



## **CITY OF PHILADELPHIA**

**Office of Innovation and Technology  
(on behalf of 311)**

### **REQUEST FOR INFORMATION**

### **FOR**

### **311 Mobile Application**

**July 28, 2025**

August 7, 2025 at 11:00 AM

**[Join the meeting now](#)**

Meeting ID: 218 894 104 175 1

Passcode: xH3sC27i

Information Session

#### **Dial in by phone**

**[+1 267-404-3440,,545772599#](#)**

United States, Perkasie

Phone conference ID: 545 772 599#

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

August 15, 2025 before 5:00 PM  
(Local Philadelphia Time)

City Responds to Questions

August 22, 2025

Responses to RFI Due

August 29, 2025 before 5:00 PM  
(Local Philadelphia Time)

CHERELLE L. PARKER, Mayor  
Melissa A. Scott, CIO, Office of Innovation and Technology

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## 311 MOBILE APPLICATION REQUEST FOR INFORMATION

### I. RESPONSE CALENDAR

Post Request for Information

July 28, 2025

Information Session

August 7th at 11:00 AM

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August 15, 2025 before 5:00 PM  
(Local Philadelphia Time)

City Responds to Questions  
[https://www.phila.gov/rfp/additional opportunities](https://www.phila.gov/rfp/additional_opportunities))

August 22, 2025

Responses to RFI Due  
[OITopsRFX@phila.gov](mailto:OITopsRFX@phila.gov)

August 29, 2025 before 5:00 PM  
(Local Philadelphia Time)

These dates are estimates only and the City reserves the right, in its sole discretion, to alter this schedule as it deems necessary or appropriate. Notice of changes will be posted on the City's website at [https://www.phila.gov/rfp/additional opportunities](https://www.phila.gov/rfp/additional_opportunities).

### II. PURPOSE OF REQUEST FOR INFORMATION

The City of Philadelphia (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 mobile application supporting the work of the 311 team. 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.

Respondents are asked to provide OIT with information regarding their available COTS products and solutions, subject to the following guidelines:

- Identify only COTS products that are modifiable or configurable to meet specific City requirements, and that focus on interoperability, reliability, usability, availability, capacity and scalability
- Present the software solution's interoperability and operational requirements in accordance with the International Organization for Standardization Open Systems Interconnection (OSI) model
- Include an architectural diagram of the solution with a description of the solutions scalability; responses may include one or more models or solutions
- Describe the configurability of the software to meet the specified requirements and services.

Responses should include implementation, integration, and/or configuration services. If, the software 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 products, services and solutions.

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 software for this project as soon as reasonably possible, in accordance with the City's procurement laws and practices for software 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 software.

### **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 August 15, 2025 to:

Jennifer Beggans  
IT Project Manager  
Office of Innovation and Technology  
[OITopsRFX@phila.gov](mailto:OITopsRFX@phila.gov)

Responses to questions and requests for additional information shall be at the sole discretion of the City. Any additional information and/or responses to questions will be posted only on the

City's website at [https://www.phila.gov/rfp/additional opportunities](https://www.phila.gov/rfp/additional_opportunities) . No additional information and/or responses to questions will be sent by email. Nothing in this RFI shall create an obligation on the City to respond to a Respondent submitting a response.

The City may, in its sole discretion, issue addenda to this RFI containing responses to questions, clarifications of the RFI, revisions to the RFI or any other matters that the City deems appropriate. Addenda, if any, will be posted on the City's website at [https://www.phila.gov/rfp/additional opportunities](https://www.phila.gov/rfp/additional_opportunities). It is the Respondent's responsibility to monitor the Additional Opportunities site for Addenda and to comply with any new information.

Oral responses made by any City employee or agent of the City in response to questions or requests for information or clarification related to this RFI are not binding and shall not in any way be considered as a commitment by the City.

If a Respondent finds any inconsistency or ambiguity in the RFI or an addendum to the RFI issued by the City, the Respondent is requested to notify the City in writing by the above deadline for questions and requests for information or clarification.

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

The City of Philadelphia is the largest city in the Commonwealth of Pennsylvania and the sixth-most populous city in the United States with over 1.5 million residents. Additionally, due to its rich historic and cultural heritage, the region is visited by more than 40 million people each year.

Philadelphia is 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, OIT provides technology and telecommunication services to the City, its employees, and the community. There are over 25,000 city employees in Philadelphia.

