



REQUEST FOR PROPOSAL

ASSET AND WORK ORDER MANAGEMENT SYSTEM

**RESPONSES ARE DUE NO LATER THAN
TUESDAY, AUGUST 21, 2018 AT 2:00 PM
AND SHALL BE ADDRESSED TO:**

Mary Bourque, Director of Facilities and Operations
5 Nursing Home Drive
Unity, NH 03743
mbourque@sullivancountynh.gov

Sullivan County seeks proposals from well-qualified firms for purchase and implementation of a comprehensive, efficient, modern, and robust Asset and Work Order Management System. The System should enable the County to improve maintenance operations by tracking assets, scheduling repairs, monitoring work orders, managing costs, and adhering to compliance standards.

Sullivan County is a public entity composed of general administrative offices, a nursing home, and a correctional facility. The County is seeking written proposals from qualified vendors to enter into a contract to supply and support at Asset and Work Order Management System.

Vendors are invited to submit proposals for a system to manage the following parameters and functions:

- Facilities Staff – 8 technicians and 3 management/administrative staff
- Work Order Requestors – 300 employees
- Work Orders – 5,000 +/- annually
- Preventative Maintenance and Periodic Inspections Requisitions
- Inventory – 5,000 +/- items
- Asset Management
- Fleet Management – 25 +/- vehicles or equipment

Questions about the RFP can be directed to Mary Bourque at 603-542-9511, extension 273 or mbourque@sullivancountynh.gov.

Proposal Requirements & Instructions: Two copies of the Proposal should be submitted as noted above in a sealed envelope marked “RFP – Asset and Work Order Management System” prior to the deadline of August 21, 2018 at 2:00 pm. Proposals shall be submitted using the Proposal Form (Attachment A), as well as any additional attachments needed to support response to RFP.

Proposers are expected to familiarize themselves with the scope before submitting a proposal. The submission of a proposal shall be deemed to represent that a Proposer has reviewed and is satisfied with the conditions to be encountered in performing the work. No allowances will be made for loss of anticipated profits or unanticipated expenses due to any errors or inaccuracies in the estimated project expenses incurred by the Proposer.

RFP – Asset and Work Order Management System

Proposers are expected to be thoroughly familiar and comply with applicable laws, rules and regulations pertaining to the work required as part of this project, including but not limited to federal and state laws regarding worker safety, building codes, and licensing requirements.

Proposers shall assume all costs and expenses associated with the preparation and submission of a proposal.

Prices: Prices are to remain in effect for a period of ninety (90) days from submission and are to remain firm once project is awarded to the successful Vendor.

Project Award: It is anticipated that the Board of Commissioners will award this project during a regular public business meeting generally held the first or third Monday of each month. The following factors will be considered as the basis for award of the proposal, with priority to be determined solely by the County:

1. Vendor Qualifications, Experience, Reputation, and References
2. Compliance with RFP Requirements
3. Ability to Meet Service Requirements
4. Contract Cost
5. Exclusions and Limitations

Sullivan County reserves the right to accept or reject any proposals, as well as waive any minor proposal defects that may be in the County's best interest, and to request additional information from any Proposer prior to issuing a notice of award or soliciting new proposals. The County reserves the right to award the project as one or more contracts, to reject any and all proposals in whole or in part, and to waive any informality or technical defects if, in Sullivan County's sole judgment, the best interest of Sullivan County will be served.

Agreement: The successful Proposer will be required to comply with all terms and conditions as set forth in this RFP, except as may be specifically exempted by the County in writing, and to execute a written contract. Failure to execute a contract within 14 days of written notification from the County may constitute cause for cancellation of the proposal's acceptance and award.

Sullivan County is aware of the time and effort required to prepare responses and invites vendors to let us know of any proposal requirements that are unclear and/or create difficulty in responding.

Sincerely,



Mary Bourque
Director of Facilities and Operations

Attachment

Attachment A – Asset and Work Order Management System Proposal Form

**ATTACHMENT A
ASSET AND WORK ORDER MANAGEMENT SYSTEM
PROPOSAL FORM**

Vendor Name: _____

Name of Software Application: _____

Is there a free-trial that is available for Sullivan County to test while evaluating proposals? If so, what is the duration of a free-trial? _____

Please provide the following information about your company and attach to this Proposal Form:

1. Company background and history.
2. Total number of clients.
3. Total number of employees.
4. Company’s experience with similar projects.
5. Name of point of contact at Company for this project.
6. Minimum of three (3) references, including names, locations, titles, and contact information.
7. Pricing Proposal with available options for features, implementation, training, and maintenance.
8. Setup and Implementation Timeline

GENERAL FUNCTIONALITY:

Functionality	Ability to Meet	Comments
System allows for multiple user types (user, requestor, administrator, etc.)		
System allows administrators to disable, delete and re-administer privileges as necessary		
System allows users to reset password		
System capable of being cloud-hosted.		
System is accessible from Windows 7 and Windows 10 -based desktops and laptop devices.		
System is accessible from Android-based mobile devices.		
System is accessible from iOS-based mobile devices.		
System allows for an unlimited number of users.		
System allows for an unlimited number of work order requestors.		
System is secured and backed up on a regular basis.		

