

Q. No.	Question(s)	Answers
1	The event booking form in B1 captures an “Organization” value, while B33 requires organizational profiles for groups that book spaces. Is the Organization field intended to reference a pre-registered organizational profile, or is it captured as free-text entry at the time of submission? May a community user be affiliated with more than one organization, and may an organization designate multiple authorized bookers? Should booking history under B32 be retained against the individual, the organization, or both? Do behavioral flags and staff comments under B34 remain attached to the organization independently of the individual who submitted the booking?	• There should be an organizational account/profile. Organization option for accounts and an option to identify who the organization admin is or POC. • The solution should have an option for both pre-registered organization profile and should be able to accept free-text entry. • If it’s an organizational complaint, yes, but the system should also allow for the flag to be attached to the individual person. • Note: System should allow for individuals not affiliated with an organization to submit permits or requests as well.
2	Do youth program registration (B35–B37) and venue/permit booking (B1–B11) share a single user account and profile model, or are they intended to operate as separate registration flows? May a minor self-register, or must registration always be completed by a parent or legal guardian? Does the system need to maintain a parent/guardian-to-minor household relationship in order to support the optional household income field in B36?	• Minors should not self-register. • Individuals must be a minimum of 18 years old to create a profile and to register on behalf of a minor. • Register minors under one profile. • Yes, the system will need to maintain a parent/guardian-to-minor household relation to support the optional household income field.
3	The RFI identifies Simons Recreation Center as the subject site. Is the initial implementation scope limited to Simons Rec, or is a multi-site deployment anticipated? For requirement B49, how many PPR facilities are contemplated in the eventual footprint, and over what timeframe? Should the ROM cost estimate be provided for the pilot site, for a citywide deployment, or for both?	• Initial implementation is limited to Simons Rec Center due to the type of facility that is being built. • Timeframe is unknown for scale to other sites. • 300+ locations that might be included in future rollouts.
4	To size licensing, infrastructure, and implementation effort accurately, can the City provide estimated volumetrics: annual bookings/permits, number of named staff users by role (Site Director, coordinator, general staff, administrator), anticipated number of public and youth registrants, and expected peak concurrent users?	• We want to flag when the request for recreation provided programming rises in volume. We want the system to track these metrics on the backend for reporting purposes. Users will increase.

Q. No.	Question(s)	Answers
5	Approximately how many inventory items are managed per facility today, and how are they distributed across the three categories defined in B25 (major equipment, specialty items, general inventory)? Will the City supply barcode/QR scanning hardware, or should scanning devices be included in the respondent's cost estimate?	- Currently, this is not a metric that tracks this activity. - Include barcode/QR scanning hardware in the cost estimate as a separate line-item if this functionality can be included in the solution being proposed. The hardware would require a separate pathway to procure.
6	B47 states that credit/debit payment information cannot be processed or stored outside the existing Square POS infrastructure. Does the City expect direct API integration to Square (e.g., Payments, Orders, Terminal APIs), or transactions taken in Square POS and subsequently reconciled into the venue management system? Which Square products and merchant/location structure are currently in place?	- The city does expect direct API integration to Square, and transactions should be reconciled in the venue management system. Note: electronic pay/POS system will be built into the venue management solution.
7	Are online, self-service card payments by community users in scope, or will all card payments be taken in person at the recreation center? If online payment is in scope, is a public-facing payment page expected as part of the solution?	- There should be an option to take payments online and in-person. - Yes, create a public-facing payment page.
8	For B21, must refunds be issued back to the original tender through Square? How should cash and check payments and their associated refunds be handled — recorded within the system only, or processed through City Accounts Payable?	- Yes, refunds should be issued back to the original tender via Square. - Cash and check payments will follow the City's current internal process, and manual payments should be able to be entered into the system by staff.
9	Must booking and permit revenue post to a City financial system of record (general ledger / ERP)? If so, which system is in use, and is a file-based interface or an API integration expected?	No, booking and permit revenue will not be posted to the City financial system
10	For B38, is Single Sign-On expected via Microsoft Entra ID using SAML 2.0 or OIDC? Should public/community users also authenticate through a City-managed identity provider (e.g., Entra External ID), a separate City identity store, or the solution's native account management?	- Single Sign On is for PPR staff and other City staff; how SSO is accessed will be provided once the contract is conformed and awarded. - Public/Community users should authenticate through the solutions native account management system.

