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County Manager

October 31, 2018

ADDENDUM #2
RFP# 2019-0020-PW/KE
WEB-BASED DATA MANAGEMENT
SYSTEM AND TRAINING SERVICES

Dear Proponents,

This addendum is issued to reflect the following immediately. It shall be the responsibility of interested Offerors to adhere to any changes or revisions to the RFP as identified in this Addendum No. 2. This documentation shall become permanent and made part of the departmental files.

*****DATE CHANGE*****

Please remember that the date has been changed for the submission of Proposals from November 1st to November 8th for the RFP #2019-0020-PW/KE.

1. What is the budget for this project and does this include implementation?

ANSWER: \$130,000, Yes this includes implementation.

2. How many people will be using the system? (excluding people submitting requests)

ANSWER: Currently 20 people use this system.

3. How many IT staff are using the system?

ANSWER: Current only needs are for managing the server, database – 1 to 2 logins.

4. What is the current system you are using?

ANSWER: Cartegraph.

5. Explain the current state of the Data?

ANSWER: The current system is using one server running on vmware with windows 2008, Server MSQSQL 2008.

6. Is the County open to Cloud solutions?

ANSWER: Yes, but prefer on-**premises** software. If cloud is used, ownership of the data must belong to Santa Fe County. Proposals for Cloud solutions will be considered but should clearly address costs and benefits.

7. How many users are on concurrently? What is the anticipated usage in the future?

ANSWER: about 20 users total; concurrent, 6 to7; total users could expand to 30 with a maximum of 10 concurrent users

8. What is the old system lacking?

ANSWER: Overall Cost; lack of automatic email notifications; ability to filter requests for County jurisdiction (i.e., only allow requests where County has maintenance responsibility); lack of initial adequate training as well as much needed on-going training and support.

9. What is the typical use case for offline geographic data Collection? Who on staff is collecting this data and how accurate does the location data need to be?

ANSWER: Parts of the county with little to no network connectivity (Wireless, Broadband, mobile) Single employee collecting asset with sub-meter horizontal accuracy.

10. What is your current GIS system?

ANSWER: ESRI Enterprise Products (Desktop & Server currently at 10.5.1, soon to upgrade to 10.6.x) with a SQL server back end. County is also testing QGIS platform.

11. How is collected GIS data used by each role within your organization?

ANSWER: Budgetary, high and low level decision making, routing, mapping, data analysis and decision support across the entire organization and in conjunction with other governmental agencies.

12. What is your preferred GIS system

ANSWER: ESRI products, but will consider open source solutions such as QGIS, GRASS, etc.

13. What does the current GIS integration look like?

ANSWER: Very Poor, ESRI ArcMap plugin with shapefiles

14. Is there a preference for the current GIS system and integration?

ANSWER: NO, but proposals must be ESRI and QGIS compatible Solutions should not be limited to ESRI proprietary software and/or data models – open data models preferred.

15. What are the different user roles and permissions?

ANSWER: TBD, current system has administrators, users and guests for public users to submit requests. Currently, public users must create an account in order to submit requests

16. How do each of the users/roles typically interact with the platform?

ANSWER: The application is installed and runs on individual desktops.

17. Can you share a sample work order?

ANSWER: Yes, one is attached.

18. How does the current GPS data collection hardware integrate with the current system?

ANSWER: Current system is using google maps, but plan to go to ESRI mapping or equivalent.

19. What mapping and/or analytics currently happen in the platform? Is GIS integration sufficient for the mapping?

ANSWER: Current work order system does not integrate with mapping software.

Asset management data currently integrates with mapping software via imports into shape files and vendor ArcMap plugin

Work orders currently do not map – current system is tabular system.

In new system, work orders should utilize mapping technologies to a greater ability as they currently do not in existing system.

Asset Management would benefit greatly from an update to the storage technology and a vendor supplied collection application.

20. Does the County have a preference for hosted vs cloud solutions for either the platform or the GIS system?

ANSWER: GIS system will be on premise. GIS is internally hosted as part of a greater County enterprise data library. Prefer solution to be deployed on external (to County network) server. County generally avoids cloud based solutions unless use case demands such a solution and costs are reasonable and stable .

21. How many total number of users does the County anticipate using the new system?

ANSWER: ~20 users

22. The County mentioned currently using Esri version 10.1 during the pre-proposal meeting. Does the County anticipate expanding this use? Will the County be upgrading Esri?

ANSWER: Correction using ArcMap 10.5.1; some staff still at 10.3.1, but will be updated to 10.5.1. Yes. ArcPro will be utilized throughout the County. County will continue to upgrade ESRI products as available and tested for integration with other County software

23. The County currently uses Trimble devices in the field, in a disconnected environment, to collect new asset data. Can we expect a similar workflow to be utilized moving forward?

ANSWER: Yes, unless a more efficient vendor solution and/or alternative is provided. Other County departments are also using versioned offline editing (e.g., ESRI Collector App).

24. Does the County currently have a pavement management program, and if so, is there a current software used to manage that program?

ANSWER: We have a Paser Rating system, no software program

25. The County mentioned a preference for an on premise deployment of the new software program (hosted onsite using County hardware). Can the County confirm and also would the County consider vendor hosted solutions as well (maybe SaaS)?

ANSWER: yes, but prefer On-premises software. If cloud is used, ownership of the data must belong to Santa Fe County. We do not have SaaS licensing.

26. In the Cost Proposal, data conversion of the County's legacy data is being requested. Would it be acceptable to use estimated levels of effort for this task?

ANSWER: Yes, however costs provided must be able to be analyzed and negotiated if need be.

Please add this Addendum #2 to the original bid documents and refer to bid documents, hereto as such. This and all subsequent addenda will become part of any resulting contract documents and have effects as if original issued. All other unaffected sections will have their original interpretation and remain in full force and effect.

Bidders are reminded that any questions or need for clarification must be addressed to Karen K. Emery, Senior Procurement Specialist at kkemery@santafecountynm.gov.

Work Request Information

Request:

Issue and Location

Issue:

Standard Operating Procedure:

Address Number:

Route:

Route: Alias 1:

Intersecting Route:

Location Description:

Locator Results:

Is Internal: CivCall:

Internal Requestor:

Planned Requests

Work Order Summary

Copy Citizen Location to Request

Requested Work

Caller Information

First Name:

Last Name:

Phone Number: [] - [] Ext:

Mobile Number: [] -

Address Number:

CitizenStreetYourGov:

CitizenCityYourGov:

Apartment Number:

Citizen Email:

Callback:

Find Citizen: [Caller History](#) [Edit Citizen](#) Clear All

Details

Action Needed

Activity:

Department:

Maintenance District:

Priority:

Assoc Work Order:

Status:

Close Date:

Entered By:

Entry Date:

- New Save
- E-mail Request
- Convert Request to Work Order
- Convert Request to Work Order and E-mail
- Convert Request to Work Order and Print
- View Requests Report