

**San Joaquin County Department of Public
Works
Countywide Computerized Maintenance Management System (CMMS)
Software Request for Proposals – SJCDPW-RFP-23-04
Exhibit A – Preliminary Scope of Work**

1. INTRODUCTION

San Joaquin County (County) comprises the Stockton–Lodi–Tracy metropolitan statistical area within the regional San Jose–San Francisco–Oakland combined statistical area. SJCDPW is located in Northern California's Central Valley just east of the very highly populated nine-county San Francisco Bay Area region and is separated from the Bay Area by the Diablo Range of low mountains with its Altamont Pass. SJCDPW encompasses an area of 1,426 square miles, including 35 square miles of water and waterways, with seven cities — Escalon, Lathrop, Lodi, Manteca, Ripon, Stockton, and Tracy — San Joaquin County Department of Public Works (SJCDPW) has a long history of providing responsive public service and innovative programs while operating under sound fiscal principles.

SJCDPW is requesting proposals from qualified and interested companies that have the resources to provide an appropriate Computerized Maintenance Management System (CMMS) software and support services to the County. This Request for Proposal (RFP) provides the background, the CMMS technical specifications, the scope of services, and the schedule for the work.

It is SJCDPW's desire to transform current processes into a data-driven service tool designed to receive, track, and display status on service requests via various portals (i.e., phone, web, customer service representative, etc.). The qualified consulting firm need to be able to convert these service requests into work orders as circumstances dictate, and be able to store and utilize the data captured as a result of all service related activity to conduct data analysis to calculate cost of services provided by SJCDPW, and identify areas of importance based on activity (trend analysis).

SJCDPW also desires the ability to provide financial forecasts for services based on stored accurate data and to communicate with SJCDPW's financial system to ensure sound, strategic cost and expenditure analysis for budget forecasting long-range financial planning.

1.1 SUMMARY OF REQUEST FOR PROPOSAL

RFP Title: Computerized Maintenance Management System (CMMS) Software and Support

Proposal: The CONSULTANT'S proposal shall comprise of eight elements:

1. Software Supply, Installation, and Training
2. Software Maintenance
3. Software Demonstration

4. CMMS Configuration
5. CMMS Implementation, Testing, and Training
6. Costs a) Software b) Maintenance, c) Configuration and Implementation d) Extras
7. Customer References
8. Suggestions to Scope of Services

2. THE PROJECT

SJCDPW wishes to purchase a CMMS to initially track, manage, and maintain all assets within SJCDPW. The CMMS must be capable of developing into a countywide Enterprise Asset Management System (EAMS) for, but not limited to, the assets listed:

- Road Signs
- Traffic Lights and Streetlights
- Landscape Areas
- Bridges and Minor Structures
- Street Segments
- Sidewalks
- Trees
- Storm Water System
- Water System
- Sewer System
- Easements and ROW
- Cross Pipes
- ADA Ramps
- Fleet/Fiscal

In addition to tracking assets SJCDPW is expecting to implement the following Work Order Types:

- Abandoned Vehicle, Vessel, inoperable Vehicle
- Animal Issues
- Barricade Request
- Graffiti removal
- Bridge Openings, Broken Glass, etc.
- Bridge work recommended by California Department of Transportation
- Minor Structure work recommended County Bridge Inspector
- Bridge and Minor Structure repair costs
- Sidewalk Repair, etc.
- Sewer Blockage, Sewer Overflow, etc.
- Stormwater collection and disposal systems including detention and retention basins, storm pump stations, booster stations, etc.
- Tree Down, Tree Miscellaneous, Tree Trimming
- Water Leak, Water Well Permits, etc.
- Squatting, Vagrant

2.1 SCOPE OF SERVICE

The scope of service is divided into six (6) Parts:

- Part 1.** Supply and installation of the CMMS software and associated training
- Part 2.** Configuration, implementation, testing, and training of the CMMS.
- Part 3.** Maintenance of the CMMS software. The initial term of the agreement for maintenance services will be three years with any combination of extensions not to exceed five years.
- Part 4:** Customer Service Portal
- Optional:**
- Part 5:** integration with existing GoRequest solution
- Part 6:** Any features that SJCDPW did not discuss but could improve efficiencies.

