



**CITY OF PHILADELPHIA**

**Department of Labor**

**REQUEST FOR INFORMATION**

**FOR**

**Investigative Case Management System**

**City's Response to Questions**

**April 15, 2025**

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

**INVESTIGATIVE CASE MANAGEMENT SYSTEM  
REQUEST FOR INFORMATION  
CITY'S RESPONSE TO QUESTIONS**

**I. Questions Received by April 14, 2025 Deadline and Answers Prepared by Department of Labor**

- Question: How many staff/users will need access to the system?
  - o Answer: Currently 12.
- How many third party users - investigators, etc. - do you work with?
  - o Answer: All investigators are members of staff. The City of Philadelphia Department of Labor (DoL) has no contracted staff at this time.
- What is the name of the current software and database used?
  - o Answer: The DoL currently uses Microsoft Teams and Excel to organize files associated with the Office of Worker Protections.
- Could you provide an estimate number of fields with “meaningful data” that needs to be migrated to live on in the new system.
  - o Answer: The Excel spreadsheet referenced above contains nineteen (19) fields. In addition, each case file includes a case notes document and several other documents.
- Do you plan on migrating files to the new system?
  - o Answer: Yes
- Where do files that require migration reside today?
  - o Answer: Microsoft Teams folders
- Is there some sort of identifier linking files or document requiring migration to current cases?
  - o Answer: Currently, all documents related to a case are stored in the case file folder. Each case file is hyperlinked to the case number listed in the Excel case tracker document. There are no consistent naming requirements on these documents or files.
- Could you clarify the format and structure of the approximately 1,000–2,000 case files to be migrated (e.g., PDF, database records, scanned documents)?
  - o Answer: The following files are contained in investigative folders: PDF, Excel spreadsheets, Word documents, images (such as JPG), video and audio recordings (such as MP4).
- Are there any existing systems or platforms that the new case management system will need to integrate with (e.g., HRIS)?
  - o Answer: No, not at this time.
- Will the system need to support multiple languages?
  - o Answer: All case management system users will be English speakers, but there may be documents or files in another language.

## RFI Question and Answer

- Does the City have plans to eventually bring other workforce management workflows, such as employee relations or equal employment matters, into the procured ICMS?
  - o Answer: No.
- Will there be attachments associated with the case files being migrated in?
  - o Answer: Yes.
- Will a subject matter expert be available to assist with mapping data fields from the current system into the proposed solution?
  - o Answer: Yes.
- Is Multi-Factor Authentication (MFA) required?
  - o Answer: Multi-Factor Authentication may be required after the City of Philadelphia Office of Innovation and Technology reviews the identified solution.
- What is the current volume of documents associated with case files?
  - o Answer: It depends on the case but can range from five (5) to over one hundred (100) files.
- Is the department using a dedicated Document Management System (DMS) currently?
  - o Answer: No.
- For the online complaint submission form, is the department expecting support for any languages in addition to English?
  - o Answer: Yes. Spanish language.
- Does the department expect the platform to allow complainants to track the status and outcome of their submitted complaints?
  - o Answer: No.