**Addendum 2**
**To RFP 23-1020 for Computerized Maintenance Management System**
**Questions and Answers**
*Issued on March 9, 2023*

| RFI # | Question/RFI | Answer/Clarification |
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| 1. | Under Section 3 – Scope of Work, The RFP refers to an "Interactive Building Plan". What does the Corporation want to do with the interactive building plan solution? | Corporation would like a solution where the Maintenance team can have access to building information in a digital format (mobile, tablets, computer, etc.). The interactive building plan solution should allow for Corporation to insert notes about the building (paint colors, finishes, etc.) along with an interactive site to note locations of emergency equipment such as fire extinguishers, eye wash stations, etc. |
| 2. | Under Section 3 – Scope of Work, The RFP refers to an "Interactive Building Plan". What does the Corporation want the CMMS Software to do with the interactive building plan solution? | Corporation is seeking a software that would allow for digital building drawings and the ability to take pictures/notes and create a pin on the drawings in reference of specific location where maintenance/work order ticket is needed. |
| 3. | Under Section 3 – Scope of Work, The RFP refers to an "Interactive Building Plan". Is it sufficient for the CMMS Software to store building pictures/drawings, or is it required to be "interactive"? | Contractor shall propose their software solution. Corporation would prefer the drawings be interactive, but plan storage is sufficient. |
| 4. | Under Section 3 – Scope of Work, The RFP refers to an "Interactive Building Plan". Does Corporation want Contractor to suggest / provide an interactive building plan solution? | Contractor shall note whether their system has an "interactive building plan component". If your current system does not have this component, please note this in the "Exclusions and Clarifications" section within the Bid Form. Corporation is open to other software solutions as suggestions. |
| 5. | Under Section 3 – Scope of Work, The RFP refers to "Integration to ERP and other systems". For integration to ERP, Does this mean an interface with the CMMS and the ERP for ordering and receiving consumables and spare parts? If so, is there a desired specification? Some other integration? | Corporation is looking for software capabilities that can integrate with Microsoft Business Central for easier cost reports and inputs. However, integration with Microsoft Business Central is not essential. |

| 6. | Under Section 3 – Scope of Work, The RFP refers to "Integration to ERP and other systems". For integration with Microsoft Business Central and Microsoft Office suite, what is desired? | Integration with Microsoft Business Central would allow Corporation to track costs easier across platforms rather than manually entering the cost information in one system (CMMS) and again in another system (Business Central). Microsoft Office Suite integration would allow for Corporation to create meeting invites on Outlook calendars for maintenance tasks and allow the CMMS software to send reminders/reports via email message alerts. |
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| 7. | Under Section 3 – Scope of Work, The RFP refers to "Integration to ERP and other systems". For integration with VenueOps, what is desired? | VenueOps is Corporation's current event booking software. Potential integration with this software would allow Corporation maintenance crews to schedule maintenance activities in a more efficient manner by being able to see the event schedule in one software rather than referencing another site. |
| 8. | Of Corporation's 40 users, how many users are mobile users? | There are approximately 10 mobile users at the moment. However, this number is expected to increase to ~30 users. |
| 9. | Of Corporation's 40 users, how many are desktop users and how many of these would need to be concurrent? | Approximately 20 users are desktop users. Corporation will need at least 5 concurrent users. |
| 10. | Under Section 3 – Scope of Work, The RFP states "The CMMS Software should be accessible on mobile devices and computers with no change in functionality across platforms." Does this mean the mobile interface must do everything the desktop interface can do? | The mobile interface should be similar in platform with the desktop interface. If the mobile interface does not mirror the desktop interface, Contractor shall note this on the Bid Form under "Exclusions and Clarifications" and explain the differences between the two platforms. |
| 11. | Under Section 3 – Scope of Work, The RFP states "The CMMS Software should be accessible on mobile devices and computers with no change in functionality across platforms." Does this mean the CMMS software must have the exact same interface, or is a very similar interface acceptable? | A similar interface across mobile and desktop platforms is acceptable. However, the differences across platforms shall be noted on the Bid Form under "Exclusions and Clarifications". |
| 12. | Is the training desired to be online, or in person? | Training can be offered online or in person. It is preferable to have recordings of trainings for new hires in the future after the migration to the new software. |
| 13. | How many end users will require training? | All end users will require training on the new software. |
| 14. | How many Admin/System Managers will require training? | All Admin/System Managers will require training. Corporation anticipates ~5 Admin accounts. |

