



*City of
Wenatchee*

DEPARTMENT OF PUBLIC WORKS

Request for Proposal #17-14
Enterprise Asset & Work Order Management Solution
City of Wenatchee, Washington
July 6, 2017

RFP Manager: Mitch Reister (mreister@wenatcheewa.gov)

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Invitation and Introduction

The purpose of this RFP is to solicit proposals from software suppliers, systems integrators, implementation partners and/or Value Added Resellers (VARs) who can demonstrate that they possess the organizational, functional and technical capabilities to provide an Enterprise Asset Management (EAM) / Computerized Maintenance Management System (CMMS) solution that meets the City's needs and is tightly integrated with ESRI ArcGIS.

Wenatchee is located in eastern Washington State along the banks of the Columbia River in Chelan County. The current City boundaries plus an Urban Growth Area (UGA) covering a combined area of 24.4 square miles. The City's population was estimated at approximately 32,000 in 2016.

The goal of this project is to develop and implement software that manages infrastructure and asset-related data relating to field inspections, asset management, work order management, lifecycle management, asset criticality, asset condition projections and budget scenarios, and replacement planning and reporting. Essential features and functions of this software will:

- Enable field operations via a mobile application related to GIS-based assets and related work management to perform and schedule preventative maintenance or inspection tasks
- Host a configurable application accessible via a standard Internet browser that enables automation of asset related tasks, inputs for asset criticality and other lifecycle analysis (for example, COF/POF)
- Standard and customizable reports, dashboards and metrics related to asset management and work order assignment, cost, and progress
- Manage documents associated with specific assets and systems
- Integrate with GIS and use GIS-based attributes and related tables to system functions, calculations, and reporting
- Create, manage, and track work-orders conforming to City requirements based on inputs from internal and external customers, asset condition, recurring instances, or other user-defined parameters
- Relate cost and workforce implications of asset management scenarios and actuals.

Wenatchee's Public Works Department builds and maintains the infrastructure and services that serve our community. The following tables outline a sample of our service profiles related to operations to be supported by the proposed solution (following page):

City of Wenatchee Public Works Asset Profiles*

Service Profile - Water Utility	2017 Actuals
Distribution Mains (LF)	643,065
Water Meters	9,203
Water Valves	1,940
Fire Hydrants	955
Pump Stations	2
Well Heads	7
Reservoirs (1-8MG)	4
Backflow Devices Tested	2,784

Service Profile - Wastewater Utility	2017 Actuals
Gravity Mains (LF)	720,373
Forced Mains (LF)	15,172
Lift Stations	5
Sewer Connections	10,299
Wastewater Manholes	3,011
Wastewater Treatment Plants	1

Service Profile - Stormwater Utility	2017 Actuals
Customer Accounts	10,498
Storm Gravity Mains (LF)	347,620
Storm Laterals (LF)	115,539
Catch Basins	3,227
Stormwater Manholes	1,494
Detention Ponds	5
Stormwater Swales	42
Drywells	46
Discharge Points	23

Service Profile - Transportation	2017 Actuals
Streets (centerline miles)	119
Striping (solid & dashed lines, miles)	148
Traffic Arrows	803
Crosswalks	481
Stop Bars	898
Bike Lanes (miles)	10
Street Lights	1,782
Electrical Junction Boxes	568
Service Cabinets (lights & signals)	284
Traffic Signals	48
School Beacons	34
Traffic Signs	6,632
Curb Ramps	1653
Sidewalk (miles)	157
Curb and Gutter (miles)	182
Parks/PD Security Cameras	4
Guardrail (miles)	0.6

Service Profile - Fleet, Parks, & Facilities	2017 Actuals
Public Parks	12
Drinking Fountains	12
Grass Mowed (acres)	75
Irrigation Systems	40
Public Restrooms	9
Cemetery Internments (annual avg)	125
Buidlings	25
HVAC Systems	68
Passenger Vehicles	41
Police Vehicles	27
Non-Haul Vehicles/Equipment	77
Haul Vehicles	12

System Expectations and Scope

The solution will provide a platform to support the City's lifecycle management of infrastructure for engineering, operations and maintenance staff in Public Works. The expectation is that workflow and data management related to these internal operations will be integrated within the solution, which must comply with the following general requirements:

- A cloud based interface utilizing the Software as a Service (SaaS) model OR a locally hosted SQL Server based model (provide/discuss options for both)
- GIS Integration including use of versioned SQL Server feature classes and related tables via ArcGIS Server feature and map services
- Web based solution with responsive design for record access and processing
- Enterprise integration achieved through built-in configuration tools, APIs, standards based ODBC and/or batch file processing
- Automate workflows to comply with business rules, notifications, and record requirements
- Produce user defined reports that enable data point inquiry throughout the systems database and inclusion of data elements from any tables therein
- Work time entry and integration with payroll management to support equipment and inventory tracking, including inventory controls that enable warehouse, bin and lot control to support LIFO/FIFO management
- Database manipulation through scripting to support mass update, insert, delete as well as programming and data analysis

The ideal vendor will have experience with implementing asset management solutions in mid-size organizations with:

- Knowledge of asset management best practices for municipal organizations
- Experience in developing integrated workflows with GIS for asset management
- Experience with field work and public works asset assessment management
- Knowledge of facility maintenance and temporal condition projections related to municipal transportation and utility assets

The City will also contract for implementation services for the duration of the project including limited data migration or seeding services from existing asset data within GIS and/or spreadsheets. The details and scope of the data migration will be discussed as part of the vendor selection process and during demonstrations. It is strongly desired to keep the initial implementation simple, taking advantage of out-of-the-box functionality whenever possible. Vendor will be assessed based on the ability to implement both an asset management and a work order management solution. A more comprehensive set of requirements can be found in the appendices (attached).

System Demonstration and Product Information

Provide a general description of the proposed solution (e.g. whitepaper, technical specification, and/or manual); including a functional overview of each module required to fully develop an asset and work management solution. Also provide descriptions of other modules offered, which may be of interest to the City of Wenatchee that are not contained in this document, such as integration with records management systems and available API's.

Each vendor chosen to advance in the selection process will participate in an in-person technical demonstration and discussion with the selection committee. This required demonstration will cover the technical competency of the vendor to ensure compatibility within the City's IT architecture and standards; specific requirements can be found in the technical configuration, infrastructure, and security section of this RFP (Appendix C, attached). Utilization of available City data for the presentation is preferred.

In addition to technical competency and IT compatibility as discussed above, the functional demonstrations should also highlight operational product features such as:

- Field operations and mobile access
- Installation procedures (e.g. browser add-ons) and security setup
- General application navigation and user interface
- Administrative configuration features and tools
- Customization environment, workflow automation, report writers
- Database configuration and extension
- GIS integration
- API and other integration standards
- Document management and archival features to support public records requests
- Standard reports
- Third-party applications (if applicable)
- Other modules as used to meet the needs of this RFP
- Web-based citizen interface (service requests)

Our selection committee will evaluate the product demonstrations based on how well the demonstrated function meets business needs. Scoring will be based on the following measures:

- Function available, very easy to access and/or use
- Function available to administer and maintain
- Function available, but difficult to access and/or use
- Product characteristics including ease of system navigation, standards conformity, and interface look and feel
- Preparedness of the vendor
- Completeness of the software demonstration

RFP Instructions and Schedule

The purpose of this Request for Proposal (RFP) is to determine if a long-term, cost-effective vendor solution exists relative to project delivery needs for the City of Wenatchee. Response to this RFP does not commit the City of Wenatchee to pay any costs incurred in the preparation of the response, demonstrations, or any other activities related to this response. All responses and accompanying documentation become the property of the City of Wenatchee and will not be returned. This RFP does not obligate the City of Wenatchee to contract for services or products specified herein. The City of Wenatchee reserves the right to revise the RFP and/or to issue addenda to the RFP.