#### **V. INFORMATION SESSION**

An Informational Session to review the requirements of this RFI will be held virtually via Microsoft Teams on August 7th, starting at 11:00 AM (Local Philadelphia Time).

#### **[Join the meeting now](#)**

Meeting ID: 218 894 104 175 1

Passcode: xH3sC27i

#### **Dial in by phone**

[+1 267-404-3440](tel:+12674043440), [545772599](tel:+1545772599)# United States, Perkasie

Phone conference ID: 545 772 599#

Attendance at the Information Session is optional but recommended.

## **VI. ANTICIPATED SOLUTION REQUIREMENTS**

The 311 Mobile App is a resident focused mobile application allowing for a specific set of municipal services to be requested. Services are non-emergency and include illegal trash dumping, inlet blockage, street light outages, abandoned cars, etc. The app should connect to the City's website for FAQ and direct users to appropriate parties when not part of the scope of 311. The proposed solution should include the following functionality:

- Meet WCAG 2.1 Level AA technical standard
- Progressive form
  1. Answers determine next fields
  2. With different results
  3. Inform customer of appropriate reporting avenue
  4. Identify emergency situations and ask customer to call emergency services
  5. Generates a case number in Salesforce
- Location
  1. Exact location capture
  2. Pin drop location
  3. Connect to City's GIS system
  4. Require different types of location based on service (ie. Intersection or node)
- Attachments
  1. Ability to attach multiple images to issue/case
  2. Ability to add video to issue/case
  3. Bad actor/blocking detection for attachments
- Integrations
  1. Must integrate with MuleSoft
  2. Ability to connect to Salesforce, Cityworks, and eCclipse (optional)
  3. Utilize Login.phila.gov
  4. City's GIS platform
  5. City's trash/recycling schedule
- Customer Experience
  1. Search for cases
    - by location
    - case number
    - type of case

2. Accounts
  - Create an account in app that is also created in Salesforce
  - Ability to login to existing account
  - Login at the beginning of service request
  - See submitted issues/cases and their status
3. Other
  - Mark cases as Private or Public
    - a) Limit contact information visibility for Private cases/issues
  - Display SLAs for cases and services
  - Display case status and whole process on each case
  - Shares Salesforce case number to client
  - Images in service description to help direct to correct service
  - Ability to attach image of completed work in confirmation notice and email to client
  - Indicate which fields are public in each form
  - Show status of City services on splash page & next date of change
- System Functionality
  1. Ability to identify duplicates cases via proximity and service
  2. Multiple distinct service offerings
  3. Unique questions/fields for each offering
  4. Auto-routing to appropriate department
  5. Made available in Apple Store and Google Play Store
  6. Alerts customers of app updates via stores
  7. Route customers to 911 or other numbers if services are required
  8. Ability to connect to Atlas.phila.gov
  9. Show 30 days of closed tickets
  10. Map of tickets color coded by status
- Interested Functionality
  1. AI supported identification of service via image taken
    - a) Suggest service based on photo
  2. Location data auto filled based on image meta data
  3. Contact information auto filled based on account information
  4. Map of nearby features like libraries, post offices, museums, parks etc.

The overarching goal of this initiative is to replace the 311 mobile application with a system that provides the most accurate details, timelines, and next steps to customers. Some services should not be submitted via the 311 system and this application needs to redirect customers in those situations. Several services are similar and need to be routed to different teams based on the questions answered by the public. Locations must be legal addresses rather than Google identified addresses. We are interested in exploring what AI supported solutions can support our work while maintaining resident privacy, adhering to best practices while continuing to meet applicable federal regulatory requirements such as CJIS and HIPAA compliance. Our goal is to replace the current application by June 2026.

## **VII. SUBMISSION GUIDELINES**

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

### **Company Overview:**

Include company name, physical address, phone number, fax number, and web address, a brief description of the company, its services, business size (total revenue and number of employees), and point(s) of contact, including name, address, phone and email address. Note the company's operations including the number of years the company has been supporting this solution; location of company's headquarters and all other office locations; and three years of financial data to ensure company stability.

If applicable, please describe any subcontractors or partners with which you have worked. Resumes need not be included.

### **Experience:**

Describe your company/organization's relevant experience (and that of partners, when applicable) with public facing municipal service mobile applications. Identify your experience with clients of similar size and scope to the City of Philadelphia, including client name, engagement title, description of engagement, the solution implemented and the methodology used, cost, the start and completion dates of the project, as well as, the name, address and telephone number of a contact person.

