



**CITY OF WACO**

**Purchasing Services**  
 Post Office Box 2570  
 Waco, Texas 76702-2570  
 Phone: 254-750-8405  
 Fax: 254-750-8063  
[KaseyG@wacotx.gov](mailto:KaseyG@wacotx.gov)  
[www.waco-texas.com](http://www.waco-texas.com)

**Date:** 05/12/2022  
**RFP No:** 2022-004  
**Commodity:** Customer Information System (CIS) and Enterprise Asset Management (EAM) System Selection  
**Purchasing Agent:** Mr. Kasey Gamblin

**Closing Time: 2:00 P.M. CST, Wednesday, June 8, 2022**  
**Opening Time: 2:01 P.M. CST, Wednesday, June 8, 2022**

RFP Opening Location: Operations Center, Purchasing Services Office, 1415 N. 4<sup>th</sup> St., Waco, TX 76707 (Via Zoom Video Conferencing)

**Addendum No: 2**  
**Extend Question/s Due Date – May 17, 2022**  
**Extend Question/s Response Date – May 20, 2022**  
**Technical Questions and Answers (see below)**

The above-mentioned RFP invitation has been changed in the following manner. **Sign and return addendum to the Purchasing Office by the closing time and date with your RFP response.** Returning this page signed by your authorized agent will serve to acknowledge this change. All other requirements of the invitation remain unchanged. If you have any questions, please call or stop by the Purchasing Office at the above address.

Firm: \_\_\_\_\_

Address \_\_\_\_\_

Signature of Person  
 Authorized to Sign Bid: \_\_\_\_\_

Signor's Name and Title  
 (print or type): \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Date: \_\_\_\_\_ Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

1. I have a quick clarification regarding the above mentioned RFP. It is about the requirements for a current Texas municipal installation. We currently have multiple municipal installations outside of Texas and some in flight conversations within Texas. I wanted to see if the installations outside of Texas would be sufficient to meet the requirement.
  - a. Yes we will remove this minimum requirement but would plan on having contract language that the vendor must meet state requirements and regulations.
2. Regarding the subject RFP, are you accepting partial bids or looking for a complete bid package for both technology and implementation services?
  - a. The City would like a complete response for both technology and implementation services.
3. On page 19 of the RFP, it asks us to include the Vendor Forms.doc file with the electronic copy of the proposal. But the RFP instructions ask us to include those same forms in Section 13 of our Proposal document. Can we assume that we do not need to provide the Vendor Forms.doc file electronically since they are already included in the electronic version of the Proposal? (If we do need to provide the Vendor Forms.doc as a separate file, is it ok to send as a pdf?)
  - a. The vendor forms listed in Section 7.1 of the Vendor Forms and Questionnaire.docx document can be submitted as a PDF in Section 13 of the Vendor's response. We do NOT need to have Section 7 submitted electronically however; we do need Section 8 submitted electronically so it may be easier to submit the whole word document electronically.
  - b. The vendor questionnaire listed in Section 8.1 of the Vendor Forms and Questionnaire.docx document should be submitted in each of their appropriate section listed and can be submitted as a PDF in those sections. However, we would like an electronic MS Word version submitted of Section 8 and it may be easier to submit the whole word document electronically.
4. Also, can you clarify whether we need to submit 1 or 2 hard copies? I saw a discrepancy in the proposal cover sheet, and body of the proposal.

- a. Please submit 2 two (2) hard **copies** signed, completed, original **proposal with sealed financial statements and one (1) electronic copy** of the Vendor's proposal. The electronic proposals should also include the following files:
- CIS and EAM System Selection - Specifications.xlsx
  - CIS and EAM System Selection - Pricing Forms.xlsx
  - CIS and EAM System Selection - Vendor Forms and Questionnaire.docx
5. Can you confirm the EAM system would address the following departments/divisions:
- Water Distribution – **yes**
    - 41
  - Sewer Collections – **yes**
    - 27
  - Plants – **yes**
    - 80
  - Services - water/sewer – **yes**
    - 30
  - **Public Works** -Storm Drainage, **traffic, etc.** – **possibly**  
30
  - Facilities – **possibly**  
10
  - Fleet – **possibly**  
10
  - **Streets** – **yes**
    - 25
  - **Solid Waste** – **possibly**
    - 40
- For the list above do you have the breakdown of the users from each division/department.
    - a. **See above.**
  - How many users would be administrators of the EAM system such as from IT or GIS?
    - a. 15
  - Will the EAM field staff be a mobile deployment?
    - a. **Yes**
  - From the Data Conversion tab in the pricing spreadsheet for the EAM data conversion for Work Orders and Fleet Management, what are the legacy data

sources for the import? Can the City obtain these in a digital format?

