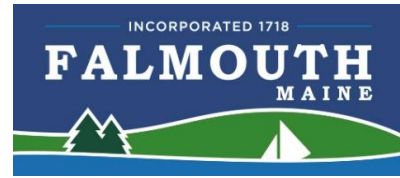


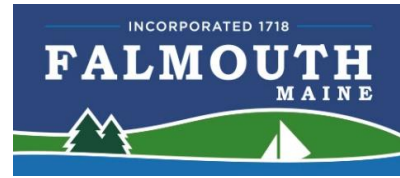
ADDENDUM #1
Computerized Maintenance Management System (CMMS)
Town of Falmouth, Maine
February 22, 2022

Questions:

1. How would we be notified of the Town's decision?
 - a. *The selected vendor will be notified (most likely via letter/email) and the results will be posted on the Town's website where the RFP is located.*
2. What are the biggest challenges the Town is experiencing?
 - a. *Right now, the biggest challenges are mostly centered around GIS integration and lack of training for current users.*
3. Is there a standard for cell phones and are they provided by the city to employees, or do they use personal devices?
 - a. *There are no standards, and we use our own personal devices*
4. Do employees use laptops, and/or tablets?
 - a. *Both*
5. From Page 2, in section 1.3, can you explain what the town requires in a call-logging system that will allow seamless transfer between calls logged and work orders created in the CMMS? Does the town need IVR functionality, or does the town need the ability for staff to receive and manually record calls into the CMMS?
 - a. *The Town receives calls over the phone and put them into our CMMS (Manually).*
6. Integration with GIS is mentioned several times. Specifically, on Page 4, section 2.3.1. GIS Integration, the Town expects to have access to data developed within the CMMS in other Esri software. What data developed within the CMMS is the Town expecting access to? Work order data? Updated GIS feature attributes data? Does the Town require that the CMMS be able to make edits to GIS data hosted in Esri solutions?
 - a. *We are expecting to be able to access any data that is created in the CMMS and view or link it to layers in the ArcGIS. The town expects edits made in the CMMS to be reflected in our base data and vice versa. If the CMMS is not directly linked to the town GIS data layers, then it will need to be able to seamlessly update those layers as changes are made in either direction.*
7. Our best pricing option is based on municipality population. Is it acceptable for us to propose population-based pricing?
 - a. *As long as you can integrate the cost into the Fee Proposal Forms it should be fine.*



8. Is the Town requesting pricing for a 5 year contract or for optional annual renewals for 5 years?
 - a. ***The Town would like to sign an initial 5-year contract and then an annual contract after that.***
9. Is it a requirement that web based applications and mobile device functionality be ready at the time of implementation vs. in planning stages?
 - a. ***Web based applications and mobile device functionality should be ready at the time of implementation.***
10. Is there a desired “Go-Live” date?
 - a. ***June 7th is a goal. See section 3.1 of the RFP for an approximate implementation schedule.***
11. Are there specific deficiencies with existing systems that the Town hopes to address?
 - a. ***We would like to streamline and improve our ESRI GIS integration.***
12. What is the form and format of existing asset data to be migrated into the new platform (Work Order information, photos, related data)?
 - a. ***Mostly work orders and scanned documents.***
13. Are there existing workflows that define business processes related to the maintenance of various asset types?
 - a. ***No, not currently.***
14. Does the Town maintain As-Built drawings for the vertical assets?
 - a. ***The Town has some scanned as-builts and hope to expand the as-built inventory in the future.***
15. Are the drawings Updated and Current in the DWG Format?
 - a. ***Most as-builts we have our either hard copy (with future plans to convert to pdf) or already in pdf format.***
16. Are the current AutoCAD / DWG drawings layers standardized and consistent throughout the drawings to show space and asset locations?
 - a. ***We are unable to answer this at this time.***
17. Is there any requirement to use and maintain these drawings as a part of the Work Order?
 - a. ***No requirement at this time but in the future, we would like to attach as-builts within the CMMS system.***
18. Are the integrations bi-directional?
 - a. ***At this time, we do not have bi-directional GIS editing capabilities. The goal is to have this functionality.***



19. Is the current asset inventory available on GIS maps?
 - a. *Yes*
20. What is the current Inventory Management system for supporting Work Orders?
 - a. *Current work orders are processed in VUEWorks.*
21. Is there any need to integrate the inventory system?
 - a. *Yes, we would like to retain historical work orders in the new CMMS.*
22. What is the expected (existing) volume of ad-hoc and PM work orders?
 - a. *The Town has approximately 6,300 existing work orders.*
23. Does the Town plan to implement new or existing workflows?
 - a. *Existing workflows will be evaluated and adjusted accordingly to adhere to the new CMMS system.*
24. Does the Town have an existing library of PM procedures to be loaded into the system? Are they available for all asset classes?
 - a. *We do not have existing PM procedures that will need to be loaded into the system. These will be reviewed/changed/updated with the new CMMS implementation.*
25. What is the expected user base for this system? Can you segregate this user base into administrative, full function users, technicians, and largely read only (maybe requesters of work) type users?
 - a. *I would estimate the following users: 2 administrative, 4 full function users, 4 technicians/read only*
26. What is the budget for this project?
 - a. *The Town does not have a certain budget for this project. We will review all proposals and will choose the best option for the town. There are more factors other than cost that will determine which option we choose. The Town also has the right to accept or reject any or all proposals for any reason.*
27. Do you anticipate an extension of the due date?
 - a. *Not at this time.*
28. Will the new CMMS be deployed on premise or in the Cloud.
 - a. *We prefer a cloud-based solution.*

A revised bidder's list is included with this addendum.