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Small Contracts, Big Ideas

Post Archive

January 2019 – December 2019

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SMS/MMS texting solution to support outreach efforts - 2019-01-15 16:49 - Rebecca Lopez Kriss

ISSUE DATE: January 15, 2019
DEADLINE TO SUBMIT PROPOSAL: February 19, 2019
CONTRACT AMOUNT: Not to exceed $34,000
CONTRACT TIME FRAME: April 2019 – June 2019

Background

The Philadelphia Department of Revenue seeks proposals for a desktop texting application that can send and receive text messages. Revenue will use this application to support case management to reach property owners who are the foreclosure, have already provided City staff with contact phone numbers, and need to take additional steps to come into tax compliance, such as completing Owner Occupied Payment Agreements ("OOPA's"), making a standard payment agreement, or catching up with missing installment payments on an existing agreement, to avoid losing their property in a Sheriff Sale. These owners will consent to text messaging as a means of communication.

We anticipate piloting this outreach method with a single team, but could scale department-wide in the future.

Scope of Services

This application should have an administrator interface that can:

- Send and receive SMS text messages from a desktop computer to individuals
- Track conversations, and allow for exporting records of conversations
- Support multiple users
- Ability to upload batches of phone numbers from a file
- Ability to send the same message to multiple recipients, and manage individual responses from recipients
- Support auto-response
- Optional: support sending and receiving pictures
- Optional: message scheduling

Deliverables

- Texting application, including all code and open source licensing to share and reuse this code. (The intention for this application may include making this code public, or sharing within other government agencies for their reuse or adaptation.)
- Training for staff, including industry best practices
- Hand off, that includes documentation for use of the application, documentation of the code, and a timeframe for future support

Respondents should gather the following materials into a single pdf and submit them electronically to Rebecca Lopez Kriss at rebecca.lopezkriss@phila.gov no later than midnight, Tuesday, February 19, 2019.

- **A written statement of qualifications and experience, and related work samples:** Describe the background, expertise and experience of the firm, demonstrating ability to provide the requested services. Please include the current number of employees at the firm. Please describe at least three successfully completed projects produced within the past 24 months that relate to the project type and services described above and include sample deliverables of those projects. Note, Revenue encourages the creation of economic opportunities for minority, women, and disabled-owned businesses in its projects, including professional services contracts such as are contemplated here. If respondents feel they can meet these criteria, they should note it in this section of their proposal.
- **Proposed Budget/Pricing:** Include pricing for all aspects of the project, including any future maintenance or support costs. Indicate the structure of the pricing (fixed price, cost per message, cost per user, or other). The budget should include any discounts offered for this engagement.
- **Timeline:** Please provide a detailed timeline of the project with a breakdown of tasks required to complete the project before our deadline of June 30, 2019.
- **References:** Please provide contact information for three individuals and their organizations for which the project team's firms have performed successful similar projects in the last 24 months. Revenue may contact these references to inquire about overall performance, work style, individual staff capabilities and project administration.

Selection Process

The Department of Revenue will coordinate the evaluation and selection process, which includes any other stakeholders. Revenue retains the right to reject any and all proposals.

Factors that will be considered in the evaluation include:

- Quality, depth of specific relevant experience, and qualifications of the firm;
- Quality, depth of specific relevant experience, and qualifications of the project staff;
- Value (quality of service for billing structure)

Following an initial review of all proposals submitted, a short-list of applicants may be asked to make an oral presentation and demonstration of the product, over the phone, via web meeting, or in person, or submit additional information to members of the selection committee prior to selection.

Respondent's Guarantee

The Respondent guarantees the services will be satisfactory to Revenue, as required in this RFP. If Revenue is dissatisfied with the services, Revenue reserves the right to terminate any agreement for service resulting from this RFP at any time and be relieved of the obligation of continuing with any such agreement. All monies due to contractor for satisfactory and acceptable work completed up to the date of termination of the agreement will be paid upon termination of agreement.

Statements and creative concepts generated in response to this RFP become the sole property of

Revenue. Any pricing must remain valid for 90 days. Revenue reserves the right to adjust the specifications or scope of work stated in this RFP.

Questions

All questions related to this opportunity should be posted in the comment section of this listing **no later than February 7, 2019**.

Facsimile proposals will not be accepted. Late or incomplete proposals will not be considered.

Ron Michael Zettlemoyer (2019-01-16 12:53:41)

Sounds like this could/should be something that's built-in to whatever case management software the department/city is using. Like if you were using Zendesk, I believe SMS is available as an add-on. Without knowing more about the other tools that are being used, building a stand-alone tool just for messaging seems short sighted.

Rebecca Lopez Kriss (2019-01-17 09:49:19)

Thanks for your question. Respondents should assume that there is no existing CMS in place for this project.

upland (2019-01-16 19:17:55)

How long of an Agreement services contract is Revenue seeking for this engagement? Is it for 1 year or for a longer term? What types of renewal terms does Revenue want?

upland (2019-01-16 19:19:20)

Does Revenue have an estimation for the volume of text messages it will send and receive per month?

Rebecca Lopez Kriss (2019-02-01 16:01:22)

We estimate between 1,000 and 5,000 texts per month.

upland (2019-01-16 19:20:26)

If our company does not allow for Revenue to terminate for convenience is that acceptable and will our Proposal be reviewed?

Rebecca Lopez Kriss (2019-01-17 15:54:37)

We will review all proposals that we receive on time, however we will adhere to the City's terms for contracts. You can find full details of terms and conditions here: https://drive.google.com/file/d/1iNs7Zwvy-UDocT1u-v5YKifuzWBP1Wzw/view?usp=sharing

upland (2019-01-16 19:22:28)

Our platform will be used by Revenue as a software platform and we do not provide our source code to customers. Does Revenue only want the code to build a platform internally? Is that acceptable and will our Proposal be considered?

Rebecca Lopez Kriss (2019-01-17 16:11:57)

We will review all proposals that we receive on time. We will evaluate each proposal on how well they meet the requirements of this request. We require the source code and open source licencing because the City needs to be able to maintain this application into the future. We encourage anyone who can deliver a product that meets our objectives and deliverables to submit a proposal.

bschmerin (2019-01-17 10:42:46)

Is there somewhere to find the terms and conditions for "small contracts, big ideas" prior to submitting a proposal?

Rebecca Lopez Kriss (2019-01-17 15:44:46)

Thanks for your comment. You can find a copy of our terms and conditions here: https://drive.google.com/file/d/1iNs7Zwvy-UDocT1u-v5YKifuzWBP1Wzw/view?usp=sharing

Kristin Spaulding (2019-01-17 14:44:08)

Hello, can you please let us know how many desktops at the Dept of Revenue would be generating the text messages? For example would it one desktop that multiple users could log into to send texts messages, or multiple desktops, each having their own user assigned to them in order to send text messages?
-Kristin Holm

Rebecca Lopez Kriss (2019-01-17 15:49:49)

Hi, thanks for your question. We anticipate 15-20 users, each on their own desktop.

