



**City of Phoenix
WATER SERVICES DEPARTMENT**

PUBLIC NOTIFICATION OF AWARD RECOMMENDATION

AWARD NOTICE DATE: April 11, 2025

SOLICITATION NUMBER: RFP-2425-WCS-680

SOLICITATION TITLE: Customer Information System (CIS) Managed Services

SOLICITATION DUE DATE: February 27, 2025

Recommendation

Proposals received in response to the above referenced solicitation have been evaluated. The Evaluation Committee recommends a contract award to the most highly rated offerors:

- **Ernst & Young LLC – Primary Support Services**
- **RCC Global, LLC. – Batch Support Services**

Evaluation

All proposals were scored by an Evaluation Committee comprised of City of Phoenix staff. Proposals were evaluated based on the following criteria:

<u>Evaluation Criteria</u>	<u>Possible Points</u>
Capability/Experience	470
Method of Approach	280
Cost	250

Procurement File

The procurement file for this solicitation is available as of the date of this notice. Please contact the Procurement Officer listed below if you wish to access this file.

Transparency Policy

As set forth in the solicitation, offerors are reminded that the City's Transparency Policy governing communications between offerors (and their representatives) and City of Phoenix executives remains in effect through the date of City Council Award. Offerors wishing to communicate with members of the City Council, the Mayor or other city executives regarding this solicitation shall direct all such requests through the Procurement Officer identified below.

Procurement Officer

Victor Sainz
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