OWASA CMMS Software and Services RFP Questions and Answers

The following are answers to questions received by OWASA regarding the CMMS Software and Services RFP. Similar questions have been grouped into a single typical question and response for clarity.

Categories	Question #	Question	Answer
General	1	Could the page count be extended?	Yes, the page count has been increased. See Section 5 of the revised RFP.
General	2	Do the Cover page, etc. count towards the page limit?	See Section 5 of the revised RFP. The cover sheet and table of contents and pricing forms will not be counted towards the page limit. Resumes and references may be provided in an appendix which does not count towards the page limit.
General	3	Could the date be extended?	See Revised RFP Section 1. Deadline is extended to May 5th.
General	4	Will an electronic submittal be allowed?	See section 5 of RFP. Paper submittal is required.
General	5	Can the Spreadsheet be provided for attachment A?	Yes, see attached
General	6	Concerning Attachment A, the RFP states, "Response to this section to be submitted in the attached format only, do not include detailed response to this section in the printed copies of your proposal." We are assuming that this statement means that we should only include the pricing forms in our printed copies and any other explanation should be in electronic form? Also, are the Attachment A pricing forms included in the page limit?	See Section 4 of the revised RFP. This has been modified to read: "Response to this section to be submitted in the attached format only" Pricing forms are not included In the page limit
General	7	Can you clarify what is meant in the RFP Cost items g and f regarding responses entered as "D" and "F" ?	See Section 4 of the revised RFP. These designations have been removed.
General	8	Has OWASA pursued a CMMS RFP recently?	No, OWASA last procured a CMMS in 2002
General	9	Has OWASA seen vendor Demonstrations recently?	OWASA saw 4 vendor demonstrations from Beehive, Cityworks, Elements XS, and Hexagon EAM. These demonstrations were intended to give OWASA staff visibility into features of current systems given the age of the current system in use.
General	10	Are any third parties assisting OWASA with this RFP?	Hazen and Sawyer
Project Timing and Budget	11	What is the desired start date and project duration?	OWASA anticipates to begin implementation in the 3rd quarter of 2023, with an implementation timeline to be negotiated with the selected vendor, tentatively 12-18 months.
Project Timing and Budget	12	is there approved funding and an defined budget?	The funding for this project is anticipated in the coming fiscal years budget and is not yet finalized.
User Roles and Training	13	What are the total number of expected users and please provide a breakdown by user role?	OWASA currently anticipates approximately 25 named users at go-live, with an additional 6 read only users. OWASA would like pricing to include at least 10 additional users for future positions or external vendors. Users fall into the following current roles: Plant Manager/Vehicle Fleet Manager - 3 Field technicians/Mobile Users - 10 Warehouse Users - currently none, but up to 3 expected in the future Maintenance Supervisors and Schedulers - 4 IT/GIS and Asset Management - 5 Read only users - 6
User Roles and Training	14	What type of training delivery is OWASA interested in? Vendor-provided for all users or train-the-trainer ?	Open to either approach.
User Roles and Training	15	How many staff members does OWASA envision being on the "core team"?	OWASA anticipates approximately 10 Core team members representing major facility work groups, IT, asset management, etc. with flexibility for larger or smaller workgroups as needed.

