REQUEST FOR PROPOSAL

Orange Water and Sewer Authority
CMMS Software and Services
Issue Date: Thursday March 30, 2023

Submittal Deadline: *Friday, May 5th, 2023* at 2PM

1. INTRODUCTION & OBJECTIVE

Orange Water and Sewer Authority (OWASA) is soliciting proposals from qualified software consultants (Vendors) to provide a Computerized Maintenance Management System (CMMS) for Asset and Work Order Management for their vertical asset facilities as well as fleet management purposes. OWASA will conduct a Proposal-Based Selection process to identify the best overall proposal and select a vendor with which to negotiate a contract. All vendors submitting Proposals shall have demonstrated experience and expertise in provision of CMMS software, CMMS integration, implementation, and support.

To be considered by OWASA, responses to this RFP must be received by 2:00 p.m. Eastern Time on Friday, May 5th, 2023. Refer to Section 5 – Submittal Requirements for details.

2. BACKGROUND AND DESCRIPTION

Orange Water and Sewer Authority (OWASA) provides water, wastewater, and reclaimed water services to around 85,000 people within the 35 square mile Carrboro-Chapel Hill area. The water system is comprised of the three raw water pump stations, Jones Ferry Road Water Treatment Plant, 390 miles of distribution pipes, six drinking water storage tanks, and four drinking water booster pump stations. The wastewater system has 350 miles of wastewater pipes, 21 pump stations, two remote biosolids storage tanks and Mason Farm Wastewater Treatment Plant. The reclaimed water system is made up of a reclaimed water storage tank, a reclaimed water pump station and six miles of distribution pipes. OWASA's systems contain approximately 6,500 vertical assets, 1,800 for water supply and treatment facilities, 4,400 for wastewater treatment and reclaimed water facilities, and approximately 700 for support and operational facilities.

OWASA has been utilizing Infor's MP2 CMMS for facility and fleet maintenance functions at its water treatment plant, wastewater treatment plant, operations center and administration building for 20-years and has identified the need for assessing and implementing an updated modern CMMS solution for vertical facility management. OWASA's distribution and collection systems linear assets are currently managed with Cityworks as their CMMS solution, which does not currently require replacement.

This Request for Proposal's intent is to select an alternative CMMS System (System) for OWASA vertical facilities and fleet maintenance, with potential for an organization-wide CMMS solution for vertical facilities, distribution, and collection in the future.

3. FUNCTIONAL AND TECHNICAL REQUIREMENTS

The services required for this project are expected to be completed to meet the objective outlined above and in general accordance with the scope of services as needed to meet the requirements listed below. **However, the final scope of services will be negotiated with the selected vendor.**

Vendors must demonstrate and describe the ability to meet the requirements listed below:

Functional Requirements

The following functional requirements define OWASA's needs for supporting business processes, asset management, maintenance management, inventory management, fleet management, and providing features for productive system use.

1. Asset Management Requirements include:
    a. The System shall support asset register management. This requirement includes ease of asset creation and management for updates on asset attribute information such as service status, asset type, diameter, material, effective useful life, and many other asset attributes.
    b. The System shall allow for flexibility in asset hierarchy development and shall allow for information roll ups and easy navigation utilizing the hierarchy.
    c. The System shall have QR code or barcode compatibility for asset lookup in field application.
    d. The System shall have document integration capabilities, including the ability to associate documents and photos related to an asset record (ex. O&M Manual or record drawings) as well as documents and photos related to specific work orders (ex. SOPs or steps to complete a PM).
    e. The System shall have the ability to display and query asset information based on spatial location.
    f. The System shall have data reporting and analytics capabilities, including custom and saved reports, embedded reporting dashboards as well as capabilities to interface with external reporting software for custom reporting. Please identify which reporting capabilities are intended to be met via integration with other software and any licensing fees that may be incurred as a result.
    g. The system shall have the capability to provide the following asset management features.
        - Asset information tracking and reporting capabilities relative to key performance indicators for asset performance, life cycle costs, etc.
        - Risk assessment framework integration for likelihood and consequence of failure, condition assessment inspection form capabilities, and asset image capture capabilities relative to inspections of assets
        - Please describe any advanced asset management capability beyond the requirements listed above and note whether they require purchase of additional modules listed in the cost section.

