Alabama Department of Transportation

Maintenance Management System
Invitation to Bid (ITB)

November 3, 2009

Response to Bidder Questions

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I. ITB Clarifications

Official ITB

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AGREEMENT PERIOD:

ESTABLISH A 12 MONTH AGREEMENT WITH AN OPTION TO ISSUE A SECOND,
THIRD, FOURTH, AND FIFTH 12 MONTH AGREEMENT WITH THE SAME PRICING,
TERMS AND CONDITIONS. THE SECOND, THIRD, FOURTH, OR FIFTH AGREEMENT,
IF AGREED BY BOTH PARTIES, WOULD BEGIN THE DAY AFTER THE FIRST,
SECOND, THIRD, OR FOURTH AGREEMENT EXPIRES. ANY SUCCESSIVE AGREEMENT
MUST HAVE WRITTEN APPROVAL OF BOTH THE STATE AND VENDOR.
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This section is deleted and is superseded by section 1.2 "Contract Type and Duration"

Section 4.1

Wording has been modified as follows:

- Software licensing costs, including initial licenses required for development and implementation and production licenses
    - The State of Alabama intends to pay for licensing costs of the MMS software necessary to support the initial development and implementation of the software upon the successful installation and configuration of the software in the Bidder-hosted environment, as verified against the ALDOT requirements. The State intends to pay for the remainder of the licensing costs associated with the production system upon system go-live.
    - The State of Alabama requests each Bidder to provide cost information for the two licensing alternatives listed below, if offered by the Bidder:
        - Named-User/Concurrent-User licensing model
        - Enterprise Licensing Model

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II. Response to Submitted ITB Questions

The questions listed below were asked by qualified ITB Bidders prior to the deadline, and are presented in the format and context in which they were submitted.

1

Question: Can you please indicate in the spreadsheet below a best guess for total potential users per module. The first item will be the "total" system users, bearing in mind that some use will perform multiple roles and use several modules however they should only be counted as 1 users towards the total. We have provided two columns for user estimates so that we may see a high and low estimate.

Response: A high total of 650 system users, 100 of which would be concurrent, are broken down as follows:

Module/Function	Potential Users (High)	Potential Users (Low)
Total # of users accessing **any** module/function	650	400
Work Planning and Budgeting	200	125
Work Scheduling	160	100
Preventative Maintenance Scheduling	100	50
Service Requests & Work Orders	180	120
Work Reporting (Daily Activity Reports)	180	120
Inspections & Level of Service Analysis	120	90
Asset Management (includes Pavement, Bridges, Signs, Guardrails, Drainage, and other master record creation/ editing).	120	80
Contract Management	100	50
GIS mapping capability for viewing and locating assets on a map.	400	250
Remote processing capability (disconnected mode for laptops, tablets). Does not include handhelds.	100	0

2

Question: Please describe data which must be converted/imported and its file type. We assume data will be provided in .xls or other compatible format. Data would include, but is not limited to:

a) Management Units: (State, Division, District, etc.)
b) Programs (with links to the Chart of Accounts)
c) Chart of Accounts
d) Activities
e) Inspection criteria (using LOS standards and conversion)
f) Work Plans and Budgets
g) Labor, Equipment, Material and Contractor Classes with rates.
h) Individual Labor Equipment, Material and Contractor records
i) Asset records with LRS, GPS, GIS references
j) Customers (citizens) and vendors.
k) Other primary reference data files not listed above.

	Response: Data format will be finalized during the system design. It is expected that .txt or .xls format will be available.
3	**Question:** Does ALDOT want past work history or inspections converted and imported? Please provide a sample of existing work reporting and inspection data sets.
	Response: The expectation is that work history and inspections will not be converted or imported into the new MMS.
4	**Question:** How many users will be trained? How many training sessions are anticipated? (Pilot, UAT, Roll-out)
	Response: Bidder-supplied training is specifically for the ALDOT project team, Dye Management Group, Inc., and specified Train-the-Trainer candidates. The number of sessions will be determined by the training content.
5	**Question:** How is roll-out planned? By District, Division, etc.?
	Response: This is determined by the Bidder's implementation methodology. A pilot will occur in one **division** prior to the rollout, with the state-wide rollout occurring shortly thereafter.
6	**Question:** On C.4.1 and C.5.1, it says "…and to receive notification on planned work and needs." a) First, what is meant by notification? Email, Alert? How will this process work? b) Second, is planned work and needs referring to the fact they want Work Orders and/or Work Plans created automatically from the data in the other system? Or is this something different?
	Response: a) "Notification" means "data" via the interface. The PMS and BMS will provide planned work and needs data to the MMS. The MMS must be able to accommodate this data. b) As covered in C.4.3 and C.5.3, the planned work and needs data would become part of the annual work plan in the MMS.
7	**Question:** On C.5.2.2, is "Type of Work" the activity or task completed? If not, please explain.
	Response: "Type of Work" refers to the activity completed.
8	**Question:** Please explain the desired process described in C.6.5 (Provide the capability to snap individual assets to existing Linear Referencing Systems (LRS), where applicable).
	Response: This functionality refers to the ability, either in the software or through post-processing, to take individually captured assets in the field and reference them to the LRS, where appropriate. An example of this would occur when a work crew or inspector enters a new impact attenuator into the system through the MMS. Based on the asset type, the system would then snap that record to the existing LRS and that record would then be available within the GIS for that network.
9	**Question:** Can we receive the ITB documents in Word format?
	Response: Yes. It will be provided with this ITB questions response document.
10	**Question:** Is it safe to assume ALDOT has sufficient ESRI GIS licenses required to provide GIS mapping functionality. If not will those licenses be the responsibility of the State to provide?
	Response: ALDOT currently licenses ESRI through an enterprise agreement. It is a requirement of the proposed solution to provide GIS integration within the application. If the Bidder's solution requires additional licensing with ESRI to accomplish this functionality, the Bidder must provide the number and type of licenses required in its ITB response. The purchase of those licenses will be the responsibility of ALDOT. ALDOT will apply its costs for those licenses to the total cost of ownership analysis.

