



REQUEST FOR PROPOSAL AAA0032
PURCHASING OFFICE
CITY OF AUSTIN

MAXIMO 7.5 SOFTWARE PURCHASE AND IMPLEMENTATION SERVICES AND SUPPORT

RFP AAA0032

ADDENDUM No. 2

DATE: December 22, 2011

The following items are hereby incorporated into the solicitation package:

1. The offer sheet is changed as follows:

BID OPENING TIME AND DATE: January 16, 2012 at 2pm., has been extended and is now due on January 24, 2012 at 1pm.

2. The 0400, Supplemental Purchase Provisions have been modified to immediately reflect the following changes:

Item number 21, Non-Solicitation and item number 22, Workforce Security Clearance and identification are **removed** from the supplemental purchase provisions and are addressed as item(s) 5 and 6 within the 0400, Supplemental Purchase Provisions.

3. The 0900 Compliance Plan, Section VIII – MBE/ WBE Compliance Plan Checklist, Appendix A, page 19, item number 1 has change to read as follows:

Were written notices sent to all MBE/WBEs from the Significant Local Business Presence availability list at least seven (7) business days prior to the submission of this Compliance Plan?

4. December 19, 2011, Pre-Proposal Questions and Answers – Deadline for Q and A is January 3, 2012 at 1pm.

Question 1:

A few requirements mention consultations by Citizens via external systems. Does that external system already exist?

Answer 1:

Street & Bridge Operations makes information available to Citizens based on scheduled work in a specific neighborhood and street. Currently, that information is available on a hot-line. We have talked about wanting to make specific information from Maximo available to the Citizens via the web. Whether that is planned work or just scheduled work, the details will need to be decided. Demonstration of a viable web-based information sharing strategy for the Citizens of Austin in the form of an information feed, reporting mechanism, web service or simple web portal for use in the City's public web site is required.

Question 2:

A few requirements can be interpreted as customization or configuration, due to how brief they were described. How should we address that when classifying our answers for requirements?

Answer 2:

In the Microsoft Access Vendor Response Database, there are data fields for each requirement that require respondents to say whether they think the requirement can be configured with Maximo out-of-the-box or in order to provide the requested functionality, it will require customization. Additionally, the RFP made reference to the fact that any level of customization will require the vendor to provide the level of effort with an associated cost.

Question 3:

Does the City have automated testing tools for performance and functional testing? If so, what tool suite is used?

Answer 3:

The City does not use automated testing tools, however we will have the following testing as shown in the RFP Section 1.3.1 – Scope of Work; migration, Core Maximo, Interface and User Acceptance Testing, which are test scripts developed from the functional requirements and TO BE Work Flows.

Question 4:

If a subcontractor is a WBE and performs 10% or more of the work, does this meet entire good faith effort and minority goals? Or must the prime still complete good faith effort for MBE?

Answer 4:

The Prime must still meet the MBE goal or provide good faith efforts.

Question 5:

Are the PMIS (Pavement Management Information System) and BMIS (Bridge Management Information System) future systems underway in terms of development? Will these be a 3rd party system or a custom system?

Answer 5:

The PMIS and BMIS are currently in place today, however Public Works is looking to replace them with state-of-the-art systems in the near future. It is intended that both those applications will interface with Maximo for Work Order Management, as well as, asset management for bridges, structures, railings, etc.

Question 6:

Is PIMS (Pedestrian Infrastructure Management System) an existing system? Will the interface to Maximo be required as part of the first phase?

Answer 6:

The PIMS information exists in the form of an ESRI Geodatabase. However, the interface with Maximo, although planned, is not part of the first implementation phase.

Question 7:

What version of Hansen is being used and planned to interface with Maximo?

Answer 7:

Austin Water Utility is currently using Version 7 of Hansen. Despite AWU's plans to upgrade to Version 8 within the next 24 months, our plan is to interface with their existing version of Hansen. This will allow Maximo to receive completed Work Orders from Hansen for follow-up Utility Cuts Work, whereby those Work Orders are created in Maximo to track work that is back-charged to AWU.

Question 8:

How many Maximo licenses and product mix are currently being used at the City?

Answer 8:

Austin Bergstrom Airport has a total of **313** licenses; 70 Asset Management, 50 Linear Asset, 121 Secondary, 61 Mobile, and 11 Mobile Inventory.

Austin Energy has approximately **100** primary licenses for Work Order and Asset management including a component for transmission services.

Watershed Protection Department has a total of **80** licenses; 63 Utilities, 14 Mobile, 2 Microsoft Project Adapter, 1 Asset Management.