Kristin Spaulding (2019-01-17 14:46:10)

Hello, our second question is, if there is only one desktop being used to send texts, from the Dept of Revenue, with multiple users with the ability to log on, would each user need their own login credentials, or would they all be able to share the same login info?
-Kristin Holm

Rebecca Lopez Kriss (2019-01-17 15:51:54)

Thanks for your question. We anticipate 15-20 users, each on their own desktop, and anticipate that each would have their own login. However, if your system works differently, please outline that in your proposal.

Kristin Spaulding (2019-01-17 14:49:38)

Our last question is, approximately now many individuals (Property owners) would be receiving the text messages? A range or estimate would be welcomed. Thank you!
-Kristin Holm

Rebecca Lopez Kriss (2019-02-01 16:05:07)

For this pilot we estimate less than 200 property owners would be contacted per month.

Stuart Henry (2019-01-18 07:33:41)

The deliverables do not include any sort of hosting services or setup on any server environments. Is anything like that required, or will the City be setting up the hosting environment?

Rebecca Lopez Kriss (2019-02-01 16:07:32)

There are several options for the provider's configuration of the solution. However, the solution will presumably consist of a desktop front-end for users' operations and a back-end service for sending

and receiving SMS or MMS messages.

The front-end can be a) based on a Department of Revenue .Net server programmed in preferably C# or alternatively Java or b) web-based using HTML 5 with JavaScript. The front-end must have a well designed user experience that complies with the City of Philadelphia's design guidelines. The front end must be delivered for ownership and maintenance by the Department of Revenue.

The back-end can be a) based on a Department of Revenue .Net server programmed in either preferably C# or alternatively Java or b) cloud-based. The back-end may be delivered for ownership and maintenance by the Department of Revenue or simply for use of the licensed service by the Department of Revenue. The options for use of the service and separately for ownership/maintenance of the service must be specified and priced in the proposal. Also, relevant volume-based usage fees for the specified service must be described.

Stuart Henry (2019-01-18 07:34:28)

Are there any technologies, programming languages, or frameworks that are preferred or required by the City for this project?

Rebecca Lopez Kriss (2019-02-01 16:06:08)

The desktop front-end for users' operations can be:
a) based on a Department of Revenue .Net server with WPF or Winforms programmed in C# (preferably) or Java (alternatively)
b) web-based platforms using either a) HTML 5 with JavaScript or b) ASP.Net Core or c) MVC.

The back-end service for delivery/receipt of SMS or MMS messages can be:
a) based on a Department of Revenue .Net server using Web API or WCF or Web Service and programmed in either C# (preferably) or Java (alternatively)
b) cloud-based for access by the front-end via web services delivered for a Department of Revenue .Net server using Web API - Json or Web Service - SOAP.

Stuart Henry (2019-01-18 07:34:51)

To facilitate sending and receiving SMS messages, is there a preferred third party service to be used, such as Twilio?

Rebecca Lopez Kriss (2019-02-01 16:06:26)

The Department of Revenue does not have a preferred third-party service for sending and receiving messages. However, the service must be robustly integrated with the front-end via web services. Pricing (licensing and/or volume-based usage fees) for the proposed back-end service must be specified.

Stuart Henry (2019-01-18 07:35:54)

Are there any specific guidelines/requirements we should know about with respect to storing personally identifiable information (PII) for users, storing log data, and retaining server data backups?

Rebecca Lopez Kriss (2019-01-25 13:13:35)

Thanks for your question. We're not anticipating sending or receiving PII with this project.

Ernesto Tagwerker (2019-01-21 12:50:42)

What operating system are these Desktops running? Are you open to the development of software applications that will run within a browser?

2019 - 02

[CLOSED] Enterprise Customer Relationship Management Tool RFI - 2019-02-04 15:37 - GayleR

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 enterprise CRM (Customer Relationship Management) Tool, or a package of integrated tools.

Follow the links below for more information on the opportunity
- Enterprise Customer Relationship Management Tool RFI
- Question Template
- Information Session Presentation

Responses to the RFI must be submitted by March 15th, 2019 before 5:00 PM (Local Philadelphia Time). Email responses to Suzanne.Patton@phila.gov and Gayle.Ruggeri@phila.gov).

An Informational Session to review the requirements of this RFI will be held as follows:
    DATE: February 19th, 2019 at 1:00 PM (Local Philadelphia Time)
    LOCATION: 1234 Market Street - Suite 1800, Philadelphia, PA 19107.

Participation in the Information Session is optional but strongly encouraged.

The City will host a conference call dial-in number for the Information Session. To receive the dial-in information:

- Email Suzanne.Patton@phila.gov by 05:00 PM (Local Philadelphia Time) on February 15th, 2019 Local Philadelphia Time
- Include the name and email address of who is to receive the dial in information.

The deadline for questions is **March 1st, 2019 before 5:00 PM** (Local Philadelphia Time).

Any additional information and/or responses to questions will be posted on the City's website at http://www.phila.gov/rfp ("Additional Opportunities"). No information and/or responses to questions will be sent by email.

BACKGROUND INFORMATION

Philly Free Streets is a people-powered initiative of the City of Philadelphia that temporarily closes streets to cars, inviting people to walk bike and play in the street. Philly Free Streets is an initiative of Mayor Jim Kenney that is led by the Managing Director's Office of Transportation, Infrastructure, & Sustainability (OTIS) to advance Philadelphia transportation goals and to build relationships in the community. Over one dozen City departments contribute to operations and programs of each Philly Free Streets event.

Philly Free Streets is a popular program that welcomes people living in zip codes across the city and throughout the region. In 2018, on North Broad Street, Philly Free Streets welcomed over 50,000 people from 45 of the city's 48 zip codes. For program summaries and press related to Philly Free Streets: http://www.phillyfreestreets.com/about.html.

STATEMENT OF PURPOSE

With the existing constraints (capacity and operational costs), the opportunities to expand Philly Free Streets are limited. The Office of Transportation, Infrastructure, & Sustainability (OTIS) aims to expand the Philly Free Streets initiative and to cultivate the resources necessary to support the initiative's growth.

To reach this goal, OTIS seeks support to:

- Identify a business model that best supports Philly Free Streets' growth
- Develop a strategic business plan that supports the implementation of the identified business model

OTIS is seeking proposals from qualified vendors. Successful proposals should:

- Demonstrate understanding of and expertise in strategic business planning process
    - Describe your relevant experience and understanding of the problem statement
    - Describe your firm's approach to strategic business planning
- Demonstrate a comprehensive and thoughtful approach to each of the five (5) deliverables and Describe how your proposed work plan prioritizes the most important aspects of the work and supports an accurate and useful product
- Provide staff management plan, project activity details, and project timeline, demonstrating the successful completion with the five (5) associated deliverables
- Describe resources or information from the City of Philadelphia that will be required to successfully complete this project within the appropriate budget

Special consideration will be given for proposals that appropriately synthesize and prioritize elements from task descriptions. Proposals must be under $34,000.

SCOPE OF WORK

As part of this contract, the selected vendor will be required to complete the following deliverables:

Deliverable 1
Project management & meetings
Description
Project oversight, timeline management, meeting coordination, agendas, facilitation, and notes. Coordination of review process for final products.

