



**CITY OF PHILADELPHIA
MANAGING DIRECTOR'S OFFICE**

**REQUEST FOR INFORMATION
FOR
MOBILITY OPTIONS FOR CITY EMPLOYEES**

December 18th, 2025

Information Session	December 29 th , 2025 at 12:00 PM to 12:30 PM (Local Philadelphia Time) Join Teams Meeting: https://teams.microsoft.com/meet/25672791770889?p=RA883B4GVhgn8EUL2o Meeting ID: 256 727 917 708 89 Passcode: ym2yL7Eg Dial in by phone: +1 267-404-3440 Phone conference ID: 886 081 846#
Deadline for questions, requests for clarification, or requests for additional information	January 9 th , 2026 before 5:00 PM (Local Philadelphia Time)
City Responds to Questions	January 16 th , 2026
Responses to RFI Due	January 30 th , 2026 before 5:00 PM (Local Philadelphia Time)

CHERELLE L. PARKER, Mayor
ADAM K. THIEL, Managing Director

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I. RESPONSE CALENDAR

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II. PURPOSE OF REQUEST FOR INFORMATION

To serve the residents of the City of Philadelphia, City employees must frequently travel throughout the City during their duties. The mobility needs of City employees vary across agencies, departments, and offices, as well as across roles and times of day, week, month, and year. Some trips require City employees to bring a substantial amount of equipment or supplies with them, while others require only that the employee arrive at their destination. To ensure that City employees can fulfill any duties requiring travel and thus meet the needs of City residents and businesses promptly, multiple mobility solutions must be readily available.

III. BACKGROUND

The Managing Director's Office (MDO) is a cabinet-level office with oversight of the City's operating departments. The MDO works with these departments to:

- Create and successfully enact new policies.
- Deliver efficient, effective, and responsive public services.
- Implement the mayor's vision.

The MDO oversees the following divisions:

- Capital Program Office
- Community Safety
- Community Services
- General Services
- Health and Human Services
- Office of Children and Families
- Office of Transportation and Infrastructure Systems

The Smart Cities initiative within MDO uses cutting-edge technologies and practices to understand and implement smart and emerging technology solutions that would improve City service delivery for its broad community of residents, businesses, and visitors.

The City intends to pilot a range of mobility solutions for its employees. The City, through its SmartCityPHL program, has issued this Request for Information (RFI) to solicit statements of interest, capabilities, and Rough Order of Magnitude (ROM) cost estimates from all Respondents interested in, and capable of, providing mobility services as part of the City's solution. In particular, the City is interested in the following categories of mobility solutions:

- Car Rental Solutions
- Car Share Solutions
- Ride Share Solutions

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 as a result of this RFI. Anyone who does not respond to this RFI is still eligible to respond to future solicitations issued by the City. The City aims to acquire solutions for this project as soon as reasonably possible, following its procurement laws and practices, which may include, but are not limited to, using 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 any future procurement. The City also reserves the right not to procure any hardware, software, or services.

IV. INFORMATION REQUESTED

The Smart Cities team seeks responses that provide creative services, solutions, strategies, and business practices to enhance and expand mobility options and solutions for City employees while performing their duties. Respondents are encouraged to provide useful and relevant information that can advance the City's goals for employee mobility: flexibility, reliability, safety, sustainability, and accountability.

Information gathered through this process will inform policies, funding decisions, and future contracting opportunities related to City employee mobility needs in Philadelphia. Providers wishing to respond to this RFI should read this document carefully, along with the recommended supporting information.

Respondents should aim to address at least one of the three mobility types listed below. For each type they address, respondents should also explain how their solutions meet or align with the key considerations of flexibility, reliability, safety, sustainability, and accountability.

Respondents wishing to reply to this RFI with information about their solutions should address the following in their responses.

- How can a City employee reserve, access, and pay for vehicles/trips?
- How can a Citywide program be monitored?
- Describe the Respondent's efforts to offset or limit vehicle emissions and promote the use of more environmentally sustainable vehicles. Provide a breakdown of the typical percentage of vehicles in the Respondent's Philadelphia region locations that are considered hybrid, electric, or flex fuel.
- Describe how the program would incorporate web-based reservation/payment utilities that are user-friendly, allowing access to the program and any program data 24 hours a day, 7 days a week, 365 days a year.
- What kind of user support plan do you offer?
- If the service requires managing a physical site or parking space, how would the provider site, implement, and monitor such spaces?
- How City employees would reserve rides, and how the cost is determined/paid.