Integrations & Existing Software	16	What are the current softwares that OWASA has in place for Financial/Accounting?	Microsoft Dynamics GP
Integrations & Existing Software	17	Could you please let us know which other systems the CMMS system is expected to integrate with? Are the integrations bi-directional?	The CMMS System will integrate with SCADA. There is potential for future integration with OWASA's financial system, and ESRI geospatial data depending on the solution selected. The product should be capable of being tied to external reporting platforms such as Power BI. SCADA integration is single directional from SCADA to the CMMS. Financial system integration could be one or two directional
Integrations & Existing Software	18	With respect to "document integration capabilities" as detailed in the Functional Requirements section of the RFP, OWASA states that the software solution must have document integration capabilities, but it is not clear if it is OWASA's intent to have the selected implementor perform the required document integration tasks as part of the project. Will OWASA please indicate if the implementation tasks will include the integration of existing asset documentation/ If yes, please provide a count (by document type) of the records that w2ill be required to be integrated (attached to assets).	OWASA requires this capability for future efforts, but does not anticipate document migration as part of this contract
Integrations & Existing Software	19	Please let us know about your current reporting platform and do you expect those reports needs to be rebuilt in new CMMS system ? - If yes how many such reports are there . - Are all these reports are Operational Reports or Analytical reports or both - Any evaluation has been made on how many new reports (Operational & Analytical reports) need be built in new CMMS system	OWASA is currently utilizing PowerBI for both operational and analytical reports, and existing dashboards will be replaced with either native CMMS functionality or dashboarding built in PowerBI by OWASA following the implementation. The selected vendor should clearly identify the reporting capabilities internal to the CMMS system and ability to integrate with PowerBI.
Integrations & Existing Software	20	What is the current GIS platform and Licensure?	OWASA currently utilizes using ArcGIS 10.6.1 and is moving to ArcGIS Enterprise by late 2024 and will be using v. 11.0 and Pro v. 3. OWASA has Enterprise set up in a test environment but plan to use in production in 2024 following migration to ESRI utility network.
Integrations & Existing Software	21	What SCADA system is OWASA currently using?	OWASA currently utilizes ignition at Mason Farm WWTP and is transitioning to Ignition at Jones Ferry WTP
Integrations & Existing Software	22	Does OWASA have a current document management solution and are documents intended to be migrated to the new CMMS as part of this effort. Are as builts available and if so, are they in a DWG format?	OWASA does not currently have a document management solution and does not anticipate document migration as part of this scope. As builts are available in a pdf format for many assets and in some cases .dwg files may be available, but a comprehensive evaluation of asset documentation has not been completed.
Integrations & Existing Software	23	Is OWASAs current Cityworks system self hosted?	The current Cityworks is hosted on premises.
Integrations & Existing Software	24	Please list all systems currently integrated to Cityworks and the method of integration?	Cityworks is currently integrated with: NC One Call 811: emails trigger service requests Vitals Valve Inspection: Vitals pushes inspections data to city works WinCAN: PACP data is pushed to Cityworks as inspections Cogsdale Billing System: SQL based information exchange for service requests in Cogsdale that require field work to be completed in Cityworks
Integrations & Existing Software	25	Does OWASA currently use Cityworks Storeroom? If so, is it currently integrated to your financial system?	Yes, storeroom is used but is not currently integrated with Dynamics GP.
Existing MP2 Data	26	When was the last update made to Infor's MP2 with OWASA?	The most recent service pack was installed approximately 2 years ago

