1. How many users and concurrent users are anticipated for the following:

Task/Function	Total Users	Concurrent Users *
Work Requests/Orders		
Work Scheduling		
Work Reporting		
Inspections		
Annual Work Plans		
Inventory Management		
Asset Management		
Equipment Maintenance		
Reporting		
GIS Maps		

*Concurrent users are the number of users that will be using a particular module at the same time.
We have 3000 employees that will be users of this system. Of that, we imagine that 1000 users will be using any given task/function on the system at any given time with a maximum of 600 for an individual task/function.

2. Does ArDOT desire existing data (LEM, Assets, Inspections, Work Plans, etc.) be converted and imported? If so, what data and what is its file format and data dictionary?
Existing LEM data comes from different systems (Kronos and mainframe), it will either need to be imported on a regular basis or imported once, managed within your proposed system, then exported back to the originating system (Kronos and mainframe). Under the Requirements Analysis section (line 411 to 414), if needed, the vendor is expected to give a cost to do an as-is system analysis to determine what we have that can be migrated to the proposed system.

3. Under interoperability what specific systems are to be integrated with the proposed solution. Specifically, one-way, bi-directional, real-time, batch process updates, data formats/dictionaries.
   a. Kronos: please explain the integration needed
   Bi-directional, we need to get leave information from Kronos and get activity/equipment/accomplishments back into Kronos
   b. Mainframe: please identify the systems to be integrated. From the as-is process diagram it appears that these systems will be replaced by the proposed solution and therefore no integration is needed.
   Bi-directional, currently all LEM is housed in the mainframe. The proposed system will need to be able to pull information from the mainframe then push back additional and/or updated information.
   c. Is the process diagram option 1 the desired to-be state or is there room for discussion?
   Our process diagram option 1 shows the functionality needed for the CMMS. We understand that every proposal will be somewhat different. The expectation for this RFP is for the vendor to explain how their solution handles the functionality needed. Please use the Vendor Explanation column to clarify any or all answers.
   d. Are the bridge, pavement and miscellaneous management systems to be integrated or are they to be replaced?
   They will be integrated

     e.   Halogen: please explain the integration needed

        Halogen is our training system. Under the Requirements Analysis section (line 411 to 414), if needed, the vendor is expected to give a cost to do an as-is system analysis to determine how the information can be integrated with the proposed system.

     f.   Please identify any other integration tasks

        None at this time

4. What are the import/export requirements of each system integration? What is the data format of the external data file(s)?

   Under the Requirements Analysis section (line 411 to 414), if needed, the vendor is expected to give a cost to do an as-is system analysis to determine what we have that can be migrated to the proposed system.

5. There are a number of system configurations and database that can be provided. What are the ArDOT IT standards? Can you provide a copy?

   We want to see the system configuration and database you propose. If you have secondary options, it is your choice to show them in the proposal.

6. There are a number of mobile options available. What are the ArDOT IT standards? Can you provide a copy?

   We do not have them established at this time.

7. Does ArDOT currently use mobile devices? If so, what kind of device and for what purpose?

   We have iOS, Android, and Windows devices. Some are primarily data collection, and some are for mobile computing.

8. The pricing section is confusing. Why are there 3 packages called out?

   This is used to capture costs of different software needed to build the system if applicable. Line 404 was added inadvertently and should have been deleted. An addendum will be posted on the website.

9. Can we provide additional pages regarding the system functionality and implementation approach and not be limited to the spreadsheet?

   Explain in the "Vendor Explanations" column or submit the additional document with the RFP and place the filename of the document in the "Vendor Explanations" column.

10. What are the contract terms that the vendor / integrator are expected to sign? Can you provide a copy for review.

    The contract requirements are in the Forms tab that need to be printed and signed. If the proposal is accepted, then those will be terms of the contract otherwise the terms of the contract will be negotiated as stated in the Award section on the Proposal Process Details tab.

11. We have been in the repair and maintenance software business for a number of years and are very interested in the RFP for ARDOT. I was curious if you guys are wanting or looking for a truly customized software package or something more off the shelf that can be customized to your liking?

    We are not interested in a software development process. During the on-site demo, we expect to see a demonstration of how the software handles each of the requirements.

