



Computerized Maintenance Management System (CMMS) Procurement

RFP # 23-29

ADDENDUM No. 3

May 23, 2023

Any and all changes to the Request for Proposal are valid only if they are included by written addendum to all potential respondents, which will be emailed prior to the proposal due date. Each respondent must acknowledge receipt of any addenda by indicating in its proposal. Each respondent, by acknowledging receipt of addenda, is responsible for the contents of the addenda and any changes to the bid therein. Failure to acknowledge receipt of addenda may cause the submittal to be rejected. If any language or figures contained in this addendum are in conflict with the original document, this addendum shall prevail.

This addendum consists of the following:

1. Addendum Number Three (3) is attached and consists of a total of five (5) pages including this cover sheet.

Please contact me at 847-866-2971 or johngonzalez@cityofevanston.org with any further questions or comments.

Sincerely,

John Gonzalez
Purchasing Specialist

Computerized Maintenance Management System (CMMS) Procurement

RFP # 23-29

ADDENDUM No. 3

May 23, 2023

This addendum forms a part of RFP #23-29 and modifies these documents. This addendum consists of the following:

Questions:

- 1. Question:** Please confirm total number of users and corresponding role types/counts (Mobile, Administrator, Technician, Requestor, etc.) anticipated by the City to utilize the proposed CMMS solution.

Response: Please refer to the Computerized Maintenance Management System (CMMS) Procurement RFP # 23-29 Addendum #2 for departments and role breakdowns. A copy can be found at <https://www.cityofevanston.org/business/bids-proposals>.

- 2. Question:** Please can you provide an extension of the due date?

Response: We are not able to provide an extension of the due date for this project.

- 3. Question:** What is the City's current CMMS and why is the City seeking to replace it with a new CMMS?

Response: VUEWorks. We are looking for a product that can easily perform all of the functions listed in the full Scope of Services which is referred to as Attachment D in the RFP.

- 4. Question:** Will you please provide a breakdown of system users by type as follows?
 - number of in-house facilities department staff (**excluding** technicians and custodians)
 - number of technicians and trades people employed by the City (**excluding** custodians)

Response: Please refer to Computerized Maintenance Management System (CMMS) Procurement RFP # 23-29 Addendum #2. In-House Facilities department staff fall under the "Administrative/Supervisor" categories while Technicians fall under the "Field Users" category. To address question #3, all Field Users will be using the mobile application. Copies can be found at <https://www.cityofevanston.org/business/bids-proposals>.

- 5. Question:** How many field technicians will use a mobile app to manage their work orders on devices such as smart phones or tablets?

Response: All field technicians will use a mobile app. Please refer to Computerized Maintenance Management System (CMMS) Procurement RFP # 23-29 Addendum #2 for the total number of Field Technicians. A copy can be found at <https://www.cityofevanston.org/business/bids-proposals>.

6. **Question:** How many mobile users will have an Apple iPad specifically and the need for additional features and functions such as scheduling work orders to technicians directly on the iPad device?

Response: Evanston uses Samsung Galaxy S3 and S4 tablets. Supervisors will do the scheduling and can use the desktop for this function.

7. **Question:** Do you want your vendors/contractors to be able to log into your Work Order Management System to complete work orders?

Response: Yes

8. **Question:** Do you want your vendors/contractors to be assigned mobile user licenses to complete work orders? If yes, how many of these vendor/contractor users do you envision?

Response: Not at this time.

9. **Question:** Is there a defined budget for this project that you can share?

Response: Please refer to Computerized Maintenance Management System (CMMS) Procurement RFP # 23-29 Addendum #2 for budgetary information. A copy can be found at <https://www.cityofevanston.org/business/bids-proposals>.

10. **Question:** As part of the turnkey solution, does the City require facilities data collection services?

Response: Yes.

11. **Question:** Can you please provide the count of users who will be accessing the new CMMS platform? Please provide a count total unique user.

Response: 163 official users, but the numbers may go up or down depending on when implementation starts.

12. **Question:** Can you please provide a break by department and roles?

Field Technicians (Mobile Users):
Dispatchers/Schedulers:
Supervisors:
Backend users:
Storeroom users:
Read-only access users:

Reporting users:

Response: Please refer to the Computerized Maintenance Management System (CMMS) Procurement RFP # 23-29 Addendum #2 for departments and role breakdowns. Dispatchers/Schedulers and Reporting users fall under the Supervisors category. Backend Users and Reporting Users call under the Administrative category. A copy can be found at <https://www.cityofevanston.org/business/bids-proposals>.

13. Question: Can the firms offering single platform to manage both vertical and horizontal assets, provide a single proposal or the City needs separate proposal for each?

If separate proposal for each, the pricing tables (**Proposal #1 - GIS/Spatial Assets (Horizontal)**, and **Proposal #2 – Non-Spatial Assets (Vertical)**) should be filled in separately right?

Response: Provide a separate proposal for horizontal and vertical assets, there will be two different election committees for Proposal #1 and Proposal #2.

14. Question: In one of the addendums previously released, the City has identified that the 2023 budget is \$200,000. Could you please clarify if this budget is allocated specifically for CMMS software licenses or if it is intended to cover both CMMS software licenses and implementation costs?

Response: Both

15. Question: Can you please let us know if your 311 system, QAlert offers API integration?

Response: Yes

16. Question: Can you give us an estimate of the number of Work Orders or assets?

Current data format/?

Response: As of 5/18/23 there are 238,429 work orders and 2,417 vertical assets that are being tracked in current CMMS. The vendor will have to work with DTS to figure out the best formatting for data migration, but I believe they use Excel.

17. Question: Is there a defined preventive maintenance (PM) program? Please describe.

If yes, are PMs calendar based or condition based?

Response: There isn't a "program", PMs are calendar based, but software should have the capability to allow condition based PMs/recurring work orders as well.

18. Question: Are materials/spare parts/inventory items currently in the system and associated with assets/work orders?

Response: Some are, yes.

19. Question: When is the City of Evanston planning to start the project, and tentative project timeframe?

Response: Contract Effective - Aug 10, 2023. 2 year implementation process, 3 year additional technical support. All of this information is within the RFP.

20. Question: What reporting tools are already in place at City of Evanston (Power BI, SSRS, etc.)?

Response: The reporting features that we have available are not tied to our asset management system.

21. Question: What is the expectation of the BI/Dashboards for internal and/or external customers?

Response: We are looking for various reporting/dashboard options for our internal staff. To name a few:

- a. Tons of waste collected by route
- b. Cost of snow operations by event and year
- c. How much manpower/time is spent in different buildings
- d. Annual cost summaries by department/grouping
- e. 5 year cost comparisons

Note: Acknowledgment of this Addendum is required in the Submittal.