



**City of Asheville  
 Water Resources Department  
 ADDENDUM # 1  
 Request for Proposals (RFP)  
 For Enterprise Asset Management System  
 RFP No. 298-WaterAssetManagement**

Date Issued: July 15, 2016

By:

Jade Dundas, Director	
City of Asheville Water Resources Department	
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Asheville, NC 28801	(828) 259-5955
(828) 259-5955	
	Proposals Due: Monday, August 1, 2016 by 3:00 pm EST

Part A

Following is a summary of inquiries relating to the above referenced RFP. The questions/answers and terms herein shall be incorporated into the terms and conditions of the Request for Proposals. For questions, contact Jade Dundas, Water Resources Director, (828) 259-5955, [jdundas@ashevillenc.gov](mailto:jdundas@ashevillenc.gov) AND David Melton, Assistant Water Resources Director (828) 259-5955, [dmelton@ashevillenc.gov](mailto:dmelton@ashevillenc.gov). Interested companies should continue to check our website at [www.ashevillenc.gov/bids](http://www.ashevillenc.gov/bids) for any additional addenda relating to this RFP.

**Q&A**

- As frequent onsite presence is called out in the RFP, is the City looking for a local firm with offices in North Carolina or experience working with Cities in North Carolina?
  - Experience or location in North Carolina is not critical. The product must be able to be supported at all times through on site attention or remote access. Any remote access will need to comply with the City’s security protocol and be confirmed by City of Asheville’s Information Technology Group.
- Regarding item 5.4.5. Does the City have an enterprise document management system you would like integrated as part of this effort?
  - The system will need to integrate with the City’s Enterprise Resource Planning system which is Munis. There will be additional integration necessary as well which will include but may not be limited to the City’s GIS system. The GIS system is an ESRI product.



- For item 5.4.6. Is the City looking for an asset management system that works directly with the City's Esri GIS?
  - Yes. This is a must.
- Assuming this project will replace Maximo, does the City have any estimates on the amount of data in the current system?
  - The database size is 5GB.
- Is the City looking at a SAAS or Server solution?
  - The system is currently an on-premise server based system but we are open to considering SaaS solutions.
- Is there a deadline to submit questions?
  - Friday July 22, 2016 5:00 PM Eastern Time. Final answers to questions will be posted on the web site no later than Wednesday July 27, 2016 5:00 PM Eastern Time.
- In lieu of a pre-bid meeting and/or submitting a lot of questions, is it possible to set up a conference call?
  - Yes, a 30 minute conference call will be held on Wednesday July 22, 2016 at 10:00 am eastern time . You may submit additional questions up to 5:00 pm eastern time on July 20, 2016. These questions will be answered during the conference call and not posted on the website prior to the meeting.
- In the schedule, a short list presentation is not included. Due date is 8/1/2016 and selection is 8/31/2016 with no dates for a shortlist presentation. Are you planning on having shortlist presentations and demos or select from the written responses?
  - There will likely be a shortlist presentation required but this will be determined based upon the proposals received. If presentations are needed they will be scheduled for the week of August 22.
- Is your current Maximo system being completely replaced with this RFP?
  - We currently use Maximo. If another system is chosen, it is expected that Maximo will be entirely replaced.
- Is the Munis integration an immediate need or a future integration? We can show API's, but this integration needs more definition for a cost proposal.
  - In order for a new system to be considered fully functional it will need to be integrated with Munis. A new product will not be accepted until this integration is complete. In our current environment, Maximo pulls Inventory and Employee info from Munis nightly. It uses this info to add, update, and inactivate Items and Employees. The data is accessed by calling a view on the Munis MSSQL DB server via a linked server set-up on the Maximo MSSQL DB server.



- What is your time tracking system mentioned in 5.4.9.2? Is the proposed solution to integrate to existing Timesheet system or only an interface with labor rates in work orders?
  - A system will need to interface with labor rates in work orders. Ultimately our time keeping is handled through Munis but assignment of hours to a particular job will be done independent of Munis. Munis will, however, contain the appropriate labor rate for individual employees so a system that is able to consider staff assigned hours at an individual specific labor (Munis) rate would be a benefit.
- Please describe your ESRI environment and software licensing (ELA, etc.)?
  - We are currently using an enterprise licensing agreement. The program is housed on a local server and used throughout our City organization.
- How mission critical is the GIS in your ideal solution?
  - Integration of GIS is very important. Finding a system that allows for seamless communication with GIS supports the Water Resources vision for asset and maintenance management. A proven history of connecting a new program to ESRI GIS in a functional way will be important to demonstrate in the proposal.
- Is there a short list of vendors you're looking towards and if so who they are.
  - There is no shortlist of vendors at this point. All available solutions are being considered.
- Would the city be open to extending the deadline? We have a lot of staff out on summer vacations and could be better prepared with a longer timeline for RFP response completion.
  - It is currently anticipated that there will not be an extension of the schedule. This will be evaluated throughout the process and adjustments may be made to accommodate additional needs.
- What is there a current preliminary budget for the project?
  - Water Resources has \$120,000 to improve the Maintenance Management system.
- Does each agency have to budget for software and implementation costs or is this come under a city-wide budget?
  - Each department will need to fund their own portion of the cost of the program. Funding may come from the general fund budget or from individual enterprise funds like water. This RFP is primarily for Water Resources; other departments may or may not use this program.
- Does the city anticipate or would they be open to a phased rollout approach starting with the more complex agencies?
  - Water will be the primary user. The roll out of the system will need to be comprehensive and immediate for water. Other departments will consider the use of the program and will need to determine their particular roll out needs and schedule.