12. Not mentioned in the RFP was anything related to fleet or fuel. Is that a separate system? Would it be advisable for us to include mention and estimates? If so can you provide the number of vehicles you manage and the number of fuel stations and number of hoses at each location.

    The basis of this RFP are the requirements in the CMMS tab. As stated in the Scope of Proposal, secondary, supplemental systems are of interest but not the specific objective of this RFP.

    Certainly would not hurt to mention, with that said, we have entered into a contract with Syntech/FuelMaster and are actively installing statewide, to complete our Fuel Management Program. For Fleet Management, we presently use a "home grown" Equipment Management System (EMS), and would be interested in system(s) offered.

13. Also in the RFP response under the pricing section you ask for a one time all inclusive price, then Package A, B, and C. Can you explain your thoughts on A, B, and C? Are you asking for individual module prices? If so we need to be able to unprotect the spreadsheet to expand the rows.
    Please refer to question 8.

14. Was there an RFI issued for ARDOT's CMMS initiative?
    We decline to answer, the question is not related to the procurement process and does not provide assistance in preparing a proposal.

15. Has ARDOT seen any other CMMS vendor's solution ahead of this RFP release?
    We decline to answer, the question is not related to the procurement process and does not provide assistance in preparing a proposal.

16. Has ARDOT established a budget for the CMMS project?
    No

17. Can you elaborate what is meant by the statement on the Proposal Process Details tab in Number 11, "No advanced payment for startup?"
    No payments will be made for preparing, submitting, and demonstrating the proposals. Payments will be negotiated as part of the contract.

18. Please advise if ARDOT is utilizing ESRI for its GIS system and if the GIS system is to be integrated with the proposed solution?
    Maintenance does use ArcGIS for several activities. Please propose your visualization solution(s).
    a. Can you please clarify the requirements for "full scripting support" (CMMS tab, line 341 under Configurability) to be supported by the proposed solution?
       Is full scripting support provided so ARDOT administrators can create and apply custom scripts to all parts of the proposed system? The following examples are for information only and not limited to: Does the system have the ability to run code behind controls? Can scripts be run on form data before it gets routed to the next step in the workflow?

19. Regarding Interoperability, can you please clarify the name and purpose of systems to be integrated with the proposed solution?
    a. Please identify all systems to be integrated.
       Please refer to question 3

20. Regarding licensing: The RFP states that ARDOT has 2,000+ maintenance employees that do work and may need to access the system for one reason or another.
    - Can you please define how many employees would require only a full use back office license to access and edit data within system?
      We have 3000 employees that will be users of this system. Of that, we estimate 5 will need full administrator rights within the system. This is assuming that back office license is equal to full administrative rights to the entire system.

    - Can you please define how many devices (tablets, phones, iPads, etc.) would be required, note this would not include computers in vehicles or other equipment. Would these devices be on the same shift or sharing a device across shifts?
      We estimate there will be 350 mobile users that need to operate in a "disconnected" mode whether it be tablet, phone, or computer. All other users will be able to use a "connected" computer.

21. There is a question on the CMMS tab that reads, "Does the proposed software have a secure internal (employees) and external (public) portal with the ability to have a different set of requests available on each?"
    - Can you specify how many internal (employees) would be making these sorts of requests?
      3600+
    - Can you specify how many external (public) would be making these sorts of requests?
      Any user of an asset maintained by the ARDOT.

22. Please provide the total number of management units (i.e., Central Office, area, district, county headquarters) that will be using the software for:
    a. Data input
       area maintenance headquarters - 85
       district headquarters - 10
       central office - 1
    b. Reporting
       area maintenance headquarters - 85
       district headquarters - 10
       central office - 1
    c. Analysis
       area maintenance headquarters - 85
       district headquarters - 10
       central office - 1

23. Can you provide any information on the type of usage each management unit would perform. For example, county maintenance headquarters would create work orders, work reports, inspections; but district headquarters would create work plans, analyze asset condition, generate cost/accomplishment reports, etc.
    This is not meant to be an exhaustive explanation, just a clarification of Process diagram option 1. The Area Maintenance Supervisor (AMS) or crew superintendents create an annual work plan. Those are compiled and reviewed at the district headquarters, sent to the Central office for review, then approved by our Assistant Chief Engineer of Operations. Two week schedules and work orders are then generated for assignment by the AMS. Crews complete the work and report the data. There are some crews that report directly to the district headquarters and the central office.

