



Request for Information

TACOMA PUBLIC UTILITIES
REQUEST FOR INFORMATION

CIC REPLACEMENT PROJECT

RFI NO. CS19-0474F



City of Tacoma
TPU - Customer Services

REQUEST FOR INFORMATION
CIC REPLACEMENT PROJECT

Submittal Deadline: 11:00 a.m., Pacific Time, Tuesday, January 28, 2019

Submittal Delivery: Sealed submittals will be received as follows:

| | |
|---|---|
| <p>By Carrier: City of Tacoma Procurement & Payables Division Tacoma Public Utilities 3628 S 35th Street Tacoma, WA 98409</p> | <p>In Person: City of Tacoma Procurement & Payables Division Tacoma Public Utilities Lobby Security Desk Administration Building North – Main Floor 3628 S 35th Street Tacoma, WA 98409</p> |
| <p>By Mail: City of Tacoma Procurement & Payables Division Tacoma Public Utilities PO Box 11007 Tacoma, WA 98411-0007</p> | <p>Note: This is a change in location for in-person deliveries.</p> |

Submittal Opening: Sealed submittals in response to a RFI will be opened by a Purchasing representative and read aloud during a public bid opening held in Conference Room M-1, located on the main floor in the same building. Submittals in response to an RFP, RFI, or RFQ are recorded as received but are not typically opened and read aloud. After 1:00 p.m. the day of bid opening, the names of vendors submitting proposals are posted to the website for public viewing.

Solicitation Documents: An electronic copy of the complete solicitation documents may be viewed and obtained by accessing the City of Tacoma Purchasing website at www.TacomaPurchasing.org.

- [Register for the Bid Holders List](#) to receive notices of addenda, questions and answers and related updates.
- Click here to see a [list of vendors registered for this solicitation](#).

Pre-Proposal Meeting: A pre-proposal meeting will not be held via conference call on January, 3, 2020. Call-in information will be sent to all registered vendors on the above listed bid holder's list.

Project Scope: Tacoma Public Utilities (TPU) Customer Services Division is soliciting information to obtain general information about products, services, and costs in evaluating alternatives for the replacement of the aging SAP Customer Interaction Center (CIC) included in the Industry Specific Customer Care and Services (IS/U-CCS). This information requested is non-binding to the vendor or the City of Tacoma.

Paid Leave and Minimum Wage: Effective February 1, 2016, the City of Tacoma requires all employers to provide paid leave and minimum wages, as set forth in Title 18 of the Tacoma Municipal Code. For more information visit www.cityoftacoma.org/employmentstandards.

Additional Information: Requests for information regarding the specifications may be obtained by contacting Alex Clark by email to aclark3@cityoftacoma.org by 3:00pm, PST, January 15, 2020.

Protest Policy: City of Tacoma [protest policy](#), located at www.tacomapurchasing.org, specifies procedures for protests submitted prior to and after submittal deadline.



Meeting sites are accessible to persons with disabilities. Reasonable accommodations for persons with disabilities can be arranged with 48 hours advance notice by calling 253-502-8468.

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1.0 Introduction

Tacoma Public Utilities (TPU) Customer Services Division is soliciting information to obtain general information about products, services, and costs in evaluating alternatives for the replacement of the aging SAP Customer Interaction Center (CIC) included in the Industry Specific Customer Care and Services (IS/U-CCS). This information request is not binding on the Vendor.

2.0 Project Scope

TPU is soliciting a request for information to determine the costs and project requirements to upgrade or replace TPU's aging CIC screens successfully. Below is an overview of the various departments that use the CIC application:

- Customer Services, Front Office / Contact Center

The Customer Services, Front Office / Contact Center is responsible for supporting primarily residential customers, which includes fielding calls related to utility billing, payment inquiries and credit card payment processing, payment arrangements, service requests, transactional website support, and responding to incoming emails.

Heavy users of the system.

- Customer Services, Back Office

The Customer Services, Back Office Department is responsible for supporting residential and commercial customers by providing technical work related to billing exceptions, errors, and misc. charges, leak adjustments, bankruptcies, escrow/liens, collections, as well as provide support to the Front Office / Contact Center during high volume call times.

Heavy users of the system.

- Customer Services Business Solutions Office (C&I Back Office)

The Business Solutions Department provides and manipulates billing information and customer information for Commercial and Industrial Customers.

Heavy users of the system.