11	**Question:** (Req. 1.3) Does ALDOT have a Customer Survey form that must be replicated within the system?
	Response: The ALDOT customer survey form will be provided during the system design sessions.
12	**Question:** (Req 2.5.3) Are Administrative Activities and Costs a lump-sum or per-day cost on Work Plans?
	Response: The MMS must be able to accommodate overhead rates using standard cost allocation procedures.
13	**Question:** (Req. 3.13.4) Please describe the trigger process required for each work type
	Response: The trigger process reference in this RFQ requirement is specific to the following work types: planned, emergency, or accident-related. For example, if a DAR is created for accident-related work (Requirement 4.3.4), a process must be initiated within the MMS to facilitate the reimbursement for that work. This may include a separate screen for additional data input; a separate report being generated that will be sent to law enforcement, insurance companies, or attorneys; etc. Another example relates to the replacement of an asset in the field. If, during an inspection, an asset is marked for replacement, the MMS must trigger a process that can include checking the availability of the replacement asset in the inventory, creating a work order for that replacement, scheduling the work, etc.
14	**Question:** Scope Details page 3-4 lists the following categories : Software Acquisition, Implementation Services, Application Hosting Services, and Software Maintenance. The ITB states that Bids must address all of the above cost categories to be considered responsive and compliant. However, Application Hosting Service is not listed in Attachment 1. Is it acceptable to create a new line item on attachment 1, or list it as "Other Implementation Service?
	Response: Application hosting services can be included in the "Other implementation services" category. The Bidder should include this in the "Costing Assumptions" column as a note.
15	**Question:** Page 10, Sect 3.3 states: *Required services consist of the following elements, all of which must be accounted for in the bid response:* • *Maintenance Management and Asset Inventory software that is compliant with all requirements* • *MMS Implementation Services* • *MMS Hosting Services through system testing* • *Software maintenance* *Each of these elements was sufficiently described in the Request for Qualifications document issued prior to the ITB process.* a) Does "accounted for" mean itemized cost in Attachment 1? b) Does "sufficiently described in the Request for Qualifications" imply and therefore mean there is no need to further describe or expand on the listed elements in the Bid proposal?
	Response: a) "Accounted for" means each of these cost elements must be provided in the total cost offered by the Bidder. Please see the response to Question #14 for details on the "MMS Hosting Services through system testing" element. b) "Sufficiently described in the Request for Qualifications" means that the details for each required service were provided in the previous document and can be referenced therein.
16	**Question:** How many users need access to the hosted UAT environment?

	Response: UAT will not be hosted. The Bidder will supply a hosted environment through system test. UAT will be performed in the ALDOT environment.
17	**Question:** CMS can be set up/accessed on a hosted service in one two ways: a) CMS will be accessed directly via Citrix or Terminal services. CMS will not be installed on local client machines. b) CMS will be hosted on a remote server. The CMS client will be installed on local UAT computers and access the CMS server via a URL. Which configuration does ALDOT prefer?
	Response: B is preferred.
18	**Question:** There will be 3 points of data interchange per page 15: - CPMS to/from MMS - Pavement Mgt System to/from MMS - ABIMS+ to/from MMS a) Exor assumes the interchange processed will be batch/periodically. What frequency is expected? b) What format will the data be made available from these systems? Will Team Exor have to develop the program (code) required to generate the extract? c) What format is required for outgoing MMS data to these systems? For outgoing data, will Team Exor have to write import procedures for the external systems or just prepare and present the data for ingestion by the external system?
	Response: a) The frequency of each interface will be determined during the system design phase, and will depend on the type of data. b) The Bidder will be required to develop extracts from the MMS only. ALDOT Computer Services will provide the extracts from the ALDOT systems based on agreed-upon standards. c) The Bidder will not be required to write any import or export code for the ALDOT systems. Data format will be determined during the system design phase.
19	**Question:** Section 2.13 of the ITB asks the bidder to provide a performance guarantee. This to be in the form of a bond or other guarantee acceptable to the State of Alabama. Software vendors in general experience problems in securing a bond as there is little market for the surety for a bondsman in pure software assets. We have exercised due diligence in this regard, and have confirmed that software bonds are considered an impractical mechanism for guaranteeing software delivery. This will, even if available, make the bond expensive for the Authority. Alternative guarantees more applicable to the provision of software are suggested below. a) A parent company guarantee with step-in provisions to take over the implementation should an event occur which significantly impacts rollout can be offered. b) Retention sums for each milestone stage of delivery and/or an upfront percentage withheld (other than the stated retention) and secure focus on delivery of planned rollout. This to be withheld as a penalty against non-performance. c) A more positive approach is to provide a bonus payment for an improved performance delivery. A and B can be used in combination, "carrot and stick" approach. d) Provide Professional Indemnity liability insurance cover to enable the authority to pursue damages against the bidder for negligent behaviour. This insurance fixed at a value of $10M per claim, total unlimited.

