

## WMWD - CWMS Responses to requests for clarification

1. Section 2.4 states that the agreement will be Time and Materials with a not to exceed amount and that all billings subsequent to initiation will be on a monthly basis. Section 4.2 states the requirement that a milestone payment schedule be included. Can you please clarify the purpose of the milestone payment schedule given that the project is to be T&M billed monthly?

This refers to different aspects of the project:

time and materials for implementation/services- monthly  
invoice milestone payment schedule – how we pay for licenses.

2. Section 3.2 references the “IT Master Plan”. Is this document available for review?

The IT Master Plan document was last updated in 2006. Although the philosophies introduced in the plan are still valid, there are numerous details that are out of date. The document is part of the public record and would be available through that mechanism, but we do not plan to provide it in this proposal process as we believe the value would be limited. If there are specific questions regarding the Master Plan, we will address those as best as we can through this process.

3. Does the District have a software solution in place for managing USA tickets? If so, what system is being used?

Nobel Systems has developed a GIS-based application for viewing and keeping historical records. This application is hosted by Nobel systems using their web-based GIS viewer.

4. Does the District currently use Citrix? - **NO** If not, would the District consider Citrix a viable alternative to a browser-based system for web deployment?

Western will consider any approach proposed, including Citrix if it meets the requirements laid out in the proposal. If there is any “third party” or “add-on” capability that is required to provide the functionality required, sufficient detail needs to be provided in the proposal so that Western can address and fully understand the complete project acquisition/implementation costs (see Section 3.5.8 of the RFP for additional details).

5. Section 3.5.3.3 states that “any custom code required to fulfill Western MWD functionality must be incorporated in the system’s base code line to ensure future upgradeability.” Does this imply that any interfaces developed between the CWMS and other applications (Lawson, SCADA, etc.) must be incorporated into the core of the CWMS?

No

6. Please clarify the role of Westin Engineering, (currently **assisting with the selection process, providing program management support, and speciality project staff expertise**) Inc. Is Westin eligible to compete against other implementation Vendor's who may propose implementation and integration services?

**No**

7. Is the data for each of these facilities Non Potable, Recycled, Wastewater in the GIS?

**Yes, but not necessarily at the level of detail required to support a full CWMS implementation.**

8. Do you have asset data collected at this point?

**We have structured an assets hierarchy for our vertical assets and are currently in the process of collecting data into an access database type format. The intent is to have the majority of that work completed by the time we start the implementation.**

9. Do you consider your GIS to be relatively completed in terms of an accurate model?

**The quality of the GIS data in terms of the linear data we believe is quite good. In terms of the vertical assets, the data is somewhat limited. Western plans a parallel project to improve the quality of the GIS data as needed to support CWMS implementation.**

10. The RFP mentions the use of ESRI 9.3.1 software as well as Nobel GeoViewer. Can you please expand on how the district envisions the integration of the new CWMS with both of these systems?

**The intent would be the workflows that are currently in the Nobel GeoViewer application that makes sense to be in the CWMS would be moved over to the CWMS. This may not be the case for every workflow, but for the ones that make sense we would like to do that.**

**Western is currently using ESRI two-way geodatabase replication so that the Noble hosted product and our in-house product are always the same, so that we can connect the CWMS product to either of those two, as it makes most sense through the CWMS proposal and procurement process.**

11. On your mobile solution, are you looking to do a live always on mobile solution or some kind of a hybrid?

**Hybrid, for example the USA Tickets (which may or may not be part of the CWMS), need to be live; there is good air card access in much of the field area for this purpose. Other workflows may work better in disconnected mode; Western would like to see what the proposal provides.**

12. Do you have the budget already approved for this project?

We are currently working on the next year budget. Our fiscal year starts in July. The Capital budget for IT initiatives includes this project as well as other IT initiatives. Generally our board is very supportive of these kinds of technology implementation so we believe that this will move forward.

13. Do you have a ballpark expectation of one budget as far as the number?

We would prefer to see what the proposals require.

14. RFP Preselecting requirements. Why is this so extensive as a pre selection process?

Western expects to have two days demonstrations and do two site visits.

15. Regarding the IT standards for the web server are you going to consider other technologies such as Websphere or Weblogic?

We will consider what you propose; we want to understand the all in cost and the all in complexity of it. We do not have those products at this point (note that Western is currently implementing Websphere for Lawson) so as long as the proposal clearly indicates that those are required for successful implementation, we will consider them.

