City of Mobile
Request for Proposals
Addendum 1 to RFP Number: 5514

Hosted Enterprise Asset Management (EAM) Software

The City ("City") of Mobile is seeking proposals from asset management/work order software providers to replace the City's existing Tyler Technologies EAM system. The City is providing this Addendum 1 in response to questions received regarding the original RFP.

Due to the number of questions received, the requirement to submit a physically delivered package, and the expectation that delivery services may require extra time to make deliveries, the City has elected to extend the proposal due date an additional week to Thursday, March 25, 2021.

Written Proposals Due: **5:00 pm local, March 25, 2021**

US Mail Address: Package & Hand Delivery:

RFP 5514   RFP 5514
City of Mobile   City of Mobile
Procurement Department   Procurement Department
PO Box 1948   205 Government Street
Mobile, AL 36633   4th Floor South Tower, Room 408S
                                      Mobile, AL 36644

Proposals must be submitted in a sealed envelope with at least one signed original and one electronic copy (CD or flash memory drive). Please mark the outside of the envelope "City of Mobile RFP 5514"

The City does not accept email submission of proposal packages.

The full contents of the original Request for Proposals (RFP), and any subsequent Addenda to this RFP may be found on the City Bid page at https://www.cityofmobile.org/bids.

QUESTIONS AND ANSWERS:

The follow are City responses to questions we've received regarding our RFP #5514 of February 9, 2021. We do not intend to reply to additional questions prior to the RFP submission deadline, however we reserve the option to issue additional addenda. Where you remain unclear or uncertain of the City's requirements, please use your judgment as to the City's intent, state any interpretations or assumptions you made in preparing your proposal, and consider offering alternative options All timely-submitted and complete Proposals will be fully considered and scored by the City,

1. What format would the existing data be in for import into this new EAM solution?
Munis EAM data is managed in a Microsoft Sql Server Database.

2. Are mobile devices mainly tablets or phones? Should the solution be optimized for one or the other?
Both smartphones and tablets.

3. Are there existing APIs that can be utilized for integration with FuelMaster or Proven Munis ERP? Such as REST or SOAP webservices?
Munis ERP provides various API toolkits and connectors for 3rd party systems: https://www.tylertech.com/products/munis/api-catalog. The city is not familiar with APIs available in FuelMaster.

4. Is there any field level secure information that only authorized users should be able to view?
Please refer to the RFP's Appendix A – Requirements Checklist 1.26.

5. Does this solution need to be localized to other languages beyond English?
No.

6. What is the standard web browser expected for this solution? Which browsers are supported?
Solution preference would be browser agnostic. Please refer to the RFP's Appendix A – Requirements Checklist 1.11.

7. How is technology training typically conducted? Is it typically classroom, via CBT or some combination?
A combination of instructor-led on-premise or web-based training and online video tutorials.

8. Can implementation services use offshore or near-shore resources? Or does all work need to be performed by US Citizens?
Implementation services within U.S. and conducted by U.S. citizens is preferred. In addition, the RFP states in Appendix A – Requirements Checklist 13.3 All datacenters utilized by the hosted services are located in the U.S.A.

9. Is there a preferred project methodology to use for the implementation aspect of this project? For example: Agile, Waterfall, Hybrid?

A preferred project management methodology was not stated in the RFP. However, please refer to Section 2.09 "Proposal Section 5 – Implementation Approach".

10. Are there communicated timelines or due dates for this project? For example, new solution must be in production by December 2021.
The RFP does not include set dates. However, please refer to Section 2.09 "Proposal Section 5 – Implementation Approach" in regard to timeliness.

11. Integration Via API to Tyler Financial

•   Is there a Rest API available?

Munis ERP provides various API toolkits and connectors for 3rd party systems: https://www.tylertech.com/products/munis/api-catalog.

•   What areas of the system are we integrating with? (Labor, Labor Rates, Equipment)

Labor rates. Please see Appendix A – Requirements Checklist 12.4.

•   What system is used for the back-end database?

Munis ERP is managed in a Microsoft Sql Server Database

12..   Integration with Tyler 311

•   Is there a Rest API available?

Yes.

•   What areas of the system are we integrating with? (Request)

Please refer to 5.03 Service Request Management.

•   What system is used for the back-end database?

Tyler 311 is managed in a Microsoft Sql Server Database

13. Conversion from Tyler EAM

•   What system is used for the back-end database?

Munis EAM is managed in a Microsoft Sql Server Database

•   Which of the following do you plan to convert:

As stated in 5.04 Tyler EAM Data Migration

☐   Service Requests?

Yes

☐   Work Orders?

Yes

☐   Assets?

Yes

•   Please list all asset types

See answer to Question 38.

☐   Inspections?

Yes.

☐   Other?

No.

•   Is the system currently being used?

Munis EAM is currently be used.

14. Is it possible to get an extension to the due date of the RFP?

The due date has been extended 14 days to March 25.

15. Was a consultant involved in the drafting of the RFP and Requirements Matrix?

No.

