DEPARTMENT OF ADMINISTRATIVE SERVICES
FACILITIES DIVISION
P.O BOX 1178
BILLINGS, MONTANA 59101

MASTER Q & A FORM

PROJECT: **COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEM (CMMS)**

#	Date Submitted	Question or Comment	City Response
1	3/11/2021	What is the current CMMS system?	The current system is run out of Excel
2	3/11/2021	What is the motivation for this RFP?	Better oversight of PM work, asset inventory, analytics, forecasting, asset health such as equipment upkeep and MTBF
3	3/11/2021	Is there a City preference for on-premise or cloud/ hosted environment?	No preference. If hosted on-prem IT will be involved with configuration
4	3/11/2021	How many buildings assets are there in the City portfolio?	That varies on what the supplier defines as an asset. We have quite a lot but currently do not have an exhaustive list. Roughly 500,000 sq. ft. of building space is what the Facilities division manages

I would say no less than 500 individual pieces of equipment/assets |

5	3/11/2021	Is the CMMS limited to Vertical (building) assets?	Vertical and horizontal is preferred
6	3/11/2021	Is there an estimate of assets to be managed?	See response to question #4
7	3/11/2021	What are the major asset types in each category?	Mechanical – make-up air units, heaters, RTU, air handlers, exhaust fans Electrical – lighting, outlets, power washers, panels, transformers Access control – doors and hardware Doors/gates – operators, chains Landscaping equipment – mowers, blowers, weed whackers Plumbing – fixtures, water heaters, pipes, boilers Structures – skin, envelope, glazing, storefront systems Conveyance – elevator cabs, pits Life safety – fire suppression, extinguishers, horns/strobes Interior finishes – walls, floors, millwork Misc. – air compressors, partitions, freezers/coolers
8	3/11/2021	How many Work Orders are managed by the Office staff on average in a month?	Roughly 100
9	3/11/2021	How many work requests are generated by the field staff?	Roughly 25%
10	3/11/2021	What is the expected volume of ad-hoc and PM work orders?	That is difficult to anticipate
11	3/11/2021	How many warehouses are used to support the maintenance effort?	We have one storage building for parts and equipment, roughly 2,000 sq. ft.
12	3/11/2021	What is the expected number of office and field users?	Office users – 2 Field users – 5 with the ability to expand More detailed response below in #16

13	3/11/2021	What is the expected volume and type of data to be migrated to the new system?	Asset information – make, model, SN, etc. Asset location Work history As previously stated, no less than 500 individual pieces of equipment
14	3/11/2021	Is there an authorized budget for this project?	Yes
15	3/11/2021	Is there a budget constraint?	Now no
16	3/11/2021	How many anticipated Users by Type are there: **System Administration** – Users responsible for System Administration including Audits, User ID and Authorizations etc. **General User** with Read / Write privileges to access the system, retrieve and update data, and generate reports. **Requestors Users** who can access the system for Read Only/ Tracking and Requests only.	Sys Admin – 2 General users – 5 Requestors – 100
17	3/11/2021	Does the City have accurate drawings for all the sites/ buildings? Are the drawings Updated and Current for all areas in CAD/ DWG Format? Are the current AutoCAD / DWG drawings layers standardized/polylined and consistent throughout the drawings to show space, room features, and assets?	Most drawings are current but are in PDF format. We do have some DWG files but not for every building
18	3/11/2021	Can you provide a list of the assets or indicate how many assets would be included in the system?	See response to questions #4 and #6
19	3/11/2021	How would we be notified of the answers? How would we be notified of decision?	All questions submitted in the Master Q&A form will be answered and sent to those vendors who have submitted an Intent to Respond form and will also be posted on the City website under the CMMS RFP.

