



Questions and Answers for:

RFP Computerized Maintenance Management System / Enterprise Asset Management (CMMS / EAM) Software

Q1. May **companies from outside the USA** submit proposals?

A1. Yes, as long as they are licensed to do business in the State of Vermont.

Q2. Will vendors need to make **in person meetings** in Burlington, VT?

A2. No.

Q3. May vendors **perform tasks outside the USA**?

A3. Yes, as long as they are licensed to do business in the State of Vermont.

Q4. May vendors **submit proposals via email**?

A4. Yes, only electronic submissions are accepted.

Q5. Is the City open to **replacing RTA** as your fleet management system if replacement posed no additional licensing cost?

A5. Our staff is content with using RTA, but if fleet management is included in the new CMMS, then replacing RTA will be considered.

Q6. Does the **City have a budget** slated for the purchase of the CMMS/EAM software? If yes, is the City able to share the budgeted amount?

A6. Yes, but the amount is not being shared.

Q7. Please provide the **directional flows for each integration** (i.e. to CMMS system, from CMMS system, or both).

A7. The exact directional flows for integration between the selected CMMS and the other enterprise systems will be determined as part of the system integration task.

Q8. Please provide the **number and type of users that will need access** to the new CMMS system.

- a. Admin Users
- b. Super/Power Users
- c. Normal Users (Field, etc.)
- d. Requestors Only

A8. The City anticipates having 3-5 administrators, 5-15 power users, 30-50 normal users, and 50-80 requestors. These numbers will likely grow as the program matures.

Q9. How many **users will require Mobile Access**?

A9. Approximately 50-70 users require mobile access, but this number will likely grow as the program matures.

Q10. For GIS, is it intended that the users can **create WO's directly in the map**, or is this only for viewing where work is taking place, etc.?

A10. The City would prefer that the GIS map is interactive, allowing for dynamic linking to assets and adding associated service requests, work orders, inspections, etc. within. It is desirable for a user to be



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able to select an asset on the map and view the activities associated with it, as well as create new activities.

Q11. On page 5, the RFP states that the solution must integrate with GIS however must also have the ability to maintain assets and their attributes from within the solution for **vertical assets** such as buildings and treatment plants. It has become an industry best practice for all assets to be stored in the GIS as either features or objects (just rows in a table with no spatial component) and maintained via the tools built into the CMMS/EAM user experience. Does this requirement mean that the City does not want a GIS-Centric solution, rather solution that stores assets and attributes within the CMMS solution?

A11. The City is currently building up and expanding the asset registers that are stored in GIS and would like to follow best practices to take a GIS-centric approach for storing and handling data moving forward. This includes vertical assets in facilities and treatment plants.

Q12. Would the City consider an **extension** on the due date?

A12. Yes, the new deadline is 11/2/2020 at 12pm EST.

Q13. Does the City have **accurate architectural floor plans** for all the sites/buildings?

- a. Are the drawings Updated and Current for all areas in CAD/DWG format?
- b. Are the current AutoCAD / DWG drawings layers standardized/polylined and consistent throughout the drawings to show space, room features, and assets?

A13. Most buildings are documented in As-Builts, not in CAD.

Q14. What is the **number of anticipated "Users"** by type?

- a. System Administration: Users responsible for System Administration including Audits, User ID and Authorizations etc.
- b. General User: Read / Write privileges to access the system, retrieve and update data, and generate reports.
- c. Requestors: Users who can access the system for Tracking and Requests only.

A14. Refer to the response to Q8.

Q15. **How many buildings** do you have and what is the total square footage?

A15. The City has over 50 buildings ranging from City Hall to garden sheds and baseball dugouts which total over 478,000 sq ft.

Q16. **How many building assets** are there in the City portfolio?

A16. Refer to the response to Q15.

Q17. Is there an **estimate of other Linear assets** (pavement, sidewalks, bridges, etc.)?

A17. The City maintains around 105 miles of roads, 131 miles of sidewalks, 124 mi of curbs, 114 miles of water mains, 56 mi of lateral lines, 54 mi of sewer and stormwater gravity mains, 6 mi of pressurized water mains, 9 vehicle bridges, and 20 pedestrian bridges.

Q18. What is the expected **volume of ad-hoc and PW work orders**?



