Request for Proposals

COMPUTERIZED MAINTENANCE MANAGEMENT/
ASSET MANAGEMENT SOFTWARE

IMPLEMENTATION AND TRAINING

Issued: August 15, 2016
Deadline for Submissions: 4:00 p.m., September 8, 2016
I. INTRODUCTION

The City of Anderson seeks to procure a computerized maintenance management system (CMMS) primarily for its Utility Division. The City of Anderson invites qualified vendors to submit proposals for CMMS software, implementation and training.

Any questions regarding this RFP must be submitted by **August 29, 2016 at 4 p.m.** via email to Traci Wideman, City of Anderson, at TWideman@cityofandersonsc.com. The City will maintain a list of questions and answers and distribute it to consultants by Addendum.

Submissions must be received by **September 8, 2016, at 4 p.m. at:**

City of Anderson  
c/o Water Operations  
401 South Main Street  
Anderson, SC 29624

Proposals received after the deadline will not be accepted. Proposals will be reviewed and interviews may be conducted with identified firms.

II. OVERVIEW

This RFP is specifically intended for software firms with an off-the-shelf industry recognized commercial CMMS. The CMMS must be GIS centric and the vendor must be partnered with ESRI. The CMMS is expected to run as a web based application using relational database management system. Users will access the CMMS from either browser-based or Windows-based workstations as well as iOS and Android mobile devices.

III. REQUIREMENTS

This section contains the minimum system requirement for the CMMS. The System Requirements primarily apply to managing the horizontal assets of the Water and
Sanitary Sewer System, however, vertical assets such as facilities and equipment will also be managed.

1. The CMMS System is expected to perform:

- **Service Requests/Customer Service**
  - Create a service request for internal and external work requests
  - Connect service request to subsequent work order to provide ability to update original requestor

- **Work Orders**
  - Manage, open, update, complete and close activities
  - Include costs for labor, material, parts, equipment, vehicles, tools and outside resources
  - Include asset ID on work order to create history
  - Attach prior asset service requests to provide history of problems
  - Route work orders to the field crews on iOS and Android mobile devices
  - Schedule work to be done on a calendar that allows the user to change the day, time or crew by activating the work order from the calendar view
  - Link several assets to a single work order
  - Track work order status in real time

- **Asset Register**
  - Include vertical and horizontal assets
  - Include asset characteristics and nameplate data as required
  - Allow the creation of asset hierarchies
  - Ensure that each asset has a unique ID
  - Attach images and documents to an asset record
  - Map assets using ArcGIS

- **Preventive Maintenance**
  - Set up PM by various criteria such as by date, hours, readings or miles
  - Include appropriate labor, materials, parts and other requirement work components
  - Set various PM start date types, e.g. days, weeks, months, etc.

- **Inventory/Parts**
  - Designate any area or vehicle as a storeroom or warehouse
  - Include vendor and manufacturer information with a part
  - Lower stock on hand figure based on use through a work order
  - Allow parts to be transferred between storage areas
- Store manufacturer and vendor history
- Assign bin location in a warehouse
- Inform user when minimum parts level is reached

**Asset Inspections Reports**
- Store information and images about various asset inspections
- Map asset inspections using ArcGIS
- Use information and images created by Pipeline Observation System Management (POSM) CCTV system in Pipeline Assessment & Certification Program (PACP) format
- Apply a condition assessment rating to an inspection found defect
- Create a condition assessment rating report

**Asset Management Key Performance Indicators or Level of Services Statements**
- Allow users to create reports
- Store report queries and change as required
- Review all reports before they are printed
- Include predefined general system reports that can be customized by the user
- Create and update key performance indicators (KPI) and adjust effective service life based on condition ratings and criticality
- Send reports to printer, file or email
- Provide compatible file formats for exporting reports
- Map critical condition and performance indicators of assets

**Workflow Management**
- Store and use business process workflows
- Support rules based workflow routing
- Create document packages such as work orders, maps, special instructions, safety instructions and other for routing and approval

2. The CMMS must have integration with the following software:
   - ArcGIS (ESRI Partnered)
   - CCTV (Granite XP)
   - Customer Information System and Financial Data
   - ESRI Partnered GIS Integration
   - Display work orders and service orders on a map utilizing ArcGIS Online
   - Update work orders and service orders progress in real time on a map
• Attach a map with a work order that represents the location of the asset
• Group like assets for inclusion on a work order. (e.g. inspections)

3. The Granite XP CCTV System Integration must include ability to:
   • Extract information from the Granite XP data file to create work orders
   • Extract images from the Granite XP files to attach to a work order and/or asset register record

