

EAM RFP #49-14-IT VENDOR QUESTIONS:

Questions are in black. Responses are in blue.

Vendors will have an opportunity to clarify their response to the RFP with SoftResources during the evaluation period therefore not all of the questions below have a response.

- 1) Did you work with any companies/consultants when designing and writing this RFP? If so who?

The City of Kirkland worked with SoftResources LLC to design and write the RFP.

SoftResources LLC
11411 NE 124th Street, Suite 270
Kirkland, WA 98034
Main: 425.216.4030

- 2) What is the proposed budget for this project?

The City has approximately 1.2 million dollars for the software, hardware, implementation, training, and project staffing for this project.

Cost does matter in this project, but getting the right system is even more important. Vendors should consider proposing the best cost they can while proposing a system and configuration that meets our requirements.

- 3) Would you like a hosted or in-house solution for this project?

The City does not currently have any enterprise systems that are hosted solutions. That said, we do have many smaller systems that are hosted and we do have an approved cloud computing policy. We are willing to look at cloud computing options, and generally we have no preference either way. We are more interested in getting the right system at the right total cost of ownership.

- 4) In addition, Infor would like to request a list of all suppliers submitting a letter of intent at your earliest convenience

VENDOR
AssetWorks
Eagle Technology
EnerGov / Tyler Technologies
Infor – Hansen
Lucity
VUEWorks Data Transfer Solutions, LLC
VUEWorks GeoTerra, Inc. dba 3Di

West Monroe Partners, LLC
Technology Concepts Group, Inc. (TCG)
UXC Eclipse

5) Has the City determined the VueWorks isn't a viable solution to meet the requirements of this project?

The City has made no determination regarding the viability of the VueWorks solution. We are interested in evaluating options to find the best fit to our requirements.

6) If Financial Statements are supplied as requested, can those documents be marked as confidential and kept out of the Public Information Availability requirement? Our company is a privately held company and financials are not shared. Will City of Kirkland allow a discussion with our bank on financial stability under an NDA in lieu of supplying financial statements?

The City of Kirkland does require financials to be shared however we do have a process if someone requests documents related to an RFP that would allow you to keep your financial information confidential. Our City Clerk's office informed me that should we receive a request for all documents related to this RFP we will send a letter to parties that provided documents informing them of the request. You will then have the opportunity to file an objection to your records being disclosed, and this may prevent or delay public disclosure.

7) What is the cost of a City of Kirkland Business License?

The City of Kirkland Business License fee is based on a calculation. The formula for the calculation can be found on the Frequently Asked Questions page for Business Licensing on the city website (link below):

<http://www.kirklandwa.gov/Assets/Finance+Admin/Finance+Admin+PDFs/Business+License+Frequently+Asked+Questions.pdf>

8) Questions from the Functional Requirements – Please provide more information.

		Summary of Module/Functionality Footprint Requirements	Notes
9	E	Permitting	Is this Permits tied to Work Management or City Permits like Buildings This is Building and Public Works Permits and Code Enforcement.
		Integrations and Interfaces	
62	I	Do you have a client portal, or the ability and experience to integrate with one?	Do you mean a client portal for your citizens to report and request services or a client portal for the City to report service issues and questions with the vendor of the new EAM? A client portal for citizens to report and request services.
		Asset Record Tracking	
82	R	Open City's GIS Browsers (GeoCortex System) from EAM and access EAM information from GIS Browsers (briefly describe	Do you want to integrate a GIS browser inside of the EAM?

		your integration including but not limited to passing/receiving parameters).	Each vendor should provide their optimal level of GIS to EAM integration. If you can accomplish this by integrating the GIS Brower within the EAM then please state that in your RFP response.
		Work Management	
143	R	Provide costs and percent complete of delineated program; i.e. measuring progress on street sweeping.	For percent complete is this a field on the work order to enter manually or do you want this automatically updated as the work is being completed? How and what format do you want to see this? We would prefer to have this calculation automatically updated; however would consider a variety of approaches and formats.
		Billing	
159	R	Support asset planning and budgeting process (e.g. FTE staff level planning to support desired service levels, costs to perform maintenance tasks, etc.).	Do not understand this requirement. The City of Kirkland wants know how much it costs to provide service levels. Eg. How many FTE's, equipment, inventory to clean x # of Linear Feet of ditches twice per year.

9) Did you receive my letter of intent OK?

