CITY OF PHILADELPHIA

Office of Innovation and Technology
(on behalf of
Department of Public Property
Department of Public Health
Department of Parks and Recreation)

REQUEST FOR INFORMATION

FOR

City of Philadelphia Workforce and Asset Management And Building Information Modeling (BIM) System
August 28, 2019

Information Session September 13, 2019 – 10:00 AM
1234 Market Street, Suite 1800

Deadline for questions September 20, 2019 before 5:00 PM
(Local Philadelphia Time)

City Responds to Questions September 27, 2019

Responses to RFI Due October 11, 2019, 5 PM
(Local Philadelphia Time)

JAMES F. KENNEY, Mayor
Bridget Collins-Greenwald, Commissioner, Department of Public Property
Thomas Farley, M.D., Health Commissioner
Kathryn Ott Lovell, Commissioner, Department of Parks and Recreation
Mark Wheeler, CIO, Office of Innovation and Technology
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Workforce and Asset Management And Building Information Modeling (BIM) System

REQUEST FOR INFORMATION

I. RESPONSE CALENDAR

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<td>Deadline for questions, requests for clarification, or requests for additional information (email <a href="mailto:first.last@phila.gov">first.last@phila.gov</a> and <a href="mailto:Gayle.Ruggeri@phila.gov">Gayle.Ruggeri@phila.gov</a>)</td>
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II. PURPOSE OF REQUEST FOR INFORMATION

The City of Philadelphia (City), acting through its Departments of Public Property (DPP), Parks and Recreation (PPR) and Public Health (DPH), 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 Workforce and Asset Management And Building Information Modeling (BIM) System. 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.

The City has tentatively concluded that Software as a Service (SaaS) is the preferred solution. However, respondents are invited to identify alternative solutions, including remotely- or locally-hosted software solutions. It is anticipated that the solution ultimately selected by the City may include software from two or more vendors. Respondents are not required to identify all partners within a proposed multi-application solution.
Respondents are asked to provide OIT with information regarding their available COTS products and solutions along with their interoperability, 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
- The City has tentatively concluded that interoperability with other systems should be enabled via an Application Program Interface (“API”). Respondents should explain whether their proposed software solutions include support for APIs or whether interoperability is via an Extract-Transform-Load (ETL) process.
- 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 September 20th, 2019 to:

Richard D. Quodomine                   Gayle Ruggeri  
Department of Public Property          Office of Innovation and Technology 
Richard.Quodomine@phila.gov            Gayle.Ruggeri@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 http://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 http://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, DPP, PPR, DPH 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 43 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 City’s Department of Public Property (DPP) manages the buildings and structures where City employees work and where City equipment is kept. Our department buys, sells, leases, designs, constructs, renovates, and maintains City properties. DPP makes sure that facilities operated by the City are in safe condition, are accessible, and that they function well.

The City’s Parks and Recreation Department (PPR) manages over 10,000 acres of land which contain 675 buildings and 124 other structures throughout the system. These facilities contain 75 pools, 5 ice skating rinks, 1400 fields and courts as well as 40 historic sites and buildings. PPR manages maintenance of its facilities through a combination of in-house staff, vendors and capital projects to ensure they are clean, safe and ready to use.
The Philadelphia Department of Public Health (DPH) works to make Philadelphia a healthy place to live, work, and play. DPH provides a number of services where the City strives to keep residents safe and healthy. They include:

- Provides high-quality medical care at City health centers
- Prevents the spread of illness and infectious disease
- Protects against environmental hazards
- Encourages healthy behaviors to prevent chronic disease
- Plans and responds to health emergencies
- Ensures the quality and accessibility of health services
- Sets health policy
- Collects, analyzes, and reports on a variety of public health data

The City’s Office of Innovation & Technology (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 in Philadelphia, Pennsylvania at the time and location indicated below.

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<td>September 13, 2019</td>
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<td>10:00 AM (Local Philadelphia Time)</td>
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Attendance at the Information Session is optional but recommended.

An on-line meeting using Skype / Microsoft Teams (or alternative service, if Skype is unavailable) will be set up.

To receive the meeting weblink:
- email Richard Quodomine, Richard.Quodomine@phila.gov, on September 10th, 2019, by 5:00 PM, Local Philadelphia Time
- include the name and email address of who is to receive the dial in information.

