

WAUKESHA COUNTY, WISCONSIN



ENTERPRISE ASSET MANAGEMENT SYSTEM

REQUEST FOR PROPOSAL #1039

Dated: 8/5/10

KEY PROPOSAL DATES	
Questions Due:	10:00 a.m. on Monday, August 30, 2010
Contact Name	Diane Knoll, CPPB, Sr. Buyer
Contact E-mail	dknoll@waukeshacounty.gov
Contact Fax	262-548-7668
Pre-Proposal Conference	2:00 p.m., Wednesday, September 1, 2010
Final Questions Due:	3:00 p.m., Thursday, September 2, 2010
Submission of Proposals	2:00 p.m. on September 23, 2010

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WAUKESHA COUNTY
PURCHASING DIVISION
ADMINISTRATION CENTER, ROOM 310
515 W. MORELAND BLVD.
WAUKESHA, WI 53188

REQUEST FOR PROPOSAL – 1039 Enterprise Asset Management System

Submission Requirements:

This RFP is issued on behalf of Waukesha County by the Purchasing Division, which is the sole point of contact during the procurement process.

***Sealed proposals for furnishing services as specified below are to be mailed to the Office of the Waukesha County Purchasing Division, Administration Center - Room 310, 515 W. Moreland Blvd. Waukesha, WI 53188 no later than 2:00 p.m. on 9/23/10. NOTE: If you are delivering your response in person, you must enter through the main Courthouse public entrance (Door #2), 515 W. Moreland Blvd and deliver it to the Department of Administration receptionist in Room 310 of the Administration Center to be time-stamped no later than 2:00 p.m. on the opening date. Be sure to allow sufficient time to obtain entry as the County has now instituted a Controlled Access policy. For more information – go to www.waukeshacounty.gov and click on the **Waukesha County Security Screening** link located at the bottom of the page.**

***Waukesha County will also accept electronic responses. Vendors wishing to do so should reference the Proposal Submission Section.**

ALL PROPOSALS RECEIVED AFTER THE DATE AND TIME SPECIFIED WILL BE REJECTED

PROPOSAL SUBMISSION:

One (1) original and ten (10) copies of the vendor response document, and one original and one copy of the pricing document are to be submitted in **SEPARATE SEALED ENVELOPES** to the Waukesha County Purchasing Division no later than 2:00 p.m. 9/23/10.

The two separate proposal envelopes must be identified in the lower left corner as follows:

Vendor Response Document for 1039 Enterprise Asset Management System OPENING DATE: 9/23/10

Pricing Document for 1039 Enterprise Asset Management System OPENING DATE: 9/23/10

Any Proposal received in an envelope not properly and clearly marked as specified above may result in the proposal being rejected. It is the vendor's responsibility to comply with the above in order to assure its inclusion at the proposal opening.

FAX OR EMAIL RESPONSES WILL NOT BE ACCEPTED - ALL FAXED OR EMAIL RESPONSES RECEIVED WILL BE REJECTED.

Proposals will be opened and the name of the respondents read at the time indicated. Details of each proposal, including proposed fees, shall not be announced at the time of opening. Such information shall be made public after an award has been made and all negotiations are completed.

All proposals received in response to this request will become the property of the County and will not be returned to the respondents.

NOTE: THIS PAGE IS TO BE COMPLETED ONLY IF YOUR FIRM IS NOT RESPONDING TO THIS RFP

RFP 1039 Enterprise Asset Management System

In order to assist the Purchasing Division of Waukesha County in evaluating and improving our solicitation process, we are asking that you complete this form and return it to enter buyer via fax (262.548.7668) or e-mail. If we do not receive this form by the opening date of the Bid/RFP, we will assume that you can no longer supply this commodity/service and your name will be removed from our vendor list for this item.

_____ 1. The terms and conditions of the Request for Bid/Proposal document were restrictive. Our objections are:

_____ 2. We did not feel we could be competitive.

_____ 3. We could not submit a Bid/Proposal because of the marketing or franchising policies of the manufacturing company.

_____ 4. We do not furnish the items/services requested in the Request for Bid/Proposal.

_____ 5. Insufficient time to respond.

_____ 6. We could not meet your required delivery/time schedule.

_____ 7. We did not have sufficient staffing at the time.

_____ 8. We did not receive subject Invitation to Bid/Request for Proposal.

_____ 9. Please remove our name from this category in the vendor list.

_____ 10. Other: _____

PRINTED NAME _____ DATE _____

SIGNATURE _____ PHONE _____

COMPANY NAME _____ FAX _____

Purchasing Division
Administration Center, Room 310
515 W. Moreland Blvd.
Waukesha, Wisconsin 53188-2473
<https://purchasing.waukeshacounty.gov>
Phone: (262) 548-7888
Fax: (262) 548-7668

PROPOSAL SUBMISSION REQUIREMENTS

- A. CLARIFICATIONS** - If additional information is needed to interpret the specifications/requirements, **WRITTEN QUESTIONS MUST BE RECEIVED NO LATER THAN THE TIME/DATE AND ADDRESSED TO THE PERSON NOTED ON THE COVER PAGE.**

No information provided verbally, or by any other personnel, will be considered binding. All respondents should use this written document and its attachments as the sole basis for proposal at this time.

Additionally, the County prohibits communication initiated by the respondent to any County official, representative from another entity or employee evaluating or considering the proposals, prior to the time a decision has been made.

- B. CONTENTS OF PROPOSAL** - All attachments, additional pages, addenda, or explanations supplied by the vendor with this proposal will be considered as part of the proposal response.

If an oral presentation/interview is required of selected finalists, it shall be at the respondent's expense. However, an award may be made without discussion with the respondents. Therefore, respondents are cautioned that proposals should be submitted initially on the most favorable terms, from both a technical and cost standpoint. Unnecessarily elaborate brochures or other presentations beyond that required to present a complete and effective proposal are not desired.

- C. NONCONFORMING TERMS & CONDITIONS** - A response that includes contractual terms and conditions that do not conform to the contractual terms and conditions in the RFP document is subject to rejection as nonresponsive. Waukesha County reserves the right to permit the respondent to withdraw nonconforming terms and conditions from its response or negotiate changes to the contractual requirements prior to making a determination of responsiveness.

- D. ALTERNATE PROPOSALS** - An alternate proposal is viewed by the County as a proposal describing an approach to accomplishing the requirements, which differs from the approach set forth in the solicitation. An alternate proposal may also be a second proposal submitted by the same respondent, which differs in some degree from its prime proposal.

The County may consider or reject any or all alternate proposals submitted.

- E. RESERVATIONS** - This RFP does not commit the County to award a contract, to pay any costs incurred in the preparation of a response to this request or to procure or contract for services or supplies. The Purchasing Division reserves the right to accept or reject any or all proposals received as a result of this request, to waive minor irregularities in the procedure, to negotiate with any qualified source, or to cancel in part or in its entirety, this RFP, if it is in the best interest of Waukesha County to do so.

- F. NON-INTEREST OF COUNTY EMPLOYEES AND OFFICIALS** - No official or employee on the evaluation committee shall have any financial interest, either direct or indirect, in the proposal or contract. No official or employee of the evaluation committee shall exercise any undue influence in the awarding of the proposal or contract.

- G. AMENDMENT OF PROPOSALS** -

By County: Requests for Proposals may be amended by the Purchasing Division in response to need for further clarification, specifications and/or requirements changes, new opening date, etc. Amendments will be posted to the Waukesha County purchasing website, at <https://purchasing.waukeshacounty.gov>. **It is the responsibility of prospective vendors to check this website for any future amendments, questions, revisions, etc., prior to the opening date. All amendments must be acknowledged on the signature page in the area provided. Failure to do so may result in your response being rejected.**

If you are unable to access the Internet, contact the buyer listed within the RFP to request paper copies.

By Vendor: Proposals may only be amended after receipt by the Purchasing Division by submitting a later dated proposal that specifically states that it is amending an earlier proposal. No proposal may be amended after the opening date unless requested by the Purchasing Division.

- H. WITHDRAWAL OF PROPOSALS** - Proposals may be withdrawn only in total and only by a written request to the Purchasing Division prior to the time and date scheduled for opening of proposals.
- I. OTHER CONSIDERATIONS** - Factors, which include, but are not limited to, quantity involved, time of completion, purpose for which required, competency and financial capacity of vendor, ability to render satisfactory service and past performance will be considered in determining status as a responsible vendor. The County reserves the right to request additional information as may reasonably be required to make this determination and to further investigate the qualifications of the respondent as deemed appropriate.
- J. RFP TABULATIONS** - RFP Tabulations are available to the public after contract award, approximately 60-90 days from the date of opening. RFP Tabulations can be found at <https://purchasing.waukeshacounty.gov>. If you are unable to access the Internet, you may contact 262-548-7888 for a hard copy. Copies are 15 cents per page plus postage costs if applicable.

CONTRACTUAL REQUIREMENTS

The successful contractor will be required to execute Appendix A - Waukesha County's Service contract, Appendix B - the Business to Business Network Agreement, Appendix C - Server Access Policy (SOP) required at time of software implementation for maintenance and support, and upon completion of the contract, Appendix D - the IT Data Destruction Document, samples of which are posted at our website along with this solicitation.

