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

**REQUEST FOR PROPOSALS
FOR**

ENTERPRISE ASSET MANAGEMENT SOFTWARE AND SERVICES

RFP #44-08

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WATER AND SEWER DIVISIONS

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INVITATION TO PROPOSE

Sealed Proposals for the contract **"ENTERPRISE ASSET MANAGEMENT SOFTWARE AND SERVICES" RFP #44-08** should be received by the purchasing department for the City of Portsmouth located at 1 Junkins Avenue, Portsmouth, NH 03801, by **2:30 P.M**. on **March 14, 2008.**

Project Background:
The City of Portsmouth operates water and sewer utilities and a municipal stormwater system. The City seeks to implement an enterprise asset management (EAM) system, also known as an infrastructure asset management system or computerized maintenance management system (CMMS), to help reduce maintenance and capital costs, comply with environmental regulations and accounting standards, and improve customer service. The City may also use the system for non-utility purposes, such as maintaining a tree inventory and generating abutter notification lists.

The asset management system must operate as a Web application (i.e. a browser-based application) on the City's intranet.

The asset management system will build on the City's existing data and software. The City currently has a geographic information system (GIS) that includes extensive data on utility infrastructure, and the asset management system must be GIS-centric. The City's GIS data is stored in an ESRI ArcSDE geodatabase using Microsoft SQL Server.

The City currently uses both geographic and nongeographic software packages that will work alongside the asset management system. The software includes Pentamation software for water billing, VHB's Geographic Pavement Management System (GPMS), Granite XP for pipeline video inspections, InfoWater Suite for hydraulic modeling, and Track One for fire flow testing.

The City uses Microsoft Access for work orders and inventory, but anticipates replacing Access with the asset management system.

Scope of Work:
The City is seeking qualified and experienced Proposers to perform the following tasks:

- Provide asset management software that is both GIS-based and browser-based.
- Install the software and integrate it with the City's GIS.
- Integrate the software with other City systems, as appropriate.
- Train City staff in the use of the software.
- Provide technical support and software maintenance.

Proposal Process:
- Proposal Due Date – Proposals are due on **March 14, 2008** at **2:30 p.m.** in accordance with the published requirements. All proposals shall be received at the time and place indicated in this document.

- Additional Questions to Proposers – In the event that, during the review and evaluation of the proposals, the City has additional questions; the Proposer may be contacted at the sole discretion of the City.

- Review/Rank Proposals– After all review and any additional questions are answered, the proposal review will be complete. It is expected that this review will result in the highest-ranked Proposers being short listed for further evaluation.

- Presentation – The City may schedule presentations for short listed firms. The presentations will allow the City to personally meet and listen to the Proposers' teams and to clarify any outstanding issues. If conducted the City will provide a presentation agenda for each Proposer.

- Contract Negotiations – The City and the successful Proposer will negotiate any outstanding issues concerning the proposal. If a mutually agreeable contract cannot be reached within a reasonable time frame, the City reserves the right to terminate negotiations with the first ranked Proposer and begin discussions with the second ranked Proposer.

The Request for Proposal, which includes an invitation to propose, instructions, technical specifications, and price proposal, will be made available as a PDF file on the City' web-site. The RFP will also be available in hard copy at the Purchasing Department in City Hall, 1 Junkins Avenue, Portsmouth, NH 03801.

Vendors who obtain the RFP via the City website should register their interest with the Purchasing Coordinator, to ensure that they will receive potential addenda. **This is the Vendor's responsibility.**

The City reserves the right to reject any and all Proposals, to waive any technicalities, and to accept any proposal in the best interest of the City of Portsmouth.

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PART 1

INSTRUCTIONS TO PROPOSERS

1.1   RECEIPT AND OPENING OF PROPOSAL PACKAGES

1.1.1   Proposals submitted for the Project will be received as stated in the Invitation to Propose.

1.1.2   Proposals received prior to the advertised hour of opening will be kept secured and sealed. The officer whose duty it is to open them will decide when the specified time has arrived, and no Proposal received thereafter will be considered by the City.

1.1.3   Acceptance of a proposal from a Proposer does not automatically result in a presentation. The time that is indicated on the date stamped by the Purchasing Coordinator is considered the official time. Upon submission, all proposals become the property of the City. Proposals are retained confidentially until selection but are otherwise subject to the right to know law.

