

RFP for Enterprise Asset Management Information System (EAMIS) 17-0095
Answers to Questions Received as 8/10/2017

1. Can companies outside the United States can submit a response?

Answer: There are no country restrictions on firms that may respond to this RFP.

2. Do we need to come over there for meetings?

Answer: It is not a requirement however it is strongly recommended to have firms on site for the product demo/interview (if necessary) and for training.

3. Can we submit proposals via email?

Answer: No, please follow the requirements as listed in Section 1.04 of the RFP.

4. Can we perform the tasks (related to RFP) outside the US?

Answer: There are no restrictions related to this on the RFP.

5. Is it possible to get a copy of the needs assessment that is referenced on Page 3 of the RFP?

Answer: Yes, a copy of the needs assessment has been added to the document section of this RFP.

6. Could you please clarify how many copies of the cost proposal are required? Do they submission instructions on page 2 also apply to the cost proposal (1 original, 7 hard copies and a separate USB)?

Answer: Only one hard copy of the cost proposal needs to be submitted and per the RFP instructions be kept separate from the hard copy of the proposals. The City also ask that the cost proposal be included in the electronic version in a separate folder from the proposal response.

7. The submittal requirements section (3.01) lists Attachment G (vendor reference form) in both references section (#4) and the form section (#6). Could you please clarify in which section the vendor reference forms should be placed?

Answer: The City does not have a preference in how the attachments are submitted. The Form Section in 3.01 of the RFP is more of a checklist (or reminder).

8. What is the anticipated budget for the project (software and implementation)?

Answer: The City does not have a set budget for the asset management software and/or implementation. In the past few years, the City has been planning other management software systems (financial, public safety, land management etc.) and this is the last major piece of software needed.

9. In the interest of proposing a successful phased approach, are there areas/department that are of higher priority which should be focused on in phase 1 over other lower priority areas that can be implemented in subsequent phases.

Answer: The City anticipates earlier implementation for department legacy systems, for example Street, Water Reclamation and Storm Water are operating on a Windows server and SQL database management system that reaches its end of life in March '19.

10. It seems we cannot edit attachments A and H, do you prefer these are filled out by hand or scanned or may we obtain editable copies of these?

Answer: With signatures being required on those two forms, the City would like those forms to printed, completed and then submitted with the proposal.

11. I am trying to match up the potential divisions/assets listed on pages 4 – 8 of the RFP with the divisions on the cost worksheet in order to cost out the number of users needed for each phase of the project. However we are not finding the lists exactly matching up. Listed on the cost spreadsheet are the following departments:

- Streets
- Water Reclamation/Collection
- Water Reclamation Treatment Facilities
- Storm Drainage Collection
- Flood Protection System
- Light and Power
- Water Purification Distribution
- Water Purification Treatment Facilities
- Traffic
- Solid Waste/Landfill
- Facilities
- Parks and Recreation
- Forestry
- Information Technology

11A - Where do the users of the following department fall into the cost spreadsheet above? Engineering (60 users), Water (62 users) and Public Parking (2 users) as listed on page 8?

11B - I do not see forestry related assets on pages 4 – 7, would those fall into the Parks and Rec type assets?

11C - On the cost spreadsheet, are the “recurring maintenance costs” referring to recurring software fees or recurring services support?

Answer:

11A: Engineering provides services for all other departments and will be implemented along with each department. Public Parking will be added to the cost worksheet in upcoming addendum.

11B: Yes, forestry fall under Parks and Recreation.

11C: We are trying to identify all annual recurring costs after the initial software purchase and implementation expenses. "Recurring maintenance costs" refers to the annual software maintenances charges for support and software updates. If a vendor offers a subscription based model, then those costs would be itemized to show software subscription fees and maintenance fees.

12. Would the City consider extending the deadline from August 17 to August 31?

Answer: Yes, the City has extended the submittal deadline to August 31 along with question and addendum deadlines. This addendum has been issued.

13. Given the "Current Asset Management Landscape" as stated in RFP Section 2.03 on pages 8 – 11, would the City please identify which systems would be replaced and which ones would not be retained moving forward, with the exception of Hansen Work Management, noted as a legacy system to be replaced?

Answer: This will need to be determined during the implementation phase of the project.

14. Since the City will not release any addendums after August 7, how soon would the City respond to questions received on July 28?

Answer: As noted in Addendum 1, the due date for questions has been extended to August 11, 2017 at 2pm.

15. Can we assume that the first phase of the EAMIS implementation will include – Streets, Water Reclamation Collection, Water Reclamation Treatment Facilities, Storm Drainage Collection, and Flood Protection System? Is the required completion date for such a first phase March 2019?

Answer: For the purpose of developing a proposal, it can be assumed that Streets, Water Reclamation Collection, Water Reclamation Treatment Facilities, and Storm Drainage will be included in the first phase of the implementation project. The completion date will be March 2019.