Yes. Please see the response to Question #4 for a list of all vendors who supplied a letter of intent.

10) What data is to be migrated?

a. History?

Depending on the choice of vendor we will explore what data will be migrated with that vendor. Possibilities include: Assets including all attributes, Work Order History, Personnel, Existing Inventory, and Equipment

11) What integrations are required?

- a. Financial?
- b. 3rd Party?

Refer to the Requirements section of the Request for Proposal for desired integrations.

12) Can you please breakdown the named users by role and what modules they are going to be using in the new EAM?

- a. This affects our licensing budget.
- b. For example full time users ie: Supervisors and planners versus part time users ie: Technicians

Role	Modules	F/T vs P/T user
PW Stormwater & Sewer Division Mgr.	Work Order Management, Customer Service, Inventory Control, Sewer, Storm modules	F/T, Manager
PW Lead Storm Water Division	Work Order Management, Customer Service, Inventory Control, Sewer, Storm modules	F/T, Field
PW Lead, Sewer/Storm Division	Work Order Management, Customer Service, Inventory Control, Sewer, Storm modules	F/T, Field
PW Office Specialist	Work Order Management, Customer Service, Inventory Control, Sewer, Storm modules	P/T, Admin
PW Streets Division Mgr.	Work Order Management, Customer Service, Inventory Control, Street modules	F/T, Manager

Role	Modules	F/T vs P/T user
PW Lead, Streets Division	Work Order Management, Customer Service, Inventory Control, Street modules	F/T, Field
PW Lead, Grounds	Work Order Management, Customer Service, Inventory Control, Street modules	F/T, Field
PW Streets Inventory	Work Order Management, Customer Service, Inventory Control, Street modules	F/T, Field
PW Yard Maintenance/Inventory	Work Order Management, Customer Service, Inventory Control, Street modules	F/T, Field
PW Water Division Mgr.	Work Order Management, Customer Service, Inventory Control, Water modules	F/T, Manager
PW Lead, Water Division	Work Order Management, Customer Service, Inventory Control, Water modules	F/T, Field
PW Utility Data Entry Clerk	Work Order Management, Customer Service, Inventory Control, Sewer, Storm, Street, Water, Plant/Fleet modules	F/T, Admin
PW Office Specialist	Work Order Management, Customer Service, Inventory Control, Sewer, Storm, Street, Water, Plant/Fleet modules	F/T, Admin
PW Management Analyst	Work Order Management, Customer Service, Inventory Control, Sewer, Storm, Street, Water, Plant/Fleet modules	F/T, Admin
PW Senior Accounting Associate	Work Order Management, Customer Service, Inventory Control, Sewer, Storm, Street, Water, Plant/Fleet modules	F/T, Admin
PW Sr. Operations & Finance Analyst	Work Order Management, Customer Service, Inventory Control, Sewer, Storm, Street, Water, Plant/Fleet modules	F/T, Admin
PW Business Analyst	Work Order Management, Customer Service, Inventory Control, Sewer, Storm, Street, Water, Plant/Fleet modules	F/T, Admin
PW Superintendent	Work Order Management, Customer Service, Inventory Control, Sewer, Storm, Street, Water, Plant/Fleet modules	F/T, Management
PW Director	Work Order Management, Customer Service, Inventory Control, Sewer, Storm, Street, Water, Plant/Fleet modules	F/T, Management
Yard Maintenance & Inventory Control - Facilities	Work Order Management, Customer Service, Inventory Control, Plant/Fleet modules	F/T, Admin
Facilities Services Lead	Work Order Management, Inventory Control, Plant/Fleet modules	F/T, Field
Facilities Services Mgr.	Work Order Management, Inventory Control, Plant/Fleet modules	F/T, Manager
Parks Supervisor	Work Order Management, Customer Service, Inventory Control, Plant/Fleet, Water modules	F/T, Field
Parks Lead	Work Order Management, Customer Service, Inventory Control, Plant/Fleet, Water modules	F/T, Field
Parks Lead	Work Order Management, Customer Service, Inventory Control, Plant/Fleet, Water modules	F/T, Field
Parks Supervisor	Work Order Management, Customer Service, Inventory Control, Plant/Fleet, Water modules	F/T, Field
Parks Lead	Work Order Management, Customer Service, Inventory Control, Plant/Fleet, Water modules	F/T, Field
Parks Lead	Work Order Management, Customer Service, Inventory Control, Plant/Fleet, Water modules	F/T, Field
Parks Operations Manager	Work Order Management, Customer Service, Inventory Control, Plant/Fleet, Water modules	F/T, Manager
Parks Coordinator	Work Order Management, Customer Service, Inventory Control, Plant/Fleet, Water modules	F/T, Admin