Proposals may be submitted in person or by mail to the following address:

Purchasing Coordinator
City of Portsmouth
1 Junkins Avenue
Portsmouth, NH 03801

1.2 PREPARATION OF PROPOSALS

1.2.1. All proposals shall be submitted as a set of seven, one original and six copies, and either typewritten or completed with pen and ink, signed by Proposers authorized representative(s).

1.2.2. The City may consider as irregular any conditions attached to the Proposal, on which there is an alteration of, or departure from, the Forms attached.

1.2.3. Erasures or other changes in the Forms attached must be explained or noted over the signature of Proposer. Failure to do so shall render Proposer non-responsive and may cause rejection of the Proposal.

1.3 ADDENDA AND INTERPRETATIONS

1.3.1. All questions by Proposer(s) as to the interpretations of the Request for Proposal must be submitted in writing to: Lori MacGinnis, Purchasing Coordinator, 1 Junkins Avenue, Portsmouth, NH 03801. RFP questions must be submitted by **March 6, 2008**.

1.3.2. Every interpretation made to a Proposer will be in the form of an addendum to the Request for Proposal, and when issued, will be on file in the office of the Purchasing Coordinator.

1.3.3. All addenda will be distributed to each person holding the Request for Proposal, but it shall be the Proposers responsibility to make inquiry as to the addenda issued. All such addenda shall become part of the Request for Proposal and all Proposers shall be bound by such addenda, whether or not received by the Proposers.

1.3.4. The City will not be bound by any information, explanation, clarification, or any interpretation, oral or written, by whosoever made, that is not incorporated into an addendum to the Request for Proposal. No response will be made to inquiries received after the RFP Questions Deadline.

1.4 MODIFICATION AND WITHDRAWAL OF PROPOSALS

1.4.1. Proposals may be modified after they have been submitted, but only before the deadline established for receipt of Proposals. Modifications must be signed by the Proposer(s) and must be received by the City no later than the deadline.

1.4.2. Proposals may be withdrawn after they have been submitted, but only before the deadline established for receipt of Proposals. Withdrawals must be signed by the Proposer(s) and must be received by the City no later than the deadline.

1.5 EVALUATION OF PROPOSERS' RESPONSES AND PROPOSALS

1.5.1. After the Proposals have been opened, the City will evaluate the Proposers' responses using the selection criteria described in section 1.7,. Proposers may be required to submit additional or supplemental information to the City, if necessary, for the City to determine whether the Proposer(s) meet all of the standards outlined.

1.5.2. Proposers shall be required to submit, in writing, the names, addresses and telephone numbers of any proposed major subcontractors or equipment manufacturers, and to submit other material information relative to proposed major subcontractors or equipment manufacturers. The City reserves the right to disapprove any proposed subcontractor or equipment manufacturer whose technical or financial ability, resources, or experience is deemed inadequate.

1.5.3. The City reserves the right to cancel the Request for Proposal or to reject any or all responses to the Request for Proposal, or parts thereof, if it determines, in its sole discretion, that such cancellation or rejection is in the best interest of the City.

1.5.4. The City will determine which Proposers are responsive to the material terms and conditions of the Invitation to Propose and the Request for Proposal. The City will then determine who is technically, financially and otherwise responsible to perform the Project satisfactorily and who has the capacity to meet all other requirements of the proposed Project. Any response may be rejected if it is determined by the City to be non-responsive, provided, however, that the City reserves the right to waive any irregularities or technicalities which it determines, within its sole discretion, to be minor in nature and in the best interest of the public to waive.

Furthermore, any response may be rejected if it is determined by the City, in its sole discretion, that the Proposer is not capable of performing the proposed Project satisfactorily based upon review of its experience and technical and financial capabilities or the failure of such to provide information requested relating to such determination. Additionally, the City reserves the right to disqualify Proposers, before and after the Opening of Proposals, upon evidence of collusion with intent to defraud or other illegal practices upon the part of any Proposer(s).

1.5.5. The City reserves the right to conduct such investigation of Proposer as it deems necessary to evaluate the qualifications of the Proposer and the quality of the software and systems proposed. The Proposer may be asked to execute releases to facilitate this investigation. Failure to execute a release if requested may result in disqualification.

