

R10-1114 - Facilities Management and CMMS Software Solutions

Project Overview

Project Details	
Reference ID	R10-1114
Project Name	Facilities Management and CMMS Software Solutions
Project Owner	Clint Pechacek
Project Type	RFP
Department	Equalis
Budget	\$0.00 - \$0.00
Project Description	Education Service Center, Region 10 ("Region 10 ESC") is seeking proposals for the procurement of Facilities Management and CMMS Software Solutions. Responses will be accepted until Thursday, March 4th at 2:00 PM. All times are Central Standard Time.
Open Date	Jan 29, 2021 7:30 AM CST
Close Date	Mar 04, 2021 2:00 PM CST

Highest Scoring Supplier	Score
zLink, Inc,	75.67 pts

Seal status

Requested Information	Unsealed on	Unsealed by
Proposal	Mar 04, 2021 2:58 PM CST	Clint Pechacek
Pricing	Mar 04, 2021 2:58 PM CST	Clint Pechacek

Questions and Answers

AssetWorks LLC

Billing Interface

Michelle Rapada, Feb 22, 2021 1:28 PM CST

Any requirements for an ERP / Billing Interface?

Clint Pechacek, Feb 25, 2021 10:26 AM CST

Vendors are encouraged to respond with their full suite of products and services covered in the scope.

Authentication

Michelle Rapada, Feb 22, 2021 1:29 PM CST

Is there a need for Single Sign-On? If so, what type of SSO?

Clint Pechacek, Feb 25, 2021 10:26 AM CST

Vendors are encouraged to respond with their full suite of products and services covered in the scope.

Deferred Maintenance / Capital funding

Michelle Rapada, Feb 22, 2021 1:30 PM CST

Any needs for Deferred Maintenance and/or Capital funding?

Clint Pechacek, Feb 25, 2021 10:26 AM CST

Vendors are encouraged to respond with their full suite of products and services covered in the scope.

CitiTech Systems, Inc.

Cloud Based

Sam Oubaid, Feb 03, 2021 11:43 AM CST

21. In section B. in the Security & Platform Requirements paragraph, the RFP mentions "Cloud Based Application" Can you clarify if you are asking for a cloud based application or your are asking for certain security measures for cloud based application?

Sam Oubaid, Feb 03, 2021 11:44 AM CST

What is your preference: cloud or on-premise solution? Why?

Clint Pechacek, Feb 15, 2021 11:20 AM CST

Region 10 is requesting a cloud-based application as part of the response. Region 10's preference is for any solution proposed to have the ability to back up to the cloud to minimize data loss in the event of a disaster. The entire solution need not be cloud-based.

Sam Oubaid, Feb 15, 2021 11:53 AM CST

To confirm, only back up needs to be cloud based.

Clint Pechacek, Feb 25, 2021 10:44 AM CST

Vendors are encouraged to respond with their full suite of products and services covered in the scope.

General Questions

Sam Oubaid, Feb 12, 2021 9:42 AM CST

1. How would we be notified of the answers? How would we be notified of decision? 2. Who are on the selection committee? 3. Did you have demos of solutions that meet your requirements before? What did you like and dislike about them? 4. Why are you trying to get a new system? 5. Given the current affairs, Covid19 is causing delay in response time to RFPs', we request to make, the demo to be remote and we request extending the deadline for 15 days. 6. Any requirement of a native mobile app? A native web app? 7. Who is the current vendor? 8. In awarding RFP's in the last 5-10 years, would you say that you awarded more to smaller companies or to larger companies? 9. What is your preference: cloud or on-premise solution? Why? 10. Was a Request for Information (RFI) released for this same project? If so, please list respondents? 11. Would you accept features that are on the vendors roadmap to be developed as part of this implementation? 12. Where can we review a list of participating agencies? 13. In your roadmap of providing value to your members, what needs does NCPA anticipate in the future? 14. In cities and counties, mainly what departments would be interested in this RFP? 15. What is the process for participating agencies to sign up? 16. What part of this RFP is subject to government freedom of information act? Which jurisdiction? What if a part of the response is considered proprietary confidential information? 17. Does NCPA have a list of contacts for direct outreach? 18. Please list plan takers? 19. Is there a pre-bid conference?

