

RFP No. 2022-03
Alabama Department of Corrections
Computerized Maintenance Management System

1. In consideration of environmental sensitivity and sustainable practices, will the City consider accepting an emailed submission and waiving the requirement for a mailed hard copy submission?	No. See 5.8 of RFP.
2. Will the ADOC consider accepting e-signature instead of wet?	No. See Section V of RFP.
3. What existing or third-party systems does the ADOC require integration?	None.
4. What is the current legacy CMMS system to be replaced?	None.
5. Is ADOC currently using a CMMS or other work management system and if so, which one is currently in use?	None.
6. The various ADOC facilities and their related square footage are listed. To understand the effort involved for walk-downs to capture asset/equipment data, how much data is currently in a system, Excel or some type of electronic means?	None exists.
7. Related to question 6, Is it accurate?	N/A
8. Related to question 6, Does ADOC have an idea of the data capture you are anticipating?	Need clarification – capture all maintainable assets
9. What are ADOC’s requirements for security clearances to enter each facility?	Please see ADOC Administrative Regulation 303 available at doc.alabama.gov .
10. Has a budget been established for this project?	This information is not relevant to RFP submissions.
11. In the Scope of Work, Item 3.1.6 Requestors, how many work requestor users is ADOC anticipating it will need?	ADOC would like the capability for unlimited requestors.
12. What integrations to/from the new software will be required for this project?	N/A
13. Which RFID solution is currently in use at ADOC facilities?	RFID solutions are not currently in use by ADOC.
14. For Attachment E, can you please send link or forms for Disclosure Statement & Certificate of Compliance Forms needed?	Please see www.doc.alabama.gov for forms.
15. can you please clarify what is requested with: 3.5.4. Ability to associate multiple assets. What are the assets being associated with?	ADOC requests the ability for the system to associate multiple assets that are part of a common system.
16. What is ADOC’s current CMMS and why is the Department seeking to replace it?	None.
17. Will you please provide a breakdown of system users by type as follows? a. number of in-house facilities staff (excluding technicians and custodians)	(a) Unlimited requestors (b) 100

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b. number of technicians and trades people employed by the Department (excluding custodians)	
18. How many field technicians will use a mobile app to manage their work orders on devices such as smart phones or tablets?	Approximately 100.
19. How many mobile users will have an Apple iPad specifically and the need for additional features and functions such as scheduling work orders to technicians directly on the iPad device?	Approximately 30.
20. Do you want your vendors/contractors to be able to log into your CMMS to complete work orders?	No.
21. Do you want your vendors/contractors to be assigned mobile user licenses to complete work orders? a. If yes, how many of these vendor/contractor users do you envision?	This is not anticipated.
22. Is there a defined budget for this project that you can share?	See question # 10.
23. As part of the turnkey solution, does the Department require data collection?	Yes.
24. Does the Department have any visual guides for current business process workflows? 25. 3.4.4. Must have an API available or method to enable integration with existing or third- party software systems. Which specific third-party software systems?	We anticipate during the stakeholder meetings this will be developed as part of this project. The requested system must have capability to integrate with API in the future.
26. 3.12.1. Ability to interface with building management or energy management systems for predictive maintenance or triggered corrective maintenance. Which specific systems?	Automated Logic and Metasys.
27. Can ADOC confirm the total square feet of the facilities to be maintained in the new CMMS? The facilities list in the pricing table includes two facilities that are not included in Attachment D.	Please refer to Attachment B.
28. For other similar correctional facilities, we have recommended a train the trainer by region. Can ADOC clarify it desired training approach and expectations?	ADOC is open to a train the trainer model. Will have up to six (6) groups depending on the final selected facilities for implementation.
29. Does ADOC have a central office where each facility's admin users could attend training? Would ADOC confirm user count for individuals requiring vendor led training?	Yes, ADOC has central locations (Birmingham and Wetumpka) for training. ADOC anticipates approximately 125 individuals.

