

**ROCK RIVER WATER RECLAMATION DISTRICT
ADDENDUM NO. 3
TO THE REQUEST FOR PROPOSALS #21-213
Enterprise Asset Management**

June 29, 2021

AD3-1 Notice

This Addendum No. 3, dated June 29, 2021, to the Request for Proposals: Enterprise Asset Management, supersedes all contrary and conflicting information in the above-mentioned instructions, specifications, and contract documents which are hereby supplemented or revised in certain particulars as follows:

AD3-2 General Information

The District submits this Addendum No. 3 to answer vendors' questions.

1. Q: More frequent than not when we receive the answers to the questions, the answers trigger some clarification questions. How would we find answers to those questions?

A: The Request for Proposal (RFP) calls for one round of questions.

2. Q: How would we be notified of the answers? How would we be notified of decision?

A: This Addendum is being issued with all responses to vendor

3. Q: We request that you answer the questions at least a week before the deadline for questions so we can ask follow up questions.

A: The RFP calls for one round of questions.

4. Q: Who is on the selection committee?

A: The selection committee is composed of District employees who are members of the departments that will be using the Enterprise Asset Management system.

5. Q: Did a third party help prepare this RFP? Are they on the selection committee? Are they advising the selection committee? What type of entity are they?

A: ClientFirst Consulting Group is the District's selection advisor. They are not voting members of the selection committee. ClientFirst is a vendor-independent consulting firm, serving local government agencies.

6. Q: Did you have demos of solutions that meet your requirements before? What did you like and dislike about them?

A: The District performed research with interested vendors prior to the RFP preparation. Results of the research is reflected in the RFP and the Appendices, especially *Appendix A – Enterprise Asset Management – Feature, Function, and Capability Requirements*.

7. Q: Why are you trying to get a new system?

A: From the RFP, Section 1. Purpose:

The District would like to procure and implement an integrated Enterprise Asset Management system that utilizes best practices, the latest technology, automated workflow, and improved and simplified reporting.

From Section 2. Objective:

The objectives for this project are to:

- Improve customer relations and service.
- Reduce manual processes and increase productivity.
- Improve internal processes by automating routine tasks.
- Reduce paper-based workflows.
- Improve integration with other systems.
- Select and implement a supportable solution.
- Improve customers' ability to interact and do business with and in the Agency.
- Take advantage of newer technology.

The District is looking for the best overall solution to meet its current and future needs.

8. Q: What problem are you trying to solve with this RFP?

A: See answer to Question 7.

9. Q: Is there an approved budget? Over what period? If so, what amount is it? What are the sources: federal funds, state funds, agency appropriated, etc?

A: \$400,000 is budgeted for Fiscal Year 2021-2022, from May 1, 2021, through April 30, 2022. The budget for Fiscal 2022-2023 has not been determined. All funding is coming from the District's budget.

10. Q: Given the current affairs, Covid19 is causing delay in response time to RFPs', we request to make the delivery to be electronic, the demo to be remote and we request extending the deadline for 15 days.

A: Addendum No. 1 extended the bid period. Requirements for submittals remain the same, with both hard-copy and electronic proposals.

11. Q: Any requirement of a native mobile app? A native web app?

A: *Appendix A – Enterprise Asset Management – Feature, Function, and Capability Requirements* lists requirements for a mobile application. Requirements are listed in features such as Feature Numbers 1.003, 1.179, 1.180, 1.328, 5.033, and 5.059.

12. Q: You mentioned Infor and AssetWorks. Why not use one of them for the proposed EAM? Who is the vendor being replaced by this system?

A: The RFP's features, functions, and capability requirements overlap with the features currently being provided by Infor. Similar to the response to Question 7, the purpose of the RFP is that the District is looking for the best overall solution to meet its current and future needs.

Regarding AssetWorks Fleet and Fuel Management, these systems were recently implemented. The District's intent is that these systems remain in operation and integrate with the Enterprise Asset Management System. This includes the Warehouse Inventory module that serves the Fleet and Fuel Management systems.

Vendors should describe how to integrate the warehouse functionality of the Fleet and Fuel Management systems with their overall Inventory Management module for the Enterprise Asset Management system.

13. Q: Is there any approval or consent by any entity whether internal or external that this RFP is subject to? Does a higher authority have a veto power to overrule this RFP?

