



May 4, 2022

Sonoma County Water Agency Supplement to Request for Proposals

Revised Deadline for Submission

2:00 p.m., Wednesday, May 25, 2022

RE: SUPPLEMENT NO. 1 TO REQUEST FOR PROPOSALS FOR COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEM AND RELATED SERVICES

This Supplement forms a part of and modifies the Request for Proposals dated April 13, 2022.

Modified text is indicated as follows: Double-underline designates text to be inserted; ~~strikeout~~ designates text to be deleted.

1. INTRODUCTION

1.1. No changes.

2. BACKGROUND

2.1. No changes.

3. LOCAL SERVICE PROVIDER PREFERENCE

3.1. Modify Paragraph 3.1 as follows:

3.1. A 5 percent weighting will be provided in the total rating score for local firms. A Local Service Provider (local firm) is defined as a business or consultant that has a valid physical address located within Sonoma County from which the vendor or consultant operates or performs business on a day-to-day-basis, and holds a valid

business license if required by a city within the jurisdiction of Sonoma County. A business shall affirm it qualifies as a local business on the provided Attachment ~~43~~ (Declaration of Local Business for Services).

3.2. No changes.

4. LIVING WAGE

4.1. No changes.

5. ACCESSIBILITY STANDARDS

5.1. No changes.

6. SUBMITTAL OF PROPOSALS

6.1. Modify Paragraph 6.2 as follows:

6.2. Proposals shall not exceed 30 pages (excluding forms provided in Attachments 2 and 3) and shall include the following:

6.2. Modify Paragraph 6.2.g as follows:

g. A description of the Project approach including the methodology developed to perform required services and a schedule. Sales literature is not acceptable. Include the completed Functionality Response Questions form, the Functional Attributes spreadsheet, and the Technical Requirements spreadsheet (see Attachments 2, 3a, and 3b).

6.3. Modify Paragraph 6.4 as follows:

6.4. In addition, submit proposals to the County of Sonoma Purchasing Department via the Supplier Portal by the deadline for submission and in accordance with Attachment 54 (Supplier Portal Registration Guide).

7. EVALUATION

7.1. No changes.

8. CONTACTS

8.1. No changes.

9. QUESTION(S)/ANSWER(S)

Sonoma Water responses to questions are for the purposes of interpretation and clarification of the Request for Proposals and shall not be construed as changing, superseding, or contradicting any express term in the Request for Proposals. Questions received are listed below.

1. Question: Having received an RFQ today for a new CMMS system for SCWA, we see that you plan to move away from Maximo. Is the plan to make a selection of a new CMMS system prior to the yearly date on the contract 7-31-22 (i.e. not exercising the last option year)?
 - This will be addressed during follow up interviews with candidates selected from the proposal evaluation.

2. Question: Would the Agency consider an extension for the due date?
 - Answered in this Supplement, above.
3. Question: Is there a deadline to submit questions by?
 - Answered in this Supplement, above.
4. Question: Please clarify what is meant by this statement, section 1.3: "This is not a bid process."
 - This is a Request for Proposals process. Please submit per the Request for Proposals.
5. Question: The asset list includes 6 wastewater treatment facilities. What is the rated capacity in MGD for each of these?
 - This will be addressed during follow up interviews with candidates selected from the proposal evaluation.
6. Question: The hierarchy lists drinking water treatment facilities. How many facilities are there and what is their rated capacity in MGD?
 - This will be addressed during follow up interviews with candidates selected from the proposal evaluation.
7. Question: Has the Agency received any demonstrations of CMMS software in the last 12 months? Which systems have been previewed?
 - This will be addressed during follow up interviews with candidates selected from the proposal evaluation.
8. Question: Did the Agency engage a consulting firm to help prepare the RFP and requirements for a new system? If so, which one?
 - The consultant assisting Sonoma Water with this RFP process is not allowed to provide support to respondents to this RFP or to submit their own RFP. Additional information about the consultant may be addressed during follow up interviews with candidates selected from the proposal evaluation.
9. Question: What is the anticipated timeline for review, interview, selection and notice to proceed?
 - SW anticipates selecting a vendor around June. Likely an agreement will go before our Board at the end of the calendar year.
10. Question: Does the Agency have a target go-live date for the new system?
 - This will be addressed during follow up interviews with candidates selected from the proposal evaluation.
11. Question: Please describe the anticipated data migration requirements from the current Maximo system, ie how many asset records, work order history, job plans/work flows, etc.
 - This will be addressed during follow up interviews with candidates selected from the proposal evaluation.

12. Question: One of the agency's objectives is to "improve asset management enterprise wide." Does the agency currently have an Asset Management Program? How would you describe the Agency's current level of asset management maturity?
 - Sonoma Water currently does not have an Asset Management Program. More information will be provided during follow up interviews with candidates selected from the proposal evaluation.

