

**2024** **TAP** into  
**BUSINESS**



# Tap Into Business

Information Technology

**Thomas L. Kuczynski, Chief Information Officer**

**June 26, 2024**

# Solicitation Schedule



Solicitation	Budget Impact Area	Purpose	Anticipated term	Annual estimated value	Anticipated award	MBE/SLBE Subcontracting Goals
Helpdesk Tier I Managed Services	SI	Managed Services	3-year base and 2 one-year option terms	\$1-1.5 million	Summer 2024	30%
IT Staff Augmentation	All Business Areas	Short-term staffing	2-year base and 2 one-year option terms	\$10-13 million	Summer 2024	30%
Database (Oracle & MS SQL) Managed Services	SI	Managed Services	3-year base and 2 one-year option terms	\$1-1.5 million	Summer 2024	26%
Cityworks Implementation Services	B2	Implementation and system integration	12-18 month term	\$2 million	Fall 2024	28%
Utility Customer Service Suite Support Services	BI	Billing System Support	2-year base	\$2-3 million	Winter 2024	25%
Utility Customer Service Suite Upgrade Services	BI	Upgrade billing system to current release and convert to managed services for support	12-month upgrade Managed services 3-year base and 2 one-year option terms	\$2 million Managed Services \$1-1.5 million	TBD	30%
Consolidated Customer Payment, Bill Print and Mailing Services	BI	Consolidate 3 payment platforms and	5-year base and 2 three-year option terms	\$2 million	TBD	TBD
Software Application Development Services (Basic Ordering Agreement)	All Business Areas	Master Services agreement prequalified development firms	3-year base and 2 one-year option terms	\$2.5 million	TBD	30%



# Key Success Factors for Vendors

- Experience with WSSC Water's technology stack including Java, Oracle databases, MS SQL server, mobile development for Apple or Android, HTML, XML
- Experience working in a hybrid on-premise and multi-cloud environment
- Experience working with both custom and 3<sup>rd</sup> party solutions
- Experience with Microsoft solutions including Power BI, Power Automate, Power Apps
- Experience with both Agile and Waterfall development approaches
- Experience working with a hybrid workforce including vendors and WSSC staff working both locally and remotely
- Familiarity with cyber security concepts in a critical infrastructure environment
- Comfortable working at all levels of the organization gathering and interpreting requirements, translating user requirements into technical requirements
- Experience working in a utility environment and/or high-volume customer service environment



**Questions?**