- Customer Services Customer Solutions Office

Customer Solutions Office is responsible for supporting senior/disabled customers and households eligible for Utility Assistance Programs. Primary responsibilities include intake and verification of program eligibility, enrollment account maintenance, access and maintenance for the Agency Portal, pledges/billing, and payment/dunning maintenance.

Heavy users of the system.

- Customer Services Training

Customer Services Training Department is responsible for developing job-specific training curriculum, facilitating instructor-led training sessions, developing standard practices for Customer Services workgroups, task audits and review, quality monitoring and assurance, coaching and feedback, rapid eLearning design in support of new systems implementation, development of the monthly newsletter, and distributes internal training communications.

Moderate users of the system.

- Power - Permitting, Meter Shop and New Services

The Permitting, Meter Shop and New Services departments provide information, permitting, invoicing, and device maintenance via requests from web, phone, and external and internal customer requests.

Heavy users of the system.

- Power T&D Business and Financial (External Sales)

Business and Financial Management group in T&D has four main areas of responsibility: financial management, contract management, organizational performance, and compliance oversight. The majority of our activities in the CIC include billing of damage claims for Power facilities, transactions related to joint-use pole attachment agreements and construction/services contract external billing.

Heavy users of the system.

- Customer Energy Programs

Customer Energy Programs (CEP) provides incentives (rebates, zero-interest loans and low-income grants) and technical assistance to residential & business customers, and contractors (trade allies) participating in over 20 energy conservation/renewable

energy programs. The incentives and technical assistance are offered to acquire cost-effective energy savings to meet Washington State's Energy Independence Act (I-937) compliance, meet Bonneville Power Administration (BPA) requirements and to contribute to the overall Northwest Power Plan goals.

Moderate to heavy users of the system depending on the role.

- Water Information Management

Water Information Management provides services to the broader Water organization through our operating technologies that interface to SAP.

Casual users of the system.

- Water Quality

The Water Quality department ensures clean, safe drinking water is delivered to all Tacoma Water customers and that regulatory compliance regulations are met through water treatment, water sampling, cross-connection control, corrosion control, water main flushing and responding to dirty water calls. This involves sending annual testing notices for over 16,000 backflow assembly notices throughout the year as well as placing and removing water quality holds for new and existing services.

Moderate to heavy users of the system depending on the role.

- Water Finance and Analytics

Water Finance and Analytics is responsible for financial management and planning, reporting and analysis, budget and rate development, performance management, program leadership and support, and enterprise support services.

Casual users of the system.

- Water Distribution

The Field Crews in Water Distribution install and maintain the water services. The Business Functions section of Water Distribution reconciles the field records with SAP for over 110,000 water services, including web, phone, and internal and external customer service responses. Water Distribution also encompasses the Water Warehouse, the Water Control Center, and the Water Safety Office.

Heavy users of the system.

- Water Customer Support / Permit Counter

Water Conservation staff provide phone, email, outreach event, and in-home (or - business) consultation to customers regarding ways to save water through behavior change, give away low-cost water-saving devices, and administer conservation rebates.

The Permit Counter is responsible for new water service order creation for time and material and private contracts using SAP GUI. The team is also responsible for creating technical data for connection objects, maintaining hydrant billing, account final billing, account reconciliation, creating field notifications and certificates of water availability. Also, customer contact in person as well as phone contact, email and self-service web notifications.

Heavy users of the system.

- Environmental Services

Environmental Services-Business Operations, Billing & Technical Services (BTS) is primarily responsible for the daily billing operations of wastewater, surface water and solid waste utilities. BTS staff performs advanced technical customer service work in SAP including rate determination establishing wastewater, surface water and solid waste services, ensuring billing accuracy (includes utility charges, notices of violations, permitting fees, special approved discharges, septic haulers, special events and TAGRO), technical master data changes and aides in revenue collections for Environmental Services utilities. Billing and Technical Services staff also facilitate programs such as the sewer amnesty program, restaurant rates and sub-meter recertification, septic hauler and discharge certifications and the inter-local agreements and billings for City/County entities.

Heavy users of the system.

- Tax and License

The Tax and License Division handles all business licensing in the City. The City currently has over 40,000 businesses licensed. The City registers new businesses, approves licenses, collects on taxes and license fees, performs audits, handles any changes to business accounts, performs debt management, regulates business activity and ensures compliance.

Heavy users of the system.

