

City of Foster City

4/11/2022

REQUEST FOR PRICING

CMMS/EAM Software System including Deployment Services

City of Foster City RFP – CMMS/EAM Software System including Deployment Services

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The City of Foster City is requesting pricing for a CMMS/EAM (Computerized Maintenance Management System/Enterprise Asset Management) solution, including deployment professional services. The vendor selected will be responsible for the implementation and maintenance of all selected components, project management, training, and providing a complete installation that meets the City's performance requirements.

The City invites you to submit a proposal to furnish materials in accordance with the terms, conditions, and specifications contained in this document. Please complete the proposal form as instructed below and return it to the specified e-mail address by the due date. No extensions to the deadline will be allowed. All responses must be in an email to:

TO: Rob Lasky
rlasky@fostercity.org
Due Date: 5/2/2022

The undersigned proposes to provide solution and installation services to the City for the stated prices in accordance with the terms and conditions set forth in this document.

VENDOR:

Company Name	Street Address of Company
Signature of Officer	City, State, Zip
Printed Name of Officer	Telephone No./Fax Nbr.
Title of Officer	Federal I.D. Tax Number

This Request for Proposal includes the following Sections:

Section 1	Introduction / Background
Section 2	System Requirements
Section 3	RFP Submittal Requirements
Section 4	Project Services
Section 5	Vendor Evaluation Process

TERMS AND CONDITIONS

1. **DATE DUE:** 5/2/2022 5:00PM PDT
2. **QUESTIONS:** Call Rob Lasky at 650-286-3216 or e-mail questions to rlasky@fostercity.org. All communication/questions are to be submitted by any vendor to Rob Lasky via e-mail. All responses to questions/clarifications will be posted on the City's website as addendums and any vendor who has provided an e-mail will be notified via e-mail of the posting. Vendors are required to provide an e-mail address to which we may send responses.
3. **REPLY FORMAT:** The Vendor's proposal, signed acknowledgment terms and conditions, including all attachments, must be returned by the due date with submittal. Vendors are required to clearly identify any limitations or exceptions to the requirements defined in this RFP. Alternative approaches will be given consideration if the approach clearly offers increased benefit to the City. **The City is not responsible for non-receipt or misdelivery and that it is bidder's responsibility to ensure we have received their communication. The City's e-mail system does not allow attachments larger than 25MB.**
4. **DEADLINES TIME ZONE:** Where referred to in document, all times are in the Pacific Time Zone.
5. **VENDOR QUALIFICATIONS:** The vendor has been in business doing this type of work for at least the last three years.
6. **RESPONSIVENESS AND SELECTION PROCESS:** The decision for selection will be made on a combination of criteria, including: total cost (including ongoing operating costs); responsiveness to RFP, reputation of Vendor and products in similar installations; quality and completeness of proposal; Vendor's ability to perform in a timely fashion; and the City's perception of Vendor's stability within the industry.
The City reserves the right to reject any and all proposals or to waive any minor errors, discrepancies or irregularities. The selection will be at the discretion of the City and may be made in any manner that best meets the needs of the City.
7. **FIRM PRICES:** All quotes shall be held firm for a minimum of ninety (90) days after the proposal due date to allow adequate time for the City to consider each proposal and make an award. All blanks for unit price and total price shall be completed. All prices shall include sales tax where applicable. Any charges for boxing, packing, crating, cartage, handling, insurance, unloading, inside delivery, and any other related charges shall be included in the bid price provided on the Bid Form. Any discrepancy between the unit price and the extended or total price shall be determined by taking the lower price. Upon receipt of this proposal by the City, the Vendor shall be presumed to be thoroughly familiar with all aspects of this work. The failure or omission to examine any location, equipment, form, instrument or document shall in no way relieve Vendor from any obligation with respect to this proposal.

8. **WARRANTY:** The delivered and installed goods, equipment or services shall be warranted to be free from defects in materials and workmanship. The warranty period shall begin upon final acceptance by the City. As a minimum, all goods, equipment and services shall be warranted to operate satisfactorily in accordance with the requirements of these specifications, the representations of the Vendor and the published specifications of the manufacturer(s) for a period of at least one (1) year from the date of acceptance by the City.
9. **CANCELLATION CLAUSE:** The City may terminate and cancel any purchase order or contract that result from this RFP without obligation at any time prior to receipt of the goods or services.

Section 1

1. Introduction / Background

1.1. The Project

The City of Foster City is requesting pricing for a CMMS/EAM (Computerized Maintenance Management System/Enterprise Asset Management) solution, including deployment professional services. The vendor selected will be responsible for the implementation of all selected components, project management, training, and providing a complete installation that will meet the performance requirements as stated in final contract.

The vendor shall submit a proposed time-line schedule for implementation. The vendor will need to identify staff from their company who will be working on their team and confirm their availability for the duration of the project.

