V5.3

CITY OF PHILADELPHIA

Office of Innovation and Technology
(on behalf of Streets Department)

REQUEST FOR INFORMATION
FOR

Right of Way (ROW) Street Closure Permitting System

November 18, 2026

Information Session	November 23, 2026, at 12:30 PM Microsoft Teams: https://teams.microsoft.com/meet/252812744838943?p=PVvUNSscPh60be7ESu
Deadline for questions, requests for clarification, or requests for additional information	November 30, 2026, before 5:00 PM (Local Philadelphia Time)
City Responds to Questions	December 14, 2026
Responses to RFI Due	January 11, 2027, before 5:00 PM (Local Philadelphia Time)

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

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Right of Way (ROW) Street Closure Permitting System
REQUEST FOR INFORMATION

I. RESPONSE CALENDAR

	November 18, 2026
Post Request for Information Information Session	November 23, 2026, at 12:30 PM (Local Philadelphia Time) Microsoft Teams: https://teams.microsoft.com/meet/25 2812744838943?p=PVvUNSscPh60 be7ESu
Deadline for questions, requests for clarification, or requests for additional information (email jon.malcarney@phila.gov)	November 30, 2026, before 5:00 PM (Local Philadelphia Time)
City Responds to Questions https://www.phila.gov/rfp/additional opportunities)	December 14, 2026
Responses to RFI Due (email jon.malcarney@phila.gov)	January 11, 2027, 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.

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 Right of Way (ROW) Street Closure Permitting System. The City, through its Office of Innovation and Technology (OIT) on behalf of the Philadelphia Streets Department, 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 solution's 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 November 30, 2026, to:

Jon Malcarney
Senior Project Manager
Office of Innovation and Technology
jon.malcarney@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 . 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. 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, OIT AND STREETS

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.

The Philadelphia Streets Department Right-of-Way Unit is comprised of three groups (Plan Review, Permitting and Inspections) and is responsible for the management of effective and equitable use of 2,525 miles of Public Right-of-Way by the general public, utilities and private interests. The Right-of-Way Unit partly manages this use through the issuance of permits for temporary closures to facilitate construction, loading and events. On average, the Right-of-Way Unit issues approximately 26,000/year permits of various nature allowing specific entities to temporarily occupy the Right-of-Way.

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/Zoom on November 23, 2026, starting at 12:30 PM (Local Philadelphia Time).

Microsoft Teams:
https://teams.microsoft.com/meet/252812744838943?p=PVvUNSscPh60be7ESu

Attendance at the Information Session is optional but recommended.

VI. ANTICIPATED SOLUTION REQUIREMENTS

The City seeks a Right-of-Way (ROW) system to manage approval of permits for the closure of roadways and sidewalks; to replace the existing Street Closure, Costing, and Event Systems (desktop client-server systems past end of life). The system must meet business requirements and support functionality including, but not limited to:

The proposed solution should include the following functionality:

- **Administration**
  - Support role-based access control to authorize user access, privileges, permissions and workflows
- **System Interfaces**
  - Support Application Programming Interfaces (API) for third-party systems and/or data integrations, including the code enforcement system, GIS, online payment (ePay), work management for inspections (Cityworks), etc.
  - Interface with approximately 6 – 10 existing systems across City Departments to receive alerts for permit requests that could result in conflicting closures and hazards to pedestrians, bicyclists, and traffic flow.
- **Contact and Company Management – Self Management**
  - The system must provide a platform/module enabling external organizations to manage a company profile and authorized users throughout the lifecycle of the permit process, allowing for:
  - The system must provide role-based access control to create and maintain company user profiles and permissions meaning that all authorized employees within the same organization must be able to access and manage all permits submitted under the company's account, regardless of which employee submitted the application.
  - The system must provide the ability to manage communication with City staff regarding permits tied to that organization.
  - Authorized users must be able to view permit applications, status, supporting documents, invoices, and receipts associated with the organization. They must be able to submit applications; upload required documents and make payments on behalf of the organization.
  - The system must provide visibility into all permits and related transactions, including escrow account balances.
- **Application Sorting and Work Prioritization**
  - Provide streamlined communications and workflow management, to facilitate approvals and issuance of permits
- **Conflict Identification & Alert**
  - The system must provide automated conflict-management capabilities that prevent scheduling and spatial conflicts related to proposed street closures.
  - Conflict Identification must use GIS mapping to detect overlapping closure areas, conflicting dates or times based on permit status and the actual dates and times requested, proximity to critical infrastructure, and impacts on existing events, construction activities, or transportation routes.
  - Conflict Identification must alert applicants and reviewers to potential conflicts identified above.
  - The GIS Map must present visual indicators of the conflict on the map interface.
  - Conflict Identification must offer resolution options such as alternative dates, modified closure boundaries, or coordination with affected parties.

