

ADDENDUM NO: 1

RFP 157740: CityWorks Hosted Services

DEPARTMENT: Information Technology Department

REASON: Responses to All Questions as of 4:00 pm EST 9/11/2017

DUE DATE: 4:00 p.m. EST 9/19/2017

PLEASE SIGN ONE (1) COPY OF ADDENDUM AND RETURN TO THE PURCHASING DEPARTMENT. RETAIN THE OTHER COPY FOR YOUR FILES.

Name

Company

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Questions #1

1. Can you please provide a complete list of the current CityWorks modules deployed.

Answer: Cityworks Work Orders and Store Room

2. What is the current size of the environment (CPU Cores, RAM, Database size, total storage usage) and what is the growth expectation?

Split system (Database server and Applications Server)

Database server: 32 gig ram, 2 socket 4 core 2.40 GHz Processors (VMWARE Equivalent of 4 cores), Database Size 20 Gig, Total disk usage(300 Gig HD Space Ambiguous, this server houses more than just Cityworks and should not exceed what it should take to host a 20gig file + growth, backups, operational space expectation)

Application Server: 32 gig Ram, 2 4 core 2.40 GHz Processors (VMWARE Equivalent or 4 cores),130 Gig HD Space

3. Is the environment currently virtualized? If so, on what platform? (VMWare, HyperV, etc.)

The database server and the Application server are both Physical servers. There is a test application server the uses the same database server that is virtual.

4. Is the bidder responsible for quoting the Microsoft and CityWorks licensing?

Answer: City provides the licensing for Cityworks and MS

Questions #2

5. The RFP notes the need for several interfaces (listed below). Interfaces are, traditionally, one of the more complicated aspects of any Cityworks implementation. The next questions look to help us understand how the City desires to accomplish these integrations and how we can best provide an approach, and estimated pricing.

- Support the Cityworks to Oracle Client Interface (may require re-writing interface or updating to hosted environment)
- Include an Oracle Payroll employee interface to update the Cityworks Public Works, Waste Resources, and Transportation employees weekly
- Provide the duplication of the existing Waste Resources Division Cityworks Storeroom to Oracle
- General Ledger interface to be configured to a hosted environment

Does the City have detailed requirements documented for these interfaces they can provide? If not, would the City be open to defining these requirements during the initial "Discovery" phase noted in the RFP? If so, we would provide estimated pricing per interface and refine the approach during the initial Discovery Phase.

Answer: The requirements specific for each interface can be developed during the initial "discovery" phase.

6. Further, is it the expectation that City technical staff would create the APIs or service endpoints for these interfaces on the City side that would be leveraged in the Cloud / Cityworks side for the integration? Or is it the expectation that the vendor would access all source system and create the APIs and service endpoints based on the specification documents?

Answer: The systems that are noted to be interfaced each have their own API documentation and can be provided. The respondent is welcome to re-write the interface based on industry

best practices that comply with the individual solutions API terms. Where applicable, the City will provide the current interface code or logic.

Questions #3

7. Does the City have a preference of Amazon or Google as the cloud provider?

Answer: Google

8. Are any Google Cloud services provided/available for use with the City's "G Suite" subscription? If not, are any discounts available to the City for Google Cloud services?

Answer: The City has a GCP contract for all cloud services.

9. Does the City have any hosted solutions/services? If so, what platform are they?

Answer: Google Cloud Products

10. In the Vendor Information section of the RFP, you mention "Detailed information on prospective vendor's "discovery" methodology." Can you describe what is meant by "discovery methodology"?

Answer: This is open the vendor interpretation but revolves around project management methodology. Describe your planning phase and how you will work with our various stakeholders to gather the details for each deliverable of the project.

11. In Section IV, General Requirements, "Consent Decree Data" is mentioned. Can you provide more detail or specific examples of this data? Please provide an estimated maximum size of storage for the life of the contract, and any file types, applications, databases, or other software required.

Answer: MACP Level 1 Inspections (refer bidders to the GLPM CMOM document and NASSCO standards for details). Everything else is already captured in work orders, GIS attributes, current FOG info system, and PIMS. Please estimate an additional 50% increase in storage for the database size. See previous answers for details on current server specs

12. In Section IV, General Requirements, GIS data hosting is mentioned. Cityworks does not require GIS data to be co-located. Is there a requirement or desire to move and host the GIS to the cloud infrastructure during the life of this contract? If so, can you provide an estimated maximum size of storage for the life of the contract? Does the City possess Esri licensing for hosting ArcGIS Server services on the cloud infrastructure?

Answer: The City has ESRI ArcGIS server licenses for its current GIS Services and would like the vendor to use our current GIS Services and Cityworks Map Services. There will not be a need to have additional GIS License for ArcGIS Server.

13. Will the City require during the life of the contract any video (e.g. CCTV) or other large file storage on the Cityworks cloud infrastructure? If so, can you provide an estimated maximum size of storage for the life of the contract?

