

QUESTIONS AND ANSWERS
RFP # 14-001-31
WORK ORDER SOFTWARE

I had one quick clarification on the RFP. Is the County looking for a hosted solution? Page 11 identifies that the solution should be web based but is the County expecting to install the software on their local network or have the proposed vendor host it?

We are looking for a pre-packaged, web-based software package for managing work orders for a facilities maintenance organization. We do not have the software already. The vendor will host the software.

“In the Scope of Work section, Sub-section Software Functions/Requirements, Item #2 is asking for Asset Management. Could you please elaborate on what you mean by Asset Management. Does it include Decision Support, Repair vs. Replacement, Lifecycle Analysis, “What If” Scenarios, Capital Planning, Optimization? Is there a need to forecast KPIs (measures) such as Condition, Cost, Capacity, Risk, etc.?”

At this point in time, we consider Asset Management to address lifecycle analysis and capital planning.

1. Can you please provide the number of employees to be trained broken down by

- a) basic users
- b) advanced users

2. are the assets and inventory to be entered into the system available electronically and exportable in an excel format ?

- 1. Basic Users – 10; Advanced users – 5
 - 2. Assets and inventory are not available electronically
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Has the Work Order Software been built/purchased or are you looking for someone to build the Work Order software for the purposes outlined?

Or do you have the software already and you are looking to make it available from any device anywhere at anytime?

We are looking for a pre-packaged, web-based software package for managing work orders for a facilities maintenance organization. We do not have the software already.

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1. Page 11, item 2 under Services Required and Proposal Response Requirements mentions Basic and advanced users. Our software (like many others) is based on concurrent users. How many advanced users do you anticipate in your organization?
 2. The pricing page does not have space for any implementation services or consulting. Is it expected that the responder will provide these services? How should this pricing be included in the proposal?

Basic Users – 10; Advanced users – 5

Any implementation or consulting services should be incorporated into the annual license fee.

I am finishing up my Comprehensive Response for the RFP and I needed to confirm a couple of details in order to get an exact price in place.

When I had been discussing this directly with Tom Needham and his team during their research phase, they had mentioned that this would be rolled out to 1,000 campuses, but they didn't have an exact number.

The way Net Facilities licenses our Work Order software is by the number of "Sites" or geographically separate campuses, instead of by user (which is unlimited in our system. So I need an exact number of locations that would need this software for work order/asset management.

I couldn't find this information in the actual RFP. Would you mind clarifying for me please?

Also, I need clarification on a clause in the "**X. CONTRACT REQUIREMENTS**" section. In particular;

Question #1: Number of sites – approximately 130

Question #2: Contract Requirements – This is a Contracts Administration question.

Good morning. We are working on the Asset Works reply to your RFP # 14-001-31 for a Work Order Management system. Thank you for the opportunity. My question is; what is the approximate total square footage Shelby County will be maintaining with the system?

3.5 million square feet.

As you might already be aware Accela is a current vendor of the County's in the Planning & Development Office. The County uses Accela's Permits Plus software as its land management system. We are also intending on responding to the current Work Order RFP (RFP # 14-001-31) for the Support Services Department. However, we would like to request the County consider a one week extension to the submission deadline.

We understand the County has not had sufficient time yet to reply to vendor questions given they are not posted on the Purchasing Department's web page. We also understand the County stated it would respond to vendor questions within 48 hours of the Question deadline, which was Monday. However, even if the County is able to complete your responses to vendor questions by the end of the day today, vendors have less than a day to review the answers to questions and make adjustments to our RFP responses accordingly. Given we require one day at a minimum to print our responses and ship them to get our responses to the County by Monday at 4:00 PM, Friday is not a day we can make changes to our responses.

We believe giving vendors a week extension on turning in responses will ultimately be of benefit to the County since vendors will have the time necessary to improve their responses based on the County's answers to questions. We appreciate your consideration of this request.

I am sorry but we cannot extend the RFP due date and hopefully you will return a response.