Clint Pechacek, Feb 15, 2021 11:39 AM CST

1. Questions and Answers will be posted publicly in the Bonfire Hub. Vendors will be notified of award or non-award via email to the email address given on the contract signature page. 2. 3 Region 10 employees will make up the evaluation committee. 3. No. 4. This RFP is for Equalis cooperative members; Region 10 cannot answer what reasons any given agency might have for wanting a new system. 5. The deadline will not be extended at this time. Demos have not currently been requested. If they are requested, Region 10 will update the RFP schedule as appropriate. 6. Native mobile and web apps are not required but may be offered. 7. There is no incumbent vendor. 8. This is a new RFP, so we have not awarded any companies in this particular category. In general, Region 10 has awarded to both large and small companies over the years. 9. Our preference is for companies to demonstrate how their solution fulfills the scope whether cloud-based or on-premise. Region 10 would prefer that any solution have the ability to back up onto the cloud to minimize data loss in the event of a disaster. 10. No. 11. Responses to the RFP will be evaluated based on solutions as they currently exist. Region 10 will not award points based on features that are planned for in the future. 12. Equalis does not publish a list of its members publicly. 13. We cannot speak for NCPA, as we are not affiliated with them. Region 10 and Equalis plan to provide value to members by continuing to award contracts to reliable vendors with

good solutions who offer best-in-class pricing, and by doing so in a transparent, compliant fashion. 14. City development, facilities maintenance departments, etc. 15. Agencies can sign up through Equalis' website. Some agencies may also need to sign an interlocal agreement with Region 10, depending on state requirements. 16. The entire RFP is subject to the Freedom of Information Act. Please refer to page 3 of the RFP, which answers all the questions asked. 17. Please contact NCPA to ask them this question. Equalis does not publish a membership list publicly. 18. This is an indefinite quantity/indefinite delivery RFP, therefore this question is not applicable. 19. No.

Sam Oubaid, Feb 15, 2021 11:59 AM CST

Can you share the list of interested vendors (plan takers)?

Clint Pechacek, Feb 25, 2021 10:12 AM CST

No, we will read out the names of respondents at the bid opening but we do not typically publish the list of interested vendors.

SevenOutsource

RFP Query for Request for Proposal for R10-1114 Facilities Management and CMMS Software Solutions

Steve Walse, Feb 01, 2021 12:22 AM CST

Hi! This is with regard to your requirement for Request for Proposal for R10-1114 Facilities Management and CMMS Software Solutions . 1. Whether companies from Outside USA can apply for this? (like, from India or Canada) 2. Whether we need to come over there for meetings? 3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada) 4. Can we submit the proposals via email? Best Regards!

Clint Pechacek, Feb 15, 2021 11:16 AM CST

1. Companies from outside the USA are allowed to respond. 2. It will be preferred that we meet our vendors face to face once it is safe to do so. 3. Tasks may be performed from outside the USA, however vendors must demonstrate that they will be able to service members as effectively

from outside the USA as vendors who are based in the USA. 4. No, submission through Bonfire is the only acceptable method of submission.

Smart Energy Water

Proposal Format

Mashal Dhawan, Feb 22, 2021 1:31 PM CST

It is mentioned that responses should be consolidated into one PDF file for the RFP response, one PDF file for the Attachment A (Equalis Group Exhibits) response and one Excel file for the Attachment B (pricing) response. Kindly confirm if we can upload additional Appendix documents or should we embed it within main proposal response.

Clint Pechacek, Feb 25, 2021 10:27 AM CST

No, Bonfire will only allow one PDF response and one Excel response for the pricing. All additional pages should be included in the single PDF response file.

Number and User Type

Mashal Dhawan, Feb 22, 2021 1:33 PM CST

Please specify the number of users that will access the required system, • Number of Admin •
Number of Super Users • Number of field workers

Clint Pechacek, Feb 25, 2021 10:28 AM CST

This is an indefinite quantity indefinite delivery RFP for services at public agencies across the nation. This information is not available.

Timeline

Mashal Dhawan, Feb 22, 2021 1:40 PM CST

Is there any timeline or Go-Live date that Region 10 has in mind for this RFP?

Clint Pechacek, Feb 25, 2021 10:29 AM CST

Please refer to the Calendar of Events given on p. 9 of the RFP.

The Arcanum Group, Inc

Attachment B-List price verification

David Waters, Feb 10, 2021 1:31 PM CST

We are a reseller for a software publisher. Attachment B has a column requesting a "Verifiable list price location." Our publisher does not have a public catalog where list prices could be verified. We can provide a spreadsheet that shows list prices but it would come from us, not directly from the publisher. Is this acceptable? If not, can you offer an alternative to meet this requirement? Thank you.

Clint Pechacek, Feb 15, 2021 11:23 AM CST

This is acceptable as long as your company can guarantee the prices submitted according to the terms set forth in Article 9 on pricing and hold those prices firm for at least 120 days.

eCIFM

Number of Users

Kelly Vento, Feb 19, 2021 9:26 AM CST

How many total users require access to the system? How many users will be required to login at the same time? Please define the number of users including for: 1. Mobile users / devices? 2. Administrative with complete read/write access? 3. Users with read/report access only? 4. Project Managers? 5. Power Users? 6. Desktop users?

