



Orange County
Financial Services Department
ADDENDUM #1
April 28, 2016

RFP 5220
Orange County Enterprise Asset Management Software

To all Vendors:

Modifications to bid documents for the above-named Request for Proposal are made as follows and shall be included in the proposed amount.

1. The due date has been extended until **5pm, May 10th of 2016**
2. **Living Wage.** Orange County is committed to providing its employees with a living wage and encourages agencies it funds to pursue the same goal. A copy of Orange County's Living Wage Contractor Policy is included with this addendum
3. Please see the questions submitted and answers on pages 3-7

All other terms and conditions shall remain the same

By: David E. Cannell, Purchasing Agent; dcannell@co.orange.nc.us / (919) 245-2651

Acknowledgement of receipt of this addendum shall be included with your submittal (page 1 only)

Company Name: _____

By: _____

Date Received: _____

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Section I:	General Government and Administration
Policy 10.0:	Living Wage Contractor Policy
Reviewed by:	County Attorney/County Manager
Approved by:	County Manager
Original Effective Date:	April 21, 2016
Revisions:	

Policy Statement

It is the policy of Orange County to ensure its employees, and all individuals who provide services for Orange County, are paid a living wage.

Purpose

To encourage all vendors and contractors to pay a living wage to all employees who perform work pursuant to a contract with Orange County.

Applicability

Applies to all Orange County contracts and purchases.

Policy

10.1 Living Wage

10.1.1 Orange County is committed to providing its employees with a living wage and encourages all contractors and vendors doing business with Orange County to pursue the same goal. Orange County's living wage is \$12.76 per hour. To the extent possible, Orange County recommends that contractors and vendors seeking to do business with Orange County provide a living wage to their employees.

10.1.2 Prior to final execution of a contract with Orange County all contractors and vendors seeking to do business with Orange County shall submit to the County's representative a statement indicating whether those employees who will perform work on the Orange County contract are paid at least the living wage amount set out above. If such employees do not make at least the living wage amount set out above the contractor or vendor shall indicate in the statement the actual amount paid to such employees. For bid projects this statement should be submitted as part of the bid packet.

This policy may be reviewed annually and updated as needed by the Manager's Office

- General Questions.
- a) Are you planning to have a systems administrator that will be assigned to the project team? How much time will they be able to dedicate to the project? Are they strong on SQL based quires?
 - i) Yes. IT will have a Systems Admin that will be assigned to the project to coordinate from the county's side.
 - ii) The Systems Admin will be able to reallocate time towards the project to ensure successful coordination and implementation.
 - iii) The Systems Admin has SQL knowledge but will need detailed instructions.
- b) Will you have power users / subject matter experts assigned to the project? How many and what percentage of the time will they be able to dedicate to the project?
 - i) Yes.
 - ii) At least 1 power user/subject matter expert will be assigned to the project. They will to reallocate time towards the project to ensure successful coordination and implementation.
- c) Does all work have to be done on-site or can the time be split between on-site and off-site work?
 - i) The AMS department and county are open to implementation work being done remotely; as long as it is pre-defined and agreed up on by involved parties and does not affect county operation.
- d) What percentage of the data in the iMaint System would you say is good data and can be used in the new EAM system? 100%
 - i) Is the asset data in good shape? Examples: good naming standards, asset structure, equipment class and attributes such as make and model?
 - (1) The data is in good shape.
 - ii) Is the work order data in good shape? How much data would you want to put into the new EAM system?
 - (1) The data is in good shape.
 - iii) Do you have any problem, cause and action codes defined?
 - (1) We do not.
 - iv) Is the parts data in good shape? Examples: good naming standards, Vendor Data, no duplicate part numbers, i.e.
 - (1) Yes. The data is in good.
 - v) Do you have a current approval process for purchasing and work orders?
 - (1) We have a separate system for the purchasing parts. Yes, based on the type of work order

- e) Can you please describe in more detail the type of information you want to maintain about contractors in the new EAM system?
- i) We would like to maintain:
- Contact info (Name, position,
 - Company info
 - Internal comments
 - Association with the work orders that were assigned to the contractor.
- f) Do you have all task / checklists defined for all assets that should have M's done on them today?
- i) Yes. There is data on the dates, procedure and parts used to do the M's.
- g) I am a little concerned about the 3 month time line especially with the integration worked called out in the RFP. The only way I can see getting all of the integration work completed in 3 months is that you have already defined all of the integration points and processes. Is this correct? If so can you please share them with us so that we can verify how long it will take to complete?
- i) The 3 months' timeline is negotiable.
- h) Communications Module
- i) Are you just looking for the communications module to send out e-mail messages based upon work order and parts ordering status changes or are you wanting to do something else with it? Please describe in as much detail how you expect the communications module to work.
- (1) Yes, that is true for majority of the communication. However, in addition to predefined automated messages, we would like to have the ability to customize the communication messages.
- i) Integration and Interfaces.
- i) Can you please describe in as much detail as possible what you expect the integration to do with the following systems?
- (1) Outlook
- (a) Able to send emails and use calendar features thru the county Outlook system.
- (2) Word/Excel
- (a) Give the users the ability to export data into word and excel.
- (3) Accounting Software (Munis)
- (a) Have the ability to transfer the invoice information from the EAM software to the Munis platform. This could be done thru nightly data exports from EAM.
- (4) Parts

- (a) Walker
 - (i) Daily import of parts information from Walker into the EAM system. The data should update the necessary work orders with the parts information.