The following schedule is to inform vendors of the estimated timetable of the systems evaluation and describe the content and appropriate format for each section of the vendor response. Please note the following dates when preparing your response to the RFP. Dates are estimated and can be moved out by the City of Wenatchee. Time frames will not be shortened by date changes:

SCHEDULE DATES	DATE
RFP released to Vendors	July 6, 2017
Deadline to submit written clarification questions regarding the RFP	July 27, 2017
Answers to questions provided to vendors	August 17, 2017
RFP Due	September 7, 2017
Schedule In-Person Vendor Demonstrations (week of)	September 25, 2017
Qualified Vendor Selection (week of)	October 2, 2017
Vendor Award Announced	October 10, 2017

Our Selection Committee will use the following General Evaluation Criteria and weighting scheme to select a qualified system vendor:

- Product Demonstration **15 points**
- Service Support and Proposed Cost **15 points**

Compliance with System Requirements:

- Technology and Integration Requirements **25 points**
- Business and Workflow Requirements **30 points**

Professional Services:

- Implementation Services and Training **15 points**

If you are interested in performing this work, please submit three (3) copies of your Proposal package by **3:00 pm, September 7, 2017** to:

Wenatchee Public Works Department

ATTN: Mitch Reister, PE

1350 McKittrick Street

Wenatchee, WA 98801

Submittals must be clearly marked "Enterprise Asset & Work Order Management Solution RFP". Electronic submittals will also be accepted in PDF format via email to the RFP Manager. Deadlines for electronic submittal are the same as above.

Prospective vendors are prohibited from discussing the RFP and the selection process with City staff, except as provided for in this RFP. Failure to do so may be grounds for disqualification from the process. All questions or clarifications regarding this RFP, the selection process, and responses should be written (email preferred) and addressed to Mitch Reister, Utilities Manager, at mreister@wenatcheewa.gov.

Terms and Conditions:

- The City of Wenatchee reserves the right at its sole discretion to reject any and all responses to this Request for Qualifications (RFQ).
- The City of Wenatchee reserves the right to request clarification of information submitted and request additional information
- The City of Wenatchee reserves the right to award any contract to the next most qualified firm if the selected firm does not execute the contract within thirty (30) days after the final selection.
- The successful firm will be required to provide a certificate of insurance conforming to requirements of the agreement prior to beginning any work under the contract.
- Under Washington State law, the documents (including, but not limited to, written printed, graphic, electronic, photographic or voice mail materials and/or transcriptions, recordings, or reproductions thereof) submitted in response to this RFQ becomes a public record upon submission to the City, subject to mandatory disclosure upon request, unless the documents are exempted from public disclosure by a specific provision of the law.
- The City of Wenatchee shall not be responsible for any costs incurred by the respondent in preparation of a response to this RFQ, in conduct of a presentation, or any other activities related to responding to this RFQ
- The City will not be liable for delays in delivery of proposals due to handling by the US Postal Service or any other type of delivery service.

Title VI Assurances:

The City of Wenatchee, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 USC 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation issued pursuant to such Act, hereby notify all bidders that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises as defined at 49 CFR Part 26 will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, natural origin, or sex in consideration for an award.

Appendix A: Asset Management Functionality

The City requires the following asset management functionality to support the business requirements of our public works department.

A. Asset record tracking

- Efficient and considered best practices for the asset creation and tracking process (for instance, create asset in GIS, then push to EAM/CMMS).
- Asset master record that supports a wide variety of attributes, some examples include: category, sub-category, asset number, related numbers (e.g. serial number, vendor number, etc.), parent/child relationships, acquisition date, etc.
- Easily transfer an asset's related records and history to another asset.
- Track asset activities and history.
- Condition tracking with useful life, customer-defined conditions, replacement cost and time analysis independent of financial depreciation.
- Ability to track and manage compliance reporting, develop risk profiles, status of agreements, permits, etc. pertaining to the condition of assets.
- Field ability to remotely pull up the complete history of an asset. Field ability to update or add asset management data.

B. Asset lifecycle management

- Asset lifecycle management functionality, including but not limited to asset productivity, lifecycle analysis, lifecycle costs, types of assets, risk assessment and risk management.
- Asset management standards compliance for properly handling assets related to water, wastewater and storm water utilities.

C. Parts/Supplies inventory

- Ability to assign asset to one or more business units and be able to transfer between units.
- Ability to create categories, assign and re-categorize assets.
- Interface with financial systems for purchasing, matching and valuation.
- Support multiple inventory valuation methods; Average, LIFO, FIFO, etc.
- Ability to individually retire or archive assets.

D. Preventive maintenance scheduling

- Define preventive maintenance tasks to include default information such as area, category, sub-category, tasks, procedures, hours, materials, equipment, etc.
- Ability to schedule equipment preventative maintenance and track and report on results.
- Maintenance triggers and schedule based on customer defined parameters such as warranty expiration, usage hours, flow volumes, asset age, etc.