16. How many users will be required per department?

To be determined; however, base your proposal on 200 total users as stated in 1.03 Background.

17. Can the City please describe requirement 4.50 in detail?

Ability for a supervisor to add a user or group temporarily to an existing workflow due to current situation or uniqueness of the work request, e.g., a city utility pole with a city telecommunications copper line only is damaged and must be removed immediately; The Electrical Department's equipment is temporarily out of service, but a city Forestry Department workgroup has the equipment and personnel to remove the utility pole.

18. Regarding requirement 4.50. What does "workflow through the pre-defined list for each department" mean, and can the City provide an example of how this requirement is used today?

In the example above (question #17), the Forestry workgroup would be available to the Electrical Dept supervisor to select in a list.

19. Can the City please explain in detail how they are currently establishing Service Level Agreement (SLA)s for contractors today? Is it based on days open, or are there other factors?

Varies and depends on the asset being serviced.

20. How many and what type of users does the City need for the new system?

Please refer to 1.03 Background including 1.26 and 11.4 in Appendix A – Requirements Checklist.

21. Does the City want all work order history contained in the current system to migrate to the new system or just open, work in progress data?

All.

22. How many users you would have use the software.

200.

23. If you have any breakdown on the types of users it would be helpful as well for software licensing and implementation efforts.

Role	Count
2nd Line Managers & Executives	10
1st Line Managers and/or Supervisors	20
Maintenance field team	100
Operators	35
IT/Admin	10
Other	25

24. Can you give us some background on what the City defines as a Standard Service Agreement (SLA) in reference to the following questions:

The City uses the term "service level agreement" in its common language as an expectation of service timeliness between departments or between the City and its contractors or its citizens. The software is expected to be able to incorporate such service level measures into its workflow programming, tracking, and triggers, and create alerts, escalations, reports, or some other software response as the service level measures (in the cases below, response time measures) are hit.

- 4.54   Ability to establish service level agreements on the asset type based on the number of days the work order has been open.

Departments would have the ability to assign response times to a work order based on the assigned asset type, e.g., a building's HVAC system is out of service and a facilities maintenance technician needs to investigate it onsite within 24 hours.

- 4.55   Ability to establish service level agreements (SLA) for contractors based on the number of days the work order has been open.

As with 4.54, The same would be true on assets that have maintenance agreements contracts.

- 4.56   Ability to automatically escalate work orders that exceed the number of days in the SLA.

As with 4.54, if the assigned technician has not conducted an onsite investigation within 24 hours, the work order would be escalated.

- 4.57   Ability to report service response times that exceed compliance with the number of days to complete SLA.

In addition to 4.54, work orders that exceeded the stablished SLA response time can be selected and included in a reported.

25. We would like to know if you have a priority/weighting for each requirement. RFP's frequently rank requirements from 1 - 3. As I am sure you can appreciate, it takes time to write a detailed response and, of course, more time on your side evaluating the responses. While we have almost all the required functionality you are looking for, there were a couple of line items that did not seem to be a fit it would be useful to know if these were "must haves" or "nice to haves". It would help us determine whether to spend what can be a substantial amount of time preparing a detailed response only to lose out if the two line items we saw are hard requirements.

Paragraph 1.03 of the RFP provides the overall functionality requirements that a solution needs to address.

Paragraph 4.03 of the RFP provides the scoring weighting.

The Requirements Checklist in Appendix A allows for, and anticipates, that submissions will not meet, or will require workarounds, customization, or third party software to meet, some of the requirements. The RFP understands the list is exhaustive and does not intend that any answer to any specified requirement would be disqualifying.

It only specifies that failure to answer, or "blank responses" may be disqualifying.

26.   Is there a Warranty Period Required?

No, but we expect some discussion of your support commitment in Section 6 of your proposal.

27.   Approx. budget for the project?

None will be provided. For pricing information, please refer to 2.11 Proposal Section 7 – Pricing and 4.03 Evaluation Criteria.

28.   Requirement for MBE/WBE?

Please indicate in your proposal if you are a certified disadvantaged business enterprise, or if any of your major subcontractors or suppliers are certified disadvantaged business enterprises. Please describe the certification(s), the name of any key suppliers or subcontractors you intend to use. You can include this information in Section 2 of your proposal.

29.	Cloud or On Premise

Please refer to Appendix A – Requirements Checklist 1.1, 1.4, 1.6, and 13.3.

•	If Cloud

•	Number of systems required Test, Prod, QA etc.?

•	Any preferred Hosting Site

30.	For Attachments do district want to use a Doc Management System or in the CMMS?

Please refer to Appendix A – Requirements Checklist 2.4, 3.7, 4.27, 7.12, 11.11.

•	If CMMS - do they plan on storing Video?

Please refer to Appendix A – Requirements Checklist 4.27 and 11.11.

31.	Do we need to integrate to SSO? If so what is it?

Please refer to Appendix A – Requirements Checklist 1.2.

32.	How many interfaces and what are they?

Please refer to 5.06 Integrations and Appendix A – Requirements Checklist 12.1-12.9.

