REQUEST FOR INFORMATION
Contact Center Solution
for the
CITY OF PHILADELPHIA

Issued by:
THE CITY OF PHILADELPHIA (“City”)
Philadelphia Water Department (“PWD”)

Responses must be received no later than 5:00 p.m. Philadelphia, PA, local time,
on Monday, November 21, 2016.

JIM KENNEY, Mayor
DEBRA A. McCARTY, Commissioner, Water Department
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I. RESPONSE CALENDAR

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<td>Posting of Request For Information (RFI)</td>
<td>Friday, October 14, 2016</td>
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<td>Deadline for questions, requests for clarification, or requests for additional information</td>
<td>Wednesday, November 9, 2016</td>
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II. RFI CONTACT INFORMATION FOR QUESTIONS, REQUESTS FOR INFORMATION

All questions concerning this RFI must be in writing submitted via email no later than 5:00 pm, Philadelphia, PA, local time on Wednesday, November 9, 2016 and directed to:

Joanne Dahme  
General Manager, Public Affairs  
Philadelphia Water Department (PWD)  
Joanne.Dahme@phila.gov

Responses to such questions and requests shall be at the City’s sole discretion and nothing in the RFI shall create an obligation on the City to respond to the submitting party or at all. In the Cit’s sole discretion all responses to the RFI will be posted on [http://www.phila.gov/contracts](http://www.phila.gov/contracts) without formal notification to prospective Respondents.

The responses to this RFI will be used for informational purposes. This is not a request for a proposal of any kind. The City of Philadelphia will not pay for any information received or costs incurred in preparing responses to the RFI; therefore any costs associated with voluntary responses are solely at the interested vendors response.

The purpose of the RFI is to solicit statements of interest, capabilities, and rough order of magnitude (ROM) from all businesses that are interested in and capable of performing these IT Call/Contact Center services.

The City may, in its sole disrection, issue addenda to this RFI containing responses to questions, clarifications of the RFI, revisions to the RFI or any other matters that the City deems appropriate. Addenda will be posted on the City’s website at [http://www.phila.gov/rfp/Pages/default.aspx](http://www.phila.gov/rfp/Pages/default.aspx) (“Additional Opportunities”). It is the Respondent’s responsibility to monitor the Additional Opportunities site for Addenda and to comply with their terms.
Oral responses by any City employee or agent of the City are not binding and shall not in any way be considered as a commitment by the City.

If a Respondent finds any inconsistency or ambiguity in the RFI or an addendum to the RFI issued by the City, the Respondent is requested to notify the City in writing by 5:00 pm, Philadelphia, PA, local time on Wednesday, October 12th, 2016.

III. PURPOSE OF REQUEST FOR INFORMATION

The Philadelphia Water Department (PWD), in conjunction with the Water Revenue Bureau (WRB), is looking for a comprehensive solution that address the deficiencies of the current call center environment, provides a platform that addresses all current requirements for call center functionality yet also provides the flexibility to incorporate new functionality to the call center environment as required in the future.

The primary purpose of this RFI is for organizations to provide the PWD with information regarding their technology solutions and practices. PWD may use this information to potentially create a future contract Opportunity to provide services for a technology Contact Center for PWD residential and commercial customers.

In response to this RFI, the PWD seeks responses from qualified Providers summarizing recommended Contact Center solutions best to support the existing Call Center with a focus on interoperability, reliability, redundancy and scalability.

PWD encourages all entities that may be interested in partnering with PWD on a technology solution to prepare a response to this RFI in order for PWD to plan and identify sufficient resources for such a potential project. Responses to this RFI are considered non-binding, and are used to assist PWD in performing information gathering for planning purposes. Responses to this RFI will help shape a potential future scope of work, but are not a requirement to be considered for contracting.

IV. ABOUT THE PHILADELPHIA WATER DEPARTMENT AND OPPORTUNITY

The City of Philadelphia is the largest city in the Commonwealth of Pennsylvania and the fifth-most-populous city in the United States with over 1.5 million residents. The City encompasses approximately 134 square miles of land area.

As an operating department of the City, PWD provides integrated water and wastewater services to residential, commercial, and industrial customers. There are over 3,100 miles of water mains and 3,500 miles of sewers in Philadelphia, serving approximately 570,000 accounts, of which approximately 475,000 are residential.

