CMMS RFP: Vendor Questions
November 9, 2019

1. Financial needs - Need clarity on whether a full financial system is needed or just cost/expense capture and reporting as well as capital budgeting. Is integration an option?

A: We hope most solutions offer a financial module that can track costs and reporting. Integration with Minnesota State’s financial system is optional and dependent on the specific scope requested by a specific college or university.

2. Customer Service - unclear on lines 111-115. Please provide clarity on the use and needs of a customer service system. A practical example would be much appreciated.

A: A system that manages customer relationships (for example, a tracking function so that a faculty member may make a request for a repair to a classroom and track its resolution or be notified of a resolution).

3. What does R & R stand for in line 15?

A: Repair and Replacement.

4. What compelling event or key business driver, if any, is influencing the timing of this RFP and the need to establish a Master Contract at this time?

A: In Fall 2017, Minnesota State engaged a consultant to complete a Maintenance & Operations study of seven representative Minnesota State college and university facilities’ organizations. The study, completed in June 2018, recommended the implementation of a computerized maintenance management system on our campuses along with business processes to manage customer requests. An advisory group was convened, and the master contract process was promoted as a preliminary step to offer all campuses a streamlined way of bringing in a CMMS.

5. During the bidders’ conference, it was stated that there will be limited resources for migration and implementation. Is this the case for all colleges and universities in the system?
A: Generally correct. Depending on the campus, there are variable resources available for migration and implementation, and bids/cost assumption should be made to provide assistance in that area.

6. Does the University have accurate drawings for all the sites/buildings?
A: Most campuses have drawings of their sites and buildings.
   a. Are the drawings updated and current for all areas in CAD/DWG Format?
      A: Status of drawings may vary widely. Most campuses have AutoCAD drawings.
   b. Are the current AutoCAD / DWG drawing layers standardized/polylined and consistent throughout the drawings to show space, room features, and assets?
      A: We do not know if all are standardized / polylined consistently, showing space, room features and assets.

7. What is the number of anticipated “Users” by Type:
   a. System Administration – Users responsible for System Administration including Audits, User ID and Authorizations etc.
   b. Power Users.
   c. General User with Read / Write privileges to access the system, retrieve and update data, and generate reports.
   d. Requestors Users who can access the system for Work Order Maintenance Requests only.
   e. Mobile Users/Devices.
   f. Can you provide a rough count of the total number of users that will be approving/delegating work orders, as well as updating and closing those tickets out?

A: At last count (2017), there were approximately 1,061 total Facilities-related employees in the system. On average, our college campuses employ 20-30 FTE in those roles. Universities have greater variability of facilities FTE (between 60-130 FTE). It is anticipated that most of the facilities FTE on a campus would have the ability to access the system to make requests, read/write access, and retrieve and update data and otherwise respond to work orders. We would anticipate that faculty and non-facilities staff could all make requests for maintenance or work orders. Within the
facilities staff system-wide, perhaps 5% or about 50 individuals would have system administration rights.

8. Can you provide a list of the assets or indicate how many assets would be included in the system?

A: it will vary by campus. We expect that each campus will be able to produce a list of assets that they wish to include in the system.

9. What is the format of the data to be migrated from the legacy systems?

A: Variable. 26 campuses already have a CMMS system. Of those, most are using 7 commercial solutions and 2 use in-house solutions.

10. Will integrations be necessary? If possible, please provide a high level description of each interface, source and destination systems, batch or real-time, and one-way or bidirectional. (Examples: ERP, Active Directory, etc)

A: Long range, possibly, but it is not expected at this stage.

11. Has a budget and timeline been identified for this project?

A: Each campus will establish its own budget and timeline. Much will be informed by this process.

12. Rollout Timeframe: Has the team determined how many of the locations will be implemented upon signing the MSA vs the ones that will want to implement later in 2020?

A: As mentioned previously, a half dozen campuses have expressed immediate interest that may occur in calendar year 2020.

13. Regulatory Compliance: In Appendix 4 line105 you mention Work Orders to support State and Federal regulatory agencies' compliance tasks. Can you provide examples of such functions?

A: Scheduling for routine fall protection reviews, lock out / tag out procedures, respiratory protection requirements, hazardous substances disposal, and related documentation.
14. API Accessibility: Do the locations in scope for this project have IT support to help set up integrations to other systems?
   A. It depends on the campus. Some universities have greater IT support than smaller colleges.