

I. PURPOSE

Midvale City seeks REQUEST FOR PROPOSALS from experienced and qualified Asset Management/Work Order Software (AMS) providers (Contractor) with a focus on Utility Operations (Water, Storm Water, and Sewer), Fleet, Facilities, Streets, Parks and Cemetery.

II. BACKGROUND

Midvale City plans to evaluate and potentially replace the AMS program currently utilized by the Public Works Department to meet the workflow needs and comprehensive asset management goals of the Department. Along with providing the program, the selected Contractor will provide installation and training services, as well as continued licensing and customer support services. A more comprehensive list of required services is outlined under the Scope of Services Section.

Midvale City is located in Salt Lake County and is part of the Salt Lake City, Utah Metropolitan Area. Midvale is home to nearly 35,000 residents in a 6 square mile area. The Public Works Department is responsible for the maintenance of City infrastructure primarily included with Water, Streets, Storm Water, Solid Waste, Sewer, Parks and Cemetery services and has approximately 30 employees.

The City GIS Department develops and maintains asset data using ESRI ArcGIS. The selected AMS system should be GIS-centric that is integrated with the City's GIS database and enable the listed Departments to create streamlined work management practices and establish the foundation for a useful and informative asset management system.

III. SCOPE OF SERVICES

The Scope of Services is broken into three main segments, or "phases" that the contractor is expected to provide and/or achieve for the City. The purchase of a new AMS system with required functionalities, installation and setup of the system, and the provision of continuing services are encompassed in the scope of work. Further details for each phase of the proposal contract are presented in the subsections below.

Phase one: Purchase, System Specifications.

Phase one is to select an AMS program that contains preferred characteristics and functionalities that will help the City accomplish its overall work and asset management goals, as presented in the introduction. Features of an AMS program that the City requires and desires are explained below.

It is important to note that there are several minimum system requirements that must be met/provided in order for Proposals to be considered responsive. All minimum requirements are indicated and explained within this scope of work.

Map Based Program: The selected AMS program must be a GIS-centric program that is directly integrated with the City's GIS Database (ESRI ArcGIS). Ideally, the selected AMS program will enable the creation and viewing of the AMS data (such as work orders) from within the GIS environment. If a direct link exists, this will allow the Public Works and GIS group to operate using one streamlined asset database that is updated in real time as work is completed and asset data is updated.

There may be certain assets that are non-spatial, in which workflows and management will need to be incorporated into the AMS.

Streamlined and Customizable Work Management: The selected AMS program must provide simplified and customizable work management functions. The City has defined certain attributes that are critical to accomplishing goals of improving workflow efficiency and ease of use. As indicated, these capabilities are minimum requirements of the selected AMS program.

- Mobile-based access to the AMS program so City workers in the field may access maps and work orders. Compatibility with Apple and Android platforms is necessary. The AMS mobile platform can be a downloadable application or accessible via web browser.
- Forms and fields must be able to be easily customized by the end user, with no back-end coding needed to edit the user interface. Front-end customization will ensure that the City can tailor the forms and fields to include data that is needed in a layout dictated by staff, and then designed by the Contractor.
- Interactive map-based work management is a required functionality. Staff would like to access assets on a map to view asset information and create work orders by simply clicking on it. Additionally, open work orders or requests that are visible or "flagged" on a map should be user specific.
- The City would like a variety of methods to manage work within the chosen AMS program including components such as a call log, requests, and work orders. In addition, scheduled maintenance capabilities with the function for auto-generation of work orders is required.

Comprehensive Asset Management and Reporting Capabilities: In addition to managing workflow, the selected AMS system will serve as the asset database for the City. As stated, the City requires that the asset data in the AMS system be linked in real time to the City's GIS database. Edits to GIS on ESRI or AMS products must be a live

connection across all platforms and reflect changes immediately for pre-configured triggers that enable notifications for assigned tasks to be completed. This connection will eliminate 'double data entry' and will help the City reach its goal of creating a more robust asset management system. The City has identified several elements in an AMS system that would be beneficial to achieving asset management goals, presented below. Again, as indicated, the following capabilities are minimum requirements.

- Contractor must be available to be on-site for a monthly meeting the first year and then on-site quarterly the second year of implementation.
- The AMS program must consume ESRI server-published services as rest end points for interactive maps and work order tracking
- The selected AMS program must have reporting capabilities that are easily customized by the end user with no back-end coding needed to edit or create reports. Front-end customization must ensure that the City can tailor reports and dashboards to include data that is needed by and set up for individual users in a layout dictated by staff and then designed by the Contractor.
- The AMS program must provide basic workflow management, data entry and reporting. In addition, the AMS program must include criticality rating, tracking of life cycle costs, and condition assessment programs that will further allow the City to proactively utilize this data for maintenance and infrastructure replacement decision making.
- The AMS program must include integrated inventory that allows the tracking of parts and materials and alerts users at set reorder points.
- The AMS program must have a direct link with Blue Stakes of Utah 811 to receive, track, manage and report on Bluestakes requests without the need for third party software or applications. This must be a native integration developed and supported by the vendor.
- Implementation services must be performed by vendor, not a third party implementor.

