



**ADDENDUM #1**  
**REQUEST FOR PROPOSALS**  
**No. 2016-027**

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**Effective:** April 21, 2016

**Project:** Facilities Computerized Maintenance Management System

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This Addendum is incorporated into and made part of the above named Request for Proposals (“Solicitation”). Below are the questions submitted by Bidders and the City’s answers thereto in response to the Solicitation. The City is not responsible for the content of the questions and has provided the most comprehensive answers based on the interpretation of the questions.

**Q 1. How is this RFP (2016-027) different then the “CMMS RFP no. 2016-012” that was released November, 2015?**

A: The asset inventorying component was removed from the scope of work.

**Q 2. What was the result of RFP 2016-012?**

A: RFP 2016-012 was canceled prior to the submission deadline.

**Q 3. What is the total number of users within the CMMS solution?**

A: Currently 10 users will be in the system with the approximate breakdown.

- 1x Division Manager
- 1x Administrative Staff
- 3x Project Managers
- 1x Technician Supervisor
- 4x Technicians

**Q 4. What CMMS does the larger Facilities Maintenance & Capital Projects team use?**

A: The Facilities division currently uses MP2 v. 6.1

**Q 5. Are you looking for an on premise or Software as a Service solution?**

A: The City is open to both solutions.

**Q 6. Are you looking for software vendors to replace MP2 or are business of a CMMS solution allowed to respond?**

A: Any vendor with a system that meets the requirements of the RFP may submit a response.

**Q 7. What is the desire to replace MP2, what's working, what's not?**

A: The current system does not meet the needs of the City as outlined in the RFP.

**Q 8. Would you be able to provide any information on how you would like us to cost out Software Implementation Services?**

A: See Section 4.1 Part B of the RFP document.

**Q 9. Is there a need for developing PM Plans? And if so, should the costs include the PM Plan, or should that be a separate cost?**

A: The City will be considering the total costs of each offeror's proposal, so each offeror should include all potential costs , in a manner consistent with section 4.1.B "Part B:Price Proposal", in their final cost proposal.

**Q 10. Does the City prefer a hosted or on premise solution? If no preference, would you like pricing for both, or just our proposed solution?**

A: The City is open to both solutions. Please provide costs for both options if available.

**Q 11. Does the City require on-site training?**

A: On-site training is not required.

**Q 12. How many would need training?**

A: Approximately 10 users.

**Q 13. Any other parameters re: training that we should be aware of?**

A: When estimating training expenses provide what you feel to be appropriate given your experience with your product.

**Q 14. Is there a preference for a scalable enterprise system with the option to implement other applications at a future time?**

A: No

**Q 15. Evaluation Criteria: Is there a scoring or evaluation method for the Firm Experience section (how is it weighted against the other sections)?**

A: The City has no response.

**Q 16. What is the sequencing going to be for asset entry?**

A: Assets will be loaded into the new CMMS during implantation via the systems import feature.

**Q 17. Is there a need for citizen input of work orders?**

A: No

**Q 18. Are asset tagging hardware (RFID, barcode scanners) required as part of this project?**

A: No

**Q 19. Is ad hoc querying needed for the requesters?**

A: No

**Q 20. 4.1 Part A, Section 3 Management Plan and Timeline, should the vendor use dates or days as part of the timeline?**

A: Days

**Q 21. System Characteristics, Requirements, and Questionnaire 7.3 what are the key performance indicators?**

A: The City is looking for at least the minimum industry standard KPIs for Facilities Maintenance. As part of your proposal each firm should provide a list/summary of all KPIs that can be tracking internal within your solution and displayed in a report or on a dashboard.

**Q 22. System Characteristics, Requirements, and Questionnaire 5.1 is this a requirement?**

A: Yes

**Q 23. Do all facilities have reliable Wi-Fi connectivity for technician use?**

A: The majority of our facilities have Wi-Fi or cellular coverage.

**Q 24. Do you have a set award date for this solicitation?**

A: No

**Q 25. Does the City have a preferred software development platform?**

A: No

**Q 26. Will the CMMS system have any integration with other systems?**

A: No

**Q 27. Does the City have a required authentication method?**

A: No, but Active Directory authentication would be preferred.

**Q 28. Do you know what the current budget for this project is?**

A: The City has no response.

**Q 29. Please elaborate on 5.3 of the system characteristics, requirements, and Questionnaire?**

A: The City would like the ability to assign an asset a PM schedule as required by the manufacturer such as: Daily, Weekly, Monthly, Quarterly, Semi-Annual, Annual, etc.