Clint Pechacek, Feb 25, 2021 10:20 AM CST

This is an indefinite quantity indefinite delivery RFP for services at public agencies across the nation. This information is not available.

Go Live

Kelly Vento, Feb 19, 2021 9:26 AM CST

Do you have a projected Start Date and Go Live date? What is the project schedule to Go Live with the new system?

Clint Pechacek, Feb 25, 2021 10:21 AM CST

The master agreement will be effective on May 1, 2021. Go live dates for individual projects will vary by member.

Integrations

Kelly Vento, Feb 19, 2021 9:27 AM CST

Please list the total number of Integrations and the systems you would like to integrate with. a. What type of information are you looking to integrate into /out of? b. How many total integrations are required? Please identify the systems you would like the proposed system to integrate to.

Clint Pechacek, Feb 25, 2021 10:21 AM CST

This is an indefinite quantity indefinite delivery RFP for services at public agencies across the nation. This information is not available.

Budget

Kelly Vento, Feb 19, 2021 9:27 AM CST

Has a budget been identified for this project and if so, can you share?

Clint Pechacek, Feb 25, 2021 10:21 AM CST

This is an indefinite quantity indefinite delivery RFP for services at public agencies across the nation. There is not a specific project or budget for this RFP.

Platform

Kelly Vento, Feb 19, 2021 9:27 AM CST

Can you please identify the platform you are replacing?

Clint Pechacek, Feb 25, 2021 10:22 AM CST

This is an indefinite quantity indefinite delivery RFP for services at public agencies across the nation. This information is not available.

Locations

Kelly Vento, Feb 19, 2021 9:28 AM CST

How many locations are you managing the maintenance? (Land, lots, buildings, stores,

installations etc.) Do you require floorplans to be viewable and accessible?

Clint Pechacek, Feb 25, 2021 10:22 AM CST

These requirements will vary by each agency who chooses to utilize the contract.

Assets

Kelly Vento, Feb 19, 2021 9:28 AM CST

Does your organization want to track all the Assets in TRIRIGA? How many assets do you perform preventive / repair maintenance on? What types of assets are being maintained? (Furniture, equipment, computers) Does your organization want to track warranty information? Is furniture a type of asset that you manage? Others Asset Types? To what extent are these managed?

Clint Pechacek, Feb 25, 2021 10:23 AM CST

This is an indefinite quantity indefinite delivery RFP for services at public agencies across the nation. This information is not available.

Requests

Kelly Vento, Feb 19, 2021 9:29 AM CST

How do you currently receive work requests? Is there a Facilities Call Center? By phone? By intranet? By Email? Do other systems like a building management system (BMS) feed tickets to your maintenance team automatically? If so, what BMS do you use? Are there any other meter readings that you do today? If so, what are they? Do you have a review and approval process for requests?

Clint Pechacek, Feb 25, 2021 10:23 AM CST

This is an indefinite quantity indefinite delivery RFP for services at public agencies across the nation. This information is not available.

Unplanned On Demand Maintenance

Kelly Vento, Feb 19, 2021 9:29 AM CST

How many Work Orders and Requests for Service does your organization currently process in a year? Do you use external vendors to perform the maintenance?

Clint Pechacek, Feb 25, 2021 10:23 AM CST

This is an indefinite quantity indefinite delivery RFP for services at public agencies across the nation. This information is not available.

Contract Management

Kelly Vento, Feb 19, 2021 9:29 AM CST

Do you track labor and materials against the work order? If external vendors are involved, how are you invoiced for the work they do? Does your organization perform regular inspections against your buildings? How are issues identified during an inspection then transmitted to the responsible shop or outside vendor? Do you monitor customer satisfaction for the work that your organization performs? If so, how do you monitor this? Do you send out surveys on completed work?

Clint Pechacek, Feb 25, 2021 10:24 AM CST

This is an indefinite quantity indefinite delivery RFP for services at public agencies across the nation. This information will vary by individual member who utilizes the contract.

Planned Maintenance

Kelly Vento, Feb 19, 2021 9:30 AM CST

How many preventive / repair maintenance work orders are being produced? How often? Per week, per month, etc.? Do you print your PM's in batches?

Clint Pechacek, Feb 25, 2021 10:24 AM CST

This is an indefinite quantity indefinite delivery RFP for services at public agencies across the nation. This information is not available.

Dispatching

Kelly Vento, Feb 19, 2021 9:31 AM CST

Once a work order is created, how is it assigned and dispatched? Do you use handheld devices? If so, what types? Do you have a set of procedures that you attach to work orders? Do notifications need to be sent back to the original requestor? Do you track timesheets as part of the work management process?

