



ADDENDUM #2
REQUEST FOR PROPOSALS
No. 2018-009

Effective: November 8, 2017

Project: Purchase and Implementation of an Infrastructure Asset Management System

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This Addendum is incorporated into and made part of the above named Request for Proposals (“Solicitation”). The purpose of this Addendum is to publish the questions submitted by Offerors in response to the Solicitation and the City’s answers thereto. 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.

Q1. Does this system replace an existing asset management system?

A: The City does not currently have a comprehensive asset management system. See Section 8 of the RFP for a description of the current asset management processing environment.

Q2. Is there a barcode system in place? Is a scanning solution desired?

A: There is no barcode system currently in place. The Vendor should propose an approach that reflects best practices in this area.

Q3. What are the new system’s stakeholders? Which stakeholders will comprise the selection panel?

A: The new system’s stakeholders include all departments of Public Works, the GIS Division and the Finance department. The City declines to respond.

- Q4. 1. How many Users/Planners/and Mobile Users?**
- 2. During the call you were asked to provide a rough estimate of the number of end-users. Can you also provide the job role of each individual in the user count?**
- 3. Can you provide the total number of end users for the proposed system including mobile and desktop users?**

A: Here is a rough accounting of the number of users by user class:

- | | |
|---|-----------------------------|
| <i>a. System Administrators:</i> | <i>3, Office and Field</i> |
| <i>b. Senior Managers:</i> | <i>5, Office and Field</i> |
| <i>c. Supervisors:</i> | <i>10, Office and Field</i> |
| <i>d. Project Managers:</i> | <i>15, Office and Field</i> |
| <i>e. Inspectors / Maintenance Staff:</i> | <i>60, Office and Field</i> |

- Q5. How would the system integrate with the MUNIS System?**

A: The system should be capable of exporting files that can be uploaded into the City's Munis financial system. The file formats are located in Attachments C and D of the RFP.

- Q6. Is there an API for MUNIS integration?**

A: There is no API currently in use.

- Q7. Will there be a phased integration?**

A: The vendor should propose an integration plan.

- Q8. 1. Will Demos be required?**

- 2. How many interviews/presentations does the city expect to offer prior to making the final selection?**

A: The City anticipates having demonstrations/presentations by finalists in January of 2018.

- Q9. Is there a budget for the implementation? What is the Budget?**

A: The City declines to answer this question.

- Q10. Cloud-based or on-site solution, or some combination thereof – preferences?**

A: There is no preference. Please refer to Section 8 of the RFP for a description of the City's current operating environment.

- Q11. Does the City of Gaithersburg intend to use a train-the-trainer approach, or is the Contractor to provide system training to all end users?**

A: The City has no definitive requirement for use of the train-the-trainer training approach. The Vendor should propose an approach that reflects best practices in this area.

- Q12. 1. Please indicate any other roles that may use the system. Also, please note whether users will be expected to perform work in an office, in the field or both Also include external contractors in the counts if they are expected to log on to the system and enter information.**
- 2. In order to scope the level of effort for end user training, assuming that not all 90 will use the system, please identify the number of users that will need to be trained for each of the following roles: (a) System Administrator – would be responsible for global system configurations and foundational system set up; (b) Local Administrator – would make configuration changes to support their specific work groups; (c) Work Managers / Supervisors – responsible for reviewing service requests and work orders and for assigning them to field staff for execution; and (d) Inspectors / Maintenance Staff – responsible for performing inspections, following up on service requests and executing work orders. May also create new work orders.**

A: See Item 4 of this document for a breakout of user classes. The Vendor should propose an approach that reflects best practices in training the user classes listed.

Q13. Can you provide a total number of Assets for the Asset Classes in Attachment B?

A: The City has a count of a limited number of asset classes. See table below:

Asset Class	Count
Mowing Areas	77
Street Lights	4,701
Bus Shelters & Bus Stops	182
Plaques and Markers	~300
Playgrounds	18
BMPs*	700
BMP Drainage Areas*	700
Storm Drain Pipe (miles)*	200
Culverts*	150
Manholes*	2,500
Storm Drain Inlets*	6,500
Headwalls*	200
Outfalls*	1000
Snow Removal Areas	7
Street Trees	11,823

**Stormwater database is undergoing an overhaul and we expect the total numbers of stormwater assets to increase.*

Q14. Can you please provide a list of attendees who rsvp'd to the conference call?

A: A Maryland Public Information Act request for this information can be made in writing to Tom Tracy, IT Project Manager. Mr. Tracy's email address is in the RFP.

