

**Request for Proposals  
for  
Enterprise Asset Management  
Consultant Services**

**June 26, 2015**

**City of Sioux Falls, South Dakota**

**Proposal Request No. 15-0118**

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# **Request for Proposals for Enterprise Asset Management Consultant Services**

## **Section 1 Introduction and Instructions**

### **1.01 Purpose of the RFP**

This Request for Proposal (RFP) is issued by the City of Sioux Falls (hereinafter referred to as the “City”). The purpose of this RFP is to establish a professional services contract to 1) assess the current enterprise-wide asset management systems and processes, 2) complete a needs assessment identifying needs, best business practices, and opportunities for improvement, 3) help establish a vision and strategic plan for the implementation of best business practices and the use of a new or existing enterprise asset management solution(s), 4) assist the City in procuring the necessary business solution(s), and 5) provide consulting and implementation support services throughout the project.

### **1.02 Contact Person, Telephone, Fax Number, and Email**

Scott Rust, Purchasing Manager, Finance, is the point of contact for this RFP. Unauthorized contact regarding the RFP with other City employees may result in the vendor being disqualified.

Scott Rust, Purchasing Manager, Finance  
Phone: 605-367-8836  
Fax: 605-367-8016  
Email: [srust@siouxfalls.org](mailto:srust@siouxfalls.org)

### **1.03 RFP Schedule of Events**

This schedule of events represents the City’s best estimate of the schedule that will be followed for this RFP. If a component of this schedule such as the deadline for receipt of proposals is delayed, the rest of the schedule will be shifted by the same number of days.

The approximate RFP schedule is as follows:

- RFP Issued: June 26, 2015.
- Proposals Due: July 31, 2015.
- Review of Proposals: August 3–7, 2015.
- Proposal Interviews: August 17–21, 2015.
- Contract Award: September 2015.

### **1.04 Return Mailing Address and Deadline for Receipt of Proposals**

Proposers must submit one original hard copy (marked “Original”), one electronic copy, and five copies of the proposal.

Envelopes or packages containing proposals must be clearly addressed as described below to ensure proper delivery and to avoid being opened by the City before the deadline for receipt. Envelopes or packages must be addressed as follows:

City of Sioux Falls Purchasing Office  
Attention: Scott Rust  
Enterprise Asset Management Consultant Services  
RFP No. 15-0118  
224 West Ninth Street  
P.O. Box 7402  
Sioux Falls, SD 57117-7402

Proposals must be received by the Purchasing Office at the location specified no later than **2 p.m., Central Standard Time, on Friday, July 31, 2015**. Proposals will not be publicly read at the opening.

Proposals may not be delivered orally, by facsimile transmission, by other telecommunication, or electronic means.

Proposers assume the risk of the method of dispatch chosen. The City assumes no responsibility for delays caused by any delivery service. Postmarking by the due date will not substitute for actual proposal receipt by the City. An offeror's failure to submit its proposal prior to the deadline will cause the proposal to be rejected. Late proposals or amendments will not be opened or accepted for evaluation.

### **1.05 Questions and Addenda**

Questions regarding this RFP shall be submitted in writing to Scott Rust, Purchasing Manager, at [srust@siouxfalls.org](mailto:srust@siouxfalls.org). Answers to questions will be posted to the City's website at [www.siouxfalls.org/business](http://www.siouxfalls.org/business). The deadline for questions is 2 p.m., Central standard time on Wednesday, July 22, 2015.

If deemed necessary, addenda to the RFP will be issued and will be emailed to the offerors. No addenda will be issued after 5 p.m., on Friday, July 24, 2015.

Responding firms are prohibited from communicating in any other manner about this project with any other City employee from the date of issuance of this proposal until the final selection, unless otherwise directed by the Purchasing Manager. Other means of communications or contact may disqualify the submitting firm.

## **Section 2 Scope of Work**

### **2.01 Introduction**

The City is seeking proposals from qualified consulting firms to complete the following activities to assist the City in implementing best business practices in managing the City's enterprise assets.

- Assess the City's current enterprise-wide asset management systems and processes.
- Complete a needs assessment identifying needs, best practices, and opportunities for improvement, including the City's need for a new enterprise asset management business solution(s).
- Assist the City in outlining a vision and strategic plan for the implementation of best business practices and the use of new or existing enterprise asset management solution(s).
- Assist the City in upgrading current business solution(s) or procuring new enterprise asset management solution(s) to meet the strategic vision and plan.
- Provide continuing support to the City in fully implementing the selected solution(s).

