



CITY OF ROCKVILLE  
ROCKVILLE, MARYLAND

**Addendum #2**  
**Invitation for Bid (IFB) No. 03-25**  
**ENTERPRISE ASSET MANAGEMENT (EAM) AND CUSTOMER RELATIONSHIP**  
**MANAGEMENT (CRM) SOFTWARE**  
**October 29, 2024**

**ATTENTION ALL BIDDERS:**

The following addendum is being issued to amend and clarify certain information contained in the above named IFB. All information contained herein is binding on all Bidders who respond to this IFB. Specific parts of the IFB have been amended. Bidders are required to acknowledge receipt of the addendum by signing in the appropriate space at the end of the addendum. Failure to do so may subject your bid to disqualification. No provided answer to a question may in and of itself change any requirement of the IFB. The following revisions /deletions / additions are listed below; new language has been double underlined and marked in red bold (ex: **new language**) and language deleted has been marked with a double ~~strikeout~~ (ex. ~~language deleted~~).

**QUESTIONS & ANSWERS**

**ENTERPRISE ASSET MANAGEMENT (EAM) AND CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SOFTWARE ADDENDUM 1 BIDDER QUESTIONS (*italics*) + CITY RESPONSES (red)**

1. *Has funding been approved for this project? If so, what is the projected budget?* **Yes, Budget information may be found on the City's website located here: <https://www.rockvillemd.gov/951/Budget>**
2. *Has the City seen demos from vendors in the last 12 months? If so, from which companies?* **No, we have not seen demos from vendor in the last 12 months.**
3. *Please confirm there is no performance bond requirement for this RFP.* **Bonding is not required for this project.**
4. *Regarding data conversions, could the City please provide:*
  - *What is the system name?* - **Hansen v7.7**
  - *What is the quality of the data?* - **For Public Works it is poor/fair; for Rec and Parks it is fair/good.**
  - *What data will be converted, i.e., work - yes, cost history - no, inspection history - yes, request history - yes, if it attached to an asset, etc.?*
  - *What assets would need to be in this project?* - **Trees, parks/facilities; sewer laterals**
5. *Regarding integrations, could the City please provide:*
  - *What is the System name and version?* - **ArcGIS 10.9x; soon to be 11.x**
  - *Is this a One way or two way data exchange?* - **One way; possibly two way**

- *What is the sync frequency?* - offeror should suggest industry standard
  - *What data points are exchanged?* - all
  - *What is the goal of the integration?* - GIS is the authoritative asset repository
  - *Does the integration require real-time data transfer or batch imports?* - industry standard
  - *Is there a Rest API available for the integration?* - yes
6. *Is the City open to a phased implementation?*  
Yes. Going live and phasing by asset type or as suggested by Offeror.
7. *What are the departments that will be using the solution?*  
Public works, Rec & Parks, City Manager Office, Public Information Office
8. *How many end users are anticipated?* - 250-500
9. *The submission forms are difficult to use. May we duplicate the questions into our own format, so long as we adhere to the character limitations?* -Yes
10. *What is the anticipated project start date and desired go-live date for the solution?*  
The project is scheduled to start approximately February 2025 and a go live within 12 months for the initial phase of launch.
11. *Do you require that the awarded vendor be headquartered in the United States?*  
The selected vendor shall meet the legal requirements to operate a business in the state of Maryland.
12. *Was a consultant involved in writing the RFP?* - No *If so, will the consultant be involved in the decision-making process?* - No
13. *Are there any specific metrics or performance indicators (e.g., response time, issue resolution time) that the City would like to see in a service level agreement (SLA)?*  
No. Offeror should propose their services as part of a comprehensive subscription cost
14. *Should support or service level agreement (SLA) costs be included in the proposal or as separate line items?*  
Offeror should propose their services as part of a comprehensive subscription cost.
15. *Is the City open to native pricing models, such as subscription-based or usage-based pricing, instead of a flat fee?*  
Yes, we are open to native pricing models
16. *How does the City currently handle onboarding for new technology systems, and are there any specific training or change management practices that should be incorporated?*  
City technology projects involve IT representatives and departmental stakeholders. Vendors should include training and the proposed high-level change management plans in their proposal, but there are no specific practices that need to be incorporated.
17. *What are the primary user groups or departments that will be using the system, and are there different training requirements for each?*

For EAM, Public Works and Recreation and Parks departments. For CRM, initially Public works, Rec & Parks, City Manager Office and the Public Information Office.  
*In the future all departments may use the CRM. There are no different requirements.*

18. *Can you specify any desired timeframes or deadlines for key milestones, such as the completion of training, data migration, or system go-live?*

Phased go live within 12 months. Offeror should provide detailed implementation schedule upon contract award

19. *How will success be measured at each stage of implementation, and what are the criteria for final system acceptance?*

In the planning stage, success will be measured by a clear project plan and risk management plan, each with City/vendor responsibilities clearly detailed. During implementation, success will be measured by high quality deliverables within the agreed-upon timeframe reviewed and signed-off by the City. Successful final stages of the project will include complete testing, training, and documentation. The system should meet all functional requirements specified in the project scope. End-users should be trained and satisfied with the system's usability and functionality.

20. *What is the City's preferred communication and reporting process during the project?*

Email and/or virtual meetings

21. *Is there a preference for a phased implementation? - Yes Are there any dependencies on other projects? - No*

22. *Are there any historical patterns or types of disasters (natural or electronic) that have impacted the City's operations in the past that should be considered when designing the disaster recovery plan? - No*

23. *Are there specific disaster recovery time objectives (RTO) and recovery point objectives (RPO) that the Vendor should be aware of?*

Maximum Recovery Point Objective (RPO) of 1 hour and maximum Recovery Time Objective (RTO) of 6 hours. Please note these are maximums and faster recovery times, especially with an RPO near zero will be favorable. We anticipate vendors provide industry-standard or better uptime, with SLAs typically at 99.9%.