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30. Is ADOC open to alternate pricing structures if they'll benefit ADOC? For example, can we provide 3-year contract option that will reduce the annual increase on subscription costs?	See 2.2(c) of RFP.
31. In reference to 3.12.1, is there an energy management solution in place AODC is looking to connect to? a. Is ADOC interested in pricing for an energy management solution?	No. (a) Not in this RFP
32. Which Building Management Solution is currently in place that ADOC would want to connect to?	Automated Logic and Metasys
33. Should the Capital Planning solution be priced in the annual renewal cost or priced optionally for ADOC future expansion?	Price separately per 3.12.2 of the RFP.
34. Does ADOC see its user count expanding in the near future to where an unlimited user model would be needed?	Yes for requestors, no for technicians or supervisors.
35. 3.3.1. – System must allow users to reset password. a. Would ADOC like the system to integrate with another system to automate password resets?	Most ADOC systems are single sign-on utilizing Active Directory authentication. Resets via Active Directory will suffice.
36. 3.3.3. – System must provide capability to import and export users. a. Does the user data import/export user data need to be done automatically on a scheduled basis?	No.
37. 3.3.4 – System provides the ability to import directly into the system data points such as but not limited to Sites, Locations, Assets, Meter Readings, and Users. a. What system(s) is ADOC currently using to store Site, Location, Asset, Meter Reading, and User data? b. Can you please elaborate on how the data for Meter Readings will be used in the system? c. What kind of assets will be stored in the system? (Hardware, Software, etc.) i. If Hardware, do you know what kind of hardware needs to be tracked (Example: Servers, computer, switches, routers)? ii. If Hardware, is there a third-party system currently being used by ADOC to manage/monitor assets?	a. ADOC Collects utility consumption and cost data and enters that information into Energy Star's Portfolio Manager software application. b. Meter readings would be utilized to perform condition-based maintenance or to trigger corrective maintenance if outside a given parameter. c. Assets in this system will be maintainable infrastructure assets such as HVAC systems, plumbing, security, electrical, etc. This system is not intended to inventory or maintain any IT department related equipment or software.
38. 3.3.5.2 Must Support Various user roles including, but not limited to: Contractor/ Vendor;	None.

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<p>a. What kind of activities will contractors/vendors need to be able to perform in the system?</p>	
<p>39. 3.4.4 Must have an API available or method to enable integration with existing or third-party software systems. a. Are there any third-party software systems which ADOC would like to integrate with during the initial implementation?</p>	<p>ADOC does not anticipate any third-party software system integration during initial implementation.</p>
<p>40. 3.4.8 The system allows for Work Order Filed Hierarchy. a. Can you please elaborate on the capabilities needed for the Work Order Filed Hierarchy?</p>	<p>This is a typographical error. The intended wording is "Work Order Field Hierarchy".</p>
<p>41. 3.12.1 Ability to interface with building management or energy management systems for predictive maintenance or triggered corrective maintenance. a. What system(s) is ADOC using for building management? b. What system(s) is ADOC using for energy management?</p>	<p>a. Automated Logic and Metasys b. Nothing</p>
<p>42. 3.12.2 Ability to add capital planning and lifecycle analysis. a. Can you please elaborate on the expectations for this capability?</p>	<p>ADOC would like the ability for the software to capture lifecycle related information related to assets (i.e., age condition, life expectancy, replacement costs) and then generate a multi-year capital cost profile.</p>
<p>43. 3.13.5.1 Field verification of Locations a. Can you please elaborate on the expectations for this capability?</p>	<p>ADOC will provide prints for the development of a location hierarchy; however, it is expected that during implementation a field verification (physical walk of spaces to verify accuracy) will occur.</p>
<p>44. How many users and what kind of users will use system? (Managers, approvers, Techs, requestors, etc.)</p>	<p>Unlimited requestors, 25 supervisors, 100 technicians.</p>
<p>45. What term is preferred? There is better rate for full 5-year agreement.</p>	<p>See 2.2(c) of the RFP.</p>
<p>46. Is there a desired number of productions, development, testing environments?</p>	<p>A single instance to utilize as a development and test lab is sufficient as long as all supported features can be tested in one environment.</p>
<p>47. Is there an expected go live date for new solution? a. If so, what is driving the date?</p>	<p>ADOC expects this system to go live in approximately 90 days for the 1st facility. a. Desires of the agency.</p>
<p>48. Mobile - what is the type of mobile work that will be performed? (Viewing docs, inspections, approvals, etc..) a. What kind of devices?</p>	<p>Supervisors and technicians should be able to access work orders and asset information via a mobile device. This would include documents, task lists, equipment history, etc.</p>

