI if, in the City’s sole judgment, such defect is not material to the response;
4. Extend the Submission Date/Time and/or to supplement, amend, substitute, or otherwise modify the RFI at any time prior to the Submission Date/Time, by posting notice thereof on the City web page(s) where the RFI is posted;

5. Require, permit, or reject amendments (including, without limitation, submitting information omitted), modifications, clarifying information, and/or corrections to responses by some or all Respondents at any time before or after the Submission Date/Time;
6. Require, request or permit, in discussion with any Respondent, any information relating to the subject matter of this RFI that the City deems appropriate, whether it was described in the response to this RFI;
7. Discontinue, at any time determined by the City, discussions with any Respondent or all Respondents regarding the subject matter of this RFI, and/or initiate discussions with any other Respondent or with vendors that did not respond to the RFI;
8. To conduct such investigations with respect to the financial, technical, and other qualifications of the Respondent as the City, in its sole discretion, deems necessary or appropriate;
9. Do any of the foregoing without notice to Respondents or others, except such notice as the City, in its sole discretion, may elect to post on the City web page(s) where this RFI is posted.

This RFI and the process described are proprietary to the City and are for exclusive benefit of the City. Upon submission, responses to this RFI shall become the property of the City, which shall have unrestricted use thereof.

X. PUBLIC DISCLOSURE

By submitting a response to this RFI, Respondent acknowledges and agrees i) that the City is a “local agency” under and subject to the Pennsylvania Right-to-Know Law (the “Act”), 65 P.S. §§ 67.101-67.3104, as the Act may be amended from time to time; and ii) responses may be subject to public disclosure under the Act. In the event the City receives a request under the Act for information that a Respondent has marked as confidential, the City will use reasonable efforts to consult with Respondent regarding the response and, to the extent reasonably practicable, will give Respondent the opportunity to identify information that Respondent believes to be confidential proprietary information, a trade secret, or otherwise exempt from access under Section 708 of the Act.

Notwithstanding anything to the contrary contained in this RFI, nothing in this RFI shall supersede, modify, or diminish in any respect whatsoever any of the City’s rights, obligations, and defenses under the Act, nor will the City be held liable for any disclosure of records, including information that the City determines in its sole discretion is a public record and/or information required to be disclosed under the Act.

RFI Question Template Exhibit

Respondent Name:		
Question Number	RFI Section # <i>(If applicable)</i>	Question(s)
1.		
2.		
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