Computerized Maintenance Management System (CMMS)
23-01-12-PS

ADDENDUM NO. 1

This addendum is in reply to a list of questions received.

Verify that 60 named user licenses are required. **Yes, based on the number of current projected users and for purposes of future growth.**

Describe the desired integration workflow between NaviLine and the new CMMS. **As listed in Table 3, two-way communication is required. Work orders from H5 must transfer to the CMMS and these work orders must be closed from the CMMS; financial data must also be two-way communication to track the cost of each work order.**

Does the City currently receive email notifications from Utilisphere for Utility Locate requests? **Yes.**

Are you seeking integration for SeeClickFix? **Not at this time.**

Is the City considering another CRM solution? **Not at this time.**

How many environments does the City desire? **There will be two environments, test and production.**

What is the total budget for this project? **To be determined based on RFP responses, and listed capabilities.**

What type of integration is desired between asset management and My Government Online (MGO)? **Receipt of notifications of plan review due dates, issuance of CO, etc.**

Does the 20-page limit apply to attachments and questions under Sections A to D? **Yes.**

Does the 20-page limit apply to cover page and cover letter? **No.**

When is the city planning to begin the project? **First quarter of 2023.**

Can you provide more information about the timeline for the project? **Not at this time. This is dependent upon details provided by the companies responding to this RFP.**

Specifically, we are interested in understanding the anticipated start date and the projected completion date. **First quarter of 2023 for the start date. The completion date will depend upon the complexity of the selected software.**

Are these streetlights available on the ARCGis map as assets? **Not at this time, conversion to a Shape file is anticipated at a later date.**

Currently, how is the City assigning street sweeping and ROW Tree trimming work to the Crew? **Manual work orders not electronically recorded.**

What type of project scheduling capabilities is the City looking for? **Project scheduling is not a critical component of the CMMS, which will be primarily work order and asset management based.**

What type of projects is the City willing to manage using the new CMMS system? **All internal projects not completed by outside contractors.**

How many vendors is the City currently associated with? **4,775 currently on file. All of these are not likely active.**

Number of vendor users who would login to the system. **None at this time.**

What kind of vendor contracts is the city planning to store in the new CMMS system? **None at this time.**

What is the type of work contracted to the vendors? **Standard municipal work is typically contracted, to include concrete, asphalt, large-scale construction, water and sewer lines, water storage tanks, etc.**

How many years of historical data is the City planning to migrate to the new CMMS system? – Current format. **No specific date range is available at this time. Based on the lack of current systems, there will be a limited amount of data migration. A subset of the H5 financial data will be migrated to ensure accurate asset costs.**

How many assets is the City currently managing, and what type of assets are those? **Consumables, parts, hardware, infrastructure, equipment, vehicles, tools, furniture, etc. As noted on page 4 (below Table 2.), there is no established asset hierarchy or asset register.**

Does the NaviLine HTML5 offer API that can be leveraged to integrate with the new CMMS system? **The city has not investigated the availability or cost of APIs from any current software vendor.**

Is the City planning to send work order details to NaviLine HTML5 from the new CMMS system? **Not at this time. Work order flow will be from H5 to CMMS, and back to indicate status and closure. Financial data will necessarily transfer from H5 to the CMMS.**

Do you have a distribution list, which can be read for 811 tickets for work order creation in the CMMS system? **Yes.**

Is there an API available to integrate with the new CMMS system? **The city has not investigated the availability or cost of APIs from any current software vendor.**

Is the City intending to bring the fuel usage history for vehicles into the new CMMS system? **Yes. This data is currently available through the Enterprise Wex software (downloadable from web application to Excel format.**

What are the assets the City is currently managing in Fleet Maintenance Pro? **Vehicles, rolling stock, and various pieces of equipment (anything from string trimmers to excavators).**

Please share the # of assets and other relevant details. **A comprehensive asset list is not available at this time.**

Is this integrated at asset level? **Not available at this time.** Please share more details. **Not at this time.**

Also, is there an API available to leverage with new CMMS platform? **The city has not investigated the availability or cost of APIs from any current software vendor.**

What sort of documents is the City currently managing on this platform? **The City does not currently operate a CMMS system.**

Does MGO offer API that can be leveraged to integrate with the new CMMS system? **The city has not investigated the availability or cost of APIs from any current software vendor.**

Does the vendor need to hold a valid Florida business license? **No.**

In an effort to being environmentally friendly, would the City consider email submissions of the proposal and waive the requirement for a mailed hard copy submission? **No.**

Does the City have projected start and go-live dates for the new system? **First quarter of 2023 – start date; go-live has not been determined at this time.**

Has the Organization seen CMMS demos from vendors in the last 24 months? If so, Who? **Yes, Citiworks.**

Did the Organization write the RFP on their own, or did they use a consultant? A Consultant, **Jacobs Engineering**. If a consultant was involved, will they be involved in the decision-making process? Yes.

