

REQUEST FOR QUALIFICATIONS

ENTERPRISE ASSET MANAGEMENT SOFTWARE AND SERVICES



CITY OF GOLDSBORO

NORTH CAROLINA

OCTOBER 4, 2010

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**CITY OF GOLDSBORO, NC
REQUEST FOR QUALIFICATIONS
ENTERPRISE ASSET MANAGEMENT SOFTWARE AND SERVICES**

INVITATION TO SUBMIT

Sealed RFQs for the contract “**ENTERPRISE ASSET MANAGEMENT SOFTWARE AND SERVICES” RFQ** should be received by the Finance Department for the City of Goldsboro located at 200 North Center Street, Goldsboro, NC 27530, by **2:30 P.M.** on **Monday, OCTOBER 25, 2010.**

Project Background:

The City of Goldsboro operates water and sewer utilities and a municipal stormwater system. The City seeks to implement an enterprise asset management (EAM) system, also known as an infrastructure asset management system or computerized maintenance management system (CMMS), to help reduce maintenance and capital costs, comply with environmental regulations and accounting standards, and improve customer service. The City may also use the system for non-utility purposes, such as maintaining a tree inventory.

The asset management system must operate as a Web application (i.e. a browser-based application) on the City’s intranet.

The asset management system will build on the City’s existing data and software. The City currently has a geographic information system (GIS) that includes extensive data on utility infrastructure, and the asset management system must be GIS-centric. The City’s GIS data is stored in an ESRI ArcSDE Geodatabase 10.0 using Microsoft SQL Server 2008.

The City currently uses both geographic and nongeographic software packages that will work alongside the asset management system. The software includes CIS 4.13 by Ventyx formerly Banner for water billing, CUES Granite XP for pipeline video inspections, Bentley WaterGEMS and SewerGEMS Suite for hydraulic modeling, FireHouse for fire flow testing and Laserfiche for Document Management.

The City currently uses Microsoft Access for work orders and inventory, but anticipates replacing Access with the asset management system.

Scope of Work:

The City is seeking qualified and experienced Submitters to perform the following tasks:

- Provide asset management software that is both GIS-based and browser-based.
- Review City's current business practices and workflow and provide Visio Diagrams which will work in the new system along with any Hardware recommendations.
- Install the software and integrate it with the City's GIS.
- Integrate the software with other City systems, as appropriate.
- Train City staff in the use of the software.
- Provide technical support and software maintenance for one year after installation.

RFQ Process:

- RFQ Due Date – RFQs are due on **Monday OCTOBER 25, 2010** at **2:30 p.m.** in accordance with the published requirements. All RFQs shall be received at the time and place indicated in this document.
- Additional Questions to Submitters – In the event that, during the review and evaluation of the RFQs, the City has additional questions; the Submitter may be contacted at the sole discretion of the City.
- Review/Rank RFQs– After all review and any additional questions are answered, the RFQ review will be complete. It is expected that this review will result in the highest-ranked Submitters being short listed for further evaluation.
- Presentation – The City may schedule presentations for short listed firms. The presentations will allow the City to personally meet and listen to the Submitters' teams and to clarify any outstanding issues. If conducted the City will provide a presentation agenda for each Submitter.
- Contract Negotiations – The City and the successful Submitter will negotiate any outstanding issues concerning the RFQ. If a mutually agreeable contract cannot be reached within a reasonable time frame, the City reserves the right to terminate negotiations with the first ranked Submitter and begin discussions with the second ranked Submitter.

The Request for Qualifications, which includes an invitation to propose, instructions and technical specifications, will be made available as a PDF file on the City of Goldsboro's website. The RFQ will also be available in hard copy at the Finance Department in City Hall, 200 North Center Street, Goldsboro, NC 27530

Vendors who obtain the RFQ via the City website should register their interest with the Finance Director, to ensure that they will receive potential addenda. **This is the Vendor's responsibility.**

The City reserves the right to reject any and all RFQs, to waive any technicalities, and to accept any RFQ in the best interest of the City of Goldsboro.

**CITY OF GOLDSBORO, NC
REQUEST FOR QUALIFICATIONS
ENTERPRISE ASSET MANAGEMENT SOFTWARE AND SERVICES**

PART 1

INSTRUCTIONS TO SUBMITTERS

1.1 RECEIPT AND OPENING OF RFQ PACKAGES

1.1.1 RFQs submitted for the Project will be received as stated in the Invitation to Propose.

1.1.2 RFQs received prior to the advertised hour of opening will be kept secured and sealed. The officer whose duty it is to open them will decide when the specified time has arrived, and no RFQ received thereafter will be considered by the City.

