CHATHAM COUNTY PURCHASING DEPARTMENT
ADDENDUM NO. __2__ TO __RFP # 16-0067-7__
FOR: **Work Order and Asset Management System**

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PLEASE SEE THE FOLLOWING ADDITIONS, CLARIFICATIONS AND/OR CHANGES:

1. **CHANGE:** COST PROPOSAL FORM – REPLACE AND USE ATTACHED REVISED COST PROPOSAL FORM WHEN SUBMITTING A PROPOSAL RESPONSE.

2. **ADDITION:** Chatham County SaaS Agreement (attached). All proposers will either complete and include in their proposals as an attachment the Information Technology Vendor Agreement or the Chatham County SaaS Agreement applicable to the solution being proposed.

3. **ADDITION:** Add to Specifications Section 5.5.9 D – "A 2 way API from your proposed system to the County's Munis system is preferable.

4. **ADDITION:** Add to Specifications Section 5.5.9 E – "Ability to import 5 years of historical data from Faster and Mainsaver need to be imported into the new system.

5. **ADDITION:** Add to Specifications Section 5.5.9 F – "The County requires an integrated system that would improve the inventory, request, procurement and chargeback process.

6. **Question:** The County has stated 1000 plus vehicles maintained by Fleet. Can you please provide more specific number of licensed active vehicles?
   Response: We have around 800 licensed and active vehicles. We have about 120 unlicensed pieces of equipment such as tractors, etc. Lastly, we have about 80 stationary equipment such as tractors, etc. Lastly, we have about 80 stationary equipment such as water buffalo's, etc.

7. **Question:** Will the County consider replacing the Fuel Master Software and Hardware in order to capture real time fueling within one application database?
   Response: Our ultimate goal at Fleet is to capture real time data and have one application database. We will consider replacing the Fuel Master Software and Hardware. This will help us eliminate having three different operating systems.

8. **Question:** Can multiple Cost Proposal Forms with detailed explanations be presented in order to provide the County with options, examples: Self Hosted or Provider Hosted as well as potential fuel and vehicle hardware options?
   Response: Proposers shall submit one Cost Proposal Form.
   Proposers shall prepare their cost proposal using the Revised Cost Proposal Form.

9. **Question:** Does the County have a GPS / AVL provider?

Response:	Chatham County Public Works Department utilizes Cal Amp as a GPS/AVL provider for the majority of their fleet. Additionally the County funds a portion of a contract with Cal Amp for Savannah-Chatham Metro Police Department's fleet.	
10.	**Question:**	Does the County want the integration included in the response cost proposal? If so, what are the integration touch point they want included?
	Response:	The Cost Proposal Form has been revised and reflects a line item for integration. As far as the integration touch point see Section 5.5.9 D stated above.
11.	**Question:**	Ref. Section 4.6 – Required County Documents includes "Proposal Form" plus the attachments, required evidence and Information Technology Vendor Policy. Does this mean the entire RFP document should be included or just those pages and attachments that need signatures.
	Response:	The entire RFP does not need to be returned. All attachments are to be included in your response. Refer to Section 3.7 which details the format of the RFP response.
12.	**Question:**	My legal department asked to clarify Section 2.12 – Indemnification. "As written, the final sentence of the paragraph contains no express language stating what the Proposer would be defending and indemnifying against. When reading the provision with the "at his sole expense, and agrees to bear.? Language there is no express provision as to what it includes. Can this be clarified?
	Response:	Section 2.12 is clear and concise and stands as written.
13.	**Question:**	Can the County provide an estimate of the facility square footage the work order system would be used in?
	Response:	Fleet Operation's square footage is approximately 17,000 square feet. Facilities Maintenance and Operations square footage is 2,100 square feet.
14.	**Question:**	Ref. Section 5.4 C - Is there a standard mobile platform that the County has/is standardizing with? (iOS or Android)
	Response:	We will support iOS, Android and Windows
15.	**Question:**	Ref. Section 5.5.1 C - Elaborate on the type of information and the MS product you would use to import the data.
	Response:	MS Office
16.	**Question:**	Ref. Section 5.5.2 G - Elaborate on the differences in process for internal and external chargebacks. (rates, billing mechanism, etc.)?
	Response:	Fleet Operations provides multiple services to County Departments and outside agencies at a standard labor rate. Fleet is seeking a solution that collects real time billing data while interfacing with the ERP system, Munis. Facilities Maintenance and Operations uses MainSaver for internal and external chargebacks.
17.	**Question:**	Ref. Section 5.5.5 N - Elaborate on this requirement as we are unclear of the software implication.
	Response:	When replacing a broken hour meter, the new hour meter should not restart at zero. Rather, it should reflect the accumulated original hours as well as any hours going forward to maintain the integrity of the preventative maintenance cycle.
18.	**Question:**	Ref. Section 5.5.9 B - What data points need to be integrated to Munis. (Requests, chargebacks, projects, etc?)
	Response:	See Section 5.5.9 F stated above.