Q15. Is the City interested in a public-facing service request portal?

A: See Item 1 of the narrative section of the System Characteristics Form.

Q16. Has the City considered the mobility option as they have people working on field?

A: Access on mobile devices is an optional requirement of the system. See Items 8.2 and 8.3 of the System Characteristics Form.

Q17. Are there any more details to provide on the GIS System enablement and Integration?

A: Section 8 of the RFP provides background and details of our GIS environment.

Q18. Software license purchase and pricing - Can we have the license sold to you directly from the product vendor?

A: Vendors are free to propose any solution they think best meets the requirements set forth in the solicitation.

Q19. Will the system support maintenance of Warehouse inventory?

A: Not at this time.

Q20. As understood, Arch GIS is available to track asset spatiality i.e maps are configured in Arch GIS system, Is there a need to visualize on Arch GIS map open service requests/work orders on these assets.

A: Vendors are free to propose any solution they think best meets the requirements set forth in the solicitation.

Q21. What the various ways in which service requests needs to be created in the asset management system? Is there a need to create Service request on maps available in Arch GIS?

A: See Item 1 of the Narrative Questions section of the System Characteristics Form. Vendors are free to propose any solution they think best meets the requirements set forth in the solicitation.

Q22. Is there any portal for the citizens to login the request or do they call help desk for registering the request? If there is a portal, do we need to integrate it with the asset management system?

A: There is no existing portal, and there is no portal integration required. Citizens currently request service either by phone or through the City's website. The new system would replace that capability.

Q23. The system is accessible from iOS as well as Android devices. The system will be accessible only when the user is connected to mobile network (online mode). Are you looking for the user to be able to work even if the mobile network is not present (offline mode)?

A: This is not a system requirement.

Q24. How segment of pavement is identified where maintenance is to be done?

A: The City declines to answer this question.

Q25. How many analytical, transactional and KPI reports needs to be developed in Microsoft SQL Server Reporting Service mapped to data in asset management system? If possible, please classify on the basis of complexity as simple/medium/complex.

A: This is dependent on the system being proposed. Vendors should propose an approach that reflects best practices in this area.

Q26. Is there a need to access reports developed in Microsoft SQL Service reporting services from asset management system?

A: See Item 25 above.

Q27. What are the data sources other than Microsoft Access based system from where the data has to be migrated into the new system? If possible, let us know the volume of data for each data source by asset class.

A: See Attachment B for a description of asset data sources. See item 13 of this document for a count of some of the City's asset classes.

Q28. Does data extraction need to be done from Source systems or data will be made available to transform and migrate.

A: See Section 8.2 of the RFP.

Q29. Please provide more details on 'in-situ validation of completion' reference in one of the questions- Describe how PW Field Managers can manage the closing of a Work Order, including ordering the in-situ validation of completion.

A: Vendors should describe how their proposed system supports these activities.

Q30. Are there any other integrations to be done as part of this project apart from the one listed below:

- 1) ESRI Arc GIS**
- 2) Munis Financial System: Fixed Asset Import Layout**
- 3) Munis Financial System: Fixed Assets Deletion Layout**

A: No.

Q31. What is the timeline you are looking for the implementation of this project?

A: The vendor should propose a timeline for implementation.

Q32. Is there any dependency on any other project currently going on?

A: No.

Q33. Can we propose for Onsite/ Offshore model for project execution? Also, does the support/maintenance team need to be present on-premise / or can it operate off-site or off-shore?

A: The City has no preference regarding on-premise/remote project implementation or support.

Q34. Can you please clarify “except as we have otherwise stated in our responses herein”?
Referencing:

2.5. ACCEPTANCE

The submission of a Proposal shall constitute acknowledgement and acceptance by the Offeror of the requirements, specifications and terms and conditions specified herein.

A: When an Offeror submits a Proposal, that Offeror is acknowledging compliance with all of the requirements, specifications and terms and conditions of the solicitation documents.

Q35. Can you tell us who is going to be on the selection committee and their departments and titles?

A: The City declines to respond.

Q36. Can you please clarify “entry and dissemination of progress data into a Work Order “in more detail?”

A: No further clarification is available.

Q37. Can you give more details on what types of predictive analytics and modeling on system data and on what asset classes?

A: No.

Q38. After the request for proposal closes on 12/4/17, does the city have additional milestones identified? For example: presentations, potential selection date, start date, etc.?

A: The City anticipates having finalists hold demos/presentations in January 2018.

Q39. Is the migration to ArcGIS to version 10.5.1 still on schedule and estimated to be complete prior to awarding this project?

