



ADDENDUM #1

RFI NUMBER: 2015001-PW-I

Computerized Asset Management Software RFI (Request for Information)

DATE: July 21, 2014

TO: All Potential Responders

City of Harrisonburg's Computerized Asset Management Software RFI, is modified as follows:

Question 1. What automated solution(s) has the City implemented before in other departments? Please briefly describe the experience. Did the project(s) implement on-time and on-budget?

Answer 1. The City reminds responders that this is a Request for Information, not a Request for Proposals. The purpose of this RFI is to collect written information about the capabilities of various computerized asset management systems (CAMS).

This question is not relevant to the RFI.

Question 2. To provide an accurate price estimate, please identify the number of distinct named back office users the City requires for the new system (please identify number of named users by business function):

Answer 2. At this time, it is unknown how many back office users will be utilizing this system. The number of users may depend upon the system and what staffing and resources the City has to operate the system. Additionally, as stated in the RFI, the City seeks a system to manage stormwater assets to meet the Municipal Separate Storm Sewer System (MS4) permit and will consider expandability of systems to other City processes. If there are different levels of pricing, the City requests that responders to the RFI provide a "menu" of pricing options available.

Question 3. How many field/mobile users does the City expect to use the new system? Of the number mobile users, how many are included with the number of back office users requested in the previous question above?

Answer 3. At this time, it is unknown how many field/ mobile users will be utilizing this system. The number of users may depend upon the system and what staffing and resources the City has to operate the system. Additionally, as stated in the RFI, the City seeks a system to manage stormwater assets to meet the Municipal Separate Storm Sewer System (MS4) permit and will consider expandability of systems to other City processes. If there are different levels of pricing, the City requests that responders to the RFI provide a "menu" of pricing options available.

Question 4. How many asset types will be tracked that do not, and will not, exist in the City's GIS?

Answer 4. The City reminds responders that this is a Request for Information, not a Request for Proposals. The purpose of this RFI is to collect written information about the capabilities of various computerized asset management systems (CAMS).

It is unknown at this time how many asset types will be tracked. As stated in the RFI, the City seeks a system to manage stormwater assets to meet the Municipal Separate Storm Sewer System (MS4) permit and will consider expandability of systems to other City processes.

The City recommends that responders illustrate or provide examples of their system's capabilities to manage assets.

Question 5. How many condition assessments does the City currently manage? How many preventive maintenance schedules does the City currently manage?

Answer 5. The City reminds responders that this is a Request for Information, not a Request for Proposals. The purpose of this RFI is to collect written information about the capabilities of various computerized asset management systems (CAMS).

The current method of managing condition assessments and preventative maintenance schedules is rudimentary; using excel spreadsheets, hand written notes, and institutional knowledge. The number of assessments and schedules to be formally tracked will increase significantly with a CAMS in place. Additionally, as stated in the RFI, the City seeks a system to manage stormwater assets to meet the Municipal Separate Storm Sewer System (MS4) permit and will consider expandability of systems to other City processes.

The City recommends that responders illustrate or provide examples of their system's capabilities to manage assets.

Question 6. What standard reporting tools will be used in the new system (i.e., Crystal Reports, Oracle Reports, MS SQL Server Reporting)?

- a. Does the City have any specific reports (defined format) that must exist at the time of go-live? If so, how many reports does the City desire? (The definition of a report is any document emitted by the system including letters, citations, permits, statistical reports, etc.)
- b. Please describe City's report writing resources.
- c. As part of the training protocol, does the City want to be trained in report writing and development; and if so, what percentage of reports does the City wish the vendor to write as part of the implementation? (For example, vendor writes 20 reports, the City is trained to write 30 reports.)

Answer 6. At this time, other than the report generation should be integrated with the system, the City does not have preferences for a standard reporting tool. Additionally, the Municipal Separate Storm Sewer System (MS4) permit does not have guidance on the format of how information is to be reported to the Virginia Department of Environmental Quality.

Other elements of this question are too specific for the purposes of this RFI.

Question 7. Does the City have resources to put the legacy data into a prescribed format, and then participate in the conversion process in the new system?

Answer 7. Yes.

Question 8. What is the budget for this project?

Answer 8. The City does not provide budget information for RFIs, RFPs, or ITBs. The City also reminds responders that this is an RFI.

Question 9. What vendor systems has the City seen or had demonstrated relative to this RFI?

Answer 9. This question is not relevant to the RFI. The purpose of this RFI is to collect written information about the capabilities of various computerized asset management systems (CAMS).

Question 10. Please list/clarify all interfaces required to or from the new, selected system; please include as much detail as possible.

Interface Name	One-Way or Two Way	Frequency	Description

Answer 10. This is a Request for Information, not a Request for Proposals. This question is too specific and information is not available at this time.

Question 11. Will there be a dedicated Project Manager(s), and if so, will the Project Manager(s) be from the City or an outside consultant? To whom will the Project Manager(s) report? How many dedicated City staff will be assigned to the duration of this system implementation and in what roles?

Answer 11. This is a Request for Information, not a Request for Proposals. This question is too specific and information is not available at this time.

Question 12. Please clarify whether the selected vendor will train all of the system users in each area, or if the City desires a “Train-the-Trainer” approach?

Answer 12. The City reminds responders that this is a Request for Information, not a Request for Proposals. This is not a solicitation to purchase services and/ or goods and no contract will be awarded based on the responses this RFI receives.

