ADDENDUM No. 1

For

CITY OF GRAND ISLAND, NEBRASKA
PUBLIC WORKS DEPARTMENT
REQUEST FOR PROPOSALS
ENTERPRISE ASSET MANAGEMENT SYSTEM

March 11, 2014

TO: Prospective Bidders for An Enterprise Asset Management System

RE: Answers to Prospective Bidder Questions and Extension of the Vendor Proposal Submittal Date from March 19, 2014, to March 26, 2014

The following questions were submitted with corresponding answers indicated with red text:

1. Due to several ongoing projects and in order to provide our best response, we'd like to request a 1 week extension to the current March 19 due date.

In order to provide all vendors an opportunity to provide their best possible response to the EAMS RFP based on the initial RFP and Addendum No. 1, the City will extend the schedule by one week as follows:

III. Specific Dates and Milestones

Please note the following project specific dates and milestones when preparing the proposal:

Activity	Date
Advertisement of RFP	February 17, 2014
Deadline for Written Questions Regarding RFP	March 10, 2014
Answers to Questions Transmit Date	March 11, 2014
Vendor Proposal Submittal Date	March 26, 2014
Proposal Evaluations – "Shortlist" Announcement	April 18, 2014
Vendor Interviews and Demonstrations	May 5 – May 9, 2014
Contract Awarded	June 3, 2014
Project Start Date	June 9, 2014
Project Completion Date	Based on Vendor Negotiations

*Note: The OWNER reserves the right to change the dates as needed.

2. Within Asset support you identify a requirement to import assets from existing GIS formats including Esri shape files. In a few places you also identify Spatial type functionality from within the EAMS such as "Flexible

work order creation from screen or mapped location" and "ability to create a GIS map of selected assets from within the EAMS". In the Application framework you identify "Two- way Esri integration with EAMS"

- Is the asset import expected to be a one off import or is the "Two-way integration" referring to the need to synchronize the asset database between the EAMS database and the Esri Geodatabase ?

The City's existing GIS data is in a shapefile format and requires a significant amount of cleanup and verification before subsequently being ported to an ArcSDE for Microsoft SQL Server enterprise geodatabase. A feature class will be created for each shapefile, taking advantage of geodatabase features such as domains, subtypes, default values, geometric networks, linear referencing, etc. Each shapefille will be modified to support loading of records into its corresponding geodatabase feature class.

The City has ArcGIS for Server licenses and is in the process of purchasing, installing, and configuring a dedicated server and database software (Microsoft SQL Server 2012). The City anticipates importing or interfacing the GIS data with the new EAMS software on a feature class by feature class basis as data becomes available for use with the EAMS.

In regards to synchronization of data between the EAMS and GIS, the City would like the process to be automatic depending on whether a new asset is created in GIS or EAMS. The EAMS should have the ability to identify records in either system that are not synchronized and a clear methodology for correcting synchronization errors.

"Two-way integration" is referring to the potential for a new asset to be created in either EAMS or GIS. The City does not have a preference as long as the vendor supports a new asset always being added to GIS, either directly or subsequent to the creation of a new asset in EAMS.

- Are there other specific business requirements you have in mind for the Two-way Esri integration?

The City would like vendors to provide details about EAMS functionality in regards to report and map generation, automatic numbering of asset IDs when a new asset is added in either GIS or EAMS, how geodatabase versioning is supported and managed, and how geodatabase schema requirements such as Asset IDs, geometric networks, and linear referencing are maintained.

3. Within the application framework you identify "Web based (SaaS) application/database architecture and deployment" In the pricing sheet you include a section for the System price. Typically with a SaaS implementation the software is hosted by the vendor with a monthly or annual fee that includes the hosting service and rental of the software with no initial licensing fees. We can enter our pricing accordingly but just wanted to clarify that you are looking for a solution hosted by the vendor based on a SaaS implementation approach.

The City prefers a web based hosted EAMS implementation but will consider all proposed application frameworks. Vendors should adhere to the pricing sheet as much as possible, but modification of the pricing sheet is acceptable as needed to accommodate the vendor's pricing scheme.