1.6   PROPOSAL CONTENTS

1.6.1   Proposals are to be submitted in sealed envelopes, plainly marked "**RFP #44-08, ASSET MANAGEMENT**".

1.6.2   **Content** - The following information shall be provided in the order detailed:

1.6.2.1   Title Page - List the RFP title, the name of the Proposer, managing office address, telephone number, name of contact person and date.

1.6.2.2   Table of Contents - Include a clear identification of the material included in the proposal by page number.

1.6.2.3   Letter of Interest - Limit response to two pages. Make a positive commitment to perform the required work within a reasonable time. Identify the proposed asset management software. Also, give the name(s) of the person(s) who will be authorized to make representation for your organization, with their title and telephone number.

1.6.2.4   Company Information - Describe the company making the proposal. Include information on financial stability, and provide the names of at least two existing clients using the proposed software.

1.6.2.5   Proposer's Approach - Provide a description of the proposed software and implementation. Address the ease of use for non-GIS personnel.

1.6.2.6 <u>Response to Parts 2 and 3, Technical Specifications and Cost</u> –The response to parts 2 and 3 should conform exactly to the order of the sections of the specifications. Proposer's responses should be in the following form: section and paragraph number, label or title of section or paragraph, then proposal's response. Repeating the language of the specifications is not necessary. Wherever reasonable, the City is looking for specificity in proposal's responses, unless it is obvious that the word "comply" is all that is required. The price portion of the proposal required in Sections 3.1 through 3.3 shall be filled in on page 15 of the proposal package.

1.6.3 **Format –** To facilitate the comparative analysis and evaluations of all proposals, it is required that the proposals be submitted in the format described in the preceding sections. Any additional information the vendor believes would assist the City in the evaluation process should be included as an appendix to the proposal.

1.7 <u>SELECTION CRITERIA</u>

The City will evaluate proposals in the following key areas:

1.7.1 **Conformance to Requirements.** Degree to which proposal meets technical needs of the City (see Section 2). Exceptions will detract from overall rating.

1.7.2 **Clarity of Proposal.** Degree to which proposal clearly and concisely follows the Request for Proposal. Answers must include and correspond to questions.

1.7.3 **Strength of Proposer.** Financial stability of the vendor (see paragraph 1.6.2.4).

1.7.4 **Support.** How the vendor proposes to deliver maintenance, support, and training (see paragraphs 2.7 – 2.7.2).

1.7.5 **Ease of Use.** Degree of difficulty for non-GIS personnel, such as dispatchers, receptionists, and foremen, to use the system (see paragraph 1.6.2.5).

1.7.6 **References.** Discussions with the Proposer's existing and any former clients (see paragraph 1.6.2.4).

1.7.7 **Up-Front Costs.** The cost of software, setup, training, and the first year's maintenance and support (see paragraph 3.1).

1.7.8 **Future Costs.** The cost of subsequent years' maintenance and support, as well the cost of possible additional users and software (see paragraphs 3.2 – 3.3).

1.7.9 **Additional or Future Functionality.** The possibility of additional functionality included in the purchase, included in future versions, or acquired through additional purchases (see paragraphs 3.4 – 3.5).

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PART 2

TECHNICAL SPECIFICATIONS

2.1 Platform

In order to maximize staff access and minimize maintenance costs, the infrastructure asset management software must be a Web application. All the functionality of the software must be available to a user running a typical Web browser on the City's intranet, without additional software installation.

2.2 Licensing

The software must allow at least five concurrent users. The software must be available to all City staff with intranet access, therefore licensing must not be tied to particular users or computers. The package must either provide floating licenses, also known as concurrent use licenses, or allow unlimited use within the City's intranet.

2.3 GIS Integration

The software must be designed to work primarily with GIS data, where geographic features (e.g. pipes) represent assets. It must integrate with the City's existing ArcSDE geodatabase and ArcIMS or ArcGIS Server software. The software must not require duplicating GIS data or converting to a different format. The City will provide the existing GIS data, along with a server running a Microsoft operating system and IIS, Microsoft SQL Server, ArcSDE, ArcIMS, and ArcGIS Server Standard Enterprise.

2.4 Functionality

2.4.1 Map Interface

The software must provide a map interface in a Web browser, allowing the user to view assets, search, pan, zoom, and measure distances. The map

inferface must include the capability to view information about assets, define buffers around assets, and query for assets with particular attributes.

