

**Countywide Computerized Maintenance Management System (CMMS) Software**  
**Request for Proposals**  
**SJCDPW-RFP-23-04**  
**QUESTIONS & ANSWERS**  
**November 9, 2023**

SI#	Section	Questions
1	Unique users	Can you please confirm the total number of unique users who will be accessing the new CMMS software? The total of unique users is approximately 60 users.
2	User Breakdown`	Could you please provide the actual user breakdown for clarification?  Here is the breakdown: Mobile (Field) Users - 110 Supervisors / Dispatchers – 7 Inventory Users - 4 Read-only users - 10 Reporting and Analytics Users – 10 Administrative Users - 3
3	Work Orders	How many types of tasks or work orders are handled by the County? The County handles approximately 40 work orders.
		What is the maximum number of work orders completed per day 30 and per year? The maximum number of work orders is about 5000.
4	Reporting/BI	What reporting tools are already in place at County (Power BI,SSRS,etc.)? We are currently using GoRequest.
		What is the expectation of the BI/Dashboards for internal and/or external customers? For internal customers dashboard should allow for simple queries on time to complete work orders, number of work orders completed, asset evaluation, etc.
5	Demonstrations	Has the County received/seen product demonstrations from any asset management software vendors in the last 12 months? No, we have not
6	Current System	What are the challenges County is facing with the current system? The external facing system did not integrate with the internal asset management system. The asset management system (iworq) was not user friendly and had poor training/accessible on the back end. What pain points does the County have with its current system and processes? It is not an Asset Management System, we currently have a work order system with GoRequest.
7	Budget	Has the funding been approved? What is budget assigned for this project? Local fund has been approved for the project. Presently, the County is looking for the most qualified vendor/consultant to provide the requested services. We have not established a set budget for this Project.
8	Due Date	Will County consider extending due date by a week? Due to time constraint and the urgent needs of the requested services, we will not be able to extend the due date for the Request for Proposals.

9	Location	<p>Do you require that the awarded vendor be headquartered in the United States?</p> <p>Yes.</p>
10	Start Date	<p>What is the anticipated project start date and desired go-live data for the solution?</p> <p>We anticipate the Project to start in early 2024 and go live data in February 2025.</p>
11	Integration	<p>Can the County elaborate on the required integrations and indicate the following for each:</p> <ul style="list-style-type: none"> <li>• What is the System name and version? If you are looking to integrate then GoRequest, however integration is not necessary.</li> <li>• Is this One way or two way data exchange? It is Two way data exchange.</li> <li>• What is the sync frequency? The sync frequency is Cloud base, we do not update.</li> <li>• What data points are exchanged? GIS Layers and excel spreadsheets are exchanged data points.</li> <li>• What is the goal of the integration? The goal is to setup an Asset Management System.</li> <li>• Does the integration require real-time data transfer or batch imports? Yes</li> <li>• Is there a Rest API available for the integration? Go Request does not have a Rest API</li> </ul> <p>Please provide additional information on the optional integration with Cartegraph and the functionality you are looking for? In addition, what departments in the County are currently using Cartegraph? Will Cartegraph be bidding on this opportunity?</p> <p>Our Design Engineering Division is currently using Cartegraph for Pavement Management System. Currently, they are the only division using it. However, integration with Cartegraph is not required. The functionality we are looking for is a full-functioning Asset Management System. We are unaware of all vendors that may proposed for this Request for Proposals.</p> <p>Regarding integrations, should they be included in the initial scope of work? All integrations listed in Exhibit A or just those that are listed as required and not optional?</p> <p>Please list all required integration and please include any optional integrations.</p>
12	Proposal Format	<p>The RFP outlines the proposal format and content requirements in section 4.0. However Exhibit A Scope of Work also outlines the proposal preparation and submittal requirements in section 3.0. Which proposal format should be followed for full acceptance of the proposal?</p> <p>Section 4.0 of the Request For Proposals dictates all formats of the proposal. Section 3.0 of Exhibit A pertains to additional and specific information for Section 4.3 Approach &amp; Work CMMS of the Request for Proposals. Vendors should include requested information from Section 3.0 of Exhibit A to their proposed Approach &amp; Work CMMS.</p>
13	Implementation	<p>Is the County open to a phased implementation?</p> <p>Yes.</p>

14	Pricing Sheet	<p>The main proposal document section 4.5 Cost Proposal calls for no cost proposal during this phase of the RFP. Exhibit A Scope of Work Section 3.8 asks to provide a 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. Are we expected to present the comprehensive pricing sheet? If so, does it need to be a separate document?  Please present the comprehensive pricing sheet with the proposal.</p>
15	Data Conversion	<p>Is the County requiring any data conversion? If so, please indicate the following for each:</p> <p>Yes, GIS Layers or Excel Spreadsheets, or CSV</p> <ul style="list-style-type: none"> <li>• What is the system name? GoRequest, GoGOV</li> <li>• What is the quality of the data? The quality of the data is good.</li> <li>• What data will be converted, i.e. work, cost history, inspection history, request history, etc.? The data will be converted are GIS layers and Excel Spreadsheets, CSV files</li> <li>• What assets would need to be in this project? The assets should be in the Project will be road Signs, Itraffic 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, etc...</li> </ul>