Austin Transportation Department has a total of **76** licenses; 38 Utilities and 38 Mobile.

Building Services Department has a total of **35** licenses; 5 Utilities and 30 Mobile Work Order Management. They also will be upgraded to align with the existing version.

Austin Fire Department has a total of **10** licenses for Work Order and Asset Management.

Question 9:

How many licenses are anticipated for Public Works Street & Bridge Operations?

Answer 9:

The RFP specifies purchasing only the number of licenses required to begin implementation. If 20 user licenses are needed to accommodate a full classroom for user training, then that is the number that will be purchased. That is the only quote that should be included in RFP responses. Remaining licenses will be purchased right before deployment based on the overall number of users, roles and access, and decisions about Mobile. It is anticipated that approximately 200 licenses will be needed for Public Works Street & Bridge Operations, but this number could also change as more information is known during the implementation. Although the exact mix of licenses hasn't been determined, the licenses may be distributed in the following proportions for conceptualization purposes: 20% Primary, 30% Secondary and 50% Mobile.

Question 10:

Does this project have an approved budget and if so, is that public record?

Answer 10:

That information is not for public release.

Question 11:

How does Street & Bridge Operations utilize ESRI GIS today?

Answer 11:

GIS is being used primarily for data visualization and map production today. The bulk of our data processing work is done in an RDBMS format. Our current plans are to migrate data into the SDE production data sets (ultimately to be retired and converted to a Data Mart schema) for wider consumption and sharing via the internet in browser-based GIS viewers. Ultimately, our intended topology is to have database systems actively feed current data into the GIS data sets. A limited amount of GIS data is also expected to drive a data push back into the RDBMSs for example, new street centerlines from the base map, GPS and mobile device data collection is anticipated to be a large data generator for both GIS and the RDBMS systems.

Question 12:

What version of ESRI is in use by the City.

Answer 12:

The City is currently using ESRI V9.3, however there are plans for a future upgrade.

Question 13:

Describe what level of shared IT infrastructure will be utilized for this project such as servers, network, GIS services and Maximo servers?

Answer 13:

The City has an established IT infrastructure dedicated to Maximo. The existing architecture diagram is published in the RFP Section 2.2.1 – City of Austin Maximo Enterprise.

Question 14:

How many Maximo Spatial server licenses already exist?

Answer 14:

Watershed Protection and Austin Transportation Departments are the two groups currently using Spatial, with the license count provided earlier.

Question 15:

Can a copy of the Excel and Access Databases for Street & Bridge Operations be provided to allow accurate level of effort estimating for data migration?

Answer 15:

Due to the extensive number of functional requirements (634) and over 70 TO BE Work Flows, that information was not provided because of the amount of information. It is anticipated that this information will be shared once formal negotiations are in process with the selected vendor. Requirements and functionality information from the BPA is in Excel and Access formats. A substantial amount of information valuable to the configuration is in Excel-based data dictionaries, code look-up tables and simple listings. The existing Worklog information is in the form of Microsoft Visual FoxPro (VFP) databases. The VFP data can be exported to the selected implementer in nearly any format desired including VFP, DB4, DB3, CSV, TSV, XLS, DIF, SDF and SYLK.

Question 16:

Please describe the role of Public Works personnel in the scrubbing of existing data. How many people have been identified to support this effort and what percentage of their time will be dedicated to this effort?

Answer 16:

Public Works' Director has made the Maximo initiative a high priority for all of Street & Bridge Operations. Despite the daily work operations for this group, there is a dedicated team of resources from across SBO, as well as Communications & Technology Management (CTM). Within SBO, the Infrastructure Management Group (IMG) has five (5) individuals dedicated to the Infrastructure Management Systems; 7 other Technical and Engineering staff; 18 Supervisors and Superintendents; 15 Crew Leads and 4 Division Managers. This cross functional team worked for the last two years to complete the detailed and extensive Business Process Analysis which resulted in the documented functional requirements and TO BE Work Flows. This staff will be assigned to dedicate significant portions of their time as needed to assure the success of this project.

Question 17:

What will CTM's role be in the development of interfaces? Is CTM responsible for the non-Maximo side of the interface or is the responding consultant be responsible?

Answer 17:

The City looks very seriously at their working relationship with the selected vendor. This resulting partnership allows CTM operations support team to feel confident to support the application and resulting interfaces long after deployment and the vendor leaves.

Question 18:

The RFP discusses future integrations throughout the document. Are these integrations planned as proposed scope for Phase I?