| 15. | How many users is Corporation expecting would need access to the software based on the following user types: <br><br>• Full Users (Accessing the system from a computer) <br><br>• Mobile/Tech users (Accessing the system from mobile devices with limited access for completing work) <br><br>• Inspection Users (Users only needing the ability to perform inspections) <br><br>• Work request users (Individuals submitting requests for work) <br><br>• 3rd Party vendors (Who perform work and submit invoices) | Full Users: 40 <br><br>Mobile Users: 10 currently, 30 in the future <br><br>Inspection Users: If this is referring to view access/read only, assume 5. <br><br>Work Request Users: 15 <br><br>3rd Party Vendors: 0 |
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| 16. | With the Spring Break holidays upon us, will the Corporation Team consider a 1-week extension concerning the due date? | Corporation will not be extending the proposal timeline at this time. |
| 17. | There's a RFP schedule and a project schedule listed in the RFP, but there is no explanation of payment schedule/terms. Please clarify. | Please refer to "Section 4 - Bid Form". Contractor shall propose their own payment schedule and terms. Corporation may ask questions on the proposed payment schedule if clarification is required. |
| 18. | "Interactive building plan solution". Can Corporation please provide Contractor's with a specific definition of this? | Please refer to questions #1-3. |
| 19. | For integration, we do have an API, but it would entail Corporation building the integration for this themselves. Is that an issue? | Corporation can build the integration, but please confirm if your software has API functionality for potential future integrations. |
| 20. | We have never done a migration from Maintenance Connection. Can we please get a sample data from Corporation so we do an evaluation to confirm we can import it? | Corporation does not have a sample report it can provide. |
| 21. | How much onsite implementation is desired? | Implementation can be done either on-site or remotely. |
| 22. | What expected results are supposed to be yielded on-site that can't be achieved online? | On-site training may not be needed, but may be required depending on Contractor's current training capabilities and online offerings. Contractor may also need to come on-site to set-up the software server or integrate with Corporation's existing server platforms. |

| 23. | How easily can the current data be uploaded into an Excel file to streamline data upload? AKA, how much manual data entry is assumed to be necessary? | Corporation is not sure how easily current data can be uploaded into an Excel file. Manual entry should be minimized as much as possible. Contractor shall note the import excel functionality of their proposed software. |
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| 24. | What written materials are desired for implementation? We provide a written project overview, and online training workshops/training to progress different users through the system. What else is missing from that? | Corporation is seeking written materials so future employees can learn the system as they will not be present for the implementation portion of this software migration transfer. The written materials shall be kept up to date to reflect changes to the software as they take place. |
| 25. | Are SOCII Compliance Pen Test results required? If so, we will require an MNDA to be signed from Corporation's team. Who will sign that, and when do they need to receive the MNDA by? | Corporation does not require SOCII Compliance Pen Test results. If Contractor requires an MNDA from Corporation for the Security Plan submittal of the RFP, please send the MNDA to Shane Young - Procurement Manager by March 15, 2023, 5:00pm PT at: shane.young@visitsandiego.com. |
| 26. | Integrations: What are Corporation's timelines for those integrations to be completed? Are those included in the "go-live" timelines, or separate? | The integrations with Microsoft Business Central, Microsoft Outlook, and VenueOps is not required at this time and is not included with the Project Schedule listed on page 8 of 16 of the RFP. This timeline is reflective of the migration from Corporation's current CMMS software to a new solution—not accounting for integrations. If integrations are desired, this will be a separate integration timeline at a future date. |
| 27. | Who from Corporation's team is going to assist/lead with those projects? Is it the same project manager? | The project migration will be led by Corporation's Director of Engineering & Capital Projects and Corporation's Senior Maintenance Manager, along with support from Corporation's internal IT team as needed. |
| 28. | Is the complete scope of work (including specific of Microsoft Central/VenueOps, etc) available? | Not at this time. Integration with Microsoft Business Central, VenueOps, and Microsoft Outlook is not detailed as this is not a requirement for the software at this time. Corporation is seeking to see which platforms have integration capabilities as a potential future state and is seeking to find which companies have experience integrating with these platforms. |
| 29. | What is the user role breakdown between the 40 users? Total of each category, not just the categories. | Please refer to question #15. |

