

City of Asheville
Specifications
Enterprise Asset Management
RFP # 298-WaterAssetManagement
July 1, 2016
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1. Introduction

- 1.1. The City of Asheville (“City”) wishes to establish a partnership with a technology firm to assist in innovation within the department.
- 1.2. The City of Asheville is soliciting competitive proposals from qualified firms (“Proposer”) for an enterprise wide asset management solution (“AMS”), deployment services, and post-deployment support.
- 1.3. The system requirements will be outlined hereafter and the services required will include, but not be limited to, consultation, data conversion, customization, licensing, training, integrations, and software maintenance.
- 1.4. The system will be used to provide service to all City staff, and allow for input of related issues from the public.

2. General Information

- 2.1. The City of Asheville is approximately 45 square mile with a population of 88,000
- 2.2. The City consists of over 1200 employees.
- 2.3. Computing environment currently includes:
 - 2.3.1. Desktop PCs utilizing Microsoft Windows 7 or above
 - 2.3.2. Mobile devices utilizing iOS
 - 2.3.3. Mobile devices utilizing Android
 - 2.3.4. Servers utilizing Windows 2008 and 2012
 - 2.3.5. TCP/IP network utilizing Active Directory for authentication

3. Expectations

City is seeking a commitment from a qualified vendor to deploy an enterprise wide asset management system. We expect this to be a highly collaborative process and to rely heavily on direct input and consultation with the vendor, their processes, and techniques. This request for proposals specifically avoids specific feature requirements to encourage each vendor to recommend and describe their solution in their terms. It is expected that the proposal will reflect the expectations below:

3.1. Broad Use

This solution is expected to be utilized in multiple functional groups within City and this proposal should reflect the specific use for each functional group.

3.2. Presence

City is looking for a turnkey solution inclusive of consultation, project management, software solutions, training, and innovation. A frequent onsite presence is required, including:

- 3.2.1. Consultation with each functional group to be conducted on-site
- 3.2.2. Onsite training for each functional group

3.3. Comprehensive

Proposals need to include all required elements to utilize the solution. While some elements may ultimately be procured through other means, the proposal should clearly indicate all recommended elements required for the solution. This may include, but is not limited to:

- 3.3.1. Any recommended servers, associated operating systems, and installation.
- 3.3.2. Other hardware
- 3.3.3. Any third party licensing required to utilize the features outlined in the proposal
- 3.3.4. Recommended staffing for support of the solution

Proposal should address the specific deployment of each functional group listed below.

4. Primary functional groups

The following represent the functional groups to be covered under the new solutions proposed.

Functional Group	Current solution
Work Orders	MUNIS
Transportation	
Street Operations	
Signals	
Signs	
Water Distribution	IBM Maximo
Water Production & Treatment/Laboratory	IBM Maximo
Sidewalk	
Conduit / Fiber	
Park & Recreation	
Stormwater	
MS4	
Fleet Services	

5. Proposal

5.1. Vendor Information

- 5.1.1. The name, address, and telephone number of your company
- 5.1.2. Describe the type and ownership of the company
- 5.1.3. Profile of the location of all offices, staffing and services provided including senior officials' names, addresses, and phone numbers
- 5.1.4. Identification of the individuals and/or vendors comprising the proposed team for this project and what specific role each will take in completing the work.

5.2. System Requirements

- 5.2.1. List all desktop system requirements for all proposed solutions
- 5.2.2. List all mobile system requirements for all proposed solutions
- 5.2.3. Existence and costs for all desktop and mobile hardware and operating systems are the responsibility of City and not of the vendor.
- 5.2.4. Server requirements
 - 5.2.4.1. Describe recommended configurations and specifications for all servers for all proposed solutions
 - 5.2.4.2. List specific server manufacturer/models recommended
- 5.2.5. Third-party software
 - 5.2.5.1. List all third party software required to support proposed functions