- Treasury and Local Improvement District (LID) Loans

LID Loans - Conduct the Local Improvement District (LID) and Sidewalk Construction Fund (SCF) programs for Finance/Treasury following project requirements; documenting phases from formation legislation, mapping, contracts, construction and interim financing through the Final Hearing, confirmation by City Council and the entire collection process; all within the Revised Code of Washington and Tacoma Municipal Code.

Perform primary accounts receivable for all LIDs and SCFs constructed in the City of Tacoma. Extract from SAP, compile, process, calculate and report the annual Unclaimed Property report for all City of Tacoma outstanding checks for CCS Accounts, Accounts Payable, Payroll and the small bank accounts to WA State DOR and State of CA Controller's Office.

Perform the ongoing tracking, documentation, claims requests and issuance of Unclaimed Property claim refunds back to customers, individuals or companies.

Heavy users of the system.

- Neighborhood and Community Services

Neighborhood & Community Services Code Compliance department is responsible for obtaining city-wide Municipal Code Compliance via educating the community, case creation, and building and land inspections, civil penalties and abatements.

Technical customer service duties include assisting customers in person and over the phone, generating Notices of Violation, Civil Penalties, Abatement bills, Collections, Write-offs, Bankruptcies, Archiving, fulfilling Public Disclosure Requests, processing return mail, computing and processing complex bills, interpreting, applying and explaining City codes, rates, regulations, policies and procedures using various software programs, including My Tacoma, Tacoma First 311, Acela, Gove ME, SharePoint and collection agency databases & CSC online county recordings.

Moderate users of the system.

- Public Affairs, Market Development / Account Executives

Market Development provides support for managed accounts, large and small commercial customers. In addition, the group provides analytical support for all of TPU's retail customers. SAP CIC is used for looking up current customer/account/transactional information for specific customers, as well as occasional data editing. Being able to quickly and easily find information about customers and their accounts is a daily necessity. Analyzing and projecting customer

behaviors requires that the accuracy of data entered into CIC is of critical importance to our analytical function.

Casual users of the system.

- Community & Economic Development

The Community and Economic Development Department is responsible primarily for assisting businesses in job creation, attracting investment, supporting revitalization and enabling construction of market rate and affordable housing to meet essential community needs in an equitable manner and enhance the quality of life in Tacoma.

Casual users of the system.

- TPU Management Services (Claims)

Management Services – Claims investigates third party Claims against the Utility and pursue first party Claims on behalf of the Utility. We purchase and maintain all insurance for the Utility as well as handle all FEMA reporting to the State of Washington and address all risk management concerns for TPU.

Moderate users of the system.

- Tacoma Fire

Use CIC for creating and search for Business Partners and Customer Accounts, review Notes, invoice for Fire Inspections and take payments.

Moderate users of the system.

- Tacoma Police

Use CIC for account balance review, Business Partner search, invoice for shooting range rentals, etc.

Casual users of the system.

2.1 Mandatory Module

The following module is the mandatory/application and must be proposed as part of this RFI. TPU's objective is to identify the costs and work effort for the following module as a result of this RFI.

- SAP CIC replacement

TPU desires to receive a response that proposes a comprehensive solution and encourages partnerships where appropriate to achieve this goal.

2.2 Functional Components To Be Considered

The scope of this project includes the evaluation of the areas described below:

| Customer and Account Management | Navigation and User Interface | Credit and Collections | Meter Management |
|--|--|---|---|
| <ul style="list-style-type: none"> • Account Generation Information • Account Data • Product and Services Generation • Memos and Notes • Master and Sub-Accounts • Customer Interactions • Account Operations/ Manipulation • Account Display • System Administration • Auditing • CIS-user KPI's • Customer Relationship Management (CRM) | <ul style="list-style-type: none"> • System Navigation • Search Criteria • Primary CSR Screen Criteria • GUI and BUI Screen Presentation | <ul style="list-style-type: none"> • General • Credit Rating • Deposits • Payment Processing • Payment Arrangements • Installment Plans • Late Fee Processing • Delinquency • Collection Agency Processing • Write-Off's • Archive and Purge Records • Bankruptcy | <ul style="list-style-type: none"> • Meter/Equipment Management • Meter/Equipment Documentation • Meter/Equipment Search • Meter Equipment Set and Change Out • Meter/Equipment History Testing • Meter/Equipment Editing |