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A18. Many of the ad-hoc and work orders are still communicated via phone or email and cannot be adequately estimated; however, the following provides some basis for work orders captured for certain activities in existing systems: 20 requests/day through SeeClickFix from citizens (2020), 11 work orders per day in RTA (2019), 20 work orders/day in Facility Dude (2020), 2 work orders/day in Manager Plus, 10-20/day in ArcGIS, and more done on paper. These counts are a rough order of magnitude and do not encompass the entire volume of work to be captured in the new CMMS/EAMS. The amount of work orders is anticipated to increase once the new system is in place to track additional activities that are not currently being recorded.

Q19. **How many stores** are used to store inventory?

A19. The City does not currently maintain any digital warehouse inventories outside of the fleet division which uses barcode scanning to track parts in RTA. The City plans to keep and integrate RTA, but would like to create store inventories for other divisions in the future. The vendor should provide an approach that establishes needed warehouse stores and best practices.

Q20. What is the expected **size of the inventory catalog**?

A20. Refer to the response to Q19.

Q21. Is the inventory for Work Orders only or does it **include other City consumables**?

A21. Work orders only.

Q22. What is the expected **volume and type of the data to be migrated** to the new system?

A22. The City will provide data in the form of Excel spreadsheets and GIS data from systems that are being migrated away from. Around 10,000 work orders are currently stored in Facility Dude, around 5,000 work orders in Manager Plus, and an undetermined number from KeepTrak. Facility Dude also holds around 1,500 assets within buildings.

Q23. **Where in the response does the Cost Proposal letter go** that is referenced at the bottom of page 11 of the RFP? Should it be in a specific section of the main response, pasted into a new tab of the Exhibit I spreadsheet, or somewhere else?

A23. The Cost Proposal letter should be included in the Exhibits section.

Q24. It appears that Exhibit A is a sample and that Exhibits B through E are part of that. Can you confirm that the **only exhibits that need to be returned** with our response are Exhibits F, G, H, and I?

A24. Should you be awarded the contract, Exhibits C, D and E will be required. Exhibits F, G, H, and I are required to be submitted along with your response.

Q25. **Exhibit I is to be returned** in an Excel format. It includes a place for a signature. Can the signature line be left blank as the associated cost cover letter will include a signature?

A25. The signature line may not be left blank, but Exhibit I (.xls) can be returned in PDF format that contains a digital signature.



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Q26. On page 2 of 13 in the RFP, are those the number of employees in each department who will need access to the system? We have (3) **license types**: Core standard license, Mobile reserved for Field Personnel, and Service Request license (Light users reserved for employees just submitting Service Requests.

A26. Refer to the response to Q8.

Q27. What is the approximate **budget** for this project?

A27. Refer to the response to Q6.

Q28. What is the expected time by which the CMMS / EAM project should **go live**?

A28. The vendor should provide an appropriate schedule based on their system and approach.

Q29. What **current Asset Mgt. software** is being used in addition to Facility Dude, Manager Plus, KeepTraK, ArcGIS Water Resources Service/Work Orders?

A29. Systems that are currently in place are listed in the RFP.

Q30. Do you **currently store parts**/SKU's in your current system for all your warehouses and track inventory for these parts?

A30. Refer to the response to Q19.

Q31. Are **consumables** like lubricants, cleaning supplies etc. also stored as parts/SKU in the system?

A31. Refer to the response to Q19.

Q32. Do you have a **Bill of Materials**? If yes, how many BOM's would be there and approximately how many parts in each BOM?

A32. Refer to the response to Q19.

Q33. **How many warehouses or inventory locations** do you have? Please also include inventory held by maintenance crews.

A33. Refer to the response to Q19.

Q34. Which system is used for **placing PO's** for third party service and parts or consumables?

A34. New World.

Q35. Which system will be used for **tracking fixed assets** and depreciation etc.?

A35. Infrastructure fixed assets are included in this CMMS/EAMS solution. Other fixed assets such as computers, radios, bodycams, etc. are currently tracked in Sage and Excel documents and are not included in this initial implementation, but the vendor can state if their solution does provide this capability.

Q36. Which system will be used for **financial planning** of assets?

