

REQUEST FOR INFORMATION SCL # CC-2016-008

Submittal Schedule

Table 1: Schedule

Schedule of Events	Date
Release RFI	February 17, 2016
Submit your Response	March 3, 2016

The City reserves the right to modify this schedule at the City's discretion. Notification of changes will be posted on the City website or as otherwise stated.

Project Manager

Table 2: Delivery Address

Email	Fed Ex & Hand Delivery - Physical Address	US Post Office - Mailing Address
Kelly Enright	The City of Seattle, Seattle	The City of Seattle, Seattle City
	City Light Department	Light Department
Kelly.enright@seattle.gov	Attention: David McLean	Seattle Municipal Tower
	Seattle Municipal Tower	P.O. Box 34023
	700 Fifth Avenue	Seattle, Washington, 98124-
	Level P6 – entrance is on 6 th	4023
	Avenue	
	Seattle, Washington, 98104	
	A security guard will	
	provide the delivery worker	
	with freight elevator access	
	to the mailroom on the 28 th	
	floor. Deliveries can be	
	dropped off at SMT-2822	
	(mailroom) where	
	mailroom staff will assist	
	with the delivery.	

This RFI is issued as a means of technical discovery and information gathering. This RFI is for planning purposes only and should not be construed as a solicitation nor should it be construed as an obligation on the part of the City to make any purchases. This RFI should not be construed as a means to pre-qualify vendors.

From the information provided by the respondents to the RFI, a determination will be made regarding any actual contracting through a procurement process. Any future contract that may be awarded must comply with City procurement requirements. The City of Seattle may utilize the results of this RFI in drafting a competitive solicitation (RFP) for the subject services/products/equipment.

Participation in this RFI is voluntary and the City will not pay for the preparation/presentation of any information submitted by a respondent or for the City's use of that information.

1. Purpose and Background

City of Seattle (City) departments Seattle City Light (SCL) and Seattle Public Utilities (SPU) are engaged in replacing their current shared billing system Consolidated Customer Service System (CCSS) and several other ancillary applications with Oracle Customer Care & Billing (CC&B), Customer Self-Service Portal (CSS), Business Intelligence (BI), Meter Data Management product (MDM), and Smart Grid Gateway (SGG), collectively referred to hereafter as the New Customer Information Systems (NCIS) Solution.

This Request for Information (RFI) seeks information to help SCL and SPU understand options for two groups of services:

- 1. Managed services for post implementation application support for NCIS (can include or exclude support and continued development for a Customer Self Service (CSS) portal).
- 2. Support and continued development and support of a Customer Self Service (CSS) portal only.

Vendors responding to this RFI may provide information for either of the services above or both. They may also propose a partnership with other vendors to provide information for both services.

Background:

The NCIS Solution will be implemented in April 2016 and will provide a customer information and billing system for electrical services (SCL) and for water, wastewater, solid waste services (SPU). SCL and SPU share operational responsibility through a memorandum of agreement. SCL is the primary operator of the combined utility billing system, and SPU staffs and maintains the customer contact center.

The combined customer base served by NCIS is over 400,000 commercial, residential, and industrial accounts. The system generates an average of 15,000 bills each night, leading to the collection of a total of \$4,800,000 in revenue each day for the two utilities.

NCIS will support a range of customer service operations including the customer contact center, account management, credit management, and service orders. NCIS will be integrated with a variety of other systems which the City uses to support meter reading, financial management, work management, and inventory management. NCIS will have approximately 600 users. While NCIS is primarily used by SCL (252 users) and SPU (275 users), a number of users are part of other City departments who use the application for payment receipt and other functions. These include: Department of Executive Administration, Department of Neighborhoods, Department of Planning & Development, Finance & Administrative Services, Human Services Department, Department of Transportation, and the Legislative Department.

Seattle City Light Background

SCL, which was established in 1910 by the City, is managed by Seattle's Mayor and overseen by the nineperson Seattle City Council. It is the seventh largest publicly owned utility in the United States in terms of customers served. It owns significant hydroelectric resources and its 131 square mile service area includes Seattle and several surrounding cities. SCL serves over 400,000 customers and has annual revenues in excess of \$700 million.