Answer: The City Wastewater Treatment Plant maintains the CCTV data on its own internal server. Video files range from around 10,000 KB to 3,657,010 KB depending on the length of the line segment. All contractor CCTV data is kept on external hard drives delivered by the contractor.

14. In the Functional Requirements section an "Oracle Payroll interface" is mentioned. Does it currently exist? If so, can you provide a list of any applications, databases, or other software required? And, does the current interface communicate with Oracle via web services, direct database connections, or other means?

Answer: The file from oracle is produced by a custom program in EBiz. Our program reads the file and writes directly to the Cityworks Database. Ideally we would utilize any API for managing data transfer between two systems.

15. Will the consultant be responsible for assisting the City to developing new workflows (when necessary) in Cityworks?

Answer: yes

16. What type of contract form examples does the City want the consultant to submit?

Answer: Please use your discretion and submit pursuant to industry best practices.

17. Does the City have a proposed budget for this project?

Answer: the City is required to request proposals for anything over \$25,000.

18. Is there a desired timeline the City would like to follow for the migration and hosting implementation?

Answer: the City would like to see this completed by the end of quarter one, calendar 2018

19. The RFP states that "Lengthy proposals may be viewed as attempts to obfuscate issues and may be rejected." Is there a page restriction or recommendation on any sections of the proposal?

Answer: Please submit responses that are concise, prepared simply and economically. There is not a page limit for responses.

Questions #4

20. The RFP does not provide any specifications or counts of the current Cityworks environment. This information is required for pricing and configuration purposes. Can the city provide counts and specifications of the current Cityworks environment?

Answer: There are about 75 current Cityworks user logins with Cityworks Server for Work Order management, and only 3 users for Cityworks Store Room

21. The RFP states "Include an Oracle Payroll employee interface to update the Cityworks Public Works, Waste Resources, and Transportation employees weekly".

- a. Is this a current, in-place interface that the contractor will migrate, port and configure to work in the new public cloud environment or is this something that the contractor will provide and build?

Answer: this is a current interface, however the responding vendor is welcome to re-write said interface if necessary to support and manage the environment successfully.

22. The RFP states "Provide the duplication of the existing Waste Resources Division Cityworks Storeroom to Oracle General Ledger interface to be configured to a hosted environment"

- a. Is this a current, in-place interface that the contractor will migrate, port and configure to work in the new public cloud environment or is this something that the contractor will provide and build?

Answer: this is a current interface, however the responding vendor is welcome to re-write said interface if necessary to support and manage the environment successfully.

- 23. The RFP states** *“Proposals must include all training plans and costs. Training must be provided for each City role required for implementation and for future sustainability of the proposed solution. The vendor is expected to be familiar with any software and services recommended in the proposal.”*

- a. Can the city provide some specifics surrounding the training requirements? What type of training surrounding which areas is expected from the contractor? Examples include, but not limited to: Functional Application Training, Cloud Environment (infrastructure) Training, etc. etc.

Answer: the City is trained on the Cityworks Application from a functional standpoint, however any new configuration that takes place (ie. consent decree module) would need to have training included. Further, although the City has expertise on cloud hosted environments, the vendor will be expected to document and review with the City, architecture of the hosting environment specific to this application including all associated interfaces and modules.

- 24. The RFP states** *“Upgrade Cityworks to latest version (15.1, 4.1)”*

- a. Can the city provide a list current versions of Cityworks, OS, Middleware, and any supporting software in place?

Answer: The need would be to upgrade to the current version of Cityworks at implementation and configuration.

The current versions of Cityworks Server is 2015 sp4. With SQL 2016, Windows Server 2012 ArcGIS Server 10.4.1 sp 4

- 25. The RFP states** *“Support the Cityworks to Oracle Client Interface (may require re-writing interface or updating to hosted environment)”*

- a. Can the city provide the current version of the Oracle Client Interface?

Answer: 1.1

- 26. Will the city provide all software licenses? Is it the City’s intention to port or BYOL the licenses to the new cloud environment? If BYOL is the preference, does the city have the rights to port the licenses?**

Answer: The City will provide the Cityworks license.

- 27. The RFP states** *“Vendor selected will be required to host and manage three Cityworks environments including the following servers: CW Application Server, CW Database Server, and CW Test Server”*

- a. The mention of “environments” within the RFP refers to each of the servers within Production, Development and Test environments or does the city intend to stand up one environment consisting of all of the items articulated in the RFP?

Answer: The City would defer to a best practice approach for providing a production, test, and development environment.

- 28. The RFP states** *“Provide ongoing support of Cityworks environment”*

- a. What level of support is requested? City managed, vendor provided cloud/Infrastructure/application support from the cloud/application provider,

Contractor managed cloud/infrastructure/application support, or Full cloud, infrastructure and application level support?