If the City proceeds with an RFP in the future, contracting with a vendor to provide training will depend upon cost and budget, and will be negotiated if a contract is pursued.

At this time, the City has no preferences. Responders may propose one or many approaches to provide training in response to this RFI.

Question 13. Please state the City's desired implementation timeframe (project start to go-live).

Answer 13. The City is unable to answer this question at this time.

Question 14. Per the Harrisonburg Capital Improvement Plan, is the City intending the funds for the CAMS to come out of the IT Department Budget, the Public Works budget, or a combination of both?

Answer 14. This question is not relevant to the RFI.

Question 15. Does the City prefer a vendor host (cloud-based) solution, or would the City prefer an on-premise solution?

Answer 15. At this time, the City does not have a preference.

Question 16. Is the City considering the option of signing two contracts - one for software, one for solutions - or a single source for both software and services?

Answer 16. The purpose of this RFI is to gather information regarding possible solutions. Responders may propose one or many approaches in response to this RFI.

Question 17. What are the security parameters around the public and private networks in reference with your workflow diagrams?

Answer 17. The City is unclear what this question is asking. The workflow diagrams illustrate current processes that are likely to change (and be more efficient) with the introduction of a CAMS.

Responders may propose one or many approaches in response to this RFI.

Question 18. Are you looking for a single environment or multiple environments?

Answer 18. At this time, the City expects to interact only with layers that are needed to meet tracking and reporting requirements of the Municipal Separate Storm Sewer System (MS4) permit. However, as noted in the RFI, expandability to other City processes will be considered and should be addressed in responses.

Question 19. Layers: Do you expect to interact with each layer listed in appendix D? If so, how?

Answer 19. At this time, the City expects to interact only with layers that are needed to meet tracking and reporting requirements of the Municipal Separate Storm Sewer System (MS4) permit. However, as noted in the RFI, expandability to other City processes will be considered and should be addressed in responses.

Question 20. How many users will be supported by the system?

Answer 20. At this time, it is unknown how many users will be utilizing this system. The number of users may depend upon the system and what staffing and resources the City has to operate the system. If

there are different levels of pricing, the City requests that responders to the RFI provide a “menu” of pricing options available.

Question 21. Reference to Appendix B: 1.2 - Is the CAMS cloud-based or client-hosted? **Question:** Do you prefer a cloud based or client server based environment?

Answer 21. At this time, the City does not have a preference. Responders may propose one or many approaches in response to this RFI.

Question 22. Reference to Appendix B: 1.5 - How easily does the CAMS integrate with other systems? Through what methods? **Question:** What other systems would integration be needed for?

Answer 22. The potential for integration with existing or in development systems is great. Specifically there exists the opportunity to integrate with an existing CAMA system, various utility management systems, other inspection and permitting systems, an in-development enterprise-level CRM, and a host of other systems. The City is currently interested in understanding how well the responder’s solution integrates or interfaces in a general sense. Examples might include: ArcGIS Server, Financial/billing software, Inventory Software, etc.

Question 23. Reference to Appendix B: 2.2 - Does the CAMS allow for multiple GIS data-based asset types (i.e., polygraphs, points, lines)? **Question:** Is polygraph supposed to be polygon?

Answer 23. Yes.

Question 24. Reference to Appendix B: 2.5 - Does the CAMS detect and support relationship classes natively? **Question:** What is the goal of the supported relationship classes?

Answer 24. To ease integration of system with GIS database.

Question 25. Reference to Appendix B: 2.6 - Does the CAMS provide the capability to directly query the ESRI Geodatabase? **Question:** Could you elaborate on what you mean by direct query methodology and what you hope to achieve by direct query?

Answer 25. The purpose of this RFI is to gather information regarding possible solutions. Responders may propose one or many approaches in response to this RFI.

Question 26. Reference to Appendix B: 2.9 - Does the CAMS allow for hosting multiple services to meet the disparate needs of multiple departments? **Question:** Can you please give a use case for this scenario to help clarify the question?

Answer 26. To clarify, the specific needs relative to asset-management can differ substantially among the various departments. Would the proposed solution allow multiple departments to use distinct interfaces and tools configured specifically to their needs? Would this be achieved by deploying multiple services or through some other approach?

Question 27. Reference to Appendix B: 2.10 - Does the CAMS integrate ArcGIS Locating services? **Question:** What do you mean by locating services (geocoder)?

Answer 27. Yes.

Question 28. Reference to Appendix B: 4.17 - Can maintenance scores be assigned to activity types? **Question:** Can you please define maintenance scores?

Answer 28. Maintenance score is another way to prescribe a “score” to prioritize which maintenance activity is required first.

Question 29. Reference to Appendix B: 5.5 - Can "condition" analysis of an asset be conducted from within the map interface? Please describe. **Question:** Please describe a use case so that we can respond clearly to this question.

Answer 29. A condition analysis may be desired for determining maintenance priorities for a storm drain outfall or storm drain system. The City is interested in whether a system is able to provide a map interface that shows what priority storm sewer system maintenance is ranked at different locations in order to efficiently schedule work. See also Appendix B, item 5.1.

All other requirements, terms and conditions of the RFI remain unchanged.

Addendum page must be signed and returned with your submission to acknowledge receipt of this addendum.

Authorized Signature

By: Pat Hilliard, CPPB
Purchasing Agent