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## Request for Proposals

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### GIS-BASED ASSET MANAGEMENT SOFTWARE

The City of Bonney Lake is requesting proposals for acquisition and implementation of asset management software with specific focus on Public Works operations. We require easy to use, mobile friendly software that is highly compatible with our existing GIS system and hardware. Project shall include implementation and staff training of said system.

Proposals must be delivered by **June 30, 2017 at 2:00 p.m.** to City of Bonney Lake, Public Works Center, 19306 Bonney Lake Blvd, Bonney Lake, Washington 98391.

An electronic copy of the complete request for proposal is available at [www.citybonneylake.org/notices](http://www.citybonneylake.org/notices) [see attached pages]. Questions regarding this RFP should be directed to Chuck McEwen, Information Services Manager, by phone to 253- 261-3200 or by email to [mcewenc@ci.bonney-lake.wa.us](mailto:mcewenc@ci.bonney-lake.wa.us), no later than June 16, 2017.

cc: Neil Johnson, Mayor  
Members of the City Council  
Department Heads  
Newspapers

Posted: Justice & Municipal Center  
Post Office  
Bonney Lake Library  
City Website

**CITY OF BONNEY LAKE  
REQUEST FOR PROPOSALS**

***GIS-BASED ASSET MANAGEMENT SOFTWARE***

PROPOSALS DUE: **June 30, 2017**

PROJECT LOCATION: Bonney Lake, Washington

PROJECT DESCRIPTION: Acquisition and implementation of asset management software with specific focus on Public Works operations. We require easy to use, mobile friendly software that is highly compatible with our existing GIS system and hardware. Project shall include implementation and staff training of said system.

**City Contact Information:**

Chuck McEwen, Information Services Manager  
[mcewenc@ci.bonney-lake.wa.us](mailto:mcewenc@ci.bonney-lake.wa.us)  
253-261-3200 (office)

**There should be no contact made with members of the Bonney Lake City Council, the Mayor, or any other city official other than Chuck McEwen regarding this Request for Proposal (RFP).**

**Key Dates, Addresses and Instructions:**

Proposals must be delivered to:

City of Bonney Lake  
Public Works Center  
19306 Bonney Lake Blvd.  
Bonney Lake, Washington 98391

**RFP DUE DATE: June 30, 2017 2:00 P.M.**

- RFP must be delivered in a sealed envelope.
- Clearly label the outside of your envelope: **“Asset Management System”**
- Any proposal received after that date and time will not be accepted.
- The City will not accept proposals via facsimile or email.

**Questions regarding this RFP:**

Questions regarding this RFP should be emailed directly to: Chuck McEwen, no later than **June 16, 2017**.

**Opening of Proposals**

Receipt of proposals will be handled by the City Contact shown above or his designee. Proposals, modifications, or corrections received after the closing time on the "Due Date" will be considered late and will not be opened. Electronically transmitted RFPs will not be considered.

If only one proposal is received in response to the RFP, City staff, based on feed-back from the department, may either make an award or, if time permits, re-solicit for the purpose of obtaining additional proposals.

## **Contract Information**

It is the intention of the City to issue a contract to the firm whose proposal is deemed to be the most advantageous and in the best interest of the City; however, the City does not guarantee to award based upon this RFP.

### **I. Introduction**

Located in Pierce County, Bonney Lake is home to approximately 20,000 residents.

The City of Bonney Lake provides a variety of services to its residents, including:

- Police
- Sewer
- Roads
- Parks
- Water
- Stormwater

### **II. Scope of Project**

The city seeks to implement a GIS based asset management system with specific focus on Public Works Operations and Maintenance. We require easy to use, mobile friendly software that is highly compatible with our existing GIS system and hardware. We are especially open to applications that are web-based, utilize SQL and IIS, and can be provided at a low annual cost. Implementation, training and support must be provided. Refer to **Exhibit "A"** for Scope of Work.

### **III. Content of Proposal**

Proposals should include the following major parts:

1. The contractor's experience, references, and qualifications, include resumes and comparable projects.
2. The contractor's deliverables and system capabilities.
3. The contractor's methodology and operation & implementation plan.
4. The contractor's customer service plan.
5. Cost – Broken out separately by software cost, implementation, and training.
6. List of ERP (Enterprise Resource Planning) systems the contractor has integrated with and what integration points were established.

### **Experience, References, and Qualifications:**

Proposals must include a brief summary of the company's experience and qualifications, including a list of current contracts within the State of Washington.

Proposals must include at least five (5) references from contracting cities, counties, or districts.

Proposals must include a summary of all litigation actions (within the State of Washington) involving your company within the last five years.

Proposals may also contain any other additional information that the proposer deems appropriate; however, voluminous or overly elaborate proposals are discouraged.

The strength of the respondent's local (Washington) office(s) and availability of training opportunities and/or conferences.

