GWINNETT COUNTY
DEPARTMENT OF FINANCIAL SERVICES
PURCHASING DIVISION

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February 2, 2026

Addendum #2
BL023-26

Revisions:
R1. The due date has changed. Bids must Be Received By: 2:50 pm on February 16, 2026.
R2. Gwinnett has obtained a support extension from IBM through September 30, 2026.
R3. Security Requirements are attached. Please review to ensure compliance.

Questions

Q1.   What is the term of the current MAS9 AppPoints? Is it a multi-year contract with IBM?

A1.   Gwinnett has an existing, separate contract for IBM Maximo Application Suite (MAS) licensing and AppPoints. Procurement, renewal, and entitlement management for MAS licenses and AppPoints remain the responsibility of Gwinnett and are excluded from the scope and pricing of this bid. Service providers may assume a Bring Your Own License (BYOL) model and should not include MAS licensing costs in the bid submittal.

Q2.   Did Gwinnett work with IBM or another vendor to determine the number of AppPoints?

A2.   Yes, Gwinnett previously worked with IBM and/or implementation partners to size AppPoints.

Q3.   Can Gwinnett confirm that the required go-live date for the upgraded system is April 1, 2026? Is the intent to have the MAS 9 production platform available or a full functional business cutover for all users, modules and mobility?

A3.   The April 1, 2026 date represents a target milestone rather than a mandated full production cutover. Final acceptance criteria and deployment sequencing will be defined during project planning.

Q4.   Can Gwinnett define the acceptance criteria for April 1, 2026 go-live, including required testing phases, performance benchmarking and operational readiness?

A4.   Acceptance criteria will be defined contractually and during project planning, consistent with the requirements outlined in the invitation to bid. See R2.

Q5.   Will Gwinnett consider a phased go-live approach to meet the April 1 deadline with Work Management, followed by phased deployment for other modules and users including mobility?

A5.   Acceptance criteria and deployment sequencing, including any phased go-live approach, will be defined contractually and during project planning, consistent with the requirements outlined in the invitation to bid. See R2.

Q6.   Has Gwinnett worked with any outside firms in any capacity to assess the current Maximo environment? If so, can that information be shared?

A6.   No. The awarded service provider will be expected to assess the current Maximo environment and recommend opportunities for improvement based on industry best practices as part of the upgrade to MAS 9.

Q7.   Does Gwinnett currently have sensors connected to Maximo? If so what type of sensors and how are they connected, API, To Meters in Assets?

A7.   No sensors are currently connected to Maximo.

Q8.   Can Gwinnett confirm there are no integrations in place with the current Maximo system? The ITB states that we need to ensure "compatibility" with MxLoader, Crystal Reports, Power BI, Alteryx and Tableau.

A8.   These tools are used outside of Maximo via file-based processes and reporting and are not system-to-system integrations.

Q9.   Can Gwinnett provide a list of configurations and customization? AutoScripts, Java Class Files, Workflows, custom reports any details associated with them?

A9.   The environment includes configurations such as reports, fields, and automation scripts that will require assessment by the awarded service provider. No custom Java code or workflows are present.

Q10.   Does Gwinnett have detailed design documentation (Technical and Functional) on all configurations, customizations, and Integrations, and will they be available to support the upgrade and testing?

A10.   No current detailed design documentation is available.

Q11.   Is Gwinnett currently using the DataSplice mobile applications? If so, will these applications continue to be used as is, or is Gwinnett changing to the Maximo Mobile application?

A11.   Gwinnett no longer uses DataSplice. Gwinnett is not requesting deployment or configuration of mobile applications as part of this invitation to bid. The requirement is limited to ensuring the upgraded MAS 9 environment supports compatibility with future mobile solutions, including IBM Maximo Mobile, should Gwinnett choose to implement them at a later date.

Q12.   Does Gwinnett intend to develop integrations to external systems after the system is upgraded?

A12.   No decision has been made at this time to integrate MAS9 with external systems.

Q13.   Does Gwinnett have a preference for hosting, i.e. AWS GovCloud, Azure Government, or IBM Cloud for Government?

A13.   Gwinnett does not have a preferred cloud provider, provided hosting meets the requirements outlined in A18.

Q14.   Will Gwinnett accept electronic versions of the response vice printed copies?

A14.   No, only hard copies returned in a sealed container by the deadline listed above are acceptable.

Q15.   Do the Contractor Affidavit and Agreement, and Code of Ethics Affidavit forms need to be notarized?

A15.   Yes, both forms should be notarized.

Q16.   Is there a specific format Gwinnett County Department of Water Resources (GCDWR) is expecting for the response?

A16.   Service providers are required to complete and submit all County-provided forms identified in the invitation to be. Where narrative responses are appropriate, service providers should respond accordingly.

