



CITY OF PHILADELPHIA

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

REQUEST FOR INFORMATION FOR

Special Event Permitting Software Solution

City's Response to Questions

May 12, 2025

**CHERELLE L. PARKER, Mayor
On Behalf of**

**Jazelle Jones, City Representative and Director of Special Events
Melissa A. Scott, CIO, Office of Innovation and Technology**

REQUEST FOR INFORMATION CITY'S RESPONSE TO QUESTIONS

Questions received by May 5, 2025, deadline and answers prepared by the Office of Special Events

1) Will these RFIs become public record? Are we permitted to submit a redacted copy with required financial data redacted?

Please refer to section "XI. PUBLIC DISCLOSURE" of the RFI.

"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."

2) How many different types of Special Event Permits does the city issue? Is the process of review and permit issuance different for the different types of permits? Please provide a list of the various types.

The Office of Special Events issues one type of Special Event Permit, which applies to a variety of event categories. These categories include street festivals, parades, athletic events, flea markets, First Amendment activities, wedding processions, regattas, outdoor concerts, carnivals, and similar gatherings.

The review and permitting process is generally the same for all event types. However, the level of review and coordination may vary based on the size, scope, and specific needs of the event. Additionally, other departments may require access to review sections of an application that pertains to them. Events that require additional city services or have unique public safety considerations may go through a more detailed review process to ensure proper planning and safe execution.

3) What steps does the City take following permit issuance? Are inspections or investigations required?

After a Special Event Permit is issued, the City generates a service request that outlines the event details, departmental responsibilities, and the services each department will provide. Depending on the nature of the event, inspections may be required. These can include:

- Health Department inspections for food operations
- On-site inspections by the Department of Licenses and Inspections (L&I) for electrical setups, tents, or other infrastructure requiring approval

- Fire Department inspections for grilling, cooking safety, and any components that fall under the Fire Code
- Office of Special Events for permitting inspections

4) How many internal users for OSE are anticipated for the new system? How many internal users for the other departments listed (e.g., L&I, Police, Fire, Streets, Parks and Rec, Public Health) are anticipated for the new system? & What is the total number of staff using the system?

OSE is anticipating (18) users for the new system.

The number of internal users for the other departments is to be determined but can range between 50-100.

5) What types of service requests are to be generated within the system?

A service request is a work order generated for each permitted event. It includes detailed information about the event, along with the specific roles, responsibilities, and services to be provided by each involved City department.

6) Please identify and list any third-party integrations that are required.

At this time, we would not require third-party integration, however, would require the ability to link out to external platforms, for example our billing and invoice vendor.

7) How does the City distinguish between COTS and configurable?

COTS includes solutions that are also configurable.

8) Does the City have planned/approved budget amount for implementation of this project, and for ongoing support costs that can be shared with RFI Respondents? An exact number, or even a budgetary range, would be helpful.

There is approved funding for this project; however, we are not able to share specific budget figures or ranges at this time.

9) Please clarify what is meant by “Real Time applicant engagement,” or provide an example of what is desired.

Real-time applicant engagement refers to immediate communication with the applicant, such as live messaging, instant notifications, or status updates provided as the application moves through the review process.

10) We understand that the chosen vendor is responsible for Training efforts for City users of the system. Does the Vendor need to create Training for citizen/customer users of the system, or will the City create the needed external Training resources (i.e. videos, instructions, etc.)?

Please include in submission for review.

11) Does the city staff have to take application data and enter it into a database?

In its current configuration, yes.