2. Work Management Requirements include:
    a. The System shall allow for work order designs for various facility needs, including developing specific forms for corrective maintenance versus other standard preventative or predictive work order form needs.
    b. The System shall allow for the population of preventative work orders with expected materials and equipment to complete the task. Detailed tracking of maintenance costs for labor and materials is required for asset management as well as appropriate billing, especially for smaller communities where OWASA manages maintenance and must have detailed work order cost breakdowns.
    c. The System shall allow for tracking of contracted work orders and associated cost information for external performed maintenance.
    d. The System shall allow for scheduling for preventative and predictive maintenance to be driven by SCADA data such as run times, temperatures, or vibration.
    e. The System shall support user-friendly maintenance scheduling capability which is important for viewing upcoming scheduled work orders.
    f. The solution should allow for manufacturer and contractor warranty information tracking as well as manufacturer required maintenance during the warranty period.
    g. System that allows for "investigative work order or service request" before generating corrective work orders – for internal use (ex. Engineering staff has a work request for plant staff to investigate)

3. Inventory Management Requirements include:
    a. The System shall allow OWASA to set up vendors, establish reorder thresholds, and track costs associated with parts used in work orders.
    b. The System shall allow establishment of spare parts register to track inventory details and parts activity.

4. Fleet Management Requirements include:
    a. The System shall allow for service requests and work orders to be generated and tracked for the fleet vehicle shop.
    b. The System shall allow for tracking and scheduling of inspections, oil changes, and any other general maintenance.
    c. The System shall allow for mileage tracking of the fleet assets to trigger appropriate maintenance activity work orders to the vehicle shop.
    d. The System shall allow for tracking of contracted work orders and completed maintenance.
    e. The System shall allow for warranty information tracking as well as manufacturer required maintenance during the warranty period.

Technical Requirements

The following Technical Requirements discuss the standards, interface, and supporting technologies to make the CMMS solution an effective System within OWASA technology environment. Details are provided on required System's mechanics and integrations, expected vendor services, and software interface.

1. System Mechanics Requirements include:

a. CMMS data shall be stored in a database format that is easily accessible for external software reporting capabilities if needed (i.e. Power BI)
b. Shall allow for integration with SCADA for preventative and predictive maintenance scheduling purposes.
c. The solution shall have integration compatibility with leading financial and accounting software for potential future integrations.

2. Vendor Services Requirements include:
    a. The Vendor shall assist in conversion and preparation of MP2 Legacy data into new CMMS
    b. The Vendor shall support and train OWASA staff during implementation and start up.
    c. The Vendor shall disclose expected System updates and costs associated with upgrades.
    d. The Vendor shall define the implementation strategy, schedule, expectations for OWASA personnel participation, and coordination strategy for workflow updates for key functionalities in the new System.
    e. The Vendor shall detail information on what technical requirements would require customization.
    f. The Vendor shall detail information on the System's access help and customer support capabilities through online assistance, self-help, or computer-based training tools to assist end users in navigating the solution after startup.

3. Interface Requirements include:
    a. The System shall be user-friendly and supportive of typical tasks and workflows that are essential to OWASA.
    b. The System shall provide ease of use for asset register navigation, asset identification, and work order lifecycle management.
    c. The System must allow for customized interfaces for different user groups at OWASA.
    d. The System must support asset hierarchy navigation.
    e. The System must allow for desktop and mobile interfaces, whether it is application or cloud based. The solution must have compatibility with Apple, Android, and Windows mobile devices.

4. COST

This section should be submitted by all proposers.

1. Important requirements and instructions for completion of the Cost section are as follows:
    a. This Section is provided in Attachment A: Cost Proposal.
    b. Response to this section to be submitted in the attached format only.
    c. All prices quoted in this proposal shall be a fixed price.
    d. The proposer may include any additional price sheets or pricing information as deemed necessary to fully inform OWASA of all costs and options associated with the Project.

e. The fixed costs listed for interfaces, modifications, and reports should reflect the full, incremental impact to the project (not simply the cost of development).
f. All associated itemized one time costs shall be listed in the "One-Time Costs" tab of the pricing sheet.
g. OWASA, at its sole discretion, may elect to incorporate additional modules as noted in the optional costs prior to finalizing costs during contract negotiations.
h. OWASA will require the proposer to submit a brief statement of understanding for each modification and interface with their final costs.

2. One-time cost requirements:
    a. The "One-Time Costs" tab of the pricing spreadsheet refers to any and all professional services including:
        - Project management
        - Training and testing
        - Data conversion
        - Software configuration and travel, which will be utilized during the implementation of the CMMS solution.
        - Any additional other one-time costs if they are not already outlined in the pricing sheet
    b. It is the proposer's responsibility to confirm this summary accurately represents the detail costs being proposed.