- a. Legacy sources for work orders is from Central Square's H.T.E. and Tyler's Munis
    - b. Fleet management is using Faster for EAM and Work Orders.
    - c. The City can obtain the data in a digital format (xls or csv)
  - The RFP document states the Enterprise GIS system will be live in September of 2022. Does the City have a third party implementing the Enterprise system or is the City implementing themselves?
    - a. The City is implementing the Enterprise GIS system on their own. They are currently using it in a live environment and still in the process of implementing all of the modules.
  - With the Enterprise GIS system - does the City plan on implementing Esri Portal?
    - a. Yes
6. In consideration of environmental sensitivity and sustainable practices, will the City consider accepting electronic-only submissions and waiving the requirement for a mailed hard copy submission?
- a. At this time the City of Waco is not set up to accept electronic bidding. We are eagerly working to become more electronically accessible and environmentally sensitive.
7. How many years of the data will be migrated?
- a. See the conversion tab on the Pricing Form spreadsheet for details. If not specified then use 24 months of history.
8. How many staff members will attend "Train the Trainer" and "End-user training"?
- a. CIS – 10 for Train the Trainer; 50-60 end users
  - b. EAM – 12 for Train the Trainer; 100-150 end users
9. Can we get a copy of the current "contract" with the existing contractor for providing "CIS and EAM Systems"?
- a. The contract terms and conditions for this RFP are provided in Section 5.
10. What are the areas of the existing applications the city is not very satisfied with? Please give us some examples.
- a. It is a 27 year old system with many paper driven and manual processes.

11. Currently, how much the city is spending Annually on the "CIS and EAM Systems"?
  - a. The City is aware that a new CIS and EAM system will require more spending annually.
12. What is the budget range for the current project's implementation cost and annual cost?
  - a. Budget is not driving this project because the City is more interested in the best of class solution(s).
13. Approximately when the city is planning to go live with the new system?
  - a. 18 – 24 months would be the timeline to go live with both CIS and EAM.
14. Will the City's IT staff members will assist in a data migration?
  - a. The City's IT staff will export the data for the vendor.
15. Is the City looking for a mobile app for customer self-services?
  - a. The City is interested in looking at a mobile app for customer self-services.
16. Has the question deadline been extended beyond today's date as well?
  - a. Yes, the new question deadline has been extended one week to 5/17/22.
17. Can you please confirm the total number of users per system?
  - o CIS: 200
  - o Asset Management: 100
  - o Mobile Workforce Management: 150 (this figure was given at the pre-bid vs. the original figure, 70 in the RFP)
  - a. Yes the above numbers are correct.
18. Does that City have any preference on duration of implementation?
  - a. 18-24 months for CIS and EAM
19. Is the City open to replacing WaterSmart in conjunction with a competitive solution that is already integrated with the CIS?
  - a. Not at this time but we are interested in seeing what is available.
20. What does the City currently use to manage its Backflow/Cross Connection Program?
  - a. Currently using Central Square's facility management to track backflow testing and send letters.

Is the City open to a new solution to manage Backflow in conjunction with the CIS replacement? If so, how many testable assemblies does the City currently manage?

- b. **Yes we are interested in this. The City has over 6,000 testable assemblies.**
- 21. Is the City open to replacing Authorize.NET as the Payment Processor with a more feature rich Payment Processing platform?
  - a. **Yes we are open if the new solution meets our banking contract requirements.**
- 22. Will the City accept an electronic signature from our authorized signing representative?
  - a. **Yes the City will accept electronic signatures.**
- 23. On page 2 of the RFP it states: "1printed, signed, original proposal and signed addenda, with sealed financial statements included 1flash drive containing an electronic version of the proposal and any supporting documentation..." On page 19 of the RFP it states: "The Vendor must submit Two (2) hard copies signed, completed, original proposal with sealed financial statements and one (1) electronic copy of the Vendor's proposal." *Please clarify how many **printed hard copies** are required and how many **original INK signature** hard copies are required.*
  - a. **Two hard copies with one signature (electronic or Ink is acceptable).**
- 24. In Form 8.9 – On going support Services - Please clarify what this section should say

25. Contractual Inquiry		
Term / Condition	Yes	No
Provide <u>onsite</u> staff for training and implementation		
Non-performance hold-backs?		
Payment hold-backs until fully operational and formally accepted?		
Allow the City the licensed to thto the ct (HRSDOto approve Vendor staff assigned to help with implementation?		
Ongoing costs are waived during the first year of implementation		
Ongoing cost for software modules are waived until the implementation phase for the given modules begins		

**We are not seeing this highlighted section as you are in the Vendor Forms and Questionnaire.docx document on the City's website. Below is the correct table.**

10.	Will the vendor contractually agree to:		
	<b>Contractual Inquiry</b>		
	<b>Term / Condition</b>	<b>Yes</b>	<b>No</b>
	Provide <u>onsite</u> staff for training and implementation		
	Non-performance hold-backs?		
	Payment hold-backs until fully operational and formally accepted?		
	Allow the City to approve Vendor staff assigned to help with implementation?		
	Ongoing costs are waived during the first year of implementation		
	Ongoing cost for software modules are waived until the implementation phase for the given modules begins		

26. Some cells in the functional spreadsheet do not have wrap text formatting, therefore text runs off page, making it difficult to read comments. Are you able to provide the password to unprotect?

