



City of White House, TN
Request for Proposal # 16-1038PS
Asset Management System Software & Implementation
Closing Date & Time: 1/10/2016 at 2:00 pm CST

Solicitation Schedule	Date
RFP Issued	12/13/2016
Deadline for Questions	1/4/2017
City Answers Posted	11/5/2017
Sealed Proposals Due to the City	1/10/2017
Contract Award	1/19/2017

Questions can be directed to Asst. Director of Public Services, Cindy Wheeler, in writing to cindy.wheeler@cityofwhitehouse.gov, up to 5:00 p.m. 1/4/2017. A written response to all questions will be posted on the City of White House website no later than 5:00 p.m. 1/5/2017. Prospective bidders will be expected to acknowledge receipt of addendum and include the signed addendum in the RFP response.

PROPOSALS MUST BE RECEIVED ON OR BEFORE THE DUE DATE AND TIME AT THIS LOCATION:

**Derek Watson
Purchasing Coordinator
City of White House
105 College Street
White House, TN 37188
615-672-4350
dwatson@cityofwhitehouse.com**

TABLE OF CONTENTS

INTRODUCTION	3
BACKGROUND	4
TECHNICAL SPECIFICATIONS	4
FUNCTIONAL REQUIREMENTS	6
AMS SERVICES.....	8
COST PROPOSAL.....	9
EVALUATION CRITERIA	10
PROPOSAL SUBMISSION.....	11

INTRODUCTION

The City of White House Department of Public Services (“City”) wishes to establish a partnership with a technology firm to assist in innovation within the department.

The City is soliciting competitive proposals from qualified firms (“Proposer”) for an enterprise-wide asset management solution (“AMS”), deployment services, hosting (AMS and GIS database), data migration, and post-deployment support.

The system requirements will be outlined hereafter and the services required will include, but not be limited to, consultation, data conversion, customization, licensing, training, existing system and data integrations, and software maintenance.

There is no expressed or implied obligation for the City of White House to reimburse responding firms for any expenses incurred in preparing proposals in response to this request.

To be considered, seven (7) copies of the proposal must be received by Mr. Derek Watson, Purchasing Coordinator at 105 College Street, White House, TN 37188 **by 2:00 PM CST on January 10th, 2017.**

The City of White House reserves the right to reject any or all proposals submitted.

Proposals submitted will be evaluated by a Selection Committee consisting of the City Administrator, Human Resource Director, Purchasing Specialist, Public Services Director, Assistant Public Services Director, Wastewater Superintendent, and the City’s IT Consultant.

During the evaluation process, the City reserves the right to request additional information or clarifications from proposers or to allow corrections of errors or omissions. **Firms may be requested to make oral presentations to the Selection Committee as part of the final evaluation process.**

The City of White House reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the firm of the conditions contained in this Request for Proposals, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the City of White House and the selected firm.

It is anticipated the selection of a firm will be completed by January 19th, 2017. Following the notification of the selected firm, it is expected a contract will be executed between both parties following the January 19th, 2017 meeting of the City of White House Board of Mayor and Aldermen, and the firm start its services once the contract is executed.

A (1) one-year contract is contemplated with a renewal for up to (3) years, subject to the annual review and recommendation of the Selection Committee, the satisfactory

negotiation of terms and the concurrence of the Board of Mayor and Aldermen of the City of White House.

BACKGROUND

The City of White House is located 22 miles northeast of Nashville, TN. The City encompasses an area of just over eleven (11) square miles with an estimated population of 12,000 and an expected buildout of approximately 35,000 residents over the next ten (10) years. The City's Public Works Department is a full-service municipal corporation that provides the following services to City residents and businesses:

- Wastewater management, including collection and treatment of all residential, commercial, and industrial wastewater in the city and repair of the associated systems.
- Stormwater management, including construction and maintenance of public stormwater facilities, tracking illicit discharges, and public education.
- Roadway and traffic signal maintenance, including pothole repair, sidewalk repair, traffic light repair and maintenance, and right-of-way trash clean up.
- Sanitation services which include recyclables collection, and yard/brush pick up.

TECHNICAL SPECIFICATIONS

The successful Proposer will provide the City with a fully functional and fully integrated AMS. The implemented software solution must enable City users to access applicable business process data related to their roles and management level. The City will maintain ownership of the database(s) implemented during this project.