| Financial Management | Billing Management | Rates and Usage Management | Service Order Management |
|---|--|--|--|
| <ul style="list-style-type: none"> • A/R Processing • A/R Adjustments • General Ledger Accounting • Deposits • Payment Posting • Payment Processing • Credits and Refunds • Reconciliation/ Reports | <ul style="list-style-type: none"> • General Billing Criteria • Billing Initiation • Billing Proration • Billing Process • Taxation • Billing Adjustments • Master and Sub-Account Billing • Budget Billing Fixed/Levelized • Discount Billing/Low Income • Estimated Billing • Miscellaneous Billing • Service Charges and Fee Billing • Payment Options | <ul style="list-style-type: none"> • Setup Criteria • Documentation Criteria • Rate Analysis • Rate Structure • Historical Rates • Rate Changes • Route and Cycle Criteria • Premise/Service Criteria • Meter Readings • Consumption • Consumption Validation • Consumption Display • Real-Time Functions | <ul style="list-style-type: none"> • General Criteria • Service Order Validation • Service Order Initiation • Service Order Distribution • Service Order Modification/ Change • Service Order Completion • Service Order Display • Service Order Scheduling • Mobile Field Services • Route Optimization and Dispatching |

| Permitting | Meter Shop | Treasury | Tax and License |
|---|---|---|---|
| <ul style="list-style-type: none"> • Account Data • Invoicing and Billing • Memos and Notes • Customer Interactions • Payment Processing | <ul style="list-style-type: none"> • Account Data • Service Order Initiation • Service Order Modification/Change • Service Order Completion | <ul style="list-style-type: none"> • Account Data • Memos and Notes • Customer Interactions • Payment Processing (for other departments) • Installment Plans/Loans | <ul style="list-style-type: none"> • Account Data • Invoicing and Billing • Memos and Notes • Customer Interactions • Payment Processing |

| Fire | Police |
|---|---|
| <ul style="list-style-type: none"> • Account Data • Invoicing and Billing • Memos and Notes • Customer Interactions • Payment Processing | <ul style="list-style-type: none"> • Account Data • Invoicing and Billing • Memos and Notes • Customer Interactions • Payment Processing |

| Standards and Security | Technical Components | Technical Components (Cont.) |
|---|--|--|
| <ul style="list-style-type: none"> • Security and Privacy • Support for Internal Controls • Audit Trails | <ul style="list-style-type: none"> • Data Hierarchy • User Interface • Client Workstations • Homebased or Remote Workstations | <ul style="list-style-type: none"> • Operating Systems Client Server • Database Platforms • Programming Interface Capabilities |
| System Wide Reporting | | |
| <ul style="list-style-type: none"> • Dashboards and Reporting • Management and Monitoring | <ul style="list-style-type: none"> • Servers • Application Servers • Business Intelligence • Development Platform • Portal/Browser Based • Web Services • Business Process Integration Management | <ul style="list-style-type: none"> • Version Control • Security Capabilities • General Operations • Reports • Batch Processing • Printing • Electronic Archiving • Business Continuity • Software Development |

2.3 Implementation Services

TPU will desire to implement the proposed solution under a controlled approach that will mitigate risk and allow TPU to take full advantage of the new functionality.

Discuss your implementation plan based on the questions provided in the Response Template and account for the cost of the work in the Cost Matrix.

TPU will require an experienced implementation team to provide the services to install the proposed solution in addition to identifying the duration of time that will be required to successfully go-live with the proposed solution. Any information pertaining to staffing and duration should be identified within the Staffing Matrix.

TPU will look to the Vendor to identify the specifics about how their implementation staff will account for training and implementing the solution across the organization.

2.4 Cloud/Managed Services

The IT groups at the City of Tacoma and TPU provides application support, application development and maintenance, database administration, cybersecurity protection, security administration, project management, desktop support, network/server support, and Help Desk services. All on-site computing equipment and software is owned by TPU.

TPU is looking for the CIC replacement to be a cloud-based solution.

The Vendor will be responsible for providing and maintaining the physical infrastructure: data centers, network servers, CPU, memory, storage, and backup and recovery. The Vendor will install, configure, manage and support hypervisors, operating systems, database, and application software.

The Vendor will provide intrusion prevention, detection, log analysis, and anomaly detection and response services. Vendor is responsible for breach monitoring, reporting, and response.

