



CITY OF WACO

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Date: 05/20/2022
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. 4th St.,
 Waco, TX 76707 (Via Zoom Video Conferencing)

Addendum No: 3
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: _____

Customer Information System (CIS) and Enterprise Asset Management (EAM) System Selection

Questions

1. Faster is listed as a Maintenance Management system where the City would like an integration. Can you please elaborate on how Faster is being used and what the information exchanged in an integration might be? Is the City open to replacing Faster as part of this project?
 - a. The City's Fleet Division uses FASTER for asset management and work orders. The City is open to replacing FASTER if there is a better integrated solution.
2. Can you please elaborate on the expectation of information to be exchanged between LINKO and the new CIS (if any)?
 - a. We would like to know if there is the potential to have an Open API integration with LINKO. We are interested to know if firms integrate via Open API solutions with the products that we currently own. We might have a need to transfer data from LINKO to the CIS environment at some point.
3. Is the Infrastructure information in "Vantage Point" readily available in the GIS (ESRI)? If so, is there really a need for an interface to Vantage Point with the new CIS or can the CIS expose infrastructure layers directly from ESRI?
 - a. Yes the information is available in GIS, in fact it is in GIS, and that's where Vantage Points reads it from. The CIS should be able to read directly from our GIS database/map services.
4. Is there any integration needed between RockSolid 311 and the CIS or would that interface just be with the EAM to create Work Orders?
 - a. If your firm has an integration (Open API) with Rock Solid 311, we would like to see those details documented.
5. Are you interested in optional modules? Integrated payment processing modules?
 - a. The City of Waco Using Selectron through a water portal right now. We are interested in seeing what you have to offer with payment modules and if you have integrations with Selectron as well.
 - b. For AMI the City only wants the read used for billing in CIS, interested in the possibilities.
8. How do IT and Utilities work together?
 - a. Utilities have the power users. Utilities has a great relationship with IT.
9. Change management and project management.
 - a. There is complete buy-in for a new system from the City Manager's Office. The City has long-term staff that are dedicated. Customer Service has a very high buy-in; Managers are excited about it; Field Staff is not as much of a concern as younger staff are coming in; Plant Staff seem to be the most resistant. The City has started backfilling and cross training to relieve key staff of their duties so they can be involved during implementation.

10. Are you planning on site visits?
 - a. The City would like to go and see a site where the software has been implemented.
11. What legacy system are you using for Asset Management?
 - a. The City only has work orders automated. They currently are not collecting asset information.
12. In our last addendum the question was asked: Is the City open to replacing Authorize.NET as the Payment Processor with a more feature rich Payment Processing platform?
 - a. The City answered: Yes, we are open if the new solution meets our banking contract requirements. However, we would like to add: Authorize.NET is a payment gateway and not a processor. The City is open to using a new gateway. However, since we are under an exclusive merchant services agreement, any gateway proposed will need to meet the requirements of that contract.
13. As a global software company, we may utilize resources outside of the US (Canada-3rd tier support) to augment our US-based resources. Would this violate the services request in section 8.4, question #5 b)?
 - a. The City will accept this.
14. Aptumo Customer System is an international leader in water billing and customer service created in Salesforce Platform. Salesforce Platform is used in cities and businesses in Texas. Does this meet the Minimum Client Software Installations Criteria on page 13 of RFP No. 2022-04?
 - a. We will review all proposals that meet the minimum requirements listed in the RFP.