24. The RFP reads that we should submit via printer copy – Proposal Process Details. But the request on CMMS tab read like an electronic submission (Line 130 - Resumes delivered in a .zip file and line 131 for Project Schedule in MS Word, Excel or Project, 159 Service Level Agreements). Can you please confirm the submission and formats.
    For clarification in the General Instructions on the Proposal Process Details tab, the CMMS and References tab of the RFP file must be filled out. All the forms in the Forms tab must be printed and signed. A properly submitted proposal includes the RFP itself, all requested files (such as the ones requested by lines 130, 131, and 159) on a thumb drive and the printed and signed forms from the Forms tab.

25. In the background section, the RFP states, "ARDOT currently uses several computer systems to assist our maintenance activities, including a Bridge Management System (BMS), Pavement Management System (PMS) and a Maintenance Management System (MMS)." What are the names/companies of the systems used including the BMS and PMS? This will help us understand integration requirements.
    Deighton's DTIMS is our BMS and PMS. We collect bridge data using Bentley's InspectTech and use an ARAN and Fugro's Vision to collect our pavement data. Our MMS is a homegrown program on a mainframe.

26. Is there an anticipated date established for the product to be implemented and licensing to begin? If yes, what is the anticipated date?

   As stated in the CMMS tab, vendors are reminded that the schedule represents the ARDOT's best estimate, and that target dates are subject to change. Based on our estimate, the implementation date and licensing begin date will be determined during contract signing.

27. Is there any current system in use as a CMMS for ARDOT?

   Yes.

   a. If yes, what is the name of the current system?
   b. If yes, is the current system an in-house build or vendor procured?

      As stated in the Background section of the Introduction tab, it is a legacy system developed in-house.

   c. If yes to vendor procured what is the name of the current vendor?

28. Has ARDOT had a piloted version of a CMMS in the past 3 years? If yes, what is the name of the piloted system(s)?

   No.

29. Does ARDOT have any companies currently under contract that they know and/or believe will be submitting to this CMMS RFP?

   We decline to answer, the question is not related to the procurement process and does not provide assistance in preparing a proposal.

30. In the CMMS tab, towards the end of the Vendor Information section there are questions around where the team members will work from with some of the possible options being in a "LOCAL office" and in a "REMOTE office". Can ARDOT please clarify what LOCAL and REMOTE means for ARDOT?

   Local means in the Little Rock area, Remote means not in the Little Rock area.

31. In the CMMS tab, in the Reporting section; can ARDOT please further clarify what is meant by a "report writing tool"?

   The purpose of that question is to determine if the proposed system allows ARDOT to create their own custom reports within the system and whether a tool is provided to do that.

32. In the CMMS tab, in the Configurability section; can ARDOT please further clarify what is meant by "Does the proposed system have a fully supported routing system"?

   Does the system have the ability route a form/work request/work order based on workflow assigned to that form/work request/work order.

33. In at least one place in the CMMS tab (e.g. Rows 93, 118), when the proposer hovers over Column C, it says:
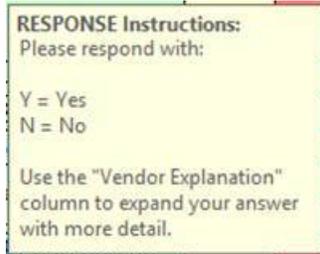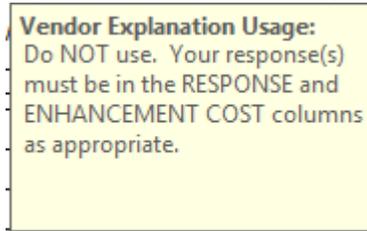
> **RESPONSE Instructions:**
> Please respond with:
>
> Y = Yes
> N = No
>
> Use the "Vendor Explanation" column to expand your answer with more detail.

However, when the proposer hovers over the corresponding cell in Column G "Vendor Explanations," the following note appears:
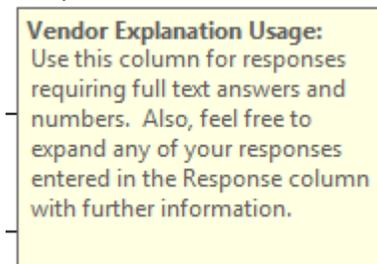
> **Vendor Explanation Usage:**
> Do NOT use. Your response(s) must be in the RESPONSE and ENHANCEMENT COST columns as appropriate.