**Q 30. What is the timeline for the asset import into the CMMS?**

A: We estimate that assets will be imported prior to the completion of the CMMS implementation.

**Q 31. If assets are not loaded into the system how will training be handled?**

A: Assets will be imported as part of the implementation process.

**Q 32. How will the City determine milestones for system acceptance?**

A: The City will evaluate the implementation timeline and address the system acceptance as part of the contract.

**Q 33. Will the selected CMMS vendor have an opportunity to talk with the asset inventory vendor?**

A: Yes, prior to the start of the inventory process.

**Q 34. Are meter readings for electricity only?**

A: No, all type of meters. (electricity, gas, water, etc.)

**Q 35. What is the total number of meters?**

A: The City has approximately 225 utility meters however, the City has approximately 15 meters that need a PM schedule set up, these meters are read for chargeback or billing purposes.

**Q 36. Are assets stationary or mobile?**

A: Stationary

**Q 37. What is the number of assets?**

A: Approximately 5000 – 7500

**Q 38. How will the asset depreciation value be determined?**

A: The asset inventory vendor will determine the initial value. The CMMS system will continue to depreciate the asset over its remaining life.

**Q 39. What types of assets will be tracked?**

A: The City determines its assets based on classes as defined by the General Services Administration (GSA) or the Department of Defense (DOD). All assets begin at the highest levels which are Facility, Equipment, or Land.

**Q 40. Does the City use any other asset systems?**

A: No, not for facilities related assets.

**Q 41. What is the name of the vendor performing the asset inventory?**

A: The City has no response.

**Q 42. Does the City use and back-office systems?**

A: No

**Q 43. How does the City handle inventory procurement?**

A: We currently use just-in-time purchasing. We do want to develop a shop stock with minimum and maximum ordering thresholds for select inventory items.

**Q 44. What reporting backend does the City use?**

A: The City uses Microsoft SQL Server Reporting Service for custom reporting.

**Q 45. What license types should be submitted for each user?**

A: You should submit a description and functionality difference for each type of license and we will determine what is best for each of our user types.

**Q 46. Section 8.3 – BACKGROUND INFORMATION: “The Division consists of ten (10) staff members, five (5) of who are responsible for completing work orders and the regular maintenance; these five staff members are hereinafter referred to collectively as ‘Maintenance Technicians’ ...”**

**46.1. How many “system administrators” will there be?**

A: The City estimates 1-2 users will be system administrators but final decision will be made during implementation.

**46.2. Will any/all of the non-maintenance technicians need access to the system?**

A: Yes

**46.3. Will any Maintenance Technicians also be system administrators (I.e. Will they need full access beyond completing work orders, etc.)?**

A: This will depend on the functionality of the system.

**Q 47. Section 8.5 – CMMS CAPABILITIES AND REQUIREMENTS: “D. Mobile: The CMMS shall have the capability for Maintenance Technicians to open, review, update and close work orders and preventative maintenance tasks via mobile devices.”**

**47.1. Do you require mobile capabilities for connected and/or disconnected environments?**

A: At a minimum the system the system must provide this functionality in a connected state, an “offline” mode is not required, but preferred.

**Q 48. Feature description 5.2 – what exactly is meant by calendar format? Does that mean a pop-up calendar like an Outlook type calendar or is a list what you are looking for?**

A: When an assets is assigned a PM frequency the City would like to have the schedule be auto-generated are on reoccurring basis. Depending on the systems capabilities it may be displayed in multiple formats such as a weekly or monthly calendar format, or a list view of when a PM is due for this individual piece of equipment.

**Q 49. Feature description 8.1 – This is a yes/no question, but the selector does not provide no as an option.**

A: The “Not Available” option should be used.

