



**CITY OF DULUTH  
PURCHASING DIVISION**

Room 100 City Hall  
411 West First Street  
Duluth, Minnesota 55802-1199  
218/730-5340 218/730-5922 FAX

October 20, 2009

**REQUEST FOR PROPOSAL  
09-0580  
CMMS Software**

Please provide the City of Duluth with a proposal for **Implementation of Computerized Maintenance Management System (CMMS) Application Software for Asset Management and Maintenance of the Wastewater Collection and Transmission System (WCTS)** per the attached description, requirements and goals.

Please mark your proposal with the above number and title on the outside of the envelope and return to: City of Duluth, Purchasing, Room 100, 411 West 1<sup>st</sup> Street, Duluth, MN 55802 by **2 PM Wednesday, November 18, 2009.**

All proposals will be acknowledged aloud in room 106A of City Hall. Proposals will be reviewed by committee according to established criteria.

The City of Duluth reserves the right to reject all proposals, to select more than one to give presentations if so desired by the City of Duluth, or to select the best one and enter into further negotiations with the vendor.

Questions regarding this RFP are to be directed to Purchasing, Dennis Sears, Purchasing Agent at 218-730-5003 or [dsears@duluthmn.gov](mailto:dsears@duluthmn.gov) .

Questions of any technical details are to be directed to John Center-Project Coordinator, Public Works and Utilities at 218-730-4067 or [jcenter@duluthmn.gov](mailto:jcenter@duluthmn.gov) .

Contact: Dennis Sears (218) 730-5003  
Purchasing Agent  
[dsears@duluthmn.gov](mailto:dsears@duluthmn.gov)

Thank you.

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# **CITY OF DULUTH MINNESOTA**

**Department of Public Works & Utilities**

## **Request for Proposal**

**Implementation of Computerized  
Maintenance Management System (CMMS)  
Application Software for Asset Management  
and Maintenance of the Wastewater  
Collection & Transmission System (WCTS)**

**Issued: October 20, 2009**

**Due Date: November 18, 2009**

**Submit to: City of Duluth  
411 West First Street  
Purchasing – Room 100  
Duluth, MN 55802**

**Attn: Dennis Sears – Purchasing Agent**

**For Additional Information Contact:  
John Center – Project Coordinator at: [jcenter@duluthmn.gov](mailto:jcenter@duluthmn.gov)**

## INTRODUCTION

The Public Works and Utilities division for the City of Duluth, provides gas and water distribution systems as well as sanitary sewer collection and transmission systems to its customers. The Utility services a population of approximately 85,000 citizens as well as several contiguous suburban population centers.

The Gas distribution system includes 4 locations where gas enters into the city system. The system has 26 pressure regulator and 510 miles of pipe. The system has 25,983 gas meters.

The Water distribution system includes a main filtration plant that supplies water to 16 reservoirs. The system has 10 pumping stations and 424 miles of pipe. The system has 28,016 water meters in place.

The Sanitary Sewer Collection & Transmission System includes 47 lift stations, 106 grinder stations, both gravity and force mains totaling over 400 miles of pipe of varying size. It also is in the process of building and/or maintaining 5 wastewater storage/holding tanks that comprise approximately 15 million gallons of storage capacity.

The division is seeking to purchase a Computerized Maintenance Management System (CMMS) software application that will support all internal Utility Operations Departments as well as additional divisions within the City's administrative structure.

Based on a preliminary review, we have selected your organization to receive this formal Request for Proposal (RFP). We are asking that you submit a formal proposal, which addresses the requirements as listed below.

# GENERAL REQUIREMENTS

## Purpose

The City of Duluth has entered into a Consent Decree with the United States Environmental Protection Agency and the Minnesota Pollution Control Agency. This Consent Decree arises out of a lawsuit, against the City of Duluth and the Western Lake Superior Sanitary District, brought by the U.S. EPA, U.S. DOJ, and the MPCA in federal court. The focus of the Consent Decree is for the City of Duluth to implement a Capacity Management, Operations & Maintenance (CMOM) program that comprises a series of Best Management Practices (BMP's) designed to eliminate any and all Sanitary Sewer Overflows (SSO's).

Underlying several of the CMOM components is the necessity for the implementation of a CMMS that provides for aggressive asset management. The City is currently relying on a combination of; outdated mainframe applications, a plethora of access databases, excel spreadsheet programs and paper documents to manage all activities of the Sanitary Sewer System.

The City of Duluth, Department of Public Works & Utilities desires to purchase and implement a Software Application that will provide the effective management of all assets of the Gas and Water distribution systems and the WCTS. They comprise in-ground assets, plant and lift stations, warehousing and transportation. This utility does not include the wastewater treatment plant.

The primary intent of this software application is to effectively manage all facets of our assets including, but not limited to, asset tracking/history, work order creation and tracking, preventative maintenance procedures, operation and maintenance manuals, inventory control and, cost benefit analysis. Specific details and deliverables are identified in the "Scope of Services" section.

Although the primary purpose is to provide this capability for management of the WCTS, the initial implementation will include all utility departments. In addition, the selected software application must be able to support other division within the City administration in a similar fashion (e.g. the City's Building Services division wishes to track similar types of assets).

## Selection Process

Once the proposal submission deadline has passed, all proposals will be reviewed by the selection committee and ranked according to the evaluation criteria described below. A selection may be based solely of the review of the proposal document; however product demonstrations may be requested from the highest ranked firms. **Any proposals received post the due date will not be considered.**



Once the final selection is made the City will initiate contract discussions with the selected firm.