- What kind of enterprise-level solutions, services, or features are available above and beyond those provided to individual users or the public at large?

NOTE: Responding to this RFI will have no bearing on any future contract awards pursuant to future Requests for Proposals. Respondents who plan to participate in future Requests for Proposals may choose whether to respond to all or part of this RFI; a lack of response will have no bearing on future participation in later RFPs. Respondents can provide information for any of the questions and are not required to respond to all questions.

All questions and requests for clarification concerning this RFI should be directed to akshay.malik@phila.gov and christopher.shelley@phila.gov.

V. WHO SHOULD RESPOND

The City is interested in hearing from all stakeholders about the efficacy and feasibility of meeting the mobility needs of City employees, with an emphasis on solutions that align with the City's public goals of flexibility, reliability, safety, sustainability, and accountability.

VI. SUBMISSION GUIDELINES

One (1) electronic copy in machine-readable format (PDF preferred, MS Word format also accepted) should be sent via email to: akshay.malik@phila.gov and christopher.shelley@phila.gov with the subject line: **"RFI Submission: [FirmName (or IndividualName)] – Mobility Options for City Employees."**

Responses are due on January 30th, 2026, before 5:00 pm, Local Philadelphia Time.

VII. 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 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 supplement, amend, substitute, or otherwise modify the RFI at any time before 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 the exclusive benefit of the City. Upon submission, responses to this RFI shall become the property of the City, which shall have unrestricted use thereof.

VIII. 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.

IX. APPENDIX A: RFI RESPONSE TEMPLATE

1. GENERAL INFORMATION		
1.1	Organization/Respondent Name*:	
1.2	Street Address:	
1.3	City, State, Zip:	
1.4	Primary Business:	
1.5	Point of Contact Name*:	
1.6	Title:	
1.7	Phone*:	
1.8	Email*:	
1.9	Organization Web Address:	

*=Required

2. PROPOSAL INTRODUCTION

2.1 Provide a profile of your company/organization's operations, including the number of years the company/organization has been in business; number of full-time employees; and brief description of the services or products offered. If your response represents collaboration, please describe the type of subcontractors or partners with whom you are responding. If you are an individual respondent with background or experience in any of the areas covered by this RFI, please summarize your relevant personal and professional experience. Resumes need not be included.

2.2 Describe your company/organization's relevant experience (and that of partners, when applicable) in Philadelphia and/or elsewhere.

3. PROPOSAL BODY

Respondents may reply to any or all questions listed in the Proposal Body section.

Respondents are highly encouraged to answer the questions below:

- How City employees would reserve, access, and pay for vehicles.
- How the program would be monitored.
- Describe the Respondent's efforts to offset or limit vehicle emissions and promote the use of more environmentally sustainable vehicles. Provide a breakdown of the typical percentage of vehicles managed by the Respondent in Philadelphia region locations that are considered hybrid, electric, or flex-fuel.
- How would the program incorporate user-friendly web-based reservation and payment utilities, allowing access to the program and its data 24 hours a day, 7 days a week, 365 days a year?
- What kind of user support plan do you offer?

Respondents may elect to answer the additional questions below:

- The variety of vehicle types available, including potential options for electric vehicles.
- A description of the short- and long-term rental policies that will be made available to the City. NOTE: Do not include pricing in this section.
- How the provider would site, implement, monitor, and maintain reserved Car Share spaces.
- A list of the Respondent's locations within 50 miles of Philadelphia. Respondent must identify franchised locations that MAY NOT comply with any rates or terms resulting from any contract that may be made with the City in the future.
- The maximum age/mileage of vehicles provided to the Car Rental/Car Share/Ride Hailing program and the routine maintenance/replacement plan.
- Describe the Respondent's process for handling billing disputes.
- Describe the Respondent's process for accident reporting.
- Describe the Respondent's 24-hour roadside assistance program.
- Describe the Respondent's preferred customer/reward program available to Authorized Users for business use.

- Describe in full detail the steps taken if a user's reserved vehicle is not available at the time of the actual reservation/pick-up.
- Describe the after-hours pick-up and return process.
- What is the Respondent's policy on fuel at the time of pick-up and at the time of return?
- Describe the Respondent's cancellation policy that would be applied to City employee users.