•	ESRI

•	ERP? Accounting? SCADA? Etc

•	If So what are the names of systems

33.	Any current mobile systems being used?

ArcGIS and Tyler 311.

34.	Data Migration

•	Existing CMMS System? What is it? what district is using?

Tyler 311 v2019.4.2. Please refer to 1.03 Background.

35.	What size is the current DB?

Not known. Please refer to 1.03 Background.

36.	What needs to be migrated and how many of the following

- Assets

156,591

- PMs

None.

- Job Plans

None.

- Historical Work Orders?

90,463 work orders.

- Materials - Item Master?

@21,000

37.   Are they going to use Inventory?

Yes.

- If Yes - How many Items

@21,000 items in Inventory

- How many storerooms

Six warehouses.

38.   Asset types? Facilities, Vehicles, Etc

AssetType	Description	GIS	# of Asset Types
1000	GENERAL AUTOMOTIVE	N	180
1200	LAW ENFORCEMENT/EMERGENCY RESPONSE	N	751
1500	ATV/MOTORCYCLES/CARTS	N	88
1800	FIRE/RESCUE EQUIPMENT	N	275
2000	LIGHT TRUCKS	N	355
2200	MEDIUM TRUCKS	N	96
2500	HEAVY TRUCKS	N	237
3000	LIGHT EQUIPMENT	N	1
3500	HEAVY EQUIPMENT	N	178
5000	LANDSCAPE EQUIPMENT	N	804

7000	STATIONARY EQUIPMENT	N	314
7500	PORTABLE EQUIPMENT	N	597
7800	PUMPS	N	57
8000	SMALL ENGINE	N	116
9000	TOWED EQUIPMENT	N	179
9500	MARINE EQUIPMENT AIRCRAFT	N	54
9600	MISCELLANEOUS REPAIRS	N	35
AMEN	FACILITY AMENITY	Y	1,769
BLDG	FACILITY BUILDING	Y	485
BRIDGE	BRIDGE	Y	126
CLNOUT	STORMWATER CLEANOUT	Y	1,317
COMDL	DECORATIVE LIGHT	Y	670
COMSL	STREET LIGHT	Y	868
DITCH	DITCH AND CANAL	Y	9,397
EDGROW	ROW EDGING CURB SIDEWALK MEDIAN	Y	1,438
ELFAC	FACILITY ELECTRICAL FEATURE	Y	33
FENCE	FACILITY FENCE GATE WALL	Y	38
GRDRL	GUARDRAIL	Y	645
GRDS	FACILITY GROUNDS MOWING LANDSCAPING WDS	Y	233
GRDSLN	FACILITY GROUNDS EDGING	Y	82
INLET	STORMWATER INLET CATCH BASIN OR GRATE	Y	34,332
LAND	CITY OWNED OR LEASED LAND PARCELS	Y	1,160
LTFAC	FACILITY LIGHTING	Y	285
LTTRAP	LITTER TRAP	Y	1
MNHOLE	MANHOLE	Y	5,994
MOWROW	ROW MOWING AREA	Y	2,622
OUTFL	STORMWATER OUTFALL	Y	134
PIPELT	STORMWATER LATERAL PIPE	Y	11,089
PIPEMN	STORMWATER GRAVITY MAIN PIPE	Y	43,578

PREPSF	PREPARED SURFACE PARKING LOT SIDEWALKS	Y	326
RECFLD	RECREATION FIELD AND COURT	Y	299
ROAD	ROAD	Y	12,631
SCHFLR	SCHOOL FLASHER	Y	53
SDWK	SIDEWALK	Y	11,103
SDWKRP	SIDEWALK RAMP	Y	3,068
SITE	FACILITY SITE	Y	205
STREAM	STREAM CREEK RIVER	Y	159
STRUCT	FACILITY STRUCTURE	Y	542
SWPOND	STORMWATER DETENTION OR RETENTION POND	Y	95
TRBEAC	TRAFFIC BEACON	Y	35
TRCALM	TRAFFIC CALMING DEVICE	Y	1,039
TREE	TREE ROW OR FACILITY	Y	6,064
TRSGL	TRAFFIC CONTROL SIGNAL	Y	359
	Total		**156,591**

39.   What OS are they using for Mobile Devices?

Please refer to Appendix A – Requirements Checklist 11.3

40.   How many customer resources are available to work on it?

Please refer to 2.09 Proposal Section 5 – Implementation Approach

41.   Approx. FTE?

40 hour work week on the average.

42.   Is there a deadline for system rollout? If so

•   what is it and why?

The RFP does not include set implementation dates. However, please refer to Section 2.09 "Proposal Section 5 – Implementation Approach" in regards to timelines.

43.   Are currently using Maximo? If so what version

No.

