

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 <u>https://mycitizenservices.org</u> 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 Anticipated Posting Date Commodity Code(s): 2022-Q3(Jul-Sep)-CW-8094 2022-07-01 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