2.2 TECHNICAL CAPABILITIES

2.2.1 General System Requirements

The Proposed solution must include the following:

- Cloud hosted solution
- Unlimited data/storage, reads, and transactions or pricing structure that is outlined in the CONSULTANTS cost structure.
- Map/GIS enabled to allow location-based tracking of assets and Work Orders
 - System must be an official ESRI Partner
- Asset tree with hierarchy
- Flexible asset scheduling (specific time/date, weekly, monthly, quarterly, etc.) by asset or asset type (batch scheduling).
- Reporting that includes the ability to produce budget forecasting and life cycle replacements.

2.2.2 Additional Desired Functionality

It is highly preferred that the proposed solution also includes the following:

- Ability to provide APIs to allow two-way service requests/work orders between the CMMS and other COUNTY computerized tools. Preferred single sign on integration with ESRI.
- Customer Service Portal
- Pavement Management Capability
- Integration with SCADA
- Environment infrastructure
- Concurrent or unlimited licenses/subscriptions.
- Mobile applications for IOS, Android, and Windows tablets (preferred IOS) that enable field personnel to enter data real-time, off-line if needed, and include mapping/GIS capabilities.
- Ease of Preventive Maintenance (PM) and Work Order (WO) job assignment to field staff.
- Ability to generate PMs and WO's on-demand or through scheduling or completed tasks.
- Materials management and inventory control, including the ability to track the use of parts and material, equipment, and labor by PM, WO, project, asset, etc.
- Ability to enter and track user-defined/custom data and create alerts based on

operational parameters. Advanced search/lookup capabilities by asset type, asset name, ID number, street name, address, GIS location, serial number, etc.

- Capable of displaying GIS-mapped icons of assets on a live digital map (via mobile tablet and web browser) and ability to display associated asset information, including pending PMs/WOs, by selecting the icon.
- Cloud-hosted library where SJCDPW can upload and store standard operating procedures (SOPs, asset assembly detail drawing, equipment data sheets, manuals, photos, etc.) that can be linked with specific assets or asset types.
- Advanced text-based and graphical reporting capability, including custom reports, scheduled reports, and automatically delivered reports. SQL Server Reporting System (SSRS) integration is preferred.
- Advanced analytic tools, including graphical representations (through either a dashboard or reports) of staff assignments, asset WOs, future replacement timelines, budgeting, etc.

2.2.3 Technical Support and Maintenance

- CONSULTANT(s) shall provide support at a minimum Monday – Friday from 7:00am to 6:00pm Pacific Time, excluding County holidays.
- Additional On-call support during off hours and days is required. SJCDPW has divisions that are 24 hours operations.
- Technical support shall include unlimited incidents.
- Technical support shall be available both by telephone and online.
- Technical support shall be provided within mutually acceptable response times based on issue severity.
- CONSULTANT(s) shall develop and deploy patches/bug fixes as required based on a standard maintenance schedule communicated in advance to SJCDPW.
- CONSULTANT(s) shall notify SJCDPW at least three (3) business days in advance of deploying any service-affecting modifications (excluding emergency patches/fixes).
- CONSULTANT(s) shall notify SJCDPW at least five (5) business days in advance of its intent to release any major improvements or enhancements to the System and include a description of the intended improvements or enhancements.

2.2.4 Configuration and Implementation

- CONSULTANT(s) shall conduct a Project Kick-off Meeting to include:
 - Introduce project team members, including qualifications and project roles and responsibilities.
 - High-level overview of the Proposed Solution.
 - Deliver preliminary Project Implementation Schedule in a critical path format so that the timelines and milestones can be identified and measured.
 - Define processes for tracking project status.
 - Define change control procedures.
 - Define the deliverable review and Final System Acceptance processes.