19.	**Question:**	Ref. Sections 5.1 and 5.5.9 C - Is the Fuel Master - fuel management solution going to continue to be used by the county? It sounds like the County intends to have a <u>new</u> fuel program to be a deliverable in this solicitation, is that the case?
	Response:	See Response to Question 3.
20.	**Question:**	What data elements would need to be integrated from the fuel management solution? Is this strictly a one way or bidirectional interface?
	Response:	Transaction location, date and time, meter readings, fuel quantity, vehicle and equipment IDs, fuel type. Fleet desires real-time integration and updates versus manual importing of fuel export files. Fleet would like the ability to disable fuel authorizations at the same time that vehicles and equipment are removed from service. Fleet must update authorized vehicle, equipment and user lists stored in disparate database.
21.	**Question:**	Is the intent of Chatham County to procure the new vendor solution in a SaaS format (Vendor Server) or in a Client Hosted format (internal Chatham County Server)?
	Response:	Proposers can either submit SaaS/Cloud Hosted Solution or a Client Hosted Solution.
22.	**Question:**	Not including requestors for work, and not including mobile users/technicians, how many users of the application do you anticipate being in the application at the same time? I am asking for a number of concurrent users you think would potentially be in the application at the same time?
	Response:	Fleet Operations estimates 3. Facilities Maintenance and Operations estimates as many as 10 users at same time.
23.	**Question:**	How many technicians do you anticipate will be receiving their work orders electronically via their phone or iPad devices?
	Response:	Fleet Operations estimates 1 – 2 technicians. Facilities Maintenance and Operations estimates as many as 10 technicians.
24.	**Question:**	How many supervisors do you think would be using an iPad to manage their tradespeople by assigned work to them, and seeing Key Performance indicators while out in the field?
	Response:	Fleet Operations estimates 2 supervisors. Facilities Maintenance and Operations estimates 4 supervisors.
25.	**Question:**	Ref. - Information Technology Vendor Agreement - #10 (FISMA Compliancy) - If the County is opting for a hosted (SaaS) solution from the vendor, is there a <u>requirement</u> that the hosting site being used by the vendor is FISMA compliant?
	Response:	Yes
26.	**Question:**	Is proposing/providing hardware pricing optional or required? If we provide hardware recommendations to the County will that meet the requirement?
	Response:	Hardware pricing is required. A unit price breakdown shall be submitted as an attachment with the revised Cost Proposal.

THE PROPOSAL DUE DATE REMAINS 5:00 P.M. DECEMBER 1, 2016.

November 21, 2016
DATE

MARGARET H. JOYNER
PURCHASING DIRECTOR
CHATHAM COUNTY

REVISED COST PROPOSAL FORM

I have read and understand the requirements of this proposal, RFP #16-0067-7, and agree to furnish a Work Order and Asset Management System for various departments of Chatham County per the requirements in the RFP for the following amounts.

The costs reflect a complete turnkey solution. Please provide detail of unit prices as an attachment. Describe hardware and software maintenance and upgrades and service plans.

