

RFQ No. 2024-2



Frankfort Plant Board

Request for Qualifications
Software Engineering Services for
Mobile Application

2/19/24

REQUEST FOR QUALIFICATIONS

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Software Engineering Services for Mobile Application

1. STATEMENT OF QUALIFICATIONS

The Frankfort Electric and Water Plant Board (FPB) is accepting Statements of Qualifications (SOQs) from qualified firms for professional services related to the design and development of a customer mobile application.

A firm will be considered qualified by having met the bidder requirements section of this RFQ.

This RFQ provides background information on the project, contact person for the project, general scope of services, required contents of the SOQ, rating / selection process, and the time and date to respond.

A committee consisting of FPB IT, Customer Service, and Communications representatives will select a firm for the tasks outlined herein.

2. BACKGROUND

The Frankfort Plant Board (FPB) provides electric, water and cable/telecom services to customers in the city of Frankfort and Franklin County, KY, and portions of Shelby and Woodford counties. FPB manages approximately 30,000 accounts that are billed monthly.

FPB currently provides an online customer portal (myFPB - <https://my.FPB.cc>) where customers manage their account(s). These features include viewing their bill, making electronic payments, viewing historical usage data, manage notifications, etc.

Over 15,000 customers have already adopted the web version of myFPB portal and by offering its features on a mobile platform those numbers will continue to grow.

The FPB IT development team will provide Web API endpoints for consumption by the mobile application. These endpoints may be customized to accommodate the needs of the mobile platform.

3. **AREAS OF FOCUS**

The Mobile Application should be in alignment with these key areas of focus:

Security

- Handle and transmit data in a secure and reliable manner.
- Support biometric login options for enhanced security.

User Experience

- Enhance customer experience through customer facing data presentment and user-friendly, self-service based technologies.
- Implement graphs (bar, line, etc.) to represent utility usage data.

Availability

- Mobile application will be available to Google Android and Apple iOS users.

Customer Communications

- Ability to send push notifications to customers on-demand.

Electronic Payments

- Incorporate our payment processor (Paymentus) for electronic payments.
- No payment data will be stored, processed, and/or transmitted by FPB systems.

Support and Maintenance

- Single source code for both Google Android and Apple iOS operating systems.
- Design and develop on a mobile platform that can be supported by FPB IT.
- All source code developed must be freely available to FPB.

4. **SCOPE OF WORK**

The Scope of Services shall include but are not limited to:

- a. Conduct and attend meetings with FPB staff to establish the goals and objectives of the project.
- b. Identify and present areas of expected security challenges, impacts or risks associated with mobile applications, and provide insights on how best to manage and/or mitigate these.
- c. Design and present a wireframe of the mobile application that satisfies project goals.
- d. Review FPB's existing Web API endpoints for usability and identify any additional endpoints needed to complete project.
- e. Identify and recommend a mobile platform that can be supported on a Microsoft Visual Studio or similar IDE.
- f. Develop potential design and development schedules.
- g. Assist with the deployment of application to app stores.

Project Deliverables

- a. Source code of a mobile application that satisfies all project goals and objectives.
- b. Deployment packages that are compatible with the Google Play Store and Apple App Store deployments.

Project Schedule

The Frankfort Plant Board anticipates that all services and deliverables will be completed not later than 180 days from issuance of a contract with the selected bidder. The selected bidder will be expected, upon award, to develop a detailed schedule of all activities and tasks necessary to perform the services within this timeframe. It is expected that these tasks will involve both on-site work with FPB, but that there will likely be some tasks that may be accomplished remotely. On-site work will be accomplished at FPB's Administration Building located at 151 Flynn Ave, Frankfort, KY 40601.

The bidder will rely on FPB's designated Project Manager to facilitate on-site work group meetings and other interactions with FPB as may be required therein.

5. Bidder Qualifications

The following qualifications of the bidder have been identified as being critical to the success of this work:

- a) Experience designing mobile applications that handle data in a secure and reliable manner.
- b) Experience designing mobile applications that are scalable to serve a large customer base.
- c) Experience designing mobile applications for similar multi-service entities.
- d) Experience integrating mobile applications with Web APIs.
- e) Experience co-developing mobile applications with other entities.

