

***Request for Proposals  
for  
Enterprise Asset Management Information System (EAMIS)***

***July 13, 2017***

***City of Sioux Falls, South Dakota***

***Proposal Request No. 17-0095***

# Table of Contents

## Contents

Section 1—Introduction and Instructions .....	1
1.01 Purpose of the RFP.....	1
1.02 Contact Person, Telephone, Fax Number, and Email .....	1
1.03 RFP Schedule of Events .....	1
1.04 Return Mailing Address and Deadline for Receipt of Proposals.....	2
1.05 Questions and Addenda.....	2
Section 2—Scope of Work .....	3
2.01 Introduction and Objective .....	3
2.02 Background.....	4
2.03 Current Asset Management Landscape.....	8
2.04 Scope of Services .....	11
2.04 Indemnification.....	19
2.05 Insurance Requirements .....	20
2.06 Cost Proposal .....	21
2.07 Contract Award .....	21
Section 3—Proposal Format and Content .....	21
3.01 Submittal Requirements.....	21
Section 4—Review of Proposals and Selection of Finalists for Interviews .....	23
4.01 Selection Criteria.....	23
4.02 Special Conditions .....	23
Section 5—Standard Proposal Information .....	23
5.01 Authorized Signature.....	23
5.02 City Not Responsible for Preparation Costs.....	23
5.03 Conflict of Interest .....	24
5.04 Offeror’s Certification .....	24
5.05 No Contact Policy .....	24
5.06 Special Conditions .....	24

**Request for Proposals  
For an Enterprise Asset Management Information System**

**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 contract from qualified firms for an Enterprise Asset Management Information System (EAMIS).

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

David Dekker, Purchasing Specialist, Finance Department, is the point of contact for this RFP. Unauthorized contact regarding the RFP with other City employees may result in the vendor being disqualified.

David Dekker, Purchasing Specialist, Finance Department

Phone: 605-367-8833

Email: [ddekker@siouxfalls.org](mailto:ddekker@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.

The approximate RFP schedule is as follows:

- RFP issued: July 13, 2017.
- Proposals due: August 17, 2017.
- Internal Review of Proposals: August 17–August 31, 2017.
- Anticipated Oral Presentations and Demonstrations: September 2017
- Contract Intent to Award: October 2017.
- Execute Contract: October/November 2017.

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

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.

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: David Dekker  
Enterprise Asset Management Information System  
RFP No. 17-0095  
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 August 17, 2017**. Proposals will not be publicly read at the opening.

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

Offerors 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 David Dekker, Purchasing Specialist, at [ddekker@siouxfalls.org](mailto:ddekker@siouxfalls.org). Answers to questions will be posted to the City's website. The deadline for questions is 2 p.m. Central Standard Time, Friday, July 28, 2017.

If deemed necessary, addenda to the RFP will be issued. It is the offerors responsibility to check for addendums posted on the City's website prior to the submittal due date. Offerors must acknowledge receipt of addenda by completing and including Attachment A—Receipt of Addenda within the Offeror's submittal. No addenda will be issued after 5 p.m., Monday, August 7, 2017. In the event no addendums are posted for this RFP, Attachment A does not need to be included in the submission.

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 and Objective

A. Introduction: The City is seeking proposals, from qualified offerors, for an Enterprise Asset Management Information System (EAMIS), including software and implementation services. The purpose of this Request for Proposal (RFP) is to contract an EAMIS software vendor and implementation team to provide and implement an EAMIS for the City. The EAMIS software is to include all necessary modules, components, and extensions to satisfy the City's enterprise requirements described in subsequent sections of this RFP. Implementation services are to include the successful implementation of the proposed system including but not limited to requirements engineering, installation, configuration, customization, testing, user acceptance, training and support and maintenance, as well as legacy data migration and integration and/or interfacing with other City business systems.

The City has assessed its current Enterprise Asset Management (EAM) systems and processes and completed a needs assessment based off current best business practices. Its EAM Policy Statement states, "The City will operate an EAM program that incorporates a consistent approach to managing fixed assets, promotes efficient work management, provides actionable information, and offers an opportunity for strategic decision making. The program will directly address the City's strategic goals of great customer service, improved business processes, and fiscal responsibility."

The City's intention is to meet these stated goals with the support of a new EAMIS.

