

April 3, 2020

**POLK COUNTY, A POLITICAL SUBDIVISION OF THE STATE OF FLORIDA**

**ADDENDUM #3**

**RFP 20-470, Utilities Computerized Maintenance Management System  
(CMMS)**

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This addendum is issued to clarify, add to, revise and/or delete items of the RFP Documents for this work. This Addendum is a part of the RFP Documents and acknowledgment of its receipt should be noted on the Addendum.

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Contained within this addendum: Bid extension, questions and answers received.

**Proposal due date has been extended to prior to 2:00 p.m. on Wednesday, April 29, 2020.**

Michael Guerrero  
Senior Procurement Analyst  
Procurement Division

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**This Addendum sheet should be signed and returned with your submittal. This is the only acknowledgment required.**

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Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Company: \_\_\_\_\_

**RFP 20-470,  
Utilities Computerized Maintenance Management System (CMMS)  
Addendum #3(Continued)**

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QUESTIONS AND ANSWERS

Question 1: In the RFP, the County mentions its usability and accessibility standards. Could you please provide a copy of your usability and accessibility standards?

Answer 1: These are identified in the RFP under section 2.1.

Question 2: The RFP states "Describe how program exits or other external process logic is applied to the system." Can you please clarify what is meant by "program exits" and "other external process logic"?

Answer 2: This refers to how your software makes a call to or from external systems.

Question 3: In the RFP, the County describes a scenario in which the application runs in headless mode. Is the intention that you would create your own front end for the application? If not, can you please clarify the intention for running in headless mode?

Answer 3: These are identified in the RFP under section 2.1.

Question 4: With regards to delivery instructions Q&A from Addendum 2, vendors are rapidly going to reach a point of no return in printing, binding and delivery of responses in accordance with your RFP instructions. Additionally, continuing on the multiple printed copies path places vendor employees and County staff at potential risk of infection (by some measures from US CDC of up to fourteen days.) Please advise on the County's consideration of COVID-19 response in modifying instructions and extending the delivery date until clear return to work instructions and procedures are published by the US CDC, FL DOH and Polk County.

Answer 4: The County will be putting out an addendum addressing electronic bid submittals. The Proposal due date has been extended to prior to 2:00 p.m. on Wednesday, April 29, 2020.

Question 5: Has Polk County chosen a mobile platform – Android or iOS?

Answer 5: iOS.

Question 6: Has Polk County chosen and deployed a specific mobile device management system? If not, should vendor recommend or include implementation of one in their response?

Answer 6: Yes, Polk County have MDM from Verizon.

Question 7: How many of the users are anticipated to use a device with an active GIS map? How many of the users will use a device with a less functional reference map and work primarily from a list of service requests/service orders?

Answer 7: For the purpose of pricing, please assume all 100 mobile users will need access to GIS Map. **Please include pricing for different licensing levels if applicable.**

Question 8: How much asset and work history by rolling date range is required to be on the device at any one point in time?

Answer 8: Polk doesn't have specific requirements, but the bidder should define the capability of their systems.

Question 9: Is a 'core' an identifiable rebuildable item with zero cost until rebuilt and fit for use? If not, what is a core?

Answer 9: Core refers to parts that has core value which can be rebuilt or sold at that value.

Question 10: Fuel management is listed as an integration. How many vehicles will the CMMS need to manage? If many, are there additional fleet or rolling stock requirements?

Answer 10: Fuel Management interface is not required; it was listed in the requirements matrix for the bidders to identify if they have this capability. This will not impact scoring.

Question 11: Are the public intended to be given access to raise Service Requests directly? Or would they be submitted through another portal and integrated into the CMMS, or created and categorized by a helpdesk?

Answer 11: Service requests from public will be initiated in the new Customer Information System and interfaced to CMMS.

Question 12: What is the document management system in place at the County?

Answer 12: Application Extender current version.

Question 13: Are all HR rules around time managed in a third party system such as the County's financial/HR system? If so, an integration would be expected to this system for the CMMS to inherit and use these rules – is that integration in scope of this project?

Answer 13: Please refer to table 7 of the RFP.