- Will there be an overall city-wide project manager assigned to this project that will represent all agencies?
  - Water Resources Assistant Director David Melton will work through the RFP process as the lead. Individual departments will assign their own personnel to the implementation. IT will assign a particular point of contact for the program implementation and will coordinate with all user departments.
- Will the city consider a vendor hosted solution?
  - All solutions will be considered. With a hosted solution the city will need to ensure that they maintain ownership of the data.
- What is the percentage requirement that we should anticipate for including minority owned firms as part of the implementation tasks?
  - The City of Asheville does not have a specific minority business target or goal for this service request. The intent is to provide opportunity for minorities and women to subcontract if your company will need to do so in the performance of this service. We ask all bidders to submit a statement that they understand that the City has a Minority Business outreach program, and if a contractor uses a subcontractor to perform the work, they need to submit a statement explaining how they approached the evaluation of the minority businesses as subcontractors.
  - For additional MB questions, please contact: Brenda Mills, Economic Development Specialist, (828) 259-8050, [bmills@ashevillenc.gov](mailto:bmills@ashevillenc.gov).
- On page 3, section 4 – we are looking to replace the current solution of MUNIS and IBM Maximo for these agencies, correct?
  - We are not replacing or changing Munis in any way. Water Resources is the sole user of Maximo within the City. This RFP is seeking to evaluate options for the Water Resources Department's asset and maintenance management system which at this time is Maximo. All proposals should focus on providing alternatives for asset and maintenance management but at this time no decision has been made on what system will be used. Maximo remains an option which may be considered for future use.
- On page 3, section 4 – do all the agencies listed use MUNIS for work orders?
  - Water Resources uses Maximo for work orders. Other departments do use Munis or a system that is focused on their field of work.
- On page 3, section 4 – what is the functional expectation of MS4 permits?
  - All of these groups would consider the use of this program for asset and maintenance management. If permitting were an option it could be highlighted as an additional feature but it is not an expectation of this system.



- Total user count needing access outside of the Water Division?
  - Water currently has 76 users in various roles. 11 of those are “power users”.
  - Transportation will have 3 users. One of which should be a “power user”.
  - Public Works will have 64 users.
  - This does not include the mobile users mentioned in the following question.
- Number of users in the field needing access to the system via mobile device?
  - Water currently has 17 users who access the system through a mobile solution.
  - Transportation will have an additional 4 users who will need mobile access.
  - Public Works will have 58 mobile users.
- Number of users needing access to the entire system, these would be system admins as well as trainers and back up personnel for principal users.
  - Water currently has 11.
  - Transportation will need 1.
  - Public Works will have 16 power users.
- Number of IT personnel needing full access to the system.
  - Two employees from IT Services will need full system access.
- What is meant by conduit / fiber functional group on page 3
  - This group is the responsible party for the City owned fiber optics and communications conduit infrastructure.
- On page 3, is the Fleet Services functional group mean your Transit department?
  - We are looking for a maintenance management solution which may also include fleet maintenance. This is **not** the Transit Department.
- Does Transportation functional group mean your Transit department?
  - Yes but also includes signs, signals and sidewalks.
- Is it OK for a vendor to submit one response that covers the software, and a certified partner submit their response that covers all of the services?
  - No. The intent of this proposal is to have a turnkey installation of the selected solution. If a vendor is presenting a software solution it will need to include the installation and maintenance as well.
- Section 5.4.5 – Document Management - What does Asheville mean by “Accessibility to other systems”?
  - If there is not full integration with other systems, such as a word processing, how will a system access documents.
- Section 5.4.11 – Analytics – Is Asheville looking for a robust Analytics tool including Risk Analysis or can this be accomplished through reporting?
  - Robust analytics specific to public infrastructure to assist with planning will be a benefit for the City.