#### B. Project Objectives

1. Upgrade or replace the asset management system currently used in Public Works by the Street Division, the Water Reclamation Division, and the Storm Water team. The Windows Server operating system and SQL Server database management system that Infor runs on will be end of life at this time so the City must be transitioned off of the current version of Hansen by the March 2019 deadline.
2. Procure and implement an EAMIS capable of supporting the City's EAM program.
3. Migrate legacy asset management and work management data into the selected EAMIS for historical reference, business process workflows, and data manipulation if necessary.
4. Integrate the selected EAMIS with other key business systems (i.e. financial, land management, geographic information systems (GIS), and fleet management system) to solidify the entire EAM system.
5. Software Procurement. The City desires to enter an agreement with the selected vendor to purchase software licenses and ongoing support and maintenance to support the City's EAM initiative.
6. Implementation. The City desires to contract with the selected vendor to procure professional implementation services to implement the chosen EAMIS.

- a. Phased Implementation. The City anticipates implementing the selected EAMIS through a phased approach. Implementation for those departments using legacy systems may be prioritized.

## **2.02 Background**

The City, population 178,500, provides a wide range of municipal services including: police and fire protection, infrastructure development, maintenance of highways, bridges, streets, public utilities, public parking, public transportation, economic development, health and social services, culture and recreational activities, planning and zoning enforcement, and general administrative services.

The City's 2017 budget to provide these services, including operating expenditures and capital investments, is \$466.57 million. The City's adopted five-year, 2017-2021 Capital Improvement Program anticipates spending over \$574 million in capital infrastructure and equipment over the next five year.

Several departments currently using an asset management system, along with others not using any type of electronic system for asset management activities, will be participating in this project.

Potential divisions and assets affected by a new business solution(s) include (2016 numbers):

- Water Reclamation:
  - 870 miles of sanitary sewer collection system
  - 15,594 manholes
  - 20 lift stations, plus eight (8) private stations operated through agreement
  - Treatment plant consisting of 15 building structures and 53 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
  - Two (2) dams
  - One (1) spillway
  - One (1) weir
  - One (1) lift station
  - Six (6) closure structures
- Water Purification:
  - 1,034 miles of water main including: 23,850 valves, 8,450 fire hydrants, and 53,500 water meters
  - Four (4) elevated storage tanks
  - Five (5) above ground/underground storage tanks
  - 66 ground water wells, motors, meters, numbers valves, and one (1) surface water pump station
  - Treatment plant designed to deliver up to 75 MGD
  - 53,500 meter transmitting units
  - 65 data concentrator units
  - 54,000 water service connections
  - 59.7 miles of well mains
- Light and Power:
  - 480 conductor miles of overhead power lines and 95 miles of underground distribution power lines
  - 19,526 streetlights
  - Power to 2,714 customers
- Traffic:
  - Over 275 signals and controllers
  - 170 miles of conduit
  - 33,000 signs

- Streets:
  - 818 centerline miles of paved streets
  - 53 bridges/structures
- Landfill:
  - Permitted area of 709 acres
  - 550–600 tons of municipal solid waste daily
  - 225–275 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, and events center complex
  - 12 fire stations
  - Law enforcement center
  - Museum
  - Pavilion
  - Five (5) libraries
  - Baseball stadium
  - Numerous park department buildings
  - Administrative offices
  - Swimming pools
  - Three (3) bus facilities
  - Public Works treatment facilities including lift stations, well fields, etc.
  - Four (4) parking ramps and 14 surface lots
- Parks and Recreation:
  - 3,161 acres of parkland
  - 78 parks
  - Six (6) swimming pools, a wading pool, and a spray park

- 60 soccer fields
- 41 tennis courts
- Three (3) golf courses
- 13 football fields
- 34 baseball fields
- 74 softball fields
- Zoo, ski park, and skate park
- 28 miles of greenway bike trails
- Six (6) outdoor ice rinks
- 18 sand volleyball courts
- 23 outdoor basketball courts
- Five (5) community centers
- 65 playground structures
- Information Technology:
  - Personal computers for City staff
  - Networking Assets
  - Audio/Visual and Multimedia Assets

The participating department/division, number of employees, and the potential number of EAMIS users for each department/division are listed in the following table.

