

**ADDENDUM #1**  
**TO THE SPECIFICATIONS FOR**  
**ASSET MANAGEMENT SYSTEM RFP**

The addendum is an integral part of the RFP and must be signed and returned with the submittal.

The purpose of this addendum is to incorporate the following changes and or clarifications to the RFP. Answers to questions are in red.

1. To accommodate the checklist requirement, would it be possible to receive this section in Word so as to better format our response inside the proposal? Searchable PDF
2. Is the City interested in a vendor-hosted (cloud) solution? No

**Section 2.1:**

3. Inter-operability with Microsoft product suite that interfaces directly with email capabilities  
There are other functionalities in this section that reference automatic emailing. Are there other specific email functionalities other than those listed in this section that the City is seeking? No, the City uses exclusively Microsoft Exchange and wishes to have the ability to email AMS work order / changes etc. to staff from within the software.
4. Supports capability to dispatch work orders to work crews. Are these work crews ever-changing or constant? Periodic changes in staff. Explain user log in options of grouping of user names (Team) vs individual log in.
5. Ability to assign maintenance scores to work activity types. Would the City explain their scoring process? We currently do not have a work order scoring system, but might be interested in one in the future. (i.e. Critical, Urgent, Regular Maintenance, Low Priority etc.)
6. Provides a set of standard reports.....which the vendor is responsible for maintaining with both tabular and spatial inputs. Would the City please clarify and/or provide an example of a report with both types of inputs? Vendor supplied basic report templates that are customizable by City
7. The following all reference workflows but are listed under the IT related section. Is this IT workflow or user workflows? For either/both would the City provide a sample workflow diagram with the below functionalities indicated/explained at the appropriate workflow stages?
  - a) Ability to support workflow functionality and workload of city staff:  
Customizable per department. Duties vary per department.(i.e. Water, Sewer, Streets)

- b) Ability to support workload analysis and re-route work and/or documents based upon workload criteria: Reports per department and ability to forward work order to another appropriate department.
- c) Multi-level approval process for workflow multiple users can comment / approve before case closed.
- d) Ability to support electronic signatures symbols or other data in digital form attached to an electronically transmitted document as verification of the sender's intent to sign the document.
- e) Ability to assign permissions assigned to an individual end user – exclusive of the group they are assigned. (These permissions supersede the group they are assigned to) For example, an individual may have more editing rights than the group they are assigned.  
A team leader has more permissions than a field crew member.

### Section 2.1.3

8. Vendor maintenance plan must be all inclusive 'flat fee' for changes or modifications.  
For clarification: Does this refer to changes, modifications, or updates made by the company? City requests for changes or modifications to the software, if approved, would not be considered under a 'flat fee.' No. Company software modification are not included, however the City shall not be charged for software changes separate from regular version changes. I.e. fixes, patches. or items not working as described when installed. If the City requests a modification to the system beyond what was purchased a quote can then be issued.
9. Application must be provided with a 100% satisfaction guarantee.  
How is this determined? Is this a contractual Service Level Agreement (SLA)? The software application must operate as described by vendor when initially purchased and installed. To be accepted, the City must receive an operable asset management work order system that continues to allow regular city business to occur unimpeded.

### Section 2.2

10. All items and accessories (cables, components) as necessary to render the Asset Management System complete, operable, and ready to use shall be included as part of the package.  
Seeking clarification: As a web-based system, this would include desktop computers, laptops, tablets, mobile devices, data packages, internet connectivity, etc. These are not typically provided by the vendor but some can be negotiated, if necessary. Just state what required 'unique' items (if any) are provided with your system. Desktop computers or mobile devices etc. will be supplied by the City.

**Section 2.3**

11. **Unlimited license option - Our company and its partnership with Esri require named-user licensing for its clients. Unlimited users can use the system but an unlimited license option is not available; would the City be able to specify the number of users it anticipates across all departments?** We estimate about 30 end users. We also have 1 ESRI database server user account that will be dedicated to the Asset Management System.

**Section 2.7**

12. **On numbered page 3, the following sentence reads, "a list of three (5) references where like services have been supplied by their firm." Can you please clarify 3 or 5?** 3

All other terms and conditions remain unchanged.

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Signature

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Vendor

If you have any questions regarding this addendum, please contact me at [lewing@rockwall.com](mailto:lewing@rockwall.com) or 972-772-6418.

Sincerely,



Lea Ann Ewing  
Purchasing Agent