Role	Modules	F/T vs P/T user
Parks Accounts Associate	Work Order Management, Customer Service, Inventory Control, Plant/Fleet, Water modules	F/T, Admin
Parks Office Technician	Work Order Management, Customer Service, Inventory Control, Plant/Fleet, Water modules	F/T, Admin
Sr. Applications Analyst	Work Order Management, Customer Service, Inventory Control, Sewer, Storm, Street, Water, Plant/Fleet modules	F/T, Technical
Sr. Applications Analyst backup	Work Order Management, Customer Service, Inventory Control, Sewer, Storm, Street, Water, Plant/Fleet modules	F/T, Technical
GIS Administrator	Work Order Management, Customer Service, Inventory Control, Sewer, Storm, Street, Water, Plant/Fleet modules	F/T, Technical
Sr. GIS Analyst	Work Order Management, Customer Service, Inventory Control, Sewer, Storm, Street, Water, Plant/Fleet modules	F/T, Technical
Fleet	Work Order Management, Inventory Control, Plant/Fleet modules	P/T, Admin
PW Development	Work Order Management, Customer Service, Inventory Control modules	P/T, Admin
PW Development	Work Order Management, Customer Service, Inventory Control modules	P/T, Admin

13) How many field workers will require the use of mobile technology for work management?

- a. Connected and Non-Connected

We estimate that initially 10-12 field workers will use mobile technology for work order management. We want the capacity to expand up to 50 users. Ideally field staff can connect to the system wirelessly in the field.

14) How many inventory control staff would require the use of mobile technology?

- a. Connected and Non-Connected

We estimate 7-8 inventory control staff in general. We are not differentiating it as a mobile use.

15) Form 5 Functional Requirements - Line 7 lists "Billing" as a requested module. Please describe the type of asset management billing the City currently processes.

Work Order billing. Refer to requirements 157 through 160 for specific requirements related to billing in the Requirements document.

16) Form 5 Functional Requirements – Line 44 asks for a description of the integration with closed circuit television (CCTV). Can you provide details on the integration requirements and explain how CCTV is used today?

Please refer to the requirement. It asks to describe any integration you have with CCTV.

RFP Document:

17) What is "the billing financial software integration for generation invoices" referring to?

We cannot locate the reference to "the billing financial software integration for generation of invoices" in the RFP or requirements documents.

- 18) If Springbrook is the financial software Kirkland deploys, will Springbrook be providing access to their API?

City of Kirkland currently uses Springbrook for Utility Billing/Cashiering but not Accounts Receivable. We use Sungard Public Sector's IFAS financial system for Account Receivable. Integration with IFAS Accounts Receivable is accomplished via Excel upload or flat file interface into a batch file.

- 19) Is there approval by Kirkland Finance to allow the access to the financial services software by an AMS solution? There are two options, waterfall reporting (uni-directional) to AMS or bi-directional for updates to asset valuations, etc.? Security concerns?

The current financial system utilized by the City is Sungard Public Sector's IFAS system. Currently, the system allows integration through the use of interface files (Excel, flat file). There is no direct integration with the system.

- 20) Building on question #3, what are the directions of data flow for each of the integrations? Are they one directional or bi-directional and for one directional is the data being sent to the AMS or to the 3rd party application from the AMS?

Please refer to the Requirements section of the Request for Proposal for desired integrations. We will explore the type of integrations and data flow directions with a chosen vendor.

- 21) What type of transaction or synchronization? For example nightly, hourly or real-time updates between AMS and Springbrook.

Please refer to the Requirements section of the Request for Proposal for desired integrations. We will explore the type of integrations and frequency of data transfers with a chosen vendor.

- 22) Where is the referenced Non-Disclosure Agreement (Attachment B) found in the RFP?

Our apologies. The Non-Disclosure Agreement, Exhibit B was left off of the RFP. It is included at the end of this document and is also posted to the Purchasing site.

- 23) On page 13 it is stated that a PDF format file and a Microsoft Word format file are to be submitted. On page 12, there are references to sealed proposals. Can the City provide clarification as to whether proposal responses may be sent via email to the email address given on page 13 or whether a CD-ROM or thumb drive containing the files inside a sealed package is to be sent to the physical address given on page 13?