Department/Division	Number of employees	Potential Number of EAMIS Users
Light and Power	14	13
Engineering	73	60
Environmental (Storm Drainage)	8	2
Facilities	29	10
GIS	7	5
Landfill	35	10
Parks	348	58
Streets	90	90
Water	68	62
Water Reclamation	58	58
Finance	34	34
IT/MMS	41	23
Fleet	30	3
Public Parking	11	2

The City desires to gain efficiencies and to increase the effectiveness of asset management activities through standardization and coordination across the City. Realizing this goal, will require the implementation of an EAMIS that can support the business requirements of stakeholder departments.

The City requires that the proposed EAMIS be built on modern technology using current industry architecture best practices. The City desires an intuitive, easy to use software platform that supports office processes and functions as well as those related to field/mobile applications. Additionally, the City considers its GIS an important component of the overall asset management system and requires that the EAM platform leverage the City's robust enterprise GIS as the asset registry.

### **2.03 Current Asset Management Landscape**

Many City departments and divisions are already using either commercial or homegrown asset management systems. The degree to which the systems are being leveraged vary by department/division. The following table identifies the systems currently used by the City for asset management activities.

<b>Current Asset Management Software</b>	<b>Version</b>	<b>Description</b>
Aclara Hexagram	1.0.5.006	Tracks water usage and pushes data to the CIS Infinity billing module
Asset Works	15.08	Fleet management software
CIS Infinity	V3, v4 later this year.	Utility billing software Work Order module used by the Billing Division staff to send service orders to the Water technicians in the field.
CRM	In-house built application. Version 1.0.	Citizen engagement through City's website
EnerGov—Land Management	Production 2016.2.0.149 Test 2016.3.0.190	Manages all permitting, planning, licensing, and inspections
ESRI ArcGIS (Enterprise, Desktop, Collector, Explorer) with ArcGIS Online	10.5	City GIS platform
Hansen—CCTV	7.7	Storm water and water reclamation pipe CCTV software module
Hansen—Inventory	7.7	Used to track material inventory
Hansen—Work Management	7.7	Legacy system, to be retired by vendor, work management software used by specific divisions
Ivanti HEAT	2016.2.1	Internal work-ticket system
JDLink		AVL solution provided on leased John Deere snow removal equipment
MS Office	2010–2016	MS Word, MS Excel, MS Access, MS Project, MS Outlook—all used to varying degrees for asset management activities and asset registries
MUNIS—Inventory	V11.2 now—v2017.1 going LIVE this fall.	The system of record for inventory management

Current Asset Management Software	Version	Description
MUNIS—Work Management	V11.2 now—v2017.1 going LIVE this fall.	Work order module of the City's financial system used to fill short-term needs to move from paper-based workflows to digital workflows for specific divisions
Niagara	r2.301.529—This is scheduled to be upgraded to an R4 version sometime this year or early next	HVAC monitoring with Tridium R2 software and Schneider Electric JACE. Used to monitor Household Hazardous Waste Facility, Law Enforcement Center, Carnegie Hall, Fire HQ, Oak View Library, Main Library, City Hall, Sioux Falls Arena, Sioux Falls Convention Center, Fire Station No. 1, Water Reclamation, Street Division, Fire Station No. 11, and Annex N.
OneCall ProWest		Utility locate mapping
Paradigm	5.02276	Scale software for landfill billing
Playground Guardian	1.8.4	Playground equipment safety inspection solution
Siemens	140.0.56800	HVAC monitoring system for Prairie West Library and Orpheum Theater
SIRE/Highland	SIRE v6.3—Migrating to either SharePoint 2016 or Hyland Onbase product—TBD.	Document repository
T2	15.4.468	Permits, citations, appeals and payment processing for parking throughout the City.
TreeWorks	10.3.3406	Tree inventory and forestry management
ESRI ArcGIS Platform	10.4	City's Enterprise GIS
Latitude Geographics GeoCortex		Web GIS Front-End Application to ArcGIS

Current Asset Management Software	Version	Description
OISSoft Pi		SCADA data historian

## 2.04 Scope of Services

The following section outlines the anticipated scope of services and requirements to be addressed in the Offerors submittal. Offeror must address each requirement below.