44.   Users - Need Counts and Types

Please complete the table below

Roles - Expected Number of Users of the System

    Count   Need Offline Mobile Y/N

2nd Line Managers & Executives

  1st Line Managers and/or Supervisors

Maintenance field team

Operators

Engineers

Inventory

IT/Admin

Planners/Schedulers

Finance/Accounting

Other (Please Specify)

See answer to Question 23. Also, the City prefers the requirement listed in Appendix A – Requirements Checklist 11.1 A mobile version of the software must be available to all users and not require additional licensing.

45.   Estimated Approx Total Number of users on at one time

150 (in emergency situations all 200 users may be in at the same time)

46.   Do they work in shifts?

•   Day

•   Night

•   Other

•   % of users per shift

No. Except for a few possible small exceptions.

47. Section 1.03: "Proven Munis ERP integration (Purchasing and HR)"

•   Integrations can vary greatly from organization to organization, with integration points often determining the approach needed to integrate enterprise systems. Can the City expand on their vision for what the integration with Munis ERP will look like, for both Purchasing and HR?

In order to calculate work order labor costs, the proposed solution would need to integrate with Munis ERP and access hourly rates for personnel. In addition, requisitions for purchases would need to be automatically submitted or exported from the EAM Inventory solution into the Munis ERP purchasing module in addition to received items. In addition, the City is open to other integrated functions that the proposer recommends or has experience in successfully implementing in other integration projects with Munis.

48. Section 5.04: Tyler EAM Data Migration "…and assets and relevant attributes will need to be migrated…"

• Are the assets (and associated attributes) currently residing in the Tyler EAM also present in the City's GIS database? If not, is the City anticipating that the proposer would need to create GIS data based on assets (and attributes) extracted from Tyler EAM?

See answer to Question 38. All existing assets are in the City's GIS or are associated with a mapped asset, e.g., assets within a building are associated with the spatially mapped building. Fleet and equipment assets are not in the GIS database.

• If so, can the City identify the number of unique feature types needing to be extracted from the Tyler EAM?

See answer to Question 38.

• Can these assets be extracted from Tyler EAM with spatial location information, or are they tabular in nature?

In Munis EAM they are tabular; however, the geospatial attribute resides in the City's ArcGIS geodatabase.

49. Section 5.06: Integrations- "FuelMaster for fleet fuel management"

• Is FuelMaster installed on-prem or hosted by Syntech in the cloud?

Currently on-prem, but will be looking at cloud hosted option. Please account for either.

50. Section 5.06: Integrations "ArcGIS Server and ArcGIS Online web mapping services."

• What version of ArcGIS does the City have deployed?

• Is the City currently utilizing Portal?

Please refer to Appendix A – Requirements Checklist 6.1.

51. Section 5.06: Integrations "SaaS version of Tyler's ERP Munis system including Procurement for inventory management and Human Resources for work order labor cost tracking."

• Can the City expand on the description of this integration?

See answer on Question 47.

52. Section 5.06: Integrations "The City's Office 365 Government platform. Are there functions or processes that can utilize Office 365 modules such as SharePoint or Teams?"

• Aside from standard email notifications, is the City anticipating an Office 365 integration to be included as part of this proposal, or simply looking for a description of how the proposed solution may integrate with Office 365?

The City is interested in what options are available for O365 integration excluding email servcies.

• If an Office 365 integration is required, can the City describe their anticipated integration points and expected behavior within each of the requested Office modules?

There is no O365 requirement.

53. Section 5.06: Integrations "AVL solutions for tracking the location and status of fleet assets in realtime."

• Is the City anticipating an AVL integration to be included as part of this proposal, or simply looking for a description of how the proposed solution may integrate with AVL?

The City would like the option to utilize AVL technology to track certain assets, e.g., streets cleaned by a street sweeper. Please describe how the proposed solution would accommodate. Please refer to Appendix A – Requirements Checklist 8.46, 12.8

• If an AVL integration is required, which AVL solution is the City currently using? Can the City describe their anticipated integration points and expected behavior?

None. Please refer to Appendix A – Requirements Checklist 8.46, 12.8

54. Section 5.06: Integrations "Route management systems for managing and analyzing garbage, trash, and street sweeping vehicles, drivers, and collection routes."

• Is the City anticipating an integration to support route management be included as part of this proposal, or simply looking for a description of how the proposed solution may support route management through integration?

The City would like the option to utilize route management technology so that supported collection routes are efficient. Please describe how the proposed solution would accommodate. Please refer to Appendix A – Requirements Checklist 8.47 and 12.9.

• If support for route management integration is required, which solution(s) is the City currently using? Can the City describe their anticipated integration points and expected behavior?

None. Please refer to Appendix A – Requirements Checklist 8.47 and 12.9.

55. Appendix A, 2.42: "The system can define custom inspection observations with weighted scoring by asset type. Weighted scoring should result in a condition score on the asset. Scoring weights can be defined."

•   If the City desires this type of configuration, is the City able to provide the necessary scoring and weighting matrix to be configured within asset inspections?

The City would be willing to work with the selected vendor and provide the information needed.

56. Appendix A, 7.2: "Ability to receive stock at multiple warehouses."

•   How many warehouses does the City anticipate configuring into the new EAM? These can be physical storage facilities, or vehicles used to store "rolling stock".

