CITY OF TORRINGTON & TOWN OF WINCHESTER
Addenda #2

ADDENDA #2 ISSUED PERTAINING TO SUBMITTED QUESTIONS/ANSWERS

RFQ #MSS-039-051120 MUNICIPAL SOFTWARE SOLUTION

Date of bid opening: **May 11, 2020** Time: **11:00 AM** Location: **City Hall, 140 Main St., Room 206, Torrington**

<mark>Submit signed addenda with bid.</mark>

The City of Torrington reserves the right to accept or reject any or all bids or any portion thereof, to waive technicalities, and to award the contract as will best serve the public interest.

Dated in Torrington: May 14, 2020   Purchasing Agent _____
                                                                                   Pennie Zucco

Authorized Representative _____

 Authorized Signature _____

 Company name _____

Address _____

Email_____

Fax _____ Phone _____

Federal Tax Identification Number: (FEIN) _____

QUESTIONS/ANSWERS 5/14/2020:

Q1) Kindly advise us of the deadline for submission of questions related to the RFQ.
A1) No extension for questions

Q2) We see that the due date has changed. Does this effect the deadline for questions?
A2) no

Q3) If so, what is the budget for this solicitation?
A3) We are anticipating rolling the software out within different departments over multiple years, the cost of the software will drive the timeframe and budget requests.

Q4) Since the deadline for responses to this RFQ has been extended until 5/22/20, is there an extended deadline for questions as well. And will we still have to wait until two days before the 5/22/20 deadline to see the answers to questions?
A4) no extension for questions – Addenda will be posted once questions are answered before the deadline.

Q5) I am writing to inquire about the deadline for submission of questions related to the above referenced RFQ? We are in receipt of the amended due date, May 22, 2020.
A5) no

Q6) Both the Department of Public Works and the Public Schools are interested in upgrading their Asset Management software.

a) What asset management software solution(s) is Public Works and Public Schools currently using? **Fleet Management-CFA, WPCA – Antero, PW- Municity**

b) How long has Public Works and Public Schools been using the stated solution(s)? **10 + Years**

c) What modules are currently in use? **Object oriented, Complaint Tracking, Work Order Flow, Purchase Order, Inventory Tracking**

d) What challenges have presented themselves in the use of these solutions that are prompting a change at this time? **No Life Cycle costing, goal is to have one comprehensive program for full cost accounting and asset life cost, capital improvement projection**

Q7) Provide a platform to plan for future major maintenance projects, identify and track the condition and demand of assets, track the preventative, and major maintenance history of assets.

a) Please provide a listing of all the assets Public Works and Public Schools intends to manage with the selected solution. **Buildings, Roads, Bridges, Fleet, Storm and Sanitary Sewers, Detention Basins, Parks, Trails, signs, traffic signals, guardrails, landfill, garbage toters.**

b) Please identify how asset condition is currently being tracked for each of the asset classes **(Excellent, Good, Fair, Poor; 0-100; ASTM PCI scoring for pavement; NASSCO PACP scoring for sewers.)**

c) Please provide further explanation on how "demand of assets" is currently being determined and measured. **None**

Q8) Support an asset hierarchy, asset inventory, and provide various reporting abilities.

a) Please provide a list of current asset management reports Public Works and Public Schools currently utilize. **Excel generated reports**

b) Please provide a list of additional asset management reports Public Works and Public Schools desires from the new solution. **Life Cycle Cost Reporting, Asset Valuation Reporting, Capital Project Forecasting, Condition Assessment reporting**

Q9) Attach relevant information to each asset, including levels of service and life cycle data, condition assessments, risk ratings, pictures, videos, warranty and licensing documentation, and completed project information.

a) Please describe how Public Works and Public Schools are currently measuring "levels of service" for each of the asset classes they are managing. **Not Currently measuring**

Q10) This software should be capable of tracking a variety of infrastructure assets including but not limited to buildings, roads, utilities and light poles and should be able to give projections on life expectancy, planned maintenance and depreciation values, asset costs and capital improvement projections.

a) Please describe how Public Works and Public Schools are currently using "depreciation value" in the context of their asset management programs. **Not currently used**

b) How is alignment between the asset management system and the financial system achieved and maintained? **Annual Review, based on cost threshold**

c) Are asset betterments (major maintenance and capital improvements) synched back to the financial records to update depreciated values? How is this done? If it is not currently being done, is this a desired function of the new system? **No/Yes**

d) How far into the future are Public Works and Public Schools currently projecting CIP requirements? **5 Years.** How are these projections currently developed? **Annually during budgeting process**. What asset data is used to make these projections? **OPC and Condition assessments.** How important are 20-year or longer CIP plans / projections to Public Works and Public Schools? **20 Year Plans would be desirable**