Connection/Linkages with Existing City Software: Beyond program compatibility with the City GIS database, the AMS program must connect/link to the following programs as part of initial implementation.

- **Caselle** – The City utilizes Caselle for utility billing, budgeting and payroll purposes.
- **iWorqQ** – This is the permitting and land management software utilized by the Engineering, Building and Planning Departments.
- **OnBase** – This is used for long-term record storage and retention requirements.

Data Hosting: Data will be hosted by the City. Continued hosting services will not be needed from the selected Contractor. Coordination with the City IT Department will be

arranged as necessary as part of the installation and setup process. The selected AMS program is required to work with Microsoft Windows and SQL server, both of which are used by the City.

Transfer of Existing Asset and Work Management Data: Currently, the City asset management database software (iWorQ) has a large amount of asset and workflow data. The City does not anticipate that much of this data will need to be migrated. City staff will collaborate internally and with the selected Contractor to decide which data (if any) shall be migrated. The Contractor is expected to carry out data migration and initial setup work on the City's server. The Contractor shall inform and coordinate with the City IT Department before any data migration takes place.

GIS Database Connection: The Contractor will set up and connect the selected AMS program with the City's GIS database. The Contractor will work with the City GIS staff to ensure this setup is successful.

Consultation with City Staff: The selected Contractor will be expected to consult with City staff so the AMS program's work management processes and other customizable features are set up in a manner that the City has helped to define. Customizable templates, forms, and fields within the program will be established in a collaborative process. The City expects that several one-on-one consultation sessions will be needed for the City to communicate and work with the Contractor to set up the front-end interface, so it coincides with the City's workflow process.

Licensing: The Contractor is responsible for establishing licensing for the City. Contractors shall present their licensing framework and costs as part of their proposal. Ideally, the program will provide a perpetual license for unlimited users.

Training: The Contractor is required to train City staff on how to use the AMS program in all facets. The City expects to have different levels of users, and therefore, different amounts of training will be necessary depending on which work group is receiving training. In-person training for each work group is preferred. Contractors must present their approach to training staff as part of their submitted proposal. The selected Contractor shall also provide a digital user guide for the City.

Phase Three: Continuing Services

After the initial purchase and setup of the program is complete, the City will need continuing services and support from the Contractor. The City anticipates that the following services will be included as part of the continuing services provided by the selected Contractor.

Customer Support and Troubleshooting: The Contractor will provide technical assistance to end users that are experiencing trouble with the program or have questions about how to use certain components of the program. End-user support may be in the form of phone assistance, email support, live chat, in-person visits, or any combination of these methods. Software support shall be provided 8 hours per day, Monday through Friday. If the Contractor charges for customer support, these prices must be provided in the proposal.

Technical Support: If software maintenance or fixes are needed due to bugs or issues the City is experiencing, the Contractor must provide this service. The Contractor will be available 24 hours per day, seven days per week to provide technical assistance for the City's IT Department. Such technical assistance is limited to emergencies, AMS upgrades, and AMS maintenance that may impact Midvale's servers or use of the AMS. Technical support may be in the form of phone assistance, email support, live chat, in-person visits, or any combination of these methods. If the Contractor charges for troubleshooting and/or technical support services, these prices must be provided in the proposal.

New Versions of Program or other Software Upgrades: When the Contractor introduces new versions or major updates to the selected AMS software, the City expects that the Contractor will notify City staff and will then coordinate a time to install and implement the new updates. Testing of new upgrades should be provided and if necessary, a test version/site shall be utilized so City operations are not disrupted.

If the City decides that further training is needed to learn about updates or other changes to the program, the Contractor shall provide this training. If there are additional costs for these upgrade services, they must be included in the proposal.

