



**CITY OF PHILADELPHIA**

**Office of Community Empowerment and Opportunity**

**REQUEST FOR INFORMATION**

**FOR A  
BENEFITS ACCESS  
KIOSK SOLUTION**

**Issue Date: April 12, 2022**

Deadline for questions, requests for clarification, or requests for additional information

April 20, 2022 before 5:00 PM  
(Local Philadelphia Time)

City Responds to Questions

May 4, 2022

Responses to RFI Due

May 18, 2022 before 5:00 PM  
(Local Philadelphia Time)

JAMES F. KENNEY, Mayor  
Mitchell Little, Executive Director  
Office of Community Empowerment and Opportunity

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# CEO KIOSK PROJECT REQUEST FOR INFORMATION

## I. RESPONSE CALENDAR

RFI Release Date	April 12, 2022
Deadline for questions, requests for clarification, or requests for additional information ( <a href="mailto:ceo.contracts@phila.gov">ceo.contracts@phila.gov</a> )	April 20, 2022, before 5:00 PM (Local Philadelphia Time)
City Responds to Questions ( <a href="http://www.phila.gov/rfp">http://www.phila.gov/rfp</a> )	May 4, 2022
Responses to RFI Due ( <a href="mailto:ceo.contracts@phila.gov">ceo.contracts@phila.gov</a> )	May 18, 2022, before 5:00 PM (Local Philadelphia Time)

## II. PURPOSE OF REQUEST FOR INFORMATION

The Office of Community Empowerment and Opportunity (CEO) is embarking on a significant initiative to request information from vendors that provide self-service kiosk systems with an automated printing machine, support and maintenance services for the feasibility, viability, cost, service delivery options, as well as equipment installation, support and maintenance options associated with using kiosk technology in various locations across the state. The objective of the kiosk is to expand access to CEO's benefits access program "BenePhilly" with greater access and convenience in obtaining needed public benefits programs throughout the city. These programs are essential in assisting residents with prescription drugs, health insurance, food, property taxes, heat and other utilities. Identified locations for kiosk placement include the Municipal Services Building - Center City; Philadelphia Department of Prisons and the Office of Children & Families (OCF)

The City has issued this Request for Information (RFI) in order to solicit statements of interest, capabilities, and cost estimates from all Respondents interested in, and capable of, providing a kiosk as part of CEO's solution.

Respondents capable of providing these devices are asked to provide CEO with information regarding their available kiosk solution with computing devices, subject to the following guidelines:

- Identify only kiosk solutions that meet the City's requirements.
- Focus on interoperability, reliability, durability, usability, availability, service and capacity.
- Detail the device specifications, operational requirements and configuration.
- Include these specifications in section V and a description of the solutions capabilities;

- responses may include one or more models.
- Describe the capabilities of the device, and the configurability to meet the specified requirements and services.
  - Identify needed services and sanitation in response to COVID-19

This Request for Information seeks to learn more about the following capabilities from kiosk technology providers. CEO is currently envisioning offering a limited range of referral services through kiosks to allow for residents to sign up for multiple city services and resources.

Responses should include pictures/diagrams, information about potential devices and/or types of kiosk devices you are able to supply, installation options and requirements, availability, and discount for volume pricing. If the hardware can be installed and configured only by the Respondent, that must be clearly stated in the Response, including the reasons why that is the case.

Respondents may, in the City's discretion, be invited to engage in discussions with the City's project team and/or demonstrate their kiosks, services and solutions. The City anticipates conducting on-site kiosk evaluations and may ask Respondents to provide one or more demonstration units for such evaluations.

No contract will be awarded pursuant to this RFI. Anyone who does not respond to this RFI is not precluded from responding to any future solicitation issued by the City. The City intends to procure hardware for this project as soon as reasonably possible, in accordance with the City's procurement laws and practices for hardware purchases, which may include, but are not limited to, the use of existing City contracts or certified cooperative purchase agreements. Respondents will not be bound by the ROM cost estimates provided in their responses to this RFI in a future procurement. The City also reserves the right to not procure any hardware.

### **III. RFI CONTACT INFORMATION FOR QUESTIONS/ REQUESTS FOR CLARIFICATION**

All questions (see RFI Question Template Exhibit) and requests for clarification concerning this RFI must be in writing and submitted via email no later than 5:00 pm, Local Philadelphia Time, on April 20, 2022, to [ceo.contracts@phila.gov](mailto:ceo.contracts@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.

#### **IV. ABOUT THE CITY OF PHILADELPHIA AND CEO**

The City of Philadelphia is the largest city in the Commonwealth of Pennsylvania and the fifth- 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 located in the southeastern section of Pennsylvania and the coterminous city/county covers 143 square miles. The City is bordered by the following counties: Bucks, Montgomery and Delaware in Pennsylvania, and Burlington, Camden and Gloucester in New Jersey.

As an operating department of the City, the Office of Community Empowerment and Opportunity provides leadership on issues of economic justice by advancing racial equity and inclusive growth to ensure that all Philadelphians share in the city’s prosperous future and by alleviating the immediate impact of poverty on individuals, families and communities.