VI. ANTICIPATED SOLUTION REQUIREMENTS

The GIS-driven display system (item b below) will be the governing application, and all information will either flow from or to that application from the other applications. The proposed solution will eventually include the following basic functionality in parts a-e. Respondents do
not need to provide all of the proposed solutions, but must be able to integrate with the below applications:

a. **General Requirements**
   - Web-based application(s)
   - Support tiered logins (Administrator, User, with both separated by Department)
   - Entry screen for users determined by Department
   - Interconnectivity between all applications
   - Interconnectivity with DPP/Department of Finance Project Management Tool (currently in procurement – final requirements TBD)
   - Provide data dictionary and help via mouseover or Index-based help file that can be accessed via the web
   - Any report can be configured and/or customized by Administrators
   - Any Key Performance Indicator (KPI) can be configured and/or customized by Administrators
   - Reports and KPIs can also support charts and graphs with on-the-fly calculations
   - Utilizes City of Philadelphia standard basemaps and data conventions, as needed

b. **GIS-driven display system:**
   - Display known city assets
   - Select City Assets by Known Address, Asset Name, or Asset ID or combination thereof
   - Display desired overlays (Flood, Historical District, etc.)
   - Receive building design and footage, work order, financial, budgeting, energy and other relevant data through either push open data services, API or ETL (in order of preference)
   - Serve as “clearinghouse application” for all other applications in this RFI, i.e. can launch any of the other applications
   - Work with ArcGIS Pro, ArcGIS Enterprise, and ArcGIS Desktop as needed
   - Work with Data Interoperability as needed
   - Can consume (pull) and export (push) data to ArcGIS services
   - Support dashboarding and KPI tools
   - Support tabbed browser switching between Viewer and KPI applications

c. **For the Work Order system:**
   - Work order entry and assignment, with both Mobile, including cellular phone and tablet, and Desktop-based entry
   - Mobile work order entry and assignment can work in both connected or disconnected state
   - Back Checking with inventory management system
   - Estimate Hours of work and cost
   - Indicate Status from opened to completed, including possible delay reasons (with extended notes field and BLOB field for geolocated photographs)
• Alert appropriate supervisory staff when a status has changed
• Export, via API (preferred) or ETL (if API not possible) to GIS system (a)
• Export, via API (preferred) or ETL to GIS-based decision support tools that are either in existence or may be built or purchased

d. **For the Inventory System:**
- Track requests for inventory
- Provide Cost per part
- Provide cost per work order
- Provide estimate person hours
- Provide daily, weekly and monthly costs of inventory
- Export, via API (preferred) or ETL (if API not possible) to GIS system (a)

e. **For the Building Information Modeling (BIM) System**
- Be able to convert CAD to 2D GIS-based display
- Be able to convert CAD to 3D GIS-based display
- Be able to acquire, geo-rectify and upload Abode Portable Document Format files (PDFs) into CAD and 2D/3D GIS in a straightforward and preferably “one button” process
- Be able to create World (.wld) files by using Esri or similar GIS-based function within the application
- Be able to calculate the following: ground square footage (external), usable square footage (internal), configurable square footage, occupancy, vacancy
- Be able to calculate the size of individual workspaces and places, including, but not limited to: conference rooms, cubicles, offices and auxiliary function space
- Be able to enter updates to BIM data and CAD drawings from a tablet or other mobile device
- Be able to classify spaces by type of use (work, storage, files, etc.)
- Export, via API (preferred) or ETL (if API not possible) to GIS system (a)

f. **Anticipated Optional Application Specifications**
There is one optional application / component in this RFI, which would ideally be linked to the GIS tool described in VI (a), above.
- Lease management
- Track lease value and terms by Asset ID
- Track leases by type (lessor / lessee)
- Track total value of leases by council district
- Track value of costs per square foot
- Display additional terms of leasing arrangement (mid-term capital improvements, what’s included in the lease by notation field)
- Display 360-day, 180-day, 90-day and 30-day countdowns to lease end with email trigger to appropriate person(s).
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 Asset management, Workforce management and Building Information Modeling. 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 a 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, Data and 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.
Supplement this request with a basic database/table schema, including flows. This need not be complete, but rather illustrative of data architecture and anticipated partnerships, if any.

**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 City of Philadelphia Workforce and Asset Management And Building Information Modeling (BIM) 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:

Richard D. Quodomine  Gayle Ruggeri
Department of Public Property  Office of Innovation and Technology
Richard.Quodomine@phila.gov  Gayle.Ruggeri@phila.gov

Responses are due October 11, 2019 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.
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