1.1.3 Acceptance of a RFQ from a Submitter does not automatically result in a presentation. The time that is indicated on the date stamped by the Finance Director is considered the official time. Upon submission, all RFQs become the property of the City. RFQs are retained confidentially until selection but are otherwise subject to the right to know law.

RFQs may be submitted in person or by mail to the following address:

**Kaye Scott, Finance Director
City of Goldsboro
200 North Center Street
Goldsboro, NC 27530**

1.2 PREPARATION OF RFQS

1.2.1. All RFQs shall be submitted as a set of seven, one original and six copies, and one electronic copy on a compact disc in Microsoft Word format. All RFQs shall be signed by Submitter's authorized representative(s).

1.2.2. The City may consider as irregular any conditions attached to the RFQ, on which there is an alteration of, or departure from, the Forms attached.

1.2.3. Erasures or other changes in the Forms attached must be explained or noted over the signature of Submitter. Failure to do so shall render Submitter non-responsive and may cause rejection of the RFQ.

1.3 ADDENDA AND INTERPRETATIONS

1.3.1. All questions by Submitter(s) as to the interpretations of the Request for Qualifications must be submitted in writing to: Kaye Scott, Finance Director, 200 North Center Street, Goldsboro, NC 27530. RFQ questions must be submitted by **OCTOBER 11, 2010.**

1.3.2. Every interpretation made to a Submitter will be in the form of an addendum to the Request for Qualifications, and when issued, will be on file in the office of the Finance Director.

1.3.3. All addenda will be distributed to each person holding the Request for Qualifications, but it shall be the Submitter's responsibility to make inquiry as to the addenda issued. All such addenda shall become part of the Request for Qualifications and all Submitters shall be bound by such addenda, whether or not received by the Submitters.

1.3.4. The City will not be bound by any information, explanation, clarification, or any interpretation, oral or written, by whosoever made, that is not incorporated into an addendum to the Request for Qualifications. No response will be made to inquiries received after the RFQ Questions Deadline.

1.4 MODIFICATION AND WITHDRAWAL OF RFQS

1.4.1. RFQs may be modified after they have been submitted, but only before the deadline established for receipt of RFQs. Modifications must be signed by the Submitter(s) and must be received by the City no later than the receipt deadline.

1.4.2. RFQs may be withdrawn after they have been submitted, but only before the deadline established for receipt of RFQs. Withdrawals must be signed by the Submitter(s) and must be received by the City no later than the receipt deadline.

1.5 EVALUATION OF SUBMITTERS' RESPONSES AND RFQS

1.5.1. After the RFQs have been opened, the City will evaluate the Submitter's responses using the selection criteria described in section 1.7. Submitters may be required to submit additional or supplemental information to the City, if necessary, for the City to determine whether the Submitter(s) meet all of the standards outlined.

1.5.2. Submitters shall be required to submit, in writing, the names, addresses and telephone numbers of any proposed major subcontractors or equipment manufacturers, and to submit other material information relative to proposed major subcontractors or equipment manufacturers. The City reserves the right to disapprove any proposed subcontractor or equipment manufacturer whose technical or financial ability, resources, or experience is deemed inadequate.

1.5.3. The City reserves the right to cancel the Request for Qualifications or to reject any or all responses to the Request for Qualifications, or parts thereof, if it determines, in its sole discretion, that such cancellation or rejection is in the best interest of the City.

1.5.4. The City will determine which Submitters are responsive to the material terms and conditions of the Invitation to Propose and the Request for Qualifications. The City will then determine who is technically, financially and otherwise responsible to perform the Project satisfactorily and who has the capacity to meet all other requirements of the proposed Project. Any response may be rejected if it is determined by the City to be nonresponsive, provided, however, that the City reserves the right to waive any irregularities or technicalities which it determines, within its sole discretion, to be minor in nature and in the best interest of the public to waive.

Furthermore, any response may be rejected if it is determined by the City, in its sole discretion, that the Submitter is not capable of performing the proposed Project satisfactorily based upon review of its experience and technical and financial capabilities or the failure of such to provide information requested relating to such determination. Additionally, the City reserves the right to disqualify Submitters, before and after the Opening of RFQs, upon evidence of collusion with intent to defraud or other illegal practices upon the part of any Submitter(s).