Answer: ongoing support in this instance refers to ongoing changes as needed along with keeping the environment up to date both at the application and OS level. All end-user requests for changes to the application will be handled by the vendor. The vendor will also be responsible for ensuring the latest version of the OS and patching is up to date as necessary per industry standard best practices. The hosting environment support will be a coordinated effort between City resources, GCP support, and the vendor selected.

29. The RFP states "Provide access to Server as requested by the City"
- What type of access? Physical or logical? What level of access?

Answer: logical access, full.

30. RFP states "Remove any Service Requests from previous integrations with Motorola CSR"
- Can the city provide any details surrounding the current integrations, functional uses of the Motorola CSR to assess the scope of work?

Answer: remove all SR historical data (same as question 40) purge cw metadata table.
Motorola CSR is no longer used; and there aren't any Motorola integrations currently used.

31. RFP states "Remove the old Cityworks SR data"
- Can the city provide any details or examples of this data for the contractor to assess the scope of work?

Answer: Remove all Cityworks SR's as they have been moved to Public Stuff and are no longer needed in the Cityworks application. Cityworks SR data no longer needed; Cityworks Work Orders to remain in the system

32. Does the city have a preferred project management methodology?

Answer: no, as long as it follows standard best practices developed by PMI or SCRUM

Questions #5

33. The RFP does not provide any specifications or counts of the current Cityworks environment. This information is required for pricing and configuration purposes. Can the city provide counts and specifications of the current Cityworks environment?

Answer: see previously answered server specs

34. The RFP states "Include an Oracle Payroll employee interface to update the Cityworks Public Works, Waste Resources, and Transportation employees weekly".

- Is this a current, in-place interface that the contractor will migrate, port and configure to work in the new public cloud environment or is this something that the contractor will provide and build?

Answer: see previously answered question regarding interfaces

35. The RFP states "Provide the duplication of the existing Waste Resources Division Cityworks Store Room to Oracle General Ledger interface to be configured to a hosted environment"

- Is this a current, in-place interface that the contractor will migrate, port and configure to work in the new public cloud environment or is this something that the contractor will provide and build?

Answer: it is in place but may need to be re-written depending on vendors ability to support.

36. The RFP states *“Proposals must include all training plans and costs. Training must be provided for each City role required for implementation and for future sustainability of the proposed solution. The vendor is expected to be familiar with any software and services recommended in the proposal.”*

- a. Can the city provide some specifics surrounding the training requirements? What type of training surrounding which areas is expected from the contractor? Examples include, but not limited to: Functional Application Training, Cloud Environment (infrastructure) Training, etc. etc.**

Answer: the City is trained on the Cityworks Application from a functional standpoint, however any new configuration that takes place (ie. consent decree module) would need to have training included. Further, although the City has expertise on cloud hosted environments, the vendor will be expected to document and review with the City, architecture of the hosting environment specific to this application including all associated interfaces and modules.

37. The RFP states *“Upgrade Cityworks to latest version (15.1, 4.1)”*

- a. Can the city provide the a list current versions of Cityworks, OS, Middleware, and any supporting software in place?**

Answer: see previous answer

38. The RFP states *“Support the Cityworks to Oracle Client Interface (may require re-writing interface or updating to hosted environment)”*

- a. Can the city provide the current version of the Oracle Client Interface?**

Answer: 1.1

39. Will the city provide all software licenses? Is it the City’s intention to port or BYOL the licenses to the new cloud environment? If BYOL is the preference, does the city have the rights to port the licenses?

Answer: see previous answer

40. The RFP states *“Vendor selected will be required to host and manage three Cityworks environments including the following servers: CW Application Server, CW Database Server, and CW Test Server”*

- a. The mention of “environments” within the RFP refers to each of the servers within Production, Development and Test environments or does the city intend to stand up one environment consisting of three servers : CW (Application Server, CW Database Server, and CW Test Server?**

Answer: The City will assist in the architecture of the hosted environments. A Production, Test, and Development environment will need to be created, each with its own Application and Database server.

41. The RFP states *“Provide ongoing support of Cityworks environment”*

- a. What level of support is requested? City managed, vendor provided cloud/Infrastructure/application support from the cloud/application provider, Contractor managed cloud/infrastructure/application support, or Full cloud, infrastructure and application level support?**

Answer: see previous answer

42. The RFP states "Provide access to Server as requested by the City"

a. What type of access? Physical or logical? What level of access?

Answer: see previous answer

43. RFP states "Remove any Service Requests from previous integrations with Motorola CSR"

a. Can the city provide any details surrounding the current integrations, functional uses of the Motorola CSR to assess the scope of work?

Answer: see previous answer

44. RFP states "Remove the old Cityworks SR data"

a. Can the city provide any details or examples of this data for the contractor to assess the scope of work?

Answer: see previous answer

45. *Does the city have any specific requirements around compliance for this environment?*

Answer: Not sure I understand the question. There may be some compliance requirements for Consent Decree modules.