Deliverable 2
Philly Free Streets – operations & programmatic review
Description
Review existing structure of Philly Free Streets, conduct interviews of City departments that support Philly Free Streets, and conduct a strength, weakness, opportunity, threat (SWOT) analysis for Philly Free Streets.

Deliverable 3
U.S. open streets programs – best practice research & review
Description
Analysis of at least (5) U.S. open streets programs with unique business model types and unique program types.

Deliverable 4
Business model recommendation & selection workshop
Description
City of Philadelphia executive leadership workshop, in which business model recommendations are presented and the selection of a business model is facilitated

Deliverable 5
Strategic business plan
Description
A formatted strategic business plan that synthesizes findings of the internal review, peer program evaluation and executive leadership workshop

OTIS will provide selected vendor with all available Philly Free Streets details to support with the successful completion of each task.

All deliverables must be made available in both the original Word and/or native Adobe format and in PDF format to the City. All deliverables produced will become the property of the City.

Selected vendor should expect to complete all associated tasks no later than September 30, 2019.

RFP TIMELINE
Successful respondents should be able to meet the following proposed deadlines:

February 5, 2019
Notice of City's request for services distributed

February 15, 2019 (5PM)

Questions to due electronically to
Charlotte.Castle@phila.gov

February 19, 2019 (5PM)
Answers posted

February 27, 2019 (5PM)
Proposals due electronically to Charlotte.Castle@phila.gov

March 4, 2019 (Week of)
30-minute interviews with respondents

March 15, 2019 (5PM)
Successful company notified

April 1, 2019
(Week of)
Kick-off meeting

September 30, 2019
All final work provided to OTIS

Proposals are due by 5PM on February 27, 2019, and must be provided electronically to Charlotte Castle, Vision Zero & Neighborhood Programs Coordinator, City of Philadelphia Office of Transportation, Infrastructure, & Sustainability (OTIS), at Charlotte.Castle@Phila.gov. All questions must be submitted via email to Charlotte Castle by February 15, 2019 by 5PM. Responses will be provided to all questions via email on February 19, 2019 by 5PM.

Proposals must include:

BACKGROUND INFORMATION
- Name, address, and telephone number of firm.
- Description of Provider (corporation, sole proprietorship, partnership, consortium) and year formed.
- State if the firm is qualified to do business in the Commonwealth of Pennsylvania and the City of Philadelphia. Include all that apply:
    - Federal tax identification number;
    - City of Philadelphia tax identification number;
    - City of Philadelphia business license number.
- Name, title and business address of persons to whom communications respecting this activity should be directed, if different from above.

ORGANIZATIONAL DESCRIPTION AND EXPERIENCE
Complete the following information:

- Provide a general statement describing the firm, its size, number of employees, hours of operation and primary business areas.
- Provide a description of the firm's experience performing similar business & strategic planning for similar size/type clients. Include dates, locations and scale of these services. Provide contacts for 3 recent (within the last 3 years) clients for whom the firm has performed similar work.

PROPOSED STAFFING & SCHEDULE
- Describe the staffing plan for this project, and hiring plan, if necessary. Please provide training and experience qualifications for each individual.
- Indicate the proposed timeline for completing the project for anticipated project tasks, including completion, and any key dependencies.

PROJECT UNDERSTANDING & STATEMENT OF QUALIFICATIONS
- All applicants must demonstrate their knowledge and understanding of the project.
- All applicants must explain why they are qualified to perform the work required.

COST PROPOSAL
Proposals must be under $34,000.

ADDED 2/19/2019, PER TIMELINE:
QUESTIONS RECEIVED & ANSWERS:

QUESTIONS RECEIVED

1. The RFP indicates that OTIS wants a sustainable business plan for growth. Generally speaking, what is your ambition for growth? E.g., assure current annual event? Multiple events/year? Some streets permanently or significantly closed to vehicular traffic? Other programming that reinforces to the public the 'lessons learned' from free streets? Use this process to discern the answer? ***Answer:*** *The City's core ambition—and priority for this contract—is to establish a strategic business plan that supports Philly Free Streets initiative's growth as to host more than one program per year, in which streets are temporarily closed cars, inviting people to walk, bike, and play.*
2. Who are the key stakeholders internal and external to city government that need to be engaged in the planning process? Of these, are some more critical to success than others? ***Answer:*** *Key stakeholders include operational agencies and departments who support the execution of Philly Free Streets programming.*
3. To what extent have the stakeholders critical to the success embraced the initiative overall and this planning process in particular? ***Answer:*** *Philly Free Streets is an initiative of Mayor Jim Kenney. Operation stakeholders who play a role in program delivery work to support Mayoral initiatives.*
4. Who [by title] will be part of the "executive leadership workshop" described in Deliverable 4? How big a group is it? ***Answer:*** *The Executive Leadership Workshop described in Deliverable 4 will be comprised of up to approximately fifteen (15) attendees. Identification of individuals and their titles has yet to be determined.*
5. Who are the ultimate decision makers regarding implementation of a growth plan for free streets such that the business plan needs to address the *real politick* of their interests and concerns? ***Answer:*** *The Managing Director, under the guidance of the Mayor's Office, will be the ultimate decision-maker regarding growth plan for Philly Free Streets.*

6. To what extent does OTIS view this engagement to be about finding the optimal business solution, and to what extent is it about socializing (aka selling) it to key decision makers in the city? *Answer:* *OTIS seeks responses that demonstrate expertise in developing an optimal business solution for Philly Free Streets' sustained growth.*
7. On what is the budget cap based? Any assumptions about which we should be aware? *Answer:* *The strategic business plan should identify opportunities for financial support needed to implement the proposed program growth.*

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 Right-of-Way (ROW) system. 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.

Follow the links below for more information on the opportunity

- [Streets Right of Way RFI](#)
- [Question Template](#)
- [Information Session](#)

Responses to the RFI must be submitted by April 9th, 2019 before 5:00 PM (Local Philadelphia Time). Email responses to jon.malcarney@phila.gov and Gayle.Ruggeri@phila.gov).

An Informational Session to review the requirements of this RFI will be held as follows:
    DATE: March 12, 2019 at 10:30 AM (Local Philadelphia Time)
    LOCATION: 1234 Market Street - Suite 1800, Philadelphia, PA 19107.

Participation in the Information Session is optional but strongly encouraged.

The City will host a conference call dial-in number for the Information Session. To receive the dial-in information:

- Email jon.malcarney@phila.gov by 5:00 PM on March 7, 2019 Local Philadelphia Time
- Include the name and email address of who is to receive the dial in information.

The deadline for questions is **March 19, 2019 before 5:00 PM** (Local Philadelphia Time).

Any additional information and/or responses to questions will be posted on the City's website at http://www.phila.gov/rfp ("Additional Opportunities"). No information and/or responses to questions will be sent by email.