IV. INSURANCE REQUIREMENTS

Contractor shall procure and maintain at its own expense and shall provide evidence, satisfactory to the City, of insurance as follows:

1. Commercial General Liability - A minimum of Two Million Dollars (\$2,000,000) combined single limit per occurrence for bodily injury, personal injury, and property damage, and not less than Three Million Dollars (\$3,000,000) in the aggregate. The general aggregate limit shall apply separately to the specific project, or the general aggregate limit shall be two (2) times the required occurrence limit. The coverage shall be in the nature of Broad Form Commercial General Liability coverage, and shall specifically include, at minimum, the following coverages:

- a. Premises - Operations;
 - b. Product - Completed Operations Hazard;
 - c. Broad Form Contractual Insurance;
 - d. Independent Contractors;
 - e. Comprehensive Form;
 - f. Automotive;
 - g. Broad Form Property Damage; and
 - h. Personal Injury.
 - i. Other insurance requirements may be required.
- 2. Workers Compensation Insurance – Adequate under workers compensation acts.
 - 3. Professional Errors and Omissions – A minimum of Two Million Dollars \$2,000,000.
 - 4. If the coverage described above are not in place at the time a Proposal is submitted, the Contractor should describe in detail what types and levels of coverage are in place currently, and clearly indicate the Contractor's ability and willingness to obtain the above listed coverage if required by the City.
 - 5. The Contractor shall maintain all employee related insurance, in the statutory amounts, such as unemployment compensation, worker's compensation, and employer's liability, for its employees or volunteers involved in performing services pursuant to this Contract.
 - 6. The Contractor shall submit certificates of insurance as evidence of the above required coverage to the City prior to the commencement of this Contract. Such certificates shall provide the City with thirty (30) calendar day's written notice prior to the cancellation or material change of the applicable coverage, as evidenced by return receipt or certified mail, sent to the above address.
 - 7. The City shall be listed as additional insured.

V. PROPOSAL REQUIREMENTS

The following items are required in the submitted proposal. **Failure to provide the requested documentation may result in disqualification or reduction in scores.**

- 1. Detailed strategic timeline including significant milestones in the implementation of each phase of work.
- 2. Detailed description of the Contractor's approach to implement the Scope of Services.
- 3. Pricing for proposed Scope of Services including project total and breakdowns of each phase of work.
- 4. Hourly rate for any work performed outside Scope of Services (if needed, not guaranteed)
- 5. Qualifications of Contractor
 - a. Statement of Qualifications (SOQ)
 - i. Introduction of Contractor and/or Company including years in business;
 - ii. Discussion of the availability of the Contractor to complete work within a reasonable amount of time and response time of team assigned;

- iii. Discussion of Contractor's qualifications, experience, availability, and key team members including resumes of primary account managers; and
 - iv. Additional supporting documents, descriptions, or examples from prior jobs of similar size and scope.
 - v. Statement of Qualifications should not exceed 10 pages in length (not including project related pictures).
 - b. The Contractor shall submit a list of references with at least three customers with the same or similar related scope of work and should include the company name, address of the business, a contact name, contact's email, and phone number;
 - c. Business Licenses;
 - d. Copy of the Insurance Certificates (General, Worker's Compensation, etc.); and
 - e. Financial statement that Contractor has sufficient resources and ability to perform the scope of work.
6. Any other information that is of importance and assistance in the selection process.

Proposals must be submitted in .pdf format, preferably in one file. Paper copies of the proposal will be rejected.

VI. DISCLOSURES

1. Once the RFP is released, communication of any kind made regarding this Proposal with any City employee or committee member other than the listed contact person in this RFP is prohibited. Any such contact could disqualify a Consultant from being awarded this RFP.
2. Award of the Proposal does not guarantee any purchase will take place. The City does not guarantee that any or all of the planned purchases will take place. The City is not liable for any time, resources, and materials that a Contractor expends in responding to this proposal. Each Contractor does so at its own risk.
3. In order to access the State of Utah's procurements online, you must register as a vendor on the SciQuest website,
<https://solutions.sciquest.com/apps/Router/SupplierLogin?CustOrg=StateOfUtah>. If you require assistance during the registration process, you may contact sciquestadmin@utah.gov. Registration, email notifications, and electronic responses for all sourcing events (bids, RFPs, etc.) are free under the State of Utah contract with SciQuest. Registration with the Utah Supplier Portal is limited to procurements conducted by the State of Utah and political subdivisions of the State of Utah.
4. Submit proposals through SciQuest electronically by the close date listed in SciQuest. It is the sole responsibility of the Consultant to submit the proposal before the scheduled time. Any questions regarding how to use the SciQuest program, including how to submit a proposal, download and upload documents, etc., should contact sciquestadmin@utah.gov or call the SciQuest supplier support at: 1-800-233-1121. If you choose to call, please inform SciQuest support that you are registering under the State of Utah's Supplier Portal.