- MUNIS integration – Is Asheville truly trying to get all that information out of MUNIS into another solution? If so, for what purpose? Ex. Want to see payroll hours, staff cost rates, etc. but is it hours only based on the tasks that person is doing pertaining to asset management, work orders, etc. or is it all of their hours?
  - The most important time related aspect of communicating with MUNIS is the individual profile. Job specific time entry is not completed in MUNIS. There are however other aspects related to water system customer accounts that are needed for the systems interface with Munis.
- User base size, or how many user licenses will Asheville need to access the system?
  - See above responses for total users.
- Is Asheville looking to expand solution and possibly track Capital Improvement projects in the future (entire project lifecycle)?
  - This would be a helpful tool for us to have as part of the management system. We would also expect a new solution will work with GIS to support this work.
- What do you currently track in Maximo (for Water Production and Distribution)?
  - Mainly water distribution. Production does use the system to a lesser extent.
- What are your expectations for interfacing with ESRI, MUNIS, Asheville Public App, Agile Assets Pavement Manager?
  - A new system will need to interface with MUNIS, and ESRI to be functional for water. Other departments will have different expectations related to their integration.
- Are you agreeable to a Phased approach to interfaces or are they needed for go-live?
  - The project will not be accepted until all work is complete.
- What are your needs for Video integration in document management?
  - The water utility does not use a lot of video but this should be a consideration of the delivered solution. There may be a future need to have this capability.
- What is your current process for time tracking?
  - All employee time, wage and benefit data are stored in Munis. Job specific time entry is a function of our current maintenance management system. These systems should interface to provide a job specific cost.
- What are the fields mobile device needs? What mobile devices do you use?
  - It is the intention of the City to equip field staff (at least at a supervisory level) with tablets that provide full access to the maintenance management system. The city is currently evaluating various technologies. The technologies may use Apple iOS, Android, or a Windows based operating system.
- What will you use Risk Analysis to determine?
  - Risk analysis could be used as a functional part of planning and budget development.
- Does Open Data access refer to an export or public report of data?
  - This would be for export only. At this time there is no need for a public interface.



- Will the answers to the above questions be published to all interested parties?
  - All answers are made available to all parties. Answers will be posted on [www.ashevillenc.gov/bids](http://www.ashevillenc.gov/bids) as an addendum.
- In lieu of a pre-bid meeting is it possible to set up a conference call to discuss the above questions?
  - An opportunity for a short conference call will be available as mentioned previously in [this reply](#).
- Has the City met with other solution providers prior to the release of this RFP? If so, which solution providers?
  - The City has reviewed a number of other solutions through exposure of employees to products which are marketed through various channels.
- Is the City open to a SaaS or Cloud based solution?
  - All solutions will be considered.
- Is the City looking for exact pricing figures or estimates given that user count requirements were not stated in the RFP?
  - The proposals should provide costs in a manner that will allow City staff to adequately evaluate the cost of the product in relation to its initial purchase and installation. The proposal will also need to reflect the annual maintenance costs. The city is working on a list of users which will be provided in a future update of this document.
- Upon selection based upon qualifications, will the selected vendor have the ability to have information discovery meeting (s) to further define the scope of work and to provide more accurate pricing?
  - The selection is based upon a combination of factors to include a price component. This is different from the professional services selection process which is entirely qualifications based. There will be an opportunity for the selected vendor to collect information about the system and the City system expectations. Prior to system installation and implementation.
- Please provide a breakdown of the type of projects to be managed within the system. Specifically, will some be associated with moderate to large capital construction programs?
  - The system will be used to manage all types and sizes of assets and projects. The most frequent use will be in the daily routine maintenance but incorporating the solution into management of large project will be of value.
- Assume project management includes budget forecasting. Please supply an example or description of the data categories to be associated within this area.
  - The program should be able to provide information related to time and material expenses associated with routine maintenance and capital projects. Specifically these items will include personnel, equipment, material costs, and any other hard cost associated with the performance of the work.



- Would you categorize your business requirements to entail project management and document control from a construction management perspective, and/or asset life cycle management that also includes facilities and real estate management?
  - We need to have documents that support the work that we do and which are easily accessible via the interface with the system. The system should provide a user access to the work order requirements for a particular job and access to a historical record of what has been done in the past related to an asset on which they are working.
- There are several references to hardware / server specifications. Is there a preference to host the business application on-site and use a software perpetual license model -vs- a bundled SaaS delivery?
  - Our current solution is on-site. It is generally the thought that a new solution would also be on-site. This may however be changed if an offsite solution is presented as the better option.
- Do the words *planned and unplanned maintenance* refer to the maintenance of the IT servers that house the application?
  - Yes

Part B

The due date for the above referenced RFP remains unchanged. Proposals must be to the City of Asheville's Water Resources Department Office no later than Monday, August 1, 2016 by 3:00 pm EST. Late proposals, regardless of the reason, will be returned unopened.

PART C

Please sign and return a copy of this addendum with your response.

Addendum #1 Received and Acknowledged By:

Company: \_\_\_\_\_ Representative's Name: \_\_\_\_\_

Date: \_\_\_\_\_

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