



**Office of the People's Counsel**

**Request for Information**

**Consumer Complaints Management System**

**Contact Person**

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## Organizational Overview

The Office of the People's Counsel is an independent agency of the District of Columbia government. By law, it is the advocate for consumers of natural gas, electric, water and telephone services in the District. District of Columbia law designates the Office as a party to all utility-related proceedings before the Public Service Commission. The Office also represents the interests of District ratepayers before federal regulatory agencies. The Office is authorized to investigate the operation and valuation of utility companies independent of any pending proceeding.

The Office's mandate is to advocate the provision of quality utility service and equitable treatment at rates that are just, reasonable, and nondiscriminatory to assist individual consumers in disputes with utility companies about billing or services; and to provide technical assistance and consumer education to lay advocates and community groups.

## Instructions

### Introduction

The Office of the People’s Counsel, herein referred to as “Agency”, invites responses to this Request for Information (RFI) on a Consumer Complaint Management System in accordance with the provisions contained in this RFI.

The purpose of this RFI is to solicit information on available, off-the-shelf software solutions. The system must manage thousands of complaint cases from initiation through to closure, meeting OPC’s mandate, improving customer service, and enhancing flexibility, efficiency, and transparency.

The objectives are to obtain information about:

1. Current products available.
2. Potential solutions providers.
3. Off-the-shelf, business user customizable, solutions that can manage consumer complaints.
4. Operation, maintenance, and support features and costs.

This RFI is issued as a means of technical discovery and information gathering only. This RFI is for planning purposes only and should not be construed as a competitive solicitation nor should it be construed as an obligation on the Agency’s part to enter into any contract or make any purchase. This RFI is not an invitation to pre-qualify solution providers or vendors. The agency may utilize the results of this RFI in drafting a competitive solicitation in the form of a request for proposal (RFP) for the subject described herein. Any future contract that may be awarded must comply with the Agency’s procurement requirements.

Participation in this RFI is voluntary. The Agency will not pay for the preparation of any information submitted by a respondent or for the Agency’s use of that information. No purchases will be made as a

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direct result of this request. Any price information provided shall be the manufacturer’s list price and will be used for comparison purposes only. Do not include applicable state and local taxes.

## Schedule of Events

RFI Issue Date:	August 18, 2020
Inquiries Deadline:	September 1, 2020 @ 5:00PM
Submittal Deadline:	September 4, 2020 @ 5:00PM

Submittal Location: [escott@opc-dc.gov](mailto:escott@opc-dc.gov)

The agency reserves the right to modify dates, as necessary.

## Obtaining a Copy of the RFI

All documents and information involving this RFI process are available from the Agency’s website:

<https://www.opc-dc.gov/request-for-information>

PLEASE NOTE: Proposers must be registered in the e-procurement system (ARIBA) in order to respond to and access procurement information. The Agency, at its discretion, may reject any proposal from a respondent who has not registered with the e-procurement system.

## Preparation of the Response

- All information shall be submitted in accordance with the instructions provided in this document. No submittal shall be altered, amended or withdrawn after the specified submittal due time and date.
- It is the responsibility of all respondents to examine the entire RFI and seek clarification of any requirement that may not be clear and to check all responses for accuracy before submitting a response. Respondents are strongly encouraged to:
  - Consider applicable laws and/or economic conditions that may affect cost, progress, performance, or furnishing of the products or services.
  - Study and carefully correlate knowledge and observations with the RFI document and other related data.
  - Promptly notify the Agency of all conflicts, errors, ambiguities, or discrepancies which a respondent has discovered in or between the RFI document and other related documents.
- The Agency will not reimburse the cost of developing, presenting or providing any response to this RFI. Responses submitted for consideration should be prepared simply and economically, providing adequate information in a straightforward and concise manner. The respondent is

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responsible for all costs incurred in the responding to this RFI. All materials and documents submitted in response to this RFI become the property of the Agency and will not be returned.

### Addenda

Any changes to the plans or specifications will be in the form of an addendum, which will be available at: <https://www.opc-dc.gov/request-for-information>

### Submission of Information

Respondent's Name  
Respondent's Address  
RFI Number (RFI- OPC-07272020)  
RFI Title

Submittals may be submitted electronically in PDF format with the above information on the cover page.

### Withdrawal of Submittal

At any time prior to the RFI due date and time, a respondent may withdraw the submittal by submitting a request in writing, signed by the original author or electronically via the identified primary contact's email.