The purpose of this RFI is to show your solution’s interoperability and operational requirements in reference to the International Organization for Standardization Open Systems Interconnection (OSI) model. In this response include an architectural diagram to support our current
environment with potential for a 10-25% growth. A vendor is welcomed to provide one or more models or solution sets to meet this requirement for an integrated interoperable solution set.

V. ANTICIPATED PROGRAM REQUIREMENTS

The Philadelphia Water Department (PWD) is considering the feasibility of a future contract opportunity in order to select a company or organization that is willing and able to customize a Contact Center to meet current and future needs to support the PWD Contact Center environment. In order to help plan for this potential opportunity, PWD is requesting qualified providers to submit responses detailing their current practices of a Contact Center offering.

PWD and the Philadelphia Water Revenue Bureau (WRB) have been working on the largest and most comprehensive initiative over the last three years to redesign our call centers via a merger and updated job classifications which include cross training of all skills to serve the City of Philadelphia’s water customers. The overarching goal of this project is to improve customer service by reducing wait-times, reducing the confusion related to multiple call centers, and strengthening the skill and professionalism of the customer service agents. At this point in time, PWD and WRB are ready for the physical merger of the call center staffs, which will result in the following staffing:

- 61 call center reps
- 8 supervisors
- 2 assistant managers
- 1 manager
- 1 trainer
- 1 computer specialist
- 1 ad tech
- 1 staff aug position (3 year) to assist with RFI/RFP process for a new call center technology

This merger supports the effort to improve call agent professionalism and customer satisfaction. On a typical week, the PWD and WRB call centers receive approximately 13,000 calls (Monday through Friday) with a lesser volume received during overnight and weekends. The nature of our calls exhibit a broad diversity including water and sewer emergencies (water main breaks, sewer collapses, leaking services, broken laterals), requests for customer service (inspections of customer owned water services and sewer laterals, clogged inlets, open hydrants, water quality concerns) and billing requests (amount owed, request for payment assistance, shut off notices, etc.). Our billing component represents over 2/3 of the volume of our calls.

Merger and technology benchmarks include the achievement of:
1. First call resolution (ANI analysis, transfer rate)
2. Customer self-service (reduced call volume)
3. Improved customer service quality (agent behavior call scoring)
4. System reliability and stability
5. Ease of and accuracy/consistency of data reporting
6. Responsive tech support

VI. SUBMISSION REQUIREMENTS
Each Respondent who submits a Response to the RFI shall include the following items in the order listed.

**Company Overview:** The Respondent shall provide a brief description of the company, services, business size, and point(s) of contact, including name, address, phone and email address. Note company’s operations including the number of years the company has been supporting this solution; number of full-time employees; and location of the office from which this effort will be managed and all other office locations.

Also, provide the company name, physical address, phone number, fax number, and web address.

**Clients:** Identify your experience with clients of similar size and scope to the City of Philadelphia.

**Deployment model:**
Identify your deployment model supported -
- public,
- private,
- community, or
- hybrid

**Service model:**
Identify your service model supported, whether on-premise or off-premise.
Supplement this request with an interoperable architectural diagram outlining each Open Systems Integration (OSI) layer requirement for enablement, sustainment, reliability, redundancy, and growth. Highlight anticipated number of upgrades over an annual period.
- On Premise
- Software as a Service (Saas)
- Platform as a Service (PaaS)
- Infrastructure as a Service (IaaS)
- Unified Communications as a Service (UCaaS)
- Contact Center as a Service (CCaaS)
- Other

**Applicable Methodologies Utilized:**
Identify your company’s experience and methodologies in delivering, sustaining and upgrading the solution. Kindly list methodologies utilized and their purpose. A sample of methodologies are listed, but not limited to the following.
Project Management Institute (PMI)
Quality Assurance Surveillance Plan (QASP)
Capability Maturity Model Integration (CMMI)
Software Development Lifecycle (SDLC)
Call Center Benchmarking Metrics
IT Infrastructure Library (ITIL®)
Knowledge Management
Change Management Control

Provide two examples that demonstrate your methodologies’ experience with contracts that value over $500k per annum in the last three – five years.