- Determine the format and protocol for periodic, ongoing meetings, reports, and communications.
- Define lines of communication and reporting relationships.
- Identify high-risk or problem areas and discuss the resolution process.
- Finalize Project Implementation Schedule.
- CONSULTANT(s) shall conduct workshops, meetings, and discovery sessions as required to develop a Business Process Map to include, but not limited to:
 - Preventative Maintenance (PM)
 - Work Orders (WO) workflow
 - Security access
 - Dashboard layouts
 - Asset tree hierarchies
 - Scheduling
 - Reporting
 - Budget Forecasting
 - Live Cycle Replacements
 - Mapping
- CONSULTANT(s) shall deliver Business Process Map documentation to SJCDPW for approval, including:
 - Detailed plans for the asset hierarchy
 - Data categories by asset type
 - Programmed PM schedules
- CONSULTANT(s) shall upload or sync SJCDPW's assets and location data into the CMMS from County provided Microsoft Excel, ESRI files, and other assorted documents and platforms.
- CONSULTANT(s) shall set up, configure, and implement the CMMS in accordance with SJCDPW-approved Business Process Map, including base, mobile, and GIS/map functionalities.
- CONSULTANT(s) shall automatically generate custom reports in PDF or Excel format that can be sent via email, based upon a County-defined schedule.
- CONSULTANT(s) shall provide demonstrations and training of the CMMS to County staff when it is believed the System is ready for Go-Live. SJCDPW will provide System feedback, and when SJCDPW agrees that the CMMS is ready for Go-Live they will indicate such in writing to the CONSULTANT(s).
- CONSULTANT(s) shall provide on-site staff for CMMS Go-Live to assist County staff and troubleshoot as required.
- The CONSULTANT(s) shall demonstrate that the CMMS meets all requirements as stated in this Scope of Services and Requirements and as further defined in the Business Process Map.
- CONSULTANT(s) shall prepare a test plan for each set of requirements to demonstrate that they are included and implemented in the CMMS.
- CONSULTANT(s) shall provide guidance to SJCDPW during the completion of the test plan to ensure that it is done in accordance with CONSULTANT(s) provided training and documentation.
- Following testing, County and CONSULTANT(s) shall prepare a punch list of items required to complete CMMS configuration and implementation

- correctly.
- Punch list items shall be completed by the respective party according to a mutually agreed upon schedule.
- Following completion of all punch list items and County's validation that the System meets requirements, both parties will execute a Final System Acceptance Certificate to memorialize System acceptance.
- Upon execution of the Final System Acceptance Certificate, County agrees to pay CONSULTANT(s) any remaining and approved outstanding invoice and any previously withheld retainage.

2.2.5 TRAINING

CONSULTANT(s) shall provide training for County staff on the CMMS in two parts:

- **Part I:** Initial training of the new software prior to configuration and implementation.
 - Super Users
 - Available System configuration and customization features, including user-defined fields, dashboards, operational alerts, etc.
 - User Administration
 - Field staff setup/entry
 - Asset management (adding new assets, setting up schedules, updating asset information, updating location information, etc.)
 - Asset tree hierarchy management
 - PM and WO entry, generation, scheduling, assignment, etc.
 - Uploading documents, photos, etc. to the cloud-based library and linking to assets or asset types as applicable
 - Map/GIS features
 - Graphical and analytical features
 - Report generation, custom development, and scheduling
 - Mobile applications
 - Note: It is intended that Super Users will assist with System testing.
- **Part II:** Training to implement the configured solution.
 - End Users
 - PMs and WOs
 - Uploading documents, photos, videos, etc. to the cloud-based library and linking to assets or asset types as applicable
 - Map/GIS features
 - Report generation
 - Mobile applications

2.3 SUMMARY of TECHNICAL REQUIREMENTS

The following list sets out the technical requirements of the CMMS:

CATEGORY	DESCRIPTION	REQUIREMENT	OPTIONAL
Interaction		<input type="checkbox"/>	
Integration	Inventory System	<input type="checkbox"/>	
Integration	Public customer interface	<input type="checkbox"/>	
Integration	Microsoft 365		<input type="checkbox"/>
Integration	Microsoft Sever 2019-2022		<input type="checkbox"/>
Integration	ArcGIS 10.7 & ArcGIS Pro	<input type="checkbox"/>	
Integration	Web Based and App Based		<input type="checkbox"/>
Integration	CMMS must provide platform for integration with Laserfiche	<input type="checkbox"/>	
Integration	SCADA	<input type="checkbox"/>	
Integration	Cartegraph		<input type="checkbox"/>
Integration	GoRequest		<input type="checkbox"/>
Report	Microsoft SQL Server Reporting Services or Crystal Reports Server, Report Subscription Capability	<input type="checkbox"/>	
Mobile	Mobile Devices IOS	<input type="checkbox"/>	
Mobile	Mobile Devices Android	<input type="checkbox"/>	

Mobile	Mobile Software Capability, work management (including notes, videos, and photos), asset creation, read, edit, write	<input type="checkbox"/>	
Migration	Historical maintenance data integration	<input type="checkbox"/>	
Migration	Migrate Maintenance Schedule Data to new system, work Order Information	<input type="checkbox"/>	
Compatibility	Microsoft SQL Server 2014-2022	<input type="checkbox"/>	
Compatibility	Laptops, Windows Surface Pro tablets, iPads, mobile phones	<input type="checkbox"/>	
Compatibility	Microsoft Windows (10,11)	<input type="checkbox"/>	
Additional	HTML5 (hyper-text markup language 5) is a preference over Java	<input type="checkbox"/>	
Additional	Ability to IM (instant message) to provide group notification inside of software about construction. projects, road closures, etc.		<input type="checkbox"/>
Additional	Web Preference: Chrome, IE, and Firefox (all browsers we support)	<input type="checkbox"/>	
Additional	Pavement Management Capability		<input type="checkbox"/>
Additional	Profile/Permissions for each Division	<input type="checkbox"/>	

3. PROPOSAL – PREPARATION AND SUBMITTAL REQUIREMENTS

In order to expedite the evaluation process, each respondent's Proposal should be organized in accordance with this section. Proposals that do not follow the specified format outlined below or fail to provide the required documentation may be asked for clarification or found to be non-responsive at the sole discretion of SJCDPW and may be disqualified.

The CONSULTANT'S proposal shall comprise of seven elements:

1. Software Supply, Installation, and Training
2. Software Maintenance
3. Software Demonstration (may be requested at County's discretion)
4. CMMS Configuration
5. CMMS Implementation, Testing, and Training
6. **County will only request Cost Proposal from the highest ranked CONSULTANT.**

Please see Section 7.4 COST PROPOSAL of the Solicitation No. SJCDPW-RFP-23-3 for more information. The COST PROPOSAL should follow the categories below

- a) Software
 - b) Maintenance
 - c) Configuration and Implementation
 - d) Extra Charges (Ex. Customer reports, modifications)
7. Suggestions to Scope of Services

Optional: The CONSULTANT'S may choose to provide an estimate for:

Option 1: Customer Service Portal or integration with existing GoRequest solution

Option 2: Any features that San Joaquin County did not discuss but could improve efficiencies.

3.1 ELEMENT 1 & 2 – PROVISION OF SOFTWARE AND ITS MAINTENANCE

Element 1 & 2 shall demonstrate the CONSULTANT(s) capability to provide, install, and maintain the requested CMMS software.

3.1.1 SOFTWARE MAINTENANCE

The following information about the software must be provided in this section:

- Name
- Version number and build number
- Year introduced
- Number of organizations currently using the software
- Maximum, Mean, Mode, Average, and Minimum number of seats using the software in those organizations
- General software description
- Software primary and secondary use
- Technical specification

These points shall be repeated for each and any additional modules the CONSULTANT(s) deems necessary to satisfy the requirements of this RFP.

3.1.2 KEY PERSONNEL AND RESOURCES

Describe key personnel who will be assigned to this portion of the project, *software sales and maintenance*, including any sub-consultant team members, if applicable. If any part of the project will be outsourced or part of a partnership proposal, please identify as such.

Describe how the project team will interact, both internally and with SJCDPW. A project organizational chart may be included but is not essential. Provide a hierarchical table of the key project team members, identifying their names, titles, bullet point key relevant experience, and job functions of each team member. The table should clearly demonstrate the team members' qualifications to perform the Scope of Services and Requirements described in this portion of the project.

