

THE SCHOOL DISTRICT OF PITTSBURGH
(Pittsburgh, PA)

**REQUEST FOR PROPOSALS FOR SURVEILLANCE SERVICES FOR
WORKERS' COMPENSATION**

Issuance Date: March 2, 2015

Submission Date: March 20, 2015

Introduction

The purpose of this Request for Proposals (“RFP”) is to obtain surveillance services for the School District of Pittsburgh’s (the “School District”) workers’ compensation program. The School District’s workers’ compensation program is self-insured and self-administered, with a payroll base of approximately \$257 million. The School District is seeking proposals from certified investigative professionals who have substantial experience delivering surveillance services in accordance with the Bureau of Workers’ Compensation’s guidelines for self-insured entities.

The District envisions a three-year engagement, with an option to renew for an additional three years.

Timetable/Response Submittal

The School District is requesting proposals from experienced and qualified firm(s) to serve as workers’ compensation surveillance investigators to the School District. Selection of the firm(s) will be made based on the proposals submitted and possibly oral interviews, if needed. A tentative timetable for the selection process is provided below:

- 03/02/2015 Release of RFP
- 03/20/2015 @ 12:00 Noon Receipt of Proposals
- 04/22/2015 Legislative Approval by Board of School Directors

Upon the release of this RFP and during the conclusion of the selection process, there shall be no communication between any prospective respondents and/or their lobbyist(s), agent(s) with any staff of the School District, or any elected representatives or other appointed official of the School District and/or their staff, except as provided for in the RFP. Any violation of this provision by any prospective firm and/or its agent shall be grounds for immediate disqualification.

All proposals for workers’ compensation surveillance services shall be submitted to the School District as follows:

Pamela R. Capretta
Executive Director of Finance
& Facilities Management
School District of Pittsburgh
341 South Bellefield Avenue
Pittsburgh, PA 15213
Tel: (412) 529-3845
Fax: (412) 622-3857

One (1) original and three (3) copies of the proposal shall be prepared and submitted to the School District in such form as is set forth in this RFP by 12:00 p.m. Noon, on Friday, March 20, 2015.

Proposals, including any/all attachments, cover letter and tabs should not exceed twenty five (25) pages in length on 8 1/2" X 11" paper, single spaced using a minimum font size of 10 pt.

Proposals should be submitted in accordance with the instructions detailed below. The School District reserves the right to select a proposal in its entirety or some portion(s) thereof. Furthermore, the School District reserves the right to reject any and all proposals and to waive irregularities.

Proposals which are submitted in electronic format or faxed will not be accepted.

Any questions regarding this RFP should be addressed to Ms Capretta.

Specific Response Requirements

Responses should address the following questions or requests for information and be organized so that the specific questions or requests for information each begin on a new page with the question repeated at the top of the page.

I. Letter of Transmittal

Each proposal should be accompanied by a letter of transmittal which summarizes key points of the proposal and which is signed by an authorized officer.

II. Firm Experience and Qualifications

A. Please provide an overview of the firm and its qualifications. Please include the location of the firm's office(s) in the Commonwealth of Pennsylvania. Describe, in narrative form, your technical plan of accomplishing the work

B. Describe the firm's relevant workers' compensation surveillance and investigative experience for the past 2 years for the following categories:

- i. All Pennsylvania self-insured entities.
- ii. All Pennsylvania local government units.

III. Surveillance Team

Include the number of executive and professional personnel, along with support staff, who will engage in the work. Provide complete resumes as well as responsibilities each will have in the project, how long each has been with your company and the educational background of each, including professional credentials, licenses and/or certifications in the field of surveillance/investigations. Identify the Contractor's Project Manager along with his/her qualifications.

IV. Plan of Work

Please provide a detailed plan of work for the School District's engagement. Indicate specific documentation and reporting functions and provide examples of work product.

- A. The Scope of Work is attached as Exhibit 'A'
- B. A Vendor Questionnaire is attached as Exhibit 'B'

Responses to all items contained in the questionnaire should be incorporated in your proposal.

V. Firm Information/Equal Employment Opportunity

- A. Describe your firm's equal employment opportunity policies and programs. If you are a certified business, please include a copy of your current certification in the proposal.

- B. Has your firm or any of its employees, or anyone acting on its behalf, ever been convicted of any crime or offense arising directly or indirectly from the conduct of your firm's business or have any of your firm's officers, directors or persons exercising substantial policy discretion ever been convicted of any crime or offense involving financial misconduct or fraud? If so, please describe any such convictions and surrounding circumstances in detail.

- C. Has your firm, or any of its employees, or anyone acting on its behalf, been indicted or otherwise charged in connection with any criminal matter arising directly or indirectly from the conduct of your firm's business which is still pending or have any of your firm's officers, directors or persons exercising substantial policy discretion been indicted or otherwise charged in connection with any criminal matter involving financial misconduct or fraud which is still pending? If so, please describe any such indictments and surrounding circumstances in detail.

