



CITY OF PHILADELPHIA

Office of Innovation and Technology

REQUEST FOR INFORMATION FOR SIMONS REC VENUE MANAGEMENT SOLUTION

Date – 08/14/2026

Information Session	08/21/2026 at 1:00 – 2:00 PM (Local Philadelphia Time) Q&A Session - Join Teams Meeting
Deadline for questions, requests for clarification, or requests for additional information	08/26/2026 before 5:00 PM (Local Philadelphia Time)
City Responds to Questions	09/08/2026 before 5:00 PM (Local Philadelphia Time)
Responses to RFI Due	09/21/2026 before 05:00 PM (Local Philadelphia Time)

CHERELLE L. PARKER, Mayor

Melissa A. Scott, CIO, Office of Innovation and Technology

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Simons Rec Venue Management Solution Project
REQUEST FOR INFORMATION

I. RESPONSE CALENDAR

Post Request for Information	08/14/2026
Information Session	08/21/2026 at 1:00 – 2:00 PM (Local Philadelphia Time) Q&A Session - Join Teams Meeting
Deadline for questions, requests for clarification, or requests for additional information (email soumee.roy@phila.gov, candace.hamilton@phila.gov)	08/26/2026 before 5:00 PM (Local Philadelphia Time)
City Responds to Questions	09/08/2026 before 5:00 PM (Local Philadelphia Time)
Responses to RFI Due (email soumee.roy@phila.gov, candace.hamilton@phila.gov)	09/21/2026 before 05:00 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.

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 **Venue Management Solution**. 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 09/21/2026 to:

Candace Hamilton
IT Project Manager
Office of Innovation and Technology
Candace.Hamilton@phila.gov

Soumee Roy
IT Project Manager
Office of Innovation and Technology
Soumee.Roy@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 [Contract 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 [Contract 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 08/21/2026, starting at 1:00 PM (Local Philadelphia Time).

[RFI Q&A Session -Join Microsoft Teams](#)

Attendance at the Information Session is optional but strongly encouraged.

VI. ANTICIPATED SOLUTION REQUIREMENTS

The proposed solution should include the following functionality:

Requirements	Requirement Specification
B1- Permit & Event Management	The system must have the capability for a requestor to submit an event booking form including the following: • Requestor name • Phone number • Email address • Organization • Event Type • Event cadence (weekly, daily, biweekly, once, quarterly, annually, etc.) • Estimated number of guests • Event Date • Site Location • Field/Space/Room (Specifies the location within the site, e.g., football field, skating rink, dance room) • Duration • Equipment needed for rent (requestor should have the capability to select multiple items for rent)
B2- Permit & Event Management	The system must have the capability to hold a date for each event booked and list the required permit needed
B3- Permit & Event Management	The system must have the capability for the Site Director to approve each event Note: Once approved, notification to be sent to event requestor
B4-Permit & Event Management	All permit submissions require a Site Director's approval

Requirements	Requirement Specification
B5-Permit & Event Management	The system must have the capability to calculate event costs based on: • Event Type • Site Location • Field/Space/Room (Specifies the location within the site, e.g., football field, skating rink, dance room) • Duration • Equipment Rental
B6-Permit & Event Management	The system must have the capability to restrict events and permit submissions to 2 weeks from the current date Note: Site Director or Admin will have the capability to override
B7-Permit & Event Management	The system must support tracking of background checks and required documentation for events
B8-Permit & Event Management	The system shall automatically archive all booking and permit data after it has been retained for one (1) year. Archived data shall be securely stored, remain retrievable by authorized users in accordance with PPR's retention policies, and be protected against unauthorized modification or deletion.
B9-Permit & Event Management	The system must support recurring booking submissions (e.g., weekly league reservations).
B10-Permit & Event Management	The system must display and enforce capacity limits for each field, space, and room.
B11-Permit & Event Management	The system must automatically block double bookings
B12-Scheduling & Calendar Management	The system must provide online scheduling integrated with Microsoft Outlook.

Requirements	Requirement Specification
B13-Scheduling & Calendar Management	The system must send automated notifications and reminders to requestors and staff upon submissions, approvals, and cancellations of an event.
B14-Scheduling & Calendar Management	The system must allow authorized staff to update the calendar with blackout dates, maintenance windows, and City-reserved blocks.
B15-Scheduling & Calendar Management	The system must have the ability for staff to view all events and assign resources by date range, day, week, quarter, and year.
B16-Scheduling & Calendar Management	The system must notify all parties if a booking is modified or cancelled by the City.
B17-Financial Tracking & Payments	The system must have the ability to track electronic payments, refunds, and manually entered payments and refunds
B18-Financial Tracking & Payments	The system must have the ability to display pricing by event type, space, and user group.
B19-Financial Tracking & Payments	Qualified Youth programming must be designated as free within the system. Exceptions for specific programming must be configurable.
B20-Financial Tracking & Payments	The system must support reduced-rate or no-cost designations for qualifying groups (e.g., City agencies, nonprofits, youth orgs).
B21-Financial Tracking & Payments	The system must have the ability to cancel events and issue refunds
B22-Equipment Inventory Management	The system must have the ability to track inventory for equipment assigned to rooms, fields, and borrowers.
B23-Equipment Inventory Management	Inventory items must be linked to specific bookings or events.