**Service Level Agreement (SLA)**
Identify your company’s Service Level Agreement to customers utilizing your solution.

**Key Features**
Identify best of breed Contact Center features for PWD staff to support the customer base. Key features are highlighted below but not limited to these features.
- Automated Call Distribution (ACD)
- Integrated Voice Response (IVR)
- Presence
- Chats
- Emails
- Speech Analytics
- Multi-media contact routing
- Inbound and outbound dialing
- Workforce Management (WFM)
- Customer Satisfaction Survey
- Methods to measure first (1st) call resolution.

**Maintenance**
In sustaining the solution, provide anticipated ongoing service impacting updates with estimated timeframes to complete.

**Reporting and Key Performance Indicators (KPIs)**
Provide the standard and custom reporting KPIs available from your solution.

**VII. USE OF RESPONSES**

The Responses submitted by Respondents to this RFI may be used by PWD in the process of preparing a potential future notice of a future contracting opportunity in order to select an organization to be a provider of a technology Contact Center solution. All Respondents may submit proposals to any potential future notice of contracting opportunity once it has been posted to the City of Philadelphia websites. A Response to this RFI is not a requirement to submit a proposal for the contracting opportunity.
VIII. HOW TO SUBMIT

Respondents must submit their responses electronically in MS Word or Adobe PDF format, as a single document using 12 point Times Roman font (or similar) with 1 inch margins to:

   Joanne Dahme
   Philadelphia Water Department
   Joanne.Dahme@phila.gov

Responses are due by 5:00 pm, Philadelphia, PA, local time on Monday, November 7, 2016.

IX. CONFIDENTIALITY AND PUBLIC DISCLOSURE

Respondents shall treat all information obtained from the City which is not generally available to the public as confidential and/or proprietary to the City. Respondents shall exercise all reasonable precautions to prevent any information derived from such sources from being disclosed to any other person. No other party, including any Respondent, is intended to be granted any rights hereunder. Respondents agree to indemnify and hold harmless the City, its officials and employees, from and against all liability, demands, claims, suits, losses, damages, causes of action, fines and judgments (including attorney’s fees) resulting from any use or disclosure of such confidential and/or proprietary information by any Respondent or any person acquiring such information, directly or indirectly, from the any Respondent.

X. RIGHTS AND OPTIONS RESERVED

In addition to the rights reserved elsewhere in this RFI, the City reserves and may, in its sole discretion, exercise any or more of the following rights and options with respect to this RFI if the City determines that doing so is in the best interest of the City:

1. to decline to consider any response to this RFI (“Response”); to cancel the RFI at any time; to elect to proceed or not to proceed with discussions or presentations regarding its subject matter with any Respondent and with firms that do not respond to the RFI; or to reissue the RFI or to issue a new RFI (with the same, similar or different terms):

2. to waive, for any Response, any defect, deficiency or failure to comply with the RFI if, in the City’s sole judgment, such defect is not material to the Response:

3. to extend the Submission Date/Time and/or to supplement, amend, substitute or otherwise modify the RFI at any time prior to the Submission Date/Time, by posting notice thereof on the City web page(s) where the RFI is posted:

4. to require, permit or reject amendments (including, without limitation, submitting information omitted), modifications, clarifying information, and/or corrections to Responses by some or all Respondents at any time before or after the Submission Date/Time;
5. to require, request or permit, in discussion with any Respondent, any information relating to the subject matter of this RFI that the City deems appropriate, whether or not it was described in the Response to this RFI;

6. at any time determined by the City, to discontinue discussions with any Respondent or all Respondents regarding the subject matter of this RFI, and/or initiate discussions with any other Respondent or with vendors that did not respond to the RFI;

7. to do any of the foregoing without notice to Respondents or others, except such notice as the City, in its sole discretion, may elect to post on the City web page(s) where this RFI is posted.

This RFI and the process described are proprietary to the City and are for exclusive benefit of the City. Upon submission, Responses to this RFI shall become the property of the City, which shall have unrestricted use thereof. Responses may be subject to public disclosure under the Pennsylvania Right-to-Know Law. However, a “record that constitutes or reveals a trade secret or confidential proprietary information” is exempt from access by a requester under that law. Ultimate determination of the application of that exemption cannot be assured, but Respondents are advised to mark clearly any portion(s) of any submittal believed to qualify for that exemption. By submitting its Response, the Respondent agrees to the terms.