### 1) Proposed EAMIS

- a. Proposed Solution Description. Provide a comprehensive description, including screenshots, example forms, example reports, etc. of the proposed EAMIS platform. Identify core platform and any additional modules, extensions and 3rd party software included in the proposed EAMIS. Highlight how civic engagement, work management and asset management is facilitated and accomplished within the EAMIS platform.
- b. Describe the EAMIS solution architecture. Provide a conceptual architecture diagram of the proposed EAMIS platform.
  - i. Included with the architecture diagram, provide the specifications for the proposed EAMIS platform including required servers, infrastructure, etc. to support the proposed system.
- c. Key Platform Components
  - i. Describe approach to create, complete and search citizen inquiries/service requests.
  - ii. Describe approach to create, complete and search work orders.
  - iii. Describe approach to create, complete and search asset inspections.
  - iv. Describe approach to create, generate and disseminate reports from the EAMIS platform.
  - v. Describe how EAMIS platform supports EAM. Specifically describe how long-term forecasting and planning is accomplished based on level of service parameters, asset decay curves, remaining useful life and budgeting scenarios.
  - vi. Describe the platform Administration model and interface.
  - vii. Describe approach to projects (umbrella work orders) within the platform.
  - viii. Describe security model for the proposed EAMIS platform.
  - ix. Describe user and user privilege management.
  - x. Describe software licensing model.

- xii. Describe software maintenance and support model.
  - xiii. Describe model for incorporating new features and functionality into the platform.
  - xiv. Describe the security model used for externally facing web applications and mobile applications.
- d. Described required supporting business systems (e.g. SQL Server, ESRI, Crystal Reports/SQL Server Reporting Services, Microsoft Office, etc.).
- 2) Implementation Project Plan. As part of the proposal submission, the Contractor must develop and provide the City with a detailed Implementation Project Plan that, at a minimum, will include the components listed below.
- a) Project Objectives. This section of the Implementation Project Plan should include overall project objectives.
  - b) Project Deliverables and Milestones. This section of the Implementation Project Plan should include a list of deliverables and milestones of the project, and with each deliverable or milestone, this section should describe exactly what will be provided as a part of each deliverable or milestone and how each deliverable or milestone will meet the needs of the City.
  - c) Project Schedule (Project Management Software). This section of the Implementation Project Plan should identify the dates associated with deliverables and milestones described in 2)b., of the Implementation Project Plan. In addition, this section should reflect project predecessors, successors, and dependencies using MS Project. The City requires the use of project management software (i.e., Microsoft Project) to develop and maintain the Project Schedule, Resource Plan, and Gantt chart. A Preliminary Project Schedule must also be included in the Offeror's submittal.
  - d) Project Management Processes:
    - i. Resource Management. This section of the Implementation Project Plan should describe City resources, Contractor resources, and the overall project team structure, including an organizational chart. Roles identified for the Contractor, its subcontractors, and the City should also include a detailed description of the responsibilities related to the identified role, as well as the communication process for each party.
    - ii. Scope Management Plan. This section of the Implementation Project Plan should describe the approach the Contractor will use in order to manage Project Scope and the process used to request changes to Project Scope.
    - iii. Schedule Management Plan. This section of the Implementation Project Plan should describe the approach the Contractor will use in order to manage the project schedule and the process used to submit requested changes to the

schedule. The Contractor must ensure that the project schedule is kept current and report any missed milestones to the City.

- iv. Risk Management. This section of the Implementation Project Plan should describe the approach the Contractor will use to document existing project risks, provide recommendations for mitigating the risk, and how this will be communicated to the City's Implementation Team.

- (a) Risk Register: As part of the Project Scope, the Contractor(s) will develop and maintain a documented Risk Register. Such Risk Register will be maintained in a centrally accessible location (i.e., project portal) and be regularly updated. For each risk identified, the Contractor shall be responsible to develop an impact summary and a mitigation strategy in a timely fashion.

Offerors must provide a sample Risk Register as part of the response, in accordance with the Submittal Response Format described in Section 3 Proposal Format and Content section of this RFP, and include in the Offeror's submittal.

