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<b>DATE:</b>	June 28, 2005
<b>ATTN:</b>	4048936268
<b>FROM:</b>	Fulton County (4048936645)
<b>SUBJECT:</b>	

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**Note:**



**FULTON COUNTY PURCHASING DEPARTMENT**

Winner 2000 – 2003 Achievement of Excellence in Procurement Award

National Association of Purchasing Management

**Jerome Noble, Director**

June 28, 2005

**REVISED ADDENDUM NO. 1 (Revised 06/28/2005)  
Addendum Number 1 – Invitation to Bid # 05ITB44207K  
Customer Information, Billing and Work Management System  
Review and Enhancement**

Dear Vendors:

This addendum is in reference to **Invitation to Bid # 05ITB44207K – Customer Information, Billing and Work Management System – Review and Enhancement** in support of the Fulton County Public Works Department. This addendum provides additional information, requirements, terms and clarifications about this project. The following changes are hereby made:

**Submitted BY:** Ron L. Booth, Ph.D., CISM /ATL  
260 Peachtree Street, Suite 2200  
Atlanta, Ga. 30303  
Main Office Phone: 770.604.9182 Ext.409  
Downtown Office: 404.527.6258 Ext. 2227  
Fax: 678.579.8005  
Cell: 678.427.0501

**QUESTION:**

1. Are the requirements for subcontractors the same as for the Prime contractor in terms of having a Fulton County address to receive the 10 point credit?

**RESPONSE: No. The requirement is for the Prime only. The Prime must show that they have an office within the Fulton County footprint.**

2. What certification credentials will be needed to demonstrate a classification as a Minority Business Enterprise (MBE) or a Woman-Owned MBE?

**RESPONSE: A copy of the vendor's current Fulton County's certification or a copy of any other municipalities MBE or WBE certification.**

**QUESTION:**

3. In Exhibit J - Technical Environmental And Functional Requirements (page 10-4) Functional Requirement: "Accessible via Internet/Intranet" Please detail the county's current Internet remote access capabilities related to Remote Access VPNs, Security and access methods/bandwidth (ie: analog dial up only, broadband access, wireless connectivity).

**RESPONSE:** The selected consultant, with approval from the Department of Information Technology, will be allowed remote access to the County's computer network. Access will be available via VPN over broadband. Wireless connectivity may be available with approval from the Department of Information Technology.

**Submitted BY:** Joseph Hood, CPMM  
Williams-Russell & Johnson, Inc.  
771 Spring St., NW  
Atlanta, GA 30308  
Phone: 404-853-6835  
Mobile: 404-668-8976  
Fax: 678-420-7416

**QUESTION:**

4. How much data will be provided through the survey performed by Fulton Co. staff by sewage basin and what assets will be included (e.g. water and sewer line location data; are buildings included, etc.)?

**RESPONSE:** The Survey and Inventory program currently underway will provide data that will update the Fulton County GIS. Information collected may include upstream & downstream manholes, water valves, pipe sizes, and other pertinent information. The desired systems will be integrated with the Fulton County GIS. Fulton County's GIS consists of several data layers. These data layers include aerial photography, water & sewer lines, parcel boundaries, building footprints, political boundaries, roads & highways, streams, etc. The software selected in phase IIB of the procurement shall be capable of integrating any or all of the data layers in the County's GIS system.

5. What software package is preferred by Fulton Co. (Microsoft Project, Primavera Project Planner, SureTrak Project Manager, etc.)?

**RESPONSE:** Fulton County has no preference.

6. Who is responsible for purchasing the accepted CIS and CMMS software?

**RESPONSE:** The County will purchase the software.

7. Do we need to consider processes involving condition assessment for Fulton County's Public Works facilities?

**RESPONSE:** The desired software selected as part of Phase II-b will have the capability to store information regarding condition; however, an asset condition assessment will not be required as part of this contract.

**Submitted BY:** Terry Johnson  
SPL Worldgroup, Inc.  
Office: 865.691.1814  
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FAX: 865.691.2561

EMAIL: [Terry\\_Johnson@splwg.com](mailto:Terry_Johnson@splwg.com)

**QUESTION:**

8. Can a CIS/ Work Management Software vendor with consultants/personnel that meet this RFP requirements/guidelines respond to this RFP, and potentially be awarded the County contract....then submit a bid as a prospective Phase II vendor and potentially be selected as a Work Management/CIS software solutions vendor for a future RFP? Or will a vendor who receives an award as the integrator/consultant for this RFP be prohibited from submitting a bid for a future RFP from the County for Work Management/CIS COTS software packages?

**RESPONSE: No. According to the County Attorney's office, the successful consultant may not bid on the RFP released as a result of Phase IIa.**

**QUESTION:**

9. Can a partner/subcontractor firm who is on a team that receives a contract award for this RFP also be on a Team for a future Phase 11 CIS/Work Management system?