Question 14: Will the CMMS hold pay rates for employees or only planned rates for the purpose of analyzing cost of work done? If only planned rates, have they been established by the County for all roles?

Answer 14: Bidders should provide information about their system capabilities and limitations. Cost of work performed is one of the main objectives of the project.

Question 15: Is there a project management software system to evaluate capital program goals and objectives, which will pass the approved projects to the CMMS? If so, is this integration part of the scope of this project?

Answer 15: Polk County Utilities use custom capital project management software and for the purpose of this RFP no interfaces are required.

Question 16: Where are the funds, grants and other sources of funding management within the County in terms of the electronic system? Will that be integrated to the projects system (if exists) or the CMMS?

Answer 16: No interface is required at this time.

Question 17: Which financial and HR system(s) does the County use?

Answer 17: Please refer to section 1.2.1.

Question 18: Are there any planned changes to those systems for the duration of the CMMS project?

Answer 18: County may transition to Oracle financials hosted or SaaS solution, no specific time frame at this time.

Question 19: Please provide the business process(es) regarding tool usage as scope and financial impact of tool management depends directly upon desired County process. (This does not need to be detailed. Basically is this management of critical/high values purpose built tools managed from a single storeroom, or is this capture, management and tracking of all County tool usage).

Answer 19: PCU does not have a business process for tool usage.

Question 20: Does the County inventory their tools in storerooms, or are they simply available for use without a primary 'home' location?

Answer 20: Currently the county does not have a storeroom for tools.

Question 21: Does the County have a specific active health monitoring system in place that records asset readings and can provide them to the CMMS in a standardized manner?

Answer 21: No, Bidders should identify their capabilities to interface with SCADA.

Question 22: Does the County have an enterprise service bus (ESB) to manage all communications or will all integrations be point to point?

Answer 22: No.

Question 23: Does the county use certificate based or multifactor authentication for user security management?

Answer 23: County uses certificate-based security management.

Question 24: Per Polk County Utilities (PCU) RFP requirements, Proposers are required to package/ship sealed RFP response packages to PCU. Considering the unprecedented times that we are all currently experiencing, we understand & have recently received email notifications from various Government entities that they are currently mandating only digital and/or uploaded response submittals to solicitations. Does PCU still require Proposers to package, ship & Deliver sealed RFP responses to the Polk County Procurement Division?

Answer 24: See answer to question 4.

Question 25: Considering current and unprecedented times, will PCU extend the RFP response due date from April 15, 2020 to a later date?

Answer 25: The County will be putting out an addendum addressing electronic bid submittals. The Proposal due date has been extended to prior to 2:00 p.m. on Wednesday, April 29, 2020.

Question 26: Per the Proposal Acceptance Period in the RFP, PCU states that each Proposer's proposal will be binding for 240 calendar days from the date of receipt (April 15, 2020) and for 90 additional days of proposals of shortlisted Proposers. Could you please explain why this timeline is in place?

Answer 26: It is anticipated that the selection process, contract negotiations and Board approval will take longer time and specially with the impact of COVID-19 on the businesses.

Question 27: What are the anticipated dates for vendor interviews, demonstrations and/or presentations, contract award and commencement of services?

Answer 27: We are looking at a fall time frame for implementation.

Question 28: Thank you for the breakdown of staff members and end users that was provided in the RFP. Can you please clarify the specific number of end users, including their respective role or function (i.e., ad hoc report creator, maintenance planners/schedulers, managers, supervisors, craft/crew/technicians, etc.)?

Answer 28: Please refer section 1.4.2 table 6.

Question 29: What is the make-up of PCU's Core Team for the project? Will there be dedicated employees in IT, Operations, and Management for the vendor to work with on a consistent basis?

Answer 29: Yes, a core team will be assigned to the project with representation from the different groups.

Question 30: Does PCU have in-house expertise to support integration requirements, design, and configuration for each of the identified interfacing systems (i.e., EBS, ESRI ArcGIS, CIS, Hach-WIMS,-SCADA-VT, Application Extender)?

Answer 30: The County will manage the integration through a combination of internal and external resources.