Q11) Asset Condition Reporting - Generate improved asset management data reports, simplifying the preparation of the Asset Management Plan (AMP) and enhancing prioritization discussions relative to capital projects.

a) Please provide an outline of the sections of a typical Asset Management Plan for Public Works and Public Schools. **Collect Data - Assess Condition – Value Determination – Asset Performance Determination – Develop Strategy – Implement Plan – Track Performance**

b) Please provide a copy of an existing Asset Management Plan for Public Works and Public Schools. **Pavement Asset Management Plan is available on City Website**

c) Please describe the current decision-criteria that is used by Public Works and Public Schools to prioritize capital projects. What asset data and demand data is used to support the prioritization decisions? **Available Budget, demand on the asset, condition assessment, consequence of failure**

Q12) Given that this submission does not include a price proposal, are proposers still required to submit a notarized form Appendix C, Non-Collusion affidavit? If so, are the municipalities willing to accept this document after the bid due date, when COVID workplace restrictions have been lifted, to give us easier access to a notary.

A12) The notarized non-collusion affidavit is due with the submitted of proposal

Q13) We would like to ask if it is possible to allow a one-week extension on the deadline, as the questions above might not be answered until 48 hours prior to the deadline. With the amount of work that needs to be done when it comes to printing/binding/mailing the response, the deadline cuts it a little close.

A13) Addendum 1 pertains to the extension to submit proposals deadline until May 22, 2020. Proposals will be opened on May 26, 2020

Q14) City of Torrington and Town of Winchester (City of Winsted) RFQ Question list:

a) For delivery responses to the City of Torrington Purchasing Department, will there be any updates due to COVID19, for allowing email of PDF responses, will hand delivery of packets be allowed or must everything be mailed by variable carriers? **Hand deliveries will be allowed. When you come to City Hall you must call the Purchasing Department and someone will meet you at the front door. Masks must be worn. There will not be a public opening for this bid. We will not allow any email submissions.**

b) Will this RFQ allow for a universal form to be used across the municipalities or will each municipality need their own custom created form(s)? **Since both municipalities have similar needs we are issuing a joint RFQ. While we feel there are some benefits to using the same software across municipalities, ultimately each municipality will contract directly with the software company that best fits the needs of their community.**

c) Looking for the name of the CAD dispatch software used by the municipalities. **Torrington: The Computer Aided Dispatching is DMS CAD which is a locally developed CAD program created by Litchfield County Dispatch. Winsted: The CAD dispatch uses is Accucom (Filemaker), same as Torrington PD I believe and we use LCD for dispatch**

d) Is there an existing On-line payment system currently in use? **NO**

e) Is a wet/ink signed copy required on the response? **YES**

Q15) We are Oregon based Veteran owned small company providing IT Consulting Services to state and local government agencies. With our expertise in Implementing Licensing and Permitting Systems, we believe we are a great fit for your project. We primarily work with award-winning Accela's Civic Platform in delivering custom solution that fits our client's needs. Reading through the RFP document, we realized there are a few missing pieces of information that would help us in responding to the RFP:

a) Given the shelter-in-place orders, would you accept online submission? **No**

b) What is the expected completion date for the project? **This project will be rolled out in phases, based upon available funding. The first phase of this project is anticipated to begin in the next 30-60 days.**

Q16) Has the budget been allocated for the project?

A16) We are anticipating rolling the software out within different departments over multiple years, the cost of the software will drive the timeframe and budget requests.

Q17) Could you provide details on how the City of Torrington and Town of Winchester are planning to manage the software system?

    a) Would you require separate environments/instances for each entity? **Yes**

    b) Do you expect that the two cities would use different configurations? **Yes**

    c) Do you foresee other local agencies expressing interest in the implementing this solution? **We have not discussed this with other local agencies at this time**

Q18) Building custom components and integrations is tedious task requiring significant amount of time and effort. Do you expect ALL desired features to be built during initial project?
A18) No, we plan to roll this out in phases.

Q19) Have you performed analysis and review sessions with staff to identify required and desired functionality? If so, can you please provide the document?
A19) We did meet with staff to see what the required and desired functionality would be. We do not have any documentation regarding those conversations; however, all responses are built into the RFQ.

Q20) Are you aware if CAM-Assessor's Information System, CT WEBEOC and Police, Fire, Public Works and Dispatch Center Systems have an API functionality?
A20) This would be required component to integrate those systems. The Computer Aided Dispatching is DMS CAD which is a locally developed CAD program created by Litchfield County Dispatch. It does not have an API functionality but does have the ability to export XML files. The Fire Department and Police Department Record Management System is Hunt Public Safety Group which is a Filemaker Pro database. CT WEBEOC is operated by the State of Connecticut Department of Emergency Management and Homeland Security. We do not have any information available as to their API capabilities, but believe that it may be possible.