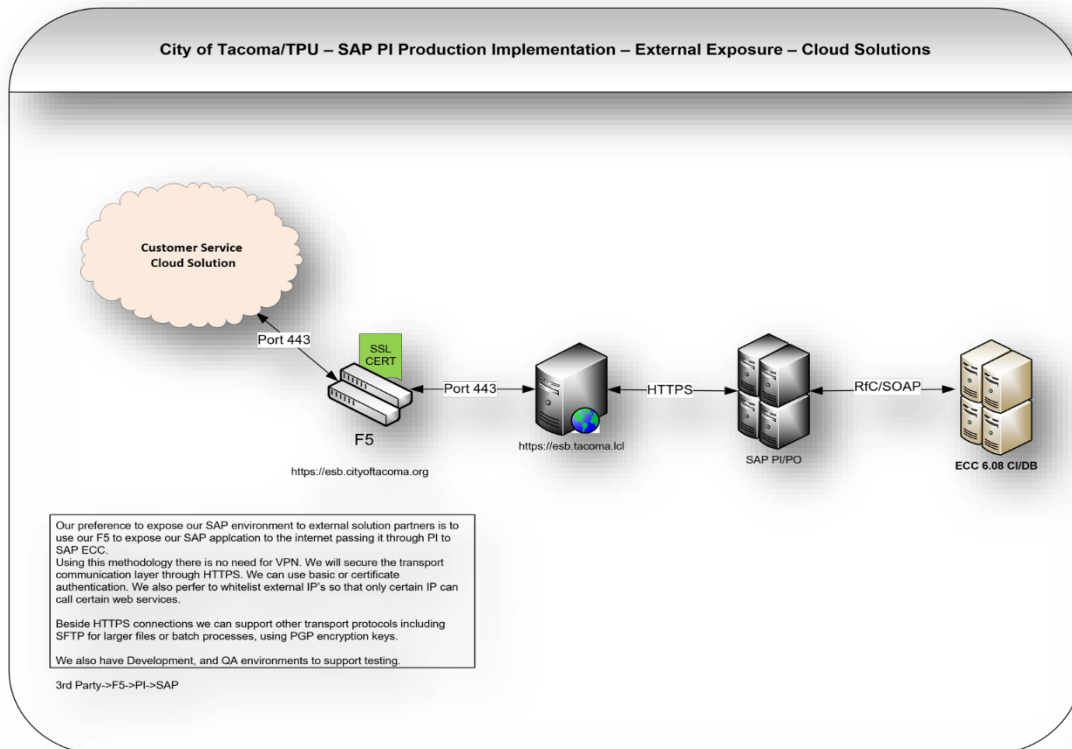
TPU would like Managed Services for a period no less than 3 years to assist with in-depth knowledge transfer. TPU desires that these services assist TPU in understanding their system, configuration options, and rolling out new features.

TPU will be responsible for managing and securing its data, managing user accounts, defining and setting application permissions and auditing application access. Vendor is required to support TPU with IT and business-related issues such as upgrades and configuration changes for a minimum of 3 years. The focus must be on providing TPU with knowledge transfer, not simply performing a service.

2.5 Integration and Interface Requirements

In addition to the designed integration of the proposed solution, several third-party applications must also be integrated to create a fully functioning system. Detailed interface requirements have been provided in Attachment E of this RFI document. TPU desires the Vendor to fully review these interface requirements and provide a detailed response to accomplish the needed integration.

The interface effort should be well documented within the Response Template, Cost Matrix and the Staffing Matrix.



3.0 RFI Instructions and Requirements

3.1 Invitation

This RFI is exclusively an invitation to submit Responses for a CIC Replacement Project and Implementation Services. This RFI shall not be construed as a request or authorization to perform any work. In addition, this RFI does not represent a commitment to purchase, lease, or license any product or software. This request for information does not commit TPU for any applications or services whatsoever. Further, TPU is not at this time seeking proposals and will not accept unsolicited proposals. Any work performed by a Vendor to respond to this RFI will be at the Vendors' own discretion and expense. TPU will not be obligated for any Vendors costs related to this RFI, nor does any Vendor's work in responding to this RFI bind TPU to any obligations. If a solicitation is released, it will be posted on the City of Tacoma Purchasing website at www.TacomaPurchasing.org. It is the responsibility of the potential Vendors to monitor this site for additional information pertaining to this RFI.

TPU is accepting RFI Responses for a CIC Replacement and Services.

Solicitation Documents:

- An electronic copy of the complete solicitation documents may be viewed and obtained by accessing the City of Tacoma Purchasing website at www.TacomaPurchasing.org.
- [Register for the Bid Holders List](#) to receive notices of addenda, questions and answers and related updates.
- Click here to see a [list of Vendors registered for this solicitation](#).
- Submittal Deadline: 11:00 a.m., Pacific Time, Tuesday January 28, 2020.