13. Question: One of the Agency's objectives it to "improve its process to accomplish reliability centered maintenance." Has the Agency previously deployed reliability centered maintenance (RCM) efforts? If so, how much and which parts of the asset portfolio has been addressed? Has the Agency worked with any RCM consultants?
 - This will be addressed during follow up interviews with candidates selected from the proposal evaluation.

14. Question: Does the Agency have an active condition assessment program?
 - Sonoma Water currently does not have an active condition assessment program.

15. Question: What is the Agency's ERP or financial system to be integrated with?
 - This will be addressed during follow up interviews with candidates selected from the proposal evaluation.

16. Question: Please list any specific applications that will require integration with the new system.
 - Answered in this Supplement. See new Attachment 3.

17. Question: Section 1.3 states that this RFP is not a bid process but is requesting a breakdown of costs on a new CMMS system, please explain.
 - Please provide a cost estimate to implement your CMMS system. The explanation of this submittal item is in Paragraph 7.2 of the RFP.

18. Question: What type of solution is desired (On-Premise, Hosted/Cloud, or SaaS)?
 - This will be addressed during follow up interviews with candidates selected from the proposal evaluation.

19. Question: What is the implementation timeline for the new solution?
 - This will be addressed during follow up interviews with candidates selected from the proposal evaluation.

20. Question: What business problem(s) is the new tool expected to solve that the current solution is not capable of?
 - This will be addressed during follow up interviews with candidates selected from the proposal evaluation.

21. Question: How is the current system not meeting expectations?
 - This will be addressed during follow up interviews with candidates selected from the proposal evaluation.

22. Question: Historically, SCWA has not been able to get the entire workforce to use one common CMMS/Asset Management solution, is the new CMMS being downward directed for use by all departments?
- This will be addressed during follow up interviews with candidates selected from the proposal evaluation.
23. Question: Will effort will be made to incorporate established business needs like streamlining the Chlorinated Water Spill/Sanitary Sewer Overflow reporting process and integrating solutions like Lateral Pipe inspections?
- This will be addressed during follow up interviews with candidates selected from the proposal evaluation.
24. Question: GIS is mentioned, however there are no specifications given on how GIS is expected to be used with the CMMS solution.
- This will be addressed during follow up interviews with candidates selected from the proposal evaluation.
25. Question: It is stated in Section 1.4 that there is a need for 30-40 users. This is nebulous in that there could be a large pricing difference between the two numbers. Can you please provide a breakdown of the number of users by type?
- This will be addressed during follow up interviews with candidates selected from the proposal evaluation.
26. Question: Section 1.4 states that this project is to replace IBM Maximo. Can you please provide how the awardee is to work with the current provider during the transition?
- This will be addressed during follow up interviews with candidates selected from the proposal evaluation.
27. Question: Section 1.4 states that this project is to replace IBM Maximo. Please verify that this effort is to use a solution other than the current Maximo solution that is in place.
- Answered in this Supplement.
28. Question: Is data expected to be imported from IBM Maximo?
- If Sonoma Water selects a new CMMS program, then the data is expected to be imported into the new system.
29. Question: Does the mobile solution need to work in offline and online mode?
- Sonoma Water prefers the mobile solution work in both modes.
30. Question: Are the users using the current mobile solution and if not, why not?
- This will be addressed during follow up interviews with candidates selected from the proposal evaluation.

31. Question: What integrations are expected with the new CMMS solution? (ITPipes, etc.)
 - This will be addressed during follow up interviews with candidates selected from the proposal evaluation.
32. Question: How is training expected to be delivered to SCWA?
 - This will be addressed during follow up interviews with candidates selected from the proposal evaluation.
33. Question: How many people will need to be trained by the vendor?
 - This will be addressed during follow up interviews with candidates selected from the proposal evaluation.
34. Question: Are printed training manuals desired?
 - Sonoma Water would like printed training manuals.
35. Question: What are the expectations for testing and user acceptance testing?
 - This will be addressed during follow up interviews with candidates selected from the proposal evaluation.
36. Question: Have key performance indicators been defined? Can they be shared to determine if they exist in the new CMMS or the level of effort to develop?
 - This will be addressed during follow up interviews with candidates selected from the proposal evaluation.
37. Question: In Attachment 2 it is asked about the capture of labor and expenses to work orders, is this being accomplished today in the CMMS system and if not, why?
 - This will be addressed during follow up interviews with candidates selected from the proposal evaluation.
38. Question: Labor and Expense capture is not detailed in Section 1.5, but is mentioned in Attachment 2. Please clarify.
 - This will be addressed during follow up interviews with candidates selected from the proposal evaluation.
39. Question: What vendor support is expected after the system is implemented/deployed?
 - This will be addressed during follow up interviews with candidates selected from the proposal evaluation.
40. Question: If the system is deployed on-premise, will outside (internet) access also be required?
 - This will be addressed during follow up interviews with candidates selected from the proposal evaluation.