CITY OF PHILADELPHIA
Vision Zero – Roosevelt Boulevard Automated Speed Enforcement Campaign
Speeding and automated speed enforcement awareness campaign

BACKGROUND INFORMATION
Traffic crashes are a serious health threat to Philadelphians. Every year in Philadelphia, our residents are subject to approximately 10,000 traffic crashes on Philadelphia streets, taking the lives of around 100 people and severely injuring 250 more. Philadelphia's traffic death rate is over twice as high as New York City's.
The City of Philadelphia is proud to adopt Vision Zero; Vision Zero aims to eliminate all traffic deaths and severe injuries on Philadelphia streets by 2030, while increasing safety, health, and mobility for all. Vision Zero's core principles are:

- Traffic deaths are preventable and unacceptable.
    - Human life is our highest priority.
    - Preserving human life takes priority over convenience.
- Philadelphia's transportation system should be safe for all its users, in all neighborhoods.
- Human error is inevitable and unpredictable. Our transportation system should be designed to anticipate human error, so that the consequence is not death or severe injury.
- People are inherently vulnerable and speed is a fundamental predictor of crash survival. Our transportation system should be designed for speeds that protect human life.

Vision Zero uses data-informed decision-making to prioritize improvements on Philadelphia streets with the highest need. In Philadelphia, fifty-percent (50%) of all traffic deaths and severe injuries occurred on just 12% of Philadelphia streets (PennDOT, 2012 – 2016). This 12% of streets comprises the High Injury Network. By prioritizing investments along these corridors, we can save lives and prevent severe injuries.

Of these High Injury Network streets, one corridor has demonstrated outstanding need for safety improvements: Roosevelt Boulevard. Thirteen-percent (13%) of the City's traffic deaths occurred on just 11.75 miles of Roosevelt Boulevard, between N. 9th Street and the City/County line (PennDOT, 2012 – 2016). And although crashes involving people walking and biking accounted for only 7% of all crashes on the Boulevard, they accounted for 30% of all deaths and severe injuries on the Boulevard. It is clear: Roosevelt Boulevard a Vision Zero priority.

Currently, the City of Philadelphia, PennDOT, and SEPTA are partners on a program called the Roosevelt Boulevard "Route for Change" Program. The purpose of this planning study is to identify key engineering and policy recommendations and to envision more long-term transformative ideas, to create a more

inviting corridor. The plan is expected to be finalized by the end of 2019 and provide the City and its agency stakeholders a road map for developing a series of improvements to create a more inviting corridor that is safe, accessible, and reliable for all modes.

On October 19, 2018, the City joined the Pennsylvania Department of Transportation (PennDOT) to celebrate an important announcement: the Pennsylvania State Legislature's passage of SB 172, a bill that legalizes automated speed enforcement (ASE) along Roosevelt Boulevard, between 9th Street and the Philadelphia-Bucks county boundary in Philadelphia. The purpose of the automated speed enforcement is to increase safety and affect driver behavior by reducing the speed of vehicles traveling along Roosevelt Boulevard.

As of March 2019, 15 states and 138 municipalities across the US have implemented Automated Speed Enforcement devices in school zones and along injury networks (IIHS). The utilization of automated speed enforcement is more widespread in Europe and Australia. A systematic review of speed camera effectiveness in Europe and Australia reported 14- to 65-percent reductions in vehicles traveling more than 10 MPH above the speed limit, and 11- to 44-percent reduction in crashes involving fatalities and serious injuries near camera sites (Wilson 2010, "Speed Cameras for the Prevention of Road Traffic Injuries and Deaths").

Currently, the City is working with City Council to develop the local legislation required to implement the ASE program along Roosevelt Boulevard. As part of preparing for an ASE program along Roosevelt Boulevard, the Managing Director's Office of Transportation, Infrastructure, and Sustainability (OTIS) is seeking quotes for proposals to support the development a public awareness campaign that highlights the message that driver speeds kill, no matter how you travel. The public awareness campaign for the Roosevelt Boulevard ASE program will fall under the umbrella of the City's Vision Zero We Meet in the Street campaign.

The selected vendor will be responsible for:

- Developing a data-driven public awareness campaign strategy, including:
    - Tagline to support the message that speeds kill, no matter how you travel the Boulevard
    - Data-driven ad purchase recommendations, including but not limited to:
        - Select radio station ads
        - Select mobile ads
        - Bus tail ads
        - Transit shelter ads
    - Data-driven ad placement recommendations, as applicable
    - Public awareness campaign timeline/schedule
    - Performance metric model
- Adapting the City's existing Vision Zero campaign—We Meet in the Street—into key public awareness campaign materials specific and uniquely recognizable to the Roosevelt Boulevard ASE program:
    - 1-2 radio ads
    - 1 print media ad

While the location for automated speed enforcement cameras is contained to Roosevelt Boulevard, between 9th and the City/County line, we know that people travel along the Boulevard from across the region, specifically from Bucks County, Montgomery County, and Burlington County in New Jersey.

In addition, the selected vendor should demonstrate ability to develop ad campaigns that successfully engage a diverse audience. Task 1 deliverables will need to be interpreted into Spanish, Chinese, and Russian; the City will translate materials as needed. The City will adapt Task 2 printed media ad for use across mobile sites, social media, transit shelters, etc.

Proposals must be under $34,000, and firms should demonstrate how they will successfully deliver the following two tasks.

TASK 1: Roosevelt Boulevard Automated Speed Enforcement Public Awareness Campaign Strategy
The selected vendor will develop a comprehensive data-driven, print and digital public awareness campaign strategy to ensure residents and people traveling along Roosevelt Boulevard are aware of the automated speed enforcement program and the importance of speed management.

A successful campaign strategy should include:

- Tagline to support the message that speeds kill, no matter how you travel the Boulevard
- Data-driven ad purchase recommendations, including but not limited to:
  - Select radio station ads
  - Select mobile ads
  - Select social media ads
  - Bus tail ads
  - Transit shelter ads
- Data-driven ad placement recommendations, as applicable
- Recommended public awareness campaign timeline to show frequency and coordination of a variety of messaging
- Performance metric model for the City to use to measure campaign upon implementation

TASK 2: Roosevelt Boulevard Automated Speed Enforcement Public Awareness Campaign Materials
The selected vendor will adapt the City's existing Vision Zero campaign—We Meet in the Street—to create key public awareness campaign materials:

- Radio ad to raise awareness about the presence of automated speed enforcement cameras on Roosevelt Boulevard and the message that driver speeds kill, no matter how you travel.
  - Radio ad should be in English and interpreted into Spanish, Chinese, and Russian.
- Print media advertisement to raise awareness about the presence of an automated speed enforcement program on Roosevelt Boulevard and the message that driver speeds kill, no matter how you travel.
  - Selected vendor should be prepared to provide professional photography to support the Roosevelt Boulevard automated speed enforcement public awareness campaign. Photography should support the creative direction for the awareness campaign and may include both on-site streetscape and portrait photography.

- Successful applicant shall demonstrate proven ability to recruit participation of diverse Philadelphians—by age, race, and gender—in support of public awareness campaign.
- Successful applicant shall be willing to travel to Roosevelt Boulevard to capture photographs that are representative of the Boulevard and its residents.
  - o Creative design should be suitable for messages translated in Spanish, Chinese, Russian, and other languages as deemed fit. OTIS will provide translations.

All deliverables must be made available to the City. All graphic deliverables must be made available in both the original, pdf, and native Adobe format to the City. Printing of literature, translations, and ad purchases will not be part of this request; they will be managed separately. All deliverables produced will become the property of the City.

