



CITY OF PHILADELPHIA

**Office of Innovation and Technology
On Behalf of
Office of Special Events**

REQUEST FOR INFORMATION

FOR

Special Event Permitting Software Solution

April 21, 2025

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| Deadline for questions, requests for clarification, or requests for additional information | May 5, 2025, before 5 pm (Local Philadelphia Time) |
| City Responds to Questions | May 12, 2025 |
| Responses to RFI Due | May 19, 2025, before 5 pm (Local Philadelphia Time) |

CHERELLE L. PARKER, Mayor
On Behalf of Jazelle Jones, City Representative and Director of Special Events
Melissa A. Scott, CIO, Office of Innovation and Technology



Special Event Permitting Software Solution

TABLE OF CONTENTS

| | |
|--|---|
| RESPONSE CALENDAR | 1 |
| PURPOSE OF REQUEST FOR INFORMATION | 1 |
| RFI CONTACT INFORMATION FOR QUESTIONS..... | 2 |
| REQUESTS FOR CLARIFICATION | 2 |
| ABOUT THE CITY OF PHILADELPHIA AND OSE | 3 |
| ANTICIPATED SOLUTION REQUIREMENTS | 3 |
| SUBMISSION GUIDELINES | 5 |
| USE OF RESPONSES | 7 |
| HOW TO SUBMIT RESPONSES | 7 |
| CONFIDENTIALITY AND PUBLIC DISCLOSURE | 7 |
| RIGHTS AND OPTIONS RESERVED | 8 |
| PUBLIC DISCLOSURE | 9 |

Special Event Permitting Software Solution

REQUEST FOR INFORMATION

I. RESPONSE CALENDAR

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|--|--|
| Post Request for Information | April 21, 2025 |
| Deadline for questions, requests for clarification, or requests for additional information (email Natalie.Faragalli@phila.gov) | May 5, 2025, before 5 pm (Local Philadelphia Time) |
| City Responds to Questions https://www.phila.gov/rfp/additional opportunities) | May 12, 2025 |
| Responses to RFI Due (email Natalie.Faragalli@phila.gov) | May 19, 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, through its Office of Special Events (OSE) is seeking information from vendors regarding commercial off-the-shelf (COTS) or configurable permitting software solutions to modernize and streamline the special event permitting process. This Request for Information (RFI) aims to gather insight into available solutions that can significantly improve the efficiency of the City's event permitting operations, enhance the applicant experience, and improve cross-departmental coordination.

OSE manages approximately 1,600 special event applications annually and is the central hub for permitting, licensing, insurance, and coordination of City services for public events in Philadelphia. With major global events such as the MLB All-Star Game and the FIFA World Cup scheduled for 2026, OSE anticipates a surge in permit requests and a corresponding need for enhanced operational efficiency.

The City seeks a solution that can:

- Streamline application intake and processing to reduce overall processing times and eliminate inefficiencies;
- Centralize workflows across multiple City departments to improve internal coordination;

- Enhance communication with applicants by offering real-time status updates and reducing reliance on manual email communication;
- Simplify the applicant experience by creating a single access point for applicants, reducing the need to navigate between various City agencies;
- Integrate payment processing systems for a seamless payment experience; and
- Generate robust data and reports to monitor key performance indicators (KPIs) and support data-driven decision-making.

Additional Considerations:

- **Permitting Software Solutions:** Is your software COTS or configurable?
- **Implementation, Training, and Professional Services:** What is your approach to implementation, training, and upfront setup? Do you offer professional services for these areas?
- **Interoperability:** How does your system integrate with existing City systems?
- **Cost Structure:** What are the licensing and maintenance costs associated with your system?
- **Real-Time Engagement:** What tools do you offer for real-time applicant engagement?

This RFI is issued for planning and informational purposes only. No contract will be awarded as a result of this RFI; however, the information received may be used to develop a future Request for Proposals (RFP). Vendors that respond to this RFI will not be excluded from participating in any future procurement related to this project.