Has funding been approved for this project? If so, what is the project budget? **Funding has been approved. Final project budget to be determined based on RFP responses.**

What are the evaluation criteria that will be used for the RFP process? **The primary evaluation will be the performance of the software during the selected demonstration phase of the project. As with everything in government, price will also be a consideration.**

Do you require that the awarded vendor be headquartered in the United States? No.

What is the anticipated project start date and desired go-live date for the solution? **First quarter of 2023; go-live has not been determined at this time.**

Would the City please verify that the vendor's responses to Attachment A, Attachment B, and the Section Questions are excluded from the limit of 20 pages? The page limit guidance in RFP page 2, "Submittal Requirements" conflict with what is listed in RFP page 8, heading #3. **Not excluded.**

Would the City permit vendors to include a cover letter that would be excluded from the 20-page limit? **Yes.**

Why is the City seeking to replace its current Computerized Maintenance Management System? **No system currently exists.**

Will you please provide a breakdown of system users by type as follows: Number of in-house facilities/staff members (excluding technicians and custodians); number of technicians and tradespeople employed by the City (excluding custodians). **No, not at this time. All noted users will require similar functionality.**

How many field technicians will use a mobile app to manage their work orders on devices such as smart phones or tablets? **Approximately 45, as listed on page 2. We are asking for the capability for 60 users to allow for future growth.**

How many mobile users will have an Apple iPad specifically, and the need for additional features and functions such as scheduling work orders to technicians directly on the iPad device? **The decision for a specific brand of mobile device has not been determined at this time. The vendor should be prepared for the potential use of Apple or Android based tablets.**

Do you want your vendors/contractors to be able to log into your CMMS to complete work orders? **That capability is not anticipated at this time.**

Do you want your vendors/contractors to be assigned mobile user licenses to complete work orders? If yes, how many of these vendor/contractor users do you envision? **No.**

Is there a defined budget for this project that you can share? **To be determined, based on the RFP responses.**

As part of the turnkey solution, does the City require facilities data collection services? **This service is not part of the RFP.**

Does the City have any visual guides for current business process workflows? **No.**

Fleet Maintenance Pro does not interact with other systems and prefer to replace with new CMMS. What specific functionalities of Fleet Maintenance Pro are MUST-HAVES in the new CMMS? **Typical fleet maintenance functionality of highly developed CMMS is required. This should include work order and asset management functions and extensive data and cost analysis tools.**

Ability for H5 to translate to the new CMMS so customer work orders from H5 into new CMMS to assign track, and close. Can you elaborate on this requirement?
CMMS must be able to harvest work orders from H5 and indicate status through completion of work orders back to H5. In addition, financial data must flow in both directions to allow for accurate and timely cost analysis of particular jobs or categories of jobs.

Please provide a breakdown of how the 60 users will need access to the system.
The exact breakdown has not yet been determined, however, there will be approximately 15 – 20 with full desktop access; the remainder will have mobile access. Service request users (without work order access) are not currently anticipated but should be available later.

Has the evaluation team seen any demos of CMMS/EAM systems in the last 12-months? **Yes, Citiworks.**

Has a budget been established for this project? If so, who's budget is it (IT, Capital, Water Utilities etc.) and what fiscal year is this budgeted in? **The exact budget is to be determined, based on the RFP responses. It is part of the Public Services capital budget, FY 23 (current year).**

If a budget has not been established does Crestview have a ballpark price in mind for licensing and services? **To be determined, based on the RFP responses.**

Please clarify name and functionality of existing solutions (Fleet, Signage, Materials, etc.) to be replaced by the proposed solution. **The existing functionality is summarized in Table 3 of the RFP. The current functionality is somewhat irrelevant, as those particular software titles listed will be replaced by the CMMS.**

Please clarify purpose of MGO solution along with functionality and interaction desired between existing MGO solution and proposed CMMS solution. **Receipt of notifications of plan review due dates, issuance of CO, etc.**

Please clarify purpose of H5 solution along with functionality and interaction desired between existing H5 solution and proposed CMMS solution. **As listed in Table 3, two-way communication is required. Work orders from H5 must transfer to the CMMS and these work orders must be closed from the CMMS; financial data must also be two-way communication to track the cost of each work order.**

For the integrations listed, you've categorized them as required or desired and whether you think these are bi-directional or one-way. Do you have more detailed requirements (or desires) regarding specific connection points and flows between the systems (especially for Central Square NaviLine HTML5)? **The most critical flow of information is between H5 and the CMMS. In order to provide asset management capabilities, current financial data must be available to the CMMS software. The critical desire is to have accurate costs for each work order completed.**

Would Crestview be willing to extend the RFP deadline by 1-2 weeks considering the requirement for mailing hard copy submissions and the holidays? **No.**

Would Crestview consider an option for electronic submittals only? **No.**

-END OF ADDENDUM-