Answer 18:

There are a number of critical known interfaces needed to implement Maximo. That information was provided to give a more complete picture of anticipated requirements. However, at this time, the most critical interface will be between Hansen and Maximo, in order to satisfy the exchange of data for Utility Cuts back charge information.

Question 19:

There is mention of GIS driving asset management. Our assumption is ESRI will be driving GIS as opposed to Maximo. Please validate.

Answer 19:

Spatial is a critical module of Maximo allowing for Work Order information and associated assets to be identified in a map-based view. Spatial works hand-in-hand with Work Order Management such that one does not drive the other. As stated in the meeting, GIS and spatial technologies are intended to supplement the strength of our existing and proposed relational database systems. In fact, many mature RDBMSs like Oracle now include spatial technologies in recognition of the value of this new dimension to the data. Purely GIS-based infrastructure management systems have only been found to be effective in smaller agencies. True RDBMS-based systems integrated with GIS are required for agencies the size of the City of Austin.

Question 20:

What firm performed the Business Process Analysis for PWD SBO? Which firm performed the Austin Energy implementation of Maximo?

Answer 20:

The BPA was conducted in-house by the City's Communications & Technology Management PMO group. That effort was led by the Project Manager and had two BSAs assigned off and on during the two year effort. Austin Energy's implementation was conducted by IBM's Global Business Services group.

Question 21:

Several sections of the RFP are in conflict with the IBM IPLA. Can vendors reference the IPLA or is there another Software License Agreement that can be referenced that is already in place?

Answer 21:

Will respond via and additional addendum in the upcoming days.

Question 22:

Does the City require a minimum number of qualified bids?

Answer 22:

The City promotes competition and would prefer to receive five or more bids, but Purchasing has worked with a minimum of two bids.

Question 23:

Would the City consider removing the requirement for a Performance bond as the City may be sufficiently protected by 10% hold back and milestones on firm fixed price bid?

Answer 23:

No. Two different functions

Question 24:

Would the City consider removing the Liquidated Damages requirement?

Answer 24:

No.

Question 25:

If a vendor does submit a response with exceptions, how likely will that bid be removed from consideration or disqualified?

Answer 25:

The City reserves the right to reject a proposal containing exceptions, additions, qualifications or conditions not called for in the Solicitation. Additionally, all exceptions or supplemental terms and conditions proposed by a Proposer in response to any portion of this RFP but not submitted at the time required for submitting of the initial Proposal (i.e., the specified RFP closing date and time listed on the cover sheet of the Solicitation) shall be rejected and shall not form a part of any Contract with the City.

Question 26:

Will the Sign in Sheet for this meeting that includes contact information be made available?

Answer 26:

The sign in sheet will be part of the first addendum.

ANNOUNCEMENT:

Public Works, Street & Bridge Operations (PW SBO) first choice for the Implementation of Maximo is as originally stated in the published RFP requesting implementation and configuration services for the latest version of Maximo V7.5. However, the City also requests that responding vendors make a recommendation as to which version of Maximo should be used for the initial PW SBO implementation. Please note, version 7.1.1.6 was recently selected in lieu of V7.5 for the City's Watershed Protection Department and Austin Transportation Department. A V7.5 "skin" (configurable appearance) was applied to this earlier version to make the look and feel align with the imminent upgrade to V7.5. The configurable appearance of V7.5 allows for added benefit of all training materials, user familiarity, and experience being consistent with the ultimate upgrade to V7.5 when it is deemed appropriate.

5. All other terms and conditions remain the same.

Approved by: 
Art Acuña, Senior Buyer

Receipt Acknowledged By:

Offeror's Name Authorized Signature Date

Return two (2) copies to the Purchasing Office, City of Austin, Texas prior to submittal or with your sealed bid.
FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION OF YOUR OFFER.

PRE-PROPOSAL CONFERENCE ATTENDANCE SHEET



RFP No. AAAA0032

Commodities/Services Maximo 7.5 Software Purchase and Implementation Services & Support

Date: 12/19/11

Time: 10am.

Company Name:

Representative:

Address:

Phone #/Fax #:

E-Mail Address:

Sub/Prime?

<u>Cooper Consulting</u>	<u>Carol Wetzal</u>	<u>601 Farley Dr. Austin 78753</u>	<u>512-527-1000</u>	<u>lavelai@cooperconsulting.com</u>	<u>Sub/Prime</u>
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<u>EMM</u>	<u>Mike Carter</u>	<u>1701 W. Hwy Englewood</u>	<u>TX 214-797-7772</u>	<u>mcarter@EMM-inc.com</u>	
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Using Dept. Representative: Carla Jobe-Partington, IT Project Manager

Conducted By: Art Acuna - Senior Buyer