RFP – Asset and Work Order Management System

System is updated and enhanced regularly.		
Data Center is hosted in the U.S.		
System is available a minimum of 99% of the time on average.		
System incorporates interactive floor plans and maps.		
System allows configurable dashboards.		
System user security integrates with Microsoft's Active Directory		
System has an API available or method to enable integration with existing or third-party software systems.		
Is there an active user group for support?		

MOBILE APPLICATIONS:

Functionality	Ability to Meet	Comments
Provide a mobile computing option to support efficiency, accuracy and real-time information between the field and the office		
System has a separate mobile application rather than accessing a web portal through a browser on a mobile device.		
Ability to access work order management through mobile devices (e.g. Apple & Android phones/tablets)		
Ability to create, update, and close work orders from mobile device		
Barcode/QR scanning		
Ability to attach images/photos to asset/work order		
Link to GIS Assets		
Capture employee device location		

ASSET MANAGEMENT:

Functionality	Ability to Meet	Comments
Ability to assign assets to a work order		
Auto prioritization of assets		
Ability to associate multiple assets (e.g. parent-child relationships)		
Ability to attach notes, photos and documents to an asset		
Ability to create work order from asset		
Ability to duplicate an asset		
System supports asset tagging and scanning with mobile app		
Ability to record meter readings		
Ability to print asset information		
Allows for asset barcoding		
Contains custom fields for asset properties		
Supports label printing		
Allows for trend analysis		
Allows for the csv or Excel export of asset data		
Ability to place assets on a floorplan/drawing		
Ability to assign Asset Criticality values to an asset		
Ability to track total cost of ownership		
Ability to track Warranty information of all assets		
Ability to filter through asset history		

WORK ORDER MANAGEMENT:

Functionality	Ability to Meet	Comments
System allows requesters to search existing work orders for problem type, trade, etc. when submitting work orders		
Ability to archive work orders with all relevant data, e.g. internal notes, attachments (for user defined period)		
Systems allows requestors to submit work order request without creating an user account.		
Ability to receive service requests from desktop or mobile device		
Ability to link a service request to an asset		
Provide the ability to approval or deny a service request		
Provide work request forms with custom fields		
Ability to capture requestor information on form		
System has way for specific individuals to approve work order requests.		
System has predefined problem code to identify cause of failure (worn out, abuse, damage, etc)		
Technician can input short repairs with actual time spent for unscheduled work.		
Ability to associate multiple work orders or multiple tasks with separate dates within a work order.		
Ability to connect to Sites, Locations, Assets, and other source types		
Ability to create custom fields		
Ability to assign a work order to multiple technicians		
Ability to include notes / comments on work order		
Ability to attach photos, manuals and other documents		
Ability to assign priority to a work order		
Ability to automatically route work orders to an individual or department based on request type or skills of an employee		
Ability to add/ assign parts to a work order		

PREVENTATIVE MAINTENANCE:

Functionality	Ability to Meet	Comments
Ability to schedule Preventative work on a recurring basis (monthly, quarterly, etc.)		
System automatically generates PM Work Orders		
Ability to generate preventative work based on meter readings		
Ability to have some type of work load planner		
Ability to tie a PM to a particular asset or piece of equipment		
Provide preventative maintenance templates for scheduling		
Contains built-in PM Task library to aid in defining PM tasks and procedures		
Ability to view scheduled work orders in a calendar view		
Ability to assign parts and personnel to scheduled work		
Ability to attach documents to a scheduled work order		
Ability to generate labor and materials cost reports		
Ability to use captured data from work orders to report on cost data for individual or multiple departments		
Ability for department supervisors to validate work hours		
Ability to prevent new work orders from being scheduled until existing orders are completed		
Ability to duplicate, delete or disable scheduled preventative maintenance		

REPORTING:

Functionality	Ability to Meet	Comments
Users can define and generate custom reports.		
System can provide report format flexibility (e.g. capable to produce reports in .pdf, Excel, and other standard formats)		
System shall allow users to save, export, print and share reports		
Provide a list of the standard reports that are available out of the system.		

PARTS MANAGEMENT:

Functionality	Ability to Meet	Comments
System pulls inventoried parts and assign them to work orders		
Systems reserves parts for work orders		
System tracks storage location of inventoried parts		
System tracks parts manufacturers and suppliers		
System recommends min/max, par, and reorder points		
System allows for batch update of parts & import/export of parts		
System allows users to print QR codes, barcodes, labels, etc.		
System shall be able to generate the following Parts reports: <ul style="list-style-type: none"> • Parts Inventory on Hand • Part Summary • Part Transaction • Part Use • Parts on Back Order 		
System creates purchase orders from inventoried and non-inventoried items		
System e-mails Purchase Orders		
Users can duplicate/delete Purchase Orders		
Batch update Purchase Orders		
Print/ Batch Print Purchase Orders		

VEHICLE/EQUIPMENT FLEET MANAGEMENT:

Functionality	Ability to Meet	Comments
System manages equipment and vehicle in module separate from all other assets.		
Update the vehicle's status, mileage, or meter reading in a quick and efficient manner.		
Creates maintenance work orders and service reminders based on mileage, time, or meter requirements.		
Ability to attach notes, photos and documents to a vehicle.		