



## Request for Information (RFI):

**Sourcing Event: 0000011902**

### San Francisco Warehouse Inventory Management System

**This Solicitation can be viewed on the City's Supplier Portal at:**

<https://sfcitypartner.sfgov.org/pages/index.aspx>

The City and County of San Francisco's Department of Technology (DT) seeks information from qualified vendors offering Warehouse Inventory Management solutions capable of supporting the management of consumable assets used across departmental technology operations. DT is exploring solutions that modernize the receiving, tracking, and distribution of consumable materials stored in the DT warehouse. The City is interested in platforms that support barcode-enabled inventory management, streamlined receiving workflows, automated inventory tracking, and improved cost attribution to departments and projects. This Request for Information (RFI) will inform future solicitations for implementing an inventory management system

This RFI is not a competitive solicitation. This RFI is to be used solely for information and planning purposes by the City and will not result in a contract. As part of this, the City reserves the right to invite vendors to demonstrate their products and services. Submissions will not be scored or otherwise evaluated for merit. The City will not reimburse participants for any costs in connection with this RFI.

#### Version History

Version	Date	Notes
1	June 16 <sup>th</sup> , 2026	Posted

## Schedule

Phase	Tentative Date
Request for Information Issued	June 16 <sup>th</sup> 2026 at 1:00 p.m. PST
Deadline for questions from respondents	July 2 <sup>th</sup> 2026 at 11 a.m. PST  Emailed to <a href="mailto:Fan-Wa.Wong@sfgov.org">Fan-Wa.Wong@sfgov.org</a>
Responses Due	July 30, 2026 at 4:00 p.m. PST  emailed copy to <a href="mailto:Fan-Wa.Wong@sfgov.org">Fan-Wa.Wong@sfgov.org</a> AND uploaded to PeopleSoft

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## I. SOLICITATION SCHEDULE

### A. Schedule

The anticipated schedule for this Solicitation is set forth below. These dates are tentative and subject to change. It is the responsibility of the Respondent to check for any Addenda to this Solicitation or other published pertinent information.

Phase	Tentative Date
Request for Information Issued	June 16 <sup>th</sup> 2026 at 1:00 p.m. PST
Deadline for questions from respondents	July 2 <sup>th</sup> 2026 at 11 a.m. PST  Emailed to <a href="mailto:Fan-Wa.Wong@sfgov.org">Fan-Wa.Wong@sfgov.org</a>
Responses Due	July 30, 2026 at 4:00 p.m. PST  emailed copy to <a href="mailto:Fan-Wa.Wong@sfgov.org">Fan-Wa.Wong@sfgov.org</a> AND uploaded to PeopleSoft

### B. Respondent Questions

Respondents shall send any questions by email to **Fan-Wa Wong** at [Fan-Wa.Wong@sfgov.org](mailto:Fan-Wa.Wong@sfgov.org) by the deadline indicated above. A written Addendum will be executed addressing each question and answer and posted publicly. It is the responsibility of the Respondent to check for any Addenda and other updates that will be posted on the City's Supplier Portal: <https://sfcitypartner.sfgov.org/pages/Events-BS3/event-search.aspx>.

## II. SCOPE OF WORK

### A. Project Overview

The Department of Technology (DT) for the City and County of San Francisco is seeking information on modern Warehouse Inventory Management solutions to support the management of non-serialized consumable materials used across departmental technology operations. DT is interested in a cloud-based Software as a Service (SaaS) platform that can centralize receiving, inventory tracking, distribution, and reporting for consumable assets stored in the DT warehouse. The desired solution will streamline warehouse workflows, automate inventory transactions, and provide real-time visibility into inventory levels and usage across operational teams.

The department maintains warehouse operations that support the deployment, maintenance, and repair of technology infrastructure across City facilities. DT's current processes for managing consumable inventory are largely manual and distributed across multiple systems and paper-based workflows. Warehouse staff currently rely on a combination of ServiceNow requests, PeopleSoft purchasing records, manual inventory tracking, and physical documentation to receive materials, distribute consumables, and track inventory levels. These fragmented processes result in limited inventory visibility, inefficient receiving workflows, and challenges in accurately attributing material usage to departmental budgets and projects.