It is the intent of the City to have fully implemented a solution(s) identified within the study for all departments, divisions, and programs no later than January 1, 2019.

**Background:**

The City, population 169,800, provides a wide range of municipal services including police and fire protection, infrastructure development, and maintenance of highways, bridges, and streets, public utilities, public parking, public transportation, economic development, health and social services, culture and recreation activities, inspections, planning and zoning enforcement, and general administrative services.

The City's 2015 budget to provide these services, including operating expenditures and capital investments, is \$407 million. The City's adopted five-year capital improvement program anticipates spending over \$491 million in capital infrastructure and equipment over the next five years.

The City is looking to improve business practices, possibly through new technology solutions, to more efficiently and effectively manage the assets of the City. One potential solution is to implement a new Enterprise Asset Management System (EAMS).

It is expected, at a minimum, that the following departments would participate in this project:

- Public Works—Water, Water Reclamation, Light, Landfill, Street, Traffic, and Engineering.
- Central Services—Facilities Management and Information Technology.
- Parks and Recreation.
- Finance.
- Public Parking.

The project scope and departments/divisions to be included may change depending upon the final needs assessment and strategic plan.

Potential assets affected by a new business solution(s) include:

- Water Reclamation:
  - 800 miles of sanitary sewer collection system.

- 15,000 manholes.
- 20 lift stations, plus 8 private stations operated through agreement.
- Treatment plant consisting of 14 structures and 29 treatment units on a 60-acre site treating on average 21 MGD a day.
- Storm Drainage:
  - 525 miles of storm drainage collection system including piping and channels.
  - 62 detention ponds.
  - 68 miles of sump pump collection pipe.
- Flood Protection—The City maintains a Corp of Engineers certified flood control system comprised of:
  - 28 miles of levee.
  - 2 dams.
  - 1 spillway.
  - 1 weir.
  - 1 lift station.
  - 6 closure structures.
- Water Purification:
  - 950 miles of water main including 19,000 valves, 7,000 fire hydrants, and 49,000 water meters.
  - 4 elevated storage tanks.
  - 5 above ground/underground storage tanks.
  - 55 ground water wells and 1 surface water pump station.
  - Treatment plant designed to deliver up to 75 MGD.
- Lights:
  - 480 conductor miles of overhead and underground distribution power lines.
  - 18,500 streetlights.
  - Power to 2,570 customers.
- Traffic:
  - Over 275 signals and controllers.
  - 160 miles of conduit.
  - 32,000 signs.
- Streets:
  - 821 centerline miles of paved streets.
  - 53 bridges/structures.
- Landfill:
  - Permitted area of 709 acres.
  - 570 tons of municipal solid waste daily.
  - 168 tons of construction and demolition debris daily.
  - Landfill gas pipeline serving a local ethanol plant 11 miles away.
- Facilities—Over 100 buildings:
  - City Hall.
  - Arena/convention center/events center complex.
  - 12 fire stations.
  - Law enforcement center.
  - Museum.
  - Pavilion.
  - 5 libraries.

- Baseball stadium.
- Numerous park department buildings.
- Administrative offices.
- Swimming pools.
- 3 bus facilities.
- Public Works treatment facilities including lift stations, well fields, etc.
- 4 parking ramps and 14 surface lots.
- Parks and Recreation:
  - 3,161 acres of parkland.
  - 78 parks.
  - 6 swimming pools, a wading pool, and a spray park (indoor pool under construction).
  - 60 soccer fields.
  - 41 tennis courts.
  - 3 golf courses.
  - 13 football fields.
  - 34 baseball fields.
  - 74 softball fields.
  - Zoo, ski park, skate park.
  - 28 miles of greenway bike trails.
  - 6 outdoor ice rinks.
  - 18 sand volleyball courts.
  - 23 outdoor basketball courts.
  - 5 community centers.
  - 65 playground structures.

The following systems are currently used at the City of Sioux Falls:

- Hanson 7.7 CMMS—pavement management, street maintenance, as well as water and storm drainage cost tracking and allocation.
- An enterprise GIS system based on an ESRI foundation including Desktop, Server, and ArcGIS Online. Our SDE geodatabase and file geodatabases house all City GIS data including the City utility infrastructure; e.g., lights, sanitary sewer, storm sewer, traffic, and water, using best practices and where feasible, utilize the local government information model. **It is an expectation that the enterprise asset business solution will integrate/interface with and build upon the City's enterprise GIS solution.**
- Munis, a Tyler Technologies financial, payroll, and procurement software system. The City has implemented the Munis work order and inventory modules on a limited basis.
- CIS Infinity utility billing software for water, water reclamation, and lights.
- Paradigm scale and billing software at the regional landfill.
- EnerGov, a Tyler Technologies land management software for permitting, inspecting, business and professional licensing, and code enforcement activities.

