

July 30, 2020

Addendum #1

Provision of an Electronic Operations & Maintenance Manuals Software Solution RP020-20

Questions:

- Q1. Cost Proposals: "Cost proposals should be packaged and in a separate sealed envelope and no reference shall be contained within the technical portion of the proposal which reflects the values contained therein. The cost proposals must be clear and unambiguous and without qualifications." – Is there a way to submit optional line items with pricing (e.g. by adding #3-6 to the cost proposal form, page 10)?
- A1. **If you would like to provide pricing for items beyond the scope specified, those can be included as separate line items. These items must clearly be marked as optional and not included in the total not-to-exceed price. Cost scores will be calculated based on the total not-to-exceed price.**
- Q2. May we submit proposals in person to ensure on time delivery?
- A2. **Yes. Please follow the required proposal submission criteria specified on page 1.**
- Q3. Is the capital budget for this project known or unknown and is it published or confidential?
- A3. **There is approved funding for this project. Gwinnett County expects each vendor to propose a competitive price.**
- Q4. Page 7 of the RFP, Project Schedule, 2-3 months, "completed within 2-3 months". The feasibility of this depends on numerous unknowns (such as the last question in this document); based on perceived scope & magnitude we suspect full completion is unlikely within this time frame, although completion of all planning, delivery pipelines and a prototype containing certain main components might be possible. How flexible is GCDWR on schedule, is there a hard stop?
- A4. **The completion schedule is not definitive, therefore the project may exceed the estimated period. Please provide a proposed timetable as part of your proposal.**
- Q5. Page 6 of the RFP, Services, 5. Can you provide a hierarchy of all department structures, ideally with some indication of size. This will greatly assist us in determining the best approach to promoting adoption for your organization and to minimize the learning curve. Even job descriptions or short resumes would greatly assist to 'reinforce usage thru each successive layer of the organization'.
- A5. **The solution will be managed by a small user group, therefore training must be designed in a train the trainer model.**
- Q6. The term digital experience platform is fairly new and still subjective with implicit meaning; additionally, the needs of industrial municipalities is fairly unique and doesn't necessarily align with the more virtual/online world that born this term out (IMHO). As a resulting, my initial impression is that you will need somewhere between 10 – 60% custom code depending on



approach and flexibility needs. What is GCDWR's thoughts on this matter and what balance is preferred regarding the tradeoffs associated with "a customized and fully flexible experience" [for content authors] vs. "a prebuild but opinionated and potentially limited one" (The requirements suggest the prior but the schedule suggests the latter and our approach is highly flexible).

- A6. **Our expectation is for a solution that's customizable and fully flexible, with the capability to replicate templates and create a digital experience at scale. As stated in Q4, the completion schedule is not definitive.**
- Q7. Page 7 of the RFP, D.1. Are these stated specs for the VMWare platform itself, physical hardware, or a hosted VM on that platform? Is docker presently in use and can it be used to design a microservices architecture as part of this project?
- A.7. **These are the specs of the current VM server in use. Docker is not in use.**
- Q8. Bid criteria. We see there is an optional interview/demo requested; when would you like this to occur, before or after bid submission?
- A8. **After proposal submission. You will be notified if you are selected for an interview/demo.**
- Q9. Page 6 of the RFP, General Project Considerations, 3. - we understand that you would like detailed requirements, not 'blanket statements', describing how your systems & assets will need to change to become part of this new system. To meet this need, we would need a detailed accounting of all systems and assets intended to be brought over under this contract so that solid recommendations can be made. We would likely also need access to these assets to assist in making this determination as options are quite vast and present state is a primary design factor (additionally, conversion may be an ideal time to correct any pain points with old systems); alternatively, we could provide a rough (no guarantees) estimate for system/asset descriptions you provide. Please note, much depends on your required level of interactivity and specific system requirements (existing and future requirements after conversion). For example, about diagrams and drawings, are these PDFs or AutoCAD and what level of interactivity is required between these assets and other systems, such as diagram version control systems or OPC alarm annunciation on the diagram. Another example, 3D requirements: How big are these files and what level of interactivity will be required (e.g. drilling down from one model to another by clicking model parts); these are the most important considerations required to make 3D work within a browser in the general sense and cell phone browsers/apps are an even larger concern.
- A9. **The system must accommodate the integration of a variety of web-based files, including the following file types: PHP, HTML, PDF, JPEG. The level of interactivity with the 3D files would be for viewing only. The file sizes vary, ranging from 300 KB – 20,000 KB files. The files are a combination of diagrams and drawings of a wide array of equipment files to entire plant drawings, which are both PDF's and AutoCAD.**

Acknowledge receipt of this addendum on page 11 of the request for proposal document.

Sincerely,

Dana Garland

Dana Garland, CPPB
Purchasing Associate III