

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 <a href="https://mycitizenservices.org">https://mycitizenservices.org</a> 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

### Insurance Requirements

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

**Last Updated: 07/08/22** 

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

# 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 Viewers Option - A Small Red Eye Icon 10% MWSBE Subcontracting Goal established **Contract Term** The term of the project is anticipated to be: Multi-Year

**Estimated Total Value**