YEAR 1	
Hardware	$
Licensing Fees	$
Implementation/Integration	$
Training	$
Maintenance	$
Customer Support	$
Total Cost Year One	$
YEAR 2	
Hardware	$
Licensing Fees	$
Maintenance	$
Customer Support	$
Total Cost Year Two	$
YEAR 3	
Hardware	$
Licensing Fees	$
Maintenance	$
Customer Support	$
Total Cost Year Three	
Maximum cap for future year increase (Must be approved not automatic	%

FIRM NAME:_____

PROPOSER:_____

SIGNATURE:_____

ADDRESS: _____

CITY/STATE/ZIP:_____

TELEPHONE/FAX NUMBER:_____

E-MAIL:_____

Chatham County SaaS Agreement

Data Ownership

- The contract must clearly state that the data is the sole property of Chatham County ("the County") at all times. No data, or meta-data, either in whole, part, summarized or aggregated will be given to any other party without the express permission of the county.
- The format of data return format must be agreed on before signing.
- The cloud services provider (Vendor) is never be allowed to withhold the county data for any reason. The contract should mandate that the County be able to access and retrieve its data stored in the cloud at its sole discretion.

Data Security

- Data Backup, Security, Integrity is the Responsibility of the Vendor. The County reserves the right to conduct 3rd party Audits.
- The contract should specify contingencies for Legal Data Holds, and E-discovery.
- The contract should specify the vendor's obligations in the event of data breach and/or unauthorized access.
- The contract should specify minimum disaster recovery and business continuity requirements and ensure that the vendor meets these minimums.
- The contract should provide a mechanism for the County to require the vendor destroy specified records as requested.
- The County needs to ensure that the data is fully segregated from another customer's data.
- The vender must specify if the data will be stored in the United States. Including backups, replication, and technical support access.

Application and Security

- For web applications, the application must work within supported County browsers – currently only Internet Explorer. If not a web app, the software must be compatible with existing hardware. The vendor is responsible to support all updates and patches.
- Federated security that integrates with Microsoft Active Directory is preferred.
- SSL should be used to protect Point to Point data transmittals.
- The vendor needs to verify has external audits and security certifications and if their infrastructure complies with some regulatory security requirements.

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- Chatham County data will not be used for sale, by either aggregated data collection or any other variant. The vendor agrees to remove all content from their servers once we finalize contract termination.

Pricing

- There will be zero cost to the County for data return/data extraction due to termination of contract with the time of return being at the sole discretion of Chatham County.

Contract Management

- The Contract is between the County and the Vendor, not the employee who is assigned to use the service. Contract modifications must be conducted only by specified personnel and in writing. No "Click-Wrap Agreements" or "On-Screen" user agreements are enforceable under this contract.

Termination

- The contract should state that the County can terminate the contract "at any time without having to show cause and without additional fees or penalties." The contract should require the vendor to provide advance notice of 60 days before service discontinuation. As previously noted, the contract should specify how data will be retrieved/returned upon termination by either party.
- Contract Termination clause should clearly state that, regardless for the reasons of termination (including customer breach), the Vendor must promptly return all of the County's data in a pre-arranged format.
- In the event of the Vendor bankruptcy, all data must to be returned to the County and all traces eliminated from system and backup.

Contingencies

- Vendor must provide a complete Service Level Agreement in the proposal, and as part of the final contract, outline the service levels for:
    - Uptime
    - Response time
    - Data backup restore
    - Customer and technical support

Last Updated: 11/21/2016

((ɔ)) **ICS**

CHATHAM COUNTY 1777 GEORGIA

(912) 652-7343
(912) 652-7355

INFORMATION & COMMUNICATION SERVICES

NICK BATEY, DIRECTOR

Outsourcing

- The cloud vendor is directly responsible for all terms of the contract, regardless of outsourced functions.
- The contract should require the vendor to inform the County of any outsourced functionality and its provider.
- No assignment of the contract or components of the contract can occur without explicit, written agreement from the County.
- All legal or regulatory requirements that apply to the County data must be supplied by the Vendor. (Example HIPPA)
- In the Event of the vendor being merges or is sold, all contract obligations and conditions must be transferred.

* Chatham County Information and Communications Services may choose to selectively ignore any one of these requirements as needed.

By signing below, the vendor or vendor representative is accepting these policies. As well, the vendor agrees to correct any conflicts with these policies or pay for the associated damages or consequential costs to Chatham County to take reasonable corrective action.

Vendor _____ Date _____

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