The City and selected vendor will work together to define a finalized scope of work, and tasks must be completed no later than June 28, 2019.

RFP TIMELINE
Successful respondents should be able to meet the following proposed deadlines:

March 13, 2019 (9AM)
Notice of City's request for services distributed

Tuesday, March 19, 2019 (5PM)
Questions to due electronically to
Charlotte.Castle@phila.gov

Thursday, March 21, 2019 (5PM)
Answers posted

Tuesday, March 26, 2019 (5PM)
Proposals due electronically to Charlotte.Castle@phila.gov

April 1, 2019 (Week of)
Successful company notified

April 8, 2019 (Week of)
Kick-off meeting

Friday, June 28, 2019
All final work provided to OTIS

OTIS will provide all details about Vision Zero, existing Vision Zero branding, Roosevelt Boulevard Route for Change, and any necessary information to assist with the planning and design of the campaign.

Proposals are due by 5PM on Tuesday, March 26, 2019, and must be provided electronically to Charlotte Castle, Vision Zero & Neighborhood Programs Coordinator, City of Philadelphia Office of Transportation, Infrastructure, and Sustainability (OTIS), at Charlotte.Castle@Phila.gov.

All questions must be submitted via email to Charlotte Castle by Tuesday, March 19, 2019 by 5PM. Responses will be provided to all questions via email on Thursday March 21, 2019 by 5PM.

Proposals must include:

BACKGROUND INFORMATION
- Name, address, and telephone number of firm.
- Description of Provider (corporation, sole proprietorship, partnership, consortium) and year formed.
- State if the firm is qualified to do business in the Commonwealth of Pennsylvania and the City of Philadelphia. Include all that apply:
  - Federal tax identification number;
  - City of Philadelphia tax identification number;
  - City of Philadelphia business license number.
- Name, title and business address of persons to whom communications respecting this activity should be directed, if different from above.

ORGANIZATIONAL DESCRIPTION AND EXPERIENCE
Complete the following information:

- Provide a general statement describing the firm, its size, number of employees, hours of operation and primary business areas.
- Provide a description of the firm's experience performing similar size/type projects for similar size/type clients. Include dates, locations and scale of these services. Provide contacts for two (2) recent (within the last 3 years) clients for whom the firm has performed similar work.

PROPOSED STAFFING & SCHEDULE
- Describe the staffing plan for this project. Please provide training and experience qualifications for each individual.
- Indicate the proposed timeline for completing the project for anticipated project tasks, including completion, and any key dependencies.

PROJECT UNDERSTANDING & STATEMENT OF QUALIFICATIONS
- All applicants must demonstrate their knowledge and understanding of the project.
- All applicants must explain why they are qualified to perform the work required.
- All applicants must submit a minimum of two (2) work samples.

COST PROPOSAL
Proposals must be under $34,000.

QUESTIONS RECEIVED & ANSWERS:
QUESTIONS RECEIVED

- Question: Does that include the consultant fee and the media buys?
  - Answer: Media buys will be handled and funded through a separate contract and funding source.

- Question: Also, radio commercials are produced by the station that your purchase unless you pay an agency to do it and you would definitely have to pay for all of the talent separately. It also risks the chance of the radio station audience not connecting to the ads. I also researched and the only world music station that we had in Philly was sold and no longer functioning. Just wondering where you would broadcast ads in Chinese and Russian. I suggest another route.
  - Answer: We are open to the expertise of the selected vendor to reach our intended audiences.

- Question: For data driven ad placement/purchase recommendations, will Vision Zero be providing the data?
  - Answer: We can provide general origins and destinations of people who travel along Roosevelt Boulevard. Based on this information and the vendor's marketing expertise, we expect the vendor to make ad placement and purchase recommendations.

- Question: Is it OK to subcontract or partner with a firm that specializes in data collection and performance metrics?
  - Answer: Yes, however, the contract limit for all prime vendor and subcontractors is no more than $34,000.

- Question: Will Vision Zero be providing the radio translation? If so, does the selected firm need to provide radio in 4 different languages? Or just in English.
  - Answer: The City will be responsible for translating the radio ad script developed in English provided by the selected vendor. The vendor will then be responsible for securing the voice talent and the production of the radio ads in the 3 other languages.

ISSUE DATE: March 19, 2019

DEADLINE TO SUBMIT PROPOSAL: April 4, 2019 Extended two days.

CONTRACT AMOUNT: Not to exceed $34,000

CONTRACT TIME FRAME: April 2019 – June 2019

Philadelphia Water Department's (PWD) Industrial Waste Unit is seeking to replace the current Township Billing application. The current application collects data from multiple systems including the Bureau of Laboratory Services (BLS) Laboratory Information System (LIMS) to assist the Industrial Waste Unit and the Finance division in the determination of proper bill-back charges to surrounding municipalities.

The replacement Township Billing Database would be added as another module in the pretreatment database, LINKO.

PWD is seeking proposals from qualified vendors. Successful proposals should:

- Migrate current process and data to Linko application
- Replicate and replace all values (e.g., tables, fields, calculations, and reports) from the Township Billing Database
- Ability to create and export reports in pdf, word, excel, and .csv formats
- Convert data (for the past five fiscal years) from the Township Billing Database
- Clean up data from the Township Billing Database before data conversion
- Ability to edit within the LINKO Module (only for the designated Township Billing module) such as customize calculations, adding/deleting users, setting up townships, etc.
- Provide training and user support to the new module

Submission Requirements
Respondents should gather the following materials into a single pdf and submit them electronically to Patrick C. Wood at Patrick.C.Wood@phila.gov no later than 5:00 PM EST, Thursday, April 4, 2019.

Proposed Budget/Pricing: Include pricing for all aspects of the project, including any future maintenance or support costs. Indicate the structure of the pricing (fixed price, cost per user, or other).

Timeline: Please provide a detailed timeline of the project with a breakdown of tasks required to complete the project before the deadline of June 30, 2019.

Process:
The Philadelphia Water Department will coordinate the evaluation and selection process, which includes any other stakeholders. PWD retains the right to reject any and all proposals.

Following an initial review of all proposals submitted, a short-list of applicants may be asked to make additional information to PWD prior to selection.

Statements and creative concepts generated in response to this request becomes the sole property of PWD. PWD reserves the right to adjust this proposal's specifications and/or scope of work.

Questions

All questions related to this opportunity should be posted in the comment section of this listing **no later than March 26, 2019**.

Facsimile proposals will not be accepted. Late or incomplete proposals will not be considered.

Note: Extending deadline for two extra days for answering vendor questions from 3/25/2019.

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abhijit.chakraborty@datacoresystems.com (2019-03-20 10:17:07)

#1 Replicate and replace all values (e.g., tables, fields, calculations, and reports) from the Township Billing Database

Question : Based on the point #1 data-core needs to know about the LINKO software database structure. Should we assume that data-core would be provided with all the APIs necessary for the data migration ?

#2. Ability to edit within the LINKO Module (only for the designated Township Billing module) such as customize calculations, adding/deleting users, setting up townships, etc.

