



REQUEST FOR INFORMATION (RFI)
FOR
CITIZEN SERVICE REQUESTS

Issue Date: Monday, August 3, 2015

Submission Deadline: Tuesday, August 25, 2015

EXECUTIVE SUMMARY

The GIS Consortium, consisting of thirty-one (31) municipalities with a combined population of 885,555 and approximate square mileage of 250, requests responses for a Shared Application and Service Provider for Citizen Service Requests (CSR) that is innovative and offers a unique solution to meet the needs of the municipalities.

A non-mandatory webinar conference will be held on Tuesday, August 11, 2015 at 9:00 A.M. CST. Interested firms may join the webinar conference for further insight into current municipal operations and project scope of work. Questions will be accepted via email until 12:00 P.M. CST (noon) on Friday, August 14, 2015.

Additional information and RFI forms may be obtained via email to Maria Storm at mstorm@mgpinc.com or at MGP, 701 Lee Street, Des Plaines, IL 60016.

The GIS Consortium reserves the right to reject any and all submissions or parts thereof, to waive any irregularities or informalities in procurement procedures and to move forward with the project, whatever is in the best interest of the municipalities.



REQUEST FOR INFORMATION (RFI) FOR
CITIZEN SERVICE REQUESTS

Official notice is hereby given that the GIS Consortium requests information regarding current technology for Citizen Service Requests.

GENERAL REQUIREMENTS:	Firm must submit one (1) electronic copy including references to Maria Storm at mstorm@mgpinc.com . Proposals must be in the format specified in Section 4.0.
SUBMISSION LOCATION:	MGP, 701 Lee Street, Des Plaines, IL 60016
WEBINAR CONFERENCE CALL/INFORMATIONAL MEETING (Non-Mandatory):	Tuesday, August 11, 2015 Time: 9:00 A.M. CST
SUBMISSION DEADLINE:	Tuesday, August 25, 2015 Time: 2:00 P.M. CST Electronic copies will receive a delivery receipt. Proposals shall be labeled "Request for Information (RFI) for Citizen Service Requests" in the e-mail subject line.
INQUIRIES:	Submit questions by 12:00 P.M. CST (noon) on Friday, August, 14, 2015 via email to: mstorm@mgpinc.com

1.0 PROJECT BACKGROUND

The GIS Consortium, consisting of thirty-one (31) municipalities (“Municipalities”) located in the surrounding Chicago area are seeking to identify interest from public or private entities in regards to providing or developing a solution for Citizen Service Requests (CSR) under one contract to these Municipalities. The CSR will allow residents to easily notify their respective municipalities of non-emergency requests.

All communities strive to enhance services to their residents on a regular basis, which is one of the reasons the communities see this as an area that is appealing to solve collectively. Currently, among the 31 communities represented, various different methods are used to gather resident requests. Some communities use in-house developed solutions, such as custom Access databases or even paper forms with manual entry, while others utilize Enterprise Resource Planning (ERP) systems or work order modules with an interface on their municipal websites.

To better understand the purpose and/or challenges of the communities, below is a portion of a charter that was developed by municipal staff.

History and Context

The evolution of the Internet and e-commerce has changed the expectations of the general public forever. Today anyone with a computer and Internet connection or mobile device can access information that is important to them instantly, make purchases online, and track the progress of those purchases on demand, 24/7. As a result, people have grown to expect this kind of user experience everywhere and this includes interactions with and requests from our communities.

From home-grown database solutions to sophisticated 3-1-1 systems, communities in our area have a variety of different solutions in place to receive and track citizen service requests. Some of the shortcomings communities report about the current solutions include:

Resident Service and Expectations:

- No option to submit a request 24/7
- Residents lack immediate access on the progress or status of a request
- Residents expect to be able to talk to a live person and get an answer without being transferred around
- There are no automated responses to the resident to set expectations about a time frame for resolution by type of request (e.g. a pothole may not be filled right away)
- It does not reflect positively on the community in terms of how modern they are

Staff Accessibility and Usability:

- No option to submit a request 24/7
- There is no way to escalate the priority of a request internally
- All community staff do not have immediate access to the progress or status of a request and this can result in the resident being transferred around or told that they will be called back when the information is available
- Lack of a system to prioritize requests given limited resources and heightened customer expectations
- Manual intervention required to deal with duplicate requests about the same issue
- Lack of staff alignment on how much transparency there should be with the resident

Proactive Continuous Improvement:

- No standard reports or metrics available
- Effectiveness of service cannot be measured without the data
- Improvement targets cannot be developed without the baseline metrics
- Opportunities to improve the execution of service requests is missed

2.0 SCOPE OF WORK

The proposed CSR solution must be designed to meet the following:

To enhance service to residents and to improve the management of these services from the community or service provider.