41. Question: Is there any desired integration with security protocols such as Active Directory, LDAP, SAML, etc.? Please explain.
- Sonoma Water does wish to integrate with security protocols. More information will be provided during follow up interviews with candidates selected from the proposal evaluation.
42. Question: Is there a stated budget for this new CMMS project and if so can the amount be provided? Sharing of budget numbers helps the vendor ensure that the cost and effort to respond is in line with the budget and not an effort that can't meet expectations.
- Budget will be negotiated with firm selected, if any.
43. Question: Does Sonoma Water have pricing templates or preferred pricing breakdowns for Exhibit B Schedule of Costs and Exhibit C Estimated Budget for Scope of Work? For example, for cost of ownership of software does Sonoma Water want cost of ownership for 5 years, 10 years, or other? For services, should services be broken down according to project approach ie: Configuration, Data Migration, Interfaces, Training, etc.
- Budget will be negotiated with firm selected, if any.
44. Question: What are your anticipated legacy system integrations?
- This will be addressed during follow up interviews with candidates selected from the proposal evaluation.
45. Question: What are your technical requirements? Does Sonoma Water want an on-premise or hosted solution?
- Answered in this Supplement. See Attachment 3.
46. Question: What GIS system does the Agency use and what are your expectations for how GIS will be linked to and utilized in the CMMS?
- This will be addressed during follow up interviews with candidates selected from the proposal evaluation.
47. Question: How many years of pricing is the Agency requesting?
- This will be addressed during follow up interviews with candidates selected from the proposal evaluation.
48. Question: We understand the Agency is seeking a CMMS solution for this solicitation, however is the Agency open to learning more about decisions support tools that can help the Agency compare the future service state of infrastructure by optimizing long term strategies against its portfolio of assets?
- This will be addressed during follow up interviews with candidates selected from the proposal evaluation.
49. Regarding the 30 page limit. This limitation is quite onerous to us. Timmons Group will be the prime and will enter into a professional services contract with SCWA upon award. We are business partners with Cityworks and will be implementing their software. Their software has a 18 page Software License Agreement (SLA) that we must submit as well as a 3 page software license quote. The 30 page limit that seems to include these documents leaves us only 9 pages to address all other items. Adding in the required Exhibits, (A & B) + resumes (our project team will be made up of roughly 6-9 resources),

will leave us no room for: a product description, references, company background/qualifications, schedule, etc. Can resumes, the required Exhibits (A & B) the Software SLA as well as the official quote please be exempt from the 30 page limit?

- Answered in this Supplement, above.

50. Does SCWA prefer to self-host our proposed solution, acquire a SaaS solution, or a cloud hosted solution?

- This will be addressed during follow up interviews with candidates selected from the proposal evaluation.

51. Are any integrations between our proposed solution and other SCWA software systems required/desired?

- This will be addressed during follow up interviews with candidates selected from the proposal evaluation.

Sincerely,

Pamela Jeane, P. E.
Assistant General Manager – Operations

Encs.

c: Kevin Booker
Lisa Consani

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ATTACHMENT 1 – PROJECT DESCRIPTION

Modified text is indicated as follows: Double-underline designates text to be inserted; ~~strikeout~~ designates text to be deleted.

1.4. The Project ~~will~~ may replace Sonoma Water’s existing CMMS system, Maximo. It is anticipated that there will be approximately 30 to 40 total users.

ATTACHMENT 2 – FUNCTIONALITY RESPONSE QUESTIONS FORM

Equity and Diversity

The CMMS systems will be used to ensure that Sonoma Water's facilities located in impoverished areas, as well as its facilities within Native Tribes areas, are maintained to standard operating parameters.

18. How are equity and diversity concepts integrated into your CMMS system?

ATTACHMENT 3 – SUPPLEMENTAL FORMS

- a. **Functional Attributes spreadsheet (MS Excel).** This form is located on Sonoma Water’s website:
https://www.sonomawater.org/media/PDF/Projects/RFQ/2122-009/Attachment_3a_Functional_Attributes.xlsx

- b. **Technical Requirements spreadsheet (MS Excel).** This form is located on Sonoma Water’s website:
https://www.sonomawater.org/media/PDF/Projects/RFQ/2122-009/Attachment_3b_Technical_Requirements.xlsx

ATTACHMENT 43 – DECLARATION OF LOCAL BUSINESS FOR SERVICES

No changes.



ATTACHMENT 54

COUNTY OF
SONOMA

Supplier Portal Registration Guide

No changes.