Tentative schedule and dates:

Release RFP	4/11/2022
Vendor Written Inquiries (on or before)	4/25/2022
City response to Written Inquiry (on or before)	4/26/2022
Proposals due from potential bidders	5/2/2022
Scripted Demos	5/16/2022 – 5/20/2022
Vendor Notified of accepted bids	6/7/2022
Award of Contract	6/20/2022
System Implementation	TBD

1.2. Current Systems Environment

1.2.1. The City of Foster City currently maintains 2 GIS systems: The first GIS system we maintain is an aging Mapguide 6.5 deployment. This system is still used by some City departments due to the many (custom-coded) recordkeeping and maintenance tracking solutions that exist inside this system. These "home-grown" work tracking forms were developed in-house prior to 2013, written in Coldfusion, and integrated with Mapguide.

Historical data from the Coldfusion forms is expected to be migrated to the new CMMS. The database is stored in MS SQL, and staff is familiar with the data schema. We eventually want to shut off the Coldfusion/Mapguide system once the work tracking functions are moved to a CMMS.

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

1.2.2. The second GIS system in use at the City is an up-to-date ESRI ArcGIS environment, with both on-prem portal servers and ArcGIS Online being utilized. The City of Foster City has standardized on ESRI ArcGIS as our GIS platform and we will continue to enhance and deploy and integrate new solutions on ESRI exclusively.

1.2.3. The City uses CentralSquare Naviline for Financial Management (Purchasing, Payroll, General Ledger). We do NOT use Naviline for Fixed Assets or Work Orders

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- 1.2.4. The City uses SeeClickFix for issue reporting. Integration with SeeClickFix APIs (or demonstrated equivalent) will be a requirement for the chosen CMMS/EAM solution.
- 1.2.5. The City uses Sensus Analytics for fixed-radio-based meter reading of water meters, and CentralSquare Naviline for Utility Billing.
- 1.2.6. The City uses Wonderware as our SCADA system. This system monitors and automates our Wastewater pump stations and our Stormwater/Lagoon pumps.
- 1.2.7. The City uses T4 Underground for storage of wastewater CCTV video.
- 1.2.8. In a broader view, the City runs a Nutanix/VMWare on-prem server cluster infrastructure, so we are open to on-prem deployed solutions. But we also can see the value of a properly built cloud-based solution as well. So, we would also welcome proposals for either on-prem or cloud-based solutions.

Section 2

2. System Components

The following are the minimum requirements we expect from the vendor's solution. Some requirements are specific to the City. We expect your response to address every requirement.

The City is only looking to deploy 2-3 modules in the first year. Currently, we are considering starting with Facility Maintenance, Parks Maintenance, and Water System, but that list may change prior to deployment.

GENERAL

1. System must have a role-based security system, allowing some users more access to functions than others (for instance, some users should be able to edit/delete work orders, while others should have read-only access to work orders).
2. Security should allow granularity, down to the field level.
3. Single sign-on is desired (but not required). AzureAD/SAML integration is preferred.
4. System should have context-sensitive user help, as well as a searchable full-system help function.
5. System should provide an audit trail with date, time, user stamp and historical values.
6. Users should be able to attach documents and photos (photos taken directly from iPads in the field) to any record in the system.
7. Describe degree of integration with ESRI products. (e.g. Can we use a City basemap inside the system, and can we view asset history from ESRI).
8. System should allow printing and/or exporting (for example, PDF format) a map with a legend, bar scale, and notes displaying work order or asset location.
9. Describe how your system can interface with "Call Before You Dig" 811 service/USA utility markout requests.
10. System should allow for tying asset/work costs to financial codes (budget account numbers, project codes, etc.)

ASSETS

11. System should allow staff to maintain an accurate inventory for the purpose of maintenance, replacement, and repair.
12. System should monitor asset cost history for the life of the asset including acquisition, maintenance, repairs, retirement, and disposition.
13. System should track asset activities and history for unlimited years (e.g. repairs, replacement, maintenance, upgrades, retirement, abandon-in-place, etc.).
14. System should track condition and useful life estimates by asset type (e.g. assets such as fire hydrants, pump stations, street lights, roads, etc.)
15. System should track asset age and flag the assets for replacement based on a customizable schedule per asset type.

16. System should be able to trigger suggested purchases based on customizable minimum quantities-on-hand and customizable re-order lead times.

WORK ORDERS

17. System should allow for an automated workflow in order to route work orders based on defined City business rules.
18. System should track duration of work order requests, when maintenance is performed, the results, and staff members involved.
19. System should associate, maintain, monitor and record all costs (internal or vendor provided) for all work orders.
20. System should allow work orders to be created and closed without assets tied to them.
21. System should be able to manage both internal and external (contractor) work orders.
22. Users should be able to assign time and resources at creation and during tasks on chargeable work orders.
23. Ability to link work orders to projects. Briefly discuss if projects are handled in the system or typically 3rd party and how they connect.
24. System should allow both ad-hoc (break-fix) work orders as well as scheduled preventative maintenance and/or asset inspection work orders.
25. Workflows should be customizable by the system admins, and have task reassigned as needed by users.