A: Yes, the District's Board has final approval for this purchase.

14. Q: What are the biggest challenges the agency is experiencing?

A: See response to Question 7.

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

A: The District is interested in both cloud-hosted and on-premise solutions.

16. Q: What is the ideal duration of the project?

A: The District will consider vendor recommendations for project schedule. Ideally, the project will be completed before 10/20/2022.

17. Q: What are the desired deliverables?

A: The System Functionality Requirements (Section 4 of the RFP) and the Appendices describe the requirements for the system.

18. Q: Was a Request for Information (RFI) released for this same project? If so, please list respondents?

A: There was no Request for Information released for this project.

19. Q: What due diligence have you done before releasing the RFP?

A: The District performed research, talked to other local agencies, and documented its feature, function, and capability requirements.

20. Q: Would you accept features that are on the vendors roadmap to be developed as part of this implementation?

A: Appendix A asks the vendor to designate features that are available in the current software release, guaranteed available in the next release of software, report writer function, 3rd-party application, or custom modification. If the vendor is developing features that do not fit into these designations, they should be marked Not Applicable, with a comment to explain how they would be developed in a future release.

21. Q: In consideration of sustainable and environmentally responsible and friendly practices, will the District consider receiving proposals via email or electronic means rather than paper submittal?

A: Vendor shall submit proposals as required by the RFP, in both paper and electronic form.

22. Q: What version of Infor EAM is in use?

A: Hansen Infor 11.0

23. Q: Is the Infor EAM installed on-premise or in a hosted environment?

A: On premise

24. Q: Does RRWRD currently have Infor OS or ION installed?

A: No.

25. Q: Which modules are currently in use by RRWRD? Ex. Equipment, Work, etc.

A: Infor defines the modules currently used as Asset Management and Work Management. The assets used in the Asset Management module are (Sewer Mains, Sewer Manholes, Sewer Service Lines, Plant Equipment). Also, within the Asset Management module, RRWRD uses the Asset Inspections (Sewer Main CCTV PACP and has developed the Manhole MACP inspection but has not brought it on line yet). Within Work Management, the District utilizes the Work Order system along with the Preventive Maintenance programs. Also used for costing primarily is the Inventory Control module that houses the district's part inventory. All current forms within Infor have been customized and configured to district specifications. The District also uses the Infor Batch Manager to maintain email notifications.

26. Q: What CRM software is currently in use by RRWRD?

A: The District is currently using the custom in-house application, STREAMS, for Customer Request Management (CRM). The District is investigating new CRM as part of its Enterprise Resource Planning (ERP) and Utility Billing RFP. The Enterprise Asset Management system will need to interface with the ERP's CRM. With their proposals, vendors are to describe how these CRM modules for these two systems can work together for a seamless customer experience. Note that by the time the Enterprise Asset Management proposals are due, the District will not have selected a specific ERP vendor.

27. Q: Can you provide information on your current integrations and what platform they are running on?

A: Infor currently has interfaces with CUES GraniteNet. CUES GraniteNet runs on an Oracle database.

28. Q: What is the existing EAM system that RRWRD currently uses? Is it to be upgraded? Or only to be integrated with various other existing systems?

A: The RFP's features, functions, and capability requirements overlap with the features currently being provided by Infor.

29. Q: What version of Infor EAM the RRWRD currently uses? Is it cloud based or on-premise?

A: Hansen Infor version 11.0, on premise.

30. Q: Does RRWRD has any preference for the proposed EAM solution to be Cloud-based (SaaS) or On-Premise?

A: No.

31. Q: Proposed EAM Integration with Asset Works- for Fleet and Fuel Management: Please provide details of software required. SQL DB, xml available?

A: AssetWorks Fleet and Fuel Management runs on an SQL database. The following methods are available for building interfaces:

- Delimited text files (CSV or other type of text file) batch processed on a scheduled basis
- XML Files
- SOAP or Rest service connection either scheduled for batch updates, or near-real time on a transaction basis, and supporting XML or JSON

32. Q: Proposed EAM Integration with Blackbaud Financial Edge- for financial transactions. Is this integration part of scope as this will be replaced in near future?