However, vendors who propose an alternative application framework must also include a breakdown of pricing to include initial and annual hardware and software maintenance costs as well as support and administration costs since as the City does not have sufficient personnel or expertise to support the addition of one or more servers, an additional enterprise database, and client software installation and support.

4. Within Data Transfer / Migration you identify the requirement to interface and/or replace a variety of existing information systems and include a list of systems.

a. Do you have any preferences for which systems might or might not be replaced by the EAMS if it has those capabilities

The EAMS must interface directly with the City's enterprise geodatabase. Each EAMS vendor should include an implementation task in their proposal to evaluate existing systems and subsequently provide a scope, schedule, and associated costs for interfacing with existing systems or for migrating existing data to the EAMS. Currently, the City does not have a preferred order of Division's going live with the EAMS and anticipates the implementation to be based on the availability of data.

b. Do you require a fixed price for interfacing? if so is this limited to the systems identified? (bearing in mind the wording states "but not limited to")

The City understands that until the EAMS vendor has evaluated the City's existing systems a detailed price is impossible. Therefore, the City is asking each vendor to provide an implementation task in their proposal to evaluate existing systems in order to subsequently provide a scope, schedule, and associated costs for interfacing with existing systems or for migrating existing data to the EAMS.

5. Can you clarify the line items on the pricing sheet for "Required and Recommended upgrades to your systems". What sort of upgrades are these referring to?

Depending upon each vendor's application framework, the City is looking for each vendor to provide a breakdown of any additional hardware (servers, network infrastructure, personal computers, mobile devices) and software required for the efficient operation of the EAMS at each user's desktop or on a mobile device in the field.

This section was included in the event that a vendor's proposed solution requires a minimum network, server, desktop, and mobile device configuration or the acquisition of additional hardware or software to support a vendor's solution.

The City currently uses Dell desktop computers running Windows 7, mostly Android devices in the field, and various Microsoft SQL Server versions for database requirements for existing applications.

6. Regarding the RFP, we have a couple items which we would like further detail around. Do you have more detail on what you are looking for with the two items highlighted below? Are you looking for the capability to create workflow routings to match your business workflow or are you looking for something else with these requirements such as the work triggered off of status changes from work orders?

Store and use business process workflows
Support rules-based workflow routing

Each vendor should provide information regarding how their EAMS system supports workflow routings in terms of integrating or modifying existing City business process workflows and/or the creation of new business process workflows.

7. In the RFP you state that there would likely be 40 frequent users of the system, which we would assume to be back office users. Would you be able to share how many mobile user of the system you would have at any one time?

The City anticipates that there will be approximately 10 mobile users at any one time, but this number could fluctuate so the EAMS should be able to support as many as 40 concurrent desktop and mobile users.

8. The RFP includes the following:

As this project is anticipated to be a phased implementation bridging two or more fiscal years (Fiscal Year runs October 1 to September 31), the City does not have a fixed budget for the enterprise asset management system and wishes bidders to submit a detailed, proposed solution and associated costs that best benefit the City's needs.

Can you provide clarification for the City's thoughts regarding a multi-year implementation? Is the phasing due to constraints of budget, resources, data and/or other factors? Does the City have a preferred order of Divisions going live with the EAMS with a phased roll-our approach?

The City anticipates a multi-year implementation due to the fiscal year schedule (implementation will require at least the remainder of the current fiscal year as well as the next fiscal year but possibly longer), available personnel, and data. Each EAMS vendor is expected to provide an implementation task to allow for the evaluation of the City's existing applications and data and a subsequent schedule and costs for implementing each type of data within the EAMS. Currently, the City does not have a preferred order of Division's going live with the EAMS and anticipates the implementation to be based on the availability of data.

9. I have one final question for you that may be dependent on the answers to the other questions I posed.

In section V Technical Requirements under the Database heading, you identify Microsoft SQL Server. If the solution is to be hosted by the vendor then can the vendor determine whether the database is Microsoft SQL Server or Oracle?

Yes, for any hosted application framework, the EAMS vendor is free to use either Microsoft SQL Server or Oracle.