5.3. Functional Groups

- 5.3.1. For each of the functional groups above:
 - 5.3.1.1. List all asset classes provided
 - 5.3.1.2. Describe any group specific consulting included
 - 5.3.1.3. Describe group specific features included
 - 5.3.1.4. Describe any expected group specific meetings or workshops included

5.4. Features

Describe features related to general asset management features that cover all functional groups above. Describe your proposed solution for each of the following:

5.4.1. Architecture

5.4.1.1. Architecture

5.4.1.2. Backup procedures

5.4.2. Administration

5.4.2.1. User Authentication

5.4.2.2. Security / Permissions

5.4.2.3. Client facing Configuration – Tools for configuration and administration of solution

5.4.3. User Interface

5.4.3.1. Menu / General software navigation

5.4.3.2. Asset navigation

5.4.3.3. Display at multiple resolutions

5.4.4. Assets

5.4.4.1. Asset identification / naming

5.4.4.2. Asset attributes

5.4.4.3. Asset relationships

5.4.4.4. Asset lifecycle

5.4.5. Document management

5.4.5.1. Photo and video integration

5.4.5.2. Other file based documentation / attachments

5.4.5.3. Integration with other systems

5.4.5.4. Accessibility to other systems

5.4.5.5. Backup method

5.4.6. Map interfaces

5.4.6.1. Map based asset navigation

5.4.6.2. Map based analytics

- 5.4.7. Workforce Management
 - 5.4.7.1. Service requests, work orders, activities
 - 5.4.7.2. Management of non-asset based issues
 - 5.4.7.3. Task assignment
 - 5.4.7.4. Preventative maintenance
 - 5.4.7.5. Reactive maintenance
 - 5.4.7.6. Inspections
- 5.4.8. Contractor Management
 - 5.4.8.1. Track contractors and capabilities
 - 5.4.8.2. Track contractor contacts/employees
 - 5.4.8.3. Assignment of contractors to tasks
- 5.4.9. Cost Management
 - 5.4.9.1. Time tracking – for all work order/service based efforts
 - 5.4.9.2. Time tracking – for all non-service and administrative time
 - 5.4.9.3. Usage of parts and materials, with associated costs
- 5.4.10. Communication
 - 5.4.10.1. Included reporting
 - 5.4.10.2. Pro-active communication
- 5.4.11. Analytics
 - 5.4.11.1. Ad-hoc query capabilities
 - 5.4.11.2. Self-service reporting capabilities
 - 5.4.11.3. Risk analysis
- 5.4.12. Field use
 - Describe abilities to utilize the solution in the field.
 - 5.4.12.1. Disconnected options
 - 5.4.12.2. Mobile options
- 5.4.13. Open data access
 - Describe methods for ad-hoc data access to all solution data
- 5.4.14. Application Programming Interface (API)
 - Describe available and documented methods for third party integrations

5.4.15. Integrations

5.4.15.1. ESRI

City utilizes ESRI products for general GIS functions. Describe proposed integration, including bi-directional synchronization.

5.4.15.2. Munis

The City utilizes Munis for general finance, including payroll and fund accounting, as well as combined utility billing which supports multiple City departments and external agencies. City expects to transfer certain data between systems, including payroll hours, staff cost rates, etc. Describe proposed integration.

5.4.15.3. Agile Assets

The City utilizes Pavement Analyst from Agile for pavement management. Describe integration and/or replacement for this functionality

5.4.15.4. Public Stuff

The City uses Public Stuff for the citizen-reporting application named the Asheville App. Describe proposed integration, and/or replacement for this functionality

5.5. Partners

List any partners or third-party vendors involved in any proposed solutions. Include any sub-contractors that are to be used on this project. Indicate the tasks to be completed by these sub-contractors.