Request for Proposal (RFP) No. 1039
Enterprise Asset Management System for Waukesha County Departments of
Public Works and Parks and Land Use
8/5/10

I. INTRODUCTION

The purpose of this Request for Proposal (RFP) is to obtain proposals from qualified firms to provide and implement an Enterprise Asset Management System (EAMS) for the Waukesha County Department of Public Works (DPW) and the Parks & Land Use Department. The Department of Public Works is comprised of the Engineering Division, Facilities Management Division, and Highway Operations Division. For purposes of this RFP, when reference is made to DPW, it applies to all Divisions unless otherwise specified.

Note: For purposes of this RFP, vendor or respondent refer to the firm responding to this RFP while "Contractor" refers to the successful firm awarded the contract for this RFP.

It is the County's preference to award to one vendor for a single enterprise solution. If a single enterprise solution does not meet the requirements of all the business units mentioned in this RFP, then two vendors may be considered. To accommodate the possibility of a two-vendor solution, firms will be allowed to submit proposals for either a Facilities Management or Highway Asset Management system if they are unable to offer an enterprise solution.

Waukesha County is not interested in partnering with a vendor with the purpose of developing the application software needed to satisfy the needs of the departments. The County requires a proven off the shelf product specifically designed for Enterprise Asset Management with a useful life of five years. The County will only entertain necessary customizations. The County is willing to modify their processes before seeking a customized solution.

DPW currently owns two different asset management systems. The first is used by the Engineering Division to manage highway assets. The other is used in the Facilities Management Division (FMD) for building, equipment, inventory, labor, and workflow management. Both are further described herein. Waukesha County is seeking an EAMS, preferably web-based solution that would replace the software that is currently used by these divisions, add new capabilities, and provide greater scalability. The Parks System Division (PLU) and the Highway Operations Division have identified similar asset and workflow management needs but do not currently have any automated solutions.

The County's goal is to address common business needs of these departments by using a countywide EAMS. The assumption is that a single enterprise solution would provide greater efficiencies and lower hardware, software, and maintenance costs. The possibility exists that asset management could be expanded to other departments at some point in the future, i.e., Information Technology Division's Hardware Asset Tracking System (HATS). Although not part of the initial scope, costs will be requested for additional licenses in the pricing document.

The documents/Appendices listed below are referenced in this document and can be found by going to the following link: <http://www.waukeshacounty.gov/page.aspx?SetupMetaId=14846&id=36777>

NOTE: Sample screen shots are provided to give vendors a visual representation of the current data storage and processing capabilities of current applications. It should not be assumed that the current applications meet all of the data and functional requirements that are being requested, or that the current screen layouts need to be retained. However, it is expected that vendors will migrate all the

data defined in Section V. (Scope of Services), C. (Conversion) Page 12 of this RFP, to their proposed solutions as well as address the functional requirements (ref: Vendor Response Document - BT Requirements) including providing links to the scanned images of the original paper application forms and other related documents and images.

Appendix A	Service Contract
Appendix B	Business to Business (B-2-B) Agreement
Appendix C	Server Access Policy (SOP)
Appendix D	IT Data Destruction Document
Appendix E	Waukesha County Governments IT Division Environment
Appendix F	Waukesha County Government - IT Division Web Application Development Standards
Appendix G	Project Folders Structure
Appendix H	Screen Shots – Bridges
Appendix I	Screen Shots – Building Equipment
Appendix J	Screen Shots – Culverts
Appendix K	Screen Shots – Employees
Appendix L	Screen Shots – Facilities
Appendix M	Screen Shots – Pavement
Appendix N	Screen Shots - Permits
Appendix O	Screen Shots - Planned Work
Appendix P	Screen Shots – Service Equipment
Appendix Q	Screen Shots – Service Request
Appendix R	Screen Shots - Signals
Appendix S	Screen Shots - Signs
Appendix T	Screen Shots – Storm Sewers
Appendix U	Screen Shots – Work Orders

The other documents posted with this solicitation are:

Response Document – Vendor Response Document General	This General Vendor Response Document requests information on your company's experience (including staff), as well as your products and services and asks for additional information to further confirm your ability to meet the requirements.
BT Requirements - Vendor Response Document	This Business and Technical (BT) Requirements Document requests more detailed information regarding the business & technical requirements.
Data Requirements - Vendor Response Document	This Data Requirements Vendor Response Document requests more detailed information regarding data requirements.
Pricing Document – Vendor Response Document	This Pricing Document requests more detailed information regarding costs. NOTE: COSTS SHOULD BE PROVIDED IN THE PRICING DOCUMENT ONLY.

II. BACKGROUND

A. Overview of Highway Engineering Division of DPW

Since 2000, Highway Engineering has been using CarteGraph software to manage highway assets and permits. The original purpose of the 2000 implementation was to provide compliance to the Governmental Accounting and Standards Board Statement 34 (GASB-34) that called for government agencies to account for long-term assets, including infrastructure. DPW uses CarteGraph to maintain asset and substructure information for the following highway-related assets:

- Road Signs
- Traffic Signals
- Culverts
- Bridges
- Storm Sewers
- Access Control Permits

CarteGraph provides the capability to inventory assets, record maintenance costs, and track inspection history. Most asset-related information is recorded in program modules that are designed specifically for those asset types, such as SIGNview, SIGNALview, BRIDGEview, and STORMview. Culvert and Permit modules are custom-built applications that were created using CarteGraph's VERSAview product. Every CarteGraph program module records asset location data that is used to interface with the County's ESRI geographic information system (GIS) as further defined in Section IV.

Sign Crews use vehicle-mounted Dell Latitude E6400 ATG notebooks and SIGNview to manage road signs and record all sign maintenance activity. The SIGNview databases used on the notebooks are replicas of the Microsoft Access-based design master database that is kept on the County network. Each replica needs to be manually synchronized with the design master on a regular basis to maintain the data integrity of the design master and propagate changes to the other replicas.

Permits are used to track and manage access to County highways, or for governing permissible work performed within the County highway right-of-way. VERSAview manages access-related permit processing for private driveway access, commercial driveway access, and public road access. There is also a VERSAview permit module for supporting miscellaneous work performed in the right-of-way. VERSAview permits contain links to supporting documents (ex: special conditions) and the County's GIS System. Utility permits are managed by a different, custom-built MS Access application that supports permit processing, workflow management, and customer billing, but are not interfaced to the GIS.

The original CarteGraph implementation has continued to serve the Highway Engineering Division well; however, CarteGraph is an MS Access-based solution and the Information Technology (IT) Department does not support MS Access as an enterprise database. The ideal solution would be to move to a product that is based on SQL Server, negating the need for replication by using real time data processing via wireless data transmission.

Engineering is responsible for making maintenance recommendations for highways, bridges, culverts, and storm sewers. Those recommendations are provided to Highway Operations, but there is no automated mechanism for monitoring the status of recommended work requests or recording the costs of that work against the assets. Although maintenance activities are recorded against sign and signal assets, the cost and type of work activity directly related to the maintenance of specific highway segments and each of the highway-related assets is mostly unknown.

The Utility Permit application is a custom-built, non-supported MS Access 2003 database; therefore, it should be migrated along with the other VERSAview permit applications to a supported platform.

In addition to the current list of managed assets, Engineering has an immediate need to manage pavement marking and retaining wall assets. In the future, the tracking of other assets may be required to address County needs, or may be needed in direct response to new state or federal requirements.

B. Overview of Highway Operations Division of DPW

Highway Operations is responsible for the maintenance of the County trunk highway system and acts as a contractor to the Wisconsin DOT (WisDOT) for work on state and interstate highways. Some of their work is done in direct response to citizen requests or complaints, such as pothole repair, roadway debris, and mailbox damage. Preventive maintenance programs, inspection-based recommendations, or seasonal demands influence most of the work performed by Highway Operations. The preventive maintenance program covers areas such as road shoulder maintenance, road patching, vegetation control, etc.

Work requests from the public are generally phoned directly to Highway Operations. Emergency requests are dispatched via radio to a Superintendent, or sometimes directly to a work crew. When a non-emergency call is received, pertinent information is recorded on paper, and that paper is then routed to a Superintendent for action. There is no formal system for call logging or tracking.

The Highway Operations Manager and Patrol Superintendents are responsible for the scheduling of work and supervision of the Patrol Workers. Job scheduling, equipment acquisition, personnel scheduling, material purchasing, and other work coordination processes are performed manually. Patrol Workers document their activities, hours, labor rates, material usage, and equipment usage on color-coded cards corresponding to State or County work. Card information is collected daily, validated by clerical staff, and then recorded for budget, payroll, and reimbursement purposes.

To account for work expenditures on County and State highways, Highway Operations uses a state-supported application called the County Highway Expenditure Microcomputer System (CHEMS). CHEMS is a DOS-based database developed in the '80s using Advanced Revelation software. CHEMS provides the functionality needed to monitor and track maintenance costs that include labor hours, work activity, wage rates, equipment usage/rates, fringe benefit rate (percentage), material costs, and administrative support rate (percentage). CHEMS is essentially accounting software, enabling Waukesha County to record job expenses for a number of standard work activities and provides the reports needed for state reimbursement. However, it is not able to help address other operational issues due to its original design limitations.

The greatest shortcoming of CHEMS, from a county-need perspective, is its inability to associate maintenance costs to specific assets. That information is critical to asset management to support maintain/replace decisions, provide cost comparisons among similar assets, and support funding requests.