Q. No.	Question(s)	Answers
11	For B12 and B31, is the Outlook requirement one-way publishing of events to staff calendars, bidirectional synchronization, or the use of Exchange resource/room mailboxes for each field, space, and room? Is the City's environment Exchange Online or hybrid, and will Microsoft Graph API access be approved for this integration?	• Outlook should be bi-directional. • Information regarding the City's environment (Exchange Online, Hybrid, and Microsoft Graph API access for integration) will be provided once a contract is conformed and awarded. Once onboarded OIT's Information Security Group, Platform Engineering, and Infrastructure Engineering teams will provide guidance on permissions and access required for the new system integration.
12	B40 requires that dashboard visibility be "integrated with Microsoft Suite." Does this mean embedded Power BI reports, a Microsoft Teams application, SharePoint publishing, or export to Excel? If Power BI is expected, will the City provide the required Power BI licensing, and who is responsible for report development and ongoing maintenance?	• The solution should have a dashboard for reporting purposes built in. • If Power BI is a requirement of this, then we will discuss internally whether the City will provide Power BI licensing.
13	B6 states that the system must "restrict events and permit submissions to 2 weeks from the current date." Please clarify whether this is a maximum booking horizon (no event may be booked more than two weeks in advance) or a minimum advance-notice requirement (submissions must be received at least two weeks before the event date). These represent opposite system configurations.	• There is a minimum advance notice requirement (submission must be received at least two weeks before the event date).
14	How should the B6 restriction be reconciled with B9 recurring booking submissions (e.g., season-long weekly league reservations)? Is the Site Director override applied once to an entire recurring series, and is approval under B3 granted at the series level or for each individual occurrence?	• The Site Director can override for both the series level and individual occurrence.
15	For B7, is the system expected to integrate with an external clearance source (e.g., Pennsylvania Child Abuse History Clearance, PA State Police criminal record checks, FBI fingerprinting), or to store uploaded documentation and track validity and expiration dates with automated reminders? To whom do background check requirements apply — the requestor, the requesting organization's staff, volunteers, or all of these?	• The option to store uploaded documentation and manually track validity and expiration dates (this documentation should be retained and stored in the system for up to 5 years). • The background check requirements apply to the Requestor (organization), the requesting organization's staff, and volunteers.

Q. No.	Question(s)	Answers
16	For B8, is one (1) year the active retention period after which records move to archive, and what is the total archive retention period before permitted disposition? Can the City provide the applicable PPR / City records retention schedule referenced in this requirement?	• 1 year is the minimum for active retention (when these items are archived, where do they get stored? How will PPR staff access?). • The City or PPR would not be able to provide applicable records retention at this time.
17	How are “Qualified Youth programming” (B19) and “qualifying groups” such as City agencies, nonprofits, and youth organizations (B20) determined? Is there an authoritative eligibility list or verification source the system should reference, or will these designations be applied manually by authorized staff?	• This does not need to be defined. Internal PPR staff can flag the profile with comments and next steps when applicable. • Designations will be applied manually by authorized staff.
18	B30 notes that staff scheduling alongside venue scheduling is a desired capability with “scope to be finalized.” Should respondents include staff scheduling within the base scope and ROM estimate, or price it as a separately identified option? If in scope, must it interface with the City’s existing timekeeping or payroll system?	• This will not integrate with the City’s (Philadelphia Parks & Recreation) timekeeping or payroll system. We are interested in seeing the staff scheduling functionality included within the overall solution. • If this is an add-on (separate functionality), we’d prefer to pay for it up front, even if it’s not used right away, so it’s available when we’re ready to transition to this new workstream/workflow.
19	For B35, will the school ID be validated against a School District of Philadelphia data feed, or captured as an unvalidated entry? For B36, is the optional household income field used to drive fee or eligibility determinations, or collected solely for reporting purposes?	• B35: Capture as an invalid entry. • B36: This feature is solely for reporting purposes.
20	Which cloud platforms does the City currently support and prefer for hosted applications (for example, Microsoft Azure, Amazon Web Services, or Google Cloud Platform)? Does the City require the solution to be deployed within the City’s own cloud tenant or subscription, or is a vendor-hosted, multi-tenant SaaS environment acceptable? If deployment within the City’s environment is required, will the City provide the subscription and landing zone, and which party is responsible for infrastructure administration, monitoring, and patching? Are there U.S. data residency requirements?	• This information will be shared at a later date.