- e) Quality Management. This section of the Implementation Project Plan should describe the approach the selected Offeror will use to ensure that all written deliverables have received appropriate reviews for quality before being submitted to the City. This section should also describe the approach to ensure product quality, including reduction of defects and mitigating configuration issues.
- f) Communication Management. This section of the Implementation Project Plan should describe the approach the selected Offeror will use to provide a detailed communication plan that includes discussion of key implementation metrics that will be used to track progress; types of communication methods (i.e., memo, email, one-on-one meetings, project team meetings, stakeholder group meetings, online web progress reporting tools, etc.) that the Offeror will use frequency of these communications and key Offeror points of contact, with overall responsibility for ensuring these communications are provided as scheduled. The City also expects the selected Offeror will make key personnel and staff available for certain meetings, either on-site, via teleconference, or Web conference that may be required should major issues arise during the implementation that significantly impact the schedule or budget.
  - i. Biweekly Status Reports: This section of the Implementation Project Plan should describe the approach the Contractor will use to provide biweekly status reports throughout the course of the project. This section should include an example of the biweekly status report and identify the expected delivery mechanism that will be used to provide the report to the City.
- g) Business Process Change Management. This section of the Implementation Project Plan should describe the approach the selected Offeror will use to provide a plan which should include a list of the business processes the selected Offeror recommends changing and a detailed description and flowchart outlining the changes, the anticipated benefits to the City of these changes and how the Offeror proposes to manage this change process. Vendors should provide optional pricing for documenting the to-be business process flows and narrative.

- h) Organizational Change Management. This section of the Implementation Project Plan should describe the process, tools, and techniques the selected Offeror will use to manage the effects of the organizational change of staff.

Offerors shall provide a preliminary Implementation Project Plan as part of responses, in accordance with the Submittal Response Format described in Section 3 Proposal Format and Content section of this RFP, and include in the Offeror's submittal.

- 3) Data Conversion Approach. As part of the Implementation Project Plan, the selected Offeror will develop and provide a detailed Data Conversion Plan that describes how files will be converted to the proposed system (e.g., through software conversion aids/utility programs or special programs that must be written, the actual conversion procedures, etc.). The City would like to understand how the selected Offeror will approach developing the data conversion plan, and what processes will be undertaken by the selected Offeror's project team to convert existing data, as well as to interface with identified source systems. A conversion schedule, to be included in the Project Schedule, should identify planned conversion steps, estimated hours, and what resources will be required (by City staff as well as the selected Offeror) for all pertinent legacy data. The selected Offeror is expected to assist the City in the conversion of electronic files and data to the new system. It is expected that the City will be responsible for data extraction from current systems and data scrubbing. If the City deems that internal resources are not available, the City may request the selected Offeror provide the service using the rates provided in the rate table included in the Cost Worksheet as a part of Attachment B. The selected Offeror shall be responsible for overall data conversion coordination, definition of file layouts and data import. The City will be responsible to validate data conversion into the new system. The selected Offeror should plan to have converted data ready for the User Acceptance Testing phase of the project. The selected Offeror is required to provide a data dictionary for future use by the City.

Offerors shall also complete Attachment C—Responsibility of Data Conversion Activities (see Section 3 Proposal Format and Content section for details).

Offerors must provide a sample Data Conversion Plan as part of responses in accordance with the Submittal Response Format described in Section 3 Proposal Format and Content section of this RFP, and include in the Offeror's submittal.

- (4) System Interface Plan: As part of the Project Scope, the selected Offeror will develop and provide a detailed System Interface Plan that contains the proposed strategy for interfacing to all applications described in the Interfaces section of Attachment D—Functional and Technical Requirements.
  - a. Offerors must provide a sample System Interface Plan as part of responses, in accordance with the Submittal Response Format described in Section 3 Proposal Format and Content section of this RFP, and include in the Offeror's submittal.
- (5) Software Customization Plan: As part of the Project Scope, the selected Offeror will develop and provide a detailed Software Customization Plan that includes anticipated customizations and their impact to the overall project schedule, budget, and final success. This Software Customization Plan should describe the process that the City and

the selected Offeror will engage in for accepting the software modifications. While it is the City's intent to utilize the selected Offeror system's existing capabilities and embedded best-practice business processes, the City recognizes that there may be some critical work processes that require software customization.