 30 (including "rolling stock")

57. Appendix A, 8.24: "…facilitate data import from third party applications such as odometer readings from fuel management system…"

•   Can the City provide the number of fleet assets for which odometer readings will need to be captured?

 @1500 for drivable pieces of equipment

58. Appendix A, 9.x

•   Does the City have Insights for ArcGIS? If so, is it set up and configured?

The City has limited number of Insights for ArcGIS Online licenses. However, the proposal needs to include the cost of Insights in the cost worksheets in Appendix B – Cost Worksheets.

59.   Please clarify 3rd Party Route Management, Citizen Request Management, and AVL Systems utilized by the City to be incorporated with the proposed solution.

See answers to Questions 12, 53, 54, 83.

60. Please clarify the name of the existing Key Access Kiosk/System utilized by the City that should be integrated with the proposed solution.

Currently no system - need a contactless system to provide keys for loaner vehicles.

61. Please clarify the asset types to be maintained within the proposed solution.

See answer to Question 38.

62. Please clarify the level of interactivity with CAD Drawings (Assign work orders to CAD files, Space Management, etc.) expected in the proposed solution.

Not a requirement. However, references to a CAD file such as name and file path should be allowed on asset attributes. Please refer to Appendix A – Requirements Checklist 2.23.

63. Please clarify if the City anticipates utilizing BIM (Revit, etc.) within the proposed solution.

No.

64. Please confirm 200 total users involved in the work order and asset management process. Of the 200 users how many will be mobile users from the field?

See answer to Question 44.

65. Has the City prioritized which City departments should be implemented first and in what order?

No. The City prefers that all departments "Go Live" on the same date.

66. Does the City have a preference towards a "Big Bang" approach vs. a phased approach to the implementation?

The City prefers that all departments "Go Live" on the same date.

67. How do employees normally receive training? Formal instructor-led training, informal knowledge transfer, web-based training, other?

See answer to Question 7.

68. What type of internal capabilities do you have to plan, design, develop and deliver an end user training and program?

For training requirements, please refer to 2.09 Proposal Section 5 – Implementation Approach, 4.03 Evaluation Criteria, and Appendix A – Requirements Checklist 1.16 & 14.2.

69. Do you have a Learning Management System (LMS)?

No.

70. Do you have an internal Learning and Development department?

No.

71. What tools are used internally for training content development (i.e. Adobe Captivate, Storyline, etc.)?

None.

72. How many of the 200 users will be using the software at the same time?

See answer to Question 45.

73. Have you seen demos from any other firms? If so, who?

Yes. AssetWorks, Cartegraph, CentralSquare, Cityworks, Infor, iWorkQ, and Monday.com.

74. Are you working with a consultant for this RFP? If so, who?

No.

75. Do you currently manage a backflow program?

The City does not provide Water and Sanitation Sewer services.

76. How many different request types do you expect to have on the 311/Request Platform/CRM?

@600

77. How many users should be expected to access the CRM regularly?

@75

78. How many users (approximate) will be tasked with creating tickets from phone calls or emails?

@20

79. How many users (approximate) will be logging into the CRM to work on tickets that aren't going into the EAM?

@50

80. For the CRM, is there a phone system integration expectation or desire?

The City currently does not have a phone system integration with Tyler 311 but is open to proposals.

81. For data migration, do you want to migrate contacts and citizen service requests from the Tyler311 into the new proposed CRM/311? If so, what is the volume of data to be migrated?

2 gb Sql Server database size.

82. We understand that the City currently has a staff of 200 for work order and asset management processes. Request you to please provide user count breakup for the following:

- Approximate number of users for Field Worker facing application
- Approximate number of users for Back-office application

See answer to Question 23.

83. We understand that the City is currently using Tyler 311 as citizen facing CRM to raise service requests. Are there any limitations/challenges in the current system that City would like to address with the new system?

The product does not facilitate communication and work order status updates efficiently between the citizen, 311 staff, and servicing departments. Please refer to 5.03 Service Request Management.

84. What is the approximate number of citizens that are anticipated to use the citizen facing "Service Request" module?

Not known. Please refer to 1.01 Introduction.

85. We understand that the City currently uses the FuelMaster system for Fleet Fuel Management and other related processes. Are there any limitations/challenges in the current system?

The City appears to be satisfied with the FuelMaster system; however, if the proposer would like to recommend an alternative solution, please include that on the "3rd Party Products Required by Proposed Solution" in Appendix B – Cost Worksheets. If a fuel management function is included in the EAM solution that could replace FuelMaster, please make note of that.

86. For Requirement #1.24 of 'Appendix A' – "Multiple calendars may be defined and used throughout the system." Can the City describe this requirement in further detail?

Please refer to Appendix A - Requirements Checklist 4.69 - 4.79. A supervisor may want a unique calendar for each work group they manage.