24. *Can you provide more details on the existing systems and software currently used for asset and customer relationship management? - Hansen, ArcGIS Solutions, CivicPlus What are the current priorities for these systems? To retire/stop using Hansen and CivicPlus within timespan of project go live*

25. *Can you clarify how the City handles sensitive data in transit and at rest, and whether there are specific encryption protocols that must be used?*

The City employs industry-standard encryption protocols, using TLS 1.2 or higher for securing data in transit and AES (Advanced Encryption Standard) for protecting data at rest.

26. *How is data currently stored, and what formats are used? Are there any known data quality or consistency issues that may impact migration?*

Hansen uses a SQL server database. Data is fair/good. Hansen assets are tied to addresses and not all addresses exist in the real world/GIS. Any asset that used an address id = 1 does not have a location in the real world.

27. *Are there any ongoing or planned initiatives that may impact the integration or operation of the proposed system (e.g., other IT upgrades, departmental changes)?* - No
28. *Section V - A. Submittal Guidelines (pg 66) - Are we to provide an additional level of detail or description of pricing in Tab F, Fee Proposal, or should this section just reference the Pricing Summary that is contained in Attachment A?*  
Please do not provide duplicate information. Please indicate where relevant information can be found if referenced elsewhere.
29. *What types of system interconnects and data is the government looking to leverage? What types of APIs? (e.g., Public, Private, Partners)*  
Connection to CRM system and ESRI ArcGIS 10-11x.
30. *What systems will the EAM and CRM need to integrate with? Can you provide a list of all the platforms that need to be connected (e.g., PSA, ERP, etc.)?*  
See previous question. Not seeking to integrate with financial system at this time.
31. *In the event that an on-premise solution is identified. Does the government have a platform that the vendor could deploy virtual servers or is it expected that the solution include hardware?*  
Yes, the City has virtual server capability. If the proposed solution is on-premise please include the recommended hardware resources required (CPU/storage/etc.)
32. *The RPF identifies networking as a possible component. Does the government expect this solution to include its own network equipment?* - No
33. *Can the SaaS solution be based on a non-Microsoft architecture?* - Yes
34. *The database specification is Microsoft SQL Server 2022 or higher. Would the government consider a Microsoft native?* - Yes
35. *Is the government looking for a Microsoft web server and DB backend solution?*  
Microsoft is not required for a SaaS proposal.
36. *How does the city intend to handle the migration of legacy data from previous systems? Are there any specific data formats or structures we need to be aware of? In storage size, how much data is there to migrate?*  
Offeror should propose a process for migrating legacy data
37. *How many assets is the government planning to track in the EAM? Refer to page 8-9 (Section 1. Background) in RFP What is the expected growth over the next four years?* - We don't have a projection for expected growth over the next four years.
38. *Can you provide the anticipated amount of EAM users for each Department?* - No

39. Questionnaire B, CRM Requirements, Functionality (pg 52) - The requirement indicates that "System should have ability to identify and merge requests based on topic." Please clarify what is meant by "topic". Can example(s) be provided?

In a water main break or a fallen tree across a road, multiple requests may be submitted.

40. Attachment C, Sections 16 and 17 (pg 77) - Section 16 indicates payment of invoices based on monthly progress, but Section 17 indicates payment based on completion of task. Will the City plan to bill based on the milestone deliverables or through a monthly invoicing structure?

Monthly invoice structure

41. What percentage of the amount of employees do you expect to use this solution?

100%

42. How many agents or users are there?

Can you provide any metrics for current SLAs that need improvement? Such as Response times?

- How many inbound calls do you have a month?

The City does not track this data. Best guess is at least 9,000 to 10,000 monthly.

- How many minutes do agents or users spend each month with each incident or call?

The city does not track this data

43. The functionality for an EAP solution would require the development of a custom application. Is this something that Maryland.gov is willing to entertain or are you looking for out of the box/easily configurable solutions?

We are looking for out of the box solutions.

What is the expected timeline for the implementations?

Phased to go live within 12 months. Offeror should provide detailed implementation schedule upon contract award

How many people from Maryland.gov will need access to the platform?

Zero. This solution is for the City of Rockville

CRM can be a term used for various functionality. Our review of the RFP leads us to think that a ticketing system will suffice. Can you expand on this and advise on whether we need a proper Customer Relationship Management system or would a "single issue" ticketing system be the extent of the requirement.

We want a proper Customer Relation Management system. Not a ticketing system.

How many users need access to the CRM? - 100%

How many users need access to the ticketing/single issue resolution system? (We don't need to know how many internal/external stakeholders will be submitting issues, rather, how many internal representatives will be resolving incoming issues?)

For the EAM we estimate 25; for the CRM we estimate 50.

**ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME IN THE INVITATION FOR BID (IFB).**

**Additionally, please be sure to submit all required forms with your bid per this addendum and the solicitation instructions.**

**ACKNOWLEDGE RECEIPT OF ADDENDUM NO. 2 BY SIGNING BELOW AND RETURNING A COPY OF THE ADDENDUM WITH YOUR BID OR ACKNOWLEDGING IN YOUR BID.**

ISSUED BY: TJ Ellison, PRINCIPAL BUYER, 10/29/2024

NAME OF BIDDER: \_\_\_\_\_

**BID DUE DATE: 2:00 P.M. (ET), THURSDAY, NOVEMBER 14, 2024**