

RFP #16-02-16

Enterprise Asset Management / Work Order Needs Assessment Study

03/11/2016

Question	Answer
Can you provide elaboration on what is encompassed by "assets" for the purposes of this project. Does it focus on City-maintained infrastructure assets (e.g., roads and transportation-related infrastructure, utility facilities, City buildings) or does it include other types of assets and work management environments (City vehicle fleet, interior building equipment and maintenance, etc.)	Assets, in regards to this project, will include all those listed in the RFP (section 1.3 – table 1.1b).
In addition to asset-related work management, are there other key functional requirements and business areas that you would like a new system to support (e.g., support for long-term infrastructure, analysis and prioritization of capital projects, land/infrastructure plan and permit tracking, inspection and asset condition assessment, dispatch of maintenance crews and AVL)?	Yes. The processes incorporated need to address all facets of the asset management lifecycle.
Which City Departments and Divisions do you anticipate being part of this project? Note: Any information you can provide about City Department participation will help us plan timing and resources needed for information gathering and review.	<p>Primary Stakeholders -</p> <p>Public Works (Electric Utility – Engineering - Environmental Services – Public Services), Finance (Accounting/Finance – Purchasing/Inventory – Utility Billing), Community Development (Building and Code Enforcement – Development Engineering),</p> <p>Secondary Stakeholders –</p> <p>Police, Fire, Human Resources, Information Systems (Applications Support – Geographic Information Systems – Records Management)</p>
As part of the needs assessment and conceptual design work, do you see the need for an evaluation of business process workflow associated with asset/work management?	Detailed business process workflow reengineering is not required for this project. However, an identification and definition of the business processes for each aspect of the asset management lifecycle will be required.
Does the City have documentation from any recent inventories, assessments, or plans that would provide useful information for this project (e.g., descriptions of business processes, description of staff roles, past needs assessment and plans)?	Documentation from a needs assessment conducted in 2008 for an ERP system also contains work order / enterprise asset management information. Additional information beyond this study also exists. All this will be provided to the consultant selected for this project.
Price Proposal (RFP 2.12): Can you provide a little more information on the format of the Price Proposal? Do you want to see a total fixed price as well as hours and rates for the entire project or do you want to see a breakdown by task or deliverable. Should planned direct costs be itemized separate from labor?	Please provide a breakdown by task, including the type of resource utilized, number of hours, and rates. Tasks should be rolled up into milestones. Milestones should be rolled up into the overall project cost. Also include any travel and expenses.
Major Applications (RFP 3.1): Is there any in-house system (including spreadsheets or other tools) used for work order or asset management activities?	The City utilizes a number of separate systems (including spreadsheets) to manage work order and asset management activities. Commercial off the shelf systems include CFA, NetFacilities, TreeKeeper, City Sourced, Maintain It Pro, Pave Pro, IT Pipes, etc... The City also utilizes its ERP, GIS, and SharePoint to manage some aspects of work order or asset management activities.
Major Applications (RFP 3.1): Can you provide a little more background information on the City's GIS. Is there a centralized management of the GIS. What are the main users and applications? Can you provide an overview of the GIS database architecture (ArcSDE geodatabase?)	St. Charles GIS is centralized in the IS Department and serves all areas of the City. Primary users include Community Development, Public Works, and Public Safety. Applications include Latitude Geographics GeoCortex, SharePoint 2010, and ArcGIS Explorer and Collector for iOS. The GIS database is an ArcSDE geodatabase.

