

**CITY OF PORTSMOUTH, NH
WATER AND SEWER DIVISIONS**

ADDENDUM 2

**TO
REQUEST FOR PROPOSALS
FOR**

**ENTERPRISE ASSET MANAGEMENT SOFTWARE AND
SERVICES**

RFP #44-08

Vendors were allowed to submit questions about the RFP until March 6, 2008. Below are the questions from vendors and the City's answers.

Is the City expecting an out-of-box solution or a custom-built application? On a related note, what is the City's time frame for implementation?

The City will consider either an out-of-box or custom-built solution. Naturally, an early implementation is preferable, but the system needs to be up and running by the end of the City's fiscal year which is June 30, 2008. The RFP requires references from at least two existing clients using the software (see paragraph 1.6.2.4), so a custom application would need to be similar to software that existing clients are using.

The RFP specifies a browser-based solution. Would a desktop solution, or one served through Citrix technology, be acceptable?

As stated in the RFP, the City is specifically looking for a browser-based solution that does not require additional software on the user's computer (see paragraph 2.1). A desktop solution or one that requires a Citrix client would not qualify. The City is aware of the pros and cons of different software environments and has chosen this path to maximize the potential user base and minimize maintenance costs.

Does the City anticipate Web browser access external to the City's Intranet?

No.

What version and licensing level of ArcIMS and ArcGIS Server is the City currently running? Are there any plans to upgrade?

The City uses version 9.2 of ArcIMS and ArcGIS Server Standard Enterprise. The City has a maintenance contract with ESRI to receive new releases. At this time, the City does not plan to upgrade to ArcGIS Server Advanced Enterprise.

Paragraph 2.4.8 of the RFP requires editing the SDE geodatabase through a Web browser without an ArcGIS Server Advanced Enterprise license. Does this mean the City is looking for a solution that goes around the ESRI functionality to edit the data?

Yes.

Is a system that integrates with ArcSDE and ArcMap, but not ArcIMS or ArcGIS Server, acceptable?

The system must access the City's ArcSDE geodatabase (see paragraph 2.3) and serve data through a Web browser. The City would consider an application that accomplishes this without using ArcIMS or ArcGIS Server, if there were some advantage to doing so.

Does data stored and managed in the asset management system need to be accessible and updateable through ArcIMS?

The system must allow all access, including editing, through a Web browser. Such access would normally work through ArcIMS or ArcGIS Server, but as mentioned above, the City would consider other methods of Web access.

Does the City have sufficient ESRI software licenses for asset management system users to update information in the ArcSDE geodatabase?

Since the system must operate through a Web browser, users will not require ArcEditor or ArcInfo licenses.

The City has Microsoft Access databases for work orders and inventory. Does the City want the data converted to the new solution? If so, can you provide table layouts and record counts?

No, the old work order and inventory data will not go into the new system. The City will use the new system for all future work and will archive the existing databases for historical queries.

The Project Background in the RFP mentions several software packages that will work alongside this solution. Can you elaborate on the integration required with these systems?

Although the asset management solution must integrate with the City's GIS (e.g. pipes, address points, and so on), the City does not require integration with other systems, since the cost and feasibility of integration is difficult to predict. As described in section 2.4.7, the architecture, licensing, and documentation must allow for integration by the City, the

vendor, or a third party in the future. The Scope of Work includes integration “as appropriate,” which basically means “if it’s necessary for the promised functionality or it’s easy to do.” For example, if a vendor promises to provide access to customer billing data, then the proposal should include the necessary work to accomplish this. If vendors have experience integrating with any of the systems listed in the Project Background, the City encourages them to mention this experience in their response to section 2.4.7 and indicate whether or not they would include the integration in this project.

Can you provide more information about the non-ESRI databases?

The Pentamation water billing system stores data in an Informix database. If the asset management system is going to access water billing data, it may need to work with a copy of the database instead of having direct access. The other applications listed in the Project Background work with the SDE geodatabase, personal geodatabases, and Access databases.

How many concurrent users should vendors price their systems for?

Paragraphs 2.2 and 3.3 in the RFP address this question. The City anticipates having five concurrent users initially and possibly increasing that number in the future. Vendors should price their proposals for five users, but they must also specify the cost of adding more users. In other words, the City is looking for both the up-front cost and the future cost.

How many total users will need access to the system?

As described in the RFP, the system must be accessible to all City employees who are on the City’s intranet. Since the City may use the asset management system for a variety of purposes, the exact number of users is unknown. Plan on about fifty.

Have you divided your users into primary (administrative) and secondary (work requestors or mobile users)? If so, what is the breakdown?

No. Proposers are welcome to present distinctions between levels of access, but they should assume that five administrators may use the system at once.

Has the City seen presentations or demonstrations from vendors?

The City studied asset management systems for over two years before releasing the RFP. At various times, the City has had presentations from Applied Geographics, Azteca, Cartegraph, Full Circle Technologies, and VUEWorks. City staff have visited clients who use Applied Geographics and VUEWorks systems.

Has the City received cost estimates from vendors?

The City has received estimates from various vendors over the past two years.

Does the City have an approved budget for this project? Have the funds been obligated for this project? Can the amount, and the process used to determine it, be disclosed?

The budget, which is a matter of public record, is \$37,000. This amount is based on the City's research. The funds have been obligated.

What is the configuration of the users' desktop computers?

Configurations vary, but a typical user would have a Pentium 3.0GHz CPU, 2GB of RAM, Windows XP, and either Internet Explorer 6 or Firefox.

Is a server already available, or will the City buy a server based on the winning proposer's recommendations?

The asset management application will share a server with the City's ESRI software and geodatabase. The server will have dual Xeon 5430 processors, 4GB of RAM, 1.6TB of hard drive space, and Windows 2003 Server.

Will the winning proposer have access through a virtual private network (VPN) or Remote Desktop, or will all installation have to occur on site?

The City does not currently support VPN access or outside Remote Desktop access. The City will consider the winning proposer's specific requirements for access.

Can the City support the latest version of Microsoft SQL Server?

Yes, as long as it's compatible with ESRI software.

What are the City's support requirements, in terms of response time and coverage?

When the City makes a support request, a response is expected the next business day by phone or email. The part of the question about "coverage" is unclear.

Is the City currently using a commercial enterprise asset management system or an internal Access database?

The City currently uses the software described in the Project Background. The City does not have an asset management system other than those listed.

Please acknowledge receipt of this addendum within your proposal, failure to do so may subject a bidder to disqualification.

End of addendum #2.