			Regarding a decision you will be informed by the City of Billings purchasing agent
20	3/11/2021	Who are the end users? Are they represented on the selection committee? What is their Number?	End users are Facility staff (admins, and general users) and City of Billings employees (requestors). Two committee members are Facility division staff
21	3/11/2021	Who else is on the selection committee?	City of Billings employees from other divisions and departments
22	3/11/2021	Did a third party help prepare this RFP? Are they on the selection committee? Are they advising the selection committee? What type of entity are they?	No. This RFP was prepared in-house by The City of Billings
23	3/11/2021	Did you have demos of solutions that meet your requirements before? What did you like and dislike about them?	Yes, in the past the Facilities division have seen demos that meet the requirements. What we liked was the ease of use and UX, analytics/reporting, customization of fields
24	3/11/2021	Why are you trying to get a new system?	To replace the current manual process that is in place with excel
25	3/11/2021	What problem are you trying to solve with this RFP?	In short, better visibility on equipment health, resource allocation, and analytics/reporting
26	3/11/2021	Is there an approved budget? Over what period? If so, what amount is it? What are the sources: federal funds, state funds, agency appropriated, etc?	There is a budget for this project. That includes implementation. The period would be a yearly subscription that includes licensing fees and login credentials
27	3/11/2021	What are the risks that you are concerned about going through this RFP? For example, is the delay in adoption by employees a risk you are concerned about?	Major risks include functionality, ability to expand, and having a system that can capture the data that is important

28	3/11/2021	Can you list any systems that the new Management System needs to integrate with? Replace?	No integrations necessary
29	3/11/2021	Is there a requirement of data migration? If so, how many data sources are there? Any legacy systems? Any manual processes?	Yes, all data of existing equipment needs to be migrated. Data sources are either as-builts or manufacture tags on equipment, this includes make, model, serial number, location. All systems are legacy in that they are existing. Not sure what is meant by "manual processes."
30	3/11/2021	Any requirement of a native mobile app? A native web app?	I would like something that can be used offline in addition to web app
31	3/11/2021	Who is the current vendor?	No current vendor
32	3/11/2021	Is there any approval or consent by any entity whether internal or external that this RFP is subject to? Does a higher authority have a veto power to overrule this RFP?	There is a selection committee comprised of City of Billings employees from different divisions and departments. Not sure what is meant by this: "Does a higher authority have a veto power to overrule this RFP?"
33	3/11/2021	In awarding RFP's in the last 5-10 years, would you say that you awarded more to smaller companies or to larger companies?	Is this limited to the Facilities division or the City as a whole?
34	3/11/2021	What is your preference: cloud or on-premise solution? Why?	See response to question #3
35	3/11/2021	What is the ideal duration of the project?	For implementation, the ideal duration would be 30 days
36	3/11/2021	What are the desired deliverables?	See response to question #25
37	3/11/2021	Was a Request for Information (RFI) released for this same project? If so, please list respondents?	No RFI was released for this project

38	3/11/2021	What due diligence have you done before releasing the RFP?	The Facilities division has researched reviews of various CMMS, seen demos, and have spoken with other facility professionals about their experience with CMMS suppliers
39	3/11/2021	Is there a standard for cell phones and are they provided by the city to employees or do they use personal devices?	The City of Billings does issue cell phones to Facility division employees. IOS and Android
40	3/11/2021	Would you accepts features that are on the vendors roadmap to be developed as part of this implementation?	That would depend on the release date and frequency of updates
41	3/11/2021	Will Mobile be used in connected and disconnected mode?	Yes
42	3/12/2021	Can you please provide additional details with respect to the statement: "The successful proposer will be required to purchase a City business license and complete the new vendor forms in order to be eligible for payment." - Does this need to be done only if we are selected as the finalist? - Is there a service we need to go through for this? - How long does this typically take for approval? - What is the approximate cost?	Information for the business license can be found here: https://ci.billings.mt.us/981/Business-License-Information Yes, this will need to be issued for the vendor that is awarded the project
43	3/12/2021	Will the City consider a 1 week extension for receiving the RFP response?	No
44	3/12/2021	Project Dates: What is the City's timing for project delivery? For example:	Start date can commence as soon as a contract is signed, and the implementation scope is finalized. We do not have a go-live date

		- What is the desired start date for this project? or Is there a required Go-Live date for the City?	
45	3/12/2021	Can you please elaborate on the City's functional requirement for "Calendaring with drag and drop functionality"? Are you talking about calendaring in terms of scheduling work? Or are you looking for something else?	Calendaring is referencing a dashboard view of work (completed, in progress, to-do) and the ability to change the scheduled date by dragging the tile from one date to another
46	3/12/2021	Can you please elaborate on what is meant by "…work orders layered on plans"?	This indicates work orders that can be viewed in relation to space, i.e. on a DWG file or PDF file of a building layout
47	3/12/2021	Please elaborate on what is desired by "Batch application"?	Bulk update functionality