

Charlotte Water / Technology Goods & Services

Customer Self Service Solution: Mobile Application and Web Portal

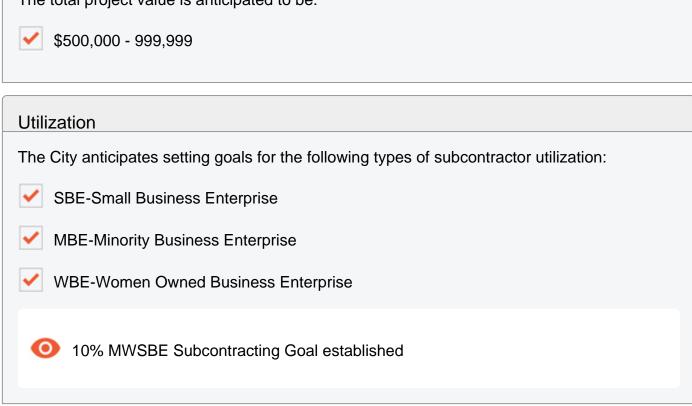
The purpose of this RFP is to select a water-focused customer portal that will replace the https://mycitizenservices.org website and provide a single point of access for customers to access specific water-centric functions. CLTWater is requesting proposals from qualified companies for the design, integration,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



Contract Term

The term of the project is anticipated to be:



Multi-Year