2.4.2 Number of Assets

The software and licensing must not set limits on the number of assets or the size or complexity of the asset data, other than those imposed by the underlying ESRI and Microsoft systems.

2.4.3 Call Center

The software must provide functionality for logging, mapping, and tracking calls for service. It must provide a choice of attaching calls for service to assets in the GIS or taking calls without attaching them to assets.

2.4.4 Work Orders

The software must provide for generating, mapping, and tracking work orders. It must allow generating work orders from calls for service, creating relationships between work orders, and attaching work orders to any number of assets or to locations without assets. The work order system must track parts, labor, equipment, and other resources associated with the work, and it must have the capability to send email to work crews. The system must allow scheduled work orders for planned maintenance.

2.4.5 Assets & Work Orders

The software must allow a many-many relationship between work orders and assets. In other words, a work order can refer to multiple assets, and multiple work orders can refer to the same asset.

2.4.6 Document Linking

The software must allow assets, calls for service, and work orders to be linked to electronic documents of any type. Grouped items, such as a group of assets, must also be linkable to documents. Documents types include, but are not limited to, CAD files, images, videos, Word documents, and PDFs.

2.4.7 Database Linking and Open Architecture

2.4.7.1 Database Compatibility

The software must allow for the exchange of information with other databases and software, including some or all of those described in the introduction. The software must allow linking assets to external data sources, so that a user clicking on an asset can view external data about

the asset.

2.4.7.2 Open Architecture

The system architecture and licensing must allow the City and third parties to create applications that access the asset data.

2.4.7.3 Database Documentation

The successful Proposer must provide the City with documentation of the database structure. The documentation must be sufficient to allow the City or its contractors to develop applications that access the asset management system's data.

2.4.8 Editing

The software must provide the ability to edit the SDE geodatabase, including adding features and modifying attributes, through a Web browser using ArcIMS or ArcGIS Server Standard Enterprise. The editing capability must not require an ArcGIS Server Advanced Enterprise license.

2.4.9 Customization

Interfaces must be customizable, allowing users to design custom work orders and data fields. The software must allow user-defined drop-down menus to improve the speed and accuracy of data entry.

2.5 Installation

Proposals must include installation of the software on the City's server, along with all necessary work to get the system up and running. This work includes, but is not limited to, integrating the software with the City's GIS data and creating call forms and work order forms.

2.6 Training

Proposals must include at least sixteen hours of training for City personnel (end users). In addition, at least two City employees must be involved in the setup process and trained in system administration, form creation, and database access.

2.7 Support

Proposals must include technical support and software maintenance for one year after installation.

2.7.1 **Technical Support**

During the support period, the successful Proposer must provide prompt and helpful technical support by phone and email. At a minimum, support must be provided to the City employee designated as the asset management system administrator.

2.7.2 **Software Maintenance**

The successful Proposer must provide, free of charge, all patches, service packs, and new versions released during the support period.

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PART 3
PRICE PROPOSAL

3.1.   Up-Front Cost

Proposals must specify the total price for software, installation, training, and one year's support, as described in Part 2.

3.2 Future Maintenance Cost

Proposals must specify the price of support, as described in sections 2.7.1-2.7.2, to be paid for and provided after the first year. Proposals must specify whether the price is expected or guaranteed, and if guaranteed, for how many years.

3.3 Additional Users

Proposals must specify the price of licensing for five to forty-five additional concurrent users (i.e. 10-50 total concurrent users) on the City's intranet.

3.4 Additional Functionality

At Proposers' discretion, proposals may describe additional software components and functionality that may be useful to the City, with prices for five to fifty concurrent users.

3.5 Future Developments

At Proposers' discretion, proposals may describe features planned for future software releases. Such descriptions must include the expected timeline and prices for new features.

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3.1 Up-front Cost

$_____

3.2 Future Maintenance cost

$_____

3.3 Additional Users

$_____

Attach response acknowledging compliance or explanation of any non-compliance with each section of the technical specifications in part 2 and part 3

In compliance with the above invitation for proposals, and subject to all the conditions thereof, the undersigned offers and agrees, if this proposal is accepted, to furnish any or all of the items upon which prices are proposed.

Submitting Firm Name	Address
By	Title
Signature of Person Quoting	