- **Location Validation**
  - Allow external (public) users the ability to navigate a complete, accessible, and user-friendly permit application process (e.g., Geographic Information System (GIS) mapping functionality, payment, etc.)
- **Time Entry Validation**
  - The system shall validate and timestamp all permit applications which require street closure and apply business rules to ensure that all lead times and deadlines are met and all involved parties are notified.
  - The system shall validate and timestamp all event applications and apply business rules to ensure that all lead times and deadlines are met and all involved parties are notified.
- **Multiple Application Handling (allow one or more applications to be open at one time)**
  - Support multiple permit types and complexities for ROW closures, street events, festivals, etc. to accommodate different review times, permit requirements, workflow, and role assignments.
  - Allow internal users (City employees) the ability to navigate a complete, accessible, and user-friendly permit application process (e.g., Geographic Information System (GIS) mapping functionality, payment, permit issuance, etc.
  - Include robust search and reporting capabilities (e.g., the viewing and tracking of multiple permits associated with a single project that may have multiple contacts and companies working on a single, larger project).
- **Standard and User-added Comments/Remarks in same frame**
  - The system shall provide a commenting capability that allows permit reviewers and administrators to add standardized (canned & un-editable) comments to street closure permit applications.
  - Comments must include the option to enter free-form text when unique circumstances or clarifications are required.
  - The system shall store all comments with the internal user identity and timestamps, display them within the same frame as the permit record.
- **References List & Supporting Documents**
  - Allow external users (applicants) and internal users the ability to upload/download documents, verify request and/or permit status
- **Permit Costing**
  - Support a robust costing system that allows for fee schedules, complex fee calculations, increased fees based on compliance record, invoicing, payment tracking, multiple payment options, etc. since event closures and street closures have varied fee calculations, schedules, accepted payment types etc. and need to be able to be calculated, invoiced, and paid on separate paths
  - Support all standard payment types/methods including deposit or escrow accounts. Note that cash is not accepted

- **Inspections & CVNs**
    - Track applicants' outstanding fees from city agencies. An applicant with outstanding fees will get a warning message on new permit applications and internal users will be warned before issuing a new permit to them.
    - Alert management of compliance failures, permit falsification, and other acts of malfeasance
- **Permit Modifications**
    - Ability to revise dates/times related to permits after approval and issuance based on user role and permissions
    - External user ability to extend a current permit application
- **Address Mapping and GIS Integration**
    - Provide a GIS mapping component to display and filter street closures and events by status (e.g., approved, pending, etc.), permit date range, public transportation routes, high traffic areas, etc. configurable for both internal and external users.
    - Allow users to select locations by address, street segment, intersection, lane/sidewalk, and location along street (e.g., X/Y coordinate or polygon).
    - Reminder: System is being utilized for both street closures and events. Status, allowable days/times are different between events and street closures and need to be on separate paths. For event related permits users need to be able to select by block.
- **Permit Reviewing & Audit**
    - Ability to preview the permit while processing and before permit issuance.
    - Include ad-hoc and analytical reporting and configurable dashboards.
    - Provide an audit trail tracking all system functionality and user activity prior to, during, and after permit approval for internal users

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 Right of Way (ROW) Street Closure Permitting System. 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 Right of Way (ROW) Street Closure Permitting System. 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:

Jon Malcarney
Senior Project Manager
Office of Innovation and Technology
jon.malcarney@phila.gov

Responses are due January 11, 2027, no later than 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.		
4.		
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6.		
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