A: The District's existing system, Blackbaud Financial Edge, will be replaced in a project that will last 12-18 months. The District is selecting the replacement software now. Integration to Purchasing, General Ledger and Project & Grant Accounting will be with the new software.

33. Q: Proposed EAM Integration with STREAMS -for utility billing. Please list number of interfaces. What data needs to be integrated /Instruments/Assets?

A: No interface with Utility Billing is necessary

34. Q: Proposed EAM Integration with Human Capital Management-for payroll management: Please list number of interfaces. What data needs to be integrated? Is it only salary code?

A: Interface with Payroll may be more than just salary code. In the future, the District would like to capture time from work orders and projects into payroll.

35. Q: Proposed EAM Integration with Inventory management? Which system to be considered for Inventory - Asset Works or EAM? Please list details of what data needs to be integrated?

A: Vendor shall propose its solution for interfacing the AssetWorks Fleet and Fuel systems with its proposed Enterprise Asset Management solution. Shall the District use the vendor's Inventory Management module for all transactions? Is it possible to share Inventory Management information between the vendor's solution and the AssetWorks Inventory Management module for Fleet and Fuel inventory only? Data to be shared for Fleet is the parts inventory and work order information for vehicle maintenance. Data to be shared for Fuel is fuel consumption, driver information, and vehicle ID.

36. Q: Proposed EAM Integration with Customer Request Management? What is the existing system? And what data needs to be integrated?

A: From Section 4 of the RFP:

Please note that the District is also in process with a system selection for a new Enterprise Resource Planning (ERP) and Utility Billing system(s). This ERP and Utility Billing system(s) may include a Customer Request Management module and Ad Hoc reporting functionality. As part of this Enterprise Asset Management system selection, the District will evaluate the submitted modules and functionality, and will determine whether to implement the proposed modules, or tie the Enterprise Asset Management into the CRM or Ad Hoc reporting of the ERP system.

Additional response for this question:

Data that needs to be integrated includes a two-way interface with work order information, including resolution status and detail, and will allow the Customer Request Management system to receive work order requests, report on status, and final resolution of the issue.

Also note that the Customer Request Management interface will need to be coordinated during the implementation of the new ERP and Utility Billing system(s).

37. Q: Historical Transaction data: Granite Net Software: Please confirm whether Assets and Inspection management records to be migrated to EAM? Please provide Transaction details and the volume of data that needs to be migrated.

A: Appendix I lists 19,500 TV Inspection records from the older database and 6,500 records from the new database. Information from these records shall be converted and migrated to the proposed Enterprise Asset Management system.

38. Q: Historical Transaction data: Pipe Tech software: Please confirm whether Assets and Inspection management records to be migrated to EAM?

A: Pipe Tech inspection data has already been migrated to CUES GraniteNet, with related information into Infor. This separate

39. Q: CUES Granite Net for piping repair: Does this has to be kept as it is and to be integrated with proposed EAM or to be replaced by EAM (Linear Asset Management). If other than EAM then what data needs to be interfaced?

A: CUES GraniteNet shall be kept for the TV Inspection process. CUES GraniteNet shall share information regarding linear asset information, work-orders, status, and results in a two-way interface with the Enterprise Asset Management system. CUES GraniteNet has a separate interface with the District's ESRI GIS system for linear asset data.

40. Q: Is there an approved budget for this project? If yes, what is the approximate budget for this project?

A: See response to Question 9.

41. Q: There is a requirement listed in the RFP to provide the Illinois Department of Human Rights registration number with the proposal on the proposal due date. We are an Out of State firm and does not have this registration number. Do we still need to register with the Illinois Department of Human Rights at the time of submitting the bid response or this can be done later on if selected for an award?

A: This number is required at the time of submitting the bid response. The following link may be used to access the website where the number can be obtained:

https://www2.illinois.gov/dhr/PublicContracts/Pages/Where_To_Start.aspx

AD3-3 Appendices B-J

Include revised Appendices B-J (*RRWRD EAM – RFP Appendix B-J 2021-06-29.xlsx*) with the following changes:

- Appendix H
 - Add an additional interface with CUES GraniteNet. The change is highlighted in Appendix H of the document.
- Appendix I
 - Remove conversion of Pipe Tech data.

Bidder shall include with his bid a copy of this addendum initialed at the bottom as acknowledgment of receipt.

_____ Bidder's Initials