Clint Pechacek, Feb 25, 2021 10:24 AM CST

This is an indefinite quantity indefinite delivery RFP for services at public agencies across the nation. This information is not available.

Materials and Inventory

Kelly Vento, Feb 19, 2021 9:31 AM CST

Do you manage inventories? Do you manage warehouses? Do you track ABC classes? Is Inventory Accounting used (Ex: LIFO or FIFO)? Is your organization responsible for the procurement of assets and inventories to be used in conjunction with maintenance issues? What other systems (if any) are involved in the procurement process? Are any integrations required here?

Clint Pechacek, Feb 25, 2021 10:24 AM CST

This is an indefinite quantity indefinite delivery RFP for services at public agencies across the nation. This information is not available.

Facility Assessment

Kelly Vento, Feb 19, 2021 9:32 AM CST

Do you capture facility assessment data today? If so, how? Who manages the inspection process? How is it currently managed? Do you capture deficiency data? If so, how and to what end? Do you know the replacement value of your buildings? Do you have current facility condition indices for your buildings? Where is that data stored?

Clint Pechacek, Feb 25, 2021 10:24 AM CST

This is an indefinite quantity indefinite delivery RFP for services at public agencies across the nation. This information is not available.

Training

Kelly Vento, Feb 19, 2021 9:32 AM CST

How many users will require training? (if training is a requirement) Can a train the trainer approach be used?

Clint Pechacek, Feb 25, 2021 10:25 AM CST

Training plan is requested in the RFP. Different agencies will vary in the number of staff who need to be trained. Vendors are encouraged to respond with a complete description of their proposed training program.

eMaint

Question RFP# R10-1114

Shannon Bowker, Feb 22, 2021 2:41 PM CST

Under Article 8.3 Reporting - What do "member product sales" represent within this requirement? What type of sales is the vendor responsible for?

Clint Pechacek, Feb 25, 2021 10:30 AM CST

Vendor is responsible for all sales made under the contract. Member product sales means the sales of products or services made to a member through this contract.

Question RFP# R10-1114

Shannon Bowker, Feb 22, 2021 2:43 PM CST

Under Value Add 35 - Can a vendor still win if the vendor has no plans to provide those marketing services?

Clint Pechacek, Feb 25, 2021 10:31 AM CST

Please refer to the evaluation criteria given on p. 12 of the RFP.

Question RFP# R10-1114

Shannon Bowker, Feb 22, 2021 2:44 PM CST

In Section B - Scope, under Products and Services covered it states "It is the intention of Region 10 ESC to establish a contract with Respondent(s) for a complete and comprehensive offering of Facilities Management and CMMS Software Solutions". Does this mean that you are looking for one overall solution to cover Facilities Management and Maintenance duties as well as a CMMS? Or are you open to responses that only cover a portion, such as solely the CMMS system?

Clint Pechacek, Feb 25, 2021 10:33 AM CST

Region 10 will award the minimum number of respondents it can to satisfy members' needs. This may result in a single award or multi-award as stated on the cover page.

zLink, Inc,

Questions for ESC's Facilities Management and CMMS RFP# R10-1114

Jessica Nelson, Feb 18, 2021 4:34 PM CST

1. What is the average expected Facility Portfolio for a typical Agency? (Sites Buildings, Floors) 2. What is the estimated size of this portfolio? (sq. ft.) 3. Do Agencies have architectural floor plans for these buildings? 4. Do the floor plans reflect current "As-Built" conditions? 5. What are the typical sources and quality of data to be migrated? 6. What is the expected volume and type of data to be migrated to the new system? 7. What systems need to be integrated with the solution? 8. What is the expected volume of ad-hoc and PM work orders? 9. Is Inventory Management included with the WO system? How many stores are used to warehouse inventory? 10. What is the expected user base for this system at a typical Agency? Can you segregate this user base into administrative, active, and largely read only (maybe requesters of work) type users?

Clint Pechacek, Feb 25, 2021 10:19 AM CST

1. This is an indefinite quantity indefinite delivery contract for members across the nation. Facility portfolios may differ widely. 2. This information is not available. 3. Typically, public agencies should have floor plans on record, though state regulations may vary. 4. Individual agencies may have different situations. 5. This information is not available. 6. This will vary by agency. 7. This will vary by agency. 8. This level of projection is not possible. Please refer to p. 11 Section XIX - Estimated Quantities. 9. Vendors are encouraged to respond with their entire suite of products and services that fit the scope. The second part of this question will depend on the individual agency utilizing the contract. 10. User bases will differ widely between cities, counties, schools, special districts, and non-profits of different sizes and capabilities.