- Q 50. Feature description 9.4 – What is meant by physical asset? Is that a location?**  
A: Some CMMS require a piece of equipment to be tied to a physical asset like a building, floor, or room.
- Q 51. Feature description 9.5 – This is a yes/no question, but the selector does not provide no as an option.**  
A: The “Not Available” option should be used.
- Q 52. Narrative question 4.1 – There doesn’t seem to be a question, just a list of attributes. Do you require clarification about those attributes?**  
A: The Offeror should comment on the ability to track the asset attributes as part of the systems inventory component.
- Q 53. Narrative question 10.1 – What do you consider to be a type of work order? Is a purpose code sufficient, is this a trade code, or do you have predefined types you are looking to use?**  
A: Standard Industry practices define work orders in the following type: Preventative, Corrective, Reactive or Projects. The City is inquiring how my work types does your solution provide and are they predefined for your solution or are they customizable where your solution nomenclature can be modified.
- Q 54. For an on-premise solution, do the respondents need to include pricing for the hardware and supporting software (e.g. operating system, relational database, etc.) or will the City provide that supporting equipment and software per the specifications for the application?**  
A: The City will provide all prerequisite hardware and software needed for the installation of the CMMS software.
- Q 55. How many years of support should the pricing span?**  
A: At a minimum of 1 year, additional line items should be included if multiyear discounted support is available.
- Q 56. How many years of operations and maintenance support for the system should be covered in the pricing?**  
A: At a minimum of 1 year, additional line items should be included if multiyear discounted support is available.
- Q 57. Does the City envision a need for permanent development, test, and training environments or just a production environment?**  
A: The City does not see the need anything other than a production environment, but it will be dependent on the complexity of the system.
- Q 58. Does the City of Gaithersburg have Webex or another web-conferencing tool to support training?**  
A: The City does have the ability to use web-conferencing tools as an attendee. The vendor will be expected to organize/coordinate any web-based training or discussions.

- Q 59. Your reference: 1.1: "Is an active network connection...." What is the intent of this question? If the application can work in a disconnected mode?**
- A: Yes, can the system work in an "offline" mode and sync up when a network connection is reestablished.
- Q 60. Your reference: 4.2: When you ask for a web version for mobile, would a mobile application satisfy that need?**
- A: This is not a required feature but a mobile application would be acceptable.
- Q 61. Your reference: 6.1: Customer defined password, do you mean Single Sign On?**
- A: This refers to the system's ability to allow for password requirement's to be set, ie. password length, complexity rules.
- Q 62. How does the county generate a purchase order today, and what software is used of that? Does this software hold information on Assets?**
- A: The City current generates purchase orders from our financial software, Munis by Tyler Technologies. This system holds a limited number fixed assets.
- Q 63. Does the City of Gaithersburg have access to reporting tools & licenses that should be used for this solution?**
- A: The City uses Microsoft SQL Server Reporting Service for custom reporting. But this is not a requirement for this system.
- Q 64. RFP Section 4, p. 8 - Does City want consultant to deliver OOB functionality for the solution chosen, or configure the solution to the City's requirements?**
- A: This will be dependent on the functionality and configurability of the system.
- Q 65. What objectives or desired benefits does the City anticipate from the implementation of a new EAM solution?**
- A: Please refer to section 8.1 "Overview".
- Q 66. RFP Section 5, p. 10 - Does City encourage use of minority or women-owned consulting firms, and will this feature be considered in the evaluation?**
- A: The City has no Minority Business Enterprise Program procurement requirements.
- Q 67. Does the City anticipate developing in-house expertise for minor configuration changes after Go Live (e.g., screen changes, changes in locations, etc.) or will the City rely on the consultant to provide these services as part of the ongoing support and maintenance?**
- A: This will be dependent on the functionality and complexity of the system.
- Q 68. Requirements Matrix (#5.1) - Please clarify the functionality requirement ("...ability to track energy usage.") Does this requirement apply to an asset or an entire facility?**
- A: Does your CMMS solution have the ability to track utility usage as either part of or as an additional module. The City is looking for a facility level tracking.

**Q 69. Requirements Matrix (#5.2) - Please clarify the functionality requirement ("...provide capital forecasting.") Is this requirement limited to the capability to record asset condition, depreciation cost, and maintain historical asset repair and maintenance costs?**

A: Does your CMMS solution have a capital planning asset schedule or module that would calculate and identify when an asset has had a change in its facility condition index that would require the City evaluate replacing the asset.

**Q 70. RFP Section 8, p. 23 - Please confirm that no legacy inventory records will be migrated (i.e., items, characteristics, usage history, and other fields.)**

A: No data from our current MP2 system will be migrated into the new system. The City will be importing assets gathers as part of an inventorying project. The data to be imported will be formatted in compliance with the selected CMMS asset import specifications.

**Q 71. RFP Section 8, p. 23 - What are the City's expectations regarding how the catalog or item master for inventory items will be developed? During the CMMS project or after the project?**

A: The City will have a 3rd party vendor doing an asset inventory. The results of that inventory will be imported into the selected system.

**Q 72. Does the City have formal naming conventions for inventory items which will be used for the CMMS solution, or does the City want to the consultant to assist with the development of standard data structures?**

A: The City has a preliminary naming convention in mind but is open to recommendation based on best practices and system capabilities/limitations.

**~ END OF ADDENDUM ~**