- j) 3rd party vendors.
 - i) Any reason to not allow or have 3rd party vendors enter information directly into your new EAM system? With the desire to go paperless I would think you would want to add in licenses to accommodate 3rd party vendors.
 - (1) We would like to not give 3rd party vendors direct access to the EAM system. They provide us with the data that we need.

- k) Ad-hoc reporting for external users.
 - i) The ad-hoc reporting for external users – is this for service request users or for a different group?
 - (1) Correct.

 - ii) What type of report requirements do you see are needed for external users?
 - (1) Ability to get status on their work orders, active and completed ones.
 - (2) Ability for department liaisons to get information on work orders (active and completed) for their departments.

 - iii) On-Line Reporting Users: Are the 1108 On-Line reporting read-only users (RFP Page 30) the same user set as the online webportal/requestor users. Is their need only to check the status of their service request?
 - (1) Yes.

- l) On Prem vs SaaS
 - i) If we are proposing a Self-Hosted Model vs a SaaS model, who would be providing the hardware?
 - (1) The county will procure and maintain the hardware. The procurement would be based on county standards and vendor recommendations.

- m) Mobile Computing.
 - i) I see that each field tech is assigned an (android) smartphone today that could be used for remote work management; however, if you prefer more functionality, would you consider supplying each field service tech with one?
 - (1) We are open to tablets as well as laptops.

- n) Users.
 - i) I see listed 15 AMS-FM users and 1100 Online Web portal / OC staff
 - ii) Does the 15 AMS-FM users include people managing warehouses, or IT for support? if they do not can you please tell us how many more licenses you will need?

- (1) 15 AMS-FM users include the primary users of the application. IT would not have access to the application.
- iii) Just to verify regarding the 1100 users – can they only submit service request and check for updates? None of the 1100 will be dealing with any other types of work management?
(1) That is correct. The 1100 users can only submit request and access reports.
- o) User Profiles.
- i) Do the numbers under the user profile Metrix include the 1100 users submitting service request?
(1)
- ii) On the Mobile field users you show 16 with ID's, but on the user Metrix, only 15 total AMS_FM users are listed. Please confirm the correct numbers.
(1) 16 users. The number would also depend on the licensing structure (named vs concurrent).

Questions:

- 1) Please indicate how many Power Users you would need by module
- a) Asset Management
i) 16 users
- b) Facilities Management
i) 16 users (they are the same users that will be using the Asset Management module)
- (a) **** A Power User is someone with the ability to edit information – i.e . close a work order, assign a PM, edit data associated with a work request**
- (b) **** We do not charge for General or Read Only Users – i.e. requestors, management reading a report, County employees with the ability to submit a Work Order. These are unlimited and have no bearing on price**
- 2) Please indicate by module where these Power Users would be located, and if they would be assigned to the same building or campus
- a) The AMS-Support staff is located in the same building but the field techs do not have a designated office space. Both the user group will have the ability of a power user. There are a few restrictions that would have to be put in place for the field techs, example: editing a closed work order or closing one. Please refer to the “Table: Estimated Initial System Users by Module and Type” on page 30 of the RFP for more details on what access is needed for the field techs on what module.
- 3) Are you able to and/or open to procuring through GSA for the purposes of this solicitation
a) We can but the project has taken the RFP route.
- 4) Is there any interest/need for Space Management functionality
- a) This would enable enhancements like providing floor plans through the browser
i) Yes
- b) Ability to see on a floor plan where current Work Orders are open
i) Yes
- c) Ability to see on a floor plan where current PMs are scheduled

- i) Yes
 - d) Zones of any type – HVAC, etc...
 - i) Yes
 - e) Ability to integrate with your HR tool and import your people data
 - Is this along the lines of Active Directory integration?
 - i) Assign a requestor name to a work order
 - ii) **This would seem to be a key requirement sine you stipulate the ability to communicate to a requestor, and we would have to access the people data from a data source**
- 5) Does Orange County have a preference on premise vs. SaaS vs. owning the database but Hosted off site
- a) 1st preference: county owned and hosted
 - 2nd preference: county owned and hosted off site.
 - 3rd preference: SaaS
- 6) If integrating floor plans and drawings would be desired, dos Orange County have good AutoCAD files for its' existing buildings
- a) Yes.
1. Are you working with a consultant on this RFP? If so, who?
 - a. No
 2. Is the iMaint replacement project an IT project or Business project?
 - a. Business project.
 3. What are the business drives to implement a new system?
 - a. To leverage a paperless environment and innovative/mobile technologies.
 4. How will this project be funded?
 - a. County has allocated funds towards the project.
 5. What is your vision for analytics?
 - a. We would like to be able to see trends using the work orders that come in to aid in streamlining processes and being proactive in addressing trouble spots before they lead to bigger & expensive problems..