16. Regarding mobile there is a lot of possible different vendors out there that have a variety of capabilities, so it's difficult to give you a solution without a really in depth understanding of what your current mobile workforce is doing in terms of function what you would like to see in the near term and in the long term. Could we get more detailed requirements? I'm talking about the whole solutions, the workflows hardware and the software.

We are happy to provide more detail but we are not sure what detail you would need to provide that. We should at least have a phasing plan and know generally where we are going. Propose to the level of detail you can, with as much explanation as possible with the information you have.

#### Mobile Solution

- a. Do the user counts in section 3.5.2 of the RFP include anticipated mobile users?  
Yes
- b. What is the anticipated number of users for Mobile Work Management?  
15 to 20 concurrent users
- c. Is there a requirement for ruggedized devices to guard against extreme temperatures, blowing sand, impact, etc?  
No
- d. What is the anticipated daily transaction load per mobile user?  
Unknown, but expected to be fairly low.

- e. Is there a requirement for wireless connectivity to allow for real-time synchronization from the field?

See 11 above.

- i. If yes, what type of wireless infrastructure capability currently exists?

Mobile Broadband access 300kbs – 800kbs

17. How does the district recommend that we price the interfaces mentioned in the RFP, particularly with the Lawson system which is still being implemented, should we solely focus on the requirement phase or do we need to propose an overall cost estimate?

Budgetary number for the interface based on the touch points we identified in the RFP. Touch points like timekeeping, AP, GL, or inventory. Budget actual numbers for actual integration based on the touch points provided and identify which touch points you are covering.

18. In table 3 integration improvements for FHRIS integration (page 9), can you provide some clarification on what kinds of changes would you like to track?

Provide a list of what capabilities already exist for auditing and tracking. No specific tracking requirements.

19. In table 4 unique business processes (page 10) last section of that table performance management, just clarification on my assumption that would be performance management on response work time or asset up time, or failure reporting. Is this what you're looking for? Can you put that in your own words?

Western has been working off the key performance indicators (KPI's) of the American Water Works Association (AWWA) benchmarks. Man hours applied towards some metric, mean time between failures are some of the types of measures we are looking for. Asset performance as well as KPI's of the workforce. Provide a list of your system's predefined KPI's or what your capabilities are for developing KPI's.

20. Can you talk about any systems that have been demonstrated in the last few months?

There have been no recent demonstrations to the entire CWMS selection team; individuals at Western have seen one or more systems over the last few years.

21. In table 3 integration improvements for FHRIS integration (page 9), you mention time keeping. Is it safe to assume that the new asset management system will not be doing time keeping?

This is an ongoing topic of conversation here at Western. This will depend on the strength of that capability within CWMS system that we go with. Data entry is still up in the air of where we are going to do this task.

22. Is there a particular schedule for completing the project (12months, 18months)?

Our intent is to begin implementation sometime after the beginning of our 2011 fiscal year (July 1, 2010). We are open to a phased approach or one big bang for implementation. We do not have a pre-disposed schedule; it will need to manage a desire to implement as soon as possible balanced with staff capacity. This will be explored more fully with the preferred vendor during the negotiation phase of the procurement.

23. In table 5 CWMS features included for the CWMS implementation, some are to be included and some are optional. Can we assume that everything marked yes should be in phase one?

Yes, all the yes's should be in phase one.

24. On the optional elements, are there priorities there that we can associate with that?

This is more of what the software package offers and how the software can be implemented.

25. When we provide our schedule should we stop then as we require things, as it may be difficult to gage implementation schedules, or would you expect to see some option items?

At least some kind of a high level picture explaining what you expect to implement. You need to provide some kind of a schedule. See 22 above.

26. Table 5 :The IP functions is optional however in the 7.1 requirement documents it is high priority can you explain how these items are rated?

These functions are optional, but if the district decides to proceed with these functions then they become a high priority. The scoring plays a very small percentage on the scoring overall.

Optional task were defined using a variety of factors like staffing capacity limitation, cost limitation, etc. If we have to cut back the optional task, these would be the tasks we would cut.

27. You talked about the desirability of a web or browser based solution, how important a web based solution at this point?