#### **V. ANTICIPATED SOLUTION REQUIREMENTS**

The proposed kiosk and computing device should include the following specifications functionality, at a minimum:

- Solid State Drive (SSD) required; 500 GB minimum
- Cannot exceed 15 ¾” width
- I-7 Processor dual-core minimum
- 48 GB memory
- Windows 11 operating system
- Touchscreen capability, with the option of an onscreen keyboard
- Two (2) USB ports minimum; One (1) USB 3.0 port minimum
- One (1) Ethernet port
- Wi-Fi capable
- Bluetooth compatible

- Radio Frequency Identification (RFID) compatibility
- Embedded/dedicated Global Positioning System (GPS) – to be virtualized/replicated to separate applications
- 5G LTE multi-carrier mobile broadband (optional)
- A three (3) year warranty minimum, five (5) year warranty preferred
- A device life expectancy of five (5) years

The overarching goal of this initiative is to gather information on kiosk implementation in city and partner buildings, which meet the City’s requirements for use by the Office of Community Empowerment and Opportunity

## **VI. SUBMISSION GUIDELINES**

The City expects each Respondent to include in their response to this RFI the following items in the order listed:

### **A. 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, and if those resources will be involved in this initiative. Resumes need not be included.

### **B. Experience:**

Describe your company/organization’s relevant experience (and that of partners, when applicable) with providing kiosk devices to major public sector customers. 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 within the client organization.

### **C. Kiosk/Device Specification:**

Identify one or more Kiosk solutions that meet the City’s requirements listed above (Section VI). Responses that do not meet the listed minimum requirements will be rejected without review.

A major goal of this RFI is to provide Respondent with an opportunity to inform the City about their devices. Please note applicants must be able to apply PFD’s image on the devices. Respondents are encouraged to include pictures and detailed specifications with description of the solution’s capability, possible mounting solutions, and mounting or

charging dependencies. Respondents invited to the demo are welcome to provide information on their imaging process, as well as compatible vehicle mounting options.

**D. Key Features:**

Identify best of breed features included with the kiosk including, at a minimum, the Key Features in Section VI, Anticipated Solution Requirements, and any other features that may not have been mentioned in those requirements.

**E. 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, warranty information, and professional services offered.

**F. Pricing/Licensing Model:**

Include a general pricing model and costs for the hardware based upon the information provided in this RFI. 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 accessories or services/software needed to operate the system that are not included and must be provided/purchased by the City. Include information on warranty/support and maintenance pricing, general, and volume discounts.

Respondents will not be bound by any cost estimates included in responses to this RFI.

**G. Additional Questions:**

Responders should reply to those questions for which they have demonstrated successful experience and or expertise and provide any additional relevant information they believe will assist CEO in this regard.

**1. Range and Scope:**

- a) Describe the range and scope of kiosk and service capabilities that can be offered by a kiosk. (i.e., types of kiosks, peripheral attachments and maintenance.)
- b) Describe the scalability of a kiosk to increase services and products offered over time based on computing hardware if included.
- c) Describe what safety measures, capabilities, provisions, polices and/or service agents are available in utilizing a kiosk for the handling and safekeeping of negotiable documents and data.
- d) What are the information technology system interface capabilities of a kiosk?

- e) What types of security measures and capabilities are available in the handling of confidential customer information utilized in web based transactions?
- f) What information technology architecture is required to ensure that kiosks support CEO's standard and preferred security protocols, including those for wireless networking?
- g) What language options or capabilities, other than English, are available from a kiosk provider?
- h) What provisions, policies, service agreements, or service capabilities can a kiosk provider offer?
- i) Describe the implementation plan that you would suggest including your approach/strategy, deliverables, budget, and schedule to achieve the objectives outlined above.
- j) What provisions, policies, service agreements, or service capabilities can a kiosk provider offer to ensure that their kiosks are fully operational and functioning at all times?
- k) Describe kiosk installation requirements (i.e., power requirements).
- l) Describe printer technology used in kiosks (i.e., Thermal, Impact, Laser etc.).
- m) Describe any associated cost recovery methodology (i.e., transaction fees).

## **2. Operational Support**

- a) Identify the long-term System Support Staffing Requirements. This includes vendor resources and agency resources.
- b) Identify the long-term User Support Staffing Requirements. This includes vendor resources and agency resources.
- c) What are the Vendor Support Access Requirements to the system/kiosk after implementation?
- d) What are the Maintenance Options available for support?
- e) Provide details about the system Warranty information for developed applications and customized modules within the system.



### **3. Data Content**

- a) Within your system what type of customer transaction data is stored and for what period of time?
- b) What is the final disposition of the customer transaction data?

## **VII. USE OF RESPONSES**

Responses to this RFI may be used by CEO to select a kiosk and appropriate computing device. Responses will also be used to assist CEO 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.

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 [ceo.contracts@phila.gov](mailto:ceo.contracts@phila.gov).

**Responses are due by May 18, 2022, 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 hardware 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 or not 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 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.