Curriculum vitae/resumes for key team members may be included but are not essential. Identify any additional resources you anticipate using to complete the project.

3.1.3 PROJECT APPROACH

Describe the software sale, purchase, installation, and long-term software maintenance approach(es) the CONSULTANT(s) offers for this project.

Provide a detailed description of the methods of payment options (ex. one-time fee, payment plan, multi-year, etc.) for the provision of the software and the software maintenance.

Assuming the CONSULTANT(s) has several approach options, a list and detailed descriptions of each option must be included.

Provide a table listing the options and their pros and cons. The table should enable easy visual evaluation of the described approach options.

3.1.4 ADDITIONAL INFORMATION

CONSULTANT(s) should include a direct and thorough response to each of the requirements detailed in Scope of Services and Requirements. Where appropriate and available, provide supporting documentation such as screenshots, reports, and specifications.

Provide a detailed description of your Disaster Recovery Plan, including your emergency response to outages, vulnerability to attacks and data breaches.

Provide a copy of your Software Subscription/Licensing Agreement (if required) and any additional agreements, e.g., Hosting, Maintenance, and Technical Support Agreements, your company requires to implement your Proposed Solution.

Describe any third party software, alliances, relationships, or dependencies that would be necessary to implement your Proposed System. Include any third-party agreements necessary to implement your Proposed Solution. Also, describe any third party software

products that are currently able to interface with your Proposed Solution but are not required for basic implementation.

Provide your Service Level Targets, including expected and guaranteed uptimes, response and resolution times, uptime guarantee, and penalties (e.g. service credits, liquidated damages, etc.) for failure to meet Service Level Targets and minimum uptime.

Provide a description of your Software maintenance process for patches and upgrades, including your standard maintenance windows (days and times) and how customer coordination is handled (communication methods, timing, etc.)

Product customization and integration with other applications identified in this RFP along with those that may be purchased resulting from this RFP are important. Can you customize products for the County? If “Yes”, explain.

Can SJCDPW customize products without the help of vendor? If “Yes”, please describe which items can versus cannot.

Describe how the product has been integrated with other applications at other client’s sites.

Product Updates: Describe the frequency and timing of product updates and releases. Will updates be conducted by company or require County staff assistance?

Describe your commitment to forward or backward compatibility with new versions of the software package.

Product Warranties: What are the most favorable commercial warranties you give to any customer for the same or substantially similar products and services?

3.1.5 SOFTWARE TRAINING

- 1) Provide an outline of the training recommended for your Proposed System, including the estimated number of hours by type of user (end user, administrator, etc., if applicable) and facility requirements. Training must consist of a minimum of two days of on-site training.
- 2) Describe the training that will be provided with the provision of the software. Detail the type, duration, and location of the anticipated training. Detail the means and methods by which the County may judge the success of the training, and the provisions the CONSULTANT(s) shall provide if the training does not meet expectations.
- 3) Also, describe any training aids and documentation to be used and/or provided. Describe the resources required by SJCDPW to support the training.

3.2 ELEMENT 3 – DEMONSTRATION

Provide a detailed description of the means and methods that will be used by the CONSULTANT(S) to enable a sophisticated demonstration of the CMMS software.

If selected, the CONSULTANT must provide a demonstration over a one or two-day period where the CONSULTANT(S) shall:

Initial: Provide three initial training and understanding sessions for a potential of (14) staff per session. Demonstration should be basic in nature and facilitate a general understanding for staff that will primarily be using the system in the field or for inputting data from residents.

Comprehensive: The demonstration shall be more in-depth and shall present the potential long term, programmability and managerial use for 20 staff members.

Open Access: will be allowed to test the system for 30 days after the initial demonstration. Data does not have to be County related, but items described in the Scope of Work must be usable. Additional questions may be requested of CONSULTANT during or after 30-day trial period.

3.3 ELEMENT 4 & 5 – SOFTWARE CONFIGURATION AND IMPLEMENTATION

Elements 4 & 5 shall demonstrate the CONSULTANT(s) capability to provide configuration and implementation services to SJCDPW associated with the software purchased.

