

## City of Foster City RFP – CMMS/EAM Software System including Deployment Services - Addendum #1 – 4/26/2022

1. What data does city need from "Call before you dig" 811 service utility markout requests?  
**The City receives many USA callouts to mark our underground infrastructure. Currently these are received via email. We would like to be abet to track these callouts in the CMMS. Please describe any methods you could use to integrate with or ingest the USA emails.**
  
2. What vendors has the city seen?  
**We haven't seen any vendors recently. 2+ years ago, we saw demos of Cartegraph and Lucity.**
  
3. Can we see the City's evaluation matrix? How will proposals be scored?  
**The City prefers to wait to share internal decision making documents until after the award of the contract, so please ask for this again after the anticipated award date of 6/20/22.**
  
4. Does the City intend to migrate only history for the 2-3 modules that you're initially looking to deploy?  
**Yes, we would anticipate migrating history only for the 3 modules we would initially deploy. Migration of data for other modules would take place when we deploy those modules.**
  
5. For that migrated data, how many work order records? Will this include transactional data on work orders or just total costs/hours?  
**Our home-brewed Facilities Maintenance application has ~15,000 records and tracks things such as Request Type, Location, Department, Common Tasks, Contractors, In Stock Parts, Scheduled Maintenance, Staff, Staff Hourly Rates, and Vendors.**  
  
**Our home-brewed Water System Maintenance application has ~30,000 records and track things such as Request Type, Location, Parts, Vehicles, Staff, and Staff Hourly Rates.**
  
6. How many asset records? What format is the asset record data?  
**Assets are stored in SQL server, in LGIM (or extended) ArcGIS complaint tables. I don't offhand have an estimate of the number of assets.**
  
7. Can you provide samples of data from each system?  
**Access to data and data samples will be provided to the selected vendor.**
  
8. Regarding 4.3, which integrations are required? What level of integration, for example, send/receive?  
**At a high level, we would be looking for:**

	Read	Write	Level of integration
SeeClickFix	X	X	Create work orders from SCF tickets, and update SCF ticket when work order is updated/completed.
CentralSquare Naviline (Utility Billing)	X		Read meter data, billing information, and consumption data

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ESRI ArcGIS	X	X	Read asset information from ESRI, view work performed on an asset in ESRI
Sensus Analytics	X		Read meter information, hourly consumption, leak alerts
WonderWare SCADA	X		Read lift station status and history, read lagoon pump status and history

9. Is the City seeking a multi-year contract or three 1-year renewals?  
**We are seeking pricing for both 1 year and 3 year terms. If we choose 3 year, we would expect it to be annually billed (not all upfront).**
10. Is it required to submit responses to section 2? We didn't see that in the submittal requirements.  
**Yes, it is expected that vendors respond to each requirement in Section 2. Sorry, that was not included in the submittal requirements.**
11. Please provide implemented versions for Naviline, Sensus Analytics, Wonderware SCADA, and SeeClickFix?  
**I have a version number for Naviline: 9.1.21.2. I don't have the Wonderware version handy, and Sensus Analytics and SeeClickFix are cloud-based, so the upgrades are managed by each vendor.**
12. Does the City have or will you have the required API for each system (if available) along with the SeeClickFix API mentioned? (eg: Naviline Fusion API)  
**We do not have the APIs for any of the systems. We do understand that it would be the City's responsibility to provide those if they are needed.**
13. For Wonderware SCADA, have you implemented the Historian database?  
**We do have a Historian database deployed in Wonderware.**
14. Are you planning to generate work orders based on SCADA alerts?  
**We are not looking to generate work orders based on SCADA alerts.**
15. Do you plan to trigger actions in SCADA based upon work order creation or completion?  
**No, we are not looking to trigger actions in SCADA based on work order activity.**
16. Naviline Release 21.3 enables the posting of meter readings. Has this been implemented?  
**We are at 9.1.21.2, so no, that has not been implemented. We will likely be upgrading to the newest Naviline in late summer, so it will likely be at 21.3 or higher during the implementation period of the CMMS.**