16. Does the City have any priorities for the remaining groups? Does the City have a desired completion schedule for the EAMIS implementation with those groups?

Answer: No. The City will work with the selected vendor to prioritize the remaining groups and develop a timeline. A desired completion schedule or date has not been determined.

17. Can the City provide specific information as to "all pertinent legacy data" source systems, types and formats?

Answer: The legacy data to be migrated in Phase I is currently stored in the Hansen system in a SQL server database. Additional data conversion requirements will be determined at a later date based off of the Key Platform Components noted in Item 1, 2.04 Scope of Services.

18. Is estimated cost for legacy data conversion and migration to be included in the proposal submittal? There is not a corresponding line item on Attachment B – Cost Worksheet.

Answer: A line item for Phase I data conversion has been added to the revised cost worksheet and will published in an upcoming addendum.

19. Are these integrations to be included in the first phase of the EAMIS implementation? Does the City have specific integration design specifications developed for each? If not, how are vendors to determine estimates of effort and costs?

Answer: The number of integrations for phase one has not been determined and there are no integration design specifications developed. These will be developed during the implementation phase. Past experience should assist a vendor in calculating general costs. The key system integrations and interfaces for Phase I are:

- **AssetWorks – The City desires to use the Asset IDs and pertinent Equipment attributes from AssetWorks in the EAMIS system to track equipment usage costs**
- **Munis Inventory – The City desires to integrate the selected EAMIS with their Munis Inventory system to track and manage material usage and costs.**
- **ESRI ARcGIS – The City’s GIS (SQL Server Geodatabase) will be used as the asset register for the EAMIS**
- **IMS Pavement Condition – The City desires to integrate the selected EAMIS with their IMS pavement condition data to leverage pavement condition for project planning and long-range forecasting**
- **AVL – The City uses JLink software on leased equipment and is considering AVL for their entire fleet and desires to integrate vehicle location and other pertinent information from AVL into the EAMIS to the degree possible**

20. Does just including APIs within the EAMIS software licensing cover this requirement?

Answer: The presence of APIs satisfies the requirement. Vendors are also encouraged to provide any additional pertinent information about the capability to integrate with AVL systems.

21. Could you please clarify and/or elaborate on the following items?

21A: Tab 2 “Enterprise Asset Management (EAM)”- EAM 68- line 78: “The system allows the work crew lead to tailor the work crew by work order depending on who completed the work order”

21B: Tab 11 “Parks and Recreation”- PR.13- line 22- “The system should consider attendance tracking as it relates to maintenance and statistical analysis”

21C: Tab 17 “Information Technology”- IT.8- line 17- “The system will facilitate the creation of asset redundancy plan (AV equipment; TV studio equipment)”

21D: Tab 18 “Traffic”- T.21- line 19- “The system must allow the crews to manage CIP traffic signal checklists, check for accuracy and assist with pedestrian buffers”

21E: Health and Safety Support. Health and safety are important to the City, describe how the proposed EAMIS supports health and safety from both the City staff perspective and the citizen perspective. (Page 18)

Answers:

21A: The system allows the crew lead/supervisor to tailor the work crew to who will complete the work order (depending on required skill sets, availability, etc.)

21B: The system should have the capability to leverage facility/event attendance tracking data to inform required maintenance and/or asset usage/performance analysis.

21C: We would like the software to be able to categorize assets that need redundancy in case of a primary system failure, there is an identified secondary/redundant backup system. This would help identify system maintenance schedules as well if a redundant system is available.

21D: *City assumes this is really T10 – Line 19*

The City publishes a “Traffic Signal Checklist” (*the City will add this checklist to the document listing on the RFP webpage*) for contractor installation of traffic signals. During final signal inspections, City Traffic staff verify all checklist items have been completed appropriately. The system should provide the capability to facilitate and support this inspection and approval process. Similarly, the system should support the tracking, inspection, and validation of appropriate pedestrian buffers.

21E: The City of Sioux Falls is working to build a strong safety culture. An EAMIS can be the key to making safety simple and intuitive. How does your system build safety procedures into activities and what tools in the system allow users to spot and report problems?

22. In reference to: “**Experience.** Each firm shall supply any recent examples of similar services or contracts that the firm was involved with in the past three years.” What are you specifically looking for as an example? What information would you need, specifically, to satisfy this answer?

Answer: The City would like, at the minimum, the following in regards to Section 3.05.5: name of the customer, date of the project, if team members were involved that are being included for your proposal to the City and a general size and scope of the project.

23. Please clarify how the references requested in Attachment G, differ from the request on experience in Section 3.05.5

Answer: You may reference “See Attachment G” on your response for Section 3.05.5 if the reference fits the criteria for both requests.