5.6. Training

- 5.6.1. City will provide on-site facilities for on-site training. Facilities are available for users in a lecture format, or users with computers.
- 5.6.2. Training shall be conducted on-site in facilities provided by City
- 5.6.3. Describe user training that will prepare users, supervisors and other personnel properly on the day-to-day use of the application including reporting functions.
- 5.6.4. Describe training that will prepare City staff in the administration, management and planned and unplanned maintenance.

5.7. Post Deployment Support

It is assumed that other elements of the proposal will describe all in-deployment elements. This section of the proposal will describe post-deployment processes.

5.7.1. Training

- 5.7.1.1. Describe nature and availability of post-deployment training

- 5.7.1.2. Include associated costs in the Cost Proposal described below
- 5.7.2. Technical Support
 - 5.7.2.1. Describe support methods and hours of operation
 - 5.7.2.2. Describe support escalation methods
- 5.7.3. Software updates
 - 5.7.3.1. Describe the nature and frequency of software version updates
 - 5.7.3.2. Include associated costs in the Cost Proposal described below
- 5.7.4. Hardware
 - 5.7.4.1. Describe any maintenance, repair, or replacement provided by the vendor in support of any supplied hardware, including servers.

5.8. Project Management

As this is a broad and comprehensive solution, consistent and competent project management is a key factor for success. The vendor is responsible for providing management of their own resources in order to meet the project goals and time schedule. Proposal should describe, in detail the intended project management methods to be utilized. The City will also appoint an internal project manager to be a point of contact and lead the project.

Proposal should include:

- 5.8.1. Description, in detail, of the project management methods intended
- 5.8.2. Project communication plan
- 5.8.3. Recommendation of a project schedule for the functional groups identified
- 5.8.4. Recommended City staff roles throughout the deployment phase of the project and estimates of their needed commitments throughout the process. Estimates can be communicated as FTEs or as number of hours for each role.
- 5.8.5. Recommended post-deployment staffing roles and estimates of needed commitments in the contract period following deployment.
- 5.8.6. The two prior items should consider roles in project management, networking, database administration, security, server maintenance, file management, solution configuration, training, GIS, Administration, or any other functions the vendor deems appropriate.

5.9. References

References consisting of three contacts of current clients (to include organization name, contact person, title, address, email and telephone number) for which your company was engaged within the past five (5) years.

6. Cost Proposal

A budget or funding has not been established for this project pending the results of submitted proposals. Cost may play a role in the City's decision whether to contract for all of the solutions described here.

City will evaluate costs over a three-year period, inclusive of all required elements for that period. Assume that with the exception of basic networking and per-user hardware (desktop computers, tablets, mobile), that all other elements for deploying the proposed solution are to be described in this proposal, and the associated costs listed below. While some elements may ultimately be procured through other means, or may already exist, the proposal should clearly indicate costs for all recommended elements required for the solution.

Include costs as a separate PDF included in deliverables. Format shall be a grid listing items and cost for each of the 12 month periods indicated. Example:

Item	Year 1	Year 2	Year 3
Item 1	\$	\$	\$
Item 2	\$	\$	\$
Item 3	\$	\$	\$
Item 4	\$	\$	\$
Total	\$	\$	\$

Cost grid should at least provide individual line items for:

6.1.1. Deployment efforts inclusive of:

- Consultation
- Data conversion
- Training
- Installation, including all systems including required servers or recommended third party solutions
- Configuration, including all systems including required servers or recommended third party solutions
- Travel / lodging / etc
- Any other efforts required for delivery of proposed solution

6.1.2. Licensing

6.1.3. Technical Support, including

6.1.4. Software updates

6.1.5. Server Hardware

6.1.6. Third party licensing – List individually

If any element of cost, including third party elements is based on the number of users, computers, features, or any other metric, identify the per-metric costs for all elements.

Vendors should assume a minimum of 100 users across all functional groups.

All prices, quotes, or proposals are to remain firm for at least ONE-HUNDRED-TWENTY (120) days after the opening date for proposals.

