

RFI # 19-28
Asset Management Software
Question and Answers

1. In the RFI, it is expressed that the City would not like a turnkey solution, rather you would prefer to consult on best practices and work with a partner that will take more of an advisory role. This is actually Cityworks' preferred methodology. Cityworks is built on an implementation partner ecosystem. Cityworks as a company develops, supports, enhances and maintains the software suite, but we typically work with a network of partners that have subject matter expertise in not only Cityworks, but asset management, IT, GIS, end engineering, etc to do the actual implementation. Would it be alright if multiple Cityworks partners submit RFI responses with Cityworks as the software, but explain their own specific implementation approach and methodology?
Yes, that is alright.
2. Could you please clarify what you mean when you refer to not wanting a "turn-key style" solution? Does this mean you will be soliciting software vendors through a separate RFP process from this technical advisory and support services? Or does this mean you are looking for custom tailored solution to meet your needs? **The City is not looking for the vendor to setup the software. Instead, we would like the software vendor (or potentially a subcontractor of that vendor if they wish to go that route) to coach us on best management practices related to Public Works asset management as we ourselves setup the software. We're looking for a vendor that not only has quality software but can help us utilize it best for our needs.**
3. If you are seeking technical and advisory support services, can you explain why you are listing software functional requirements in Section VI "Expected Software Capabilities" and in the checklist on pp. 10-11? **Through our research and conversations with colleagues there are some capabilities that we'd prefer the software have. At this time these are expectations given our current understanding of what some Asset Management Softwares can do. They are not requirements.**
4. What do you envision as the initial phase of software implementation? Is it limited to a specific class of assets such as meters or pump stations, or perhaps specific user groups? **Currently, our initial phase is to roll out this software to our Public Works Department for their routine asset inspections and maintenance (e.g. Hydrant Flushing, Catch Basin Cleaning, Sewer Manhole Inspections, etc.). Subsequent phases to improve upon what's already been done, as well as integrating new asset management content, will be determined after review of the initial phase.**
5. Is the training you are seeking software training or on asset management best practices? Or both?
Software training
6. Could you clarify what you mean by "most distributed (by number of physical locations)" under "3. Current Implementations." – does this mean different instances of physical infrastructure, such as pump stations and plants, or departments (separate installations)? **Of all of the combinations of your software and possible software extensions/modules, what are the 3 most widely served by your company? The answer to this should help us better understand what your most typically utilized service packages offer.**
7. Regarding Question #1, Software Setup – When you say that you all prefer to setup the software yourself, do you mean you all would like to configure the software yourselves and not have a software vendor or a vendor's certified implementer do the configuration? In other words, you are only looking to purchase the software, and not pay for it to be configured? If the latter is the case, does that mean software training would need to focus not only on using the software, but also on configuring the software as well? **Yes, "configure" ourselves with the vendor advising on how best to configure it based on our needs. Yes, as part of the training for Administrators we'd expect that it would have configuration components to that training, particularly if it is difficult to do without being a "certified implementer".**

8. What has the City budgeted for the project? **The City does not supply this information during a bid process. However, our budgets are open to the public on our City's website.**
9. "Capable of implementing customizable modules that may not be i" what is the rest of the sentence? **Sorry, this should have read "Capable of implementing customizable modules that may not be included with your software".**
10. Is it possible to send me the RFP in a Word doc format? **The City does not supply the word document to vendors during a bid process. Only the PDF versions.**
11. Regarding Question #1, #4, "Coaching" – is it safe to assume that the coaching on asset management best practices you seek is a separate, yet complementary need, from software user and software configuration (if yes to above) training you seek? **To be clear, we're not looking for "coaching" on how best to inspect and maintain our assets, but rather how best to manage those inspections and maintenance using the vendor's software. Public Works has their processes and procedures but does not have a good platform to manage or document their day-to-day work. The "coaching" would be more geared towards the Administrators and Engineers using this software who will ultimately be configuring the software and analyzing the data entered into that software. The details and level of "coaching" should shake out during the Oral Presentation and RFP portion of this process.**
12. Whether companies from Outside USA can apply for this (like, from India or Canada)?

Companies from outside the USA can respond to this RFI

13. Whether we need to come over there for meetings?

Please refer to Section VIII Subsection A-3 of the RFI regarding presentation demonstrations

14. Can we perform the tasks (related to RFP) outside USA?

This RFI and subsequent potential RFP is not limited to companies located within the USA

15. Can we submit the proposals via email?

Please refer to the Cover Page, as well as Section VIII Subsection A-2 of the RFI regarding submittal requirements.

16. I see an RFI went out from the City but an RFI is sometimes used just for information purposes. Has this been budgeted for 2019?

Yes, it has been budgeted for in the current fiscal year (July 1, 2018 - June 30, 2019).

17. Would it be alright if multiple Cityworks partners submit RFI responses with Cityworks as the software, but explain their own specific implementation approach and methodology?

Yes, that is fine.

18. Could you please clarify what you mean when you refer to not wanting a "turn-key style" solution? Does this mean you will be soliciting software vendors through a separate RFP process from this technical advisory and support services? Or does this mean you are looking for custom tailored solution to meet your needs?

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