Submittal Delivery: Sealed submittals will be received as follows:

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| <p>By Carrier: City of Tacoma Procurement & Payables Division Tacoma Public Utilities 3628 S 35th Street Tacoma, WA 98409</p> | <p>In Person: City of Tacoma Procurement & Payables Division Tacoma Public Utilities Lobby Security Desk Building North – Main Floor 3628 S 35th Street Tacoma, WA 98409</p> |
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Submittal Opening: Submittals in response to an RFI will be opened by a Purchasing representative and read aloud during a public bid opening held in Conference Room M-1, located on the main floor in the same building. Submittals in response to an RFI are recorded as received but are not typically opened and read aloud. After 1:00 p.m. the day of bid opening, the names of Vendors submitting Responses are posted to the website for public viewing.

Additional Information: Requests for information regarding the specifications may be obtained by contacting Alex Clark by email to aclark3@cityoftacoma.org

Please see Section 3.3 for form and content of final Proposal.

This RFI is exclusively an invitation to submit Responses for a CIC Replacement Project and Implementation Services. This RFI shall not be construed as a request or authorization to perform any work. In addition, this RFI does not represent a commitment to purchase, lease, or license any product or software. Any work performed by a Vendor to respond to this RFI will be at the Vendor's own discretion and expense. TPU will not be obligated for any Vendors costs related to this RFI, nor does any Vendor's work in responding to this RFI bind TPU to any obligations.

3.1.1 PRE-SUBMITTAL VENDOR CONFERENCE CALL

A pre-submittal conference will be held at 2:00 pm, PST, January 3rd, 2020 to allow potential Vendors an opportunity to obtain clarification of the specifications and requirements of this RFI. Participation is Optional. Interested Vendors are urged to attend the conference call. Call in information will be sent to all vendors registered for the bid-holders list on December 30th, 2019.

3.2 Single Point of Contact

The single point of contact ("TPU Point of Contact") for this RFI will be:

Alex Clark

aclark3@cityoftacoma.org

Please format any e-mail or correspondence to include: RFI NO. CS19-0474F in the subject line.

From the date, this RFI is issued until TPU announces the next step, Vendors may not communicate with any TPU internal committee member, TPU staff member, or any representative other than the TPU Point of Contact unless directed to do so by the Procurement Office. Any unauthorized contact may disqualify the Vendor from further consideration.

3.3 Proposal Form and Content

All responses must be prepared utilizing the Response Template provided as Attachment A to this RFI, both in form, order, and substance. Each Proposal must describe in detail how Vendor will meet the requirements of this RFI and may provide additional related information with the Proposal. Responses to each section and subsection should be labeled to indicate which item is being addressed. Responses should be straightforward and concise and provide “layman” explanations of technical terms that are used. Emphasis should be concentrated on conforming to the RFI instructions, responding to the RFI requirements, and on providing a complete and clear description of the offering. If a complete response cannot be provided without referencing supporting documentation, Vendor must provide such documentation with the Proposal indicating where the supplemental information can be found. In addition, Vendor shall include any written warranties, maintenance/service agreements, license agreements, lease purchase agreements (if applicable).

All information, prices, notations, signatures, and corrections must be in ink or printed. Mistakes may be crossed out and corrections typed or printed adjacent to the mistake and initialed in ink by the person signing the Proposal.

- Responses MUST contain the following:
 - The completed Response Template
 - All Attachments (A thru E) in the Response Template, including completed copies of the Cost Matrix (Attachment C) and the Staffing Matrix (Attachment D)
 - One original copy of your complete submittal
 - One electronic copy, on a USB drive, of the complete submittal in either Word or Excel, **NO PDF's** will be accepted

3.4 RFI Modification /Extension/ Cancellation

TPU reserves the right to modify any portion of, or to postpone or cancel this RFI at any time without indicating any reason. TPU will communicate any such action in a formal written notice to all Vendors.

Amendments to the RFI, if any, shall be accomplished via an addendum to the RFI, which will be posted on the City website at www.TacomaPurchasing.org.

If revisions and amendments require changes in quantity, price, or scope, the due date set may be extended by such number of days, at TPU's discretion, to enable Vendors to update their Responses.

3.5 Description of RFI Package

TPU has assembled an RFI package containing two major parts, the RFI itself and the Response Template, referred to as the “Proposal.” The RFI provides project specifications, detailed needs, and current procedures. The Response Template will contain the Vendor’s response in a format that will assist TPU in obtaining and evaluating the necessary information to gain a better understating of the Vendors capabilities, project duration, staffing needs and costs.

