

	CITY OF HOUSTON INFORMATION TECHNOLOGY DEPARTMENT S37-Q23160 NOTICE OF REQUEST FOR INFORMATION	611 Walker, 9th Floor Houston, Texas 77002 (713) 837-9609
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Citizen Relation Management for 3-1-1 Upgrade

The City of Houston has recognized the need to upgrade its aging 3-1-1 Call Center technology; including its Citizen Relationship Management (“CRM”) solution. The City has created a Contact Center Implementation (“CCI”) Committee and charged it with gaining a better understanding of CRM solutions available in the marketplace.

The CCI Committee is issuing this Request for Information (“RFI”) to companies and/or organizations (“Vendors”) with products and services (“Solutions”) targeting the CRM solution marketplace. Vendors are encouraged to submit information about their Solutions – Strategies, Hardware, Software, Services, etc. The CCI Committee may use this information as source material for a Request for Proposal.

Please review the overview of the intended Scope of Services below. If your organization provides solutions that meet all or most of the City’s objectives for this initiative and if you would be interested in providing information, brochures, and/or recommendations, please submit the information via the method listed below.

Responses to the RFI should be received by the City of Houston by 3:00 p.m. CST, Friday, February 27, 2009.

- Provide a soft copy on CD addressed to Ray Sablatura, City of Houston, Information Technology Department, P.O. Box 1562, Houston, Texas 77251-1562
- Notify the City, via E-mail addressed to Ray Sablatura at ray.sablatura@cityofhouston.net, that the CD has been submitted and provide the following contact information:
 - o Company/Organization Name
 - o Contact Person Name
 - o Mailing Address
 - o Telephone and Fax Numbers
 - o E-mail Address

The City will send out a confirmation email upon receipt of your CD and/will notify this Contact when an RFP is released.

All information provided and any expenses incurred must be at “NO COST” to the City. All responses will be subject to the Texas Public Information Act. Any proprietary

materials and/or trade secrets that must be submitted should be clearly and individually marked.

Background

With an estimated population of 2.24 million people (January 1, 2009), the City of Houston encompasses an area of approximately 700 square miles and is the fourth largest city in the U.S. and the largest in Texas.

The 3-1-1 Houston Service Center is a state-of-art consolidated municipal call center providing citizens access to city services 18-hours/day, 365-day/year. The operation hours are expected to extend to 24-hours per day by the end of June 2009. The City of Houston launched the 3-1-1 Helpline in August, 2001 to receive non-emergency calls accessible from within the Houston city limits. In addition, Houstonians can access this helpful service via fax, e-mail and web.

From traffic fines and sewer concerns to pothole problems and neighborhood complaints, Houstonians can call 3-1-1 and speak to customer service representatives. At the present time, the call center answers over 48,000 calls per week, 5,000 of which generate a service request. A Service Request in the 3-1-1 call center is a request for a specific city service like a pothole repair or a traffic signal malfunction, which can be tracked from start to finish.

Scope of Work

The upgraded CRM system should be able to:

- Capture service request details
- Route the request to the proper department
- Track workflow progress
- Measure performance; high-level reporting
- Provide a knowledge base to allow customer service representatives to accomplish first call resolution
- Integrate with Avaya Call Center software and Cisco VoIP/ data network.
- Provide application interface (API/Web services) to external applications (Client department applications like Symon, NXi etc.)

Topics of Interest

Please provide information on the topics of interest listed below:

- General
 - o Your firm's history, size, and market presence
 - o Your strategic vision and intended target market
 - o Your 5-year product roadmap
- Functional
 - o Features specific to 311 Call Centers

- o Agent Interface
 - o Identity Management
- Technical
 - o Technical environments required to support the solution
 - o Transaction volumes supported - by CRM technology
 - o System scalability
 - o System architectural model including desktop deployment methodology
- Implementation
 - o Implementation philosophy
 - o 'Standard' implementation work plan
 - o Lessons learned from recent large-scale projects
 - o Business Readiness

Vendors should feel free to “educate” the Committee about other topics, but should avoid turning their response into a sales pitch. This RFI is an opportunity for firms specializing in CRM solutions to provide technical input into the City’s procurement process.

This RFI is intended to help the City understand the solutions available in the marketplace well enough to develop a Request for Proposal, to evaluate and select the vendor offering the best value, to implement a CRM solution, and to support that system for the next 5 to 10 years.

All recommendations and comments are welcomed and will be reviewed and considered. All recommendation(s) of good merit and clear business logic and methodology may be used and incorporated into the final RFP solicitation document.