



**CITY OF PHILADELPHIA**

**Department of Labor**

**REQUEST FOR INFORMATION**

**FOR**

**Investigative Case Management System**

**April 3, 2025**

Deadline for questions, requests for clarification, or requests for additional information	April 14, 2025 before 5 PM (Local Philadelphia Time)
City Responds to Questions	April 18, 2025
Responses to RFI Due	April 25, 2025 before 5 PM (Local Philadelphia Time)

**CHERELLE L. PARKER, Mayor**  
**On Behalf of the Department of Labor**



# Investigative Case Management System

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## INVESTIGATIVE CASE MANAGEMENT SYSTEM REQUEST FOR INFORMATION

### I. RESPONSE CALENDAR

Post Request for Information	April 3, 2025
Deadline for questions, requests for clarification, or requests for additional information (email <a href="mailto:olive.kuhn@phila.gov">olive.kuhn@phila.gov</a> )	April 14, 2025 before 5 PM (Local Philadelphia Time)
City Responds to Questions ( <a href="https://www.phila.gov/rfp/additional_opportunities">https://www.phila.gov/rfp/additional opportunities</a> )	April 18, 2025
Responses to RFI Due (email <a href="mailto:olive.kuhn@phila.gov">olive.kuhn@phila.gov</a> )	April 25, 2025 before 5 PM (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) is embarking on a significant initiative to upgrade and modernize its administrative business processes and related legacy technology systems that currently support its business operations. As part of this initiative, the City intends to implement a new investigative case management system for the Department of Labor. The City, through its Department of Labor (DOL), 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.

Respondents are asked to provide DOL with information regarding their available COTS products 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 solution's 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. RFI CONTACT INFORMATION FOR QUESTIONS, REQUESTS FOR CLARIFICATION**

All questions (see RFI Question Template Exhibit) and requests for clarification concerning this RFI must be in writing and submitted via email no later than 5:00 pm, Local Philadelphia Time, on April 14, 2025 to:

Name	Olive Kuhn
Title	Assistant Compliance Director
Department	Department of Labor
Email	<a href="mailto:olive.kuhn@phila.gov">olive.kuhn@phila.gov</a>

Responses to questions and requests for additional information shall be at the sole discretion of the City. Any additional information and/or responses to questions will be posted only on the City’s website at [https://www.phila.gov/rfp/additional\\_opportunities](https://www.phila.gov/rfp/additional_opportunities) . No additional information and/or responses to questions will be sent by email. Nothing in this RFI shall create an obligation on the City to respond to a Respondent submitting a response.

The City may, in its sole discretion, issue addenda to this RFI containing responses to questions, clarifications of the RFI, revisions to the RFI or any other matters that the City deems appropriate. Addenda, if any, will be posted on the City’s website at [https://www.phila.gov/rfp/additional\\_opportunities](https://www.phila.gov/rfp/additional_opportunities). It is the Respondent’s responsibility to monitor the Additional Opportunities site for Addenda and to comply with any new information.

Oral responses made by any City employee or agent of the City in response to questions or requests for information or clarification related to this RFI are not binding and shall not in any way be considered as a commitment by the City.

If a Respondent finds any inconsistency or ambiguity in the RFI or an addendum to the RFI issued by the City, the Respondent is requested to notify the City in writing by the above deadline for questions and requests for information or clarification.

#### **IV. ABOUT THE CITY OF PHILADELPHIA AND DEPARTMENT OF LABOR**

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.

The DOL provides essential support for the City employees who are working to build a City government that provides economic opportunity for all Philadelphians through enforcement of federal, state, and City worker protection laws. The DOL builds partnerships between management and labor organizations representing City employees and non-City employees; creates, implements, and administers City policies and practices necessary to achieve equal employment opportunity in the workplace and compliance with antidiscrimination policies and laws; and administers and enforces the City's worker protection laws for over 700,000 public and private sector workers in Philadelphia.

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.

#### **V. RESERVED**

#### **VI. ANTICIPATED SOLUTION REQUIREMENTS**

The Philadelphia Department of Labor is looking for Case Management software to track labor complaints from the time they are reported to the department through the investigation process to resolution. In a typical year, the department receives thousands of inquiries about labor practices which are investigated and hundreds of those inquiries turn into official complaints or cases. The department requires a web-based system where they can collaborate on documents, manage their workflows and the transfer of cases from one user to the next and better metrics in back-end reporting.

The proposed solution should include the following functionality:

##### Case Management

- Ability to create new cases manually or from web submissions
- Ability to organize and store contact information for all parties to the case

- Ability to share entire case file or individual documents with other system users and outside entities
- Ability to assign cases and transfer ownership between multiple users
- Ability to set status of case investigation (Ex: reported, open, referred, settled, appealed, etc)
- Ability to link multiple complaints into a larger case
- Ability to link multiple cases to a single entity
- Ability to send notifications through the system and via email

#### Workflow

- Ability to define investigation steps for different types of
- Ability to assign system users to various steps of the process
- Ability to set reminders of upcoming case events, missed deadlines, etc

#### Document Management

- Ability to attach, store, and view documents of all types with case file (ex: all document formats, pictures formats, audio, video, hyperlinks, etc)
- Allow users to create and edit documents within the application
- Allow collaboration and sharing of documents between users within the application
- Ability to manage storage of documents in user-defined folders
- Ability to import and export case files and documents in all common formats

#### Security (access, auditing)

- Ability to assign various levels of access to different users or classes of users
- Ability to redact sensitive information
- Must meet the City's Office of Innovation and Technology's standards for system architecture, data security and privacy (to be provided)

#### Reporting & Analytics

- Ability to create configurable dashboards for managing workload
- Ability to create ad hoc reports or scheduled reports using drag and drop fields, sorting and filtering
- Ability to report based on outcomes, case type, industry, method of referral, etc.
- Ability to export reports in all standard formats

#### Other (Administration)

- Ability to create / delete user accounts and apply role-based permissions
- Ability to migrate current case files to the system (approx. 1000-2000 files)
- Ability to create approval and notification chains based on workflow
- Ability to restore and recover any data loss in accordance with city standards (to be provided)

- Ability to create custom values for data fields (Ex: Status of case investigation drop down box shows choices as Reported, Open, Settled, Appealed, Closed, etc)

## **VII. 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 Investigative Case Management 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.

**VIII. USE OF RESPONSES**

Responses to this RFI may be used by DOL to select a software product for the Investigative Case Management System. Responses may also be used to assist DOL 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.

**IX. 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:

Name	Olive Kuhn
Title	Assistant Compliance Director
Department	Department of Labor
Email	<a href="mailto:olive.kuhn@phila.gov">olive.kuhn@phila.gov</a>

**Responses are due April 25, 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)

**X. 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.

**XI. 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.

## **XII. 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.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		