- a) Offerors must provide a sample Software Customization Plan as part of responses, in accordance with the Submittal Response Format described Section 3 Proposal Format and Content section of this RFP, and include in the Offeror's submittal.
- 6) Testing and User Acceptance Plan: As part of the Project Scope, the selected Offeror will develop and provide a Testing and Quality Assurance Plan that describes all phases of testing: unit, system, interface, integration, regression, parallel, and user acceptance testing. It is the City's expectation that the Testing and Quality Assurance Plan govern all phases of the project and that the Offeror will also provide assistance during each testing phase involving City users. The Offeror will develop the initial User Acceptance Testing (UAT) plan, provide templates and guidance for developing test scripts and provide on-site support during UAT. A Requirements Traceability Matrix will also be provided to ensure all requirements are identified and met. The Offeror will also provide a plan for stress testing of the system that will occur during or after UAT.
- a) Offerors must provide a sample Testing and Quality Assurance Plan as part of responses, in accordance with the Submittal Response Format described Section 3 "Proposal Format and Content" section of this RFP, and include in the Offeror's submittal.
- 7) Training. As part of the Project Scope, the Contractor will develop, provide, and manage a detailed plan for training. This training plan must include the information described below.
- a) The role and responsibility of the software and/or any subcontractors in the design and implementation of the training plan (e.g., development of customized training materials, delivering training to City end users and system administrators).
    - i. The ability to accommodate staff that operate on a 24/7 schedule.
    - ii. The Offeror's approach to one-on-one training, pilot training and train-the-trainer methods.
    - iii. The role and responsibility of the City in the design and implementation of the training plan.
    - iv. Overview of proposed training plan/strategy, including options for on-site or off-site training services, for the core project team, end users, and technology personnel.
    - v. Proposed training schedule for City personnel of various user and interaction levels.
    - vi. Descriptions of classes/courses proposed in the training plan. (The Contractor should specify the unit of measure for its training, e.g., units, classes, days,

etc., and define the hours associated with these units of measure.) The Contractor must be very clear about exactly what training courses are included in the cost of the proposal and what training materials will be provided.

- vii. The knowledge transfer strategy proposed by the software and/or implementation contractor to prepare City staff to maintain the system after it is placed into production.
- viii. Detailed description of system documentation and resources that will be included as part of the implementation by the Contractor, including, but not limited to, detailed system user manuals, "Quick Reference" guides, online support, help desk support, user group community resources, and others, as available.

It is the City's intention that the Contractor will provide the training of City personnel in the use and administration of its EAMIS platform and that satisfactory implementation of an approved training plan will be a key component of this project's deliverables. Documentation, including training manuals and agendas, will be provided by the contractor before each training session with City staff.

b) Offerors must provide a sample training plan as part of responses in accordance with the Submittal Response Format described Section 3 Proposal Format and Content section of this RFP, and include in the Offeror's submittal.

- 8) Pre- and Post-Implementation Level of Support: As part of the Project Scope, the selected Offeror will develop and provide a Pre- and Post-Implementation Support Plan that describes the approach to software support during the implementation and after go-live. Offerors should describe what level of support is available under the proposed fee structure.

Offerors must provide a sample Pre- and Post-Implementation Plan as part of responses, in accordance with the Submittal Response Format described "Proposal Format and Content" section of this RFP, and include in the Offeror's submittal.

- 9) System Documentation: As part of the Project Scope, the selected Offeror will develop and provide documentation that describes the features and functions of the proposed application software. The documentation shall be provided for both users and the technical personnel who will administer and maintain the system. It is desirable that differing levels of documentation (user documentation and technical documentation) exist. The selected Offeror shall provide documentation in Web-based and PDF forms for each application module.

Offerors must provide sample System Documentation as part of responses, in accordance with the Submittal Response Format described Section 3 Proposal Format and Content section of this RFP, and include in the Offeror's submittal. In addition, Offerors may provide an overview of the system documentation that will be provided as part of system implementation.

- 10) Functional and Nonfunctional Requirements. In addition to the sections outlined below, proposers are required to complete the Technical and Functional Requirements

Worksheet, Attachment D, and include it with the submittal under the forms and attachments section.