Highway Operations is seeking a new work order-based system that will become the core of its operational data processing. This new system should provide the functionality currently found in CHEMS and address functional areas outside the scope of CHEMS' design. The County is unable to address important operational issues due to these design limitations:

- Costs to maintain specific highway assets are not tracked
- It is a single-user, DOS application
- It does not provide work order management
- It does not interface with other systems
- Ad hoc reporting is difficult

Highway Operations needs an application that can provide workflow management for the tracking of both planned and unplanned work, i.e., citizen complaints and work requests via the Internet, allowing for greater availability, uniformity, and efficiency of request processing. A work order system would provide better work status reporting, resource scheduling, and asset maintenance cost history.

The current card-based work reporting system is too cumbersome, error-prone, and inefficient. An automated, easy-to-use time reporting system for Patrol Workers would improve the quality of the data that is being reported. Accurate time reporting data is essential for proper cost tracking and payroll reporting.

Historically, access to the County data network from remote areas, including highway substations and vehicles, has been extremely limited. Previous attempts to extend computer capabilities to field or remote areas have been hindered by the unavailability of broadband and/or insufficient wireless data throughput. For a mobile solution to work, these factors must be taken into account, requiring the vendor to demonstrate that their proposed solution has been previously field tested and proven to perform adequately using existing third-party data services.

C. Overview of the Facility Management Division of DPW

The Facility Maintenance Division (FMD) is responsible for the full maintenance of most County buildings including preventive maintenance (PM) and repair services for County-owned buildings and building equipment. These services include maintaining building aesthetics, repairing faulty equipment, scheduling PM work, addressing heating and cooling needs, and completing work tasks in support of major projects. FMD also takes on tasks that are not related directly to building maintenance, such as altering room configurations, moving or installing office equipment, managing keys and secure access cards, and responding to general customer requests.

In some instances, the maintenance work that is performed for some buildings is split between FMD and the department that uses those facilities. In some cases, the using department is responsible for supplying the materials needed to complete the work request, whereas others are also required to pay FMD an hourly rate for labor when services are requested. An example of this would be a Parks Systems Building.

In 2000, an internal audit provided various recommendations to improve FMD operations, one of which called for the implementation of a computerized system. The FMD agreed and, in 2004, they acquired FacilityFocus software from Maximus (now sold and supported by AssetWorks). FacilityFocus provides the necessary tools for handling customer service requests, scheduling preventive maintenance, managing building assets, creating billing reports, tracking labor, and other tasks common to computerized maintenance management systems.

FacilityFocus has served FMD well, improving many areas including workflow efficiency, work activity reporting, PM scheduling, and customer service, however, the current software has reached the end of its life cycle and in keeping with the direction of the County as a whole, it was determined to seek an enterprise solution rather than going through a major upgrade. This new software should be a web browser based solution that provides at a minimum the functionality that is found in the current system.

Additionally, FMD currently does not have a mobile solution and as part of this process, has an interest in providing mobile devices to some of its workforce to improve the efficiency of their operations.

Finally, FMD would like a solution that provides native support for web-based customer request submittals and reports. Web-based reporting would also be a desirable feature, allowing customers and FMD staff the ability to view or print reports without the prerequisite need to install and configure software on workstations.

D. Overview of Parks Division of Parks and Land Use

PLU is responsible for managing a nature-based park system with eight operational parks, three golf courses, nature center, exposition center, two ice arenas, and three bike trails. These recreational areas are spread throughout the County, supporting a wide range of activities that include boating, swimming, golfing, picnicking, hiking, cycling, and camping, among other opportunities. To support these activities, PLU employs both seasonal and permanent staff to maintain a large number of building structures and land assets,

The assets under the responsibility of the Parks Division are varied and, in many cases, similar or identical to the assets in DPW. These similar assets include buildings, equipment, roads, and signs. Although DPW has owned asset management systems for many years, those systems were never shared with or adopted by PLU. Instead, PLU has used various Excel spreadsheets, Word documents, and paper files to record and maintain information about their assets.

There are other assets, however, that are unique to PLU such as natural land areas, landscape plantings, trails (paved and unpaved), parking lots, sidewalks, and golf courses. Efforts were made in the past to find a software package that would help manage these assets, but an adequate solution was never found. Based on current issues that have been identified for DPW and the County's need to explore other options for an EAMS, PLU has been added to the scope of this project.

Similar to the Highway Operations Division, many of the County parks are located in areas where wired, high speed Internet connectivity is not always feasible. Due to the remote location of County parks, products based on a client/server architecture are less desirable because of the added cost and complexity of other enabling technologies such as Citrix. It is believed that a web-based solution would provide the flexibility required to adopt a simpler, cost-effective remote capability.

PLU is responsible for the work and cost of maintaining the assets in the Park's Division. Like DPW, they have a general knowledge of tracking operational expenditures, but lack a work order system with the ability to associate those costs to a specific asset. With ever-increasing scrutiny of expenditures, it is important to track and provide detailed cost information to management to demonstrate that operational funds are being used effectively and efficiently.

Even if PLU had adopted the CarteGraph and FacilityFocus software currently used in DPW, they would have still found it challenging to contend with two systems. Because PLU would conceivably have assets in both systems, their staff would have to learn both systems and track work orders in both as well. Moreover, they would still have to find a home for the asset types that are unique to their division. Deciding which of the two current systems to use for their unique assets would be challenging, and possibly more costly than purchasing a system that specializes in these areas.

Like DPW, PLU allows some types of work to be performed on County-owned land by interested parties. Most of this work is utility related, but other work that is deemed to be in the County's interest is also considered. Whenever a request for such work is granted, a Land Use Permit is required. The information on Land Use Permits is maintained in a paper file system, with only a single spreadsheet used to record basic file information helpful in finding and retrieving paper file folders. PLU would like a permit application that would help process permit requests and provide electronic retrieval of all documents associated with each Land Use Permit.

III. PROJECT GOALS

The primary objective of the project is to find a comprehensive solution that can meet the asset management and permit processing business needs of each department, DPW and PLU. The intent is to find a web-based enterprise solution that can provide capabilities for asset management, work order processing, inventory control, labor reporting, cost reporting, permit processing, and mobile computing. Waukesha County has established the following goals for the enterprise solution:

- Meet the immediate needs of the County Divisions listed in this RFP, and provide expandability and scalability to address future needs for asset management in any department or division in the County.
- Migrate asset data and work history from current asset management systems to the new system(s).
- Provide detailed descriptions for each managed asset for identification and financial reporting purposes.
- Establish a standard work order processing system that supports on-line customer requests, work approvals, and electronic notifications.
- Support the use of mobile devices to improve the efficiency of work order processing.
- Track and record all work order activities and costs, especially as they relate to managed assets.
- Track and record all inspection and maintenance information for managed assets.
- Issue asset-related permits and track permit status.
- Establish inventory control for storerooms that show parts availability and track unit costs. Bar code technology shall be used to improve the efficiency of inventory processing.
- Provide detailed billing to both internal and external entities.
- Provide efficient, secure, easy-to-use web interfaces for every user of the system.
- Provide reports that detail the cost history for any asset or location.
- Provide labor reports that can be used for work activity analysis and payroll reporting.
- Interface with other County-owned applications, especially ESRI-based GIS, AutoCAD, and an imaging system.
- Lower the overall costs of supporting asset management systems in Waukesha County.

IV. SOLUTION ARCHITECTURE OVERVIEW

Overview of Waukesha County's Current IT Structure and Standards

The County's Information Technology and Services are organized as a Division within the Department of Administration. The Information Technology Division operates a centralized technology service for all County Departments through several data centers. Refer to Appendix E - Waukesha County Government's IT Division Environment.

1. System Architecture

The System must be based on one of the following architectures with Web Hosted being the preferred method:

- A. Web Hosted application running on IIS server with a web browser front end (W3C compliant preferred) with a SQL 2008 backend (preferred, SQL 2005 minimum). Mobile devices would use their integrated web browser to access the system.
- B. Client/Server architecture with windows compliant computers connected via a TCP/IP local area network (LAN).

2. Application Interfaces

The system should interface with County-owned software (current versions listed below) that are now used in support of County asset management. Specific interface requirements vary by asset, detailed in the Business/Technical (BT) Requirements – Vendor Response Document and summarized below:

- A. AutoCAD 2010: Used to view building and highway asset-related drawing files and share information that is stored in building drawings (ex: square footage) with the current Facility Management software.
- B. ESRI Geographic Information System 9.3.1 or higher: Used to display asset location and attribute information on County maps. Interfacing with the current CarteGraph asset management, the system supports point-and-click recording of X-Y coordinates for highway assets and access control permit location. Waukesha County wants the EAMS to integrate with the County's ESRI GIS. This integration is viewed as a real time or near real time connection between the systems. Data gathered and entered into the EAMS, including x-y coordinates, should be uploaded to the GIS through an automated/scriptable process. Access to the EAMS data by the GIS needs to be via native ESRI commands. Any programs, applications, or translators required to facilitate the movement of data between the systems must be clearly identified. The process for moving data between systems will need to be described in your response.
- C. Other County-Standard Desktop Software: The system should provide the ability to link to file objects and open them with their associated applications, including Word 2007 (.DOC), Windows Picture Viewer (.JPG) and Acrobat Reader 9 (.PDF).