### **Product/Software Solution:**

Identify one or more COTS solutions that meet the City's requirements. Responses that describe solutions which are completely custom software may, in the City's discretion, be rejected without review.

A major goal of this RFI is to provide Respondent with an opportunity to inform the City and OIT about their respective software solution's interoperability and operational requirements in reference to the OSI model. Respondents are encouraged to include in their response an architectural diagram of the solution with description of the solution's scalability. Respondents are welcome to provide one or more models or solution sets to meet this requirement for an integrated interoperable solution set.

### **Infrastructure/Architecture Model:**

Identify the infrastructure/architecture model(s) you provide and support, and whether they are on-premise, hosted off-premise, or Software-as-a-Service (SaaS) models.

Supplement this request with an interoperable architectural diagram outlining each OSI layer requirement for enablement, sustainment, reliability, redundancy, and growth. Highlight your anticipated annual upgrade and patch release schedule.



**Key Features:**

Identify best of breed features included in the proposed COTS solution(s), including, at a minimum, the Key Features in Section VI. Anticipated Project Requirements.

**Support and Maintenance Model:**

Provide the anticipated ongoing software maintenance and support services required to sustain the solution including frequency of upgrades and patches/bug releases and the estimated timeframes to complete. Outline the services in your support model including available service level agreements.

**Training Model:**

Outline the services in your training model for administrative and end user training including the training services, methodology, and typical schedule. Include the pricing model for training services and the methodology and schedule.

**Reporting and Key Performance Indicators (KPIs):**

Provide the standard and custom reporting included in your solution and the available KPIs. Include information on data input and export capabilities; security and auditing, and dashboards and metrics.

**Pricing/Licensing Model:**

Include a general pricing model and costs for the software based upon the information provided in this RFI. This pricing should also indicate the licensing model, (i.e. licensing by individual users, by core, by seat etc.), descriptions of the hosting models available, and estimates of associated costs. Include cost estimates for ongoing support and maintenance for three years, and when those support and maintenance costs begin (i.e. at time of purchase, after implementation, etc.). If applicable, include a list of additional items or services/software needed to operate the system that are not included and must be provided/purchased by the City.

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

**VIII. USE OF RESPONSES**

Responses to this RFI may be used by OIT to select a software product for the **311 mobile application**. Responses may also be used to assist OIT in gathering information for planning purposes, and for purposes of identifying sufficient resources for an implementation initiative.

The City does not intend to announce any further actions taken pursuant to this RFI. If any such announcements are made, at the sole discretion of the City, those announcements will be posted with the original RFI. In some cases, at the City's sole discretion, the City may issue an RFP. The City will notify Respondents to this RFI once the RFP has been posted on the City's website.

The City will notify you if additional information is required in order to evaluate your response to this RFI. Absent such follow up from the City, we respectfully request that respondents refrain

from requesting additional information on the status of this RFI. In order to protect the integrity of the City procurement process, City personnel will not respond to requests for additional information on the status or outcome of this RFI, other than as described above.

## **IX. 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:

Jennifer Beggans  
IT Project Manager  
Office of Innovation and Technology  
OITopsRFX@phila.gov

**Responses are due August 29, 2025 before 5:00 pm, Local Philadelphia Time.**

Note: Response document(s) are limited to 15 MB; if necessary, please submit multiple files or zip/compress the file(s)

## **X. 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.

## **XI. 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.

## **XII. PUBLIC DISCLOSURE**

By submitting a response to this RFI, Respondent acknowledges and agrees i) that the City is a "local agency" under and subject to the Pennsylvania Right-to-Know Law (the "Act"), 65 P.S. §§ 67.101-67.3104, as the Act may be amended from time to time; and ii) responses may be subject to public disclosure under the Act. In the event the City receives a request under the Act for information that a Respondent has marked as confidential, the City will use reasonable efforts to consult with Respondent regarding the response and, to the extent reasonably practicable, will give Respondent the opportunity to identify information that Respondent believes to be confidential

proprietary information, a trade secret, or otherwise exempt from access under Section 708 of the Act.

Notwithstanding anything to the contrary contained in this RFI, nothing in this RFI shall supersede, modify, or diminish in any respect whatsoever any of the City's rights, obligations, and defenses under the Act, nor will the City be held liable for any disclosure of records, including information that the City determines in its sole discretion is a public record and/or information required to be disclosed under the Act.

# RFI Question Template Exhibit

<b>Respondent Name:</b>		
<b>Question Number</b>	<b>RFI Section # (If applicable)</b>	<b>Question(s)</b>
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		