- a. Office Worker Interface. Describe, with screenshots and other pertinent information, the user interface that office workers will use to execute day-to-day work within the EAMIS platform.
- b. Mobile Worker Interface. Describe, with screenshots and other pertinent information, the user interface that mobile/field workers will use to execute day-to-day work within the EAMIS platform.
- c. Administrator Interface. Describe, with screenshots and other pertinent information, the user interface that system administrators will use to administer the EAMIS platform.
- d. Field Crew Routing. Describe how the system supports routing of field crews to work assignments or a series of assignments.
- e. Reporting. Describe the reporting interface and how users/administrators will create new reports, view reports, and how reports will be disseminated to appropriate users. Describe available canned reports. Describe supported reporting engines and report creation systems.
- f. Inventory Management. Describe how inventory management is accomplished in the proposed EAMIS platform.
- g. User Interface Customization Approach. Describe the approach used to customize the user interface.
- h. GIS Integration. Describe the specifics of how the City's enterprise ESRI GIS (Microsoft SQL Server) environment will be leveraged within the EAMIS platform.
- i. Third-party Integrations. Describe approach for integrating with other third-party applications.
  - i. Specifically describe how IMS pavement condition assessment data is incorporated into the proposed system.
  - ii. Specifically describe how CCTV inspections (including inspection, inspection report, and video) are integrated into the proposed system.
- j. System Access. Describe the approach and requirements for allowing outside stakeholders, such as contractors, to access and update appropriate work orders, service request, and asset inspections.
- k. Lifecycle Management. Describe the asset lifecycle management approach for long-range decision-making to minimize risk, use budget efficiently and effectively, and to maximize asset performance.
- l. EAM Long-range Planning. Describe how the platform supports EAM through long-range planning.

- i. Levels of service.
  - ii. Asset remaining useful life.
  - iii. Asset decay curves.
  - iv. Long-range asset repair/renewal/replacement.
  - v. Budget planning.
  - vi. Asset decision making across the enterprise
- m. 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.
- n. Additional Data Fields. Describe the capability and requirements for adding additional data fields into the system if the City deems it necessary to capture, store, and manage additional data beyond what is included in the proposed system by default.
- o. Department/Asset Class Support. Describe how the platform supports asset management and work management for each of the following departments/asset classes including any specific modules or configurations that apply specifically to the following department/asset classes.
- i. Facilities and Custodial (building assets including but not limited to roofs, doors, pumps, boilers, HVAC, electrical/mechanical/plumbing/structural and A/V, and Multimedia equipment).
  - ii. Information Technology (IT assets including but not limited to PCs, servers, switches, chassis, fiber network, SAN, batteries, circuitry, phones, and A/V equipment).
  - iii. Public Parking (parking assets including but not limited to parking ramps, gates, parking meters, sidewalks, and building landscaping).
  - iv. Parks and Recreation (Parks and Recreation assets including but not limited to facility assets, playground equipment, aquatic centers and pool assets, ballfields and playing fields, trails, irrigation systems, trees, and backflow preventers).
  - v. Engineering (sidewalks, pavement condition, asset design, and construction).
  - vi. Landfill (landfill assets including but not limited to pumps, wells, scales, and landfill gas system assets).
  - vii. Light and Power (electric distribution assets including but not limited to street lights, utility poles, meters, and substation assets).

- viii. Storm Water (storm water assets including but not limited to storm sewers, open conveyance, storm structures, levee system, and drainage ways).
- ix. Street (street assets including but not limited to roadways (paved and unpaved), snow removal and levees).
- x. Traffic (traffic assets including but not limited to signs, traffic signals, pavement markings, switchgear, batteries, and fiber network).

xi. Water

- a) Distribution (water distribution assets including but not limited to water mains, service laterals, hydrants, meters, manholes, and valves).
- b) Water Purification (water purification assets including but not limited to facility assets, pumps, motors, wells, and tanks).
- c) Services (water meters).

xii. Water Reclamation

- a) Collection (water reclamation collection assets including sewer pipes, manholes, and lift stations).
  - b) Maintenance and Operations (water reclamation plant assets including facility assets, pumps, tanks, motors, and wells).
- p. Describe how proposed system supports and facilitates intradepartmental/divisional work (for example, capturing and sharing work accomplished on storm inlets and basins as part of an overall street overlay program).
- q. Customer Engagement. Describe Offeror's customer engagement plan including support, client portal access and content, user conferences, regional users' groups, etc.
- r. Support and Maintenance Plan. Describe the support and maintenance plan and how implementation will transition into support and maintenance.

11) Agreements

- a. Provide example software license agreement.
- b. Provide example support and maintenance agreement.

**2.05 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.

## **2.06 Insurance Requirements**

The offeror 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 Offeror 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 Offeror 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.

## 2.07 Cost Proposal

Offeror shall submit a detailed cost proposal (subsidy amount, lump sum per year) if any to provide the services listed in Section 2.04 Scope of Work.

The price proposal should be submitted as completed Attachment B—Cost Worksheet and provided under separate cover from all tabs of the Offeror’s proposal.