Question 31: Please indicate any planned upgrades or replacements for each of the identified interfacing systems (i.e., EBS, ESRI ArcGIS, CIS, Hach-WIMS,-SCADA-VT, Application Extender)

Answer 31: CIS replacement is identified in the RFP, EBS will be upgraded within the next 24 months (refer to question 18), Application Extender replacement is under consideration.

Question 32: Do you have and can you share business process flows? If so, were they done independently of any software/technology solutions to help improve processes?

Answer 32: The bidders are expected to include ToBe business processes development as part of their implementation.

Question 33: Has PCU mapped out processes with respect to the various integrations?

Answer 33: No.

Question 34: Has PCU already evaluated different CMMS applications, and did you have assistance preparing the RFP?

Answer 34: No, PCU didn't evaluate CMMS applications. Westin Technology Solutions assisted PCU in RFP development.

Question 35: Does PCU have a technology consultant that is currently working with you on this request for proposal and ensuing evaluation?

Answer 35: Yes, Westin Technology Solutions.

Question 36: For data load, can you provide the sources of data and approximately how many records will be loaded from each source?

Answer 36: Bidders are expected to provide their approach for uploading data and the required format. Please refer to table 8 in the RFP for estimated record counts. Please refer to section 1.5.2 for data conversion estimated hours.

Question 37: Is there an expectation to make any historical data accessible through the new CMMS?

Answer 37: No.

Question 38: Concerning the ESRI ArcGIS integration, can you describe the following?

- a. What is your current maturity state (i.e., how many years deployed, % of assets in system, detail of map layers, attributes, etc.)?
- b. What is your current GIS application and version?
- c. Have you standardized on the local government model? Do you intend to modify the data model during the CMMS implementation?
- d. Do you have any plans to upgrade your GIS software in parallel with the CMMS implementation?
- e. How many feature classes do you expect to display in the CMMS?
- f. Do you currently use or plan to utilize ESRI ArcGIS Online?

Answer 38:

- a. PCU GIS has been deployed for more than 10 years and about 75% of our assets are in the GIS. Our map layers are detailed and the attribute table is more than 50% filled using a utilities data model that is five or so years old.
- b. ESRI ArcGIS 10.7.1
- c. No, PCU is not using local government model
- d. No
- e. Bidders should identify their capabilities and limitations
- f. County is using on-prem portal environment

Question 39: Does the County currently have bar-coding capabilities or hardware capable of producing bar codes?

Answer 39: No.

Question 40: Does the County wish to extend mobile capabilities to the inventory staff at the onset of the project, or are mobile capabilities just extended to support Operations & Maintenance activities?

Answer 40: County wishes to extend the mobile capability to inventory staff with the system Go Live.

Question 41: How many staff members does the County anticipate being trained?

Answer 41: Please refer to section 1.4.2 – Table 6.

Question 42: Has the County identified staff members whom they deem capable of training other auxiliary staff?

Answer 42: Bidders are expected to train all users, please refer to section 1.5.3.

Question 43: Does the County currently have a list of reports that they can provide? How many of these reports MUST be replicated? What is the minimum number of custom reports that the County anticipates being developed?

Answer 43: PCU plans to leverage the CMMS system to develop management reports and eliminate the current manual process of using spreadsheets.

Question 44: Is the County open to resource alignment based upon new processes and data responsibilities that may occur from business improvements?

Answer 44: Yes.

Question 45: The RFP states that the interface with the new Customer Information System may not be completed until after Go-Live of the CMMS? Are there any other interfaces that can be completed after Go-Live or are all others listed interfaces required at time of Go-Live for the CMMS?

Answer 45: PCU assumes that the CIS implementation will take longer than the CMMS leading to the statement about completing that interface after CMMS Go Live. All other interfaces are expected to be completed as part of the CMMS implementation.

Question 46: Do any of the interfaces currently have a preferred method of communication, i.e. flat file, XML, SSIS?

Answer 46: Please refer to section 1.4.3 – web services or API.

Question 47: Addendum 1 states that all work must be performed in the U.S. if chosen, can the vendor use and offshore resource for development purposes as long as the main project resource is U.S. based?

Answer 47: Yes.