Q21) How many users do you expect will be using this solution?
A21) TORRINGTON expects between 25-30 users.
    WINSTED: Initially, Winsted expects to have three users initially for the Building, Zoning, and Fire Marshal. If DPW also signs on in the future, that number could increase by ten to twenty.

Q22) As it relates to permitting and enforcement of Building, Zoning and Fire Marshall's services:

    a) How do the City of Torrington and Town of Winchester currently interact (i.e. what processes and systems currently interact)? **We do not currently interact with each other**

    b) What systems and programs are currently used by the City of Torrington and Town of Winchester? **Torrington: BMSI's MSGM Permitting, Hunt Safety's FMS. Winsted: Police use Hunt Safety as created by Accucom. The Building Department/Fire Marshal also uses a filemaker product from Accucom.**

    c) How many municipal employees will use the end solution? **Torrington: At least 25-30 users Winsted: Initially, three.**

    d) How many permits are evaluated and inspections are completed annually? **Torrington will have over 2,000 permits and inspections annually. Winsted: Building Permits are approximately 350-400 per year with roughly 750 inspections.**

Q23) As it relates to Asset Management:

    a) How do the City of Torrington and Town of Winchester currently interact (i.e. what processes and systems currently interact)? **We currently do not interact with each other**

    b) What systems and programs are currently used by the City of Torrington and Town of Winchester other than ESRI-Arc GIS and Tyler Financial Software (i.e. New World)? **CFA, Antero, Municity**

    c) How many municipal employees will use the end solution? **Torrington DPW Estimated 25-30**

    d) Will end users require access? **YES.** If so, how will they interact and how many end users? **Torrington DPW Estimated 25-30, there would be varying levels of interaction, Administrative to Access only**

Q24) As it relates to Emergency Operations:

a) How do the City of Torrington and Town of Winchester currently interact (i.e. what processes and systems currently interact)? **We currently do not interact. Statewide and regional emergencies are coordinated thru the CT WEBEOC system.**

b) What systems and programs are currently used by the City of Torrington and Town of Winchester to which our solution should integrate? **The Computer Aided Dispatching is DMS CAD which is a locally developed CAD program created by Litchfield County Dispatch. It does not have an API functionality but does have the ability to export XML files. The Fire Department and Police Department Record Management System is Hunt Public Safety Group which is a Filemaker Pro database. CT WEBEOC is operated by the State of Connecticut Department of Emergency Management and Homeland Security. We do not have any information available as to their API capabilities, but believe that it may be possible. The Winsted Police Department uses the same Hunt system.**

c) What processes require "real-time" situational status reports and how are the reports currently generated**? We currently do not have any real-time situational status reports for the Fire Department. We would like to be able to monitor emergency response performance criteria, Inspection and enforcement performance criteria, etc. Open incident location and needs would be a big part of this reporting. Winsted generates their reports through WebEOC**

Q25) As it relates to all three solutions:
What is the funded amount for the three (Permitting & Enforcement, Asset Management, Emergency Operations) solutions?

A25) **We are anticipating rolling the software out within different departments over multiple years, the cost of the software will drive the timeframe and budget requests.**

Q26) Given that many employees continue to work at home, is it possible to submit our response via email?
A26) No, submittals can be either mailed or hand delivered

Q27) If responses must be printed, do want one original, 10 copies, and one electronic version on a flash drive?
A27) Potential bidders must submit one (1) printed original and are allowed to submit the 10 copies on thumb drives

Q28) How many named users will the City of Torrington have for permitting/inspections/reviews and all permitting functions listed?
A28) Torrington: 25-30 including a public account.

Q29) How many named users will the Town of Winchester have for permitting/inspections/review and all permitting functions listed?
A29) Winsted will need 3 or 4

Q30) How many Asset Management named users will the City of Torrington have?
A30) Torrington: DPW 25-30
  Winsted: 3

Q31) Which City Divisions will use Asset Management software?
  Functional Groups   TORRINGTON
  1. Water: **NO**
  2. Sewer & Storm: **YES**
  3. Streets, Traffic: **YES**   Refuse & Recycling: **Yes, Equipment only**
  4. Facilities: **YES**
  5. Fleet: **YES**
  6. Parks & Green Spaces: **YES**
  7. Refuse & Recycling Collection: **NO**

Q32) Does the City track inventory in the software?
A32) NO

Q33) Which Town Divisions will use the Asset Management software?
  Functional Groups   WINSTED
  1. Water: **YES**
  2. Sewer & Storm: **YES**

3. Streets, Traffic: **YES**   Refuse & Recycling: **NO**

4. Facilities: **YES**

5. Fleet: **YES**

6. Parks & Green Spaces: **YES**

7. Refuse & Recycling Collection: **NO**

Q34) Can the City/Town elaborate further on "automated department sign-offs" on RFQ page 8?