### **Schedule**

The Department of Public Works intends to commence implementation of the Asset Management Software during the first quarter of 2010 and expects to complete the implementation by December 2010. All firms responding to this RFP must be able to commit the necessary resources to complete a full implementation within the timeframe described below:

Request for Proposals Issued	October 20, 2009
Due Date	November 18, 2009
Selection Committee Decision	November 30, 2009
Vendor Negotiations	December 3, 2009
Signed Contract	December 29, 2009
Implementation Complete	September 30, 2010

## **CURRENT SYSTEMS OPERATING ENVIRONMENT**

The City of Duluth currently operates in a SQL 2000/2005 server environment operating on a Windows 2003 server. Plans for 2010 are to migrate to SQL 2008 operating on a Windows 2008 virtual server environment.

The City utilizes the New World Systems Logos .Net Utility Billing system for all utility customer tracking and financial transactions as well as the Financial Management and HR/Payroll suites for all financial, payroll and human resource related data. The City is also in the process of implementing the New World Systems eSuite which will include a Citizen Request for Service web portal. This portal will serve as the central repository for all citizen initiated requests.

In addition, our Engineering Department utilizes the GIS program as the main data repository for all data attributes of the Gas, Water and Sanitary systems and the SCADA software application for lift station and storage tank monitoring activity. The City is in the process of upgrading its GIS and SCADA environment. The City also uses the SCADA system to monitor both gas and wastewater assets.

Currently we operate within an ERSI ArcGis Enterprise Basic 9.3.1 Geodatabase. However, the software application will need to be able to integrate and communicate with an ArcGIS Enterprise Geodatabase and ERSI's ArcServer 9.3.1 operating within Microsoft SQL 2008 RDBMS that runs within a virtualized server environment using Microsoft Server 2008.

## SCOPE OF SERVICES

The following provides a general outline of the services and desired deliverables, of the selected CMMS software application. The selected organization will furnish all software, labor, materials, equipment and supervision necessary to implement the software.

### Specific attributes required from application software:

#### 1. Functional Attributes

- a. Ability to track all assets within the combined Gas, Water and Sanitary operations.
- b. Ability to break down assets within structures or within individual piece of equipment (e.g. pumps within a lift station or pump components within a pump).
- c. Maintain and schedule routine preventative and predictive asset maintenance.
- d. Ability to provide inspection and testing of an asset's physical condition, assigning a condition rating and analysis of the geographic distribution of on-going maintenance activities.
- e. Work order system that allows for both individually or cyclical scheduling of work.
- f. Asset tracking system for aging pipe condition and generating repeatable scheduling for cleaning / maintenance based on a calendar aging of condition.
- g. Track and report all costs (internal or vendor provided) for all work orders or projects. Labor cost will need to be imported from our payroll system to avoid maintaining data in duplicate systems.
- h. Robust supplies and materials inventory system that supports bar coding and generates reorder reports based on levels of inventory.
- i. Ease of use custom reporting in addition to providing standard reports loaded at time of implementation.
- j. Must be highly configurable, extendable and scalable.

#### 2. Operating Environment

- a. Operate in a server/browser based environment.
- b. Capable of full integration with ERSI Geodatabase Architecture.
- c. Capable of using ArcGIS Standard Server.
- d. Able to integrate with New World Systems Logos .Net application software.
- e. Ability for remote field entry of data to the application

### **3. Implementation**

- a. Provide full implementation management oversight.
- b. Provide specific implementation / training program (including amount of onsite training/mentoring provided)
- c. Provide details of implementation review, training and testing program.

### **4. Associated Costs**

- a. Provide detailed breakdown of all cost associated with implementation (including any additional licensing required to integrate with other applications described above).
- b. Provide detailed explanation of licensing costs (including all options available).
- c. Provide all costs for ongoing licensing, maintenance and updates (if any).

## VENDOR RANKING

Category	Criteria	Score
<b>1. Functional Attributes</b>		
	a. Tracking Assets	8
	b. Asset Breakdown	4
	c. Maintenance Scheduling	4
	d. Inspection & Testing	3
	e. Robust Work Order	6
	f. Asset Aging & Condition	4
	g. Cost tracking	3
	h. Inventory system	2
	i. Reporting	6
	<b>Section total</b>	<b>40</b>
<b>2. Operating Environment</b>		
	a. Server / Browser based	8
	b. ERSI integration	8
	c. ArcGIS standard server	6
	d. New World integration	4
	e. Remote data entry	5
	<b>Section Total</b>	<b>30</b>
<b>3. Implementation</b>		
	a. Implementation oversight	4
	b. Robust training	4
	c. Review & Testing	2
	<b>Section Total</b>	<b>10</b>
<b>4. Associated costs</b>		
	a. Implementation costs	6
	b. Licensing costs	8
	c. Ongoing licensing	6
	<b>Section total</b>	<b>20</b>
<b>Grand Total</b>		<b>100</b>

## **SUBMITTAL REQUIREMENTS**

Vendors interested in submitting proposals for the Public Works & Utilities purchasing of a CMMS software application must respond by submitting a proposal providing a detailed response to each item listed above in the "Scope of Services" section. Vendor's proposals will be considered only if **all** requested information is provided. Each vendor will be notified if they are/or are not selected as a final candidate.

Four copies of the proposal document shall be submitted to:

**City of Duluth**  
**411 West First Street**  
**Purchasing – Room 100**  
**Duluth, MN 55802**

**Attn: Dennis Sears – Purchasing Agent**

### **RFP Questions**

Our objective is to insure that we provide you with all of the information you need for you to provide the most complete response to this RFP. As such we welcome any questions you may have. Please send all requests for additional information to John Center – Project Coordinator at [jcenter@duluthmn.gov](mailto:jcenter@duluthmn.gov).