You may email your proposal to the address given on page 13, or if you prefer you may deliver your proposal on a CD-ROM or thumb drive with the proposal file to the physical address. Both will be accepted.

- 24) Should each form have a separately numbered Table of Contents or should page numbering be continued from form to form?

Continue page numbering from form to form.

- 25) Does the City of Kirkland have documentation of current Levels of Service and past performance? If so, will the City of Kirkland be willing to share this information?

That is not available at this time.

- 26) Is the City of Kirkland – PW Street Division also in charge of Pavement? If so, does the PW Street Division work with a 3rd Party Software (i.e StreetSaver, MicroPaver, etc.) to determine the PCI (Pavement Condition Index)? If so, which Pavement Management Software is being used?

The Pavement Management Software is controlled by the Capital Improvement Division of Public Works; it is MTC Streetsaver.

- 27) Is the City of Kirkland willing to share a list of Asset Classes and Asset Types by Department? (i.e. PW Water Division – Water Asset Class – Asset Types: Valves, Hydrants, Mainlines, Booster Pump Stations, Tanks, Well Sites, etc..)

Yes, however this information is not available at this time. It will be provided to vendors who make the short list of selected vendors.

- 28) Does the City of Kirkland's GIS Feature Classes have unique-Id's for each asset?

Yes

- 29) Does the City of Kirkland's GIS Feature Classes have the (or an) attribute field that reflects the Installation Year by Asset for all of the Departments listed in the RFP?

The City has the installation year attributed populated for selected assets in GIS.

- 30) Does the City of Kirkland have/manage a Waste Water Treatment Plant?

No.

- 31) Facilities Services is listed as a Department at the City of Kirkland. How many Facilities (Structures) are overseen/managed by the Facilities Services Department?

City Hall
Maintenance Center (3 buildings)
City Hall Annex
Parks Maintenance Center
Peter Kirk Senior Center
Kirkland Teen Center
Peter Kirk Community Center
Kirkland Justice Center
Fire Station #21
Fire Station #22

Fire Station #24 – Being decommissioned in 2015
Fire Station #25
Fire Station #26
Fire Station #27
Kirkland Performing Arts Center
North Kirkland Community Center
505 Market Street – Being sold in 2015
Heritage Hall

32) Functional Requirements Matrix:

#18 – Notifications via email. Does Kirkland want to have an Email sent directly from VUEWorks to customers Email? i.e. – Homeowner’s email – this may be an IT question based on the Firewall and how should these “... context sensitive access” correspondences be managed?

We will determine how e-mail notifications will be configured with the chosen vendor.

#23 –EnerGov connectivity. Has the City of Kirkland discussed with EnerGov the request to integrate a 3rd party software with EnerGov? Please provide an example of basic functions to be achieved by integrating with EnerGov? Is the goal to pull data down from EnerGov and work with it or is to query and or edit EnerGov data or both?

We have not discussed integration with EnerGov at this time, but it is a desired integration.

#54 – Utility Billing. Has Kirkland talked to Springbrook about opening up their API so that other software’s like VUEWorks can access their data? What will be the direction of date flow? Uni- directional or bi-directional?

We have not discussed integration with Springbrook at this time, but this is a desired integration.

#136 - Ability to maintain specific schedules by different groups. Can Kirkland provide details on what the city is trying to accomplish here?

We have 3 divisions and need to be able to look at the schedules by division.

#141 – Ability to schedule closures; shut downs by date, or by date and time. Can Kirkland provide details on what the city is trying to accomplish here?

Based on the work planned, need to be able to identify associated closures affiliated with specific work.

#147 - Ability to collapse the project time tracking detail into categories for payroll purposes: E.g. .5 hours on water main, .5 hours on drain pipe collapses to 1.0 hours regular time for payroll purposes. Can Kirkland provide details on what the city is trying to accomplish here?

The City of Kirkland is trying to avoid having people enter their time twice, once for work orders detailing the specific work done by each individual by project, and again for Payroll purposes. By being able to collapse project time tracking detail into working time vs. leave time we would avoid double-entry.

- 33) Regarding Form 8: Project Schedule; Is the sample migration and adoption priority list for each functional area an accurate representation of how the City envisions the roll-out of this project, or is the City looking for the vendor to make its own recommendation for a project schedule?