87. Our solution is 90% of what you are asking for but we fall short due to the GIS part of the RFP. Is having a solution that does not use GIS even an option for the City of Mobile?

No.

88. Is there an option to extend the RFP close date?

See answer to Question 14.

89. Is there an option to allow for electronic submissions?

No. But do not forget to provide an electronic copy with your signed paper submission.

90. How many of the City's employees do you foresee needing to have access to your new EAM?

See answer to Question 23.

91. Regarding ArcGIS, is the City's goal to set up the integration so that data goes from that system to the new EAM? Or do you wish to have data flow in both directions, from the EAM to ArcGIS and from ArcGIS to the EAM?

The City would be open to bi-directional flow of data. For example, if the Forestry Dept would need to add a new tree asset on a map and enter all necessary asset attributes. The asset type, Id, and locational information would need to be passed to the GIS web services in order to update the City's centralized geodatabase. Also, if GIS made a correction to an asset such as x,y position or asset type (e.g., stormwater inlet to outfall), the EAM database would need such basic attributes to be updated.

92. Regarding requirement 9.38. 'Able to display a live/real time dashboard on digital signage equipment for work areas showing a list of active service requests or work activities of a group or department. ' Can the City please explain if this is to mean internal digital signage (like at a kiosk or something) or is this external to the public? Any examples from the City would be greatly appreciated.

Internal.

93. What is the level of Executive Sponsorship for this initiative? How visible has this support been made within the organizations effected?

The City fully supports this RFP and improving the City's ability to serve the citizens of Mobile.

94. What level of exposure and understanding does City of Mobile have with ServiceNow?

None.

95. Is there a digital style guide for the City of Mobile that we can reference?

The City has internal standards for digital branding.

96. How would the City of Mobile expect this CRM solution to work with, or differently from, the current solution?

See answer to Question 83.

97. What would success look like / add the most value for the City of Mobile upon go-live of the new solution?

Please refer to 1.02 Purpose of RFP and 1.03 Background.

98. Is there a centralized contact center?

Yes. Mobile 311 (https://www.cityofmobile.org/services/311/)

99. On page 15 of the RFP there are three options list for integrating with and/or replacing the current system(s). Does the City of Mobile have a preference for which option is proposed?

No. The City wants on recommendation that best meets the needs of the citizens and the City.

100. In requirement 1.24, are you referring to schedules typically associated with SLAs, etc? Or is something different meant by "multiple calendars"?

See answer to Question 86.

101. In requirements 4.12 and 4.13, FEMA rate schedules are referenced. Can you please provide more information on what these are and intended use?

FEMA's schedule of equipment rates. Please refer to FEMA's website if you are not familiar.

102. What system currently handles storm events? And how are storm events reported today (page 14, section 5.02 of RFP)?

Currently, different departments use different systems. The City wants one centralized solution for improved interdepartmental communication and FEMA reporting.

103. For data migration, how much data is being considered for data migration (types of data as well as how far back / historical)?

The City went live with the current Munis EAM on October 2019.

104. For data migration, is it just core data elements, or are you expecting attachments and activity history as well?

The City would prefer all EAM record attributes and related data; however, "core data elements" would be considered. The proposer can include both options as long as it is broken out and noted in the pricing worksheets.

105. For data migration, do you have a preference on if it is stored in separate table(s) for easier access, or that it be in the core tables for reporting, etc.?

The City would prefer that the migrated EAM data is stored in the EAM the same as new data.

106. How many users do you expect in the CRM System upon go-live? Is there a planned phased rollout to different departments?

See answers to Questions 77-78. All departments would need to be implemented upon the go live date.

107. Would we be able to work directly with the business during requirements gathering, Q&A throughout the project, and UAT?

Yes.

108. Are you all targeting a specific go-live date? Do you anticipate additional project phases after initial go-live?

See answer to Question 10.

109. How varied are the different departments and workflow associated with each?

The workflows vary between departments but no different than an average municipality of a similar size.

110. How many separate departments/businesses are impacted by this RFP and how many support staff / agents are involved in each?

Please refer to 1.03 Background and see answer to Question 23.

111. What are the current channels being used by the City of Mobile to support citizens? (Email, SMS, phone calls, portal, chat bots, social media etc.), and what channels would exist upon go-live of the new solution?

Email, phone, and portal is currently used by the City's 311 to communicate with citizens. However, the City is open to utilize other mediums.

112. What volume of requests per day does the City of Mobile see today? What do you expect to see going forward?

   e.g. Anybody that might be managing or doing work against a case on behalf of a citizen/resident?

   e.g. Anyone that might have a task assigned to them as part of a case request?

The City 311 receives @300 requests per week day and anticipates that increasing to @400 going forward.

113. Would ServiceNow be expected to just be the portal through which the request comes in OR would it be a repository of the public records information through which someone can do a general "search" of the records themselves in ServiceNow?

The City is looking for a complete work order and asset management system that has the capability to manage service requests from citizens and internal users or that integrates with the City's Tyler 311 service.