- a) Proposed Software. Provide itemized pricing for the proposed EAMIS platform on the cost proposal worksheet, Attachment B—Cost Worksheet. Do not modify the worksheet in any way.
- b) Support and Maintenance. Provide a price for ongoing support and maintenance on an annual basis.
- c) Travel. Provide the Offeror’s standard travel and expense policy.
- d) Implementation Services. Provide detailed itemized pricing for the implementation of the EAMIS broken down division by division to the degree possible.
- e) Future Licenses/Extensions/Modules. Provide pricing for licenses/extensions/modules purchased in the future, outside of this implementation engagement.
- f) Resource Hours. Provide the hourly estimate to implement the proposed EAMIS for both the vendor project team and the anticipated client resources in Attachment E—Resource Hours Worksheet.

## 2.08 Contract Award

It is the City’s intent to enter into a contract with an Offeror who best demonstrates the ability to provide EAMIS software and implementation. After review of the proposals, if the City decides to not enter into contract, the City will notify all Offerors.

## Section 3—Proposal Format and Content

### 3.01 Submittal Requirements

In addition to detailed methodology and pricing, as outlined in Section 2.04 and 2.07, the submittal must contain the following information:

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 EAMIS software and implementation 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**

**Project Team Overview:** Provide a brief overview of the proposing firm, including overview for any proposed partners.

**Project Team Background and History:** Provide company business model, ownership, background and history for each firm of the proposing team. Include how long the team has worked together implementing the proposed EAMIS platform. Offerors must also complete and submit Attachment F—Company Background and History Form.

**Project Team and Roles:** Provide a listing of information for each person in your firm participating in this project including resumes for key project team members. 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. State any subconsultant relationships and identify the project manager and other key project roles. The City strongly desires to have a single point of contact during project execution. Also, include overviews for any proposed partners.

3. **Proposed EAMIS and Technical Approach.** Firm shall provide detailed information describing the proposed EAMIS and the Technical Approach used to implement the proposed EAMIS as outlined and requested in Sections 2.04 and 2.07 of this RFP.
4. **References.** Firm shall complete Attachment G—Vendor Reference Form for clients that have requested your proposed EAMIS and implementation services (municipality similar size and scope to the City). Provide five (5) references that have implemented the proposed EAMIS that are similar in size and scope to the City. The references should also be able to verify the proposed implementation services.
5. **Experience.** Each firm shall supply any recent examples of similar services or contracts that the firm was involved with in the past three years.
6. **Forms.** Firm shall complete the following attachments and forms:
  - Attachment A—Receipt of Addenda Form (if necessary).
  - Attachment B—Cost Worksheet.
  - Attachment C—Responsibility of Data Conversion Activities.
  - Attachment D—Functional and Technical Requirements.
  - Attachment E—Resource Hours Worksheet.
  - Attachment F—Company Background and History Form.
  - Attachment G—Vendor Reference Form.
  - Attachment H—Statement of Noncollusion Form.
7. **Cost Proposal.** Under separate cover, firm shall detail the cost of the proposed EAMIS and implementation as detailed in Section 2.07 of this RFP.

## **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 Understanding—15 pts.
- Fit of proposed EAMIS and Technical Approach—25 pts.
- Experience of the Firm’s Teams—20 pts.
- References and similar services provided by the Firm—15 pts.
- Reasonableness of cost for the project if any—25 pts.

Upon review of the submitted proposals, the City may short list, and may request to interview the highest ranking Firms as well provide a product demonstration. Upon completion of the interviews/demonstrations (if necessary), 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 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 Offeror 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**

Offerors 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 Offeror's Certification**

By signature on the proposal, the Offeror 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. Firm shall complete and submit Attachment H – Statement of Non-Collusion Form.
- 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.

The City reserves the right to:

- a) Amend, modify, or withdraw this RFP.
- b) Revise any requirements under this RFP.

- c) Require supplemental statements of information from any responding party.
- d) Extend the deadline for submission of responses hereto.
- e) Negotiate or hold discussions with any bidder to correct insufficient responses that do not completely conform to the instructions contained herein.
- f) Waive any nonconformity with this RFP.
- g) Cancel, in whole or in part, this RFP if the City deems it is in its best interest to do so.
- h) Request additional information or clarification of information provided in the response without changing the terms of the RFP.
- i) Waive any portion of the selection process in order to accelerate the selection and negotiation with the top-ranked firm.
- j) 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.