

**KENNEWICK IRRIGATION DISTRICT**  
**REQUEST FOR PROPOSALS**  
**MANAGED SERVICES APPLICATION**

**NOTICE**

The Kennewick Irrigation District (KID or District) is soliciting proposals (RFP) from qualified individuals and firms for Managed Services that includes Interactive Voice Response (IVR) technology; Application Data Base Integration (TruePoint Solutions); Payment Processor. Functionality includes Spanish Language option; current balance owed, last billing date and amount; last payment date and amount, next billing date, credit card payment; ACH payment and Account Screen Pop from a Mitel 5000 system to TruePoint Solutions.

**SUBMISSION OF PROPOSAL**

To receive consideration, responses must be submitted in accordance with the following instructions:

1. All response submittals shall be sealed and delivered to the:  

Kennewick Irrigation District – Attention District Manager  
2015 S. Ely Street  
Kennewick, WA 99337;
2. Submit six (6) paper copies of the response by 3:00 p.m. August 31, 2016; and
3. There will be a mandatory pre-proposal conference held at 10:00 a.m. on August 24, 2016 at the District's office.
4. The envelope must be clearly marked "MANAGED SERVICES APPLICATION"; and
5. Modifications to submissions may be submitted prior to the date and time specified for receipt of submissions; and
6. The District reserves the right to reject any and all responses, and has the right, at its sole discretion, to accept the submittal it considers most favorable to the District's interest and the right to waive minor irregularities in procedures.

August 11, 2016

Charles Freeman, District Manager

# KENNEWICK IRRIGATION DISTRICT

## Managed Services Application

### INSTRUCTIONS TO SUBMITTERS

#### I. INTRODUCTION AND BACKGROUND

The Kennewick Irrigation District is soliciting proposals (RFP) from qualified individuals and firms for Managed Services that includes Interactive Voice Response (IVR) technology; Application Data Base Integration (TruePoint Solutions); Payment Processor. Functionality includes Spanish Language option; current balance owed, last billing date and amount; last payment date and amount, next billing date, credit card payment; ACH payment and Account Screen Pop from a Mitel 5000 system to TruePoint Solutions.

#### II. SCOPE OF SERVICES

##### A. Services – Generally

This RFP is for the development of managed services application to our customer service group to achieve the following:

1. 24 IVR Channel License (per port); customers must be able to hear account information and to make a payment. KID processes 90,000 calls per year. Successful responder will need to clearly define what they consider a call to be (time, number).
2. Spanish Language option;
3. Either utilize existing payment processor (Vantiv) or identify preferred provider and why;
4. Application Database Integration; TruePoint (SQL) integration for:
  - a. Account balance owing
  - b. Last billing amount (up to six)
  - c. Last payment date and amount (up to six)
  - d. Next Billing Date
  - e. Credit Card Payment
  - f. ACH Payment
  - g. Account Screen Pop to customer service representative (CSR) desktop using Open Architecture Interface (OAI)
  - h. Outage Management based on account number and phone number(s). Outage Notification will inform recipients of a current outage including the reason and the service area impacted.
  - i. 24/7/365 customer access to aforementioned data
  - j. Transfer to CSR at any point in the call.
  - k. Customer call routing.
5. Multi-channel outbound communication platform capable of sending voice, SMS, and email messages to customers both targeted to specific recipients and static notifications which do not include customer specific data and are designed as more general messaging. These targeted and static notifications can be designed and recorded by KID staff.

### **III. PROPOSAL REQUIREMENTS**

Each proposal shall include the following:

#### **A. Cover Letter**

All proposals must include a cover letter to the attention of Charles Freeman, District Manager, signed by a person legally authorized to bind the applicant to its proposal. The letter shall include a brief overview on how you propose to undertake providing the services.

#### **B. Relevant and Past Experience**

All proposals shall provide a description of their experience and expertise providing similar or related services to other public agencies.

All potential contractors with actual experience successfully integrating with TruePoint Solutions software will be given preference over contractors without TruePoint integration experience assuming the contractor meets the basic qualifications.

The contractor must be licensed to do business in the City of Kennewick and in the State of Washington.

#### **C. Project Team**

Describe the proposed project team. Who will be the key contacts and leaders of the team and discuss who will interact with the District. Please provide resumes of all key personnel who will conduct any work on this Project.

