THE TOWN OF SUMMERVILLE

Request for Proposal
Public Works Asset Management
System

20 March 2017

The Town is seeking proposals for the purchase and setup support for an Asset Management System for the Public Works Department that meet the minimum requirements as listed in this RFP. The Town is looking for a five (5) year service commitment from the selected vendor.

Primary Objectives: The Town of Summerville ("Town") intends to procure software/program and services from a vendor to implement an asset management and inventory control to support the Town's Public Works Department (storm water, streets, facilities, and parks), as well as streamline documentation for all MS4 permitted projects to comply with NPDES requirements of the Town's SMS4 permit.

The Asset Management System shall promote these Town operational objectives:

- Improve levels of customer service
- Improve operational efficiency
- Optimize the life-cycle of assets
- Provide reliable critical business information systems which minimizes service disruptions and loss of revenue

Program Operations Minimums

1. *System*

    The software/Program shall have built in ArcGIS map functionality interface in the office or in the field. It shall allow access to the software/program for 8 staff members with the possibility of increasing in the future as needed. All members shall have access both through desktop web and mobile App (iOS and Android).

    - Storing of all technical documentation or procedures by feature: e.g. photos, manuals, plans, documents, etc.

    - Fully functional Tablet and Smartphone App to streamline input, work order generation and pushing work into the field

    - System must provide multiple levels of access based on set parameters

    - Unlimited cloud based storage for all records

2. *Asset management*

    The proposal shall offer a comprehensive asset management and inventory control software solution that serves, at a minimum, the following Asset Classes that can be implemented with minimal modifications by the Town of Summerville– these are

features that will need to be inspected, maintained and or replaced

- Ability to collect features in the field and update attributes of existing features in GIS

- Stormwater Features

  a) Catch Basins
  b) Network – pipes, ditches and streams.
  c) Drain points – Weirs, check dams, Ponds Vaults etc.
  d) Outfalls – point where the cities MS4 discharges to receiving waters.
  e) Drainage Facilities (these are a container component -a collection of the above features) – Detention Pipes, ponds and vaults. Both public and private

- Street Features

  a) Roads
  b) Signs
  c) Crosswalks
  d) Stop Bars
  e) ADA ramps
  f) Sidewalks
  g) Traffic Control devices

- Facilities – Buildings that the Town maintains
- Parks – Parks, Trees, Docks and Trails that are maintained by the Town
- Encroachment Permits – Keep record of all permitted encroachments (fences, driveways, etc.) into Town maintained right-of-way and drainage easements.
- Option for adding other features in the future

3. *Work Order / Request*

The program shall offer a comprehensive work order management system. The following items are critical components to the Town's needs.

- Storing of all technical documentation or procedures by feature: e.g. photos, manuals, plans, documents etc.
- Online Citizen Service Request Portal
- Work order generation, prioritization, and tracking by equipment, feature, service or facility
- Create work orders/service requests that are linked to one or more assets
- Create work orders/ service requests that are not linked to any asset
- Create work orders/service requests that are linked to a physical address
- Work orders/service requests must provide driving directions to location
- Historical tracking of all work orders generated which become sortable by equipment, date, person responding, facility, type of maintenance, service etc.
- Tracking of scheduled and unscheduled service requests, work orders and maintenance activities.
- Generate recurring maintenance schedules on a daily, weekly, monthly, quarterly or annual basis as necessary
- Have work orders assigned to staff with notification e.g. email with option of reassigning to other staff
- Service requests from public and Town staff
- Scheduling inspections (service request) and work orders
- Ability to tailor forms and customize reports.

4. *MS4*

The program shall have the ability to create a document management system to comply with MS4 requirements, specifically Minimum Control Measures 4 and 5: Construction Site Stormwater Runoff Control and Post-Construction Stormwater Management. The software/program shall allow for the efficient management of construction permits and their associated data, activities and enforcements. Critical components include:

- Ability to track project data and activities from initial submittal through construction and project close-out.
- Set up of regular schedule for inspections/assessments of MS4 Projects and Post-construction controls.
- Set up of regular schedule for inspections/assessments of Public Works Facilities for Pollution Prevention/Good Housekeeping requirements.
- Create inspection forms and reporting
- Create enforcement forms and reporting: e.g. correction orders, notice of violation, stop work orders.

Vendor/Software Requirements

The proposal must provide a comprehensive asset management and inventory control software system. The software must serve all asset classes described in Program Operations Minimums that can be implemented with minimal modifications. The Town of Summerville requires solutions that allow the non-programmer users to configure and develop custom workflow.

1. The Vendor should have recent experience (within the past 6 years) in the successful implementation of a comprehensive Asset Management software system with at least ten other comparably sized U.S. utilities or municipalities with similar assets.
2. The Software must not be so proprietary that it restricts user customization and modifications.
3. The vendor must have the financial resources to support a project of this size within the time frame specified.
4. The proposed software system must comply with four basic requirements:
    - A web-based and fully functional App user interface
    - GIS centric
    - Support real time access for field (remote) workers
    - On-line web-based or phone app to support customer interaction with Town services
5. (See RFP Schedule)

Implementation Plan:

The proposal must include the methodology and products used to provide the requested products and services described in the Program Operations Minimums. The Town has a general ArcGIS database of its public works assets but foresees that further configuration services, including digitization of record drawing information and field surveys, will be needed for the software's optimization. A detailed timeline of the implementation and training plan, including a description of and schedule for database set up and implementation services must be provided. The

implementation plan can be phased if necessary and must address:

- On site installation
- Data conversion and transfer
- Start up and testing
- On-site introduction training

Supplemental Information:
The following must be included in the proposal to demonstrate the characteristics of the software and its user interface:

- Provide examples of screen views for desk top and mobile applications.
- Provide examples of a standard work order and service request (both open and closed/completed).
- Provide examples of standard reports generated by the software.