Should we assume Column C ("use 'Vendor Explanations'") overrides Column G ('use "Response") in these cases?
That was a mistake on our part, please use the Vendor Explanations column wherever you need/want to add an explanation.

34. Many fields in CMMS, Column G "Vendor Explanations" note the following:

> **Vendor Explanation Usage:**
> Use this column for responses requiring full text answers and numbers. Also, feel free to expand any of your responses entered in the Response column with further information.

If the functionality of the MMS can be better shown with screenshots of the actual system that accompany the written description, can we submit a separate document (e.g. .pdf) that contains a written description and screenshots cross-referenced with the appropriate row?
Please refer to question 9.

35. We typically provide a management summary document that shows how the main features of the RFP will be provided. **Is there a mechanism to provide a management summary document (e.g. an addendum to the completed RFP) since it is otherwise difficult to capture within the RFP?**
All of the requirements in the RFP need to be individually answered. Refer to question 9 if you wish to attach additional documents or explanations for each requirement. If you are asking about how the main features will be implemented, you can attach the information to the document in line 131.

36. CMMS, Rows 268 and 339 both ask about a routing system. **Can ARDOT confirm whether "routing system" refers to either a <u>OR</u> b below:**
It refers to A below
    a. **"Work flow" as defined as the ability to approve work through a series of statuses? (For example, statuses could be: potential work, awaiting programming, programmed, work in progress, awaiting payment, completed, etc.)**
    b. **The Network Referencing System or Routing Alorithm for optimizing the geographical order that work, inspections, etc. are carried out in?**

37. **If the answer to Question 4 (now question 36) is "a" – "Routing system" refers to "work flow" as defined as the ability to approve work through a series of statuses – then what is the difference between Row 339 ("Does the proposed system have a fully configurable routing system?") and Row 340 ("Does the proposed system have fully configurable workflows?")?**
Line 337/338/339 are more specific questions that could be covered in line 340. In line 340 we are asking about the availability of a things that were not covered by the others. Examples include but not limited to: How do we design/build workflows? How do you manage the workflows? Is there a way to test the workflows without putting it into production? Is there a way to archive workflows?

38. **Can ARDOT expand on or further explain CMMS, Row 340: "Does the proposed system have fully configurable workflows (design, management, test, archive)?"?**
Please refer to question 37.

39. **For CMMS, Rows 251-268 "Annual workplans, scheduling, and cost estimates": Does ArDOT anticipate that the proposed system will use the same asset LOS and performance targets (priority and level of service matrix) as the current system?**
We currently do not have asset LOS and performance targets. We are in the process of defining those. We plan to start with level of effort (LOE) planning and move to LOS and performance targets as we get those defined.

40. **For CMMS, Rows 251-268 "Annual workplans, scheduling, and cost estimates": Can ArDOT provide a sample Asset Priority and Level of Service matrix from the current system that shows all inputs for a given asset type?**
No. Please refer to question 39

41. In the Proposal Process Details tab, "12. Evaluation," proposals are said to be evaluated against "the extent of services offered, ability to provide those services, references, experience, and cost." **Can ARDOT specify which questions/fields will be used to evaluate experience if that is different than references provided?**
Experience will be evaluated by the requirements under the Vendor information and System Implementation sections of the CMMS tab and References tab

42. **Will the proposal evaluation criteria be weighted equally? If not, can ARDOT provide the relative weight each criterion will receive?**
They are not weighted equally. Weights will not be provided.

43. What does ArDOT currently have/use for an asset inventory (for managing its culverts, guardrails, etc.)?
    Please refer to question 25. We do not have anything outside of bridges and pavements at this time.

44. Does ArDOT's current asset inventory contain any spatial references, or is it based only on routes/mileposts with linear offsets?
    Our inventory information does contain lat/long information.

45. Where is ArDOT's current asset inventory stored today (i.e. in a table, in a database, etc.)?
    Databases

46. Is ArDOT using paper, hard-copy forms, and/or spreadsheets for managing and maintaining their asset inventory?
    Databases/programs. Please refer to question 25 for more details.

47. Does ArDOT use an asset inventory to determine/know what they have to maintain in their areas of the state?
    Yes, it currently resides in our mainframe, bridge management system, and pavement management system.