24. Based off the following:

Reference PDF (17-0095 RFP) page 4 of the RFP:

“Offerors must submit one (1) original hard copy (marked “Original”) and seven hard copies of the proposal in a sealed envelope or package. Also include an USB flash drive containing all the information submitted in your hard proposal.”

Reference PDF page 25 of the RFP:

“Authorized Signature

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

Can the City please clarify if they want 8 copies with “original signature” or just (1) original signed with (7) copies not signed?

Answer: The City would just need a signature(s) on the submission that is marked “Original”

25. Can Sioux Falls please clarify how the separate cover identified in regards to the cost proposal and Attachment B – Cost Worksheet? Separate cover can be interpreted as either a completely separate proposal (A Technical and a Financial proposal), or it could mean that the Tab which has completed Attachment B in labeled/marked differently. If it’s the latter, can the City please clarify how they want the tab identified?

Answer: All information that deals with the pricing/cost in regards to this RFP should be separated from your main proposal. Only one hard copy of the pricing/cost worksheet(s) is needed and should be sent in a separate envelope and identified as such. For the electric copy, a separate folder identifying it as the cost/pricing information that is separate from the main proposal file(s) is requested as well.

26. You provide a comprehensive list of current systems in 2.03 Current Asset Management Landscape within the document titled, “17-0095 RFP”. Several of these systems appear as Integrations requirements within Tab, “1. Functional and Non Functional” of the “17-0095-Attachement-D-Functional-Technical-Reqs” spreadsheet. Do you intend to keep those applications listed that are “Critical” integration requirements as indicated within the spreadsheet?

Answer: Refer to the posted “Questions and Answers” question #19. The City does plan to keep items marked at “Critical”. And, items marked as “Desired” does not indicate a preference to abandon the system.

27. Under Section 3.01 Paragraph 7 “Cost Proposal” it calls for a separate cover. Does this mean that the cost proposal should be in secured envelope within the proposal or a completely separate document? Also regards the costs, Section 3 “Proposal Format and Content”, item 6 (page 22) asks that we submit Attachment B – Cost Summary with the main proposal. Since this will contain cost information is OK to part of the “main” submittal as well as the “Cost Proposal”?

Answer: All cost information is to be submitted as a separate submittal in a separate enveloped and not included in any way with the “main” submittal”

28. Reviewing the “Enterprise Asset Management Needs Assessment” authored by Burns & McDonnell, what does the City envision their role being after the software is selected? Is the City going to retain Burns & McDonnell to assist in implementation or project management?

Answer: Burns & McDonnell has been retained by the City to assist in the EAMIS selection, this includes the procurement of the software and project management once a firm/software solution has been procured.

29. Within the “Enterprise Asset Management Needs Assessment” there is a mention of an enterprise asset management strategic plan outline. Has this been completed and if so, can this be distributed and reviewed by respondents.

Answer: The enterprise asset management strategic plan is a draft outline and will not provide value to offerors. The draft outline will be shared with the selected firm.

30. In the RFP document from Sioux Falls, Attachment D – Functional and Technical Requirements is specifically called out on page 14 (4) System Interface Plan. Please let us know of all the anticipated integrations that are necessary in the implementation.

Answer: Refer to the posted “Questions and Answers” document – Question #19.

31. A request for more detail on the phasing of the solution. What is the desired grouping for the departments for each phase of the project? How many phases are anticipated?

Answer: Refer to the posted “Questions and Answers” document – Questions #15 and #16.

32. Please list the specific legacy systems that we will be migrating historical data over into the new EAMIS system.

Answer: Refer to the posted “Questions and Answers” document – Question # 17.

33. Customer-facing portal – need more detail on the requirement like how will customers report problems (calling a call center, entering it themselves on a phone, etc.)

Answer: Attachment D – Functional and Technical Requirements worksheet – Requirement EAM.81 states “the system should provide or integrate with a customer facing portal”; The City requires that the proposed system provides a customer facing portal that allows citizens to log inquires /requests through a web portal, the City requires the ability to integrate with a third party customer facing portal a minimum.

34. The system provides the ability to import and report on traffic crash and count data into the EAMIS to use for analysis and project planning. – need more information on the types of data to be recorded and analyzed.

Answer: The traffic crash data comes from two sources, one is from Tyler Technologies’ New World software and one is ESRI Shapefile. Traffic count data is in Microsoft Excel format. In general, the City would like to use available data sets to facilitate project planning for the rehabilitation/repair/replacement of assets, traffic accident data and patterns along with traffic count data can inform analysis of asset performance, project planning and budgeting. The goal is to be able to conduct this analysis either directly in the EAMIS and/or in the enterprise GIS connected to the EAMIS.

35. The system must accommodate document storage and archival policies – Is there to be an interface with a document storage solution or is EAM expected to accommodate “storage and archival policies?” If EAM is to provide, then, what are the expectations and policies?

Answer: System must be able to integrate with a document storage solution.