



Finance Department
Purchasing Division

REQUEST FOR PROPOSALS (RFP)
Specification No. 19-11259-C
FOR
Computer Maintenance Management Systems & Enterprise Asset Management
(CMMS/EAM) System
PROPOSALS WILL NOT BE OPENED AND READ PUBLICLY

ADDENDUM "A"
12/6/2018

Dear Proposer:

Questions received from proposers along with answers are attached.

Proposals/bids must be received no later than 2:00 pm, on Tuesday, December 18, 2018. All responses must be in a sealed envelope and have **Computer Maintenance Management System and Enterprise Asset Management and Specification No. 19-11259-C** clearly marked on the **outer most mailing envelope.**

Mail or Hand Deliver To:
City of Berkeley
Finance Department/General Services Division
2180 Milvia Street, 3rd Floor
Berkeley, CA 94704

Proposals/bids will not be accepted after the date and time stated above. Incomplete bids that do not conform to the requirements specified herein will not be considered.

Thank you for your interest in working with the City of Berkeley for this service. We look forward to receiving your response.

Sincerely,

Shari Hamilton
General Services Manager

Addendum “A”

Questions and Answers for Specification No. 19-11259-C Computer Maintenance System & Enterprise Asset Management (CMMS/EAM) System

The City of Berkeley has received questions from some potential respondents regarding **Specification No.19-11259-C**, Computer Maintenance Management System & Enterprise Asset Management (CMMS/EAM) System. In an effort to provide the same information to all, listed below are the questions received to date, with responses from City staff.

1. Q. With respect to the OnBase Content Management system, do all documents and attachments have to be stored in OnBase or can drawings, pictures, or other attachments related to work order inventory processes be stored in the CMMS system without being added to OnBase?

1. A. We are opened to different solution proposals, including those that have a hybrid type approach as long as the functional requirements are met.

2. Q. Is there a preferred system architecture, on premise vs. a SaaS solution?

2. A. As explained in the RFP, a Software as a Service (SaaS) is preferred, however the City will consider on premise solutions.

3. Q. Is there a preferred database architecture?

3. A. Please refer to section 4.12.1.

4. Q. Does the City already have an infrastructure for a Customer or Community Portal? Or does an infrastructure need to be proposed?

4. A. The solution should be a fully functional solution, including all infrastructure (software / hardware) for your system to function.

5. Q. What is the city's Financial and Purchasing system? Is it FUNDS, Other?

5. A. FUNDS being replaced by Tyler Munis.

6. Q. Please clarify or provide more detail on section 4.3.1.

4.3.1 The proposed CMMS/EAM system will provide the option of implementing a Web Portal that incorporates a single point of personalized, unified access to applications, content, processes, and people, that integrates content and applications, including a unified, collaborative workplace; transactional features (E-Commerce) security, search, and workflow. The Portal when accessed on Mobile devices needs to be Mobile responsive to iPhone, iPad and Android devices

a. What will this be used for?

b. Is this to support applications other than the CMMS/EAM system and used as a development tool by the City?

c. Who is the targeted user community?

6. A. a. This applies if your application is cloud based and /or has a mobile app. The web portal will be used for internal staff and should be accessible from a desktop or mobile device such as an iPhone / iPad. The application should be responsive to mobile devices so that the interface remains user friendly to different form factors.

b. No.

c. Internal City staff.

7. Q. Please clarify what is OnBase content management system and clarify what is meant by "Work with the City's OnBase content management system, including a standard taxonomy."

7. A. The City is looking for a system that provides the ability to search and store documents within a standard hierarchy of documents.

8. Q. Please clarify what is a 'sub-work order' in the phrase "work orders and sub work orders" in section 1.2 Forestry.

8. A. Work orders that are "children" of the original work order. For example any work that requires a new work order that is related to the original work order.

9. Q. Is the city receptive to a solution that may simultaneously fulfill the needs of both this CMMS/EAM RFP and the open fleet management RFP?

9. A. Yes. However, the City requires that bidders provide separate, distinct RFP responses.

10. Q. What is the city's anticipated budget for each the Fleet and CMMS/EAM RFPs?

10. A. Please provide your best proposal. Funding as deemed necessary will be provided in the current fiscal year as well as in the fiscal year 2020.

11. Q. As a function of asset management/tracking resources is there an interest in Quartermaster type functionality i.e. the ability to request, approve, assign, revoke items (parts, assets, uniforms, tools, etc.)

11. A. Yes, the City would be interested in this feature. If this is an additional expense, please clearly identify costs.

12. Q. Does the city currently utilize a Telematics/GPS/AVL provider? If so, can it be share which one?

12. A. No. The City is going to RFP for a new GPS / Telematics provider.

Addendum "A"

Page 3 of 4

19-11259-C – Computer Maintenance System
& Enterprise Asset Management (CMMS/EAM) System

13. Q. To what extent will permit request/management processes be incorporated into the future system?

13. A. The City's primary focus is on CMMS. However, please inform the City on your product suite as an informational adjunct.

14. Q. Is there a preference for the future system to be built on top of a GIS platform such as Esri?

14. A. The City uses ESRI as its Enterprise GIS platform.

15. Q. There are three different listed requirements within the RFP:

- (pg. 2) "one unbounded original, four bound copies, and one soft copy (flash drive)"
- (pg. 28) "One (1) complete, original hard copy, including ALL attachments; Five (5) hard copies, including all attachments; One (1) electronic copy"
- (Pg. 51) "one (1) unbound original, nine (9) bound copies, and one electronic copy"

15. A. (pg. 28) "One (1) complete, original hard copy, including ALL attachments; Five (5) hard copies, including all attachments; One (1) electronic copy"

Except as provided herein all other terms and conditions remain unchanged.