3. Other Interface and Data Exchange Technologies

The system shall be designed to interface with other applications using the following industry standard technologies:

- A. Web Services: The ability to utilize web services to either provide or consume information from other web services or the Waukesha County Enterprise Service Bus.
- B. ODBC Connection: The ability to allow other applications to query directly into the application database for export and the ability to query directly into other applications for import.
- C. File Import/Export: The ability to exchange data with other applications, esp. Microsoft Excel 2007. Other desirable formats include delimited plain text, HTML XML, and Microsoft Word 2007 (Mail Merge).
- D. BACnet Protocol: The ability to accept data from the Tridium Building Automation System to automatically create work orders.
- E. Enterprise Imaging: Stellent Imaging 7.6 is used by the County to store and retrieve a wide range of images and documents. Although not currently used with any existing County asset management system, the new system should be capable of interfacing with an imaging system. As Oracle is sun setting the Stellant product, the County will be transitioning to a new imaging system. Although not part of the original scope, we want the ability to create an interface to whatever system is acquired. Vendors should provide hourly rates for providing these services in the pricing document only. The County reserves the right to ask for a fixed, not-to-exceed cost once the exact scope and requirements are defined.

- F. Future Systems: Additional systems requiring interfaces may be added in the future. Contractor must agree to work cooperatively with other vendors authorized by Waukesha to create interfaces as directed by the County at a scope and cost to be mutually agreed. Waukesha County will facilitate the signing of non-disclosure agreements if required prior to the release of any proprietary information.

V. SCOPE OF SERVICES

This will be a full turnkey system; i.e. services required will include provision of the software, hardware except as noted herein, service to aid in transition from the old system, data extraction/transfer to new system, system training, and ongoing support. It is anticipated that once installed, the system will remain in place until the end of its product life cycle, estimated to be a minimum of five (5) years.

The selected vendor(s), herein after Contractor, will be required to provide all hardware and peripherals unless otherwise noted herein, provide the expertise, software, automation tools, and services to migrate current applications, as well as plan, design, create, install, and test the new application and processes software, and all other services required to fully implement an Asset Management System, hereinafter the system. All pricing is to be submitted on the pricing document posted with this solicitation. All pricing is to include delivery FOB destination. The other documents posted with this solicitation are:

- BT Requirements – Vendor Response Document (Requests more detailed information regarding the business & technical requirements)
- Data Requirements – Vendor Response Document (which asks for additional information to further confirm your ability to meet the requirements)
- Vendor Response Document – General (which requests information on your company's experience (including staff), as well as your products and services.

In addition to the requirements defined in the aforementioned documents, the Contractor will be responsible for the following:

A. Hardware Requirements

Waukesha County will utilize an existing server if a web-based application is proposed. Respondents proposing a client/server application will be required to provide all server hardware. All hardware must be delineated in the pricing document and include make/model/manufacture number, quantity and cost. Waukesha County reserves the right to procure hardware proposed by the respondent if it is determined to be more cost effective to do so.

Hardware supplied by the Contractor shall include server hardware, mobile devices noted and all related peripherals unless otherwise noted herein. The Contractor will also be required to provide all software, conversion of existing records and user documentation and all other services required to fully implement an Enterprise Asset Management System. Mobile devices would use the Contractor's mobile software to access the system.

For the purpose of this RFP, mobile devices are defined as small, handheld devices with web browser, Wi-Fi, and VPN capabilities. It is estimated for the purpose of this RFP that a total of forty-six (46) mobile devices will be needed for work order management by Supervisors (13) and work order processing by workers (33).

All hardware and peripherals quoted by vendor must be non-proprietary, i.e., can be purchased on a competitive basis.

Waukesha County will provide the desktop computers, monitors and notebook computers in the standard configuration as described in the Information Technology Overview, however respondents are

being asked to delineate the minimum and optimum configuration for these items to operate the system efficiently.

Third-party cellular data services (provided by County) would have to be utilized by mobile devices and notebook computers for workers involved in field operations, and may be the most cost-effective choice for those working in remote locations. The County already owns a sufficient number of rugged notebook computers for its Sign and Signal Crews, but does not currently provide wireless data service to them. The County provides Wi-Fi capabilities to County buildings located on the main campus, including the Courthouse, Administration Building, and Health and Humans Services Building, but does not provide Wi-Fi to the Parks System. Highway Operations buildings and substations will have Wi-Fi capabilities in the fall of 2010.

B. Software Requirements

The County requires 133 full client licenses, and 46 mobile licenses. Although not in the initial scope of this project, we are requesting pricing for additional licenses for this application should the County determine it is feasible to expand the EAMS in this area. The current HATS application consists of 50 end users and 4,200 assets being tracked.

Licenses for mobile devices and wireless notebooks for field workers must include VPN, client access, and any other software cost that would be required to connect to the County network. In the response document, you must note the type of licensing provided; i.e. concurrent, named user or site/enterprise. It is highly desirable that a site/enterprise license is provided. You must also indicate if there are any differentiations in access types with respects to licensing, i.e. internally attached to network vs. web access. With the current system, departments via the County intranet submit the majority of customer requests, and we expect the new system to allow the public to submit requests via the Internet, so licensing cost should address these needs.

It is Waukesha County's intent to procure a system that meets as many of the detailed BT and Data Requirements as possible for each asset without requiring significant customizations. The feature set of proposed systems should include the following general capabilities:

- Provide asset description fields, allowing for variation in number and type of fields, based on asset type
- Record information on asset components and provide description fields for each
- Allow user-defined description fields that will vary depending upon the asset type
- Allow searching of records using one or more field values
- Allow searching of records using partial field data and wildcard characters
- Support savable data filters that allow quick record selection for common searches (ex: filter records to show assets in one location)
- Ability to link documents and images to records
- Record and track maintenance history
- Record and track inspection history
- Ability to link documents and images to any historical category
- Record location data for assets and work orders
- Provide interface to GIS based on X-and Y-coordinates
- Record and track capital cost history (i.e. costs that are not associated with a County work order)
- Record and track lifecycle data, including original cost, useful life, projected replacement cost (est.), current condition, and current value
- Record financial data for GASB 34 compliance such as In-service date, depreciation, remaining life, remaining value, and salvage value
- Record and track projected costs for anticipated work such as major capital improvements, renovations, rehabilitation, etc., to assist budget planning for future work

- Create budget reports that show projected costs for asset improvement, maintenance, repair and replacement
- Create reports detailing cost history for any asset
- Display work order history for any asset

Customization of software for purposes of this RFP is defined as changes to the software made at the source code level so that it affects the ability to upgrade or enhance the software in the future. Any changes made to the software that doesn't affect future upgrades and enhancements is acceptable, however, software that meets the requirements without customizing, modifying and/or tailoring the software will be given preference.

Any customizations, tailoring and/or modifications to the base system will be warranted to function with the current release and must be incorporated to function as designed in future upgrades and versions of the software at no cost to Waukesha County. This provision also applies to any interfaces created by the Contractor.

All work will be performed in accordance with the Waukesha County Information Technology Web Application Development Standards document for coding, design, naming, and documentation included in Appendix - E Waukesha County Government's Information Technology Division Environment. Documentation must be of a nature that all work performed can be clearly understood by Waukesha County Information Technology personnel.

C. Reporting

It is highly desirable that the system be designed to allow Crystal Reports to be housed on a Business Objects Enterprise server for report distribution. Contractor support should provide the necessary expertise, tools, and guidance to assist County personnel to develop accurate, detailed reports and help troubleshoot report problems without incurring charges beyond those included in the annual support agreement.

D. Conversion

The Contractor will provide guidance and advice on the feasibility of converting asset and work history data, such as existing data files, and the recommended conversion method, (i.e., automated, manual or a combination of both) based on their experiences in similar situations. The Contractor shall provide the cost (in the pricing document) for converting the data from existing systems (see outline below) and assist the County with the verification of the converted data in the new system. The County reserves the right to award with or without conversion.

Where automated data conversion is proposed, the County does have minimum requirements to ensure the accuracy and integrity of the data transfer. It is important that the County Subject Matter Experts (SME), Database Administrator (DBA), and Project Manager (PM) have the proper level of involvement; therefore, County approvals and sign-offs will be required for each critical phase of the conversion plan that will include, at a minimum, these consecutive steps:

- **Data Mapping Plan** – A document created by the Contractor and County SME that indicates where data fields from the current system will be placed in the new system. Data fields from current systems shall be identified by both the text label, as they appear on the user interface, and the table/field name, as they exist in the database. The data types and field lengths from both source and destination shall be noted. Differences of field type and length between source and destination should be noted. The Contractor representative, County SME(s), and County PM, shall approve this document prior to the preliminary test conversion.
- **Preliminary Test Conversion** – A test conversion of at least 5% or 20 records, whichever is greater, into the new system in the test environment. This preliminary test will allow the County SME and PM to examine the format, accuracy, and completeness of the converted data in the

new user interface. The County SME and PM shall be given the opportunity to examine all of the converted data in the new user interface. The County DBA shall be given the opportunity to oversee the process and examine system logs. Any issues that are identified resulting from the conversion shall be identified and documented in the Issue Log. The test shall be repeated until all conversion issues are resolved to the satisfaction of the County SME(s), DBA, and PM.