3.6 Responses Property of TPU

All documents or materials submitted with or in conjunction with any Proposal, including but not limited to electronic files, shall become TPU’s property after the Proposal submission deadline. No submission documents will be returned. In addition, TPU has the right to use any and all ideas presented in or with a Proposal submitted in response to this RFI.

3.7 Timeline And Process

The anticipated schedule for this RFI project is as follows:

| No | Description | Completion Date |
|----|---------------------------------------|-------------------|
| 1. | RFI Issued | 12/19/2019 |
| 2. | Pre-Bid Vendor Conference Call | 01/03/2020 |
| 3. | Final Questions Due | 01/15/2020 |
| 4. | RFI Responses Due (Close Date) | 01/28/2020 |

3.8 Authorization of Proposal

Each Vendor, in submitting a Proposal, represents and warrants to TPU that the execution and delivery of the Proposal, and all terms stated therein, are duly authorized by the individual or organization on whose behalf the Proposal was submitted. Every proposal must be signed by the person or persons legally authorized to bind the Vendor to a Contract for the execution of the work. Upon request of TPU, any agent submitting a proposal on behalf of a Vendor shall provide a current power of attorney certifying the agent’s authority to bind the Vendor.

3.9 Vendor Requests for Clarification

Vendors shall promptly notify the TPU Point of Contact via e-mail of any ambiguity, inconsistency, unduly restrictive specifications, or error that the Vendor discovers upon examining this RFI. This should include any RFI terms or requirements that either precludes the Vendor from responding to the RFI or add unnecessary cost. This notification must be accompanied by an explanation and suggested modification. It must be received by the deadline for inquiries as set forth above in Section 3.7.

Any requests for clarification related to this RFI must be submitted on or before the last day for questions and in accordance with the provisions outlined in this RFI. TPU will not interpret the meaning of any provisions, nor correct any apparent ambiguity, inconsistency, or error, or any other matter pertaining to this RFI unless the Vendor makes such a request in writing to the TPU Point of Contact. Oral and other interpretations or clarifications shall be without legal or contractual effect.

The Purchasing Department will make any final determination concerning changes to the RFI. It is the responsibility of each Vendor to ensure TPU has their correct business name, address, phone number, and email on file.

Interpretations or clarifications considered necessary in response to questions will be issued by addenda. All addenda will be issued on TPU's website.

3.10 Pricing

Attachment C - Cost Matrix is provided to present the proposed pricing for the entire project. TPU will require the Vendor to specify the number of months for the duration of the project and at a minimum three (3) additional months on-site providing post go-live support. Included in the pricing shall be: all services for a full implementation based on Vendors recommended timeline; the additional three (3) months on-site post go-live; seven (7) years of hosting services starting at go-live.

The Vendor shall provide a detailed breakdown of all costs required for the successful implementation and ongoing operation of the proposed solution utilizing the Cost Matrix distributed with the Response Template of this RFI.

Business Process Catalog Attachment – are TPU known processes, reports and workflows that are provided to assist in understanding the current CIC functionality, customizations and integrations. The document is provided so the Vendor can properly determined cost associated with the CIC Replacement.

TPU reserves the right to determine what a valid cost is. Cost must be submitted in U.S. dollars.

If additional information or items need to be added within the Cost Matrix, space has been provided for the use of Vendors. It is imperative that the Cost Matrix reflect the **full cost of the solution** and be fully completed and returned with the Proposal in order for the Proposal to be considered responsive.

FIXED PRICING IS REQUIRED IN ALL AREAS.

Responses shall include the estimated number of hours required for the identified work. Vendors shall provide an hourly rate where indicated on the Cost Matrix for any work quoted for the implementation of the established RFI requirements. The hourly rates shall be held firm for a minimum of one year.

3.10.1 TRAVEL COSTS

Vendors shall provide a fixed price for travel expenses based on the required number of trips to TPU offices in Tacoma WA for the solution's implementation, including the number of trips by resource type.

4.0 General Information

Tacoma Public Utilities (TPU) is a municipally owned and operated public utility organization that originated in 1893. It is made up of Tacoma Power, Tacoma Water, and shared services including the Customer Services Division (Customer Services). TPU serves approximately 176,000 electric customers and 90,000 water customers in Tacoma and surrounding jurisdictions in suburban Pierce and King Counties in Washington State. The customer base includes residential, commercial, industrial and wholesale customers.