| 30. | How many users are anticipated to be needed at the end of the initial 3 year term? | Corporation anticipates 50 users by the end of the initial 3-year term. The increase in users would be on the Maintenance side as the team continues to grow within the Corporation. |
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| 31. | What started the RFP process? | The RFP process was started to find other software solutions in hopes to increase Corporation Maintenance team's use of the digital CMMS software and to find a solution to simplify Corporation's digital drawings as many are on paper and need to be converted to digital format. |
| 32. | What specific business problems is Corporation looking to solve? | Please refer to question #31. |
| 33. | How long has Corporation's current CMMS Software been in place? | Since 2010. |
| 34. | How many demos are going to be required during the shortlist demo/interview stage? | One demo per Contractor who is shortlisted for the interview/demo stage. |
| 35. | During the final evaluation period, how important will user friendliness be in the final decision? | User friendliness will be important in the final decision. Corporation's maintenance team has not used digital maintenance work orders much and is trying to transition the team to a digital platform to record their work/progress. |
| 36. | What are the three main features that are going to have the main focus during the process? | Three main features are work orders (status updates and assignments), asset/inventory management, and reporting. |
| 37. | We are not ISO compliant and are in the process of SOC 2 compliance. Is that an issue? | No. Please note this in the "Exclusions & Clarifications" section of the Bid Form. |
| 38. | Is it expected that Contractor will connect the CMMS Software to Business Central and VenueOps? If so, what data does Corporation want pushed and pulled between systems? | Please refer to questions #6 & #7. |
| 39. | Is there an existing building plan solution in place (i.e. CAD, laserfiche)? If so, is there an option to connect in with this system? | Some building plans are in CAD format, some are in PDF format, and some are still in physical paper form (yet to be scanned). |
| 40. | What's the total square footage of the facilities using the CMMS? | The San Diego Convention Center is a 2.6 million-square-foot facility. |
| 41. | Of the 40 users, how many of those would only be a "requester"? | Please refer to question #15. There would be ~15 requestor roles. |

| 42. | The RFP mentions asset reporting, but nothing around lifecycle management or project selection. Is that of interest for this project or in the near future? | Corporation is seeking asset and inventory management capabilities to track the asset and see how many associated work orders are inputted in the system to repair the asset. Costs and other information should be able to be noted so Corporation can make an informed decision as when to repair or replace the asset. |
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| 43. | With sustainability becoming more prevalent throughout California, is Corporation targeting net zero by 2045? | Corporation is monitoring the state, county, and city goals for sustainability efforts. There are not current deadlines or commitments to achieve net zero by 2045. |
| 44. | The Scope of Work Overview Section indicates the software should be accessible on mobile devices and computers with no change in functionality across platforms.  If the software has a responsive web design that provides users with the same experience on a computer and mobile device, but a native mobile application with limited functionality and offline access is also available, would Corporation like any of the 40 users to also have the mobile app? Or will the responsive web design satisfy the requirement? | The mobile app will be primarily for the Maintenance Team as they will be away from a physical desk setup for most of the day. Corporation would need approximately 10 users for the mobile app platform, but this number will grow to approximately 30 users over the next year. Please note the differences between the mobile version and the web version functionalities under "Exclusions and Clarifications" on the Bid Form. |
| 45. | Is Corporation interested in named or concurrent licenses for Corporation users? If concurrent, how many of the 40 users does Corporation anticipate will be logged at any given time? | Please refer to question #9. |
| 46. | Is Corporation interested in data conversion, or data import? If data conversion is the preference, can Corporation provide Contractor's with a backup file and the following information:<br><br>a. Version of software<br>b. Operating System<br>c. Database Backend<br>d. File Type | Corporation is interested in a data import from Corporation's current system if possible. |
| 47. | Does Corporation currently use any specific software for developing building drawings (i.e. CAD, other)? Does Corporation currently leverage a document storage/management platform to store building drawings? | Please refer to question #39. |

RFP documents are available for download at: <u>RFP 23-1020 - Computerized Maintenance Management System - San Diego Convention Center (visitsandiego.com)</u>