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17. What is the desired workflow for Sensus Analytics to/from your CMMS?  
**Sensus maintains hourly meter readings for our water meters. In addition, it can trigger potential leak alerts based on constant usage. We would like to pull in those alerts to the CMMS, and possibly see usage in the CMMS.**
18. Have you purchased Naviline Fusion to enable integrations to Naviline?  
**See question 12.**
19. Were you anticipating posting work order costs (labour, materials, equipment use) to your general ledger? Note that Naviline does not have access to the general ledger through the Naviline Fusion API to enable work order costs to be posted to Naviline.  
**No, we do not anticipate posting costs to the general ledger. Costs would only be used for reporting within the CMMS.**
20. Where is inventory managed? In the new CMMS or in Naviline?  
**Ideally, meter inventory would be maintained in Naviline, but all other assets would be maintained in CMMS. Alternatively, we could also do a one-time import of meters from Naviline, and then update both CMMS and Naviline when a meter is replaced.**
21. If the inventory is managed in the new CMMS, do you want to post requisitions for inventory items to Naviline from the new CMMS?  
**No, we would not want requisitions to automatically be posted.**
22. Do updates to asset attributes/properties need to be available in the GIS for reporting/visualization outside of the CMMS?  
**Yes, ideally, we would like to be able to use our ESRI layers in the CMMS, and also to have CMMS data available in ESRI.**
23. If possible could you estimate or identify the number of users per Environment/Module.  
**For the 3 modules we are looking to start with, the user count would be: Facilities: 5 users, Parks: 15 users, and Water: 20 users.**
24. With the short turnaround between questions being answered and responses being due, would the City consider extending the submission deadline?  
**Possibly. If we do decide to extend the deadline, it will be released in an Addendum.**
25. Is there a desired “Go-Live” date?  
**No, the project start date and go-live are still TBD.**
26. How many assets (vertical and Linear) are managed in the current system?  
**I don’t have an estimate easily available for this.**
27. How many asset types are included/ or will be included in the current/new system?  
**I don’t have an estimate easily available for this.**
28. What is the size of the total portfolio to be managed in terms of Facilities, Miles of Road, Stormwater systems, Number of Buildings, floors, Sq. Ft. of space...etc.?  
**I don’t have an estimate easily available for this.**

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29. Are there existing workflows that define business processes related to the maintenance of various asset types?

**Yes, we do have work tracking systems for some of the modules. See question 5 for more detail on Facilities and Water. There is no existing workflow for Parks.**

30. Does the City maintain AS-Built drawings for the vertical assets?

**We do have as-built drawings, but they are not well organized currently.**

31. Are the drawings Updated and Current in the DWG Format?

**No, most are on paper and scanned to pdf.**

32. Are the current AutoCAD / DWG drawings layers standardized and consistent throughout the drawings to show space and asset locations?

**No, we do not have DWG files for most of our assets.**

33. Is there any requirement to use and maintain these drawings as a part of the Work Order?

**No, this is not part of the scope of work for this project.**

34. Are the integrations bi-directional?

**See Question 8.**

35. Are there existing workflows that define business processes related to the maintenance of various asset types?

**See Question 29.**

36. Does the City Plan to Implement New or existing workflows?

**As stated in the RFP:**

The existing maintenance tracking forms/fields in this old system can be used as a starting point for the work tracking forms/fields to be developed in the new CMMS. A partial list of some of the solutions still maintained in Coldfusion include:

- Vehicle Maintenance
- Building Maintenance Work Request/Work Tracking
- Water Infrastructure Work Tracking
- Wastewater Infrastructure Work Tracking
- Streets/Lagoon Work Tracking

**Existing workflows (where available) would be used as a starting point for the CMMS. Some modifications will likely be made. Also, Parks Maintenance has no tracking system currently, so their workflow will be all new.**

37. Does the City have an existing library of PM procedures to be loaded into the system? Are they available for all asset classes?

**We have PM listings for our current Facilities/Building Maintenance application, as well as Hydrant Flushing. No other PMs are defined in our existing workflows, although the departments may have PM procedures defined outside of our current home-brewed applications.**

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38. What is the expected user base for this system? Can you define the user base in terms of access requirements? System Administrators? Expected number of Primary users with access to the entire portfolio of information? Number of users with limited access to specific sites? Number of Technicians and Field staff? Number of restricted users who can simply submit and track work requests?

**System Administrators: 5**

**Expected number of Primary users with access to the entire portfolio of information: 4**

**Number of users with limited access to specific sites: I'm thinking lead workers? That would be 5.**

**Number of Technicians and Field staff: See question 23. Total of 40.**

**Number of restricted users who can simply submit and track work requests? Not sure. Maybe 30?**

39. Was a consultant involved in writing this RFP?

**No, this RFP was developed in-house.**

40. Has Foster City seen demos from any CMMS vendors in the past 12 months?

**See question 2.**

41. Can you confirm that this RFP is for the following departments? Fleet, Facility, Water Distribution, Wastewater, Parks, and Streets.

**The SOW for this RFP is only Facilities, Water, and Parks. The others will come onto the CMMS, but not in the initial rollout.**

42. Can you confirm the number of users?

**See questions 23 and 38.**

43. Please provide the number of each user types:

- Project Managers
- Resource Managers
- Other Managers
- City Engineers
- Team Resources working on projects that are not members of above user types.
- Vendors
- Consultants/Other

**See questions 23 and 38. Each vendor is going to license users differently, so let's try to use the numbers already provided and give us per unit pricing if none of the user counts already provided apply to your licensing.**