### Inquiries

All questions that arise relating to this RFI shall be directed to:

Eric Scott

[escott@opc-dc.gov](mailto:escott@opc-dc.gov)

Inquiries received will then be answered in an addendum and published at <https://www.opc-dc.gov/request-for-information>

### Public Record

All submittals in response to this RFI shall become the property of the Agency and become a matter of public record available for review pursuant to District of Columbia law.

If a respondent believes that a specific section of its response is confidential, the respondent shall isolate the pages and mark them confidential in a specific and clearly labeled section of its response. The respondent shall include a statement as to the basis for considering the marked pages confidential including the specific harm or prejudice if disclosed. The Agency reserves the right to review the justification and make an independent determination.

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## Scope

### Executive Summary

The Agency issues this RFI to solicit information on available consumer claims management solutions. The objective is to identify and procure (in the future) a system that will update and improve the existing claims database. The Agency seeks information on off-the-shelf solutions and on systems that require minimal customizing. The system must be as automated as possible and manage consumer complaint claims from initiation to closure. Identified solutions must also meet all functional and regulatory requirements, improve customer service, and enhance flexibility, efficiency, and transparency.

The preferred (but not exclusive) option under consideration is a commercial off-the-shelf system (COTS). The specific schedule, requirements, deliverables, and division of responsibilities between the Agency and the software vendor during implementation are yet to be determined and are not part of this RFI. Vendors are encouraged to provide a “best practices” solution for the implementation of their software.

The Agency has the following high-level goals:

1. To increase the efficiency and effectiveness of daily operations in the office—for clients, attorneys, and staff.
2. To increase the efficiency and effectiveness of consumer advocacy by improving the ability of the Agency’s Office to communicate case requirements, review and disclose investigation information, quickly provide offers, and automatically generate letters and forms.
3. To enhance processing information and documents in a case management system for contemporaneous use as well as long-term storage and life-cycle retention.

### Overview

The Agency seeks information regarding software application(s) that are proven and robust. The Agency is currently using a legacy system and wishes to research different alternatives as a replacement. The legacy system is a proprietary application and all development, support, and modifications are performed by the vendor. Therefore, modifications cost the Agency a great deal of resources.

### Project Objectives

The Agency’s critical business requirements include to: (1) obtain, operate and maintain a solution for consumer complaint management; (2) ensure the quality of service to the consumer by protecting and streamlining information accessibility; and (3) gain efficiencies throughout the process of serving the consumer.

The desired system’s baseline functionality must include:

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1. Tracks and documents all data pertinent to a consumer's claim against a utility, including, but not limited to, the consumer's information, utility information, description of the claim, and status within the advocacy workflow.
2. Tracks and documents all inquiries to OPC's front line representatives.
3. Generates new claims initiated via email, web, or integrated third party system.
4. Provides a secure web and mobile interface for use by OPC staff to access claim information in real time.
5. Categorizes engagements and allows for granular reporting.
6. Generates commonly used forms and letters.
7. Generates canned and customized reports.
8. Maintains a set of rules for data elements for information validation.
9. Stores and tracks details related to claim evidence, proceedings, and outcomes.
10. Allows multiple users to access claim information simultaneously for collaborative efforts.
11. Automatically generates canned and customized emails.
12. Allows the assignment of resources to claims.
13. Implements multiple and independent workflows which are configurable by business users.
14. Allows read only access to claim information for protected review by colleagues.
15. Allows for electronic redaction, or role-based views of consumer data.
16. Is capable of deduplication of information.
17. Allows for multiple divergent workflows built over the complaint database.
18. Can integrate with email for quick responses to both utility companies and clients.
19. Supports searching and filtering on any item within the database to generate custom views.
20. Is device agnostic and mobile friendly for use during outreach programs.
21. Generates triggerable alerts that are user defined.
22. Can integrate and auto populate input as well as workflow forms.
23. Is highly available and accessible to authorized staff.
24. Consumer portal to validate their information and check on case status.
25. Dashboard view that informs on the current workload and supports prioritization of resources.
26. Can make use of APIs for the integration of third-party systems for information exchange.

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## Submittal

### Instructions

Respondents are asked to provide a comprehensive written summary that addresses the capabilities of the system/solution in the context of the above functional requirements and the firm's past achievements with similar clients.

Please submit responses to the RFI POC with as much detail as needed.

**Since this RFI is for informational purposes only, responders are not being evaluated on the information provided in response to this RFI.**