A36. The City's current financial system is New World; however, the City is interested in any planning capabilities of the solution that are useful in lifecycle management.

Q37. **Test Cases and Test scripts** - Are these expected to be done by Consultant or City team would come up with them along with various scenarios?



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A37. The vendor/consultant will work with the City to identify and develop the test cases and scripts but the vendor will be primarily responsible for the deliverables.

Q38. Does the City have any **testing tool** which can be leveraged for test script development, automated testing etc?

A38. No.

Q39. **Who will train the business users?** Would the City be responsible for training all users on the Asset Management Software solution or Train the Trainer approach will be used?

A39. The City prefers to use a Train the Trainer approach where the vendor trains a representative in each division who can then train the remaining staff of their division. The vendor should provide several overview training sessions to all staff to orient them to the product and workflows.

Q40. Do parts or equipment's have **RFID or Barcode**?

A40. Refer to the response to Q19.

Q41. How many **workflows/workflow automations** should we assume for proposal estimate?

A41. The City does not have a definite count of workflows to be included. The vendor will need to estimate based on the information provided on the various user groups, processes, and asset portfolio.

Q42. **Which system is used for HR?** What information is stored about the employee in the HR system e.g. worker certifications?

A42. The majority of employee data is being stored in New World, but HR is moving towards using Neo-Gov to a greater extent in the near future. New World has limited data, but does associate employees with positions and departments. Neo-Gov has permissions settings available and can link training to employees, but these capabilities are not yet in-place.

Q43. Section D states the different systems that needs to be migrated. Can you give us the **amount of data that needs to be migrated** for each system by each data object? Data Object = assets, work orders, inventory by SKU, inspections etc.

A43. Refer to the response to Q22.

Q44. Would you **continue to use the old system** and new system simultaneously for some time (old system for past history)?

A44. No, it is the intention of the City to solely use the new system once it has gone live although this can be phased based on user groups.

Q45. Are you using any **Excel file** where the data needs to be **loaded** or integrated with the CMMS / EAM system? If yes, what data would that be?

A45. Where specified in the RFP that the City will provide data, the format can be in Excel format but that is meant only for the initial data load, not continued use.

Q46. Do you have any Data warehouse or any **analytical tool for reporting**? Please provide details.



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A46. The City currently uses Microsoft Power BI for analytics and dashboarding. Also refer to the response to Q19.

Q47. How many **users will be using the Mobile app**?

A47. Refer to the response to Q9.

Q48. **Which mobile devices and browsers** would in scope? Does it include tablets and phones?

A48. The vendor should specify in their response what mobile devices and browsers are supported by their solution.

Q49. Is the use of **mobile application only limited to tracking work orders and assets** in the field or anything else?

A49. The requirements for the mobile application are listed in Exhibit F: Functional Requirements. The vendor can provide information on additional mobile functionality in their response.

Q50. Do you plan to use **IOT technology** for Asset Management Software? If yes, do you have any IOT platform today? What is that?

A50. The City does not currently have an IoT platform but would like a solution that will integrate with IoT in the future.

Q51. Are you using **Telematics** in your fleet, please give us the list of Telematics Companies that you are currently using?

A51. The City does not currently have any sensors in the fleet; however, they are looking to implement this type of solution in the future.

Q52. Do you have any **fleet sensors** in place for Preventive Maintenance data collection, please provide details?

A52. The City does not currently have any sensors in the fleet; however, they are looking to implement this type of solution in the future. Fleet preventive maintenance routines are now triggered from mileage reported through the fuel management system, WEX Fleet Card.

Q53. Is the City open to **replacement of TreeWorks** rather than integrating?

A53. Our staff is content with using TreeWorks, but the vendor can present other options if appropriate.

Q54. Could the City detail what types of integrations with New World (ERP) you envision? (*i.e.*, G/L, Purchasing, HR, etc.)

A54. Refer to the response to Q7.

Q55. Is the City open to **replacement of Paver** rather than integrating?

A55. Yes.

Q56. Can the **data** that needs migration (static data) be **provided in Excel format**?

A56. Yes.