DT is seeking a modern system that digitizes warehouse operations, supports barcode-enabled inventory management, and integrates with existing enterprise systems such as PeopleSoft and ServiceNow. The future solution should enable standardized workflows for receiving, storing, distributing, and reconciling consumable inventory while providing improved reporting, auditability, and cost attribution capabilities across the department.

### B. Operational Scope

The Department of Technology operates a centralized warehouse with a storeroom that receives equipment and consumable materials from vendors and distributes them to operational teams

responsible for supporting City technology infrastructure. There is an additional warehouse location used to store additional stock.

Warehouse activities include receiving vendor shipments, processing deliveries associated with purchase orders, storing consumable inventory, distributing materials to technicians and operational teams, and maintaining records for financial reconciliation and inventory tracking. The storeroom also receives packages on behalf of various DT teams, adding operational complexity to receiving and notification workflows.

Consumable materials stored in the warehouse include items used for installation, maintenance, and repair of technology infrastructure. The current inventory catalog consists of approximately 850 consumable catalog items managed across 2 warehouse locations. These items are frequently issued to field technicians and operational staff on both a scheduled and same-day basis, often requiring rapid access to inventory to support time-sensitive assignments.

Currently, consumable requests may be initiated through internal request processes or through direct interaction with warehouse staff. Many employees require immediate access to materials to complete field assignments, creating the need for streamlined checkout processes that allow for quick issuance of items while maintaining accurate transaction records and cost attribution.

The Department also requires the ability to track inventory levels, manage replenishment when stock reaches defined thresholds, and perform periodic cycle counts to ensure inventory accuracy. In addition, warehouse staff must coordinate with procurement and finance teams to reconcile purchase orders, invoices, and inventory receipts.

The future system should support these operational workflows by providing centralized inventory tracking, barcode-enabled receiving and checkout processes, automated notifications, and reporting capabilities that allow DT to monitor inventory usage, maintain accurate stock levels, and attribute costs to the appropriate divisions, projects, or budget lines.

Respondents should describe how their solution supports multi-location warehouse environments, including the ability to manage multiple warehouses, sub-locations, storage bins, and receiving areas, as well as scalability to support future expansion.

### **C. Requirements**

The City seeks a modern, Warehouse Inventory Management solution that can support the management of non-serialized consumable inventory. The system should streamline warehouse receiving, inventory tracking, replenishment, distribution, and reporting processes while improving visibility into inventory levels and supporting accurate financial attribution of materials used across departmental operations.

A detailed breakdown of required features and capabilities is provided in **Appendix A – Tab B: Requirements Response**, which respondents must complete as part of their submission.

The City's desired solution shall meet the following functional objectives:

- **Receiving and Put-Away Management:** Support barcode-enabled receiving workflows that allow warehouse staff to scan packing slips or purchase orders, record quantities received, manage discrepancies, capture digital signatures, generate labels, and transfer inventory from receiving locations to designated storage locations. This will include support for partial receipt tracking, reconciliation of packing slips against purchase orders, and visibility into receipt completion status across multiple deliveries.
- **Inventory Management and Replenishment:** Maintain a centralized inventory catalog with location tracking, configurable minimum and maximum stock thresholds, automated low-stock alerts, and replenishment request workflows with multi-level approvals and integration with procurement systems.
- **Consumable Distribution and Checkout:** Enable efficient same-day issuance of consumable inventory through barcode-enabled checkout processes, with user identification, digital signatures, transaction receipts, and attribution of inventory transactions to budget lines, divisions, or projects.

