

August 06, 2020

Addendum #2
Provision of an Electronic Operations & Maintenance Manuals Software Solution
RP020-20

Questions:

Q1. In the RFP, there is a requirement for an on-prem solution. Would a SaaS offering be acceptable to Gwinnett?

A1. A SaaS is not an acceptable option.

Q2. In looking through the information, I was unable to find a specific valuation to use for bid pricing. The industry standard is to provide pricing based on an overall project or annual budget fiscal value. Other versions of pricing can be deduced based on quantity of users, amount of projects and average project value, a man-hour requirement (how many hours we are to spend on training, on-site, and on travel). To summarize my question is how are bidders expected to come up with their pricing?

A2. The combined total size of all of the Electronic Operations and Maintenance Manuals is roughly about 55GB's of content. The expected user quantity is less than 100. Training of the software should take no more than one-two weeks. On-site and travel should be minimal at best, as we should be able to provide remote access for installation, training, and support. Cost is only one of the scoring criteria used to evaluate this proposal. Gwinnett County expects each vendor to propose a competitive price. Award will be made to the highest scoring firm.

Q3. The RFP states: *Mobile Connectivity – The mobile system must integrate tightly with the Electronic Operations & Maintenance Manual software and provide native (non-browser) facilities on standard smart phone and mobile computers.* Does this mean that a web-based solution that does not have a mobile application will not meet the requirements and will not be considered?

A3. If a mobile application is not provided, the software must provide a mobile responsive design, in order to change the layout to offer an experience based on the device being used.

Q4. The RFP States: *Services – Vendor preferably should be able to provide a fast (within 7 days) prototyping service to evaluate feasibility of proposed systems.* Demonstration and sandbox environments can be deployed quickly. Sites with custom functionality may not be something that can be produced within 7 days. Depending on the level of customization, environments generally require information gathering, requirements review, and a design phase. Is that acceptable?

A4. That is acceptable. Once requirements are obtained, we can discuss the level of input anticipated in a prototype.



Q5. The RFP states: *Training courses must be offered as follows (at a minimum): User Training, Power User Training, and Configuration and Administration Training. It should be possible to have the training delivered on-site at GCDWR locations.* We have these courses available online if that is acceptable and allows for attendance from remote locations. Is it a requirement that all training be conducted on-site and in person?

A5. Due to the current COVID restrictions, online training is now preferred.

Q6. The RFP states: *Licensing – Must be based on the number of concurrent users connected to the system and the application and integrations chosen by the end user.* Our licensing is based on unique visits, not concurrent users. Is this acceptable?

A6. Yes.

Q7. The RFP states: *D. Materials and Services Provided by Gwinnett County after Contract Award 1. Server hardware, operating system, MS SQL Server, and mobile devices. We are currently hosting the existing EO/M Manuals on a single VMware Virtual Platform: Intel(R) Xeon(R) CPU E5-2670 v3 @ 2.30GHz, 2297 Mhz, 1 Core(s), 1 Logical Processor(s). Proposed solution must run using GCDWR's current hardware.* Without knowing the traffic of Gwinnett's current site, how can we guarantee that this hardware would be adequate for the proposed solution?

A7. This hardware type is currently used for existing DWR asset management software which is comparable to the anticipated usage of the proposed solution.

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

Sincerely,

Dana Garland

Dana Garland, CPPB
Purchasing Associate III