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b. How many users?	a. Devices have not been determined at this point. b. See answer to #18 and #19.
49. From what systems and how much data is to be migrated from existing systems?	None.
50. How many integrations (types & direction) will the new system need to have?	See question #26.
51. Please describe any other types of data (i.e., buildings, floors, spaces, leases, service agreements, contracts, documents, work orders, etc.) to be migrated and indicate the number of records for each type.	No data migration is anticipated for existing facilities.
52. Does the Department use CAD drawings of the buildings? a. Are the CAD drawings polylined? b. What CAD application (i.e., AutoCAD, Revit, MicroStation, etc.) does the ADOC currently use?	Most drawings are PDF or TIF files. A. N/A B. AutoCAD
53. Have demos already been done for any solutions? a. if so what solutions?	This information is not relevant to Vendor's submissions under this RFP.
54. Will ADOC consider releasing early answers to questions that are submitted early in your RFP process to help vendors in providing optimal answers to the response?	No. Please see Attachment F "RFP Critical Dates".
55. Although the RFP states responses are to be submitted in hard copy, will ADOC consider allowing submittals via a PDF attachment to email or submitting the response on a USB stick?	No. See 5.8 of the RFP.
56. How many named users does ADOC intend to have access to this CMMS? Excluding General Service Requestors and Read Only Users	25 Supervisors and 100 technicians.
57. What solutions does ADOC currently have in its Enterprise IT Stack? For example, Workday or Oracle finances, Kronos, ServiceNow, or SAP – to name common enterprise solutions.	Kronos Workforce Central; Manage Engine ServiceDesk Plus.
58. What format is ADOC current asset data: paper, excel, existing CMMS? a. If an existing solution, what solution does ADOC currently maintain? b. Is that software still under contract?	See question # 6 and # 37.
59. How many buildings does ADOC own and/or occupy? What is the total Gross Square Feet?	Please refer to Attachment B.
60. Does the ADOC allow for nearshore resources for implementation services?	No.

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<p>61. How many users are involved with the following requirements:</p> <ul style="list-style-type: none"> a. System Administration b. Facilities Maintenance Management to include preventative maintenance scheduling, work order management, asset management and parts inventory 	<p>a. 5 b. 20</p>
<p>62. How many maintenance technicians, tradespeople, team leads, supervisors and administrators will need access to the system to handle and/or complete work orders both corrective and planned?</p>	<p>See question #17, #18, and #19.</p>
<p>63. 3.4.4 Integrations: What systems or database would the DOC being looking to integrate?</p> <ul style="list-style-type: none"> a. HR? b. If so which vendor is AL DOC using? c. What level of integration i.e., one-way or bi-directional? 	<p>a. No. b. N/A c. N/A</p>
<p>64. 3.4.4 Integrations: Are you looking to integration with building automation or management system? For example, like Johnson Controls – Metasys</p>	<p>Yes, see answer to #26.</p>
<p>65. 3.12 – Advanced Features – Is the DOC looking to actively manage energy management?</p>	<p>Yes, however not upon initial implementation.</p>
<p>66. 3.12 – Advanced Features – Would you expound on the language “ability to add” in 3.12.2?</p>	<p>See question # 33.</p>
<p>67. 3.12 – Advanced Features - when does the DOC intend to utilize capital planning and lifecycle analysis?</p>	<p>See question # 33.</p>
<p>68. 3.12 – Advanced Features -Do you have more specific requirements around capital planning and lifecycle analysis?</p>	<p>See question # 42.</p>
<p>69. How many employees does the department employ?</p>	<p>See question 56.</p>
<p>70. Will inmates (or persons with state corrections department involvement) need access to the system?</p> <ul style="list-style-type: none"> a. If so, how many (approximately)? 	<p>No.</p>
<p>71. Criteria. Statement of Work 30%. Can you please clarify what the AL DOC is looking for here? Is it referring to our statement of work or how well our proposal meets the requirements from the RFP Statement of Work?</p>	<p>ADOC is looking for the approach and work activity proposed by the vendor to deliver a CMMS that meets the needs of the agency and is implemented effectively so maximum value and utilization is realized.</p>
<p>72. How many mobile users are expected?</p>	<p>See question #17, #18, #19.</p>
<p>73. Is the asset data exist now in some form such as spreadsheets or other means?</p>	<p>No data currently exists.</p>
<p>74. 3.5.2 states that the system allow for auto prioritization of assets. Based on what as a priority?</p>	<p>All priorities will be established through stakeholder meetings with ADOC staff. Life, safety, and security assets are expected to</p>

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	have higher priorities for planned and corrective maintenance.
<p>75. 3.5.12 states that the system allows for the ability to place assets on a floor plan.</p> <p>a. Does this capability exist currently?</p> <p>b. Where did this requirement come from as it denotes a building information management system capability?</p>	<p>a. No.</p> <p>b. ADOC is not implying the implementation nor integration of BIM. Many CMMS can graphically represent where in the facility a particular asset is located. Typically, this is a basic architectural drawing rendered or uploaded into the system.</p>
<p>76. 3.12 references the ability for building management or energy management systems. What systems are in place currently that provide this?</p>	Automated Logic and Metasys.