10.   Does the City utilize an enterprise shared GIS database? If so, what is the database platform?

As mentioned previously, the City's existing GIS data is in a shapefile format and requires a significant amount of cleanup and verification before subsequently being ported to an ArcSDE for Microsoft SQL Server enterprise geodatabase. A feature class will be created for each shapefile, taking advantage of geodatabase features such as domains, subtypes, default values, geometric networks, linear referencing, etc. Each shapefille will be modified to support loading of records into its corresponding geodatabase feature class.

The City has ArcGIS for Server licenses and is in the process of purchasing, installing, and configuring a dedicated server and database software (Microsoft SQL Server 2012). The City anticipates importing or interfacing the GIS data with the new EAMS software on a feature class by feature class basis as data becomes available for use with the EAMS.

When implemented over the coming months, the latest version of ArcGIS for Server/ArcSDE for Microsoft SQL Server will be deployed (10.2.1 or subsequent releases from ESRI). All existing desktop licenses (currently there are approximately 30 licenses) will also be upgraded to the latest ArcGIS for Desktop version (10.2.1 or subsequent releases from ESRI).

11.   What version of Esri licensing does the City have? What license structure, Esri products and versions? How many users?

The City's has an ESRI ELA for City's with a population between 20,000 and 50,000. There are approximately 30 desktop users, most running ArcGIS for Desktop 10.1. Also, there is one installation of ArcSDE for Microsoft for SQL Server 2008 R2 (version 10.1) dedicated to Public Safety.

12. Is the City using Esri's SDE? If so, which version?

The existing ArcSDE for Microsoft SQL Server 2008 R2 (version 10.1) is dedicated to Public Safety to support E911 and dispatching.

The City has ArcGIS for Server licenses and is in the process of purchasing, installing, and configuring a dedicated server and database software (Microsoft SQL Server 2012). The City anticipates importing or interfacing the GIS data with the new EAMS software on a feature class by feature class basis as data becomes available for use with the EAMS.

When implemented over the coming months, the latest version of ArcGIS for Server/ArcSDE for Microsoft SQL Server 2012 will be deployed (10.2.1 or subsequent releases from ESRI). All existing desktop licenses (currently there are approximately 30 licenses) will also be upgraded to the latest ArcGIS for Desktop version (10.2.1 or subsequent releases from ESRI).

13. Is a GIS-Centric application desired? (GIS-Centric as defined below)

There are well established rules defining the unique characteristics of the GIS-centric approach:

    1. The Esri ArcGIS geodatabase is the asset/feature data repository.

    2. The asset/feature data storage is non-redundant with no reliance on views, links, data mapping, or database triggers.

    3. The asset/feature data model is fully user-definable and customizable without vendor support.

    4. The format of the asset/feature data structures is non-proprietary for field names, types, tables, relationships, and other data design elements.

    5. The shared asset/feature data design allows other GIS-centric solutions to concurrently utilize the asset/feature data.

    6. Inherently location-aware asset/feature data structure enables full utilization of GIS analysis and modeling tools.

    7. ArcGIS software is used to create and maintain the asset/feature data (including for coordinates, shapes, attributes, and data error identification/correction methods), preserving the integrity of the geodatabase relationships, domains, data types, etc.

Yes, the City's prefers a GIS-Centric EAMS.

14. Page 11, asks for the vendor to "import assets from existing GIS formats – Esri Shapefiles, geodatabases, etc…". Is it the City's stance that the asset data will be in the CMMS system or the GIS or both?

The City anticipates that the enterprise geodatabase will serve as the asset repository.

Each EAMS vendor should provide details regarding how their system functions in regards to assets being maintained within an enterprise geodatabase.

15. Page 12, mentions "Versioning" and "Metadata and Search". Can the City please clarify is this for the Geodatabase or the CMMS database?

Geodatabase versioning.

However, each vendor should provide details regarding how their solution supports any type of database versioning, metadata, and searching.

16. Is there a budget for this project? If so, can you share?

As stated within the EAMS RFP:

"As this project is anticipated to be a phased implementation bridging two or more fiscal years (Fiscal Year runs October 1 to September ~~31~~ 30), the City does not have a fixed budget for the enterprise asset management system and wishes bidders to submit a detailed, proposed solution and associated costs that best benefit the City's needs".