5. It is the responsibility of any potential Consultant to check for updates. Any addendums or updates will be posted through SciQuest. The City is responsible to post any and all updates to questions through SciQuest; it is the potential Consultant's responsibility to ensure they are checking for updates.
6. Any proposal may be withdrawn prior to the date and time the proposals are due. Any proposal not withdrawn will constitute an irrevocable offer, for a period of 90 days, to provide the City with the services/product specified in the proposal.
7. Any proposal emailed or not sent electronically through SciQuest will not be considered. It is not the responsibility of the City to inform Consultant what they must submit through SciQuest; it is the sole responsibility of the Consultant to read this RFP and follow all conditions.
8. The City reserves the right to reject any or all RFP's or any part, thereof; to waive informalities; to negotiate and agree to contract terms with the successful proposal; to disregard non-conforming, non-responsive, unbalanced or conditional proposals, and to re-advertise if it is in the best interest of the City to do so.
9. Failure to submit required documents or follow any of the listed conditions in this RFP may result in the Proposal being disqualified, but it is the sole discretion of the selection committee to do so consistent with the Purchasing Policy and the best interests of the City.
10. All questions must be submitted via SciQuest by the Q&A date/time deadline posted in SciQuest. Any question emailed or asked of staff will not be answered. Instead, potential Consultants will be directed to go to SciQuest and submit their questions via the Question and Answer function in SciQuest.
11. Any product or services that have been omitted from this specification that is clearly necessary for completing the work shall be considered a requirement although not directly specified or called for in this proposal.

VII. REVIEW CRITERIA

Each Proposal should be submitted with the most favorable service and price available. A Review Committee comprised at least three members will review all submitted Proposals. The City is not obligated to choose the Contractor with the lowest cost (low bid). Each Proposal will be evaluated by the following criteria:

1. **20% - Qualifications & Experience:** The reputation of the Contractor and its officers and employees including their character, integrity, judgment, experience, quality, and efficiency in providing similar goods, services, and work; the sufficiency of financial resources and ability of the Contractor to provide the goods, services, and work; and the ability of the Contractor to provide future maintenance and service.
2. **40% - Requirements of Scope of Services:** The Contractor's ability and overall quality in meeting all requirements in the scope of services.

3. **10% - Proposed Strategic Timeline:** Proposed timeline to implement the requirements in the scope of services.
4. **30% - Cost:** Total lump sum price of the proposed work.

VIII. AWARD OF CONTRACT

1. The proposal with the highest score based on the review criteria will be selected to be awarded the contract. In the event of a tie score, the City will select the proposal submitted by a local Contractor. The City intends to award one contract and does not anticipate awarding to multiple companies. Regardless, the City reserves the right to make multiple or partial awards if in the City's best interest.
2. The selected Contractor will be required to enter into the attached written contract with the City (Exhibit 'A'). Contractors are expected to review the contract and warrant to the City that they are willing to execute the contract if selected by the City. Any proposed changes to the contract should be submitted prior to the deadline for questions.
3. The City reserves the right to modify the attached written agreement at any time prior to the contract's execution. If the City modifies the agreement, it does not expect to make any substantive changes. Rather, it expects that any future modifications will be made to facilitate an efficient implementation of the selected proposal.
4. Contractor must be able to meet the insurance requirements at its sole cost and expense.
5. Timeline of the project of 60 days from Notice to Proceed. Anticipated Notice to proceed to be January 1, 2020.

IX. PROTECTED INFORMATION

1. All Proposals are subject to the Government Records Access and Management Act, Utah Code Ann. §§ 63G-2-101 et seq.
2. If a Contractor believes any information should be held confidential for business reasons, the Contractor must submit a written claim of business confidentiality for that particular information and include a specific statement of the reasons supporting the claim pursuant to Utah Code Ann. §63G2309(1).
3. Contractors recognize that the City, as a government entity subject to the Government Records Access and Management Act, cannot guarantee the confidentiality of any submitted information.

X. LEGAL REQUIREMENTS

1. Contractor must affirm that it does not discriminate against any individual because of race, color, sex, age, religion, national origin, disability, pregnancy, familial status, veteran status, genetic information, sexual orientation, or gender identity, and that these are not

factors in consideration for employment, selection of training, promotion, transfer, recruitment, rates of pay, or other forms of compensation, demotion, or separation.

2. Contractor must represent and warrant that none of its officers, employees, or immediate family members of its officers or employees is or has been an elected official, employee, board member, commission member, or agent of the City or its affiliates who influences the City's procurement process. This includes, but is not limited to, anyone involved in the City's drafting of procurement and project documents or the City's selection of a bidder.
3. Contractor must represent and warrant that it has not provided any compensation or gift in any form, whether directly or indirectly, to an elected official, employee, board member, commission member, or agent of the City or its affiliates who influences the City's procurement process. This includes, but is not limited to, anyone involved in the City's drafting of procurement and project documents or the City's selection of a bidder.
4. Under the Utah Immigration Accountability and Enforcement Act, Utah Code Ann. §§ 63G-12-101 et seq., any entity contracting with a public employer is required to participate in Utah's Status Verification System. The awarded Contractor will be required to certify that it participates in the Status Verification System and complies with the Act.