3.4. KEY PERSONNEL

If not already mentioned, describe key personnel who will be assigned to this portion of the project, configuration, and implementation of the CMMS, including any sub-consultant team members, if applicable. If any part of the project will be outsourced or part of a partnership proposal, please identify as such. Describe how the project team will interact, both internally and with SJCDPW.

3.5 PROJECT APPROACH

Provide an introduction and overview of the CONSULTANT(s) project approach, including the project management methodology that will be employed to ensure that project tasks and deliverables are completed on time and within budget.

Describe how the CONSULTANT(s) will coach and mentor SJCDPW's staff in best appropriate practices that will be implemented into the CMMS.

Describe the CONSULTANT(s) methodologies of capturing and developing SJCDPW's operations and maintenance work practices, processes, and procedures that will be configured and ultimately be implemented in the CMMS.

Describe how the CONSULTANT(s) will train County staff in the use and development of the CMMS.

Submit a comprehensive work plan that clearly breaks the project into specific tasks, milestones, and deliverables necessary to complete the Scope of Services and Requirements for this RFP. (One table shall be used for each task/milestone and a collective of tables shall make up the configuration/implementation elements of this

project). The Work Plan should clearly identify resource requirements and tasks assigned to CONSULTANT(s), subcontractor(s), and the County.

Provide a preliminary project implementation schedule appropriate to complete the Scope of Services and Requirements for this project. The project schedule should include estimated task durations and, for purposes of the proposal, can assume a February 2024 start date. The project implementation schedule should be provided in a Project Gantt chart and include the major tasks, deliverables, and milestones for this project. If a six-month implementation is too aggressive, please describe why and recommend a new timeline.

The County will ensure that County staff are available to meet realistic timelines, but the CONSULTANT(s) should ensure that the timelines include realistic estimates for County staff review and acceptance.

Describe your proposed method for communicating issues and/or questions during project implementation and your process for ensuring that the implemented solution meets SJCDPW's requirements.

3.6 CUSTOMER SERVICE PORTAL

The County currently uses Government Outreach and its mobile application branded "My San Joaquin!" App, also known as "GoRequest". CONSULTANT may provide information on the integration capability with GoRequest or CONSULTANT may provide information solely on their customer service portal. The County may ask for presentation of program as well as CMMS system.

Additionally, provide the following:

- Cost
- Breakdown by categories described in Section 2
- Timeline for completion
- Any other information you deem pertinent.

3.7 CONFIGURATION/IMPLEMENTATION TRAINING

Describe the training that will be provided with the configuration/implementation work. Detail the type, duration, and location of the anticipated training. Detail the means and methods by which SJCDPW may judge the success of the training, and the provisions the CONSULTANT(s) shall provide if the training does not meet expectations.

Describe the resources required by SJCDPW to support the training.

3.8 ELEMENT 6 – COST PROPOSAL

May require the Cost Proposal to be a separate document. Provide a comprehensive pricing sheet with line-item details of the cost for the all- applicable elements. Include frequency of payments required, formula used to calculate cost (ex. population, use

license, number of named users, different Modules, etc.).

3.9 ELEMENT 7 - CUSTOMER REFERENCES

Please submit the following:

At least three (3) recent (within the past 3 years) Customer References for Customers the CONSULTANT(S) supplied CMMS software to with similar Scope of Work. Please include contact information for either the contract manager or the main implementation person.

At least three (3), different, recent (within the past 5 years) Customer References for Customers the CONSULTANT(S) provided CMMS software maintenance services to with similar Scope of Work.

Three instances where the CONSULTANT(s) software has been initially used for CMMS activities by a Public Works Department that have, over time, developed an Enterprise Asset Management System (EAMS) comparable, or larger, in size to that of the County, if applicable.

3.10 ELEMENT 8 – SUGGESTIONS TO SCOPE OF SERVICE

Any suggestion to the Scope of Service must clearly define what area suggestions are being made in. Use any means to provide clarification (strike through, comments, screen shots, etc.).