114. What kind of routing requirements might there be today in general?

Please refer to Appendix A – Requirements Checklist 3.12, 3.39, 4.9, 4.10, 4.18.

115. Is there a use case to route work based on specific types of Service Requests?

Stormwater inlet is not draining. Request is routed to Engineering for investigation. Engineering issues a work order to Public Services for collapsed pipe repair.

116. Do you have additional metrics on the numbers of calls /requests the city currently receives (broken down by dept or type of request)?

10/1/2019 - 3/4/2021

Animal Shelter	*(4664 Incidents)*
Architectural Engineering	*(220 Incidents)*
Athletics Field Maintenance	*(6 Incidents)*
Code Inspections	*(306 Incidents)*
Communications	*(33 Incidents)*
Electrical\Electronics	*(1219 Incidents)*
Electrical\Public Buildings	*(702 Incidents)*
Electrical\Street, Security, Sports Lighting	*(861 Incidents)*
Electrical\Traffic	*(301 Incidents)*
Engineering Administration	*(548 Incidents)*
Engineering Capital Improvement	*(0 Incidents)*
Engineering Environmental	*(218 Incidents)*
Engineering Land Disturbance	*(80 Incidents)*
Engineering Right of Way	*(537 Incidents)*
Field Auditor	*(0 Incidents)*
Field Operations	*(911 Incidents)*
Fire Administration	*(9 Incidents)*
Fire Prevention	*(4 Incidents)*
Flood Control	*(1188 Incidents)*
Garage	*(29 Incidents)*
Garbage Collection	*(11695 Incidents)*
Historic Development	*(28 Incidents)*
Information Request	*(25418 Incidents)*
Innovation Team	*(13528 Incidents)*
Maintenance, Asphalt	*(1939 Incidents)*
Maintenance, Concrete / Cave-in / Construction	*(2159 Incidents)*
Maintenance, Litter and Recycling	*(1101 Incidents)*
Maintenance, Right-of-Way / Street Sweeping	*(1078 Incidents)*
Maintenance, Storm Drains	*(1676 Incidents)*
Mechanical Systems	*(1596 Incidents)*
Mobile 311	*(11716 Incidents)*
Mobile Information & Technology	*(46 Incidents)*
Municipal Enforcement	*(7673 Incidents)*
Parks Maintenance	*(486 Incidents)*
Planning and Zoning	*(502 Incidents)*
Public Buildings	*(1270 Incidents)*
Public Services Administration	*(75 Incidents)*
Recreation Administration	*(0 Incidents)*
Revenue Administrative	*(57 Incidents)*
Right-of-Way Mowing	*(423 Incidents)*
Solid Waste	*(3736 Incidents)*
Special Events	*(3 Incidents)*

Storm Water Maintenance	*(0 Incidents)*
Street Department	*(0 Incidents)*
Traffic Eng. Office	*(1944 Incidents)*
Traffic Eng. Sign Shop	*(0 Incidents)*
Traffic Eng. Warehouse	*(0 Incidents)*
Traffic Eng.Traffic Analyst	*(0 Incidents)*
Trash Collection	*(4898 Incidents)*
Urban Forestry	*(2857 Incidents)*

117. Will there be a need for people / skills-based routing?

Yes.

118. Are there SLA's for existing services provided?

Not available.

119. Where would the CRM start and end when compared to the current solution?

Please refer to 5.03 Service Request Management and Appendix A – Requirements Checklist 3.1-3.42.

120. Are there any requirements for a virtual chat or live agent chat feature for citizens in the new solution?

No, but the City is open to utilizing technology that improves customer service for citizens.

121. What tools are being used for data analysis right now and how are they used?

Office 365 Excel and a limited number of Power BI.

122. How is knowledge managed in the current system (for support staff and citizens)? What are the volumes of articles? Do you have any metrics on their usage?

None available.

123. What systems need integration?

 - ESRI ArcGIS,

 - FuelMaster,

 - Munis (Tyler ERP),

 - Office 365,

 - 3rd party AVL solutions,

 - Tyler 311 (potential based on proposal)?

Please refer to 5.06 Integrations. See answers to Questions 47, 49, 50-54, 91, and 140.

124. Will integration(s) will be one-way or bi-directional?

Depends on the system being integrated.

125. Is there a central record for Citizens today? How is it used? Citizen preferences, details, authentication?

Yes. The Tyler 311 module contains citizen contact information.

126. For the FuelMaster integration, would this primarily be a data import for display of information? Or is additional functionality required for this integration?

Please refer to 5.06 Integrations and Appendix A – Requirements Checklist 12.5.

127. Requirement 3.2 implies the ability to integrate with other CRMs. Does this include more than just the current Tyler 311 system?

Please refer to 5.03 Service Request Management.

128. Requirement 7.80: Ability to output an inventory report in a format compatible with the latest version of Munis Financial software. Can the City please provide a reference for or example of what this format is?

Since the inventory module would reside in the proposed solution and not Munis, please disregard the statement in Appendix A – Requirements Checklist 7.8 "... in a format compatible with the latest version of Munis Financial software."