3. Recurring cost requirements:
    a. The "Recurring Costs" tab of the pricing spreadsheet refers to the following:
        - Annual subscription/licensing costs
        - Any and all maintenance-related costs should those be applicable, over the next five and ten years
        - Any anticipated upgrade costs, over the next five and ten years
        - Disaster recovery costs, over the next five and ten years
    b. It is the proposer's responsibility to confirm this summary accurately represents the detail costs being proposed.

4. Optional cost requirements:
    a. The "Optional Costs" tab of the pricing sheet refers to the following:
        - Any offering of managed services provided by the solution provider
        - Any other proposed module or enhancement that is not listed in the Functional Requirements section
        - Any additional module costs shall be broken down by recurring subscription cost and any associated implementation costs
    b. It is the proposer's responsibility to confirm this summary accurately represents the detail costs being proposed.

5. SUBMITTAL REQUIREMENTS

Responses to this RFP must be received by OWASA no later than 2:00 p.m. Eastern Time on

Friday, May 5th, 2023. To be considered, please submit four (4) hard copies and one (1) electronic copy in PDF format of the required qualifications in a sealed envelope to:

Coleman Olinger, P.E.
Asset Manager
Orange Water and Sewer Authority
400 Jones Ferry Road
Carrboro, North Carolina 27510

Submittals shall be limited to a maximum of 15 double-sided pages (i.e., 30 pages printed double-sided onto 15 sheets of 8-1/2"x11" paper). The cover sheet, table of contents and pricing forms will not count towards the page limit. Resumes and references may be provided in appendices which do not count towards the total page limit.

Each submittal must include the following in order to be considered:

a) ***Statement of Interest*** **[5 points]** explaining your firm's interest in performing the work on this project, including how the project aligns with your firm's capabilities.
b) ***Project Team/Org Chart*** **[20 points]** showing the proposed software implementation team members, including sub-consultants (if any), identifying their respective roles on the project, and indicating their availability to support this project. Each proposal shall include resumes of key team members. The primary contact shall be clearly identified.
c) ***Functional and Technical Requirements*** **[30 points]** describing how your software meets or exceeds the minimum requirements listed in the project scope. Provide detailed information that will allow OWASA staff to distinguish your team from other firms that may be competing for this project.
d) ***Implementation Cost and Licensing Fees*** **[25 points]** describing total cost of software implementation and ongoing licensing. This section is expected to include the full cost of implementation and ownership. Description of costs should break down which costs are anticipated for 3rd parties, the basis of the licensing structure and should include:
    - Implementation Cost from the vendor or third-party implementers
    - Initial software purchase price
    - Ongoing software licensing or hosting fees and the basis of calculation.

e) ***Past Experience and References*** **[20 points]** for five similar projects (i.e., Utility vertical asset CMMS implementation) completed by your project team in the last (5) years for other clients. Identify who served as project manager and key lead technical roles in those projects.

6. SELECTION PROCESS

OWASA intends to select a firm on the basis of the submittal criteria listed above within three weeks of receiving the responses to this RFP and expects to complete final scoping and contract negotiation in June 2023. OWASA reserves the right to reject any and all proposals, to waive any and all formalities, and to disregard all nonconforming or conditional submittals.

OWASA may elect to conduct face-to-face interviews with two or more firms being evaluated prior to making a final selection.

There is no express or implied obligation for OWASA to reimburse responding Vendors for any expenses incurred in preparing Proposals in response to this RFP. OWASA reserves the right to retain all Proposals submitted and to use any ideas in a Proposal regardless of whether that Proposal is selected. Submission of a Proposal indicates acceptance by the Vendor of the conditions contained in this RFP, unless clearly and specifically noted in the Proposal submitted and confirmed in the Contract between OWASA and the successful Vendor.

If OWASA cannot reach an agreement with the initially selected firm, OWASA will then proceed to negotiate with other firms that submitted qualifications or will reissue the RFP.

7. OWASA POINT OF CONTACT

Coleman Olinger, PE will be OWASA's primary point of contact for all consultant selection matters relating to this project. **All questions regarding this Request for Proposal must be emailed on or before Friday, April 14th** to Mr. Olinger at colinger@owasa.org. Responses to questions will be provided in writing no later than **Wednesday, April 19th**.