



Enterprise Asset Management (EAM) System Integrator RFP

Questions & Clarifications

July 22, 2013

- 1) How many agreed-upon business processes are documented (by Department)?

Response:

Each Asset Group generally has developed a single Business Process for Work management. Additionally a single process was developed for Materials Management.

- 2) Do any agreed-upon functional requirements exist in a documented form? Can you clarify the answer by Department? If so, can you supply a representative sample functional requirements document?

Response:

Any documentation available has been prepared in a Draft Form and has not been finalized and subsequently should not be considered approved. A Configuration Document was prepared in Draft Form but is not updated to present configuration. Technical Documents were developed for the interfaces with Banner (CIS), IFAS (Finance), and ORACLE HDR (SCADA Data). Additionally Functional Documents were prepared for Water Distribution, Wastewater Collection and Fleet Management. These and other documents will be made available to the successful Consultant.

- 3) Can you supply data flow diagrams for the existing external systems that are currently integrated into Maximo (first table on page 4)? This will give us a feel for the complexity of the existing integrations.

Response:

Functional planning documents for all integrations will be made available to the successful Consultant.

- 4) For the integrations that do not yet exist (second table on page 4) what level of requirements or design is already documented?

Response:

A draft integration document with Granite XP has been prepared and will be made available to the successful Consultant.



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- 5) Can you clarify the high-level functional expectations for the IT Department's use of the Maximo IT suite of products? Exactly what functionality does IT desire to implement?

Response:

IT intends to implement the following functions in Smart Cloud Control Desk: Service Request Management, Problem Management, Incident Management, Asset Management, Service Catalog, Self Service and Inventory Control.

- 6) Can you clarify the high-level functional expectations for the Fleet Department?

Response:

Fleet intends to implement general work management, inventory control, PM/PDM management and asset creation and modification.

- 7) This RFP represents a significant SOW due to the high number of Departments involved. What is the planned budget range for FY 2013 to support this portion of the project?

Response:

The EAM Capital Improvement Project will support this as well as other projects related to EAM. Given the variety of approaches that Consultants may take with this first phase, the City has not set an expected budget for this portion of the project.

- 8) Please clarify how we can mark confidential portions of our proposal to assure confidentiality.

Response:

The City will protect the confidentiality of all responses to the extent permitted by Law. Although proposal responses will not be publicly read, once submitted to the City they are considered public information available for review.

If a proposer desires to claim a privilege against public disclosure for a trade secret or other proprietary information, such information must be submitted with the proposal in a separate envelope marked "confidential." The City Attorney's Office will determine if the information is in fact proprietary, based on state and federal law. Note that page limitations must be met whether embedded in the proposal body or separated in a folder for consideration as confidential.