



15205 41st Ave SE
Bothell, WA 98125

REQUEST FOR PROPOSAL

For

Enterprise Asset Management Software

Release Date: 3/9/2018

Proposal Due Date: 4/6/2018

REQUEST FOR PROPOSAL
SILVER LAKE WATER & SEWER DISTRICT
ENTERPRISE ASSET MANAGEMENT SOFTWARE

The Silver Lake Water and Sewer District is requesting proposals from software vendors, 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) solution that meets the Silver Lake Water and Sewer District's needs.

The District intends to seek the best solution, based on the evaluation criteria contained in the RFP, for its asset and work management needs. The award shall be made to the qualified bidder whose proposal is most advantageous to the District with price and other factors considered. The District may reject any and all proposals for good cause and request new proposals.

Proposals will be accepted by the District until 4:30 PM local time on Friday, April 6th, 2018. Proposals should be sent via email to cphelan@slwsd.com.

Requirements for the proposals can be found on the District website at: www.slwsd.com.

REQUEST FOR PROPOSAL

Notice is hereby given that proposals will be received by the Silver Lake Water and Sewer District ("District") for:

Enterprise Asset Management Software

The District reserves the right to:

- Reject any and all proposals, and to waive irregularities and informalities in the submittal and evaluation process. This RFP does not obligate the District to pay any costs incurred by respondents in the preparation and submission of a proposal, including but not limited to a respondent doing an on-site scripted product demonstration. Furthermore, the RFP does not obligate the District to accept or contract for any expressed or implied services.
- Accept the proposal(s) or parts of a proposal deemed most advantageous to the District.
- Amend the RFP in any manner prior to the contract award.
- Cancel or reissue the RFP.
- Obtain clarification of any point in a vendor's proposal. Such clarifications can be in any form such as but not limited to conference calls, email communications, web demonstrations, on-site demonstrations or vendor headquarters visits.
- Share the RFP, proposals and subsequent vendor provided information with its consultant(s) in order to secure expert opinion.
- If applicable, request from the software vendor a different implementation provider or implementation team member(s) than the one proposed or at its sole discretion, select a different implementation provider or implementation team on its own.
- All proposals become the property of the District. Materials submitted will not be returned to the proposer.

Public Disclosure Notice

In order to protect the integrity of the contracting process, proposals will not be disclosed until after award and signing of any and all contracts that may result from this Request for Proposal.

Proposers should be aware that any records they submit to the District or that are used by the District even if the proposers possess the records may be public records under the Washington Public Records Act (RCW 42.56). The District must promptly disclose public records upon request unless a statute exempts them from disclosure. Proposers should also be aware that if even a portion of a record is exempt from disclosure, generally, the rest of the record must be disclosed. Exemptions, including those for trade secrets and "valuable formula," are narrow and specific. Proposers should clearly mark any record they believe is exempt from disclosure.

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1. INTRODUCTION

The purpose of this RFP is to solicit proposals from software vendors, 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) solution that meets the Silver Lake Water and Sewer District's needs.

The District does not currently use an Enterprise Asset Management System. Documentation and Coordination of district work on assets is currently accomplished through a combination of GIS workflows, Billing software, other software applications, as well as paper records.

The District intends to seek the best solution, based on the evaluation criteria contained in this RFP, for helping it centralize the coordination and documentation of work carried out on District assets.

The District is looking for an Asset Management Software System and support services that meet the following objectives:

- Track maintenance on Water and Sewer utility assets (distribution mains, manholes, valves, meters, etc.). The District is distribution and collection only, we do not operate a water or sewer treatment plant.
- Track maintenance on non location-based assets such as Fleet and facilities (headquarter building, sewer lift stations, 3 water reservoirs)
- Track employee time in a work order based system
- Easily create reports and dashboards on asset condition , maintenance history, employee time and inventory
- Tight integration with ArcGIS Server
- Integrate with our Financial/Utility Billing System (EmGovPower) and other databases
- Optimized for Android mobile devices as well as on a PC web browser
- Provides an easy to use interface to facilitate use of the software by employees with differing skill sets.