The Project Schedule in Form 8 is an example of how we envision rolling-out the project but we are open to recommendations from vendors regarding project schedule. However, the overall timeframe of the project schedule reflect the City's desired overall timeframe for the project.

- 34) Chapter I: RFP General Information, Objective of this RFP, first paragraph: We wrote an integration with ESRI in early 2014 and have demonstrated it full functioning many times, but have not had any clients deploy it in a live environment. Since there are no live clients and you are requesting a tightly integrated solution with ESRI ArcGIS, would this disqualify our proposal from consideration?

We will evaluate the viability of each vendors GIS integration based on the information they have.

- 35) Chapter I: RFP General Information, Objective of this RFP, fourth paragraph: We sell our product directly and through a VAR channel. We do have some direct clients that are state & local government entities, but the majority of them were sold and installed via partners, so reference would be via a mix of direct and 3rd party projects. Is this a concern or acceptable process for City of Kirkland in this evaluation?

This referencing is acceptable.

- 36) Chapter I: RFP General Information, Objective of this RFP, fifth paragraph: Budget is always a challenging question to answer, but can you describe or give guidance on the budget threshold or anticipation besides "most advantageous to the City of Kirkland with price and other factors considered"?

Please see the response to question #2.

- 37) Chapter I: RFP General Information, Kirkland EAM Environment: Is Hansen EAM Version 8 a viable consideration (typically an upgrade to the existing/incumbent system is the least costly and disruptive to an organization) or is the intent to actually replace Hansen due to functional issue?

Yes, Infor Hansen EAM version 8 is definitely a viable consideration.

- 38) Chapter I: RFP General Information, Kirkland EAM Environment: What is the Financial/ERP system currently in use at City of Kirkland? Is that integrated with Hansen EAM software presently?

City of Kirkland uses Sungard Public Sector's IFAS for its Financial system. We do not have an ERP solution. Currently, IFAS is not integrated with Hansen. Integration with IFAS is a desired integration.

- 39) Chapter I: RFP General Information, Proposal Submission: It is indicated that proposals submitted must be time stamped as received by Kirkland's system. Since this is a PDF and Word response submission (no hard copy /printed materials sent) then we are assuming submission via email with receipt by the Kirkland email system will constitute the received time stamp. Is this correct?

Yes. The timestamp will be for the email, not the documents contained within.

- 40) Tab 1 (Cover Letter) calls for inclusion of the Non-Collusion certificate attachment and the Non-Disclosure Attachment. We have found the form for the Non-Collusion certificate but the Non-Disclosure attachment does not appear to be in the RFP as stated in the Table of Contents. Please provide.

Our apologies. The Non-Disclosure Agreement, Exhibit B was left off of the RFP. It is included at the end of this document and is also posted to the Purchasing site.

- 41) The RFP states that an electronic copy should be provided in pdf and Word formats but doesn't specifically state that it is to be submitted electronically via email to the primary contact. Since it also provides an address that has the format of a shipping label we are confused as to whether or not the City wants hard copy shipped as well as electronic copy provided. Please clarify.

You may email your proposal to the address given on page 13, or if you prefer you may deliver your proposal on a CD-ROM or thumb drive with the proposal file to the physical address. Both will be accepted.

RFP Section - Functional requirements - GIS Integration: Describe dispatch and routing capabilities for the EAM using maps so crews can be directed to assigned service requests/work orders as efficiently as possible.

- 42) Municipalities similar to the City of Kirkland are experiencing tremendous return on investment with real-time visualization of field crews *and mobile assets such as vehicles*. Since dispatch and routing capabilities are mentioned in the requirements, would an additional module or solution that can show both vehicles and work orders on a map in real time be desired?

Yes

RFP Section - Functional requirements - Technology: Compatibility with GPS/AVL technology in field vehicles.

- 43) Similar to the question about dispatch and routing capabilities, please elaborate on the City's requirement above, "Compatibility with GPS/AVL technology in field vehicles". Would an additional module or solution with GPS and AVL capabilities that can be integrated with the proposed EAM system be desired?

Yes. We have a pilot for a GPS/AVL in some of our vehicles and would like to be able to integrate the information from this technology into our EAM system. For example, if AVL is installed on a snow plow it would be helpful to show the route the snow plow has taken to clear the roads including providing a map to citizens.



IT Non Disclosure
Agree.doc