1.5.5. The City reserves the right to conduct such investigation of Submitter as it deems necessary to evaluate the qualifications of the Submitter and the quality of the software and systems proposed. The Submitter may be asked to execute releases to facilitate this investigation. Failure to execute a release if requested may result in disqualification.

1.6 RFQ CONTENTS

1.6.1 RFQs are to be submitted in sealed envelopes, plainly marked “**RFQ FOR ENTERPRISE ASSET MANAGEMENT SOFTWARE AND SERVICES**”.

1.6.2 **Content** - The following information shall be provided in the order detailed:

1.6.2.1 Title Page - List the RFQ title, the name of the Submitter, managing office address, telephone number, name of contact person and date.

1.6.2.2 Table of Contents - Include a clear identification of the material included in the RFQ by page number.

1.6.2.3 Letter of Interest - Limit response to two pages. Make a positive commitment to perform the required work within a reasonable time. Identify the proposed asset management software. Also, give the name(s) of the person(s) who will be authorized to make representation for your organization, with their title and telephone number.

1.6.2.4 Company Information - Describe the company making the RFQ. Include information on financial stability, and provide the names of at least three existing clients using the proposed software.

1.6.2.5 Submitter's Approach - Provide a description of the proposed software and implementation. Address the ease of use for non-GIS personnel.

1.6.2.6 Response to Parts 2 and 3, Technical Specifications –The response to parts 2 and 3 should conform exactly to the order of the sections of the specifications. Submitter's responses should be in the following form: section and paragraph number, label or title of section or paragraph, then RFQ's response. Repeating the language of the specifications is not necessary. Wherever reasonable, the City is looking for specificity in RFQ's responses, unless it is obvious that the word "comply" is all that is required.

1.6.3 **Format** – To facilitate the comparative analysis and evaluations of all RFQs, it is required that the RFQs be submitted in the format described in the preceding sections. Any additional information the vendor believes would assist the City in the evaluation process should be included as an appendix to the RFQ.

SELECTION CRITERIA

The City will evaluate RFQs in the following key areas:

1.7.1 **Conformance to Requirements.** Degree to which RFQ meets technical needs of the City (see Section 2). Exceptions will detract from overall rating.

1.7.2 **Clarity of RFQ.** Degree to which RFQ clearly and concisely follows the Request for Qualifications. Answers must include and correspond to questions.

1.7.3 **Strength of Submitter.** Financial stability of the vendor (see paragraph 1.6.2.4).

1.7.4 **Support.** How the vendor proposes to deliver maintenance, support, and training (see paragraphs 2.7 – 2.7.2).

1.7.5 **Ease of Use.** Degree of difficulty for non-GIS personnel, such as dispatchers, receptionists, and foremen, to use the system (see paragraph 1.6.2.5).

1.7.6 **References.** Discussions with the Submitter's existing and any former clients (see paragraph 1.6.2.4).

1.7.7 Additional or Future Functionality. The possibility of additional functionality included in the purchase, included in future versions, or acquired through additional purchases (see paragraphs 3.4 – 3.5).

**CITY OF GOLDSBORO, NC
GIS DIVISIONS**

**REQUEST FOR QUALIFICATIONS FOR ENTERPRISE ASSET
MANAGEMENT SOFTWARE AND SERVICES**

PART 2

TECHNICAL SPECIFICATIONS

2.1 Platform

In order to maximize staff access and minimize maintenance costs, the infrastructure asset management software must be a Web application. All the functionality of the software must be available to a user running a typical Web browser on the City's intranet, without additional software installation.

2.2 Licensing

The software must allow at least ten concurrent users. The software must be available to all City staff with intranet access, therefore licensing must not be tied to particular users or computers. The package must either provide floating licenses, also known as concurrent user licenses, or allow unlimited use within the City's intranet.

2.3 GIS Integration

The software must be designed to work primarily with GIS data, where geographic features (e.g. pipes) represent assets. It must integrate with the City's existing ArcSDE Geodatabase and ArcGIS Server software. **The software must not require duplicating GIS data or converting to a different format.** The City will provide the existing GIS data, along with a server running a Microsoft operating system and IIS, Microsoft SQL Server 2008, ArcSDE 10.0, and ArcGIS Server Advanced Enterprise 10.0.

