Addendum 2

Village of Addison

Work Orders EAM Software RFP #17-05-05

QUESTION 1: Describe the anticipated number of users in the EAM system.

    RESPONSE: It is estimated that there will be 5 powers users and 15 other users.

QUESTION 2: Describe the 2017/2018 budget allocation for this project.

    RESPONSE: Not available.

QUESTION 3: In the Overview (page 1), the RFP provides that "the Village is not looking to customize the software, however Addison is interested in a solution that is highly configurable. On page 6 in the bulleted list the RFP provides that "The solution will be flexible to customize the programs..." Please describe the Village's definition of "customize" vs "configure"

    RESPONSE: The statement from page 6 in the bulleted list would be better stated as: The solution will be flexible to _configure_ the programs.

    Configure means that the system's existing capabilities and functionality have the flexibility in <u>how it can be set up</u> (or modify options) to meet the Village's specific needs.

    Customization means that the software code would be altered to meet specific functionality that is unavailable.

QUESTION 4: What asset types are currently in GIS?

    RESPONSE: Some of the assets included in the GIS are: street segments, sewer segments, hydrants, trees.

QUESTION 5: What asset types will be maintained in the EAM system?

    RESPONSE: Some of the assets that will be maintained by the EAM system include: street segments, sewer segments, hydrants, trees.

QUESTION 6: ERP for utility billing integration: Is the RFP simply asking if the vendor has the ability to integrate, or to include pricing to integrate? If pricing is requested, please provide further details surrounding the environment of the anticipated utility billing vendor?

> **RESPONSE**: The RFP is looking for full integrations that have been completed in the past by the proposed vendors. Please note that an "import" is not considered an "integration". The Village is specifically looking for any limitations you can see with your ability to integrate with known ERP vendors at this time. The Village is not looking for specific pricing, however, any estimated or "ball park" pricing is appreciated for budgetary purposes

QUESTION 7: Describe the Village's past experience with implementing similar systems.

> **RESPONSE**: The Village does not have past experience with similar implementations. However, the village expects to retain an experienced third party project manager to oversee the implementation.