It is not an absolute requirement; we have recently implemented two major systems, the customer information system (Advanced Utility System) which is a client server based approach so we absolutely will accept the ways of doing things. The Lawson product is browser based and we like the way it works.

28. Under hardware sizing information by module (Page 17) on the last sentence you say “hardware should be sized appropriately to maintain required response time.” I didn’t see a number or a quantitative figure for what your response time expectations are?

Sub-second

29. I believe I read that under hardware you prefer reach out to your own vendors to procure that but you do need recommendations for the entire system?

Western needs to understand the cost and effort of the complete system, not just the software procurement/implementation. To accomplish this, we request that the proposing vendors explain what is required in terms of hardware or other third party software so that Western can calculate that cost..

30. As far as participation in this project what do you expect in participation on Western’s part to be in the various areas such as technical system installation setup and support, configuration, data entry, business process flow, subject matter experts, depending how much you want to participate can greatly impact the cost and schedule. How much does Western want to participate?

This really comes down to a balance. Western does have subject matter experts in our field crew, and in data management, and we recognize the importance of Western staff participating in the implementation as much as possible. This must be balanced with other duties during the implementation and staffing capacity, and Western likes the option of having non-staff support to ensure completion of the project.

31. Would you be open to outsourcing or hosting a system?

We will consider this. We are using this for some specialty products. An important factor to hosting would be the ability to access data in an integrated way that it can be used with other data that we have that is not in the hosted environment. The system needs to have the ability to integrate well.

32. How mission critical do you view this application. In case of some catastrophic event, how important is it if you can’t put in a service request or run your KPI’s? Have you made any decisions on the criticality of what this application is?

This system is highly desirable during an emergency, but at this time is not considered mission critical. After completion of implementation, this rating may change.

33. System failure and disaster recovery (Bottom page 16) clarification?

This section discusses the option for Western to install a disaster recovery failover (a copy of this system in a remote place). Particularly, if there are any licensing issues associated with doing this if the remote site is a third-party hosted environment (such as leased server in a data center).

34. When do you anticipate distributing the transcript of all the questions and Answers?

February 23, 2010. If you look on page 21 of the RFP under 4.1 Process and Timeline, this shows all the anticipated dates.

35. I am assuming all the questions answered and asked here will also be posted?

Yes.

36. Does the District perform asset condition based assessments and predictive modeling for its assets relative to maintenance?

Not at this time, but it is a goal of future development.

If so, what tools are used and is it expected that the CWMS will integrate/interface with these tools?

No.

37. Does the district require there to be a collaborative environment between the District and external agencies or parties such as other members of the SAWPA, contractors, Orange County Sanitation district etc.

Yes.

38. To what degree is the District expecting the CWMS to manage its Capital Improvement Projects and Program?

- a. As an example, does the functionality need to include:
  - i. Capital planning including fund management, and project prioritization
  - ii. Project Management including schedule, cost and resource

None is required, but is open to products that provide this capability as an option.

39. Please elaborate on how pricing will be scored.

Price is one factor in the evaluation criteria, the district will not disclose the weighting factor reference section 4.4

40 What is the anticipated number of named users who will need access to the system?

80 total named users and 40 concurrent users

41. What District resources does the District plan to assign during the implementation and beyond?

There will be management staff as well as field personnel assigned as needed; typically these technology implementations include a substantial amount of staff involvement. Western expects the implementation vendor to provide information on how much is needed for a successful implementation; Western will make reasonable efforts to provide that level of involvement.

42. Is this initiative budgeted/funded? If yes, what is the budget amount?

See answer to question 12 above.

43. Please advise of the District's anticipated/expected implementation timeframe.

See answer to question 22 above.

44. Does the District anticipate the solution to interface with any other systems? **Yes.** If yes, please identify system(s) and data points of interface and direction (one-way or bi-directional and if one-way, which way)?

See previous questions for discussion of interfaces. Interfaces are likely to be point-to-point, with a preference for either manual or scheduled batch/pick-up routines to export/import relevant data. Most data interfaces would be one-way for a specific data element.

45, Are all processes to be tailored specifically to the District's processes as opposed to generic? I am referring to the District's business processes – for example the process in which a service request is routed or a timecard is recorded. The RFP indicates that WMWD wants a highly configurable solution, so this question is meant to address the amount of business processes that are unique to WMWD.