Seattle Public Utilities Background

SPU is a City-owned utility that provides drinking water, wastewater, drainage, and solid waste services to the City of Seattle, as well as wholesale water sales to surrounding communities. SPU directly serves 190,000 drinking water customers, 174,000 wastewater customers, 225,000 drainage customers, and 168,000 solid waste customers. There are 1.37 million people living in areas receiving SPU drinking water. SPU has annual revenues in excess of \$700 million.

1. Post Implementation Managed Services Support Plan – Based on Results of the RFI. SCL expects to develop a RFP with the following goals / tasks.

The Vendor shall provide information for a plan that outlines the resources and activities the Vendor and the City will need to support the new system. The plan must cover: functional and technical roles; training and staffing levels; high level annual support activities; ongoing enhancement and additional modules;

implementation plan extending out five years after the end of the stabilization period, software and hardware upgrade schedule extending out five years after the end of the stabilization period; a support model for how to provide support to casual users (including help desk staffing, knowledge base and end client ad-hoc report assistance); a list of the tools and technologies needed by the support staff; and integration standards to be used for future development. The Vendor shall work with City IT to determine an appropriate process to support long term maintenance of the new system.

Vendor shall provide information regarding a long term maintenance and support plan for which the Vendor provides services to cover NCIS and source system integration for the following activities:

Support/Troubleshooting

- Troubleshooting system production issues including performance tuning
- · Developing fixes for production issues and assisting in their deployment
- System administration (user administration, configuring security)
- Troubleshooting reports
- Installing and upgrading base application software to new versions

Implementing Enhancements

Implementing requested application enhancements

Training and Knowledge Transfer

- Training new users on the system
- · Assist in knowledge transfer to City technical staff

The Vendor shall provide pricing to provide the above sets of services along with a proposed Vendor staffing model to provide this level of support for a period of up to five (5) years from implementation and stabilization of NCIS. The Vendor should consider structuring a proposal that allows some flexibility in the level of service for which the City can contract from the Vendor. The Vendor shall consider the following in their proposal:

- Scheduled maintenance and upgrades will be performed at a time mutually agreeable to the City and Vendor.
- Emergency maintenance to resolve operational issues and problems will be triaged by the Vendor and City staff as appropriate.
- Vendor shall propose service level agreements for turnaround times for the various activities.
- Vendor shall describe the process with which they propose to manage approval and implementation of new features, reports, etc.
- The Vendor will estimate the cost of providing any new functionality for NCIS requested by the City and will proceed with such enhancement upon written approval from the City.

City reserves the right to accept or decline some or all of these services.

The Vendor shall provide a staffing proposal as described in their response. The Vendor can propose the use of City technical and/or functional resources. A complete description of City resources should be included in the RFI Response.

2. Support and Development of a Customer Self Service Portal

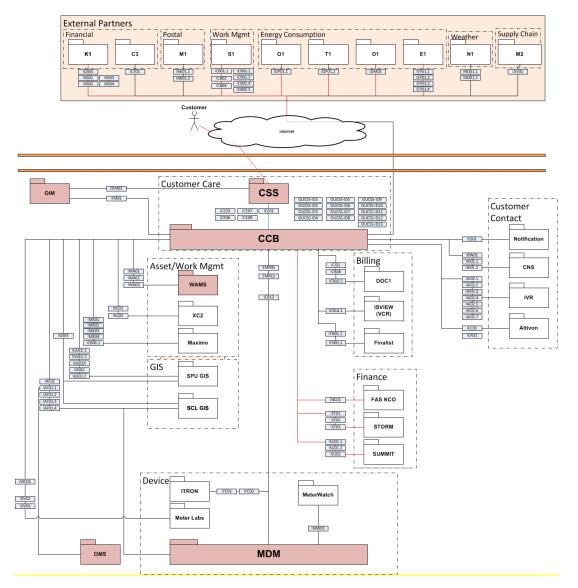
At the time of NCIS implementation and stabilization, the Customer Self Service Portal (CSS) will provide only basic functionality including: Login to Account, Billed and Unbilled Charges, Single-Account Financial History, Multi-Account Financial History, Single/Recurring Payments, Request of Payment Arrangements, Request for Budget Billing, Start Service, Stop Service, and Transfer Service.