RFP Schedule and Submission Requirements:

Monday March 20, 2017	Request for Proposals Issued by Town of Summerville
Monday April 3, 2017 by 5:00pm	Questions due to Public Works Director
Monday April 10, 2017 by 5:00pm	Answers to Questions posted on Town's Website
Thursday April 20, 2017 by 4:00pm	Proposals Due / Public Opening – Town Hall Annex
Between May 8 through May 12	Anticipated dates for Presentations by selected offerors
June 2017	Recommendation for Award
July 2017	Negotiation with selected offeror(s)
July 2017	Anticipated Contract start date

The Town reserves the right to change any or all of the dates above.

Any questions on this Request for Proposals must be made via email to the attention of Russ Cornette, Public Works Director, at rcornette@summervillesc.gov. Phone calls will not be accepted.

Three (3) copies of your proposal must be submitted no later than 4:00 p.m. on Thursday April 20, 2017 to Russ Cornette (**must be "sealed" and labeled "Asset Management Proposal"**), Public Works Director, Summerville Town Hall, 200 S. Main Street, Summerville, S.C. 29483. Late proposals will not be accepted. Telephone, fax, electronic, emailed and verbal offers will not be accepted.

All submittals received by deadline will be considered without regard to age, race, creed, color, gender, disability, or national origin. All costs associated with the preparation of the proposal will be the responsibility of the prospective offeror and will not be reimbursed.

Payment: Initial setup and first annual service fee will be made within 30 days of installation and acceptance by the Town. Payment for following annual services will be paid at the beginning of each year.

Proposal Process: The Town will review all proposals and will make a selection based on the following criteria:

1. Meets the needs or requirements as provided in this RFP as determined by the Town
2. References and experience with other government entities
3. Provides the lowest five (5) year total cost.
4. Implementation plan including timeline and training

A proposal not meeting the minimum specifications may be rejected from consideration. The vendor must complete the Proposal section on this document.

The Town holds the right to accept the proposal that is determined to meet the Towns requirements.

Minimum Requirements Check Sheet – Public Works Asset Management System

Please check all that apply and add comments if different that specified.

Category	Meets	Comments
Software access users		
Allows access for 8 users		
Allows access for 16 users		
Allows access for 24 users		
Asset Classes served for Surface/Stormwater		
Catch basins		
Pipes, ditches, stream networks		
Drain points		
Outfalls/discharge points		
Drainage facilities		
Maintenance Records		

Category	Meets	Comments
Asset Classes served for Streets		
Roads physical characteristics		
Street signs		

Crosswalks		
Stop Bars		
Pavement striping		
ADA ramps		
Sidewalks		
Traffic control devices (i.e.: specialty items)		
Maintenance Records		
Asset Classes served for Parks		
Facilities		
Maintenance records		
Trees		
Asset Classes served for Facilities		
Maintenance records		
Building inventory		
Encroachment Permits		
Drainage Easements		
Streets		

Asset Classes served for Vehicles		
Equipment Description		
Service tracking and reminder		
Maintenance records		
MS4 Permit Documentation		
Construction Permit Database		
Inspections		
Enforcements		
Document storing/attached to physical features		
Photos		
Manuals		
Plans		
Documents		

Service Request		
Online citizen service request portal		
Generate work orders		

Tracking progress		
Tracking time, equipment, and material		
Track costs		
Send Reminder		
Schedule inspections and other tasks		
Link to one or more assets		
Not linked to an asset		

Personnel		
Track staffing time to task		
Task scheduling by staff		
Cost reporting		
Report Generation		
Historical reports on tasks		
Historical reports on equipment		
Historical reports on materials		
Historical reports on assets		
Custom report generation		

Interface		
Smart phone data input, all platforms		
Tablet data input, all platforms		
Desktop computer input		
Integration with Esri		
Cloud data storage		
Web-based user interface		
Support		
On-line web-based or phone app to support customer interaction with City services		
User Group in South Carolina		
Scheduled webinars in 2017		
Company sponsored Training Videos		
On-line training		

Vendor/Software		
Software/Interface allows for customization by user		
Vendor/software successful implementation since 2010		

User base of at least 10 public organizations of comparable size		
GIS centric		
Fully Functional App for all mobile platforms		
Real time access for remote (field data input)		
System implemented and functional within 30 days of contract start date		

Town of Summerville

Proposal for Public Works Asset Management System
The following proposal is for the purchase and setup support for an Asset Management System for the Public Works Department that meet the minimum requirements as listed in this RFP as outlined in this proposal document.

1. **System Purchase including setup services and first year** $_____

2. **Annual Service fee years 2 through 5** (for information only, will not be contracted before the second year)

   $_____x 4 years = $_____

   Sales tax (7%) $_____

TOTAL BASE PROPOSAL (Items 1 & 2 + Sales Tax) $_____

3. **Cost of each additional user per year** (above the required 8) $_____

4. **Cost of each additional module (additional departments)** $_____

Company:_____Email: _____

Address:_____City:_____Zip: _____

Signature: _____   Date:_____201_____

Print Name: _____   Phone: _____

A public opening will be held in the Engineering Department conference room at the Town Hall Annex at 4:00 PM on 20th April 2017. All entries submitted after this time will be disqualified.

Proposal must be "sealed" and labeled "Asset Management Proposal"