- SCADA network for Public Works operations.
- Mercury Associates is currently assisting with a Fleet Management review which will include the selection and implementation of a new fleet management information software system.

## **2.02 Scope of Work**

The City is working toward implementing a coordinated and cost-effective approach to managing its public infrastructure, building, and other assets (including the work processes involved in responding to work requests to maintain these assets). The intent is to complete a comprehensive evaluation of current practices, outline an actionable strategic vision, procure the necessary technological solutions, and implement technology and best business practices which provides an enterprise-wide approach to managing City assets. The scope of work to be completed by the consultant is outlined in Phase One. Phase Two activities will be completed as negotiated.

### **Phase One:**

1. Review the City's current enterprise-wide asset management systems and processes.
  - a. Review work management systems and processes including, but not limited to, service requests, work orders, resource management, public requests, and integration or interfacing components with other City software products.
  - b. Review strategic asset management systems and processes including, but not limited to, condition, valuation, risk/consequence/level of service, maintenance and project development strategy, budget forecasting and funding strategy, and reporting.
  - c. Review map and data sharing systems and processes.
  - d. Evaluate the effectiveness of the City's current technology and software solution related to managing the City's assets.
2. Complete a needs assessment identifying needs, best business practices, and opportunities for improvement including the City's need for a new enterprise asset management software solution(s).
  - a. Conduct educational sessions with the City team to explain the purposes and objectives of an enterprise asset management solution.
  - b. Listen to and evaluate the City's current practices and solutions in managing the lifecycle of the City's enterprise assets.
  - c. Identify expectation gaps and evaluate the City's organizational readiness for implementing enterprise asset management solutions.



- d. Provide clear and concise direction regarding the role technological solutions will play in achieving efficient business results in managing its enterprise assets.
3. Assist the City in outlining a vision and strategic plan for the implementation of best business practices and the use of new or existing enterprise asset management solution(s).
  - a. Establish a vision and strategic plan for addressing the needs identified in Tasks 1 and 2.
  - b. Make actionable recommendations to improve the City's enterprise asset management systems and processes.
  - c. Complete a plan of action that will outline the specific steps to be taken to move the City forward by better managing its enterprise assets.
  - d. Develop a detailed road map for implementing the strategic plan.
  - e. Outline a budget and timeline for implementing the vision and strategic plan for the duration of the project.
4. Assist the City in upgrading current software or procuring new enterprise asset management solution(s) to meet the strategic vision and plan.
  - a. Assist in planning and documenting full software functional requirements.
  - b. Assist in developing and issuing an RFP for software solution(s) as necessary.
  - c. Assist in evaluating and short-listing potential software solution(s).
  - d. Assist in conducting interviews and software demonstrations with selected products.
  - e. Assist the City team in the final evaluation and selection process.
  - f. Assist the City in negotiating a contract with the successful software vendor(s).
  - g. Assist the City in accurately defining the scope of work to be completed with the software implementation.

**Phase Two:**

1. Provide continuing support to the City, as negotiated, in fully implementing the solution(s) selected.
  - a. Each proposer may outline their approach and expected involvement in this phase of the project. The range of services provided may be:
    - i. General oversight and consulting to ensure the project is successfully implemented.

- ii. Project management support services to assist the City if implementing a software solution(s).
- iii. Implementation services to assist in the implementing of and training on a new software solution(s), if selected.

b. Proposers should provide a clear overview of the experience and services that may be provided in Phase Two.

**Summary:**

Proposers are encouraged to be creative in their responses. Brevity and clarity are important. Proposers must show that recommendations provided will be reliable and attainable. Recommendations must meet best practice standards, must take into account the City's operating environment, must be fiscally responsible, and must show how the City can improve its business environment through the use of new and modern technology, implementation of industry best practices, and properly integrating and interfacing all the components of technology used to manage the City's enterprise assets.

**2.03 City's Responsibilities**

The City will provide the selected consultant access to information and personnel as required during the comprehensive review to get questions answered in a timely manner. The City understands the importance of accurate and timely information during this process and will commit resources needed to complete this project effectively and efficiently. The City shall maintain all property rights of all material and deliverables produced from this review.