The City of White House currently utilizes a consultant to host its GIS data. The current hosted environment is utilizing Amazon Web Services (AWS) with ArcGIS Server v10.3.1 and Microsoft SQL Server Standard Edition 2008 R2 which supports editing and data replication. City workstations run the ArcGIS 10.3 Desktop Suite and utilize a Windows 7, 64-bit operating system. City GIS staff edit data stored in the hosted web services directly using local workstations. The hosted services are accessed by users in the field via mobile devices (cell phones, tablets and laptops) running a variety of operating systems such as Windows 10, Apple's iOS, and Google's Android.

The City uses the cloud based, non GIS integrating, software, "Spatialink", from "Geo-Jobe Consulting" for work order management. This product includes a web interface to monitor work orders and a mobile web component for the addition of new work orders. The City plans to surpass the functionality of this product with this new Asset Management System (AMS) implementation with no loss in functionality. The City also uses the "Utility Billing" system from the "Local Government Corporation" to handle its utility billing functions. The new AMS implementation will need to interface with the utility billing software directly and be able to, at a minimum, extract information through query from the system for use in daily activities such as work order generation and reporting.

The City is interested in exploring the possibility of evaluating different hosting (vendor and/or third party) and software solutions as part of this RFP prior to software selection

and implementation. Proposers may be required to provide a demonstration to the City. Proposers will be provided with advance notice of all presentations and product demonstrations. The selected AMS must meet the functional requirements outlined below.

Under the direction and guidance of the City, the successful Proposer will provide services and desired deliverables of the selected AMS software application as outlined below. The successful Proposer will furnish all hosted software licenses (AMS, RDBMS, ArcServer, etc.), labor, materials, data conversion, data mapping, training, equipment, supervision necessary before and during implementation of the software, and configuration of proposed system in accordance with City's intended workflows. The successful Proposer will also supply training, troubleshooting, and support services after full implementation for one (1) year.

FUNCTIONAL REQUIREMENTS

The AMS solution must provide the following functionality:

Note: Status is A (Available), N (Not Available), C (Customize)

Description	Status	Responses / Comments
Edit spatial and non-spatial data.		
Accessible in a mobile workspace via a web interface and provide appropriate form factors for viewing on tablets, laptops, phones or other hand held devices for field access/use.		
Ingest existing (historical) Work Order data from the depreciated Spatialink geodatabase and associate those records to specific GIS features/assets.		
Allow users to manage material inventory and issue materials on specific work orders.		
Integrate data from the "Utility Billing" system (Local Government Corporation) into the AMS and/or GIS.		
Report discrepancies in GIS data from field investigations and generate work orders for a GIS update.		
Perform routine and follow up inspections.		
Create automated PM schedules and track/report on preventive maintenance (PM) work activities.		
Generate, track, update and report requests for service by customers or City personnel.		
Generate, track, update and report upon work orders initiated by service requests reported from customers or City personnel.		
Alert appropriate users about work activity closure, service requests updates, and low material stock.		
Track, update and report work costs associated with, but not limited to, equipment, labor, materials, etc.		
Track, update, report and audit inventory items within a physical warehouse inventory.		

Description	Status	Responses / Comments
Schedule work and adjust schedules on the fly.		
Associate photos and portable document files (pdf's) to specific work activities and assets.		
Easily report on work performed for any given period of time.		
Associate work orders with all horizontal wastewater network features.		
Associate work orders with all horizontal stormwater network features.		
Associate work orders with all vertical assets in a wastewater treatment plant.		
Associate multiple assets to a single work order.		
Provide summary reports for work activities or assets on an ad-hoc or routine (daily, weekly, monthly, yearly) basis.		
Generate custom reports and store those custom reports as a template.		
Perform custom searches/queries using asset, work activity and inventory data.		
Administer users and groups along with their respective rights and privileges.		
Configure the site through tools provided by the solution (<i>i.e.</i> no custom coding).		
Full integration with ESRI products.		
System security and working with customer billing information.		
The City requires ownership of all data along with the right to access data. Please describe any accessibility limitations.		
Back-up and recovery model(s).		