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 May 5, 2025, to:

| | |
|------------|--|
| Name | Natalie Faragalli |
| Title | Communications Director |
| Department | Office of Special Events |
| Email | Natalie.Faragalli@phila.gov |

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. 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 OFFICE OF SPECIAL EVENTS

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 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; Burlington, Camden, and Gloucester in New Jersey.

The Office of Special Events (OSE) in the City of Philadelphia is responsible for coordinating and permitting special events throughout the city. OSE collaborates with multiple City departments to ensure safe and efficient event planning, including the Department of Licenses & Inspections, Philadelphia Police Department, Philadelphia Fire Department, Department of Streets, Department of Parks & Recreation, and Department of Public Health. Each year, OSE processes thousands of event permits, ranging from large-scale outdoor events to community festivals. OSE is seeking a technology solution that will modernize and streamline the event permitting process, ensuring timely approvals, effective interdepartmental coordination, and an improved user experience for applicants and City staff.

V. ANTICIPATED SOLUTION REQUIREMENTS

At a high level, the desired features and functionality of the software solution should include, but not be limited to:

- **Multi-application Hosting:** Capability to manage multiple permit applications concurrently.
- **Permit Generation and Distribution:** Ability to create, manage, and issue permits directly through the system.
- **Service Request Creation:** Functionality to generate service requests based on applicant needs.

- **Post-Submission Editing:** Options to modify submitted applications and upload additional documentation.
- **Conditional Logic Workflows:** Customizable workflows that adapt based on application inputs.
- **Real-time Status Tracking:** Transparent, real-time updates for applicants and City personnel.
- **External Communication:** Direct messaging or communication options between applicants and the City.
- **Internal Collaboration Tools:** Communication features for interdepartmental coordination.
- **Centralized Dashboards and Calendars:** Unified views of applications, events, and schedules.
- **Third-party Integrations:** Ability to link to external systems for billing or supplemental applications.
- **Invoice Management:** Tools for generating and managing invoices.
- **Multi-user Access:** Support for multiple user profiles and permission levels.

Professional Services for Training and Support

The vendor must provide comprehensive training sessions for all City personnel users of the system, covering:

- System navigation
- Application processing
- Report generation
- Troubleshooting procedures

Training materials, including user manuals, video tutorials, and FAQs, should be provided for ongoing reference.

The vendor must submit a detailed training plan, outlining the format, schedule, and scope of the training services provided.

Information Requested from Vendors

The City requests that respondents address the following questions in their response:

1. **Solution Overview:** Describe the key features and capabilities of your software solution as they relate to the requirements outlined above.
2. **System Customization:** Provide information about the level of customization or configuration possible to tailor workflows to the City’s special event permitting process.
3. **Integration Capabilities:** Explain how your solution integrates with third-party systems (e.g., payment processors, GIS, or business licensing databases).
4. **Implementation Plan:** Outline your typical implementation timeline for a large city like Philadelphia, with multi-departmental coordination.
5. **Training and Support:** Describe your approach to staff training, applicant onboarding, and ongoing technical support.

6. **Cost Structure:** Provide high-level pricing information, including licensing fees, implementation costs, training costs, and ongoing support fees.
7. **Post-Implementation Adjustments:** Describe the process and associated costs for modifying workflows, application forms, or system features after implementation. Specify whether these changes can be made by City personnel or require vendor involvement, and outline any pricing models (e.g., hourly rates, subscription-based updates, or tiered support plans).

The City welcomes any additional information vendors believe would help OSE assess market capabilities for a comprehensive permitting software solution.

VI. 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 Special Event Permitting Software Solution. 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 the 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.

VII. USE OF RESPONSES

Responses to this RFI may be used by OIT to select a software product for Special Event Permitting Software Solution. 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.

VIII. 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:

Natalie Faragalli
Communications Director
Department Office of Special Events
Natalie.faragalli@phila.gov

Responses are due May 19, 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)

IX. 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.

X. 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.

XI. 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) |
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