Q17.   Please provide clarification regarding the infrastructure requirements stated in BL023-26, which notes that the service provider must migrate the existing Maximo 7.6.x environment to MAS9 within a "private government cloud."

A17.   Gwinnett requires the MAS 9 environment to be hosted in a private government cloud environment located within the United States and compliant with applicable government security standards. FedRAMP Moderate authorization is preferred but not required for responsiveness. Bids may include qualified subcontracted cloud providers, provided the prime contractor retains full responsibility for service delivery and SLAs.

Q18.   Will Gwinnett accept a proposal where the private government cloud hosting is delivered through a qualified subcontracted cloud provider, with the prime contractor retaining responsibility and SLAs?

A18.   Yes.

Q19.   For the five-year hosting, maintenance, training, and support costs, are price escalations permitted after Year 1, or must all five years be priced at a fixed rate?

A19.   Pricing for each year is to be indicated on the Bid Schedule. Pricing for the initial 12-month term must be firm. Any escalation must be factored into pricing for each subsequent year.

Q20.   Can service providers return quotes for 3rd party SaaS or IBM SaaS options?

A20.   Yes.

Q21.   Is there an approved budget range for the complete scope?

A21.   There is approved funding for this project. Gwinnett County expects each contractor to bid a competitive price. Award will be made to the lowest responsive and responsible bidder.

Q22.   Is there any restriction for any scope of this project to be performed from outside of the US? What percentage of the project is expected to be executed onsite?

A22.   Up to 10% of project activities may be conducted onsite, primarily for stakeholder workshops, critical milestones, or go-live support. The majority of the project will be delivered remotely. See R3.

Q23.   Can Gwinnett provide the current database size (in GB), row counts for key tables (e.g., ASSET, WORKORDER, INVENTORY), and full data volume details for migration planning?

A23.   Current DB size 117.41 GB. Rows in ASSET around 6,500. Rows in INVENTORY around 28,000. WORKORDER around 6,308,732 rows.

Q24.   What is the size of the Production Database?

A24.   Current production DB size 117.41 GB.

Q25. What specific customizations exist (e.g., workflows, fields, reports, scripts), and can Gwinnett share the De-Customization/Rationalization assessment if partially completed?

A25. **See A9.**

Q26. Are there any third-party integrations planned or historical (despite none currently active), and which specific tools (Crystal Reports, Power BI, Alteryx, or Tableau) are currently in use today?

A26. **See A8.**

Q27. Can Gwinnett confirm the exact specs for the current server (e.g., total storage used vs. allocated, backup size, performance baselines for key transactions)?

A27. **Current production server: C: Total 305GB/Used 44.8GB, D: Total 1,000GB/Used 635GB. D drive service provider usage includes attachments, backups, and non-database system files. Server performance metrics are not available at this time.**

Q28. For Red Hat OpenShift: Any preferences on version, cluster configuration, or multi-region requirements beyond asynchronous disaster recovery?

A28. **At this time, there is no preference for a specific Red Hat OpenShift version beyond a currently supported, non−end-of-life release. Service providers may propose recommended cluster configurations based on best practices and the requirements outlined in the ITB. No multi-region active/active architecture is required; asynchronous disaster recovery is sufficient. Any additional features or architectures beyond these requirements should be clearly identified as optional.**

Q29. Details on DocLink usage: What is it used for, current version, and integration points with Maximo?

A29. **Maximo Doclinks are currently used for document and attachment management on the D drive of the Maximo server. Detailed information regarding total attachment size and versions will be provided during the discovery phase. Migration of existing Doclinks is within scope.**

Q30. What is size of Attachments (Doclinks) to be migrated to MAS 9.1?

A30. **The Doclinks folder is 43.6 GB currently.**

Q31. SQL Gateway access: Specific requirements for read-only vs. full access, and any auditing/compliance needs?

A31. **SQL Gateway/Database Access Requirements - Direct database access, if required, will be limited, role-based, and approved in advance by Gwinnett. Read-only access may be granted for activities such as data analysis, validation, reporting, or migration planning. Write or administrative access will not be permitted unless expressly authorized in writing for a specific task and duration. All access shall adhere to the principle of least privilege and be subject to logging, monitoring, and auditability in accordance with the Gwinnett's security and compliance policies. The service provider should not make direct data or schema changes outside of approved change management processes.**

Q32.   Please suggest the training requirements including the number of users per role (admins vs. end-users), preferred format/schedule?

A32.   Only administrator training is required. There will be between 8 and 10 administrators needing training. The awarded service provider will be expected to recommend appropriate training approaches, formats, and schedules.

Q33.   Support SLAs: Please suggest the exact response/resolution times expected for L1/L2/L3 support, and the metrics for industry standards

A33.   SLAs are expected to align with industry standards for enterprise asset management systems.

Q34.   Cloud Exit Plan: Preferred data export formats beyond SQL backups, and any prior migration experience references?