- a. No we are not able to provide the password. We have checked the specification workbook on the City's website and it is set up to autowrap in the comments column. You can re-download the form from the City's website, but we are assuming that may be too much work at this point to copy and paste your responses to a new form. You can also use alt+Enter to manually create a new line in the comments box.

27. Can you describe the interfaces or use of Office 365 with the current system?

- a. The City is an Office 365 shop and our tools are Power BI, Excel, Word and Outlook. Currently there is no integration with the legacy systems that will be replaced.

28. For the interfaces you have today can you describe if they are real-time web-service interfaces or flat-file extract or consumption interfaces?

- a. Currently all of the City's integrations are flat-file extracts.

29. What's the planned version of the Esri upgrade?  
a. The City is currently on version 10.9.1
30. The RFP states Mountain Time and local time, which is correct?  
a. Local time is correct which is Central Time.
31. Do you want Change Management included?  
a. The City does have a change management process in IT but they are interested in seeing what the vendors propose.
32. What is the total number of users for a mobile solution?  
a. The City estimates that they will have about 150 users for mobile
33. Do you have a preference for cloud or public cloud vendors – do you have experience with this?  
a. The City does have experience with this and would prefer your best solution.
34. Does the City want a vendor response for EAM, CIS or both?  
a. As mentioned on page 14 of the RFP, the response options are:  
  - Vendors may respond to CIS (Option 1) modules, EAM (Option 2) modules, or **preferably** both.
  - Vendors may partner with other vendors to submit a proposal that meets all the software required in this RFP.  
b. The City would like one point of contact
35. Do you have integration technology? Middleware in place?  
a. The City does not have Middleware in place but they would like for this from the vendor with bi-directional functionality.
36. How robust of a mobile solution are you looking for?  
a. The City would like an extreme robust solution.
37. Would you want crews to push work to others or go through dispatch?  
a. The City would like both of these options.
38. Is fleet in scope?  
a. Yes fleet is in scope.
39. The licensing under SaaS.  
a. These are City of Waco's suggested T&C's. Changes will need to be reviewed during the negotiating period.
40. Will you use the Texas DIR agreement?  
a. The City of Waco relies on the State of Texas (DIR) cooperative program, the Houston-Galveston Area Council of Governments Cooperative Purchasing Program; HGAC Online Purchasing, Texas Local Government Purchasing Cooperative-Buy Board, GoodBuy Purchasing Cooperative, Omnia Partners, and Sourcewell
41. Is AMI included in the 360 view of WO.  
a. The City of Waco would love to see this integrated in the work order system.



42. MS Excel is being used for data entry and is flagged as a replacement. Can they give us an idea of what data entry tasks this is used for?
- a. The City of Waco is looking for a new ERP system that is advanced enough to handle their reporting needs so duplicate entry and reconciling duplicate records will no longer be needed.
43. In the Functional Requirements spreadsheets, asset types of "Area Feature Geometries" are listed. Can the City provide example(s) of this asset type?
- # 501: System provides the ability to track and manage the following asset type: Area feature geometries.
- a. This would be tracking and managing a geometric shape-based asset (e.g. building, room, driveway, etc.) rather than a point or a linear asset.
44. Req 537: Can the City further elaborate and/or provide a use case for this requirement?
- #537: Ability to track information separately within an asset versus a work order that is linked together and can be accessed at a later time.
- a. The City would like to track asset changes and asset inspection results without going back to a work order. For example, if they want to inquire on only inspection results for an asset, they do not want to be required to query on a work order.
- Req 542: Does the City want to track the number of occupants as it varies throughout the day, the occupant capacity of the building, or the names of occupants typically in the building?
- System provides ability to store the following information on a facility: Occupants
- b. The City would like to track who entered and exited the building and when. This is in case there was a fire or hazardous spill.
45. Req 563: Which records, or record types does the City need to have updated when the vehicle ID is updated?
- System provides ability to update vehicle ID number and have all records auto-update accordingly.
- a. The City would want any current record with the old vehicle ID number updated to the new vehicle ID number.
46. Will the City consider an emailed submission?
- a. The City cannot accept emailed submissions. At this time the City is not set up to accept electronic bidding. We are eagerly working to become more electronically accessible and environmentally sensitive.