- **Full Test Conversion** – This is the same test as the Preliminary Test Conversion, except that all records shall be converted in the test environment. The County SME and PM shall be given the opportunity to examine all of the converted data in the new user interface. The County DBA shall be given the opportunity to oversee the process and examine system logs. Any issues resulting from the conversion shall be identified and documented in the Issue Log. The test shall be repeated until all conversion issues are resolved to the satisfaction of the County SME(s), DBA, and PM. A copy of the converted database can be placed into a “training” instance if desired by the County SME so that functionality may be seen/tested with County-specific data. If there are specific test plans, these should be performed in either the Test environment or Training environment if conversion efforts are on-going. If there are software upgrades, updates, patch fixes, or other such enhancements in the time between the Full Test Conversion and the Final Conversion, the Full Test Conversion shall be repeated.
- **Final Conversion to Production System** - This is the same test as the Full Test Conversion, except that all records shall be converted in the production environment.

CarteGraph Data [Estimated record counts are provided in brackets]

- a) **Road Signs [16,000]**
 - i) Identification and attribute data
 - ii) Complete maintenance history [47,000]
- b) **Traffic Signals [100]**
 - i) Identification and attribute data for:
 - (1) Signal groups
 - (2) Signal supports
 - (3) Cabinets
 - (4) Signal heads
 - (5) Detectors
 - (6) Conflict monitors
 - (7) Luminaires
 - ii) Complete maintenance history
 - iii) File objects, or links to
 - (1) Photos
 - (2) Plan drawing
- c) **Bridges [225]**
 - i) Identification and attribute data
 - ii) Complete maintenance history
 - iii) Complete inspection history
- d) **Storm Sewers**
 - i) Identification and attribute data for
 - (1) Inlets [650]
 - (2) Manholes [3,500]
 - (3) Pipes [3,800]
 - (4) Outlets [90]
- e) **Culverts [1,100]**
 - i) Identification and attribute data
 - ii) Complete maintenance history
 - iii) Complete inspection history
- f) **Permits**
 - i) Access Control Permits [1,600]

- (1) Permit data
- (2) Special Conditions documents
- ii) Utility Permits [8,900]
 - (1) Permit data
 - (2) Invoice data

Facility Focus

- a) Master Building Equipment Inventory [1,500]
- b) Preventive maintenance
 - i. Standards [100]
 - ii. History
- c) Parts Inventory [3,600]
- d) Properties [100]
- e) Employee profiles [100]

CHEMS

- a) Service Equipment [500]
- b) Employee profiles [60]

E. Security

The County requires a system that is secure and allows authorized users to create, view, modify, and delete data based on roles for defined users and groups. Data should be filtered or logically separated in a manner that prevents users from one department, division, or workgroup from accessing data from another while allowing for administrator type access for select individuals.

External access or access to our systems from non-secure network must be protected using encryption technology. These may include, but are not limited to technologies such as SSL, client-based or SSL based VPN. Such protections for access from non-secure networks include all wireless devices – desktop, laptop, PDA, Smartphone, etc.

F. Installation

The Contractor will be required to install all software and hardware procured directly from the Contractor. All costs for installation are to be included in the pricing document. Waukesha County requires that this be done in the presence of IT staff and that knowledge transfer of the processes occurs during this process.

G. Implementation

A critical factor to the success of the project is a detailed, organized approach to implementing the EAMS product solution through the selected County departments. The Contractor should give careful consideration to the strategy and approach which will be used. The Contractor is strongly encouraged to suggest an approach that incorporates cultural change management to minimize the risk of failure.

The County expects a comprehensive structured approach to the implementation of the EAMS product solution. The implementation plan refers to ALL of the efforts required to provide a complete system to meet the needs of the County and to adequately prepare all designated departments/groups to use the system effectively. The Contractor should place considerable effort in providing instructions and assistance to successfully plan and execute the implementation activity.

Contractor will be required to implement the System. As a part of the EAMS product solution implementation, the Contractor will provide specified support. This support may include one-on-one training for specific users, advice on procedural issues and problem resolution. The Contractor is expected to include a reasonable estimate of the number of hours required for this service including any post-

implementation you feel is necessary based on past experience to assure a successful implementation. Waukesha County has noted in the pricing document, the minimum requirements it feels are the critical services required for a successful implementation, however, we are relying upon the Contractor's expertise to assure all services required are included to accomplish this goal. If you are proposing a "modular" system, each item below should be addressed by module.

1. Project Management

Prior to the beginning of the implementation, the Contractor, with the assistance of County personnel, will be expected to develop/deliver a detailed Project Plan and Resource Schedule. This document will be reviewed by the IT Division's Business Services Administrator for acceptance prior to commencement of any work. This detailed Project Plan is essential to the success of the project. The County expects the Contractor to provide guidance and assistance during the project. It is expected that the Contractor will use an automated project management tool (MS Project) to support the Project Plan, resource management, task scheduling, progress tracking and reporting, and status reports. This project plan should be presented in a view depicting the overall project. These plans should detail Contractor's estimated start date, timelines, milestones, test schedules, and deliverables. Contractor must include the level of involvement by County staff; i.e., the number of hours and the job title/skill set. Work with Waukesha County to install the system software. The project plan must include:

- the transfer of all existing asset attribute and historical data from existing systems to the new system (detailed in Section C – Conversion)
- establishing a new work order system capable of supporting the needs of Highway Operations, Facilities and Parks
- Establishing a call tracking system that includes a web-based work request form that can be used by members of the public as well as County staff.
- Providing management capabilities for new asset categories:
 - Pavement
 - Highway segments
 - Trails
 - Pavement Marking
 - Park Signs
 - Retaining Walls
 - Park Facilities
 - Greenways
- Providing expandability to include new asset categories whenever the need arises
- Establishing a parts inventory system that provides critical features:
 - Support for multiple warehouse/storeroom locations for each County business division
 - Calculates per-unit costs, on-hand quantities, and location of parts
 - Uses barcode technology to improve efficiency of operations
- Providing real-time mobile capabilities for field workers
- Demonstrating the ability to import and export data in a variety of formats as needed
- Establishing a permit tracking system capable of supporting current needs
 - Access Control
 - Utility
 - Land Records
- Providing extensive reporting capabilities
 - Cost reports
 - Asset Maintenance History
 - Location Cost
 - Work Order Costs
 - Project-related Costs

- Work reports
 - Work Activity
 - Work Order Status
 - Overdue work
 - Scheduling
- Miscellaneous
 - Customer billing
 - Web reports
 - Ad hoc reporting tools

In order to confirm that that all features and functionality will work as expected at each individual Parks/Golf course location, PLU will select one park (Nagwaukee) to serve as a Proof of Concept. This will allow them to refine and control each new work flow and asset related process before the system is implemented and placed into production at each individual location. The County will chose if/when any other park adopts the system but the Contractor will not participate in those implementations. Any changes, additions, or reductions to the licensing requirements or scope of services as a result of this Proof of Concept activity shall be negotiated.

Strong project management is one of the key success factors for successful system implementation. The Contractor is required to dedicate effective, experienced project management staff to oversee the project.

It shall be understood by the Contractor, the County's Project Manager and Contractor's Project Manager must provide bi-monthly status reports. The Contractor is also required to update the Project Plan to reflect changes in the nature and timing of project activities, when required. The Contractor is expected to use a formal Change Management process. The County expects the Contractor to use a Quality Management process, which assures the successful delivery and implementation of its EAMS product solution.

H. Interface Plan

As previously noted, the County will require interfaces to support existing processes and external systems that currently interface with County based applications/systems. The Contractor will provide the interfaces needed to satisfy the requirements identified herein. This will include identifying and resolving data translation issues, developing alternatives and recommending a strategy and an approach. The plan should include a sequence in which the interfaces should be developed and implemented.

I. Interface Application Software

The Contractor will be responsible for developing the program specifications, coding and unit system of testing for the interfaces, based on the Interface Plan.

J. Technical Support

The County expects the Contractor to undertake the technical tasks associated with installing, configuring, and tuning the EAMS product solution. The County does not have the technical resources with application-specific knowledge that are available to the Contractor.

1. Software Installation and Configuration

The County anticipates the Contractor will install the required software on the server(s) and train County personnel in the backup/restore and system maintenance activities. It is the County's intent to install and, if necessary, configure the workstation software, if required. It is the Contractor's responsibility to provide the County with sufficient documentation and training to accomplish the workstation installation and configuration to perform this backup/restore and system maintenance. Contractor, with County's assistance will create separate databases for testing and production applications.

2. Performance Testing and System Tuning

The County understands that not all installations are identical. Therefore, the Contractor will be responsible for conducting the Performance Testing and System Tuning for the installed configuration. The County understands that Performance Testing and System Tuning activities will take place at various stages in the process.

In the event that modifications are made to the EAMS product solution to meet the County's requirements, it is expected that the Contractor will review and adjust the database configuration to ensure acceptable performance.

3. Help Desk Strategy

The County plans to utilize the Contractor's established Help Desk, if available to its customers, to answer technical systems related questions and address problems. Guidance and assistance will be needed from the Contractor in the use of the Help Desk web site. If this service is not included in the support/maintenance agreement, it should be noted in the area provided in the pricing document.

4. Business Requirements Validation

The Contractor will conduct a thorough validation of the EAMS business and technical requirements for all functionality. The purpose of this validation, performed with participation by County personnel, is to ensure that the requirements are fully understood by the Contractor. During this validation process, the County's business requirements will be compared to the Contractor's proposed product solution to determine precisely if modifications and/or enhancements are required to satisfy the County's requirements. During this process, the Contractor will be required to identify and measure opportunities to minimize modifications. Based on this information, the Contractor will be expected to provide estimates of the required effort and timeframes for completing the necessary modifications. Any changes, additions, or reductions to the licensing requirements or scope of services as a result of the Business Requirements Validation shall be negotiated.