To provide a way for residents to submit a request for service to their community, and to be able to check on the progress of a request at any time.

This system will also provide the community staff users an easy and efficient way of resolving these issues and measuring how well the services were delivered.

Experiences that we are all familiar with include being able to track exactly where a package is with UPS, and receiving automated responses when the package transitions to the next station. Another example is the convenience of ordering from Amazon.com where you receive an e-mail order confirmation instantaneously when you click the “Place Your Order” button. These are the kinds of experiences we want residents to have when they submit a service request.

Project Goals

Resident Service and Expectations:

- Residents have the option to create an account in the system or not
- Requests for service can be submitted 24/7 online or by talking to a live person
- Progress updates are accessible 24/7 online or by talking to a live person
- A mechanism for customer feedback and satisfaction

Staff Accessibility and Usability:

- A system that provides for a work management system or integrates with a Municipalities’ current ERP or work order module
- Ease of management of service requests
- Staff in any department have the ability to categorize requests by type of service requested and location

Proactive Continuous Improvement:

- Must be able to generate reports and metrics
- Provides a means of tracking data for use in evaluating organization effectiveness in fulfilling requests

Solution Deliverables:

- A centralized solution communities can share using a standard database
- End user experience is community based (e.g. if I live in Deerfield my experience appears as if I’m on the Deerfield website)

- Enough flexibility in the database structure for communities to adapt the system to their individual workflows

3.0 WEBINAR CONFERENCE CALL

To provide interested firms further insight into (i) current operations and (ii) the project scope of work, the Municipalities will host an informational meeting through a webinar conference call on Tuesday, August 11 at 9:00 A.M. CST. To ensure access, please log in approximately 5-10 minutes prior to the live event.

The webinar can be viewed by following instructions:

Please join the meeting by:

GIS Consortium Conference Call - RFI for Citizen Service Requests

Tuesday, Aug 11, 2015 9:00 AM - 9:30 AM Central Daylight Time

Please join my meeting from your computer, tablet or smartphone.

<https://global.gotomeeting.com/join/779318565>

You can also dial in using your phone.

United States: (224) 501-3412

Access Code: 779-318-565

Use your microphone and speakers (VoIP). A headset is recommended or call in using your telephone.

4.0 SUBMITTALS

Firms interested in this concept are invited to submit a complete response for consideration. All firms ("Respondent") completing a response must be a public or private entity and demonstrate their capability to offer or develop the type of solution being requested. The response should consist of the following information in the order listed below:

a) Name, Nature and History of Organization

The Respondent should provide a description of their firm including history, organizational structure, number of current customers, municipal customers and other relevant information. Legal/Corporate identification must be provided as well. Additionally, please provide your firm's DUNS Number and 2014 Balance Sheet. Please limit these documents to a maximum of three (3) pages, excluding financials.

b) Response

The Respondent should state clearly its interest in the potential of providing or developing a CSR solution that may be an attractive and beneficial addition for the Municipalities and the Respondent.

- i. The statement should address the Respondent's:
 1. Understanding of the Municipalities' project goals
 2. General approach or ideas for structuring this model
 3. General approach to service prioritization, project phasing, and key milestones

4. Experience in providing a solution to multiple entities through a consortium type arrangement
5. Approach to a long-term partnership with a consortium for a solution that continuously adapts to changing needs

c) Experience

The Respondent should provide information regarding its experience, knowledge, skills and abilities for providing a CSR solution including:

- i. Description of the firm's profile and regional presence
- ii. Specific experience in the offering or developing of software applications
- iii. Level of experience related to the type of services being sought by the Municipalities

Respondent should also summarize why they are uniquely qualified as the best firm for this request and their advantage over competitors.