129. Requirement 7.11: Supports user-defined units of measure for materials in addition to system defined unit of measure. Can the City please elaborate on the purpose of this requirement. Are you looking for a field for weight that can be labeled (lbs, kg, etc.) and just record a number or is it to be able to convert between the two?

The City wants the ability to determine the unit of measurement and not be restricted.

130. Requirement 10.20: Asset, service request, and work order data can be exported to a delimited tabular format. Does a .csv meet this requirement? Does excel export meet this requirement?

Yes to both as long as the data only contains columns and rows and no descriptive unstructured data within e.g., page headings.

131. Requirement 12:50: Ability to integrate with FuelMaster for fleet fuel management. Can the city please provide more information regarding the integrability of the Fuel Master Platform?

See answers to Questions 85 and 126.

132. Requirement 1.30 "Flexible licensing that allows for temporary increase in number of users for damage assessments." How many "temporary users" would need access to a field service application? For how long?

Please refer to 5.02 Storm Events. A good estimate would be about double the normal number of licenses.

133. What is causing City of Mobile to make a change?

The current EAM does not meet the needs of the City. Please refer to 1 General Information in the RFP.

134. What is the reason behind the change now vs. a year from now?

The current EAM does not meet the needs of the City. Please refer to 1 General Information in the RFP.

135. What are the desired outcomes / how are you measuring success of the project? (higher CSAT/NPS from citizens, faster time to resolve cases/work orders service requests, productivity improvements, etc.)

Please refer to 1.02 Purpose of RFP.

136. Additional data requested:

# of field service technicians

See answer to Question 23.

# of citizens in City of Mobile

Please refer to 1.01 Introduction

# of customer dispatchers

See answer to Question 78.

# of service requests per year

81,000 in 2020.

# of work orders per year

49,000 in 2020.

# of calls/contacts per year

Via 311 – 100,000.

# of warehouses

See answer to Question 56.

# of vehicles

See answer to Question 38 and 57.

# of agents in contact center

See answer to Question 78.

# of City of Mobile named employees with access to the Field Service Management solution

See answer to Question 16.

# of named users fulfilling requests, doing work or managing or participating in a process

See answer to Question 16.

# of requestor users with the need for additional ability to approve requests, view any record, and view and drill down in reports, or the right to create cases on behalf of citizens

See answer to Question 16.

137. • Does the City have an ESRI Enterprise License Agreement? If not, what is the City's current ESRI licensing? ArcGIS for Server, ArcGIS Desktop, ArcGIS Pro, etc.?

See answer to Question 50.

138. • In Section 5.03 Service Request Management, the City requests that the Proposer recommend one of the three listed options. The proposed solution can accommodate any of the three options. Can the City please provide ranking for Option 1, 2, and 3 in preferred order?

See answer to Question 99.

139. Has the City slated a budget for this project? If yes, will the City disclose the budgeted amount? If no, can the City disclose in what fiscal year the project was slated?

See answer to Question 27.

140. Regarding the requirement, "Please note that the City does not allow its Office 365's smtp services to be utilized by 3rd party products for sending email notifications. It is the responsibility of the vendor to provide smtp services to the proposed solution." Would an acceptable alternative be allowing a proprietary integration engine to be a trusted sender as part of a SaaS hosting model in order to send/receive system notifications?

The hosted solution proposed should be able to send email notifications without utilizing or depending on any city assets or resources.

141. How many users will need access to the system?

See answers to Questions 22 and 23.

142. Have you selected a specific platform/technology for this solution?

No other than it must be a SaaS solution.

143. What is your budget?

See answer to Question 27.

144. Would accept mail-in proposals or electronically submitted proposals?

See answer to Question 89.

145. What is (are) the current format(s) for status updates sent to citizens, employees, etc. – separate email system given the restrictions on Office 365 STMP utilization by 3rd parties? Other required notification methods? Text? Voice Response? Updated website status? Etc.

The current system is lacking in its ability to communicate effectively with citizens and internal users. Appendix A – Requirements Checklist contains email, sms text message, and app notification requirements. Refer to 1.29, 2.40, 3.1, 3.4,-3.6, 3.10, 3.25, 8.11, 8.39, 8.42, 9.10, and 9.11. In addition to the listed requirements, the City is open to other recommendations.

146. Tyler's Munis ERP remains the home for all procurement and HR. Will Tyler's Munis be the system of record for materials and inventories of materials including those to be consumed in work management in the EAM solution?

No. The proposed solution will provide inventory management function. Please refer to Appendix A – Requirements Checklist 7.1- 7.30.

147. What version or level of ArcGIS server?

See answer to Question 50.

148. Does the mobile solution need to work in a disconnected mode?

Yes. Please refer to Appendix A – Requirements Checklist 11.13.

149. How will Organizational Change Management be handled?

The City need the ability to manage user roles and permissions within the proposed solution. Please refer to Appendix A – Requirements Checklist 1.26.

150. Are there any example operational reporting or metrics that may be provided?

None available.

END