	Response: N/A – no question asked.
20	**Question:** With reference to question 19, can these items (a – d) be considered by the State as an adequate performance guarantee? They can be treated individually, a combination, or collectively as a whole.
	Response: The State of Alabama will issue a separate response to this question shortly.
21	**Question:** Will the State consider these provisions as an adequate and importantly cost effective performance guarantee?
	Response: See response to Question #20.
22	**Question:** If the guarantee mechanisms described above are not acceptable could the State be more specific in defining what would constitute as "acceptable to the State of Alabama?
	Response: See response to Question #20.
23	**Question:** We received two bid documents. Both have reference to Performance Guarantee terms and conditions… Does one document supersede the other if there is conflicting information? What is the rule? a) Here are just a few examples of confusing/possibly contradictory statements; The ITB specification states "performance guaranteed deemed acceptable by the state", the Official ITB lists specific acceptable means of meeting the performance guarantee; b) The spec sets the time period to be the warranty or contract whichever is terminated last. The official states that the performance guarantee will be returned at the completion of the warranty period. There are references to an initial 12 month agreement period and the possibility of 4, 12 month extensions, but the agreement is not tied to the performance guarantee; In conclusion; will one superseded the other, or will there be an additional clarifying document?
	Response: The Official ITB document (2213036.pdf) is considered the document of record for this advertisement. The ITB Specification (ALDOT MMS ITB 10-R-2213036.pdf) is a supplemental document designed to provide further details. a) The performance guarantees listed in the Official ITB are types of guarantees that may be deemed acceptable by the State of Alabama, but is not an all-inclusive list. b) The ITB language has been revised, please see Section I, ITB Clarifications in this document.

24	**Question:** In section 2.13 it states that the Bidder may include the price of the performance guarantee with its ITB proposal. The cost must be shown as a separate line item Attachment 1. The performance guarantee must be procured at the Bidder's expense prior to the execution of the contract and may be invoiced to State of Alabama after contract initiation only if itemized in the Cost Summary section of the ITB response and in the executed contract. a) Does the cost of any performance guarantee itemized in the cost summary count towards the vendors low bid price (not the total cost)? b) How soon after the contract award can this performance guarantee or alternative be invoiced back to the DOT? c) Since software performance bonds are extremely unusual and surety companies typically have no defined mechanism to support a software system guarantee, the likely hood that the bond company would require the entire project liability upfront is eminent. Is the state prepared to pay the entire liability (100%) of the amount of the bond or alternative guarantee is invoiced? d) If alternative forms of a performance guarantee are utilized, other than a bond, can the vendor invoice for these if itemized in the cost summary? e) Can the performance guarantee be phased in relation to the deliverable milestones?
	Response: a) Yes, any cost associated with the performance guarantee that will be invoiced to Alabama will become part of the total cost of ownership analysis. b) ITB Section 2.13 covers this: "The performance guarantee must be procured at the Bidder's expense prior to the execution of the contract and may be invoiced to State of Alabama after contract initiation only if itemized in the Cost Summary section of the ITB response and in the executed contract." c) This question is unclear. The State of Alabama will only pay the amount of the performance guarantee that is documented in Appendix B of the ITB response upon receipt of the invoice. d) Only the cost of a performance bond can be included in the ITB response and invoiced to Alabama. e) The performance guarantee must cover the total cost of acquisition and implementation.
25	**Question:** Shrink wrapped COTS technology is typically invoiced upon receipt of shipment (media and licenses), or in other cases upon a single instance of the software being installed. Where are the provision for COTS invoicing?
	Response: This is covered in ITB Section 4.1: "The State of Alabama intends to pay for licensing costs of the MMS software necessary to support the initial development and implementation of the software upon the successful installation and configuration of the software in the Bidder-hosted environment, as verified against the ALDOT requirements. The State intends to pay for the remainder of the licensing costs associated with the production system upon system go-live." Alabama can be invoiced for the production system software licenses upon receipt of the shipment. This is expected to occur at system go-live.