The City anticipates a multi-year implementation due to the fiscal year schedule (implementation will require at least the current fiscal year as well as the next fiscal year but possibly longer), available personnel and data. Each EAMS vendor is expected to provide an implementation task to allow for the evaluation of the City's existing applications and data and a subsequent schedule and costs for implementing each type of data within the EAMS. Currently, the City does not have a preferred order of Division's going live with the EAMS and anticipates the implementation to be based on the availability of data.

Please refer to Section IX. Proposal Evaluation on page 23 and Section X. Interview and Demonstration Evaluation on page 24 in the Enterprise Asset Management Request for Proposals for details regarding how each vendor's cost proposal will be evaluated and scored.

17. Page 14 of 43 under Application Framework cites "specific but integrated modules for separate business needs". Our proposed solution is not based on a module "model"; rather our proposed solution is capable of being configured in multiple ways for separate departments. Is this acceptable?

Yes. The City is not biased in any way toward a specific vendor and is seeking proposals from a variety of vendors to determine the solution that best fits the needs of the City.

18. Data conversion – page 17. If we desired to submit an optional data conversion and scope, would we be required to so within the timeframe of this proposal? In order to do this, it is only fair for both parties that the vendor is allowed to evaluate the existing data prior to producing a scope of work and cost for this conversion. Will the schedule be adjusted to allow for this to occur?

The City understands that vendors wishing to submit an optional data conversion and scope could only do so after evaluating existing systems and data. Each EAMS vendor should include an implementation task in their proposal to evaluate existing systems and subsequently provide a scope, schedule, and associated costs for interfacing with existing systems or for migrating existing data to the EAMS.

19. Costs – page 28 of 43. Under Section B cost sheet asks for a cost of "Required upgrade(s) to our systems". In order to provide this cost we would need a full inventory of the hardware and software of each server, workstation, laptop and or mobile device. For servers we would require to know physical hard drive space availability. Will this be provided?

Depending upon each vendor's application framework, the City is looking for each vendor to provide a breakdown of any additional hardware (servers, network infrastructure, personal computers, mobile devices) and software required for the efficient operation of the EAMS at each user's desktop or on a mobile device in the field.

This section was included in the event that a vendor's proposed solution requires a minimum network, server, desktop, and mobile device configuration or the acquisition of additional hardware or software to support a vendor's solution.

The City will not be providing a detailed inventory of existing systems at this time. The City currently uses Dell desktop computers running Windows 7, mostly Android devices in the field, and various Microsoft SQL Server versions for database requirements for existing applications.

20. Costs – page 28 of 43. Does the City of Grand Island have a contract with certain hardware or software vendors? For example, would any required or recommended upgrades need to be fulfilled by any contractual schedules Grand Island may have in place? If so, could a contact for these contracts be provided?

The City currently uses Dell desktop computers and servers, and various Microsoft SQL Server versions for database requirements for existing applications.

21. We respectfully request an extension to provide sufficient time to prepare our proposal based on the City's answers to these questions.

Please refer to the answer to question 1 above. The City is providing a one week extension for all vendors at this time.

22. It appears the City is heavily invested with CarteGraph software. Is the intent to interface with or replace CarteGraph software?

The City currently has two Cartegraph licenses that are used exclusively for pavement management. As stated in the RPF, the City is looking for information regarding how a vendor's solution supports migrating data from existing systems or interfacing with existing systems. Cartegraph is simply one of vendors systems currently used by the City. Whether or not an existing system is replaced is dependent upon whether the proposed EAMS solution can migrate existing data or interface with existing application.

23. Will the City consider deployments other than SaaS? If so, what types of deployment are acceptable?

The City prefers a web based hosted EAMS implementation but will consider all proposed application frameworks. Vendors should adhere to the pricing sheet as much as possible, but modification of the pricing sheet is acceptable as needed to accommodate the vendor's pricing scheme.