The City of Tacoma (City) Environmental Services provides sanitary sewer, surface water and solid waste services within the city limits of Tacoma.

TPU's Customer Services is a shared service organization that serves both TPU's Tacoma Power and Tacoma Water and the City's Environmental Services. Services include: traditional call and contact center services, lobby services, billing and payment process, credit, meter reading and field services.

Customer Services utilizes SAP's Industry Specific Utility (IS-U) Customer Care and Services (CCS) as the utility billing solution to support full meter-to-cash customer lifecycle management. A user interface transaction known as the Customer Interaction Center (CIC) is the existing tool used by both the Customer Services front office and back office, along with several other workgroups. The City IT Division manages and supports the SAP ECC 6.0 EHP8 on HANA, NetWeaver 7.5 which includes CCS and the CIC.

SAP ERP was implemented broadly across the City in 2003. The City consolidated a multitude of customer databases into a single source system with a 360 view of the customer and their interactions with TPU and the City. Implementing a concept of a one-to-many relationship between a customer and various business units of the City.

To enable this strategy, the standard CIC was replicated multiple times, sharing the customer or Business Partner (BP) specific data (e.g., phone number, mailing address, etc.). Each CIC has

the transactions needed for a business unit’s unique business needs. SAP roles govern access both to a CIC and the data and transactions launched from a CIC.

The Customer Services Back Office CIC has both front and back office transactions and over time this business unit has assigned all agents to the Back-Office CIC. Customer Services transaction volumes and number of users of the Back Office CIC greatly exceed all other workgroups of TPU and the City.

Many other utilities replaced the CIC when SAP introduced the Web Interaction Center (IC) client in 2009. Utilities implementing CCS either used the newer Web IC or implemented CRM for Utilities. The CIC was designed as a system of record while enhancements to IC or CRM supports a system of engagement. A need for tools that support the changes and future needs of Customer Services and other business units looking for more traditional CRM functionality are key reasons for this replacement. Additionally, SAP support and maintenance for the aging CIC will end in 2024 and is another reason that TPU is interested in this replacement initiative.

4.1 Key Statistics for Cost Calculations

4.2.1 SYSTEM USERS

For licensing purposes, TPU has 409 functional users of the current system.

| Department | CIC Profile Count |
|--------------------------------|-------------------|
| City Manager | 4 |
| Community Economic Development | 2 |
| Customer Service | 116 |
| Environmental Services | 71 |
| Finance | 20 |
| Human Resources | 1 |
| Information Technology | 25 |
| Neighborhood & Community Svcs | 13 |
| Planning & Development Svcs | 16 |
| Police | 3 |
| Power | 58 |
| Public Affairs & Communication | 4 |
| Public Works | 22 |

| Department | CIC Profile Count |
|-------------------------|-------------------|
| Rail | 4 |
| Tacoma Venue & Events | 2 |
| Rail | 4 |
| Tacoma Venue & Events | 2 |
| TPU Management Services | 4 |
| Water | 34 |
| Total | 409 |

4.2 Organization and Project Descriptions

4.2.1 DIVISIONS / DEPARTMENTS INVOLVED WITH THIS PROJECT

| Divisions/Departments | |
|--|---|
| Customer Services <ul style="list-style-type: none"> • Front Office • Back Office • Business Solutions Office • Customer Solutions Office • Training | Water <ul style="list-style-type: none"> • Information Management • Quality • Finance and Analytics • Permit Counter • Customer Support • Distribution |
| Power <ul style="list-style-type: none"> • Utility Technology Services • Meter Shop • Permitting • T&D Business and Financials • Conservation | Public Affairs <ul style="list-style-type: none"> • Account Executives • Market Development |
| Finance <ul style="list-style-type: none"> • Tax and License • Treasury | Neighborhood and Community Services |
| Information Technology | Economic Development |
| Environmental Services | Tacoma Fire Department |
| TPU Management Services | Tacoma Police Department |

5.0 Attachments

An Attachment is provided as additional information to assist Vendor in their understanding of TPU.

- Business Process Catalog

6.0 Response Template

Vendors must respond to the RFI utilizing the provided Response Template. A complete Response Proposal will include Response Template Attachments (A – E) as defined in the Response Template. TPU has provided templates for some of the required attachments as indicated below.

- A Response Template
- B Cloud Solution Template
- C Cost Matrix
- D Staffing Matrix
- E Interface Approach

****** END OF RFI ******