d) Features and Functions

The Respondent must review and complete Exhibit A which details features and functions of varying priorities to the Consortium for a CSR solution. The Respondent must indicate whether or not they fulfill the feature or function by indicating the following:

- Meets (functionality exists in software currently with no development)
- Development Necessary (functionality does not exist but the Respondent could develop with high confidence) or In Development (functionality currently being developed)
- Does Not Meet (functionality is not feasible or burdensome to develop)

e) Pricing Structure

The Respondent should articulate their approach to a proposed pricing structure for its services for a consortium based arrangement. The Respondent should address how pricing could be scaled to allow for growth or optional pricing for features as well as ongoing maintenance.

f) Implementation Approach

The Respondent should address a general implementation approach, including approach to working with the Consortium and individual Municipalities. The response should address staging of implementation, project management, onsite training(s) and ongoing support approach.

g) Additional Information

The Respondent should provide the following additional information as relevant:

Items that the Respondent feels are critical to the review of their response. **Excessively lengthy narratives are discouraged.** Responses shall not include any elaborate or promotional material.

5.0 INTERVIEW INFORMATION

The responses and experience will be reviewed by a committee comprised of staff from the Municipalities based upon the criteria provided herein. Select firms may be invited to interview and provide a demo.

The following criteria will be used to invite responding vendors:

- Experience with similar projects, service provision and proven success
- Understanding of project goals
- Respondent’s reputation, personal and professional integrity and competency
- Respondent’s demonstrated service delivery experience, capabilities, and approach
- Respondent’s vision and approach to establishing a flexible, equitable, and competitive pricing and contract structures to support the Consortium
- Respondent’s vision and approach for implementation to achieve the desired outcomes

Interviews of selected firms will be held at a date and time to be determined, but will likely occur during the week of September 7 at the MGP office located at 701 Lee Street, Des Plaines, IL. The exact interview date and time will be provided to the selected firms.

6.0 INQUIRIES

All questions should be submitted via email to Maria Storm at mstorm@mgpinc.com by 12:00 P.M. CST on Friday, August 14, 2015.

7.0 CALENDAR OF EVENTS

DATE	ACTIVITY
Monday, August 3	RFI sent to potential firms and advertised.
Tuesday, August 11 9:00 A.M. CST	<p><u>Non-Mandatory Webinar Conference will be held:</u></p> <p>GIS Consortium Conference Call - RFI for Citizen Service Requests</p> <p>Tuesday, Aug 11, 2015 9:00 AM - 9:30 AM Central Daylight Time</p> <p>Please join my meeting from your computer, tablet or smartphone.</p> <p>https://global.gotomeeting.com/join/779318565</p> <p>You can also dial in using your phone.</p> <p>United States : +1 (224) 501-3412 Access Code: 779-318-565</p>
Friday, August 14, 12:00 P.M. CST	Last day to submit questions and requests for clarification.
Wednesday, August 19	Release of responses to all questions received.
Tuesday, August 25 2:00 P.M. CST	<i>Deadline for Submission.</i> Responses received after the date and time identified will not be accepted.
Week of September 7	Interviews / Demos

8.0 REFERENCES

Please list below current references for which your firm has performed work within another municipality or governmental agency and as the primary firm.

Municipality:

Address:

City, State, Zip Code:

Contact Person/Telephone
Number:

Dates of Service /Awarded
Amount

Municipality:

Address:

City, State, Zip Code:

Contact Person/Telephone
Number:

Dates of Service/Awarded
Amount:

Agency:

Address:

City, State, Zip Code:

Contact Person/Telephone
Number:

Dates of Service/Awarded
Amount:

Agency:

Address:

City, State, Zip Code:

Contact Person/Telephone
Number:

Dates of Service/Awarded
Amount:

EXHIBIT A

Story (Features and Functions)	Category	Consortium Prioritization		Firm:			Comments
		High Priority	Low Priority	Meets	Development Necessary (DN) or In Development (ID)	Does Not Meet	
As a Community Staff Member I want to be able to use an online form to create work order for requests so that they can be routed efficiently.	Inputting	x					
As a Resident I want to submit anonymously so that my neighbors don't know I called and complained about them.	Inputting	x					
As a Community Staff Member I want forms to have fields with pick lists so that requests can be easily place in categories.	Inputting	x					
As a Resident I want to receive a request number and work number so that I can track the progress of my request.	Inputting	x					
As a Community Staff Member I want a request to be assigned a tracking number so that requests can't be lost or forgotten.	Inputting	x					
As a Community Staff Member I want requests with tracking numbers to be assigned to individuals so that there is clear accountability for completion.	Inputting	x					
As a Community Staff Member I want to enter requests into the system on behalf of residents who call the village via telephone so that their requests are centrally tracked, and residents who want to talk to a live person have the option to do so.	Inputting	x					
As a Resident I want a web link and department assigned to my service request so that I know I am being heard.	Communication & Collaboration		x				
As a Community Staff Member I want to be able to open up MapOffice and see all the work orders plotted so that I can visually see all requests and dispatch work orders based on proximity.	Communication & Collaboration	x					
As a Community Staff Member I want the system to integrate with other databases/systems (e.g. Work Order management, etc.) so that the customer information does not need to be reentered.	Communication & Collaboration	x					
As a Resident I want to receive an e-mail or voice mail so that I know when work is completed.	Communication & Collaboration	x					
As a Community Staff Member I want the system to auto-generate and e-mail of voice mail so that a resident knows the work is completed.	Communication & Collaboration	x					
As a Resident I want an automatic thank you so I know my request was received.	Communication & Collaboration	x					

As a Community Staff Member I want the auto-generated thank you message to include a disclaimer asking the resident to call or contact the community in some other way if the request for service is an emergency so that I can dispatch the appropriate personnel to deal with the situation immediately.	Communication & Collaboration	x					
As a Department Supervisor I want the system to email the resident if a work order is postponed or put on hold so that it eliminates a call from the resident asking for status.	Communication & Collaboration	x					
As a Community Staff Member I want canned responses built into the system with an estimated timeframe for completion so that an auto-generated reply can be sent to the resident so that they have an idea when the request will be completed.	Communication & Collaboration	x					
As a Community Staff Member I want the system equipped with canned responses that can be sent to the resident so that the resident is kept informed and it alleviates calls to the municipality.	Communication & Collaboration	x					
As a Community Staff Member I want to generate expectations for service response times and estimated completion date based on the issue so that residents can be kept informed diminishing the calls received by my department asking when something will be done.	Communication Collaboration	x					
As a Resident I want to receive updates about my request any time a status changes so that I know the status of my service order at all times.	Communication & Collaboration	x					
As a Resident I want to send a text message of my service request to a number and receive an automated response so that I know my request has been received and so I do not have to access a website and provide login credentials.	Text / Voice Messaging Responses		x				
As a Resident I want to receive automatic updates about the status of my service request on my phone so that I don't have to go to the website to check the status.	Text / Voice Messaging Responses		x				
As a Resident I want to text message my request so that I can save time.	Text / Voice Messaging Responses		x				
As a Resident I want to receive a text message telling me who the work is assigned to so that I know who is responsible for it.	Text / Voice Messaging Responses	x					
As a Community Staff Member I want customers to rate their experience so that staff can measure customer satisfaction level ability to improve service.	Customer Satisfaction	x					
As a Resident I want to open an app from my smartphone, enter my request with an option to attach a picture I have taken that will be part of my request so that I can best describe my request to the city or village.	Mobile Access		x				

