



RFP 2023-016

Asset Management Software – Fleet & Facilities

Questions Submitted – Answers Provided – May 8, 2023

(Questions in Black – Answers in Red)

1. Is there a desired “Go-Live” date?
Prefer to begin using the software by the end of 2023
2. What is the form and format of existing asset data to be migrated into the new platform (Work Order information, photos, related data)?
Excel
3. Are there existing workflows that define business processes related to the maintenance of various asset types?
No
4. How many assets (vertical and Linear) are managed in the current system?
None
5. How many asset types are included/or will be included in the current/new system?
50+ Vehicles, 150+ Equipment/Rolling stock, 13 Facilities with various equipment/assets per site
6. What is the size of the total portfolio of City owned assets to be managed in terms of facilities, Number of Buildings, floors, Sq. Ft. of space...etc.?
50+ Vehicles, 150+ Equipment/Rolling stock, 13 Facilities with various equipment/assets per site
7. Does the City maintain As-Built drawings for the vertical assets?
 - a. Are the drawings Updated and Current in the DWG Format?
Yes, both DWG & PDF
 - b. Are the current AutoCAD / DWG drawings layers standardized and consistent throughout the drawings to show space and asset locations?
Yes
 - c. Are the drawings polylined to facilitate space management?
Yes
8. Is there any requirement to use and maintain these drawings as a part of the Work Order?
No
9. What systems (HR, Finance, Inventory, etc.) do you need the new Asset Management Software to integrate with? Are the integrations bi-directional?
Prefer integration with Voyager Fuel Card data, but not required.
10. What is the expected (existing) volume of ad-hoc and PM work orders?

RFP 2023-016 – Asset Management Software – Fleet & Facilities – City of Sammamish

Minimum 50+ corrective/reactive work orders per week; Minimum 50+ PM work orders per month

11. Does the City plan to implement new or existing workflows?

No

12. Does the City have an existing library of PM procedures to be loaded into the system? Are they available for all asset classes?

No

13. What is the expected user base for this system? Can you define the user base in terms of access requirements?

- System Administrators

Minimum 5

- Expected number of Primary users with access to the entire portfolio of information?

10+

- Number of users with limited access to specific sites?

10+

- Number of Technicians and Field staff?

7-10

-Number of restricted users who can simply submit and track work requests?

150-200

14. How many individuals are in the Facility and Fleet maintenance department? And what is the breakdown of Managers/Supervisors, Maintenance Workers, Administrative staff?

Ten (10).

1 Manager / Supervisor

3 Maintenance Workers

5+ Administrative Staff

15. Is it expected that maintenance workers will access assigned work orders from mobile phones in the field.

Yes

16. Can you provide RFP Attachment A in Word or other fillable format.

Provided to Requestor by Contract Administrator

17. What will the term of the contract be for the City of Sammamish's Asset Management Software RFP? How many years of licensing and support do you want the quote for?

We do not have an answer for that at this time

18. How many users of the system are needed:

a. Admin Users - 4

b. Technicians – 5+

c. Requestors – 150 - 200

19. How many facilities/buildings are included in this project?

13

20. What are the minimum functional requirements for vendors to provide an assessment software that meets your base needs?

Uncertain of the best answer for a broad question.

PROJECT PURPOSE AND OBJECTIVES

Our goal is to provide:

- Intuitive functionality for submitting facility and/or fleet service repair requests.
- Track preventative and reactive maintenance of facility assets.
- Track preventative and reactive maintenance of fleet assets.
- Evaluating full lifecycle of facility and fleet assets; comparing repair costs and original purchase costs for budgeting replacements.
- Intuitive functionality for maintenance workers for work order assignment, prioritization, and work completion.

21. The RFP document does not say how the questions will be answered, so I assume email. Is this correct?

Answer: Questions will be answered by email directly to the questioner and then provided to the entire email list at large in a composite document.

22. The document also doesn't say how we will know the results of the selection. Will that be email also?

Answer: The final selection of the company to be awarded the contract will be announced preliminarily via email from me. That will be followed by contract documents via email for signature and then a phone call from the Project Manager to discuss timeline for implementation.

23. The document does say that the City may issue addendums. How will we find these?

Answer: Any addendums issued will be done via email to all participants. I will email you any changes (addendums) to the RFP. As of this date, there are none. The RFP is due to close at 3pm this coming Friday, May 12. I do not foresee any addendums being issued this week. However, should something arise that requires an addendum to the RFP, I will email all those on email distribution list, including those who have been in contact with the City about participating in the process.

24. The document does say that the City will schedule software demonstrations for their shortlist. Will we be contacted via email?

Yes

25. Is there any requirement of a NATIVE mobile app?

Mobile app is preferred for use by field maintenance workers

26. If so, can it be developed during implementation? That way it's customized to meet YOUR needs, since we develop it WITH you as part of the implementation.

Yes, so long as it does not exceed the Not-to-Exceed Amount of the contract

27. Are staff issued phones? (Or do they use their own?) The question is looking for: are the phones iPhones, Android, or a mixture?

Yes, combination of iPhones, iPads and Androids

28. How does Sammamish define "mobile work order work flow"?

The ability for maintenance workers to access work orders; add comments, hours, equipment; and complete workers on a mobile device.