### **Deliverables and System Capabilities**

Proposals must include an itemized list of deliverables and system capabilities. See **Exhibit "A"** for system requirements. Required hardware and software must also be listed.

**Methodology and Operational Plan:**

Proposals must include the contractor’s methodology to deliver the desired end product and services the City is seeking as specified above.

In addition to the specific services listed above, proposers are invited to recommend any additional services and/or products provided by their firms that may be helpful to the City; however, these additional services and/or products must be directly related to Asset Management Systems.

Proposals must include a detailed plan of operation describing how the asset management system will be implemented.

If there are better ways for the City to package or define the asset management system than those listed above in order to obtain better pricing and/or service please explain what modifications would be required to achieve it.

**Customer Service Plan:**

Proposal must include a detailed plan and policy for customer service, and how the contractor will respond to service complaints in a timely matter.

**IV. Selection Process**

Proposals will be evaluated on the factors listed in Section III, Content of Proposal, above. Bonney Lake reserves the right to complete the selection process without proceeding to an interview process, and may choose to select based on the information supplied in the proposal. Bonney Lake reserves the right to select the Applicant(s) whose qualifications, in the City’s sole judgment, best meet the needs of the City.

Bonney Lake reserves the right to reject or cancel any and all proposals for any reason. Proposals lacking required information will not be considered. All submittals shall be considered public records. The award of the contract is subject to approval by the City Council. The selection process will proceed on the following schedule:

- June 30, 2017 - Proposals Due
- July 5 - 12, 2017 - Staff proposal review and notification of selection
- July 25, 2017 - Contract to Council for approval and signature

**Evaluation of Proposals:**

The evaluation process shall be based solely on the evaluation factors (and their relative importance) as listed below:

- Experience, references, and qualifications (30%)
- Capacity to perform the contract (20%)
- Methodology and operation and implementation plan (20%)
- Customer service plan (20%)
- Cost (10%)

## Exhibit “A”

### SCOPE OF WORK

The vendor selected shall be responsible for delivering commercial off the shelf (COTS) software to the city, installing and configuring it, and training staff on its use. Further the vendor will provide ongoing support, updates as required to maintain compatibility with existing GIS software, and future training opportunities for city staff.

#### Objectives

The city’s main objective is to capture and analyze data related to city Public Works Operations, with a low time-burden on staff and increased accessibility in terms of ease of use and field mobility.

Other objectives are:

1. To have a map of the water, sewer, storm drain system in the field on laptops or tablets
2. To have a map and list of work orders
3. To be able to enter asset condition
4. To be able to enter work performed
5. To generate reports on work orders, asset condition, and maintenance performed
6. To report on costs
7. Set up and carry out Preventative Maintenance
8. Enter and track city asset data
9. Analysis tools, track repair costs in time and money for water, sewer and stormwater mains and other related infrastructure, streets and sidewalks, parks, and identify replacement needs.
10. Resource management. Inventory of parts and materials in the correct proportions according to need. Track labor and time management.
11. Manage maintenance and replacement of generators and other fixed assets.
12. Manage city fleet assets.

#### Requirements

1	General Requirements
1.1	System must be web-based and installed on a local city server or a cloud hosted server managed by the city.
1.2	System must support interface, content, and workflow customizations by a trained system administrator without programming skills.
1.3	System must support MS SQL Server
1.4	System should support open standards and be capable of integrating with other city systems, such as Eden by Tyler Technologies, as appropriate.
1.5	Ability to customize end user forms to facilitate a more focused user interface for each group of end users
1.6	System must have a dashboard style page configurable by each user for viewing assigned or monitored work activities. Should include: cost summaries, to do lists, charts, graphs, maps, reports, etc. should be configurable based on any number of search parameters defined by the user.
1.7	Ability to access in the field on a variety a devices, including laptops, tablets and smartphones. Mobile version of the software must be a lightweight version of the application.
1.8	For the proposed system, the software licensing costs shall allow for a “site” or “enterprise” license that provides full access to the software proposed for an unlimited number of “software users” comprised of city employees.