A34.   At a minimum, Gwinnett will retain the ability to export data in standard, non-proprietary formats. Preferred references include IBM Maximo migration and upgrade projects.

Q35.   Can Gwinnett clarify what constitutes "Support" vs. "Maintenance" costs?

A35.   Maintenance refers to system upkeep, patching, and platform stability, while Support includes operational assistance and issue resolution.

Q36.   Please confirm whether service providers are required to submit only the completed Gwinnett-provided forms identified in the Invitation to Bid, or if a separate written technical response or narrative is also required.

A36.   Service providers are required to complete and submit all County-provided forms identified in the invitation to be. Where narrative responses are appropriate, service providers should respond accordingly.

Q37.   Please confirm whether bid responses must be submitted via physical delivery only, and whether submission by postal mail or courier service is acceptable

A37.   Submission by mail or courier is acceptable.

Q38.   Please confirm whether the required references must specifically relate to IBM Maximo platform migration and upgrade projects, or if references for other comparable enterprise asset management (EAM) system implementations and cloud migrations are acceptable.

A38.   Preferred references include IBM Maximo migration and upgrade projects.

Q39.   Several references were noted to a potential bond requirement under certain circumstances; however, there was not a specific bond form included in the solicitation package. Since bonds are not typically required for system implementation or upgrade projects, can Gwinnett please confirm whether a bond is required for this opportunity?

A39.   Bonds are not required.

Q40.   Does Gwinnett have any criteria for grading the proposals and is there any weighting associated with the criteria?

A40.   Award will be to the responsive and responsible bidder with the lowest cost.

Q41. For the data quality assessment, and cleansing, can Gwinnett provide any details about issues with the current data quality or is the County looking for recommendations for changes to support reporting and KPIs?

A41. At this time, no comprehensive assessment of current data quality issues has been completed. As part of the proposed services, the service provider is expected to evaluate existing data, identify data quality gaps, and provide recommendations for remediation and improvement, including any changes needed to support reporting, analytics, and key performance indicators (KPIs). Gwinnett expects that data quality findings and recommended corrective actions will be informed by the service provider's assessment methodology, industry best practices, and experience with similar Maximo to MAS 9 implementations.

Q42. How much data is Gwinnett planning on archiving?

A42. While no archiving is currently performed and no performance issues have been identified, Gwinnett has not completed a formal data archiving or data quality assessment. Any recommendations regarding archiving may be proposed by the awarded service provider as part of its assessment.

Q43. Should training include end-user training, or only administrator-level training as explicitly outlined in the invitation to bid?

A43. No end user training is required, only administrator level training.

Q44. The bid references ensuring compatibility with MAS9 for future mobile capabilities. Please clarify whether the selected service provider is expected to provide any mobile-related configuration, assessment, or deployment as part of this scope, or if the requirement is strictly limited to ensuring MAS9 compatibility with potential future mobile solutions?

A44. See A12.

Q45. Starting on Page 2 of the solicitation document, the text states "The service provider should comply with the following requirements, respond to each, and return with bid." Is Gwinnett expecting a narrative response for items 2-10, or an acknowledge and comply for each item?

A45. Service providers are required to complete and submit all County-provided forms identified in the invitation to be. Where narrative responses are appropriate, service providers should respond accordingly.

Q46. Given Gwinnett is requesting a hard copy of the proposal response, how many copies should be provided?

A46. One copy is sufficient.

Q47. Can service providers add clarifying notes or assumptions to the Bid Schedule, or must the form remain unaltered?

A47. Pricing forms must remain unaltered.

Q48. Should the pricing in the Bid Schedule represent all costs, including governance deliverables, testing support, documentation, training, and cloud requirements, or may bidders include a supplemental explanatory cost breakdown?

A48. Yes, the pricing in the Bid Schedule must represent all costs.

Q49. Can Gwinnett confirm that this solicitation is looking for firm fixed pricing?

A49. The County is requesting firm fixed pricing for the full scope of services outlined in the invitation to bid. Pricing should include all costs necessary to deliver the required services.

Q50.   Does Gwinnett intend to evaluate qualifications since the bid does not request resumes or experience?

A50.   Gwinnett will check references. Award will be made to the lowest responsive and responsible bidder.

Q51.   When must certificates of insurance be submitted—at bid submission or only after Notice of Award?

A51.   A certificate of insurance will be required prior to award.

Q52.   The General Instructions for Vendors reference bid, performance, and payment bonds; however, the Invitation page for BL023-26 does not list any bonding requirements. Please confirm whether a bid bond, performance bond, or payment bond is required for this solicitation.

A53.   Bonds are not required.

This addendum should be acknowledged in the space provided on page 7 of your bid. Failure to do so may result in your quote being deemed non-responsive.

Sincerely,

Bethany White
Purchasing Associate II