Requirements	Requirement Specification
B24-Equipment Inventory Management	The system must support multiple inventory tracking methods: City procurement tags, QR codes/bar codes, or a dual approach
B25-Equipment Inventory Management	The system must allow definition of item categories: major equipment, specialty items, and general inventory.
B26-Equipment Inventory Management	A designated staff member must be assigned as the inventory owner or tracker by facility.
B27-Equipment Inventory Management	The system must support fees or refundable deposits for equipment rentals, with the ability to mark the deposit as returned once items are safely checked back in
B28-Staff Management	The system must allow staff to be assigned to specific events and bookings.
B29-Staff Management	The system must support defined access levels for staff, differentiating between Site Director, coordinator, and general staff
B30-Staff Management	Staff scheduling alongside venue scheduling is a desired capability scope to be finalized.
B31-Staff Management	The system must be integrated with Microsoft Outlook for staff calendar visibility.
B32-User Profiles & Organization Tracking	The system must maintain individual user profiles with full activity and booking log history.
B33-User Profiles & Organization Tracking	The system must maintain organizational profiles for groups that book spaces.
B34-User Profiles & Organization Tracking	The system must allow behavioral flags and staff comments to be added to organizational profiles, only visible to PPR staff

Requirements	Requirement Specification
B35-User Profiles & Organization Tracking	For youth registration, the system must be able to collect program experiences, email, phone, DOB, ZIP code, and School ID (for School District of Philadelphia alignment).
B36- User Profiles & Organization Tracking	The system must provide an optional field for parents to enter household income information.
B37- User Profiles & Organization Tracking	The system must have the capability to allow a user to enter optional demographic fields at registration.
B38- User Profiles & Organization Tracking	The system must support Single Sign-On (SSO) for City staff users.
B39-Reporting & Dashboards	The system must generate reports by organization type, event type, and demographic group.
B40-Reporting & Dashboards	Dashboard visibility must be integrated with Microsoft Suite.
B41-Reporting & Dashboards	Reports must be accessible to designated managers and configurable access for front-line staff.
B42-Reporting & Dashboards	Reporting must support breakdowns by utilization, revenue, capacity limits, actual number of attendees, demographics, etc.
B43-Reporting & Dashboards	The system must have the capability to support the export of reports to Excel and PDF format
B44-Policy & Regulatory	The solution must comply with all City of Philadelphia data security, privacy, and retention policies including the City's IT Security Standards and applicable Pennsylvania data privacy statute
B45- Policy & Regulatory	All user data, particularly youth registration data, including DOB, School ID, and demographic information, must comply with COPPA (Children's Online Privacy Protection Act) and FERPA, where applicable

Requirements	Requirement Specification
B46- Policy & Regulatory	The solution must comply with ADA accessibility requirements for public-facing digital services
B47- Policy & Regulatory	The solution cannot process or store credit/debit payment information outside of the existing Square POS infrastructure
B48-Technical	The solution must be web-based and have mobile application capability , a native mobile app, or a fully responsive mobile web app
B49-Operational	The solution must be capable of expanding to other rec centers.
B50-Operational	Implementation must not disrupt existing facility operations. A phased or parallel cutover approach may be required
B51-Training	The vendor must conduct user training sessions and create training materials: Role-Based Training Training materials and training sessions shall be tailored to user roles (trainer, system administrators, directors, coordinator, general staff) to ensure users receive instruction relevant to their responsibilities Training Materials: Comprehensive training documentation, including user guides, quick reference guides, and recorded training sessions, should be developed and made available through a centralized repository.
B52-Training	The vendor must provide knowledge transfer documentation and training to internal IT teams, system administrators, support staff, and technical owners

#	Assumptions
B53- Assumptions	PPR has properly tagged all equipment for inventory tracking
B54- Assumptions	Any cloud-hosted solution must pass OIT Information Security review before deployment
B55-Assumptions	All software procurement must comply with the City of Philadelphia's competitive procurement process , including applicable thresholds for bid requirements
B56-Assumptions	The solution must be procured through a City of Philadelphia-approved vendor agreement or competitive bid as required by the Capital Programs Office
B57-Assumptions	Community users, including elderly residents, youth, and non-English-speaking users, must be able to use the public-facing portal without technical assistance
B58- Assumptions	The solution must be selected, configured, and piloted within a timeframe that aligns with PPR's programming calendar , avoiding disruption to active seasons

Non-Functional Requirements

Accessibility & Usability

- The system must have the capability to support multiple languages

Security, Integration & Compliance

- Role-based access controls must restrict data visibility based on user role

Performance & Availability

- The system must be available 24/7
- The system must support concurrent use by multiple staff community users without performance degradation

Current operations at Simons Recreation Center rely on binders, spreadsheets, and manual workflows to manage bookings, permits, and event coordination. This approach creates inefficiencies, limits transparency, and restricts the ability to report on utilization, demographics, and programming outcomes.

The goal is to transition to a cloud-based platform that:

- Streamlines permit submission and event approval workflows
- Automates scheduling, notifications, and calendar management
- Enables transparent payment tracking and financial reporting
- Supports data collection on users and programming for cross-organizational alignment
- Provides role-based access for staff with appropriate levels of visibility and control
- Integration with Microsoft Outlook and the City's existing technology infrastructure

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 **Venue Management Solution**. 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 **Venue Management Solution**. 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:

Candace Hamilton
IT Project Manager
Office of Innovation and Technology
Candace.Hamilton@phila.gov

Soumee Roy
IT Project Manager
Office of Innovation and Technology
Soumee.Roy@phila.gov

Responses are due 09/21/2026 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

Respondent Name:		
Question Number	RFI Section # (If applicable)	Question(s)
1.		
2.		
3.		
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