48. Is ArDOT's Mainframe system not being used today?
    As described in the Process diagram as is, the mainframe is currently in production

49. Row 22 of the Proposal Process Details tab asks for a detailed budget for accomplishing the proposal in addition to filling out the System Pricing section in the CMMS tab. Rows 393 to 468 of the CMMS tab all deal with pricing in some detail. What additional cost breakdown is ARDOT looking to have broken out, and in what row(s) of the spreadsheet is that information to be presented?
    Lines 393 to 468 represent our best estimate of how to breakdown the costs to help us analyze the proposals. If you want to further break down the individual questions you may do so in the "Vendor Explanations" column. You can refer to Question 9 for more details on that.

50. CMMS Tab: Configurability, Column B, Line 339 "Does the proposed system have a fully configurable routing system?" Please clarify.
    We want to know what kind of manipulation of the routing is available and can be done by ArDOT administrators. Examples include but not limited to: Can we route something to multiple people? Can we have routing that separates into two different simultaneous routes then recombine into one? How does the system handle it if a recipient is out for a week?

51. CMMS Tab: System Implementation Practices, Column B, Line 388 "Please explain how the TOTAL ownership costs incurred over the life of this system will be minimized". Please clarify.
    We wish to understand the specific advantages of the proposal that will help minimize the total ownership cost of the system. Examples include but not limited to: lower management cost for the ArDOT because it is a hosted solution, is the patching system streamlined to minimize the cost of testing and deployment, or if there is a way the proposal minimizes administration or down/time.

52. How many asset types does the agency plan on managing with the system?
    None. Our bridge and pavement assets are and will continue to be managed by other systems as stated in the Process diagrams option 1. Asset management is not part of the scope of this RFP, secondary systems are of interest and you are welcome to submit information about them.

53. Should Paid Enhancements be included in pricing? Or should they be included in the Enhancement Cost column only?
    They should only be in the Enhancement Cost column only.

54. Is the agency expecting Configuration Options to be items that the agency configures or that the Proposer configures?
    Please propose what you will provide.

55. CMMS Tab. Will a new version of the excel document be released, deleting Column F (Importance Level)? The document is locked and cannot be deleted by Proposers.
    No, just ignore the column when you are filling it out.

56. Proposal Process Details #13. For the purpose of determining total proposal cost, in the event ARDOT does award a contract to a specific vendor, does ARDOT expect to make the initial award for fixed number of years (3 Years, 5 Years, etc.) either as a guaranteed contracted number of years or as a smaller number of initial contracted years with 1 or more option years?
    We are interested in seeing what your best proposal is as we imagine it will be different for each vendor.

57. CMMS Tab, Cell 27. For the purpose of determining total proposal cost, is there an initial number of maintenance users (out of the identified 2000+ maintenance users at ARDOT) that would be using the initial delivered system.
    As stated in Question 1, we estimate about 3000 users of the system in total. Your implementation proposal should determine the number and when maintenance users are added.

58. CMMS Tab. Throughout the CMMS tab there are references to "Software License" which implies ARDOT would purchase the software (Perpetual Licensed Software) as an initial one-time cost (excluding Annual Maintenance and Support). Many software vendors offer an option of "Software as a Service" (SaaS) where there is no initial one-time software purchase. Customers under SaaS subscribe to use the software for a fixed term (3 years, 5years, etc.) for a specific number of users and the SaaS system is generally made available to the SaaS customer as a cloud deployed system. Would ARDOT consider SaaS as an option for this RFP.
    In "Delivery Method" column of the CMMS tab, you can choose SaaS for the delivery option for the major groupings of functionality

59. CMMS Tab. If ARDOT is open to either Perpetual Licensed Software or SaaS, would a vendor need to submit two (2) separate proposals if the vendor wants to offer both options.
    Unfortunately, we did not consider that there might be a pricing difference between the two solutions at the time of the RFP opening so if the price is the same, you can send one proposal. If the pricing is different then you will need to submit two.

60. Can the due date for the proposal be extended by 1 to 2 weeks?
    Not at this time.

61. Regarding Process Diagram Option 1 in the Process Diagram tab, is Option 1 the preferred
    process? Is there intentionally not an Option 2 or more?
    Please refer to question 3c.