7. Selection Criteria

Award, if made, will be to the responsible and responsive proposer submitting the proposal which is deemed by the City, in the sole discretion, to be the most advantageous to the City. Function, usability, price, method of delivery, and other factors will be considered.

Selected vendor will negotiate with City to determine contract terms and acceptance criteria.

- Understanding of the project and responsiveness to the RFP
- Total Cost of Ownership (TCO)
- Ease of use
- Consultation and training plan

Note: Total Cost of Ownership is considered to include all costs accrued over the anticipated contract period, which is currently assumed to be three years. These costs will include those listed in this proposal, anticipated staff commitments, and needed enhancements to current systems.

The City of Asheville has adopted a Minority Business Plan to encourage participation by minority businesses in the award of contracts. Proposers are hereby notified that this proposal is subject to the provisions of that Plan. Questions regarding the Minority Business Plan may be directed to Brenda Mills, Coordinator at the Minority Business Program, 29 Haywood Street, Asheville, NC 28801, phone at (828) 232-4566 or by email at bmills@ashevillenc.gov. **You can access a listing of minority firms at www.doa.state.nc.us/hub to search for vendors.** It is the policy of the City to (1) provide minorities an equal opportunity to participate in all aspects of its contracting and procurement programs and (2) prohibit any and all discrimination against persons or businesses in pursuit of these opportunities.

Iran Divestment Act 2015: By submitting a Statement of Qualifications, the Firm certifies that, as of the date of submission, it is not on the Final Divestment List as created by the State Treasurer pursuant to N.C.G.S. § 147-86.58. In compliance with the requirements of the Iran Divestment Act and N.C. G. S. § 147-86.59, the Firm shall not utilize in the performance of the contract any subcontractor that is identified on the Final Divestment List.

E-Verify Employer Compliance: Employers and their subcontractors with 25 or more employees as defined in Article 2 of Chapter 64 of the NC General Statutes must comply with E-Verify requirements to contract with governmental units. E-Verify is a Federal program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program used to verify the work authorization of newly hired employees pursuant to federal law. E-verify can be accessed via this link: <http://www.uscis.gov/e-verify/employers>

The City is a drug-free workplace employer. Companies submitting proposals certify that they and their subcontractors shall comply with the City's Drug Free Workplace policy. This policy may be viewed at the following:

<http://www.ashevillenc.gov/Departments/Purchasing/DrugFreeWorkPolicy.aspx>

Companies please note that City Policy, adopted by City Council Resolution No. 93-139, prohibits the City from entering into contracts with persons or firms who are delinquent in the payment of ad valorem taxes owed to the City of Asheville. By submitting a SOQ, the Firm certifies that they are not delinquent on taxes owed to the City.

The City of Asheville reserves the right to reject any and/or all Responses to this RFP. All proposals received will be public records, pursuant to the laws of North Carolina. Any proprietary, trade secret, or confidential information must be so designated at the time of submittal and must in fact constitute such under North Carolina law, as required by NCGS 132-1.2.

8. Tentative Project Schedule

Activity	Date
RFP Issued	7/1/2016
Proposals Due	8/1/2016
Selection	8/31/2016
Contract Signed	9/30/2016
Project Start	10/3/2016

At the sole discretion of City, demonstrations may be requested during the selection period.

9. Proposal Submission

- 9.1. Proposals must be to the City of Asheville's Water Resources Department Office no later than Monday, August 1, 2016 by 3:00pm.
- 9.2. No exceptions to this deadline will be given.
- 9.3. Please provide six (6) paper copies and 6 USB Drives (PDF format) of your proposal in an envelope clearly marked on the exterior as containing "Proposal for Enterprise Asset Management" to:

City of Asheville
Water Resources Department
70 Court Plaza
Asheville, NC 28802

9.4. For questions about this proposal, contact Jade Dundas, Water Resources Director, (828) 259-5955, jdundas@ashevillenc.gov AND David Melton, Assistant Water Resources Director (828) 259-5955, dmelton@ashevillenc.gov.

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