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Q57. Can you explain what you are looking for when in regard to the **migration of historical work** performed from systems being replaced — School Dude, Facility Dude, GoCanvas, KeepTraK, & ManagerPlus (i.e. do you need labor hrs., parts issued, closing codes, WO comments)

A57. Work order information from our existing systems will be provided by the City in Excel format for migration to the new solution. Attributes that should be kept include work order IDs, request and completion dates, invoice numbers, suppliers, request descriptions, requester names, parts quantity and costs, location, status, assignees, labor hours, etc.

Q58. System: **SeeClickFix**

- Does the system have a SQL or Oracle DB?
- What fields and tables (Mapping) do you want to integrate?
- Is the integration with the System in-bound, out-bound, or both with the new CMMS/EAM?
- Can the System integration support SFTP?

A58.

- SaaS.
- Refer to the response to Q7.
- Refer to the response to Q7.
- No

Q59. System: **FlexiBill**

- Does the system have a SQL or Oracle DB?
- What fields and tables (Mapping) do you want to integrate?
- Is the integration with the System in-bound, out-bound, or both with the new CMMS/EAM?
- Can the System integration support SFTP?

A59.

- Yes, it uses an SQL database.
- Refer to the response to Q7.
- Refer to the response to Q7.
- No.

Q60. System: **Civic Rec**

- Does the system have a SQL or Oracle DB?
- What fields and tables (Mapping) do you want to integrate?
- Is the integration with the System in-bound, out-bound, or both with the new CMMS/EAM?
- Can the System integration support SFTP?

A60.

- This information is not on hand at this time.
- Refer to the response to Q7.
- Refer to the response to Q7.
- This information is not on hand at this time.

Q61. System: **New World**



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- a. Does the system have a SQL or Oracle DB?
- b. What fields and tables (Mapping) do you want to integrate?
- c. Is the integration with the System in-bound, out-bound, or both with the new CMMS/EAM?
- d. Can the System integration support SFTP?

A61.

- a. New World uses MSSQL.
- b. Refer to the response to Q7.
- c. Refer to the response to Q7.
- d. No.

Q62. System: **Open Gov**

- a. Does the system have a SQL or Oracle DB?
- b. What fields and tables (Mapping) do you want to integrate?
- c. Is the integration with the System in-bound, out-bound, or both with the new CMMS/EAM?
- d. Can the System integration support SFTP?

A62.

- a. Open Gov uses SaaS.
- b. Refer to the response to Q7.
- c. Refer to the response to Q7.
- d. Yes.

Q63. System: **RTA**

- a. Does the system have a SQL or Oracle DB?
- b. What fields and tables (Mapping) do you want to integrate?
- c. Is the integration with the System in-bound, out-bound, or both with the new CMMS/EAM?
- d. Can the System integration support SFTP?

A63.

- a. This information is not on hand at this time.
- b. Refer to the response to Q7.
- c. Refer to the response to Q7.
- d. This information is not on hand at this time.

Q64. System: **TreeWorks**

- a. Does the system have a SQL or Oracle DB?
- b. What fields and tables (Mapping) do you want to integrate?
- c. Is the integration with the System in-bound, out-bound, or both with the new CMMS/EAM?
- d. Can the System integration support SFTP?

A64.

- a. ESRI GIS (GDB).
- b. Refer to the response to Q7.
- c. Refer to the response to Q7.



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d. No.

Q65. System: **PAVER**

- Does the system have a SQL or Oracle DB?
- What fields and tables (Mapping) do you want to integrate?
- Is the integration with the System in-bound, out-bound, or both with the new CMMS/EAM?
- Can the System integration support SFTP?

A65.

- This information is not on hand at this time.
- Refer to the response to Q7.
- Refer to the response to Q7.
- This information is not on hand at this time.

Q66. System: **Granite XP**

- Does the system have a SQL or Oracle DB?
- What fields and tables (Mapping) do you want to integrate?
- Is the integration with the System in-bound, out-bound, or both with the new CMMS/EAM?
- Can the System integration support SFTP?

A66.

- Granite XP uses MSSQL, but the City is updating to a new version that may be different.
- Refer to the response to Q7.
- Refer to the response to Q7.
- This information is not on hand at this time.

Q67. Will you accept **dual contracts** for this bid (Software/Support via Infor) and (Implementation Services via an Infor Channel Partner)?

A67. Yes.

Q68. The RFP mentions System Admins, Power Users, and End Users, is there an exact number of **how many users** there will be of the system?