The Contractor will be responsible for completing all modifications to the proposed EAMS product solution that are agreed upon during the Business Requirements Validation. The County expects the Contractor to use a fully developed structural approach for developing and implementing modifications to the software product solution.

5. Custom Development

As previously noted, customization is not desired however, if needed, the County does not require a specific system development methodology. The County expects the Contractor to use a standard methodology for all custom developed modules.

6. Additional Consulting Services

The County may need additional skills and resources beyond those available under the portion of the contract. This assistance may be required to support additional implementation activities associated with the EAMS product solution or other initiatives as determined by the user departments and the IT Division outside of the initial scope.

Any additional consulting services beyond the scope of this RFP will be contracted for at the hourly rates noted in the pricing document.

Contractor agrees that if further integration, interface, or other services are required, they will work cooperatively with other vendors authorized by Waukesha to create interfaces as directed by the County at a scope and cost to be mutually agreed. A non-Disclosure Agreement will be a prerequisite to the release of any proprietary information.

K. Training

The Contractor will be required to provide sufficient training to ensure that County personnel can effectively utilize and maintain the proposed system. This includes technical administration, system administration, application administration, supervisors, end-users, and mobile user training required to facilitate the operation of the EAMS product solution. Sufficient training is defined as that level of training for a “reasonably” competent person to be able to perform the duties associated with the utilization and maintenance of the system. All instructors provided by the Contractor are expected to be highly skilled and qualified to instruct County staff. The County will rely upon the suggestions of the Contractor to recommend optimal session sizes and length of instruction.

All training will be done at our facilities. Waukesha County has a training room with a teacher workstation, 12 end user workstations, and an LCD overhead projector that can be used for this purpose. Waukesha County requires training for five role-based groups; System Administrators, Application Administrators, Supervisors, End Users, and Mobile Users as follows:

System administration must be designed for a minimum of 3 (6 maximum) IT staff to effectively support the technical aspects of the system. This includes:

- Archival/Backup/Restore procedures
- Basic common system commands
- Database startup and termination
- Data file backup and recovery procedures
- Diagnostic tools for hardware and software
- File maintenance requirements
- Peripheral system support requirements
- Procedures for database recovery
- Procedures for reloading a workstation (i.e., local versus network)
- Re-boot procedures – server and PC
- Switch over or hot stand-by procedures
- System software upgrades, updates, patch fixes, and enhancements.
- Other items required by the system as defined by Contractor

Application administration must be designed for a minimum of 9 (12 maximum) individuals (Engr=1, Hwy=1, Fac=5, PLU=2) to administer the system on a day-to-day basis. This includes:

- Business Rule setups
- Customizing user interface layout
- Adding new asset categories, description data, and historical records (i.e. maintenance history, inspection history, capital improvements, etc.), managing look-up data, such as locations, problem descriptions, and work activities.
- Creating, modifying and removing reports
- Security administration
 - Adding and removing users
 - Resetting passwords
 - Managing permissions for users and groups
- Other items required by the system as defined by Contractor

Supervisor training must be designed for a minimum of 20 (22 maximum) individuals (Engr= 5, Hwy=6, Fac=2, PLU=7) to administer the supervisor functions of the system, on a day-to-day basis. This includes:

- Managing work order approval, assignments, status changes, and all other related processes
- Monitoring project-related work status, activities, and costs
- Managing preventive maintenance programs
- Managing employee profile data

- Running supervisor reports
- Other items required by the system as defined by Contractor

End User training must be designed for the end-users of the system, including on-site personnel and personnel who will be working remotely. This includes 87 individuals (58 End-User-only, Engr=3, Hwy=10, Fac=23, PLU=22, plus Admin and Sups=29). This will include training the individuals on the functions and features of each module applicable to their role to assure they can effectively utilize the system.

Mobile User training must be designed for mobile users of the system which will consist of a minimum of 13 Supervisors (Hwy and Eng=7, Fac=4, PLU=2) and 33 end-users (Fac= 20, PLU=13).

Train-the-trainer training will be considered for end-user training only. Proposers are to include costs for both full training and train the trainer in the space provided in the pricing document.

Contractor will be required to prepare training manuals for each of the training sessions noted above. Include one paper copy and one electronic copy on CD ROM. Waukesha County reserves the right to reproduce for internal purposes only.

L. Documentation

In addition to the training materials noted above, Contractor must also provide two complete sets and electronic copies of both end user and technical documentation. End user documentation should include at a minimum system overviews and detailed user procedures specific to the individual system functions and features. The documentation should provide layouts and descriptions of all screens, commands, file updates, transaction processing, display features and reporting in an easy to understand manner.

The County's standard requirements for technical documentation is as follows:

- System overviews – data flow diagrams, Entity-relationship diagrams (ERD), etc.
- Architectural design of the system
- Business rules applied to the development of the system for each user function
- Logical design - Layouts and descriptions of all screens, commands, file updates, transaction processing and display features
- Error handling routines, validation methodology for entry and imports of data
- System interface specifications – web services, import/export, flat file, direct DB access, etc.
- Archival/backup/restore methodology
- Identify the software development best practices (development process maturity and activities considered critical).

It is also highly desirable to have all documentation be available online.

M. Standards of Testing, Performance & Acceptance

This section establishes a standard of testing and performance, which must be met before the system is accepted by Waukesha County and any payment is made under this contract. This also includes all modifications required to meet the system requirements.

In order to affirm compliance with the requirements, the Contractor and the County will create a User Acceptance Test Plan and the Contractor will assist with the Acceptance Testing for the interfaces during the testing phases. Once all tailoring/modifications have been completed, conduct systematic acceptance testing as further defined herein. Testing will be conducted in conjunction with Waukesha County personnel in accordance with User Acceptance Test Plans/Test Cases and Test Plan Worksheets that will be created by Waukesha County specific to this project.

The performance period shall begin when the Contractor notifies Waukesha County that the system is ready for testing and will continue for a period of thirty- (30) consecutive calendar days to determine if the system performs as follows:

1. In accordance with the requirements as defined in this Scope of Services, as well as the Business/Technical and Data Requirements in the Vendor Response Documents.
2. In accordance with the test scenarios provided by the County.
3. In accordance with the manufacturers published specifications.

In the event the system fails to meet the standard of performance during the initial thirty- (30) consecutive days, the performance period shall continue on a day-by-day basis until the standard of performance is met for thirty (30) consecutive days.

If the system fails to meet the standards of performance after ninety- (90) calendar days, Waukesha County may elect one of the following and so notify the Contractor in writing of such election:

1. Waukesha County may terminate the license agreement and request the removal of the software and hardware with no charges or penalties and all monies paid to date returned to the County.
2. Waukesha County may demand, and Contractor agrees, to install a direct replacement of the software and/or hardware causing the failure. Such direct replacement shall be subject to all provisions of this section.
3. Waukesha County may demand that the Contractor remove their software and hardware and reinstall/restore the County's previous system with no charges or penalties and all monies paid to date returned to the County.

The system shall not be accepted until the foregoing standard of performance is met. Warranty shall not commence until system has been accepted.

N. Support/Maintenance

Respondents must include pricing for support/maintenance on a 5 x 8 basis; Monday thru Friday; 7:00 a.m. – 4:30 p.m. CST inclusive of remote diagnostics, if available, and all upgrades and enhancements aimed at achieving efficient operation of the system and providing safe and adequate services at all times. Support services shall include a toll-free number for service issues, a support email address, and remote diagnostic capability.

Acknowledgement of support/maintenance calls must be within two hours after receipt. The County's standard for problem resolution is as follows:

- Priority 1 – Entire system is inoperative. Commands the highest level of priority and fastest repair, but no later than 4 hours after acknowledgement of call.
- Priority 2 – System disabled; major function inoperative or component failure. Repair needed ASAP, but no later than one business day after acknowledgement of call.
- Priority 3 – Minor system issue or redundant component failure. Routine but repaired as quickly as practical but no later than two business days after acknowledgement of call.

First year of support will not commence until after warranty expiration, followed by system acceptance. Pricing for support must be fixed for the first year of service. Thereafter, pricing may not increase by more than 3% for the prior one-year period or the Employment Cost Index, Private Industry Wages and Salaries, 12 month percent change, not seasonally adjusted for the Midwest Area, whichever is less.

VI. OTHER

1. Controlled access screening is mandatory for all vendors seeking access to the Courthouse and Administration Center.

Vendors who will be visiting either the Courthouse or Administration Center (515 W. Moreland Blvd.) are to enter and exit the facilities through the main Courthouse public entrance (Door #2), 515 W. Moreland Blvd. Screening will take place in the lobby of the Courthouse. A corridor near the Courthouse lobby connects both buildings together.

The County's internet website www.waukeshacounty.gov has been updated to include a quick link for Security Screening. More detailed information regarding the screening process can be viewed on this site. A map of the Government Center campus identifying public access points and parking areas is included in this link.

2. The County will be the sole owner of any and all information contained in the system to include but not be limited to data and images. The contractor will have absolutely no claim whatsoever to this information.
3. Depending on the extent of modifications, customizations, and/or the Contractor's financial stability, Contractor may be required to escrow source code.
4. All subcontractors must be identified in your proposal response. If subcontractors are used, Waukesha County will consider the proposing vendor to be the Prime Contractor and to be solely responsible in all contractual matters, including payment of any and all charges resulting from such subcontractor arrangements.