CWMS -> ADP Hours

CWMS -> Lawson – All Inventory (receipts & disbursements)

CWMS -> CIS Infinity – Meter Inventory (receipts & disbursements)

46. Does the District have the requirement to be able to make changes to processes itself after initial rollout without having to rely on services from vendor?

Currently, the District is in the process of several major technology initiatives which will drive changes to business processes. To the extent that the District can be trained/enabled to make changes/updates to the system, this is preferred by the District. However, for some changes, particularly complex changes, the District is open to future support by qualified vendors.

47. Does the District prefer District-hosted or Vendor-hosted? **District- hosted**. If Vendor-Hosted, is it required to be hosted at a SAS 70 Type II data center?

See answer to question 31 above.

48. How is the District going to compare hosting costs of District-hosted proposals versus Vendor-hosted proposals?

The district is considering total cost of ownership of the solution in the evaluation process; however, cost will not be the only factor. Other factors include, but are not limited to risk, ease of use, and ability to manage data flow/interfaces to other systems.

49. What systems has District seen in the last year?

See answer for question 20 above.

50. Who, if anybody, assisted in the development of these requirements?

Westin Engineering was contracted to supply support for this RFP.

51. Please confirm if there is a requirement for web-enabled retail customer and wholesale customer facing software to enter service requests. Is the expectation that the majority of Services Requests will originate from the existing 'Customer Service Application' mentioned in the RFP and that the CMMS will need to support just to track and maintenance of those requests? What is the 'Customer Services Application' used by WMWD?

There are no plans at this time for the CWMS platform to interface with external customers (retail or wholesale); none are anticipated.

52. Please provide additional detail regarding how the District tracks activities, work orders and assets that are utilized for Capital Improvement Projects today? How does WMWD envision the future with the CWMS system and its CIP functionality?

See Question 38. CIP work orders are tracked under the existing back office system and will continue to be tracked under the new ERP system. No CIP work orders will be tracked under the CWMS. However, as CIP assets are added to operating inventory, maintenance requirements for that asset will be entered into the CWMS. Western anticipates adding that scope (i.e., determining maintenance requirements, constructing an asset hierarchy, and establishing a maintenance schedule) to future CIP construction contracts.

53. What is the existing fuel management system used by WMWD?

Telnet and spreadsheets; other specific systems are currently being reviewed.

54 Please confirm that DataCap is the only CCTV application used by WMWD. Is it the desire of WMWD to have a data exchange between DataCap and its CWMS System?

Yes.

55. Does WMWD have reservoirs as any of its water sources?

Western employs steel reservoirs as storage appurtenances and not as water sources. Potable water is obtained from the MWD Henry J. Mills Treatment Plant and two interconnections with the City of Corona and Riverside Public Utilities.

56. Regarding the mobile requirement in the RFP, WMWD lists 80 potential mobile users (40 concurrent). How many field users (mobile) work in areas without good “air” card coverage and would potentially needs a solution where data could be captured and uploaded after the fact?

We do not have statistics of air card coverage, but the geography in consideration is a mix of very good coverage and mixed/poor coverage.

57. Table 3 on page 9 lists the integrations. With the exception of the integration to GIS (which is inherent functionality in our software) we would like to know if WMWD would be amenable to our response stating our willingness to collaborate on these integrations, but not actually propose the solution and fee in our response. Two reasons for this...

- a. First, we have a large business partner network and several of those partners have provided these types of integrations to many of our customers. In fact, WMWD’s current consultant – Westin Engineering, Inc. – has provided these very same integrations to other Westin/Azteca customers.
- b. Second, we don’t feel that the RFP describes the needs and the technical nature of the integrations in enough detail. We believe it will take a reasonable effort to

vet them before they can be spec'd and quoted, and that there isn't enough time to arrive at the necessary conclusion before the RFP deadline.

Need to supply their best estimate on the interfaces and a detailed requirements discussion will be negotiated in the contract. This estimate may include limiting assumptions as needed to help understand what is included or not included.

58. Along this same line, on page 18 under 3.5.5 Implementation Requirements it states: *"WMWD has contracted with Westin Engineering, Inc. and may contract with other consultants/vendors to provide services as part of the project team. Consultant will work with WMWD designated consultants as it would with WMWD staff."* Can respondents include Westin Engineering as part of their team in our proposals?

No, Westin is considered an extension to Western staff (see answer to question 6 above).