A68. Refer to the response to Q8.

Q69. Regarding experience/references - In meeting requirements for experience and references, **will US references be rated higher** than non-US (global) references?

A69. No.

Q70. For systems in Exhibit H requiring integration, **what level of integration** is required?

- to ensure that all assets and objects in the existing systems are replicated in the new CMMS/EAMS for use in the new system.
- to provide the capability to create/edit/delete assets and objects in the new CMMS/EAMS, which must ultimately provide feedback to the source system.



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A70. There are various reasons for integrations that go beyond syncing of asset inventories but will involve the transfer of information in one direction or both directions, based on the requirements. Refer to the response to Q7.

Q71. In the above question, if option "b" is the required level of integration, **what resources will be made available** to assist in achieving that level of integration?

A71. The City will facilitate access and/or communications with vendors for the various intended integrations.

Q72. For work orders generated in the systems listed in Exhibit H, **are there APIs** available for communication with the new system?

A72. Refer to the response to Q71.

Q73. What specific events in the CMMS/EAMS software may generate an **update in the source systems** listed in Exhibit H?

A73. Example one way or two-way events could be: pavement condition ratings are available for lifecycle management, costs transferred to general ledger; new facilities added to the CMMS/EAM solution would be added as location options in Civic Rec; service requests created in SeeClickFix are auto created in the CMMS/EAMS solution; new equipment/vehicles added in RTA are synced to the new system for costing use; employee rates are synced from personnel system; new meter accounts from utility billing are synced with the new system; etc. Specific integration requirements will be developed during the project.

Q74. Are all intended CMMS software users **existing SeeClickFix users**?

A74. No.

Q75. **FlexiBill Integration** details requested:

- a. Uni or bi-directional?
- b. Real-time data transfer or batch imports?
- c. Is there a Rest API available?
- d. What areas of the system are we integrating with? (Requests, Tasks, Materials, Water Meters, etc.)
- e. What system is used for the back-end database?

A75.

- a. Refer to the response to Q7.
- b. Refer to the response to Q7.
- c. No.
- d. Refer to the response to Q7.
- e. Flexibill uses Advantage Database Server.

Q76. **Civic Rec Integration** details requested:

- a. Can you describe the intended Park facility reservation workflow?

A76.



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- a. Refer to the response to Q7.

Q77. New World Integration details requested:

- a. Can you describe the workflow that the Financial Integration would support?
- b. Uni or bi-directional?
- c. Real-time data transfer or batch imports?
- d. Is there a Rest API available?
- e. What areas of the system are we integrating with? (Requests, Tasks, costs, etc.)
- f. What system is used for the back-end database?

A77.

- a. Refer to the response to Q7.
- b. Refer to the response to Q7.
- c. Refer to the response to Q7.
- d. No.
- e. Refer to the response to Q7.
- f. MSSQL.

Q78. Open Gov Integration details requested:

- a. Uni or bi-directional?
- b. Real-time data transfer or batch imports?
- c. Is there a Rest API available?
- d. What areas of the system are we integrating with? (Requests, Tasks)
- e. What system is used for the back-end database?

A78.

- a. Refer to the response to Q7.
- b. Refer to the response to Q7.
- c. No.
- d. Refer to the response to Q7.
- e. SaaS

Q79. RTA Integration details requested:

- a. Would the City of Burlington consider a replacement to RTA?
- b. If not, Uni or bi-directional?
- c. Real-time data transfer or batch imports?
- d. Is there a Rest API available?
- e. What areas of the system are we integrating with? (Requests, Tasks, etc.)
- f. What system is used for the back-end database?

A79.

- a. Refer to the response to Q5.
- b. Refer to the response to Q7.
- c. Refer to the response to Q7.
- d. This information is not on hand at this time.



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- e. Refer to the response to Q7.
- f. This information is not on hand at this time.

Q80. **Tree Works Integration** details requested:

- a. Would the City of Burlington consider a replacement to Tree Works? If not, Uni or bi-directional?
- b. Real-time data transfer or batch imports?
- c. Is there a Rest API available?
- d. What areas of the system are we integrating with? (Requests, Tasks, etc.)
- e. What system is used for the back-end database?