However, vendors who propose an alternative application framework must also include a breakdown of pricing to include initial and annual hardware and software maintenance costs as well as support and administration costs since as the City does not have sufficient personnel or expertise to support the addition of one or more servers, an additional enterprise database, and client software installation and support.

24. Is a web-based deployment required?

The City prefers a web based hosted EAMS implementation but will consider all proposed application frameworks. Vendors should adhere to the pricing sheet as much as possible, but modification of the pricing sheet is acceptable as needed to accommodate the vendor's pricing scheme.

However, vendors who propose an alternative application framework must also include a breakdown of pricing to include initial and annual hardware and software maintenance costs as well as support and administration costs since as the City does not have sufficient personnel or expertise to support the addition of one or more servers, an additional enterprise database, and client software installation and support.

25.   We've identified several interface possibilities. Does the City want to interface with external systems, such as Munis? If so, which ones?

The EAMS must interface directly with the City's enterprise geodatabase. Each EAMS vendor should include an implementation task in their proposal to evaluate existing systems and subsequently provide a scope, schedule, and associated costs for interfacing with existing systems or for migrating existing data to the EAMS.

It is expected that the EAMS will interface the payroll and procurement portions of Munis.

26. Users: The RFP states that there are eighty-nine (89) users in the Public Works department and that forty (40) users at a minimum will have access to the EAMS.

     a. Are the 40 users all in-office / desktop users or do some of the 40 also include field service users who will access the application via a mobile device – i.e. updating asset conditions, etc.?

     b. If a portion of the users are mobile users, can you please provide an approximate breakdown of how many are desktop vs. mobile?

The Public Works Department currently has a staff of 89. The City anticipates that there will be approximately 10 mobile users at any one time (all who will also be desktop users), but this number could fluctuate so the EAMS should be able to support as many as 40 concurrent desktop and mobile users.

27. Users: The RFP states that there are 89 users in the Public Works department and that forty (40) users at a minimum will have access to the EAMS.

     a. Can you provide additional information on the remaining 49 users and their anticipated / desired role within the EAMS application – i.e. what functions they may take advantage of?

The remaining 49 staff members work in the field. It is expected that only Division heads and their supervisors will have field access to the EAMS.

28. Type of Assets: Approximately how many unique types of assets does the City anticipate managing within the EAMS? Can you provide approximately how many assets the City anticipates managing under each type?

A breakdown of the Public Works Department's divisions, their functions, and associated assets (with approximate counts when applicable) was provided in Appendix C of the Request for Proposals.

29. Type of Assets: The specification indicates that city-owned vehicles will be a part of the EAMS.

     a. Does the city wish to track the location of vehicles in real time?

     b. Can the City provide a list of vehicles, including make / model / year?

     c. Should the real time tracking of city-owned vehicles be fully integrated into the EAMS solution?

City-owned vehicles will be included as a asset in the EAMS, but real time vehicle tracking will not be incorporated at this time.

30. Role of Grand Island Citizens: The specification indicates a desire for feature / functionality to support submission of work requests from the City of Grand Island citizens.

     a. Does the City currently support such a function via public facing website or web portal?

b. If so, does the City want vendors to integrate with the existing solution or provide a new web interface to support said function?

Citizens can report problems via the City's website through its Citizen Request Management System. There are no plans to integrate this system with the EAMS at this time.

However, it is the City's wish to replace this system in the future but it is not a mandatory requirement for the EAMS at this time. Vendors may include this capability and associated costs as part of their proposal if they so desire, but this capability will not be considered as a determining factor in the evaluation and selection of an EAMS.

31. Mobile Field Computing – Android Tablet requirement, is this a requirement on day 1 or are you open to it being on the development calendar??

Android is the City standard, accounting for approximately 90% of all mobile devices currently used by the City. If this capability is under development, please include details about all mobile operating systems currently supported and a timeline indicating when those under development will be fully supported.

32. Does the city prefer a hosted/cloud solution or an on-premise solution?

The City prefers a web based hosted EAMS implementation but will consider all proposed application frameworks. The EAMS must interface directly with the City's enterprise geodatabase.

David A. Riddle,
GIS Coordinator – Public Works

Acknowledged by: _____
Signature of Bidder