A34) Prior to a building permit being issued, it requires zoning and fire marshal signatures. Currently, an applicant has to take a paper permit to each department and get a signature. We would like to be able to have these departments "sign" or approve these permits electronically, without the applicant having to visit each department.

Q35) Can an example workflow be provided or additional expectations for functionality be given?

A35) Work flow varies between departments. Generally, an applicant will submit a permit and then review by the department will begin. If additional approvals, from other departments are required, that office will request approvals prior to the final sign off of the permit. Complaint and Work order flow should be tracked from   initial contact – inspection – WO Generation – Crew Assignment – Task Completed – Task Closed –

Q36) Can the City/Town provide more definition on the selection criteria for "Cross Functionality" and "Integration?" Does cross-functionality refer to integration between vendor-proposed solutions? And integration refer to interfacing with existing City/Town systems?

A36) Both, we want to make sure the vendor proposed solution can easily be integrated within our existing City/Town systems, but also when in place can be integrated with different departments within the City.

Q37) Are there any existing City/Town systems, aside from Tyler New World, the Assessor's database, and ArcGIS that the Permitting & Enforcement solution should be expected to integrate with?

A37) Torrington: Office 365 (PowerBI, Sharepoint), the Computer Aided Dispatching is DMS CAD which is a locally developed CAD program created by Litchfield County Dispatch. It does not have an API functionality but does have the ability to export XML files. The Fire Department and Police Department Record Management System is Hunt Public Safety Group which is a Filemaker Pro database. CT WEBEOC is operated by the State of Connecticut Department of Emergency Management and Homeland Security. We do not have any information available as to their API capabilities, but believe that it may be possible.

Winsted: Timmons for GIS, Accucom (Hunt Public Safety) for Police and Building/Fire Marshal, WEBEOC for Emergency Management. We use same Litchfield County Dispatch program

Q38) We want to submit from Chicago, Illinois but are under a quarantine given Illinois Governor Pritzker's shelter-in-place order. Would you consider replacing your 11 hard copy submission requirement with an electronic submission? Given COVID 19, our proposal team is working remotely, and we do not have the office heavy duty printer available. Most printing/binding shops are also closed. UPS/FedEx services have also experienced delays. Is there any option of having an electronic submission for the health and well-being of our staff so they do not have to make exceptions to this stay at home order and go out to print and bind and your staff so they do not have to handle paper copies?

A38) No, we will not accept emails. You can however, submit the 10 copies on thumb drives along with one (1) printed original

Q39) Can you please extend the due date?

A39) Extended until 5/22/2020

Q40) If electronic submission is not granted, can you confirm that your City Hall is going to be open for hard copy submission on May 7, 2020?

A40) Yes Hand delivery will be allowed. When you come to City Hall you must call the purchasing department and someone will meet you at the front door. Masks must be worn. We will not allow any email submissions.

Q41) How many internal users for permitting/enforcement? How many citizens submit permits on a monthly basis? An annual basis?

A41) Torrington: 25-30 users, plus public portal. Over 2,000 permits annually.

Winsted: 5 citizens, 20 users. 450 – 500 permits annually.

Q42) How many internal users for asset management?
A42) Torrington: 25-30 users

Q43) How many internal users for emergency operations?
A43) <u>Torrington</u>: We would want the ability for dashboards to be viewed by all involved members of an emergency management team (100-150) but only I would require a select group to enter and modify data (25-50).
   <u>Winsted</u>: ten (10)

Q44) Can you disclose budgetary information for each component of this project?
A44) We are anticipating rolling the software out within different departments over multiple years, the cost of the software will drive the timeframe and budget.

Q45) Do you prefer a system that can handle all three permitting/enforcement, asset management, and emergency operations?
A45) Yes, but would consider multiple solutions if they are compatible.

Q46) We make a web content management system (CMS) for municipalities. Is that part of the software included in this RFQ?
A46) No, it is not.

Q47) The RFQ says what the cities are looking for "will be able to stream line processes, provide in-the-field access to files, allow for on-line payments and have a public or customer interface. In addition, a product is being sought to assist with Emergency Management and Asset Management." That is certainly applicable to a web CMS, but I'm not sure if that is the intent of the RFQ. Any clarification would be greatly appreciated.
A47) We are interested in a full solution. While CMS may be part of proposed solution system we are looking for more than just a component.