2	<b>GIS and Asset Data Requirements      AMS= Asset Management System</b>
2.1	System must support ESRI ArcGIS Sever 10.1 and maintain compatibility with the most current version of ESRI GIS software either before or shortly after an ESRI version release.
2.2	System should be designed to work primarily with GIS data, where geographic features (e.g. pipes) represent assets. It must integrate with the City’s existing enterprise geodatabase, ArcGIS Server software and ArcGIS Online. The software should not require converting to a different format.
2.3	System MUST be non-modular for asset types and functional groups. Core system must be configurable for unlimited asset types and asset groups without additional licensed modules or licensing cost.
2.4	System should utilize the ESRI geodatabase as the only asset database/repository and link to it out-of-the-box without additional add-ons or software licensing. All asset geometry and attributes must reside in the geodatabase and should not require middleware, modules, or synchronization with the work management database.
2.5	System should not set limits on the number of assets or the size or complexity of the asset data, other than those imposed by the underlying ESRI software.
2.6	System should support and detect relationship classes within the GIS.
2.7	Ability to query the ESRI geodatabase from within the AMS software.
2.8	System should provide a map interface, allowing the user to view assets, search, pan, zoom, locate, measure distances and include the capability to view information about assets' attributes from the GIS.
2.9	Map should be comprised of ArcGIS Server Map Services hosted on the City's ArcGIS Server or ESRI ArcGIS Online Services, or a combination of both.
2.10	Must support multiple map services, specific to users or groups of users, to meet the various GIS needs of each department.
2.11	Ability to locate address utilizing ArcGIS locating services.
2.12	Ability to select assets in the GIS map and create work orders and inspections associated to the selected assets.
2.13	Ability to attach multiple assets to a work order.
2.14	All work activities, (requests, work orders, inspections, etc.) should be displayed live on the map interface based on user preferences. User should be able to open activities from the map.
2.15	Ability to update asset attributes from within the AMS software. All updates will utilize ESRI technology so as to maintain the integrity of the GIS system.
2.16	Ability to easily publish work activities within the AMS software to REST endpoints for consumption on ArcGIS Server or ArcGIS Online.
3	<b>Request Management/Call Center</b>
3.1	The AMS software should provide functionality for logging, mapping, and tracking calls for service.
3.2	Ability to define service request types and user defined caller questions, instructions and comments.
3.3	Ability to log calls from internal and external customers.
3.4	Ability to turn caller information recorded on a Call Center Work Request into Work Orders.
3.5	Ability to select calling customer's address and/or name from list generated from billing application.

3.6	Ability to record information regarding caller if different from property owner.
3.7	Uses ESRI Geocoding services for address locator, including cross streets.
3.8	Ability to route request to city staff by geographic layer as defined in the GIS & route to email.
3.9	Ability to interface to external Customer Service databases and systems, such as utility billing.
3.10	Ability to automatically email callers status updates as the request is processed.
3.11	Ability to track multiple callers per request.
3.12	System should prompt call taker if there is an open request of the same type in the same general area so as to reduce duplicate effort.
<b>4</b>	<b>Work Management</b>
4.1	The AMS software should provide for generating, mapping, and tracking work orders against assets.
4.2	Ability to define unlimited work order activity types for any asset type defined in GIS.
4.3	Ability to generate work orders from service requests, creating relationships between work orders, and attaching work orders to any number of assets or to locations without assets.
4.4	The work order system should track parts, labor, equipment, and other costs/resources associated with the work activity.
4.5	Costs should be associated to assets on the work order and asset costs should be easily reportable from with the system.
4.6	Capability to dispatch work orders to work crews. Work crews should be able to access and prioritize work orders by multiple attributes.
4.7	Ability to create work requests from inside the map interface.
4.8	Track relationship between service request and work order.
4.9	Ability to for personnel to select and review work requests and work orders using multiple selection and sorting criteria that include all work request and work order fields.
4.10	Allow work orders to include multiple assets.
4.11	Ability to view all work activities on a map and label by priority, status, type, etc.
4.12	Ability to schedule and assign preventative or routine work orders for future and planned maintenance.
4.13	Ability to attach multimedia files to work order.
4.14	Ability to organize work orders and associated costs to project with a budget.
4.15	Ability to modify (hide, relocate, repurpose, etc.) all fields on end user forms.
4.16	Ability to establish required fields so as to ensure data input integrity.
4.17	Ability to assign maintenance scores to work activity types.
4.18	Must be able to update GIS attributes with fields from the work management system automatically.
4.19	Must be able to report on total cost of maintenance for one or many selected assets.
4.20	Ability to view work activities on a calendar.

5	<b>Asset Inspection and Condition Analysis Requirements</b>
5.1	Ability to collect and store condition assessment data against an asset e.g. number of leaks, number of repairs, defects, thickness measurements, anode deterioration, safety issues, etc.
5.2	Captures and stores for assets the results of various inspections such as flow monitoring, I/I investigations, smoke testing, hydrant flow testing, back-flow preventions device testing, pump efficiency testing, dye tests, etc.
5.3	Inspections must provide flexibility for user defined fields and forms.
5.4	Ability to define custom inspection observations with weighted scoring by asset type. Weighted scoring should result in a condition score on the asset. Scoring weights should be defined by city.
5.5	Ability to conduct a condition analysis from within the map interface, combining inspection data and GIS attributes which results in the selection of assets based on condition score range.
5.6	Ability to summarize asset condition by heat maps within GIS.
5.7	Must provide a flexible and open methodology with ability to link to 3rd party software, tools or data for asset condition modeling, depreciation and valuation.