The Prime Contractor will be fully responsible for the acts, errors, and omissions of the Sub-Contractor. The Contractor shall cause appropriate provisions of its proposal to be inserted in all subcontracts ensuing to ensure fulfillment of all contractual provisions by subcontractors.

5. Contractor shall establish and maintain procedures and controls for the purpose of assuring that no information in its records or obtained from Waukesha County or from others in carrying out its functions under the contract shall be improperly used or disclosed by it. If information and/or records are requested of the successful Contractor(s) by anyone other than Waukesha County personnel, Waukesha County shall be notified immediately. Waukesha County will address all requests. Waukesha County reserves the right to review such procedures to ensure acceptability to Waukesha County.

Contractor agrees that all data in paper and/or electronic format, including test data, or other information submitted to the Contractor during testing phase, demonstration phase, and/or prior to production mode, and post production mode shall be immediately returned to Waukesha County or destroyed by Contractor in a secure and confidential manner upon Waukesha County's acceptance of work performed by Contractor. Any such data kept electronically by Contractor shall be deleted from Contractor's information system in a manner compliant with the most current industry standards of care which ensures that data erasure and destruction techniques is permanent and all data is removed and unrecoverable. (Reference Appendix D - IT Data Destruction Document posted with this solicitation)

6. It is understood by the Contractor will review Waukesha County's Project Management Standards as referenced in the IT Standards and the IT Business Services Project Portfolio Forms Chart documents. Reference Appendix G – Project Folders Structure. County and Contractor will mutually agreed upon a project approach and deliverables.

7. Background Checks: Contractor shall complete background checks at Contractor's expense on all personnel prior to starting any activity for the County. Contractor shall confirm in writing to Waukesha County that they have successfully conducted the background checks prior to the commencement of work and that Contractor will not use any personnel for whom background checks have revealed factors that make them unsuitable for the activity to be undertaken for the County. This includes replacement personnel.

At a minimum, resources to be checked should include, but are not limited to, civil (<http://wcca.wicourts.gov/index.xsl>) and criminal records (<http://wi-recordcheck.org/index.html>), Department of Transportation motor vehicle/licensing records (<http://www.dmv.org/wi-wisconsin/departments-motor-vehicles.php>). In order to do so, Contractor must obtain certain information for each of the Contractor's employees expected to be performing work for Waukesha County. At a minimum, the information shall include full name (including middle initial), date of birth and social security information. Additional information that is helpful in completing background checks includes maiden name, sex, race, driver's license number, and issuing state and places of residence for the last three years. NOTE: If the individual has resided outside of the State of Wisconsin within the last three (3) years, you will have to do similar research within the state they resided in.

All costs associated with the background checks are to be borne by the Contractor. All records received as a result of background checks are to be retained by the Contractor for a period of three (3) years after contract expiration.

Waukesha County reserves the right to request the results of the background checks and/or to do additional background checks on their own.

8. Compliance with Federal Immigration Laws and Regulations: Waukesha County supports the Immigration and Nationality Act (INA), which includes provisions addressing employment eligibility, employment verification, and non-discrimination. The filing of a proposal in response to this RFP is considered certification that the proposer is in compliance with the INA and has established appropriate procedures and controls so that no services under this contract will be performed by a worker who is not legally eligible to perform such services.
9. All personnel working on-site shall be required to wear an ID badge, dress appropriately and maintain proper hygiene. Failure to do so can be cause for removal of the individual from Waukesha County's account.
10. The County shall be entitled to request the removal of individuals working on any project for any of the following grounds, provided that such request be in writing and shall specify the reasons for the County's dissatisfaction: (i) unsatisfactory performance that causes negative operational impact at the County or causes the County to commit additional resources to avoid operational impact; (ii) dishonesty or belligerent conduct; (iii) lack of compatibility with County staff; or (iv) violation of County rules or policies. Upon such written request, the County and CONTRACTOR shall decide on a course of action to cure any such problems, provided that there shall be no cure opportunity required for problems involving categories (ii) or (iv) in the preceding sentence.

In the event CONTRACTOR does not cure the problem within (7) days from the date of notice, CONTRACTOR shall remove such person and shall promptly provide a qualified replacement. The County will be liable for payment of services only up to the time of removal and provided then only if services rendered meet the minimum requirements of the County. If the removal occurs within a two (2) week period after commencement, there will be no cost incurred by the County.

The Contractor is responsible for ensuring that any substitute personnel have comparable skills and experience. Resumes must be submitted for approval by Waukesha County for substitute personnel. The County reserves the right to interview substitute personnel prior to commencement of activity on the project.

VII. ASSUMPTIONS

Assumptions associated with the proposed work plan are as follows:

1. County will have a full-time (100%) project manager.
2. Vendor is responsible for activities directly related to the development of deliverables as determined in the Project Management Plan.
3. County will assist in the identification of departmental representatives.
4. County will assist in coordinating access to departmental representatives on a timely basis.
5. Contractor will provide appropriate introduction and preparatory materials in coordination with the County's project manager to departmental representatives during project initiation to ensure these stakeholders are informed and educated prior to project commencement.

VIII. FINANCIAL STABILITY

The Contractor, including any subcontractors, must have the financial capability to undertake the requirement. In order to demonstrate its financial capability, Waukesha County **may require** the submission of some or all of the financial information detailed below by both the Contractor and subcontractor if applicable. The requested information must be provided within five (5) working days of Waukesha County's written request.

- A) Audited Financial Statements for the Respondent's last three (3) fiscal years or for the years that the Respondent has been in business if this is less than three (3) years, including as a minimum the Balance Sheet, Statement of Retained Earnings, Income Statement and any notes to the statements.
- B) If the date of the Financial Statements provided in A) above is more than three (3) months from the date on which Waukesha County requests this information, the Respondent must also provide Interim Financial Statements consisting of a Balance Sheet and year to date Income Statement, as of two (2) months prior to the date of Waukesha County's request.
- C) Evidence by certification from the Chief Financial Officer or an authorized signing officer of the Respondent, regarding the accuracy of any financial information provided.
- D) Formal certification on proposer's stationary signed by the owner or authorized officer of the company indicating the proposing firm has not filed for bankruptcy in any form, nor are there any current intentions of filing any type of bankruptcy proceedings. In the event a proposer has or is considering filing bankruptcy of any type, formal certification will take on the form of a written explanation of such filing, complete with history and current status.
- E) A confirmation letter from the Respondent's financial institution(s) outlining the total of lines of credit granted and the amount of credit that remains available and not drawn upon as of one month prior to the date of Waukesha County's request.
- F) If any proposal is submitted by a joint venture, then the specific financial information requested may be required from each member of the joint venture depending on the magnitude and impact of their role in the joint venture.
- G) If the Contractor or subcontractor is a subsidiary of another company, then the specific financial information requested is also required from the parent company.

In an effort to reduce risk, Waukesha County desires a money back guarantee or a Letter of Credit. The Contractor is required to include, as part of their response, their policy regarding a money back guarantee for failed implementations and/or language that supports evidence of your firm's ability to provide a Letter of Credit (LOC) in the event of an unsuccessful implementation.

The required Contractor's LOC will be an amount equal to the total cost of the solution. The amount of the LOC will be reviewed on a yearly basis to reflect the status of the project (in terms of the amount completed and accepted).

Said letter of credit shall be maintained for a minimum of one year to a maximum of five years after system acceptance. If for one year, the LOC must be renewed annually. The Letter of Credit must be in effect before the Contract is executed.

This requirement may be waived by the County, in the event the Contractor can demonstrate strong financial stability/condition to the County.

IX. INSURANCE

The successful contractor shall agree that it will, at all times during the term of the agreement, keep in force and effect insurance policies required by the contract as noted below. Insurance certificates must be issued by a company or companies authorized to do business in the State of Wisconsin and that are satisfactory to the County. Such insurance shall be primary. Prior to execution of the written contract, the successful contractor shall furnish the County with a Certificate of Insurance issued and upon request, certified copies of the required insurance policies. The Certificate shall reference the contract and provide for thirty (30) days advance notice of cancellation or non-renewal during the term of the agreement.

Failure to submit or maintain the insurance requirements can make the contract void at the County's discretion. Minimum requirements are as follows:

Worker's Compensation and Employer' Liability Insurance – Statutory worker's compensation benefits and employers' liability insurance with a limit of liability not less than \$100,000 each accident. Contractor shall require subcontractors not protected under its insurance to take out and maintain such insurance.

Commercial General Liability Insurance (including errors and omissions) – Policy shall provide coverage for premises and operations, products and completed operations, personal injury and blanket contractual coverage. Errors and omissions shall not be excluded or a separate policy covering such exposure shall be maintained. Limits of liability are not less than \$1,000,000 per occurrence and aggregate.

Waukesha County, its boards, commissions, agencies, officers, employees and representatives must be named as additional insured with respects to the General Liability and so stated on the certificate of insurance.

Automobile Liability Insurance – Business automobile policy covering all owned, hired and non-owned private passenger autos and commercial vehicles. Limit of liability not less than \$500,000 combined single limit.

X. CONTRACT TERM, PRICING AND PAYMENT

It is the County's desire to begin the project as soon after contract execution as possible. Respondents will be required to submit a project plan as part of their response.

Waukesha County intends on keeping the system for its product life. All costs to provide software, hardware, and peripherals, install, implement, train and provide ongoing support is to be provided in the

pricing document. For purposes of cost evaluation, cost will be based on a five-year life cycle including all of the aforementioned items.