AMS SERVICES

Project Management

The Proposer must identify a project manager and other key individuals in the Proposer's organization who will be interfacing with the City project team during this project (including an organizational chart). The Proposer will include resumes of all identified key project personnel with this proposal. When reviewing the resumes, the City will determine if the Proposer's personnel has, in the City's opinion, the relevant subject matter and industry experience to manage and complete the project. If prior to the start or during the project, the Proposer's personnel included in the proposal are no longer available to the project, the City reserves the right to interview and accept/reject the Proposer's new candidates.

Project Implementation Schedule

The Proposer must provide a project implementation schedule including milestones, meetings, responsibility, tasks (at a minimum to include: requirements gathering, software selection, software installation, data conversion, training, testing), and duration of tasks in person days. The Proposer must provide a narrative of each task as it relates to the project. The Proposer must include any and all tasks the Proposer expects the City to perform. A final project implementation plan will be mutually agreed upon between the successful Proposer and the City prior to work commencing.

Product Delivery and Installation

The Proposer will assume responsibility for installation of all software product(s) that the Proposer includes as part of the proposed solution. The Proposer will meet with a representative of the City's Project and/or IT group prior to installation of the software products to ensure that the deployed application meets the Proposer's written minimum application requirements included in the proposal. The Proposer is responsible for all costs associated with shipment or transfer of the selected software application to the location of installation. The Proposer must ensure that all Product(s) are properly packaged for shipment. The Proposer shall include all costs associated with the installation of the Proposer's Product(s) in the cost estimate.

Acceptance Testing

The Proposer will certify in writing to the City when the software and data is installed and ready for testing.

Unless the City sends the Proposer written notification within 90 days of installation of the software Product(s) that the Product(s) and data do not operate in accordance with the functionality documented in the proposal and demonstrated at the Product(s) presentation by the Proposer, shall be deemed to be accepted.

If the City determines that the Product(s) do not perform in accordance with the criteria as set, the City will notify the Proposer in writing of the specific discrepancies. If these discrepancies are not resolved in 45 days to the City's satisfaction, the City has the option of terminating the Contract, returning the Product(s), and receiving a total refund for all monies spent with the Proposer.

Data Migration

The Proposer will be responsible for migration of the data from the **Spatialink** application into the new AMS dependent database design. Cost for data migration, if any, must be specifically listed within the final agreement. The City reserves the right to have portions of the data converted by the Proposer to make the software functional and import/migrate the remainder at a later time using City staff, hiring the original Proposer under a separate contract, or by other means.

Training

Training is a critical element to the system's citywide adoption and overall long-term success. To ensure the City that the Proposer understands the importance of user training, the Proposer must provide a training plan for all the Product(s) proposed.

Training will be done in a City training facility with an unlimited number of people attending each training session. Proposer will provide two rounds of training - one initially and one refresher training six to 12 months after completion of initial training, as scheduled by the City. The Proposer will provide direct user training, not train-the-trainer courses. Levels of training required will include:

- Routine User: Field users who will have the ability to complete a work order.
- Heavy User: Staff who will create work orders, schedule work orders, create PMs, maintain the parts, create reports and generally will have the ability to use the whole system based on their security clearance.
- Management: Staff with the ability to view the system components directly affecting their department.
- System Administrator: Staff will have full system access and be responsible for the daily operation of the AMS. They will have special tasks such as setting the staff security levels and in some cases entering new information into the user defined drop down windows.

Support

The Proposer will offer AMS support services to the City for a flat yearly fee. This fee needs to include at least 8 hours of on-call support per month by AMS Proposer and ArcGIS trained professionals. Same day initial responses to inquiries must be provided and coordination with the City should occur via the Proposer.

COST PROPOSAL

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

City will evaluate costs over a 5-year period which includes initial implementation, maintenance, hosting, and inclusive of all required elements for that period. With the exception of basic networking and per-user hardware (desktop computers, tablets, mobile), elements for deploying the proposed solution are to be described in this proposal along with the associated costs. 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.