- **Inventory Request and Reservation Management:** Provide a user-friendly portal for employees to submit consumable requests in advance, reserve inventory against available stock, support pick-and-stage workflows, and notify requesters when items are ready for pickup.
- **Catalog and Item Master Management:** Maintain a centralized item master catalog for consumable inventory, including item attributes such as SKU, description, unit of measure, barcode identifiers, vendor references, commodity classifications, and default budget or division mappings. The system should support workflows for requesting, reviewing, approving, and adding new items to the catalog.
- **Inventory Decommissioning and Disposition:** Support workflows for identifying aging or obsolete inventory, approving decommissioning decisions, tracking surplus or disposal actions, and maintaining records of item disposition for audit purposes.
- **Cycle Counts and Inventory Accuracy:** Enable scheduled cycle counts using barcode-enabled scanning devices, automated variance detection, discrepancy resolution workflows, and reporting on inventory accuracy and variance trends.
- **Scanning and Mobile Warehouse Operations:** Support handheld scanning devices for receiving, transfers, labeling, and inventory counting, including barcode support, mobile digital signature capture, and the ability to synchronize transactions captured offline when connectivity is restored.
- **Workflow, Notifications, and Task Management:** Provide configurable workflow capabilities to support approval processes, discrepancy resolution, and operational tasks, with automated notifications and reminders for events such as item receipt, pickup readiness, and low inventory levels.
- **Reporting and Analytics:** Deliver operational and financial reporting capabilities, including inventory transactions by division or project, inventory health metrics, replenishment alerts, and audit-ready transaction logs.
- **Security, Controls, and Compliance:** Provide role-based access controls, audit logging, document retention capabilities, and validation controls to ensure data integrity, traceability, and compliance with City policies.

### III. SUBMITTAL PROCESS

Responses should be submitted by email to **Ms. Fan-Wa Wong at Fan-Wa.Wong@sfgov.org** as well as uploaded to the SF Supplier Portal: <https://sfcitypartner.sfgov.org/pages/Events-BS3/event-search.aspx>, by the deadline indicated above. Late submissions will not be accepted.

Respondents are required to provide responses to Appendix A. Attach supplemental or supporting materials such as appendices and cross-reference them in the relevant response.

### IV. TERMS AND CONDITIONS FOR RECEIPT OF INFORMATION

Responses to this RFI become the exclusive property of the City and subject to the California Public Records Act and the City's Sunshine Ordinance. Please be aware that any information submitted, even personal identifying information may be disclosed to the public. The Respondent shall be solely and fully responsible for all costs associated with the development, preparation, transmittal, and submission of any material in response to this RFI. The City may, in its sole discretion, ask selected Respondents to present their material in person to City's representatives at the City's offices, and the costs of such presentations shall be solely the responsibility of the Respondent.

The City assumes no contractual or other obligations as a result of the issuance of this RFI, the preparation or submission of materials by a Respondent, the evaluation of materials, the Respondent's conducting of presentations, or the selection of any Respondent for further negotiations. There may be no claims whatsoever for reimbursement from the City for such costs.

RFI responses are subject to public inspection and copying under California Public Records Act (Cal. Govt. Code Section 7920.000 et seq) and San Francisco Administrative Code Chapter 67 unless exempt from disclosure under federal, state or local law, including laws protecting trade secrets. Therefore, it is important for respondents to clearly identify in their responses those records or other information that the respondent in good faith determines to be a trade secret or confidential proprietary information protected from disclosure under applicable law. To the extent permitted by law, the City will attempt to reasonably maintain the confidentiality of such information.

The submittal of a response to this RFI does not guarantee use of the information provided. This is not a Request for Proposals (RFP). The City, at its sole discretion, will determine if a RFP or other competitive solicitation may be issued at a later date. Any RFP issued by the City may differ significantly in content from the applications and services described in this RFI. This RFI is to be used solely for the purpose of this industry review and the City assumes no responsibility for any other use of this document. It is not a requirement to participate in this industry review process in order to be considered by any competitive solicitation arising out of this process.

Participation in this industry review is strictly voluntary and the City will not reimburse participants for any costs in connection therewith. Submission of the RFI does not guarantee any future business with the City. The issuance of this RFI does not constitute agreement by the City that any contract will actually be entered into by the City. The City expressly reserves the rights to:

1. Waive or correct any defect or informality in any proposal, response or response procedure;
2. Reject any or all responses and re-issue a new RFI;
3. Prior to submission deadline for responses, modify all or any portion of the schedule for receiving responses;
4. Procure any materials, equipment, products or services specified in this RFI by any other means; or
5. Determine that no project will be pursued.