2. SYSTEM SPECIFICATIONS AND REQUIREMENTS

- Number of users
 - The District has 30 full time employees with approximately 14 primarily office employees and 16 primarily field employees. All employees should be capable of using the proposed EAM solution
- GIS and IT Integration
 - EAM solution must be installed on premise, preferably in a Microsoft Hyper-V Virtual environment
 - District will provide server hardware and operating system for installation, with input from vendor on specifications
 - EAM solution must integrate with the District's ArcGIS Server (Version 10.5 or higher)
 - District has implemented a number of ArcGIS Collector based asset inspection workflows. The District would like the EAM to integrate with or incorporate these workflows

- EAM solution must have the ability to exchange data with other databases and software platforms, including:
 - EmGovPower financial/Utility Billing
 - PhoenixSQL Fuel Management
 - Ignition SCADA by Inductive Automation
 - CCTV sewer inspections (PACP format)
 - Utility locate notifications
- Mobility
 - EAM solution must be able to run in an Android mobile environment
 - The ability to operate while disconnected from cellular service is preferred
 - Field employees should be able to accomplish most or all of their tasks within the mobile version of the software
 - The District utilizes a Verizon private network for communication with mobile devices.
- Implementation
 - Vendor will work with District IT to install and configure the software and ensure that core functionality is achieved
 - Vendor will provide initial on-site training which will cover:
 - System Administration
 - Creating and editing workflows
 - Out of the box and custom reporting
 - Our goal in implementation is to implement a few initial workflows with the vendor implementation team so that our staff learns how to design and configure workflows. District staff then can continue to add workflows in the system with phone support and remote guidance.
- Technical Support
 - For the term of the software agreement, software provider must have Technical Support available for District questions and assistance. Cost for Technical Support shall be included in the annual system maintenance fee.

3. SUBMITTAL REQUIREMENTS

Proposal Submittal Form – The proposal is to be a maximum of 12 pages and contain the following nine (9) information/sections:

- Executive Summary: The section should include a brief overview of the Proposal. It should be prepared in such a manner as to make it understandable to individuals not familiar with the terminology particular to a project of this type.
- Company Background: This section should provide information about the proposer and proposer company including, but not limited to:
 - Company Headquarters Information
 - Complete list of products provided by proposer
 - Company Awards and Merits
 - Number of Years in Public Sector Software

- Total number of Clients
- Software evolution and direction
- Client References: Proposer should supply at least three (3) locations that are currently using a similar system as requested by this RFP. Please provide entity name, address, contact name, phone number, and brief description of system provided.
- Asset Management Software Summary: Provide a summary, including a chart or graphic, summarizing the Asset Management software system being proposed. Please be as thorough as possible on system benefits and existing system modules.
- Work Management Software Summary: Provide a summary, including a chart or graphic, summarizing the Work Management software system being proposed. Please be as thorough as possible on system benefits and existing system modules.
- Installation and Training: Provide a summary of the proposed method for product installation at the District and the proposed schedule for installation and training.
 - List personnel that will be assigned to the implementation along with resumes.
- System Mobility: Provide a summary of the mobility aspects included with the asset and work management software. Include the connectivity mode (internet or application)
- Product and Technical Support: Provide a summary of the product, customer and technical support and availability that will be provided for the term of the contract. Include all provided product support that will be included for the term of the software agreement, such as software updates, patches, and corrections as issued by the software developer.
- Price: The pricing provided in the proposal will include all product pricing, fees, taxes, and other expenses associated with providing the product and services requested in this RFP. Proposer should provide a breakdown of the pricing in a format below or similar:
 - Software Cost
 - Provide details of per user or concurrent licenses (Assume 30 users or 15 concurrent users. Assume 10 users will be primarily mobile users)
 - Installation
 - Include cost of working with District IT to install software and configure with District's existing ArcGIS Server/Portal installation
 - District will provide server hardware and OS (Preferably Hyper-V VM)
 - Include support cost of assisting with the initial system setup, and assisting staff with the development of some initial workflows and reports.
 - Include what cost is associated with remote support in configuring workflows, or if this is included in annual support fee
 - Include an option for future on-site end user/administrator training three to twelve months after implementation
 - 4-year service Annual cost
 - TOTAL PACKAGE PRICE