Q. No.	Question(s)	Answers
21	Can the City make available, prior to the response deadline, (a) the OIT IT Security Standards referenced in B44 and (b) the cloud security review criteria or questionnaire referenced in B54? Does the City require FedRAMP, StateRAMP, SOC 2 Type II, or a City-specific security assessment, and is a penetration test or third-party attestation expected prior to deployment?	Please find the Additional IT Standards_v5.1 uploaded to the portal located here.
22	For B46, what is the target accessibility conformance standard — WCAG 2.1 Level AA, WCAG 2.2 Level AA, or Section 508? Is a VPAT / Accessibility Conformance Report required with the RFI response, or only at the time of contract award?	- City digital standards can be accessed here. - Additional information will be provided if an RFP is posted and will only be distributed to selected Applicants determined at the City's sole discretion.
23	To satisfy COPPA under B45, is a parental consent capture and management workflow expected within the system for registrants under the age of 13? With respect to FERPA, will the City be receiving School District of Philadelphia education records, and does a data sharing agreement currently exist or would one need to be established?	- Yes, we will need parental consent for youth. Parent accounts will be the ones registering for programs online. - We do not yet have a data sharing agreement with the school district. The collection of school information is intended to move towards forming that agreement.
24	The Non-Functional Requirements state that the system must support multiple languages. Which specific languages must be supported at go-live? Does the City require professionally translated content, or is platform-provided machine translation acceptable for the public-facing portal referenced in B57?	The system should include the following languages: English, Espanol, Chinese (Simplified), Arabic, Haitian Creole, French, Swahili, Portuguese, Russian and Vietnamese.
25	Please confirm that the deadline for questions is August 26, 2026, at 5:00 PM Local Philadelphia Time, rather than September 21, 2026, as stated in Section III, and confirm that the completed RFI Question Template should be emailed to both listed project managers.	Addendum has been posted with revised dates
26	Please provide anticipated counts for internal staff users, community user profiles, annual booking requests, annual payment transactions, inventory assets, and facilities, and indicate whether ROM pricing should only address Simons Recreation Center or also include optional citywide expansion tiers.	- This can be revisited later; the usage will increase with the new programming that will be rolled out. - ROM pricing should address Simons Rec Center and include optional citywide expansion. See response to Q3.

Q. No.	Question(s)	Answers
27	Please identify the required Microsoft components and integration patterns for Outlook scheduling, staff SSO, and “Microsoft Suite” dashboard visibility, including whether the City expects Microsoft Graph, Exchange Online, Entra ID, Power BI, or another service and whether development sandboxes will be available.	- City will not provide licensing except for City staff; however, we would like the solution to have the dashboard visibility built into the solution while having the public front facing calendar integrated with the City’s Microsoft Outlook calendar. - If this will reflect an additional cost, please include that cost in your proposal.
28	Please describe the required Square integration and historical-data scope, including the Square products and APIs currently used, responsibility for payment and refund processing, available spreadsheet or electronic source formats, record volumes, and the retention period to be migrated.	We can source the current data from Square since it is used as its own standalone service. There is currently no integration/API in place with other systems at this time.
29	Please provide or identify the City IT Security Standards applicable to the cloud solution and clarify required audit reports or certifications, hosting or data-residency restrictions, encryption standards, incident-notification periods, recovery objectives, availability SLA, and the City’s anticipated COPPA/FERPA responsibilities for youth data.	Please refer to Q 21.