As a Resident I want to submit and view my requests so that I can easily do so on my smartphone.	Mobile Access	x					
As a Community Staff Member I want to access requests in the field so that I can respond quicker to customers.	Mobile Access	x					
As a Public Works Laborer I want to use the customer relationship management (CRM) in the field with a tablet or smartphone so that I can update and/or close service requests real time.	Mobile Access	x					
As a Community Staff Member I want to be able to track work orders in a mobile/tech fashion so that I can eliminate the need to carry paper into the field.	Mobile Access	x					
As a Resident I want a kiosk at town hall so that I can receive a hard copy receipt of my request.	Alternative Methods of Entering		x				
As a Community Staff Member I want to provide residents an easy online form to complete that allows pictures, etc. to be attached so that we can better understand and respond to the issue.	Alternative Methods of Entering	x					
As a Resident I want to send video to show issues so that the town has visual evidence of the issue.	Alternative Methods of Entering		x				
As a Resident I want to have TTY/TDD ability so that I can report a problem immediately.	Alternative Methods of Entering		x				
As a Resident I want to submit a request with voice (e.g. voice to text on phones) so that I can report a problem immediately.	Alternative Methods of Entering		x				
As a Resident I want to include pictures in my request so that those responding can better identify my problem.	Alternative Methods of Entering	x					
As a Resident I want to talk with a human 24/7 so that I do not have to log onto my computer and get lost in space.	Alternative Methods of Entering		x				
As a Community Staff Member I want see and track requests by address and see past requests (history) by the same address so that I understand issue frequency and types of complaints received from this resident.	Databases	x					
As a Resident, I want real-time geocoding so that I can see if my neighbors are making the same requests.	Databases		x				
As a Community Staff Member I want the ability to customize form fields so that over time improvements can be made to the information gathering process.	Databases		x				
As a Community Staff Member I want to receive the most accurate location information via a confirmed address, gps, or map location so that staff is appropriately dispatched to the proper location and efficiency is improved.	Databases	x					
As a Resident I want to be able to submit a request to any village I'm in without needing to know which I'm in so that I save time and effort.	Databases		x				

As a Community Staff Member I want to be able to pull up all requests associated with one address so that I can understand if the problem has occurred before or if the requestor has had a number of service issues before.	Databases	x					
As a Community Staff Member I want to determine Service Level Agreements (SLA) for request types so that residents are informed and expectations are set as to when the resolution will occur. (e.g. Dead animal might be picked up within 24 hours, but a street light outage might take 72 hours to resolve).	Databases	x					
As a Community Staff Member I want the system to track material and costs so that we know when to reorder.	Tracking & Monitoring		x				
As a Supervisor I want to see which work orders are assigned to my employees so that I can ensure they are responding and following up.	Tracking & Monitoring	x					
As a Community Staff Member I want reminders sent to me if a task/request is not handled on time so that customer satisfaction is not negatively affected.	Tracking & Monitoring	x					
As a Community Staff Member I want to see all requests so that staff is aware of work load across all departments.	Tracking & Monitoring		x				
As a Community Staff Member I want to be able to see all open requests and who they are assigned to so that I can better monitor my staff.	Tracking & Monitoring	x					
As a Community Staff Member I want to identify the appropriate staff member for which a request is assigned so that it can be responded to quicker.	Tracking & Monitoring		x				
As a Community Staff Member I want a system that easily organizes request tickets so that staff can maintain a high level of efficiency in completing requests.	Tracking & Monitoring	x					
As a Community Staff Member I want to reprioritize service requests depending on their level of emergency or impact so that I can ensure that requests impacting the health, safety, and welfare of residents are taken care of swiftly.	Tracking & Monitoring		x				
As a Community Staff Member I want the ability to easily re-assign roles internally to account for changes in staffing, be it due to personnel changes or short-term issues like vacation or sick leave.	Tracking & Monitoring	x					
As a Community Staff Member I want an easy to use out of office option so that we can easily adjust to people's vacation schedules and requests don't get "stuck" in a missing staff person's in-box.	Tracking & Monitoring	x					
As a Community Staff Member I want a system that tracks all requests and can generate performance metrics like average completion time so we can analyze our performance.	Tracking & Monitoring	x					

As a Community Staff Member I want ability to export metrics so that productivity can be measured.	Tracking & Monitoring	x					
As a Community Staff Member I want to have access to a robust reporting feature that will allow me to see performance information on requests, response time, or other data so that I can evaluate the effectiveness and efficiency of my staff team in responding to requests.	Tracking & Monitoring	x					
As a Community Staff Member I want to be able to easily close requests that are fulfilled so that it will be easier to monitor open requests.	Tracking & Monitoring	x					
As a Community Staff Member I want to manage completion dates or requests so that I can prioritize when they are completed.	Tracking & Monitoring		x				
As a Resident I want an outreach component so that I can be notified of work messages. Reverse 911.	Tracking & Monitoring		x				
As a Resident I want details on my requests/work orders available online so that I can stay informed.	Tracking & Monitoring	x					
As a Resident I want my personal information to auto-populate from other databases so that I can save time filling out forms.	Tracking & Monitoring		x				