Please provide the proposed staffing or total number of persons you plan to have available to assist with regard to this proposal.

#### **D. References**

A professional profile of the contractor including a list of at least three references from public entities the Contractor provided similar services to. Include the scope of work, budget, timeline, change orders and milestones.

#### **E. Project Schedule**

A project timeline shall be provided to the District 20 days following award.

### **IV. EVALUATION CRITERIA**

A selection committee will review and evaluate written submittals. After the review, the committee may conduct interviews or have presentation of the most qualified respondents before the final selection.

The committee may use references to clarify information contained in the submittals and interviews, if conducted which may affect the rating. The District reserves the right to contact references other than those included in the submittal.

Submittals will be evaluated on the following criteria:

<b>Criteria</b>	<b>Points</b>
Firm Qualifications	10
Key Personnel	15
Technical Information	35
Project Approach	20
Cost	5
Past Project Deliverables	15

**V. GENERAL INFORMATION**

**A. Selection Process**

Additional information, interviews and or presentations may be required at the option of the District. In no event shall the District or its Board, Officers or employees be liable for any costs incurred for the preparation of and participation in the submission of responses to this request or subsequent interviews of persons or companies.

**B. Compliance with Rules**

Proposers responding to this RFP must follow its procedures and requirements. Failure to comply with any portion of this RFP may result with the rejection of your proposal.

The selected contractor shall be required to meet the District’s terms and conditions which are attached hereto.

**C. Proposal Withdrawal**

Any proposal may be withdrawn at any time before the submittal deadline date and time by providing a written request for the withdrawal to the District Manager. A duly authorized representative of the submitting entity shall make the request. Withdrawal of a proposal will not preclude the proposer from filing a new proposal prior to the deadline date and time.

**D. Appeals**

Proposers who wish to appeal a disqualification of their proposal or the award of contract may submit the appeal in writing to the District Manager’s Office within five (5) working days of the postmarked notice of award or disqualification. Disagreement with the process, e.g., scoring by evaluators, or otherwise, is not subject to appeal.

**E. Ownership of Documents**

Any material submitted by a proposer shall become the property of the District. Materials submitted after a contract is signed will be subject to the ownership provision of the executed contract.

**F. Confidentiality of Information**

During the preparation and submittal, all information and data furnished to the proposer by the District and all other documents to which the proposer’s employees have access shall be treated as confidential to the District. Any oral or written disclosure to unauthorized individuals is prohibited.

## **G. Public Record**

All proposals and information submitted by proposers are not open for public inspection until after the notice of intent to award a contract is issued. Except for exempt materials, all proposals and information submitted by proposers will be available for viewing after the evaluation process is complete and the notice of intent to award is sent to all participating parties.

## **H. Submittal Clarification**

Respondents may be asked to clarify their submittal. This action shall not be construed as negotiations or any indication of intentions to award. If called upon, the Respondent must respond to such requests within two business days.

## **I. Inquiries to RFP**

There will be a mandatory pre-proposal conference held at 10:00 a.m. on August 24, 2016 at the District's office. Following this meeting, no further questions will be accepted. The District will compile all questions and answers and provide them to all respondents in attendance by the close of business on August 25, 2016.

## **J. Revisions to RFP**

In the event it becomes necessary to revise any part of this RFP, addenda will be issued to all respondents who attended the mandatory pre-proposal conference. All revisions to this RFP will be in written form addenda and no oral revision should be relied on by any proposer for any purpose. Any addenda issued shall be acknowledged with the Proposer's submit their proposal. Failure to acknowledge any addenda issued may result in a non-responsive submittal.

## **K. Calendar of Events**

The anticipated schedule of events concerning this RFP is as follows:

Publish and issue RFP	August 11, 2016
Mandatory pre-proposal conference	August 24, 2016 (10:00 a.m.)
Response to questions from mandatory conference	August 25, 2016
Submittal deadline	August 31, 2016 (3:00 p.m.)
Submittals evaluated	September 6 <sup>th</sup> – 9 <sup>th</sup>
Interviews/presentations (if conducted)	September 12 <sup>th</sup> – 14 <sup>th</sup>
Award recommendation	September 15, 2016
Board of Directors consideration of award	September 20, 2016
Solution software live	March 1, 2017