**2.04 Indemnification**

To the fullest extent permitted by law, the provider, its subcontractors, agents, servants, officers, or employees, shall indemnify and hold harmless the City, including, but not limited to, its elected and appointed officials, officers, employees, and agents, from any and all claims brought by any person or entity whatsoever, arising from any act, error, or omission of the provider during the firm's performance of the agreement or any other agreements of the firm, entered into by reason thereof. The firm shall indemnify and defend the City, including, but not limited to, its elected and appointed officials, officers, employees, and agents, with respect to any claim arising, or alleged to have arisen from negligence, and/or willful, wanton, or reckless acts or omissions of the firm, its subcontractor, agents, servants, officers, or employees, and any and all losses or liabilities resulting from any such claims, including, but not limited to, damaged awards, costs, and reasonable attorney's fees. The indemnification shall not be affected by any other portions of the agreement relating to insurance requirements. The firm agrees that it will procure and keep in force at all times at its own expense insurance in accordance with these specifications.

**2.05 Insurance Requirements**

The proposer shall secure the insurance specified below. All insurance secured by the firm under the provisions of this section shall be issued by insurance companies acceptable to the City. The insurance specified in this section may be in a policy or policies of insurance,

primary or excess. Certificates of all required insurance shall be provided to the City upon execution of this agreement.

1. Workers' compensation insurance providing the statutory limits required by South Dakota law. In addition, it shall provide Coverage B, Employer's Liability Coverage, of not less than \$1,000,000 each accident, \$1,000,000 disease-policy limits. The required limit may be met by excess liability (umbrella) coverage.
2. Commercial general liability insurance providing occurrence form contractual, personal injury, bodily injury, and a property damage liability coverage with limits of at least \$1,000,000 per occurrence, \$2,000,000 general aggregate, and \$2,000,000 aggregate products and completed operations. The required limit may include excess liability (umbrella) coverage. The policy shall name the City and its representatives as an additional insured. If "occurrence form" insurance is not available, "claims made" insurance will be acceptable. The policy shall be maintained for three years after completion of this agreement.
3. Automobile liability insurance covering all owned, nonowned, and hired automobiles, trucks, and trailers. The coverage shall be as broad as that found in the standard comprehensive automobile liability policy with limits of not less than \$1,000,000 combined single limit each occurrence. The required limit may include excess liability (umbrella) coverage.

The proposer will provide the City with at least 30 days' written notice of an insurer's intent to cancel or not renew any of the insurance coverage. The proposer agrees to hold the City harmless from any liability, including additional premium due because of the Firm's failure to maintain the coverage limits required.

The City's approval or acceptance of certificates of insurance does not constitute the City's assumption of responsibility for the validity of any insurance policies nor does the City represent that the above coverages and limits are adequate to protect any individual/group/business, its consultants' or subcontractors' interests, and assumes no liability therefore.

## **2.06 Contract Award**

It is the City's intent to enter into a contract with a proposer who best demonstrates the ability to provide consulting services for the Enterprise Asset Management project. After review of the proposals, if the City decides to not enter into contract, the City will notify all proposers.

## **Section 3 Proposal Format and Content**

### **3.01 Submittal Requirements**

1. **Cover Letter.** Provide name and address of the firm and contact person with address, telephone number, and email address. Acknowledge receipt of any addenda if applicable. Summarize your understanding of the project. Provide a statement indicating your ability to provide Enterprise Asset Management Consultant Services and meet the requirements of the RFP. Indicate your acceptance of the requirements of this RFP. Provide a one-page summary of the benefits you believe the City would receive from selecting your firm.  
  
The cover letter **must be signed** by a duly authorized official of the firm. Consortiums, joint ventures, or teams submitting proposals must establish contractual responsibility rests solely with one company or one legal entity. Each submittal should indicate the entity responsible for execution on behalf of the proposal team. The firm offer must be good for 60 days.
2. **Firm Experience Qualifications.** Provide a listing of information for each person in your firm participating in this project. State the educational background of each individual, years of experience, length of employment with your firm, and experience providing the providing management and charter services.
3. **References.** Firm shall provide a list with contact information of clients that have requested your services.
4. **Experiences.** Each firm shall supply any recent examples of similar services or contracts that the firm was involved with.
5. **Cost Proposal.** Proposer shall submit a detailed cost proposal to provide the services for Phase One listed in Section 2.02 Scope of Work. Proposer should also submit a frame work of costs for Phase Two in this same section. Cost proposals should recognize that the City may retain varying levels of implementation support in Phase Two depending upon the results of the work completed in Phase One. Pricing proposals for Phase Two should be on a per-hour or per task basis recognizing that the level of services may be re-negotiated upon completion of Phase One.