Existing MP2 Data	27	Could you please provide details such as number of assets, work orders, maintenance records, attachments, etc.. That needs to be migrated, also please provide information on current data formats?	MP2 is a SQL database format. There are currently approximately 6,500 records of in service equipment with 328 different equipment types. There are a total of 477,416 work orders since 1999. The last 5 years of WO history, there has been an average of 16,000 WOs per year. Currently there are no additional attachments associated with MP2 records, but this functionality is required so OWASA may add in attachments to PMs, WO templates, or asset records in the future. It is expected that equipment types may be simplified as part of this implementation.
Existing MP2 Data	28	Please provide a data sample so that we may better evaluate the disposition of your equipment, equipment hierarchy, and parts information?	See answer previous question.
Existing MP2 Data	29	How many unique work order types currently exist in the MP2 system?	There are 46 WO types in the current MP2 environment, adjustments to WO structure has potential to change with new chosen CMMS. It is expected that these may be simplified as part of this implementation
Existing MP2 Data	30	Are there existing workflows that define business processes related to the maintenance of various asset types?	Yes, OWASA has existing business process mapping, but expects to develop new workflows with the new CMMS rather than utilizing it's existing workflows.
Existing MP2 Data	31	What is the current Inventory Management system for supporting Work Orders? How many facilities are parts inventory stored at. Who is currently responsible for maintaining parts inventory?	There is currently no inventory management system for parts inventory for vertical assets. Inventory is currently housed at each facility, but OWASA plans to consolidate at a proposed warehouse in the future. Currently maintenance technicians and supervisors are involved in recording and maintaining part information.
Existing MP2 Data	32	Does OWASA have an existing library of PM procedures to be loaded into the system? Are they available for all asset classes?	PM Tasks are currently incorporated into MP2, It is anticipated that this data may be refined as part of migration to the new system. While many PM tasks exist, they may not exist for all asset classes.
Existing MP2 Data	33	Please describe how equipment information (asset information) is currently recorded and maintained, including: a. Who is responsible for recording and maintaining asset information? b. What method/system do you use to record and maintain asset information? c. How complete is your current equipment master-does it fully represent your entire facility?	This data is currently maintained in MP2 by users including mechanics and supervisors, the inventory is deemed relatively complete but there is the potential for data errors
System requirements	34	Does the Authority prefer a Cloud Hosted or an On Premise installation of the CMMS solution?	No preference
System requirements	35	We understand OWASA currently has a preventive maintenance (PM) program? Please describe if PMs are calendar based or condition based?	Preventative Maintenance is currently calendar and runtime based but OWASA anticipates that both calendar, condition and runtime based may be utilized in the new system
System requirements	36	Could you please elaborate on your desired flexibility for asset hierarchies?	OWASA requires the ability to modify assets hierarchy to represent a wide variety of current and future asset types as technology and system needs change.
System requirements	37	Does OWASA have any plans to move to or utilize Esri Indoors?	Not at this time.
System requirements	38	Is 3D visualization of vertical assets a desired function?	Desired but not required
System requirements	39	Which functional groups are to be included within our scope response? The RFP details: 1. Fleet 2. Water vertical assets facilities (pump stations, water & wastewater treatment plant, storage tanks & booster pump stations) 3. Others?	As described in the RFP, the solution is intended to cover Water and Wastewater vertical assets such as Jones Ferry Road Water Treatment Plant Three (3) raw water pump stations Four (4) water booster pump stations Six (6) drinking water storage tanks Mason Farm Wastewater Treatment Plant Twenty-one (21) wastewater pump stations Two (2) biosolid storage tanks One (1) reclaimed water pump station One (1) reclaimed water storage tank One (1) operations center building One (1) administration building

System requirements	40	Does OWASA currently maintain any of its vertical assets in a geodatabase?	No
System requirements	41	What is OWASA's position on using an ArcGIS geodatabase as an asset register for the CMMS?	Acceptable but not required
System requirements	42	Does OWASA utilize an AVL or Fleet Fuel Solution with your fleet vehicles? If so please provide details.	No
System requirements	43	Is the Authority interested in a holistic solution that includes vertical facilities, fleet maintenance, distribution, and collection?	Not at this time.
System requirements	44	Is the Authority interested in seeing optional pricing for Water Distribution and Sewer Collection functional groups within this proposal?	No
System requirements	45	Does OWASA just want to capture mileage data? Or also real time vehicle location, and vehicle performance (e.g. braking, idling, speeding, check engine light, and other diagnostics)?	At this time, mileage is the primary data point of interest
System requirements	46	The term "interface" as used in the RFP and listed in the pricing spreadsheet appears to be used in reference to the "user interface" aspect of the software application. Have we interpreted this correctly?	This refers to user interface personalization, i.e.. developing user interface dashboards based on different user group needs.
System requirements	47	Would OWASA be interested in management features that may be just outside of scope such as , are they interested in management features such as geofencing, bread-crumbing, fuel management, etc.?	If applicable and at an additional fee, please describe in the optional costs section
System requirements	48	What level of granularity is expected for the work order migration? For example, one legacy work order in the new system for each asset with historic costs rolled up, or a one-to-one match of old MP2 historic work orders in the new CMMS?	For the purposes of the proposal, OWASA intends to migrate all work order data as described in Question 27
System requirements	49	One of the criteria identified is "effective useful life". How does OWASA see this being identified? Is this to be a calculated value from the proposed software?	OWASA currenly calculates effective useful life outside it's existing CMMS. The proposed CMMS should have capability to store effective useful life value, but calculation of effective useful life is not a requirement. If the software has capability to calculate effective useful life, please describe.
Other Documentation	50	Does OWASA have a Strategic Asset Management Plan to include an Asset Management Policy and an Asset Management Strategy? If yes, please provide a digital copy of each. Does OWASA have tactical asset management planes (AMPs) for each of the facilities of interest? If yes, please provide a digital copy of the table of contents of each AMP.	The most recent version of an asset management plan for OWASA is hosted here. https://www.owasa.org/plans/asset-management-plan/