2.4 Functionality

2.4.1 Map Interface

The software must provide a map interface in a Web browser, allowing the user to view assets, search, pan, zoom, and measure distances. The map interface must

include the capability to view information about assets, define buffers around assets, and query for assets with particular attributes.

2.4.2 Number of Assets

The software and licensing must not set limits on the number of assets or the size or complexity of the asset data, other than those imposed by the underlying ESRI and Microsoft systems.

2.4.3 Call Center

The software must provide functionality for logging, mapping, and tracking calls for service. It must provide a choice of attaching calls for service to assets in the GIS or taking calls without attaching them to assets.

2.4.4 Work Orders

The software must provide for generating, mapping, and tracking work orders. It must allow generating work orders from calls for service, creating relationships between work orders, and attaching work orders to any number of assets or to locations without assets. The work order system must track parts, labor, equipment, and other resources associated with the work, and it must have the capability to send email to work crews. The system must allow scheduled work orders for planned maintenance.

2.4.5 Assets & Work Orders

The software must allow a many-many relationship between work orders and assets. In other words, a work order can refer to multiple assets, and multiple work orders can refer to the same asset.

2.4.6 Document Linking

The software must allow assets, calls for service, and work orders to be linked to electronic documents of any type. Grouped items, such as a group of assets, must also be linkable to documents. Documents types include, but are not limited to, CAD files, images, videos, Word documents, and PDFs.

2.4.7 Database Linking and Open Architecture

2.4.7.1 Database Compatibility

The software must allow for the exchange of information with other databases and software, including some or all of those described in the introduction. The software must allow linking assets to external data sources, so that a user clicking on an asset can view external data about the asset.

2.4.7.2 Open Architecture

The system architecture and licensing must allow the City and third parties to create applications that access the asset data.

2.4.7.3 Database Documentation

The successful Submitter must provide the City with documentation of the database structure. The documentation must be sufficient to allow the City or its contractors to develop applications that access the asset management system's data.

2.4.8 Customization

Interfaces must be customizable, allowing users to design custom work orders and data fields. The software must allow user-defined drop-down menus to improve the speed and accuracy of data entry.

2.5 Installation

RFQs must include installation of the software on the City's server, along with all necessary work to get the system up and running. This work includes, but is not limited to, integrating the software with the City's GIS data and creating call forms and work order forms.

2.6 Training

RFQ's must include at least sixteen hours of training for City personnel (end users). In addition, at least two City employees must be involved in the setup process and trained in system administration, form creation, and database access.

2.7 Support

RFQ's must include technical support and software maintenance for one year after installation.

2.7.1 Technical Support

During the support period, the successful Submitter must provide prompt and helpful technical support by phone and email. At a minimum, support must be provided to the City employee designated as the asset management system administrator.

2.7.2 Software Maintenance

The successful Submitter must provide, free of charge, all patches, service packs, and new versions released during the support period.

REQUIRED FORMS

REQUIRED FORM 1 - RFQ ACKNOWLEDGEMENT

The Software Provider hereby certifies receipt of the Request for Qualifications for the City of Goldsboro, North Carolina Enterprise Asset Management Software and Services. This form should be completed upon receipt of the City's Request for Qualifications and faxed in time for the City to receive it by or before October 11th, 2010. Please fax the completed Request for Qualifications Acknowledgement Form to the attention of:

Kaye Scott, Finance Director

Fax: 919-580-4290

Date: _____

Authorized Signature: _____

Title: _____

Company Name: _____

Contact Name: _____

Contact E-mail address: _____

Please check the appropriate space below and provide the requested information:

☐ **We plan on submitting an RFQ**

☐ **We do not plan on submitting an RFQ**

Reason: _____

REQUIRED FORM 2 – RFQ SUBMISSION FORM

**CITY OF GOLDSBORO N.C.
ENTERPRISE ASSET MANAGEMENT SOFTWARE AND SERVICES**

This RFQ is submitted by:

Software Provider Name: _____

Representative (printed): _____

Representative (signed): _____

Address: _____

City/State/Zip: _____

Telephone: _____

(Area Code) Telephone Number

Facsimile: _____

(Area Code) Fax Number

It is understood by the Software Provider that the City reserves the right to reject any and all RFQs, to make awards on all items or on any items according to the best interest of the City, to waive formalities, technicalities, to recover and re-bid this RFQ. RFQ is valid for one hundred and eighty (180) calendar days from RFQ Opening.

Software Provider

Authorized Signature

Date

Please type or print name