REPORTING

26. System should generate detailed reports regarding activities/costs that can be used for presentations to City Council, other departments, etc. Reports should be easily customizable.
27. Reports should be available to track the value/costs of assets subtotaled by location, department/division, project, assigned-to user, warehouse, etc.
28. Describe your reporting system. Is reporting embedded in the system, or is it done via 3rd party tools (SSRS, Power BI, Tableau, Crystal, etc.)
29. Reports should allow drill-through capability all the way down to source transactions.
30. Reports should allow metric-specific reporting (e.g. work order aging, escalations, past due approvals, etc.).

DEVICES

31. System should be desktop and mobile-friendly. Mobile devices (smartphones, tablets) and laptops are expected to be used by staff in the field. Please specify if mobile experience is via responsive website or native app.
32. System should allow mobile users to record data in the field without an active internet connection and upload data recorded in the field when internet connectivity is restored.

Section 3

3. Proposal Submittal Requirements - below are all the items that must be submitted by the Vendor. Any Vendor who fails to include responses to the following requirements shall be deemed non-responsive.

3.1. Requirement A - General

- 3.1.1. Proposed Timeline for Implementation
- 3.1.2. Copy of proposed Maintenance Contract which includes support options

3.2. Requirement B - Pricing Sheet

- 3.2.1. Upfront Software Licensing/Subscription Cost
- 3.2.2. Ongoing Annual Maintenance/Subscription Cost
- 3.2.3. All Project Service Costs (See Section 4)
- 3.2.4. Additional Modules/Components Price(s) (Optional)

Section 4

4. Project Services

4.1. Installation and Integration

Vendor shall be responsible to install and integrate all software/components to complete the system to 'final acceptance' by the City. The City shall determine the final decision on the installation work to be done by whom and when.

4.2. Data Migration

Vendor shall provide estimated costs for migrating historical work management data that has been collected by City staff via ColdFusion and Mapguide homebrewed apps. All data is stored in MS SQL, and City staff is familiar with the data structure. Assume there is historical data available for all of the apps listed in 1.2.1

4.3. Integration

Vendor shall provide costs for Integration with any of the solutions that the City is utilizing (listed in Section 1.2). Specific examples include: SeeClickFix, CentralSquare Naviline, ESRI ArcGIS, Sensus Analytics, WonderWare SCADA

4.4. Training

4.4.1. Vendor shall do knowledge transfer to City Project Team during the course of the implementation.

4.4.2. Vendor shall provide pricing for an administrator training session for all designated system admins. Vendor shall propose suggested length of administrator training sessions for each purchased module,

4.4.3. Vendor shall provide pricing for in-person and/or virtual training for end users of the proposed system. Please include: the length (in hours) of the training sessions for each purchased module, the suggested maximum number of participants for each class, and whether users will be expected to have a PC available to be hands-on during training.

4.5. Maintenance and Support

Vendor shall submit a three year maintenance pricing structure so the City can prepare the necessary budget. Vendor shall detail what the maintenance/support contract covers – vendor responsibility and city responsibility.

Section 5

5. Vendor Evaluation Process

A multi-phase evaluation process will be used to evaluate and choose the final vendor. At the end of each phase only those vendors that have passed the current phase will move forward to the next.

5.1. Selection/Evaluation Criteria for RFP Proposals

Proposals will be reviewed by members of Foster City's IT Division, Public Works Department, and Parks and Recreation Department. An evaluation matrix will be used to rate proposals based on the items submitted (see Section 4 for submittal requirements).

A subset of vendors will be requested to perform 1 to 2 hour scripted demos during the week of 5/16/2022-5/20/2022. Selected vendors will be contacted during the week of 5/9/2022 to set up a timeslot for their demo.

5.1.1. City Purchasing Ordinance '3.04.260 --Lowest responsible bidder determination' states as follows:

In determining the "lowest responsible bidder," the following factors may be considered in addition to price:

- A. The ability, capacity and skill of the bidder to perform the contract or provide the service required;*
- B. The character, integrity, reputation, judgment, experience and efficiency for the city or other contracting parties;*
- C. The quality of performance of previous contracts or services for the city or other contracting parties;*
- D. The previous and existing compliance by the bidder with the laws and ordinances relating to a contract or service;*
- E. The sufficiency of the financial resources and ability of the bidder to perform the contract or provide the services;*
- F. The ability of the bidder to provide future maintenance and service for the use of the subject of the contract. (Ord. 536 § 1 (part), 2007)*

5.1.2. Project Specific Evaluation

RFP Format Response Section

The vendor shall respond to all the areas listed in Section 3. The vendor shall describe how their proposal will meet the objectives, tasks, requirements, and other services identified in this document.