Question : Based on the point #2 LINKO being a third-party software data-core would require full access inside the application. Should we assume that PWD would provide us with the necessary access to perform some support and maintenance post data migration activity ?

Byron Hutchinson (2019-03-25 15:26:52)

Is the PWD open to a cloud-based billing module outside of Linko?
If so, does the not to exceed number include Hosting and Licensing?
Does PWD use the Hosted or On-premise version of LINKO?
Is there specific functionality that LinkoSL does not provide that would warrant a solicitation?
Including the BLS system, how many other systems will the new Billing Application have to exchange data with?

PWood (2019-03-27 12:36:54)

Questions and Answers

Comment:
#1 Replicate and replace all values (e.g., tables, fields, calculations, and reports) from the Township Billing Database

Question: Based on the point #1 data-core needs to know about the LINKO software database structure. Should we assume that data-core would be provided with all the APIs necessary for the data migration?

ANSWER: It would be best if the vendor has a relationship with LINKO and can work with LINKO to obtain the APIs.

#2. Ability to edit within the LINKO Module (only for the designated Township Billing module) such as customize calculations, adding/deleting users, setting up townships, etc.

Question: Based on the point #2 LINKO being a third-party software data-core would require full access inside the application. Should we assume that PWD would provide us with the necessary access to perform some support and maintenance post data migration activity?

ANSWER: Yes.

PWood (2019-04-03 16:15:22)

1. Is the PWD open to a cloud-based billing module outside of Linko?
ANSWER: No

2. If so, does the not to exceed number include Hosting and Licensing?
ANSWER: N/A

3. Does PWD use the Hosted or On-premise version of LINKO?
ANSWER: PWD currently uses the on-premise version; moving to cloud version in the next few months.

4. Is there specific functionality that LinkoSL does not provide that would warrant a solicitation?
ANSWER: Nothing specific

5. Including the BLS system, how many other systems will the new Billing Application have to exchange data with?
ANSWER: The new Billing Application will also have to receive data in the form of a text file from the PWD Collectors' team.

2019 - 06

Township Billing Project [Closed] – 2019-06-03 16:03 - PWood

ISSUE DATE: June 3, 2019
DEADLINE TO SUBMIT PROPOSAL: June 14, 2019
CONTRACT START DATE: July 1, 2019
CONTRACT AMOUNT: Not to exceed $34,000
CONTRACT TIME FRAME: July 1, 2019 – June 30, 2020

Philadelphia Water Department's (PWD) Industrial Waste Unit is seeking to replace the current Township Billing application. The current application collects data from multiple systems including the Bureau of Laboratory Services (BLS) Laboratory Information System (LIMS) to assist the Industrial Waste Unit and the Finance division in the determination of proper bill-back charges to surrounding municipalities.

The replacement Township Billing Database would be added as another module in the pretreatment database, LINKO.

PWD is seeking proposals from qualified vendors. Successful proposals should:

• Migrate current process and data to Linko application
• Replicate and replace all values (e.g., tables, fields, calculations, and reports) from the Township Billing Database
• Ability to create and export reports in pdf, word, excel, and .csv formats
• Convert data (for the past five fiscal years) from the Township Billing Database
• Clean up data from the Township Billing Database before data conversion
• Ability to edit within the LINKO Module (only for the designated Township Billing module) such as customize calculations, adding/deleting users, setting up townships, etc.
• Provide training and user support to the new module
• The project must be completed by June 30, 2020

Submission Requirements
Respondents should gather the following materials into a single pdf and submit them electronically to Patrick C. Wood at Patrick.C.Wood@phila.gov no later than 5:00 PM Eastern, Friday, June 14, 2019.
Proposed Budget/Pricing: Include pricing for all aspects of the project, including any future maintenance or support costs. Indicate the structure of the pricing (fixed price, cost per user, or other).
Timeline: Please provide a detailed timeline of the project with a breakdown of tasks required to complete the project before the deadline of June 30, 2020.

Process:
The Philadelphia Water Department will coordinate the evaluation and selection process, which includes any other stakeholders. PWD retains the right to reject any and all proposals.
Following an initial review of all proposals submitted, a short-list of applicants may be asked to make additional information to PWD prior to selection.

Statements and creative concepts generated in response to this request becomes the sole property of PWD. PWD reserves the right to adjust this proposal's specifications and/or scope of work.

Questions

All questions related to this opportunity should be posted in the comment section of this listing no later than June 7, 2019.

Facsimile proposals will not be accepted. Late or incomplete proposals will not be considered

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PWood (2019-06-11 14:43:39)

Questions and Answers

Answers to Submitted Questions:

Is this an RFP? Is the RFP document posted online?

This is a Big Idea PHL proposal, not an RFP. The information display online is the Big Idea PHL proposal.

Can vendors partner with the awarded contractor?

Vendors can reach out to the awarded contractor for partnership.

2019 - 09

Calendar
• Request for Information (RFI) release date: September 9, 2019
• Questions regarding the RFI: Due September 16, 2019
• Responses provided: September 27, 2019
• **RFI submission: Due October 4, 2019**

Background and Context
Over the past several years, the Office of the Chief Administrative Officer (CAO) has worked to make contracting with the City of Philadelphia more efficient and effective. Our initiatives include improvements to our contract processes that make the City a better vendor partner.

We're proud that we have moved bid submission from an in-person paper-based process to a completely online process. We implemented several new technologies and policies to decrease the time it takes to execute a contract. We led the charge to pass a change to the City's Home Rule Charter (Charter) to allow Best Value contracting and have implemented this process on several major procurements.

Despite these improvements, we still have a lot of work to do. A primary goal of our work is to increase the ease of doing business with the City to improve access to our contract opportunities by all vendors in order to spur competition and innovation.

Problem We Are Solving
Currently, the City of Philadelphia posts contract opportunities on four official City websites, depending on the type of opportunity. This system is often confusing to vendors who want to find out what the City is interested in buying. And, it's challenging for City employees tasked with outreach to the vendor community to explain which of the four websites they should be visiting to find opportunities for their business.

Businesses have given feedback to the City that they do not know where to start looking for contract opportunities if they are interested in doing business with the City. This can result in businesses missing out on these opportunities and the City failing to fully maximize competition.

The City would like to receive more bids and proposals from a larger and more diverse group of bidders. Increasing competition leads to lower prices and higher quality. We want to work with local, small and diverse businesses so we can reinvest the City's tax dollars into the City's economy.

Though we want to help vendors find opportunities, we also need to maintain our current websites as the place where vendors apply for open contract opportunities.

These are the four websites where the City posts opportunities for contracting:

- "PHL Contracts" https://www.phlcontracts.phila.gov/bso/ is where public works, supplies, non-professional services, and equipment bids are posted. Best Value Requests for Proposals (RFP) for these types of goods and services are also posted here.

- "eContract Philly" https://secure.phila.gov/eContract/ is where professional services contract opportunities (RFPs) are posted.
- "Small Contracts, Big Ideas PHL" https://bigideasphl.com/ is where departments are encouraged to post any type of opportunity under $34,000, which are not legally required to be posted publicly.
- Requests for Proposals page https://www.phila.gov/rfp/pages/default.aspx is where RFPs for quasi-governmental agencies and RFIs can be posted.