It is the intent of the City to implement additional functionality over time. Additional functionality may include electrical outage reporting, streetlight trouble reporting, program enrollments (Utility Discount Program, Green-Up, Life Support Program, Conservation programs, etc.), proactive messaging via text, email and voice, notifications preferences for outage, account billing and payment and energy usage, consumption information in near real time (after implementation of Advanced Metering), prepayment, conservation rebates and other functionality to be determined.

The Vendor shall provide information for a plan that outlines the resources and activities the Vendor and the City will need to support the basic functionality available at implementation of the CSS portal and a plan with a suggested road map for implementing additional functionality, not limited to those items listed above. Provide information as described in the Managed Services Support Plan above in regard to the CSS Portal. Describe additional functionality available in Vendor's product(s) for Customer Self Service, including mobile options and native applications, if available.

3. NCIS Solution Context

The following diagram illustrates the NCIS solution in context with the majority of its systems integration. The NCIS application, middleware, database, and server platform is Oracle. Middleware components include Weblogic, SOA Suite, ODI, and Goldengate. The databases include both enterprise and RAC instances. The host servers are Oracle T-series and run the Solaris operating system. Autosys is used as the batch scheduler. Lastly, Oracle's Identity Management software is used for the registration and login process for both internal and external users.



2. Instructions

Registration into City Registration System.

If you have not previously done so, register at: <u>http://www.seattle.gov/contracting/registration.htm</u>. The City expects all firms to register. Women- and minority- owned firms are asked to self-identify. For assistance, call 206-684-0444.

Questions.

Hard Copy Submittal or Email Submittal.

The City seeks responses by the date specified in Table 1: Schedule, and the Respondent has full responsibility to ensure that its response is received by the Project Manager before the specified deadline. That being said, the City, at its sole discretion and convenience may choose to review responses that arrive within a reasonable time after the deadline.

- 1. Please number your pages sequentially.
- 2. The City does not have page limits.
- 3. Hard-copy submittals should be addressed to the Project Manager. The submittal may be handdelivered or otherwise be received by the Project Manager at the address provided. Please use no plastic or vinyl binders or folders. The City prefers simple, stapled paper copies. If a binder or folder is essential due to the size of your submission, you should use fully 100% recycled stock.
- 4. The City allows and will accept an electronic submittal in lieu of an official paper submittal. The electronic submittal should be e-mailed to the Project Manager (see page 1). Title the e-mail clearly. The City e-mail system will allow documents at least 20 Megabytes in size. Responses that exceed this limit should be coordinated with the Project Manager.
- 5. Vendors are invited to attach any brochures or materials that will assist the City in understanding their services.

Proprietary and Confidential Material.

By submitting a response, the Respondent agrees that the City of Seattle and its member agencies may copy and distribute the response, in whole or in part, for the purpose of facilitating the review of the response. The Respondent consents to such copying by submitting a response and warrants that such copying does not violate the rights of any third party. By submitting one or more responses, the Respondent thereby grants the City of Seattle and its member agencies the right to use the ideas and to adapt or modify the Respondent's ideas, for the purposes of scoping a procurement and implementation effort, which are contained in the response.

Marking and Disclosing Material.

Washington's Public Records Act (Release/Disclosure of Public Records)

Under Washington State Law (reference RCW Chapter 42.56, the *Public Records Act*) all materials received or created by the City of Seattle are *public records*. Washington's Public Records Act requires that public records must be promptly disclosed by the City upon request unless a judge rules that RCW or another Washington State statute exempts records from disclosure. Exemptions are narrow and explicit and are in Washington State Law (Reference RCW 42.56 and RCW 19.108).