E. Report Writing

- Indicate reporting tools offered. If 3rd party, list vendor. Discuss integration to core suite and strategy to stay current with version releases.
- Search and report on all fields in database, including user-defined fields, with ability to organize, summarize, sort, and sub-total in a variety of ways.

F. ESRI ArcGIS integration

- Access and utilize ESRI ArcGIS Server 10.2.2 map services and ArcSDE enterprise geodatabases for SQL Server 2012.

- Map viewer should provide tools to users for performing basic geographic and EAM related tasks: for example, calculating measurements, determining relationships between assets, work orders and service requests.
- Create location-based reports of assets or work orders based on geographic region or user defined areas and subjects. For example: how many work orders were completed last year in the Wenatchee downtown area? How many flooding service calls were reported in the user- defined area?

G. Eden GL integration

- Describe how you approach these types of integrations.

Appendix B: Work Management Functionality

The City requires the following work management functionality to support the business requirements of our public works department.

A. Field Operations (Reactive Maintenance)

- Create service requests and work orders to support a response to a complaint, service request, or event.
- Work order record that supports a wide variety of attributes such as: department, group, category, sub-category, SLA by category, status, location, project #, service request #, description, user defined fields, unique asset identifier such as IDN, etc.
- Ability to generate a daily work list for staff based on work orders and assigned tasked and estimated time to complete.
- Work order recurrence to support scheduled and periodic preventative maintenance.
- Create and assign priority and status criteria for work orders via defined service levels.

B. Capital Program Development/Tracking

- Ability to transition from work order environment to full capital program work management
- Interface options with SmartGov software

C. Financial Management (Work Costs)

- Track materials issued to a work order; interface to inventory module for automated adjustments to inventory levels.
- Maintain direct relationship between an asset and all associated cost transactions.
- Capture time entry direct from field staff with direct integration with timekeeping system.
- Integration/interface to Eden GL (financial system)

D. API Functionality

- Web-enabled architecture with published open Application Program Interfaces (API's.)

E. System Data Migration

- Describe how you approach data migration, and what native support can be provided (if any).

F. Service Request Management (CRM)

- Provide a web-based portal for City employees (internal customers) to create and submit requests for service.
- Integrate with our existing public facing CRM solution (GOGovApps) or propose a more user-friendly, robust customer client/interface

Appendix C: Technical Configuration, Infrastructure, and Security Requirements

The City will be evaluating the technical and hosting infrastructure to ensure it meets our technical, security, records and legal requirements. Please include responses to the following:

A. Configuration

- Identify any browser add-ons, desktop components, peripherals, and/or mobile applications required for application or service function as demonstrated.
- Demonstrate level of customization available for the web interfaces (internal and public)
- Identify interface methods (i.e. SFTP, web services, and rest services) available for integration of services.

B. Software as a Service/Solution Delivery

- Identify all components of the system including any on premise requirements.
- Provide Service Level Agreement (SLA) for service performance and availability.
- Provide details of data backup and redundancy standards for preventing data loss.
- Provide documented Information Security Policy for ensuring the protection of hosted data.
- Provide a list of data storage/hosting locations that may contain City data.
- Provide service agreement language regarding ownership of data.
- Demonstrate any data purging functions that allow for adherence to data retention policy and purge schedules.
- Demonstrate data export functionality.
- What is the typical service upgrades/patches schedule?
- What is the service availability model?
- What is the timing and method used for notifying customers of upgrades and patches?
- What options are available for Public Disclosure requests that require custom exporting of data?
- What data exiting strategies do you offer when services are ended?

C. Technical Support

- What options are available for technical support? In person, web, telephone, screen share, etc.
- Do you maintain an incident tracking system?
 - If yes, what is your default service level agreement and turnaround time?
- Do you offer onsite installation support?
- How do you approach patch management?

D. Training

- What sort of training do you provide to administrators? For users? Is there additional cost associated with any training options?

E. Compliance

- The contracted vendor for this project will be expected to comply with all Federal, State, County, and City codes and regulations applicable to such work and perform the work in accordance with the requirements and specifications of the contract documents.