Costs should be included as a separate PDF included in deliverables. Format shall be a grid listing each item with its cost for each of the 12-month periods indicated. Example:

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

At minimum, the cost grid should provide individual line items for:

- Project Management
- Data Migration
- Training
- Implementation
- Configuration
- Hosting – Include hosting costs for three (3) year period and whether this includes escalation.
- Licensing – Explain licensing structure (cost for “standard” license package and cost per user).
- Technical Support – Flat yearly fee for technical support.
- Software Updates

EVALUATION CRITERIA

Technical Experience (25 Points)

The experience of the Proposer in preparation of projects of similar scope and size will be considered. Emphasis will be placed on firms that have extensive experience in design and implementation of AMS solutions and products, along with demonstrated successful development and implementation.

Personnel (25 Points)

Provide a project organization chart describing all key personnel. Describe any special skills or experience key personnel might contribute to the successful completion of this particular project. Provide brief resume information of all key individuals and managerial staff.

References (25 Points)

Three (3) references should be provided which demonstrate the required skills and resources to accomplish the types of services listed above. The references should clearly represent a previous history of successful AMS implementations. The referenced projects should be limited to projects completed during the past five (5) years and include budget information demonstrating the capability to adhere to a pre-defined budget and schedule. Please verify contact information and include contact name, complete address, telephone number, and email address for each reference.

Cost Estimate (25 Points)

Submit a cost estimate (described above) listing licensing and professional fees charged to provide services typically required in projects with similar scope.

PROPOSAL SUBMISSION

The following material must be received by 2:00 PM on January 10, 2017, for a proposing firm to be considered:

A master copy (so marked) of the proposal and 6 copies to include the following:

Title Page – Title page showing the request for proposals subject; the firm's name; the name, address and telephone number of the contact person; and the date of the proposal.

Table of Contents

Transmittal Letter – A signed letter of transmittal briefly stating the proposer's understanding of the work to be done and a statement why the firm believes itself to be best qualified to perform the engagement. Also, a statement that the proposal is a firm and irrevocable offer for 90 days.

Detailed Proposal – The detailed proposal based upon evaluation criteria list above with the required forms filled out following this page.

Proposers should send the completed proposals to the following address:

**Mr. Derek Watson, Purchasing Specialist
105 College Street
White House, TN 37188**

CITY OF WHITE HOUSE NONDISCRIMINATION POLICY

It is the policy of the City of White House not to discriminate on the basis of race, color, national origin, age, sex, or disability in its hiring and employment practices, or in admission to, access to, or operation of its programs, services, and activities. In addition, the City of White House does not discriminate based on race, color, or national origin in federal or state sponsored programs, pursuant to Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d). With regard to all aspects of this contract, the contractor certifies and warrants it will comply with this policy.

COMPANY NAME

DATE

REPRESENTATIVE

TITLE

**CITY OF WHITE HOUSE
105 COLLEGE STREET
WHITE HOUSE, TN 37188
615.672.4350
615.672.2939 FAX**

STATE OF TENNESSEE/CITY OF WHITE HOUSE
COUNTY OF SUMNER/ROBERTSON

DRUG-FREE WORKPLACE AFFIDAVIT OF PRIME BIDDER

NOW COMES AFFIANT, who being duly sworn, deposes and says:

1. He/She is the principal officer for;

Company Name

Address

2. That the proposing entity has submitted a Proposal to the City of White House for;

Project

3. That the proposing entity employs no less than five (5) employees;
4. That Affiant certifies that the Proposing entity has in effect, at the time of submission of its Proposal to perform the construction referred to above, a drug-free workplace program that complies with 50-9-113, Tennessee Code Annotated.
5. That this affidavit is made on personal knowledge.

Further Affiant saith not.

Affiant

SUBSCRIBED AND SWORN TO before me this _____ day of _____.

Notary Public

My commission expires:_____

**STATE OF TENNESSEE
IRAN DIVESTMENT ACT AGREEMENT**

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to Tennessee Code Annotated § 12-12-106.

Tenn. Code Ann. § 12-12-106 requires the chief procurement officer to publish, using credible information freely available to the public, a list of persons it determines engage in investment activities in Iran, as described in § 12-12-105.

While inclusion on this list would make a person ineligible to contract with the state of Tennessee, if a person ceases its engagement in investment activities in Iran, it may be removed from the list.

If you feel as though you have been erroneously included on this list please contact the Central Procurement Office at CPO.Website@tn.gov.

COMPANY NAME

DATE

REPRESENTATIVE

TITLE