

Charlotte Water / Technology Goods & Services

Customer Self Service Solution: Mobile Application and Web Portal

The purpose of this RFP is to select a water-focused customer portal that will replace the <https://mycitizenservices.org> website and provide a single point of access for customers to access specific water-centric functions. CLTWater is requesting proposals from qualified companies for the design, integration, and implementation of a CSS (customer self-service) water-focused self-service portal.

Details

Posting Number	2022-Q3(Jul-Sep)-CW-8094
Anticipated Posting Date	2022-07-01
Commodity Code(s):	20811, 20854, 91596, 92003, 92005, 92040, 92045

Requirements

Last Updated: 07/08/22

Insurance Requirements

The City requires the awarded vendor(s) to obtain and maintain the following insurance coverage types:

- ☒ Automobile-For automobile operations liability
- ☒ Errors & Omissions / Professional Liability-For negligence or failure to perform in a professional capacity
- ☒ General Liability-For bodily injury or property damage, arising from products, premises, completed work, personal & advertising injury
- ☒ Network Security-Network Security-for breaching of our network security

Estimated Total Value

The total project value is anticipated to be:

- ☒ \$500,000 - 999,999

Utilization

The City anticipates setting goals for the following types of subcontractor utilization:

- ☒ SBE-Small Business Enterprise
- ☒ MBE-Minority Business Enterprise
- ☒ WBE-Women Owned Business Enterprise



10% MWSBE Subcontracting Goal established

Contract Term

The term of the project is anticipated to be:

- ☒ Multi-Year