## **Section 4 Review of Proposals and Selection of Finalists for Interviews**

### **4.01 Selection Criteria**

Upon receipt of the proposals, an evaluation team will determine the best proposal deemed most qualified based on the following criteria:

The evaluation team will rely on the qualitative information contained and presented in the proposals, the reference checks made, and the ability to work well with other project team

members in making the decision to select the most qualified firm to provide services for the City. Selection criteria will be based on:

#### **Evaluation Criteria (100-Point Potential Score)**

- Project approach and ability to meet project objectives. 40 pts.
- Qualifications and experience of the firm's team. 20 pts.
- References and similar services provided by the firm. 20 pts.
- Reasonableness of cost for the project if any. 20 pts.

Upon review of the proposals, the City will score the proposals and may shortlist and interview the highest ranking firms. Upon completion of the interviews, the highest ranking firm may be asked to enter into contract negotiations with the City. If an agreement cannot be reached with the highest ranked firm, the City may move to the next highest ranked firm. The same process will be repeated with the other ranked firms if no such agreement can be reached. The City reserves the right to not select a firm as part of this process if an agreement cannot be reached or for any other reason.

#### **4.02 Interviews**

The order of interviews will be determined by alphabetical order. The interview will consist of up to a 60-minute interview with the firm and a question-and-answer session. The proposed key firm personnel must participate in the interview. Only firm personnel who will have an active key role in providing the services should participate in the interview. Interviews may be conducted in person, via teleconference, or by video conference.

#### **4.03 Special Conditions**

Excluding proprietary information, the successful firm's proposal and contract are deemed public records and shall be available to the public upon request. In addition, the City shall maintain a "Register of Proposals for this Contract," which shall contain the names of companies who submitted a proposal and the name of the company who was awarded the contract; however, the proposals of the submitting firms not awarded the contract are nonpublic records and will remain confidential.

### **Section 5 Standard Proposal Information**

#### **5.01 Authorized Signature**

An individual authorized to bind the proposer to the provisions of the RFP must sign all proposals.

## **5.02 City Not Responsible for Preparation Costs**

The City will not pay any cost associated with the preparation, submittal, presentation, or evaluation of any proposal.

## **5.03 Conflict of Interest**

Proposers must disclose any instances where the firm or any individuals working on the contract has a possible conflict of interest and, if so, the nature of that conflict (e.g., employed by the City). The City reserves the right to cancel the award if any interest disclosed from any source could either give the appearance of a conflict or cause speculation as to the objectivity of the offeror's proposal. The City's determination regarding any questions of conflict of interest is final.

## **5.04 Proposer's Certification**

By signature on the proposal, the Proposer certifies that it complies with:

- The laws of the state of South Dakota.
- All applicable local, state, and federal laws, codes, and regulations.
- All terms, conditions, and requirements set forth in this RFP.
- A condition that the proposal submitted was independently arrived at without collusion.
- A condition that the offer will remain open and valid for the period indicated in this solicitation and any condition that the firm and/or any individuals working on the contract do not have a possible conflict of interest (e.g., employed by the City).

If any firm fails to comply with the provisions stated in this paragraph, the City reserves the right to reject the proposal, terminate the contract, or consider the contractor in default.

## **5.05 No Contact Policy**

Any contact with any City representatives, related officials, or representatives other than those outlined in the RFP is prohibited. Such unauthorized contact may disqualify your firm from this procurement.

## **5.06 Special Conditions**

The City reserves the right to reject any and all proposals, to waive formalities, and to select the proposal and developer(s) that, in the City's sole discretion, are in the best interests of the City of Sioux Falls, South Dakota.

The City reserves the right to:

- Amend, modify, or withdraw this RFP.
- Revise any requirements under this RFP.
- Require supplemental statements of information from any responding party.
- Extend the deadline for submission of responses hereto.
- Negotiate or hold discussions with any bidder to correct insufficient responses that do not completely conform to the instructions contained herein.
- Waive any nonconformity with this RFP.
- Cancel, in whole or in part, this RFP if the City deems it is in its best interest to do so.
- Request additional information or clarification of information provided in the response without changing the terms of the RFP.
- Waive any portion of the selection process in order to accelerate the selection and negotiation with the top-ranked firm.
- Not award a contract as a part of, or result of, this RFP process.

The City may exercise the foregoing rights at any time without notice and without liability to any bidder, or any other party, for expenses incurred in the preparation of responses hereto or otherwise.