and the data content.	Content includes; Aerials, Base layers (addresses, building footprints, roads, etc...), Land layers (parcels, easements, subdivisions, etc...), and Utilities (Electric, Communication, Public Services, Stormwater, Sanitary Sewer, and Water)
Does the City have any existing device type or operating system standards for mobile applications? Does the City have any existing. Significant use of field-based, mobile applications?	The City uses Apple iPads, Microsoft Surface, and HP Elitebook laptops for field-based employees. Some asset management is performed through these devices into GIS.
Has the City established a budget for this needs assessment/design/planning project and, if so, can you share the budget projection?	\$65,000
Does the City give preference, in its proposal scoring and selection for firms with an office in St. Charles or in the state?	No
RFP Page #6, Section 1.3 About This Project: What does the Public Works Department currently use for work orders and asset management? Does the City of St. Charles manage all their utilities or does the City use outside maintenance vendors?	The City utilizes a number of separate systems (including spreadsheets) to manage work order and asset management activities. Commercial off the shelf systems include CFA, NetFacilities, TreeKeeper, City Sourced, Maintain It Pro, Pave Pro, IT Pipes, etc... The City also utilizes its ERP, GIS, and SharePoint to manage some aspects of work order or asset management activities. The City manages all their utilities but will utilize outside vendors as needed.
RFP Page #18, Section 2.11 Sample Documents: The requirements asks for sample consulting services agreement and sample deliverables included in the proposal response. We typically utilize the public agency's agreements that include their specific terms, not our own and these are deemed confidential. Sample deliverables such as reports are also considered confidential. May we include our explanation of confidentiality in our proposal section 6.0 "Exceptions to the RFP" or would you consider the response non-responsive if we cannot provide the sample documents?	If you are unable to provide the any sample documents, please specify this in Section 6 – Exceptions to the RFP. We will not consider your response 'non-responsive' if this is not provided, however, please note that the content of the sample deliverables will be evaluated as part of the proposal review process Note also that the "sample" deliverables requested for the proposal response can be redacted or anonymized versions of the original.
RFP Page 31, Attachment 3: Company Background: Under Proposer Experience, respondents are asked to provide "# of public sector clients," and "# of public sector clients in Illinois." Do you want the total quantities since the company has been in existence (22 years)?	Yes.
Also on the RFP Page 31, Attachment 3: Company Background: Under Proposer Experience, "Projects: Discuss which systems you've recommend in the past, why, and the frequency of each." Do you mean the TYPES of systems, or the software names? Do you mean what we have recommended that is/are similar to the information you have included in this RFP or our specific recommendations to all our clients for any and all types of systems during our entire company's existence?	Please include the software names and type of software for projects that are similar to the information included in this RFP.
Citation: On page 4, in section1.2 Project Objectives, point #2, mention is made of "Reduction and/or elimination of existing stand-alone asset and maintenance management systems."	Where possible, the City would like to reduce the number of existing stand-alone asset and maintenance management systems currently in use.
Citation: On page 18, in section 3.1 Major Systems, a list of current systems is provided. However, I see no mention of an asset of maintenance management system.	The City utilizes a number of separate systems (including spreadsheets) to manage work order and asset management activities. Commercial off the shelf systems include CFA,

	NetFacilities, TreeKeeper, City Sourced, Maintain It Pro, Pave Pro, IT Pipes, etc... The City also utilizes its ERP, GIS, and SharePoint to manage some aspects of work order or asset management activities.
N/A - Is there a budgetary amount that the City has in mind for this project?	\$65,000
N/A - Will the City have a full-time / dedicated project manager as part of this project?	The City will designate a Project Manager for this project.
Page 18, Section 2.12.3 - This section makes reference to a 'cost template' that must be completed and appears to be in MS Excel format. We do not see any sample or template for the cost. Can the City provide the template or give instruction on how the cost template should be structured and in what format?	No specific cost template will be provided. Please provide a breakdown by task, including the type of resource utilized, number of hours, and rates. Tasks should be rolled up into milestones. Milestones should be rolled up into the overall project cost. Also include any travel and expenses.
Page 14, Section 2.1.4 - This section states that a 'submittal letter' must be included with the hard copies. Can the City also explain the requirements for this submittal letter which appears to be different than the signature that our firm would normally have at the end of the Executive Summary?	Signature on the Executive Summary (proposal Section 1.0) fulfills the requirements of section 2.1.1. No separate submittal letter is required.
Page 14, Section 2.1.4 - This section states that a 'submittal letter' must be included with the hard copies only. Will the City except this letter as part of the electronic copies and as part of the entire package? If not, please explain the specific requirement as it pertains to the hard copies vs. the electronic copies.	The City requests a hard copy with a physical signature.
Page 15, Section 2.3 & 2.4 - Both of these sections reference a 'Letter of Transmittal'. Can the City explain if it has any requirement for this letter? Also, is that the same as the 'submittal letter' described in Section 2.1.4?	Signature of the Executive Summary qualifies as Submittal Letter / Letter of Transmittal.
Page 14, Section 2.1.4 & Page 29, Attachment 1 - Section 2.1.4 states 2 hard copies and 2 electronic copies of the proposal. Attachment 1 states that (1) Signed Master copy and (2) hard copies are required. Can the City please clarify that requirement?	Please provide two hard copies of your proposal with one being signed and identified as being the Master Copy.
Page 14, Section 2.1.4 & Page 29 Attachment 1 - This section states that two electronic copies of the proposal must be included. Can you explain if the City would accept two separate USB Flash drives instead of CDs to fulfill this requirement?	Two separate CDs, or two separate USB flash drives, satisfy this requirement.
Page 11, Section 1.13 - On the Notification of Intent to Propose requirement, is there a form the City wishes the proposer to use?	An email to the project manager (mdrake@stcharlesil.gov) is sufficient.
Page 7, Section 1.4, Table 1.2b - Is it requested by the City that the optional scope is addressed in anyway through narrative, staffing or price? If so, could the City please provide direction on how they would want that to be presented in the proposal and cost template?	If you choose to address the optional items listed in Project Scope (optional), they should be addressed through narrative, staffing, and price, similar to the items listed in the required scope of this project.