All pricing is to be submitted on the pricing document posted with this solicitation. All pricing is to include delivery FOB Destination and installation where applicable. The cost proposal should include a "not to exceed" fee for the project, inclusive of items which are normally referred to as **reimbursable expenses**, i.e., travel, meals, lodging and overtime work requiring higher than regular rate for which no additional compensation will be due.

Payment terms will be tied to specific deliverables with a minimum of 25% retained until the County has accepted the system.

Should additional services be required of the Contractor after implementation is completed, such as integration, interface, or other services, Contractor must provide them at the hourly rates quoted in this RFP. The rates quoted will be firm for a period of one-year from contract execution. Thereafter, hourly rates may be adjusted in accordance with the Employment Cost Index, Private Industry Wages and Salaries, Management, Business and Financial (excluding incentive paid) based on the percentage of change from the contract year to the year the services are required.

XI. CLARIFICATIONS/PRE-PROPOSAL CONFERENCE

Any questions concerning this RFP must be submitted in writing by **10:00 a.m. on Monday, August 30, 2010** to:

**Waukesha County Department of Administration
Purchasing Division
Attn: Diane Knoll
Administration Center, Room 310
515 West Moreland Blvd.
Waukesha, WI 53188**

Questions may also be submitted by fax to 262-548-7668 or via email to dknoll@waukeshacounty.gov. Questions submitted either by fax or mail must be marked **"QUESTIONS FOR #1039 – Enterprise Asset Management System."**

Vendors are expected to raise any questions, exceptions, or additions they have concerning the RFP document prior to the submission of the proposal.

If a vendor discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency exists in the RFP, the vendor should immediately notify the above of such error and request modification or clarification of the RFP document. In the event that it becomes necessary to provide additional clarifying data or information, that revises any part of this RFP, supplements or revisions will be provided to all recipients of this initial RFP via written amendment.

Vendors are also invited to attend a pre-proposal conference to be held on **Wednesday, September 1, 2010 @ 2:00 p.m.** in Room 355/359 of the Administration Center (Please review Section VI, Item 1 for details on Waukesha County's controlled access policy).

XII. PROPOSAL SUBMISSION & FORMAT – VENDOR RESPONSE

A. Format

In order for the committee to adequately compare proposals and evaluate them uniformly and objectively, firms must complete **ONLY** the County's Vendor Response and Pricing documents **regardless of whether you are submitting hard copy or electronically**; i.e. do not submit the Vendor Response document and a response in another form/format. The Vendor Response document

is posted on Waukesha County's website along with this RFP and identified as **1039 Enterprise Asset Management System - Vendor Response Document**.

Failure to use the Vendor Response Document may result in your response being rejected. If both our Vendor Response document and another submittal format are received, only the Vendor Response document will be evaluated.

Although additional documents/attachments may be submitted with either your hard copy or electronic response, they should not be excessively long or submitted in an elaborate format. Additional or attached documents are not to be used in place of responding to the questions in the vendor response document; i.e. do not respond with "Reference Attachment". Unnecessary attachments beyond those sufficient to present a complete, comprehensive and effective response should not be included. Proposals will not be evaluated on the aesthetics of the package.

The Vendor Response Document may be submitted hard copy or electronically – **DO NOT SUBMIT BOTH AN ELECTRONIC AND A HARD COPY OR BOTH MAY BE SUBJECT TO REJECTION**. See below for detailed instructions for both methods.

B. Vendor Response Submission - Hard Copy:

Respondent shall be required to mail* one (1) original, **UNBOUND**, clearly marked and identified as such, and ten (10) copies of the Vendor Response Document no later than 2:00 P.M. CST on **September 23, 2010** to:

**Waukesha County Purchasing Division
Administration Center, Room 310
515 W. Moreland Boulevard
Waukesha, WI 53188**

Each **HARD COPY** should be double-sided and bound, with the exception of the original, which should be double-sided but not bound. The copies should be bound by staple, binder clip or in a three-ring binder. Spiral, wire or comb bound copies are not acceptable.

***NOTE: If you are delivering your response in person, you must enter through the main Courthouse public entrance (Door #2), 515 W. Moreland Blvd and deliver it to the Department of Administration receptionist in Room 310 of the Administration Center to be time-stamped no later than 2:00 p.m. on the opening date.**

Be sure to allow sufficient time to obtain entry as the County has now instituted a Controlled Access policy. For more information – go to www.waukeshacounty.gov and click on the Waukesha County Security Screening link located at the bottom of the page.

Responses should be identified in the lower left corner as follows:

VENDOR RESPONSE, RFP #1039 Enterprise Asset Management System - OPENING DATE: 9/23/10

Envelopes, which are not properly identified or received after the above date and time, will be rejected.

C. Pricing/Signature Document Submission - Hard Copy:

Pricing must be submitted on the forms provided. Failure to do so may result in your proposal being rejected. **NOTE: If you are submitting your proposal in hard copy format, you must also include an electronic copy of your pricing document in CD format with your proposal.**

The Signature Document should be printed, completed in its entirety (with the exception of the tracking ID field; this field is only required for electronic submissions), and signed. **Note: Be sure to acknowledge any amendments issued, if applicable, in the box located above the signature area.**

The signature document along with one (1) original clearly marked and identified as such, and one (1) copy of the Pricing Document should be mailed* no later than 2:00 P.M. CST on **9/23/10** to:

**Waukesha County Purchasing Division
Administration Center, Room 310
515 W. Moreland Boulevard
Waukesha, WI 53188**

***NOTE:** If you are delivering your response in person, you must enter through the main courthouse public entrance, 515 W. Moreland Blvd. and deliver it to the Department of Administration receptionist in Room 310 of the Administration Center to be time-stamped no later than 2:00 p.m. on the opening date. *Be sure to allow sufficient time to obtain entry as the County has now instituted a Controlled Access policy. For more information – go to www.waukeshacounty.gov and click on the Waukesha County Security Screening link located at the bottom of the page.*

Proposal should be identified in the lower left corner as follows:

Pricing Document, RFP #1039 Enterprise Asset Management System - OPENING DATE: 9/23/10

Envelopes, which are not properly identified or received after the above date and time, will be rejected.

D. Response Submission - Electronic Submission:

Respondents may use the Purchasing website for submission by creating an electronic response following the directions contained therein (<https://purchasing.waukeshacounty.gov>). **Fax or email responses are not considered electronic submissions.**

The following documents will need to be downloaded and saved to your computer to provide an electronic response:

- ✓ **1039 Enterprise Asset Management System - Vendor Response Document General**
- ✓ **1039 Enterprise Asset Management System - BT Requirements - Vendor Response Document**
- ✓ **1039 Enterprise Asset Management System - Data Requirements - Vendor Response Document**
- ✓ **1039 Enterprise Asset Management System – Pricing Document**

Once you have made your response final, you must print out the signature document and fax it the Purchasing Division (262-548-7668) prior to the opening date and time. This document will now have a tracking ID associated with it. **Note: Be sure to acknowledge any amendments issued, if applicable, in the box located above the signature area.**

XIII. AWARD

Award will be made to the responsive, responsible vendor who complies with the requirements and scores the highest total on the evaluation criteria as it pertains to the overall needs of Waukesha County. It is the County's preference to award to one vendor but if one vendor cannot meet the requirements of this RFP, consideration will be made to award to two separate vendors.

XIV. EVALUATION OF PROPOSALS

Proposals will be evaluated in accordance with the criteria listed below. Award will be made to responsive, responsible Contractor who complies with the requirements and scores the highest total on the evaluation criteria as it pertains to the overall needs of the Waukesha County. Cost will be based on a three-year life cycle to include all upfront purchase and implementation costs, as well as ongoing support.

Firm's experience, qualifications, and demonstrated ability to provide service and maintain An Enterprise Asset Management System.	10%
Experience and qualifications of project team including the installation personnel, support personnel and any others critical to the provision of service, including subcontracted personnel.	15%
Response to Scope of Services including project approach/transition plan and ongoing support (Vendor Response Document- General).	20%
Response to BT Requirements - Vendor Response Document – Vendor Response Document.	25%
Response to Data Requirements - Vendor Response Document – Vendor Response Document.	5%
Cost	25%

XV. PROPOSAL DATES

The following dates are provided for your information and planning purposes. Although every effort will be made to follow this schedule, we reserve the right to modify the dates as necessary.

RFP Release Date:	No later than August 23, 2010
Questions Due:	10:00 a.m., Monday, August 30, 2010
Pre-proposal Conference:	2:00 p.m. Wednesday, September 1, 2010
Amendment Posted:	Close of Business, September 2, 2010
Proposals Due:	2:00 p.m., Thursday, September 23, 2010
Evaluation of Proposals:	September 30 – October 28, 2010
**Interviews/Demos:	November 29 through December 3, 2010
Notice of Award:	No Later than December 7, 2010
Finance Committee Approval:	December 15, 2010 (pending Finance schedule)
Contract Execution:	December 16, 2010

The County anticipates sending written notification by **November 5, 2010 to the proposers selected for the interview/demonstration process. Proposers not selected will be notified that their proposal will no longer be considered unless the Committee finds, after the completion of interviews, that additional proposers should be interviewed.

Please set aside November 29 thru December 3 for the interview/demonstration process – no exceptions/extensions will be given.

END OF DOCUMENT