A80.

- a. Refer to the response to Q7 and Q53
- b. Refer to the response to Q7.
- c. Yes.
- d. Refer to the response to Q7.
- e. ESRI GIS (GDB).

Q81. **PAVER Integration** details requested:

- a. Would the City of Burlington consider a replacement to PAVER? If not, Uni or bi-directional?
- b. Real-time data transfer or batch imports?
- c. Is there a Rest API available?
- d. What areas of the system are we integrating with? (Requests, Tasks, etc.)
- e. What system is used for the back-end database?

A81.

- a. Refer to the response to Q7 and Q55.
- b. Refer to the response to Q7.
- c. This information is not on hand at this time.
- d. Refer to the response to Q7.
- e. This information is not on hand at this time.

Q82. **Granite XP Integration** details requested:

- a. Is the City requiring top level quick ratings or full observations and defects to be available in the proposed CMMS solution?

A82.

- a. Yes, the City would like raw pipe videos, PDF reports, and a table that shows quick PACP ratings as attachments.

Q83. **Facility Dude Integration** details requested:

- a. Can the City of Burlington provide a data dictionary and sample data for accurate pricing of conversion?
- b. Can you describe what level of historical data needs to be retained?

A83.

- a. The City isn't providing sample data at this time.



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- b. All of the historic data from work orders and equipment assets should be retained in the new system.

Q84. **GoCanvas Integration** details requested:

- a. Can you clarify what types of inspections are being done?
- b. Can the City of Burlington provide a data dictionary and sample data for accurate pricing of conversion?
- c. Can you describe what level of historical data needs to be retained?

A84.

- a. GoCanvas has been used for stormwater compliance inspections.
- b. The City isn't providing sample data at this time.
- c. Historic inspections should be retained.

Q85. **KeepTrak Integration** details requested:

- a. Can the City of Burlington provide a data dictionary and sample data for accurate pricing of conversion?
- b. Can you describe what level of historical data needs to be retained?

A85. The City isn't providing sample data at this time. Existing assets will need to be migrated, but not work orders for KeepTrak.

Q86. **ManagerPlus Integration** details requested:

- a. Can the City of Burlington provide a data dictionary and sample data for accurate pricing of conversion?
- b. Can you describe what level of historical data needs to be retained?

A86. The City isn't providing sample data at this time. Existing assets will need to be migrated, but not work orders for Manager Plus.

Q87. Exhibit F: Functional Requirements – Inspections Related Question for “IN-07 – Ability to create inspections with branched logic”– Will the City please describe in detail what their **definition of branched logic** is and how they intend to use this feature in the selected system. Use case examples would be helpful?

A87. Branched logic means that questions can be asked in an inspection that adapt based on the answer to the previous question. For example, a question stated as “Is there a deficiency present?” is asked and answered “Yes”. The next set of questions would ask for more details about the deficiency. If the question is answered “No” then it moves to the next inspection question.

Q88. Does the City anticipate this project will be **rolled out in phases** or is there a preference to have all functional groups deployed at once?

A88. The City prefers a phased approach.

Q89. How will the Park's **facility reservation data** from the Civic Rec to be used in CMMS? Creating work orders for facility prep, clean-up, & maintenance, or something else?

A89. The vendor should propose ways in which Civic Rec could be integrated into the CMMS. Refer to the response to Q7.



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Q90. Approximately how many **total users** of the system will there be? How many users will be System Administrators? How many will be Power Users and how many will be End Users?

A90. Refer to the response to Q8.

Q91. The technical requirements contain requirements for project management and asset/maintenance management. **How many users** will be using the project functionality? How many users will be using the asset/maintenance functionality? Will any users be using both? If so, how many?

A91. Refer to the response to Q8.

Q92. Approximately **how many mobile users** will be using the system to complete work in the field?

A92. Refer to the response to Q9.

Q93. Approximately **how many assets** of each type will be managed in the system?

A93. The City does not have an exact count of assets that will be tracked in the CMMS. Refer to the responses to Q17 and Q22 for an idea on the size of the city's assets.

Q94. How many **work orders per month** does the City currently generate?

A94. Refer to the response to Q18.

Q95. Approximately **how many service requesters** will be using the system?

A95. Refer to the response to Q8.