

1. **Asset Inventory Format**

Q) Since the City does not currently maintain a consolidated electronic asset inventory and relies on regular work order processes, could you please confirm what formats or systems (e.g., Excel, MS Access, legacy software, or other tools) are currently used to track asset and maintenance records?

A) Most assets and maintenance records will be in Excel, MS Access or on paper

2. **Historical Data Migration**

Q) Approximately how many historical work orders and preventive maintenance schedules currently exist, and does the City expect these records to be migrated into the new EAM system?

A) We do not plan to pull past maintenance records into the new system. We generally only have existing maintenance schedules for equipment at the WWTP, lift stations, and sewer line cleaning, and will be mostly building the maintenance schedules from the ground up.

3. **Asset Hierarchy Development**

Q) Will the selected vendor be responsible for designing the complete asset hierarchy based on the GIS mapping currently in progress, or will an existing hierarchy be provided for migration into the new system?

A) The vendor will be responsible for designing the asset hierarchy with input from the City.

4. **Data Cleansing Responsibility**

Q) Prior to loading data into the new EAM system, will the City be responsible for data cleansing and deduplication, or is the vendor expected to perform these activities?

A) The vendor will be responsible for setting up the EAM system, piloting data entry, and supporting the City to troubleshoot data entry. City staff will load the data into the EAM system, including via mobile devices. The Vendor will assist the City with data validation once data is entered.

5. **GIS Integration Details**

Q) For the required GIS integration, could the City confirm the current GIS platform and version in use (e.g., Esri ArcGIS)? Additionally, is bi-directional synchronization expected between the GIS and EAM systems?

A) We are currently using a version of ArcGIS and bi-directional sync is preferred but is not currently required

**6. CCTV Inspection System**

Q) What CCTV inspection software is currently used by the City, and how are inspection videos and images presently stored for potential integration with the EAM system?

A) EnviroSight is our current camera system but no specific software is used for managing the video data. We just save video on our local server.

**7. Financial / Cost Tracking Integration**

Q) To support tracking of total work order costs, does the City require integration with an external financial, ERP, or payroll system, or will labor rates and inventory costs be managed entirely within the EAM solution?

A) Cost tracking will be managed within the EAM system

**8. Training Approach**

Q) For the required training of approximately 30 Phase 1 users and 40 Phase 2 users, does the City prefer a Train-the-Trainer model or direct end-user training delivered by the vendor?

A) The City is envisioning a direct training for approximately 5 users and then a train-the-trainer approach for remaining users. However, vendors can propose alternative approaches based on their past experience.

**9. Pricing Structure**

Q) Should vendors provide pricing on a phase-by-phase basis with annual increments, or submit a single total cost covering the entire five-year period?

A) As indicated in the RFP, pricing must be submitted according to the format in "Attachment B: Cost Proposal", including both phase-by-phase pricing in annual increments and a Grand Total 5-year cost. The Vendor may also attach additional cost details as needed.

**10. User Licensing Model**

Q) Could the City confirm whether end-user licenses should be proposed based on concurrent users or authorized (named) users, as licensing costs may vary depending on the selected model?

A) The proposal and pricing should be based on named users, since different users will have different permissions depending on their role.