4. The CMMS must have integration with the following hardware:
   • Windows 7 (or greater) Desktop Workstations or browser-based solution
   • IOS and Android mobile device

5. The CMMS must be able to support potential future system requirements applicable to other municipal governmental functions including but not limited to the following:
   • Stormwater
   • Sign & Signals
   • Recreation
   • Planning & Zoning
   • Building & Codes
   • Fire
   • Fleet Maintenance

IV. SCOPE OF WORK

The city desires a turnkey-style proposal. The proposer is expected to include pricing for the following tasks and deliverables:
• Install asset management software that meets the above requirements.
• Provide licenses, extensions, modules and install any needed web applications to meet the above requirements for listed users.
• Set up and Integrate software with systems listed above.
• Configure inspection forms and reports.
• Train staff and consultant on CMMS use.
• Provide technical support and software maintenance for 1 year (include annual maintenance fee for first 3 years).
V. **FINANCIAL CONSIDERATIONS**

- All applicable taxes shall be indicated in the proposal.
- All costs shall be included in this proposal.
- The contractor shall provide proof of insurance coverage and shall be included in the proposal cost. The successful bidder must provide the City of Anderson a certificate of Liability Insurance of no less than one million dollars ($1,000,000). The successful bidder must provide a certificate of insurance for Workers’ Compensation as required by the State of South Carolina.
- Proposals shall include costs for any travel, meals and accommodations.
- Terms of Payment – The City of Anderson agrees to pay full invoiced amount within 30 days following completion of the work and receipt of all deliverables.

VI. **PROPOSALS FORMAT**

Proposers shall submit one (1) clearly marked original plus five (5) copies of their proposal. All proposals become the property of the City of Anderson upon submission. The expense of preparing and submitting a proposal is the sole responsibility of the Proposer. The City reserves the right to reject any or all proposals received, to negotiate with any qualified source, or to cancel in part or in its entirety this RFP as in the best interest of the City of Anderson. This solicitation in no way obligates the City to award a contract.

- Proposals are to be submitted in a sealed envelope plainly marked Proposal for CMMS Software
- Title Page - List the RFP title, the name of the Proposer, managing office address, telephone number, name of contact person and date
- Table of Contents - Include a clear identification of the material included in the proposal by page number
- Executive Summary- 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
• Company Information - Describe the company making the proposal. Include information on financial stability, and provide the names and contact numbers of all clients purchasing the proposed software in the past 3 years and all existing clients within 250 miles of the City limits.

• Proposer's Approach - Provide a description of the proposed software, implementation and schedule. Address the ease of use for personnel.

• Technical Specifications and Cost – Include technical specifications for proposed CMMS software. Note any requirements that are listed above that the proposed software does not conform. Include up-front costs and future maintenance costs. Also include pricing for future additional concurrent users. At Proposer's discretion, proposals may include pricing for additional software components and functionality that may be useful. At Proposer’s discretion proposals may include any anticipated future functionality and expected costs.

• Proposal Signatory Page – Title, name and contact information must be included with the signature of a person authorized to represent the vendor

• Oral Presentations and Product Demonstrations- Vendors may be required to provide a product demonstration to the City of Anderson. The presentation should include a discussion of the business aspects of the proposal, as well as a product demonstration to show the ability of the solution to meet the requirements stated in the proposal. Vendors will be provided with advance notice of all presentations and product demonstrations.

VII. SELECTION CRITERIA

The RFP coordinators will evaluate proposals in the following key areas:

• Conformance to Requirements - Degree to which proposal meets requirements listed above. Exceptions will detract from overall rating.

• Clarity of Proposal - Degree to which proposal clearly and concisely presents the final product and services delivered.

• Strength of Proposer – Financial stability of vendor, reputation of the vendor and product recognition by the industry.

• Support - How the vendor proposes to deliver maintenance, support and training.

• Ease of Use - Degree of difficulty for personnel, such as utility workers, meter technicians, and public works foremen to use the system.
• Implementation Schedule - Proposer shall indicate their proposed schedule for implementation
• References - Discussions with the Proposer's existing and any former clients
• Up-Front Costs - The cost of software, setup, training, and the first year's maintenance and support
• Future Costs - The cost of subsequent years' maintenance and support, as well the cost of possible additional users, modules and software
• Additional or Future Functionality - The possibility of additional functionality included in the purchase, included in future versions, or acquired through additional purchases

The City reserves the right to amend its selection criteria, as the City, in its sole discretion, shall determine appropriate.

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