Even when a business can find the correct website for what they are selling, the vendor interfaces are not always user-friendly. Businesses are not always able to search using keywords and are not always able to receive notifications of new opportunities, which would also help to increase transparency. This contributes to having a relatively high proportion of opportunities with only 1 or 2 respondents.

Lack of transparency is currently a problem particularly for contracts under $34,000. There is no requirement to publicly post these contracts, so many departments just send a few solicitations via email rather than posting publicly. Allowing the contracts hub website to highlight small opportunities may also encourage departments to post these publicly.

Potential Solution

Though we are open to a variety of solutions to this problem, we are especially interested in low-cost solutions that would integrate or scrape the links to opportunities from these four websites and post them in one website. This website should:

- be designed with the user (vendors) in mind
- allow vendors to search to find relevant opportunities
- allow vendors to search for opportunities in specific sub-category types (such as by contract value, type of good or service, or by opportunities only open to local businesses)
- use a responsive, user-friendly design that improves the usability and desirability of the City's platform and adheres to the City's digital standards
- comply with ADA and WCAG 2.1 to ensure accessibility
- allow for internal ongoing maintenance by City employees
- allow for ongoing vendor engagement and education
- provide space to post explanatory content and links to other contract-related resources
- highlight new opportunities and/or allow for interested businesses to receive notifications and updates on newly posted opportunities.

We also want to be sure that our internal staff will be able to maintain this site after an initial engagement.

Current Systems

The City uses primarily two systems to manage procurement bids and professional services contract opportunities. For procurement, the City uses an off-the-shelf software, BuySpeed, built by Periscope Holdings, LLC. This software includes the public-facing PHL Contracts website, and an internal system for managing the bid and award process. This system has an API.

For Professional Services, this City uses software called Automated Contract Information System (ACIS), maintained by Information Services Partners (ISP). The public portal for these opportunities is eContract Philly, which is also maintained by ISP.

The City maintains the Small Contracts, Big Ideas PHL website and the RFP website internally.

How to Respond

Your proposal should also include:

- a cover letter which summarizes your response and indicates if supporting documentation is included in your response
- the response to the RFI, answering the questions below
- any supplementary documents.

Please limit your response to 10 or fewer pages, including RFI answers and supplementary documents.

Complete the following sections as part of your response:

- Company overview, including such things as:
    - how many years your company has been in business;
    - where your business is headquartered;
    - whether your company is a certified Minority, Woman, or Disabled-owned business;
    - staffing size and structure; and,
    - any other information you believe sets your company apart.
- Please describe how your organization would address the problem outlined in the RFI.
- Provide links to any examples of websites that use your solution.
- Note any anticipated challenges or areas of concern based on the information available to you.
- Explain how you would ensure that City staff can maintain this website after the engagement ends.
    - How would you help the City think through a governance model so content remains accurate over time?
    - How will you ensure an internal content team can maintain the tool beyond the scope of the work?
    - What will your knowledge transfer look like upon project completion?
- Describe your pricing model. Include both project work and post-project work.
- Provide the security details of your solution.

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: Laura White
Title: Assistant Chief Administrative Officer
Department: Office of the Chief Administrative Officer
Email: Laura.White@phila.gov

Responses are due October 4, 2019, 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).

RFI Contact Information for Questions, Clarifications

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 p.m., local Philadelphia time on September 16, 2019, to

Name: Laura White
Title: Assistant Chief Administrative Officer
Department: Office of the Chief Administrative Officer
Email: Laura.White@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 http://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 http://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.

Use of Responses

Responses to this RFI may be used by CAO to select a software product for a Contracts Hub. Responses may also be used to assist CAO 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 our 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.

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. Respondents will not be bound by the cost estimates provided in their responses to this RFI in a future procurement. The City also reserves the right to not procure any software.

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.

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.

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.

2019 - 10

[CLOSED] Taxonomist and metadata specialist for phila.gov - 2019-10-09 19:21 - liana.dragoman

Background:
The [Office of Open Data and Digital Transformation](#) (ODDT) is in search of a **Taxonomist and Metadata Specialist for three months.**

As an agency, we believe in a City government that understands the needs of its people and empowers them through efficient and effective services. We collaborate with departments, the public, and other stakeholders—employing human-centered design methods—to create digital services that support the success and well-being of all Philadelphians.

One large initiative of ODDT is the redesign of phila.gov. 4.7 million people visit the City of Philadelphia's website, phila.gov, every year. Whether they're looking for information on the Philadelphia Marathon, checking whether trash pickup is on-schedule, looking for after school activities, or applying for public assistance programs, for many Philadelphians, their experience on phila.gov represents the image they have of government. For the past few years, we've been working closely with content creators, City colleagues, and the public to rewrite service information and to design features that better meet the needs of City residents. You can see the progress so far at www.phila.gov.

In this 3-month role, you'll work with department stakeholders and will analyze current content to develop a classification system that improves Phila.gov content visibility and usability. You will oversee all aspects of our content tagging and the classification system. This includes editorial oversight of the tagging process as well as coordination with our content, product, and development teams.

Tasks to be completed:
- Analyze phila.gov's current content landscape to ensure its proper classification.
- Define taxonomy based on content research, populate database with fixed vocabulary of meta-tags, and tag appropriate content.
- Create maintenance standards to ensure the taxonomy will be maintained through its lifecycle.
- Document and advocate for best practices in the tagging process to ensure quality.
- Educate City stakeholders on best practices.
- Coordinate work with content and development teams.

Application deadline and process:
- Please submit an application by 5:00 p.m. ET on October 15, 2019.
- If you have questions, please post them below by October 11, 2019 at noon. We'll respond the same day by 5:00 p.m.

To apply, send the following to oddt@phila.gov:
- Your resume or curriculum vitae
- Your hourly rate

Considerations:
- Contracts will not exceed $34,000.
- Applications should show that candidates have:

- An understanding of content classification and metadata schemas.
- Experience using content management or digital assessment management systems.
- Experience with information organization and architecture.
- The ability to collaborate and coordinate with a multidisciplinary team of designers, content strategists, and developers.

2019 - 11

Finance - Third Party Billing Solution [Closed] - 2019-11-13 12:07 - PWood

ISSUE DATE: November 13, 2019
DEADLINE TO SUBMIT PROPOSAL: November 22nd, 2019
CONTRACT START DATE: December 2nd, 2019
CONTRACT AMOUNT: $ 20,000
CONTRACT TIME FRAME: 3 Months

Philadelphia Water Department's (PWD) Finance Unit is seeking a COTS solution to capture detailed miscellaneous billing information. The system must also have reporting capabilities and the ability to generate custom invoices for PWD vendors along with the ability to track payments and reconcile financial data based on the outstanding invoices.

The purpose is to stream line the billing process and accurately store the associated information. The ability to migrate existing data (csv format) is also a requirement.