Bidders are also required to submit at least two (2) customer references who can attest to the above qualifications for the bidder.

6. CONTENT OF THE STATEMENT OF QUALIFICATIONS

SOQ's will be evaluated on the criteria listed in this RFQ. SOQ's should be structured as follows:

A. LETTER OF TRANSMITTAL

Summarize in the Letter of Transmittal the reasons for which your firm or team should be selected. The letter should indicate the primary contact/project manager. This individual must have authority to negotiate all aspects of the scope of services and will be in responsible charge of, and serve, as the project manager throughout the study.

B. QUALIFICATIONS AND EXPERIENCE OF THE FIRM OR TEAM

Submissions shall include:

- Consultant's company profile.
- Contact person & title; contact address, phone number, email address.
- List of project team members including relevant work experience and resumes. Project team members whose qualifications are submitted as a part of the proposal shall be available to work on the project if bidder is awarded a contract.
- List of project assumptions.
- Budgetary man-hour estimates for the proposed "level of effort", and proposed project schedule, for development of the mobile application.
- Bidders rate card (pricing) for persons or positions typically involved with the execution of these services.
- Compliance or Redlines to the attached standard Frankfort Plant Board Terms and Conditions.

C. COMMENTS ON PROJECT CONCEPTS (IF ANY)

7. RATING CRITERIA

The Frankfort Plant Board intends to enter into negotiations for a contract for services with the bidder who, in the sole discretion of the Frankfort Plant Board, is most qualified to complete the services under this RFQ and who is able to meet the required schedule. Such negotiations will include a consulting/professional services contract, FPB Terms and Conditions, a detailed Statement of Work (SOW), and finalized pricing based on the negotiated SOW.

FPB will evaluate submissions based on the following list of criteria, which is not listed in any specific order:

- 1) Ability to meet FPB's requirements, including but not limited to the schedule, as described above.
- 2) Successful mobile application development experience and staffing expertise.
- 3) Quality and relevancy of the services and capabilities proposed.
- 4) Implementation understanding, methodology and experience.
- 5) Customer references.

8. SELECTION PROCESS

A selection committee consisting of FPB representatives will rate the SOQ's according to the criteria listed. The top ranked firms **may** be asked to make presentations to the selection committee. Selection will be based on both the SOQ and the interview (**if conducted**) applying the criteria listed above. Following the presentation, project specific discussions relating to specific scope and fee will be conducted with the top ranked firm. Based on discussion with the top ranked firm, the committee will decide to either; (1) attempt to negotiate a professional services agreement with the top ranked firm, or (2) dismiss the top ranked firm and initiate discussion with the second ranked firm. This procedure may be repeated as many times as necessary until an agreement can be negotiated that is satisfactory to both parties.

9. CONTRACTING ARRANGEMENT – INSURANCE REQUIREMENTS

The FPB expects to enter into one (1) agreement for the services listed in this RFQ based on a lump sum fee.

Our contract requires that you return to us a signed contract and Certificate of Insurance showing professional liability, commercial general liability, business auto liability, and employer's liability insurance.

The policies should also:

- Include at least \$1,000,000.00 limits for commercial general liability, business auto liability and employers' liability.
- Be issued by an insurance carrier that maintains an A.M. Best's rating of "A-" or better, is duly admitted in the State of Kentucky and is reasonably acceptable to us.

Additionally, the FPB requires that your business will:

- Carry completed operations insurance for five years.
- Provide at least thirty (30) days' written notice prior to cancellation or termination of your commercial general liability, business auto liability employers liability and professional liability policies.

The professional liability policy should:

- Include limits in an amount equal to at least the value of this project with such limits applicable on a per project basis.

10. SCHEDULE

In order to be considered, 2 copies of the SOQ must be received by the FPB on or before **Wednesday March 13th, 2024 by 2:00 p.m. local time**. All SOQ's should be in a sealed package marked:

**Statement of Qualifications
Software Engineering Services for Mobile Application
Attn: Ryan Henry**

After reviewing bidder submittals, the contract is tentatively scheduled to be presented to the Board of Directors for award at the April 2024 public meeting.

CONTACT FOR INFORMATION

Consulting firms responding to this solicitation should direct all inquiries to:

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IT Director
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