Respondents should be familiar with the Washington State Public Records Act and limits of record disclosure exemptions. For information, visit the Washington State website at http://www1.leg.wa.gov/LawsAndAgencyRules).

If you believe records you submit to the City as part of your response or work product are exempt from disclosure, you may request the City not release such records until the City notifies you about the pending disclosure. To do so, identify the records on the Non-Disclosure Request form, located below, and submit this form with your proposal.



The City will not withhold materials from disclosure because you mark them with a document header or footer, page stamp, or a generic statement that a document is non-disclosable, exempt, confidential, proprietary, or protected. Identify no entire page as exempt unless each sentence is within the exemption scope; instead, identify paragraphs or sentences that meet the specific exemption criteria you cite in your submittal. Only the specific records or portions of records properly listed in your submittal will be protected and withheld for notice. All other records will be considered fully disclosable upon request.

If the City receives a public disclosure request for any records you have properly listed, the City will notify you in writing of the request and postpone disclosure, providing sufficient time for you to pursue an injunction and ruling from a judge. While it is not a legal obligation, the City, as a courtesy, allows up to ten business days to file a court injunction to prevent the City from releasing the records (reference RCW 42.56.540). If you fail to obtain a Court order within the ten days, the City may release the documents.

By submitting, the respondent acknowledges the obligation to identify such records within the response and that the City has no obligation or liability to the Respondent if the records are disclosed.

Ethics Code.

Please familiarize yourself with the City Ethics code: <u>http://www.seattle.gov/ethics/etpub/et_home.htm</u>. Attached is a pamphlet for Consultants, Customers and Clients. Specific question should be addressed to the staff of the Seattle Ethics and Elections Commission at 206-684-8500 or via email: (Executive Director, Wayne Barnett, 206-684-8577, <u>wayne.barnett@seattle.gov</u> or staff members Kate Flack, <u>kate.flack@seattle.gov</u> and Mardie Holden, mardie.holden@seattle.gov).



contractor-vendorbr ochure[1].pdf

No Gifts and Gratuities.

Respondents shall not directly or indirectly offer anything (such as retainers, loans, entertainment, favors, gifts, tickets, trips, favors, bonuses, donations, special discounts, work, or meals) to any City employee, volunteer or official, if it is intended or may appear to a reasonable person to be intended to obtain or give special consideration to the Consultant. An example is giving sporting event tickets to a City employee on the evaluation team of a solicitation to which you submitted. The definition of what a "benefit" would be is broad and could include not only awarding a contract but also the administration of the contract or evaluating contract performance. The rule works both ways, as it also prohibits City employees from soliciting items from Consultants. Promotional items worth less than \$25 may be distributed by the Consultant to City employees if the Consultant uses the items as routine and standard promotions for the business.

Involvement of Current and Former City Employees.

The City Ethics Code has limits as to involvement of current or former City employees, official or volunteer, that is working or assisting in your response. Become familiar with those requirements. For questions, contact the Ethics and Elections Office (see contacts above).

3. Response Format

Please submit response as described below.

- 1. Cover letter.
- **2.** Provide information on the following:
 - a. The public or private sector electric or water utilities, preferably entities of similar size and complexity for which vendor has provided or is providing managed services and / or support and development of a Customer Portal.
 - b. Specific suggestions of options or examples of managed services and / or customer portal support and development the vendor has or is providing.
 - c. Anticipated timeline (based on prior experience) for design, planning, and installation and migration of suggested applications and services for an organization of our size.
 - d. Description of what a typical operations and maintenance support model is necessary once the system is implemented.
 - e. Description of basic architecture options such as SaaS/Cloud, on-premises, hybrid and third party partnerships.
 - f. Description of how your product(s) meets the requirements listed in the Purpose and Background section above.

4. Next Steps

The City will review all responses. The City, in order to better understand a submittal, may, at its sole option, ask a respondent (or respondents) to meet with the project team to discuss its submittal.