Proposal Submittal - Submittals shall be delivered via email to the following address: cphelan@slwsd.com. The received email time stamp will be used as the proposal's registered submission time. A return email will be sent to the sending email address confirming receipt of the proposal.

Pre-Submittal Questions – There will be no pre-bidders conference. Vendor inquiries are to be directed to **Chad Phelan**, Technical Services Manager at cphelan@slwsd.com. Questions will be accepted until 3/23/18.

Award of Contract - The final award of the proposal or contract will be made by the Silver Lake Water and Sewer District Board of Commissioners.

4. RFP SCHEDULE

These dates are estimates and are subject to change by the District.

Event	Date
Release RFP	3/9/2018
Questions (if any) Due	3/23/2018
District Response to Questions	3/28/2018
Proposal Responses Due	4/6/2018
Evaluation of Proposals	April
Vendor Selected –Recommendation to Board	April/May
Contract Award	April/May

5. RFP COORDINATOR/ COMMUNICATIONS

Upon release of this RFP, all vendor communications should be directed to the RFP Coordinator listed below. Unauthorized contact regarding this RFP with other District employees may result in disqualification. Any oral communications will be considered unofficial and non-binding.

Name: Chad Phelan

Mailing Address: 15205 41st Ave SE, Bothell, WA 98125

E-mail: cphelan@slwsd.com

6. EVALUATION PROCEDURES

Each proposal will be rated, scored, and ranked based on the following criteria. A summary of key considerations the evaluators will consider during the proposal rating process is summarized below.

Criteria	Weight
Price	30%
Asset Management	20%
Work Management	20%
Fleet/Facility Maintenance	15%
GIS/IT Integration	15%

1. Price – Consideration includes all aspects of the package proposal price.
2. Asset Management – Includes comprehensiveness of proposed software for all infrastructure systems, ease of use, system mobility and field use, specific infrastructure modules (manholes, PRV's, etc.), asset condition tracking and reporting capability, and preventive maintenance scheduling.
3. Work Management – Includes comprehensiveness of proposed Work Order system, ease of use, system mobility and field use, employee customization, work type tracking (O.T. vs Reg.), work tracking and report capability, work assignment capability, and preventive maintenance scheduling.
4. Fleet/Facility Maintenance – Includes capability and ease of use for system to manage work on non-location based assets such as facilities (lift stations, building systems) and the District vehicle fleet.
5. GIS/IT Integration – (mapping, Esri Integration, Mobile capability)

7. CONTRACT NEGOTIATION

The District reserves the right to negotiate with the selected vendor that, in the opinion of the District, has submitted a proposal that is the “best value.” In no event will the District be required to offer any modified terms to any other vendor prior to entering into an agreement with a proposer and the District shall incur no liability to any proposer as a result of such negotiation or modifications. It is the intent of the District to ensure it has the flexibility it needs to arrive at a mutually acceptable agreement.

8. CONTRACT AWARD AND PROTEST

The District reserves the right to make an award without further discussion of the proposals. The selected vendor will be expected to enter into a contract with the District. The District shall not be bound, or in any way obligated, until both parties have executed a contract. No party may incur any chargeable costs prior to the execution of the final contract.

9. OWNERSHIP OF DOCUMENTS

Any proposals, reports, studies, conclusions, software modifications, and summaries prepared by the vendor for this project shall become the property of the District.