PWD is seeking proposals from qualified vendors. Successful proposals should have:

Data Governance and Data Entry
- Clean up data from the database before data conversion
- Migrate existing data to the new application (e.g., tables, fields, calculations, and reports)
- Ability to create custom columns within the Database

System Capabilities
- Ability to have different security levels within the user access groups
- Some fields should be editable based on user access types – e.g. payments, NSF, partial payments, payment plans, credit memos, etc.
    - 25 users
- Ability to attach support documents
- Ability to input comments within system for individual records for the invoices generated
- Ability to create custom invoices that will auto calculate the amounts based on the account that is set up
- Must have the ability to track payment for individual accounts with automatic reconciliation
- Audit feature to track changes made by the user access group
- Should have notification ability – internal and external
- Online training and user support for system

Reporting
- Printing capabilities
- Reconciliation reporting
- Reporting capabilities – basic financial reporting, AR, Aging, monthly statements, Individual client-based reports, etc.
- Ability to generate deposit summary – custom columns may be needed

- Ability to create and export reports in multiple formats including pdf, word, excel, and .csv

Submission Requirements

Respondents should gather the following materials into a single pdf and submit them electronically to Patrick C. Wood at Patrick.C.Wood@phila.gov no later than 5:00 PM Eastern, November 22nd, 2019.

Proposed Budget/Pricing:

Include pricing for all aspects of the project, including any future maintenance or support costs. Indicate the structure of the pricing (fixed price, cost per user, or other).

Timeline:

Please provide a detailed timeline of the project with a breakdown of tasks required to complete the project before the deadline of November 22nd, 2019.

Process:

The Philadelphia Water Department will coordinate the evaluation and selection process, which includes any other stakeholders. PWD retains the right to reject any and all proposals. Following an initial review of all proposals submitted, a short-list of applicants may be asked to make additional information to PWD prior to selection. Statements and creative concepts generated in response to this request becomes the sole property of PWD. PWD reserves the right to adjust this proposal's specifications and/or scope of work.

Questions

All questions related to this opportunity should be posted in the comment section of this listing no later than November 20th, 2019.

Facsimile proposals will not be accepted. Late or incomplete proposals will not be considered

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Markus Gray (2019-11-14 18:41:32)

Would this platform also need to accept payments as well or will PWD be collecting payments using another method?

timbered (2019-11-20 16:07:56)

Greetings!

Questions regarding this proposal:

1. Was this request written with a particular COTS system in mind, that already meets all the city's requirements?

2. Can you define, in regards to "COTS", "commercial" and "off the shelf"? What does the city imply

these specifically mean? What software would qualify as "commercial" and "off the shelf"?

3. Because of the city's stated requirements for customizations of certain aspects of the applications functions, can the city reconcile or clarify it's desire for a CTOS that may not allow for customization, vs a system specifically developed to meet the city's stated needs that include these abilities?

5. Is meeting the city's definition of "a COTS system" a requirement for contract acceptance, or would a custom developed solution be considered?

Thank you,

Ray Yeomans
Timbered Tech
ryeomans50@gmail.com

timbered (2019-11-20 16:26:08)

The above description says "...complete the project before the deadline of November 22nd, 2019."

Is that correct? What is the deadline for having the system implemented?

SmartIMS (2019-11-20 16:34:46)

Hello.
Our questions regarding this opportunity are listed below:

1. In the opportunity description, the request to "capture detailed miscellaneous billing information" and the goal of "streamlining the billing process and accurately storing the associated information" are both stated.
    a. Please clarify if the solution you're seeking is expected to streamline the entire third-party billing process end to end (beyond as it is related to miscellaneous billing information),
    b. Or will it be integrated with existing systems used by other Water Billing/Revenue departments.
        i. If the system will be integrated, and there are specific aspects of the third-party billing process you would like to streamline; which are they?
2. Are there any challenges or concerns with the current billing process/system?
    a. If so, what are they?
3. Regarding the migration effort:
    a. What is the volume of the existing data that needs to be migrated?
    b. What reports need to be migrated?
4. Regarding the Data Governance and clean up:

a. Are there specific aspects of the data collected currently that have been found to have inaccuracies?
    b. What types of data clean up do you expect will be needed?
5. Regarding Data Entry:
    a. What is the expected peak volume of users who would be performing data entry concurrently (is it specifically the 25 users mentioned)?
6. Regarding the ability to create custom columns within the Database: Are you referring to the need to create custom columns during the initial customization or on an ad-hoc, ongoing basis?
7. Regarding the ability to attach support documents:
    a. What is the expected size of the support documents?
    b. What file types are these documents (Excel, pdf etc.)?
8. Regarding the required "ability to generate custom invoices for PWD vendors":
    a. Do you have a sample template of a custom invoice for the PWD vendors, which you can share – to demonstrate which fields you would like to be able to customization within an invoice, on a regular basis?
9. Notification ability: What types of internal and external notifications are required?
    a. Internal notification examples:
        i. Within the System: a bell icon as an alert for new notifications along with a notification page listing them
        ii. An automatic pop-up notification statement upon sign in
    b. External notification example:
        i. An email notification to the respective representative, of payment due etc.
10. Approximately how many detailed miscellaneous fields need to be captured?
    a. Are there specific format(s) for the fields preferred? (I.e.: Dates, Numbers, Text boxes, Radio buttons, email, Check-boxes; or a combination of these types?)
11. Regarding the Reporting capabilities :
    a. How many different reports are required (there are 5 listed as examples – are there any additional reports required beyond those)?
        i. What are they?
    b. For the Individualized client-based reports: what unique information do you want these reports to capture?
12. Regarding the "ability to generate deposit summary- custom columns may be needed": Are you referring to the need to create custom columns during the initial customization or on an ad-hoc, ongoing basis?
    Thank you!

PWood (2019-11-21 11:27:08)

Question: Does your team require the software to process payments as well?

Answer - We need to just track the payments the payments will be processed outside of the system with other financial institution. We just want the ability to manually track and recon the numbers once

it is inputted either by batch upload or manually entering in payments. There will be no accounts or payments that will process through this system. We already have a process for this.

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Working towards Zero Waste: Pilot project opportunity with the City of Philadelphia's Pitch & Pilot program - 2019-12-11 20:29 - liana.dragoman

The City of Philadelphia has launched "Pitch & Pilot," an initiative to engage the private sector in testing technology that has the potential to solve problems and advance City priorities.

Pitch & Pilot is an outgrowth of the SmartCityPHL Roadmap, spearheaded by the Office of Innovation and Technology (OIT). Pitch & Pilot will solicit, test, and evaluate creative approaches to municipal government challenges. Proposals will also be evaluated on their potential to benefit residents who are underserved by existing solutions.

For the first round of solicitations, OIT released a call for technology-enabled solutions that will support and track reductions in waste generated and sent to landfills in order to advance Philadelphia's goal of zero waste by 2030.

Proposals are due January 16, 2020. OIT will award up to $34,000 to a solution provider whose idea is most likely to advance this goal in financially sustainable ways for the City. The award will support a limited deployment of the solution, engagement of community members and relevant stakeholders, and evaluation of the solution's effectiveness and financial sustainability.

For more details on this *Calls for Solutions*, or to suggest an idea for a future round of Pitch & Pilot, please visit: https://www.phila.gov/programs/pitch-and-pilot/