A: Yes.

Q40. Does the city have and maintain a data dictionary assets stored in ArboPro? If so, can that data dictionary be provided?

A: The City does not have a data dictionary for ArborPro.

Q41. How many assets are there by asset type/categories that have been inventoried?

A: See item 13 of this document.

Q42. For the assets that are not currently inventoried, does the city plan to inventory these items in the next 5 years?

A: This has not been determined.

Q43. What asset classes are currently tagged and scanned? How is that identifier determined and/or created?

A: No system assets have been tagged and scanned.

Q44. What are the city policy or regulations that require the inventory and asset management? Can a copy of this be provided?

A: The City will not provide this at this time.

Q45. For any assets that are not inventoried what are the obstacles that are stopping the city from doing so?

A: The City declines to respond.

Q46. How many maintenance crews are responsible for all the various city assets?

A: The Department has six maintenance crews that maintain most assets.

Q47. How many employees/workers per crew?

A: Crew size varies from over 20 individuals to fewer than 5.

Q48. Does the city have separate inspection teams in addition to maintenance crews that verify the status of the assets? Or do they cross verify each other?

A: Crews often interchange roles. In some cases, specifically storm water management, the Department utilizes contractors to do inspections.

Q49. Can you describe how many various roles the city has that manage these assets? I.E. maintenance crews, inspectors, supervisors, etc.?

A: See question 4 of this document.

Q50. Are the assets in the field serialized if they are inventoried?

A: The City declines to respond.

Q51. How is the geospatial data captured when outside the ESRI application (geodatabase)?

A: We currently do not capture geospatial assets outside the ESRI applications. The Vendor should propose an approach that reflects best practices in this area if necessary.

Q52. What computer hardware/systems are currently in place with the maintenance crews, inspectors, and supervisors to support their current work in the field?

A: All Department personnel currently have access to desktop computers in the Public Works facility. Other hardware, such as smart phones, tablets, laptops, etc. will be evaluated as part of this project.

Q53. Does the city require the user interface to be subject to any usability compliance policy, standard, or regulation?

A: No.

Q54. Does the city have any mobile technical infrastructure that the system would need to integrate with? If so, what are those minimum specifications?

A: The City currently utilizes NetMotion for VPN on Windows laptops elsewhere within the City. This is not a requirement for this system, and the City anticipates evaluating mobile infrastructure (as needed) as part of this project.

Q55. Is there any current technology with the crews that provide asset maintenance and/or inventorying?

A: Not at this time.

Q56. Are there pre-defined users of the system and if so how many? Are there respective security roles with each group and if so how many?

A: See Item 4 of this document.

Q57. Is there a desired number of users of the system?

A: See Item 4 of this document.

Q58. What is the expect growth of users over the 5-year period by year?

A: The City does not currently anticipate any large system user growth in the next five years.

Q59. Are there any ISO standards or regulatory requirements that the solution should be?

A: No.

Q60. Is there integration into Active Directory or another access management product that would require users, roles, etc. To be managed by a 3rd system?

A: This is not a requirement of the system.

Q61. Does the ESRI application have single sign on capability today?

A: Varying elements of ESRI software support single sign on.

Q62. Can you describe the current workflow and how is that systematically and/or manually managed?

A: The Department currently manages workflow through emails. Please Section 8 of the RFP for a description of the City's operating environment.

Q63. How are the current work-items given to the respective crews?

A: The Department currently manages workflow through emails. Please Section 8 of the RFP for a description of the City's operating environment.

Q64. How are routes/jobs assigned to the teams in the field?

A: See Item 63 above.

Q65. During the call, it was stated email was used. Can you briefly describe how it is used from a workflow perspective?

A: See Item 63 above.

Q66. Can you describe how a citizen reports an issue and a work item gets created? And what systems are used to support this request currently?

A: Citizens currently request service either by phone or through the City's website

Q67. Does the city have current reporting for asset management and how are they created and maintained? If so, how many reports are there and how are they currently created and how often are they required?

A: The Department produces various asset management reports manually.

Q68. Does the city have any performance metrics and/or service level agreements (SLA) requirements for the system?

A: Not at this time.

Q69. Does the city envision wanting enhancements in the option contract years?

A: Yes.

Q70. In Section 4 (Proposal Preparation and Submission Instructions) of the RFP, the list of required proposal sections skips a section 8. Should we re-number the given sections for our proposal or keep with the RFP's numbering?

A: Please refer to Addendum #1 to the RFP, which is published on the procurement webpage.

~ END OF ADDENDUM ~