- D. Please describe (i) any material financial relationships that your firm or any firm employee has with any firms, or persons, or entities that may create a conflict of interest in acting as an independent contractor to the School District; (ii) any family relationship that any employee in your firm has with any public servant or School District employee that may create a conflict of interest, or the appearance of a conflict of interest in acting as an independent contractor to the School District, and (iii) any other matter that your firm believes may create a conflict of interest or the appearance of a conflict of interest acting as an independent contractor to the School District. Please describe any procedures your firm has adopted, or would adopt, to assure the School District that a conflict of interest would not exist for your firm in the future.

- E. Attach a copy of your Commonwealth of Pennsylvania State Investigator's Certificate.

- F. Attach a copy of your current certificate of general liability insurance coverage.

VI. Fee Proposal

Please provide a fee structure that your firm would propose to provide surveillance and investigative services for the School District of Pittsburgh's (the "School District") workers' compensation program in accordance with the requirements set forth in this document.

Evaluation Criteria and Selection Process

The contract(s) will be awarded to the qualified proposer whose proposal is most advantageous to the School District, based upon the evaluation criteria specified below. Thus, while the points in the evaluation criteria indicate their relative importance, the total scores will not necessarily be determinative of award. Rather, the total scores will guide the School District in making an intelligent award decision based upon the evaluation criteria.

The School District reserves the right to request oral presentations from those firms determined to be in a competitive range and shall use the information derived from these oral presentations, if any, in its evaluation.

The School District anticipates selecting surveillance firm(s) using the following criteria to determine which firm meets the needs of the School District best.

| <u>Self-Insurance Actuarial Valuation</u> | <u>Points</u> |
|--|----------------------|
| Ability to Meet the Specific Needs of the District | 20 |
| Experience and Qualifications | 30 |
| Plan of Work | 20 |
| Fee | 30 |

Surveillance Services Scope of Work Statement

1. Objectives

To provide expert comprehensive Activities Assessment and Surveillance Services (Investigative Services). The investigation will determine whether the Claimant's activities are consistent with his/her purported disability, and whether the Claimant is engaging in unreported employment.

The Contractors utilized to provide these services shall have a thorough knowledge of Pennsylvania Workers' Compensation Law, including personnel experienced in conducting activities and surveillance services on workers compensation claims.

2. Assignment of Activities Checks and Surveillance

Activities checks and surveillance will only be performed upon written and/or telephone referral when authorized by the Workers' Compensation section for the District.

3. Description of Program Services

A. Activities Checks

1. Within three (3) working days of referral of a claim by the School District, the Contractor shall contact the appropriate School District designee to review and discuss the referred claim, the scope of the investigation to be conducted, and if, necessary, additional information will be provided to the Contractor.
2. If the Contractor's investigation reveals that the Claimant's activities are consistent with his purported disability, and Claimant has no unreported employment, the Contractor shall report in a timely fashion and place the claim on hold pending instructions from an approved School District designee.
3. If the Contractor's investigation reveals that a Claimant's activities are inconsistent with his/her purported disability, or that the Claimant has unreported employment, the Contractor shall immediately contact the referring School District authority for additional direction.

B. Surveillance

1. The Contractor shall supply and use motion picture cameras and/or video equipment suitable for both indoor and outdoor filming, to substantiate documented reports submitted to the District, as well as to corroborate legal testimony at hearing.
2. Where film is utilized, the Contractor shall arrange for the development of the film, storage of the film, and provide viewing of the film at times and places requested by the School District. The Contractor shall make available, copies of relevant videotape to the District, or the District's Legal Counsel, upon request.
3. The Contractor shall furnish and maintain all legal responsibility for its surveillance vehicles utilized by its investigators. The Contractor shall assign and utilize only one investigator, and one vehicle on a referral, except where otherwise approved by authorized School District personnel.
4. The Contractor will be expected to contact the School District for further instructions within the first three (3) hours of surveillance if the Contractor is unable to substantiate Claimant's residency, or if no activity occurs.
5. Within thirty (30) days of claim referral by the District, the Contractor shall submit to the School District a typewritten narrative report signed by the individual investigator who coordinated the investigation. These reports must be accurate, informative, and reflect all activities for which surveillance videotape is available.
6. The Contractor shall retain all case files following the legal guidelines of no less than five (5) years.

C. Legal Testimony

- 1 The Contractor and its investigators may be required to provide sworn legal testimony and supply evidence, including surveillance films, at hearings on referred School District Claims. The Contractor and its investigators shall assist and cooperate with the School District and its Legal Counsel in the preparation for and performance during such legal proceedings.
- 2 The Contractor agrees that the fee for litigation support services shall remain in effect and extend for an additional twenty four (24) months beyond the term of this agreement.

1. Is work ever reassigned to anyone outside of your firm? If so, please elaborate. If work is reassigned, the subcontractor must meet approval criteria of this RFP.
2. How many investigators does each of your supervisors manage?
3. What methodologies do you utilize to ensure a quality product and value to your customers? Please outline your training program. How frequently does organized training take place?
4. Please indicate significant topics covered in your training?
5. List the standard equipment issued to your field staff.
6. Describe any special equipment or technology available for use by field staff.
7. Provide a list of vehicles typically used for surveillance.
8. Where and how is video evidence stored?
9. How long is evidence kept?
10. Describe your disposal procedures for surveillance reports and footage.
11. Who writes your reports, and how are they prepared?