**RESPONSE: No. According to the County Attorney's office, partners or subcontractors may not bid on the RFP released as a result of this project.**

**SUBMITTED BY:**

David A. De Maio, Vice President  
Fortegra, Inc.  
Office 419.935.8547  
Mobile 567.224.2151  
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Email [ddemaio@fortegra.com](mailto:ddemaio@fortegra.com)

**QUESTION:**

10. Will the firm chosen to provide assistance to Fulton County during phases I and II of this initiative be precluded from responding to the RFP developed during Phase II of this initiative?

**RESPONSE: Yes.**

11. What criteria will be used to assess Point E in the Evaluation Criteria "Location of Respondent's Office within Fulton County"?

**QUESTION: Bidders who seek to meet the requirements for Local Preference Points, MUST have a physical location (office space) from which they physically perform work in Fulton County. A Post Office box would not allow them to meet the requirement for Local Preference.**

12. One might argue that a logical break exists at the conclusion of Phase II with the selection of a vendor or vendors for the implementation of the functions scoped within the RFP generated during Phase II. Is the County interested in proposals focused upon Phases I and II only?

**RESPONSE: No. The County believes that additional benefits will be achieved by the system integrator having detailed knowledge of the County's business processes.**

**SUBMITTED BY: Jimmy L. Middlebrook, Ph.D.  
Director of Corporate Development  
Advanced Solutions For Tomorrow, Inc.  
770-641-8253 x 20  
[www.asftus.com](http://www.asftus.com)**

**QUESTION:**

13. It appears we would be required to bid on the implementation of the solution recommended after the analysis phase. If we don't know the hardware, software or staffing requirements (which will only be determined after the analysis is done), how can we put together an accurate bid? Any suggestions for how we should structure this part of the cost proposal?

**RESPONSE: The general hardware environment that will be requested is specified in Exhibit J – Technical Environment and Functional Requirements. Integration costs should be determined based on the bidder's past experience with similar projects.**

**SUBMITTED BY: Ron Dye  
Westin Engineering, Inc.**

There are a couple of Questions and Requests for Clarifications that I wish to submit for the identified RFP. It is our understanding that this RFP is for selection of a Consultant to assist Fulton County Public Works in selecting and implementing a "Vendors" solution including that Vendor's hardware, software and implementation services. Therefore, our questions will be directed towards refining those services required by the Consultant under this RFP, as being complimentary to those services provided by the Vendor.

**QUESTION:**

14. On the Cost Proposal Form, Section 5, Page 5-3: In the Scope of Work in Exhibit I, Phase IIA contains the services to prepare an RFP, and Phase IIB contains support for the Vendor selection process. Shouldn't the cost proposal sheets' (i.e. numbering and text) more closely parallel the definition of those Phase IIA and Phase IIB services that are described in Exhibit I?

**RESPONSE: Tasks associated with Cost Proposal items IIA2.a – IIA2.b are in support of the RFP developed as part of Phase IIA of the proposal.**

**QUESTION:**

15. On the Cost Proposal Form, Section 5, Page 5-4: All of the Consultant services identified under the Phase III Integration Management services call for the Consultant to "Manage" the Implementation and Integration Services of the Vendor selected, with the exception of Cost Item III.8.a, which calls for the "Conversion of all data.....". The Vendor of the Hardware & Software typically provides that data conversion as part of their implementation services. Moreover, the selected vendor's prior experience of converting previous customers' data into the selected system normally enables the vendor to be more efficient at this task than the Consultant being selected by this RFP. Please consider changing the description of Cost Item III.8.a to "managing" the conversion of the data.

**RESPONSE: Please revise Cost Proposal form, page 5-4, item III.8.a to read "Manage conversion of all existing legacy information and/or databases to the new database and deliver new database with converted information".**

**QUESTION:**

16. Under Exhibit K: Technical Environment & Functional Requirements and under Exhibit K: Milestones and Deliverables: The word "Vendor" is used interchangeably in reference to work that is to be performed by the Consultant under this RFP and to indicate the Vendor of the Hardware, Software and Integration procurement document. It might be clearer to consistently refer to "Consultant" for this contract and to "Vendor" for the other procurement contract.

**RESPONSE: Please change the word "vendor" in Exhibit K, page 10-8 line 2 to "consultant".**

**SUBMITTED BY: Wayne Everett  
SYNC Technologies, Inc  
weverett@synctech.com**

**QUESTION:**

Phase 1: Business Process Review

17. Has Fulton County done any business process analysis in the past? If so, is this available to the bidders?

**RESPONSE: Standard Policies and Procedures may exist within individual departments; however, an integrated analysis has not been performed. The selected consultant will be required to identify the interaction among the various departments and detail the process and information flow.**

**QUESTION:**

18. How many business processes does Fulton County have (need to have a count in order to estimate the amount of work effort)

**RESPONSE:** The selected consultant will be responsible for identifying the precise number of processes and their breakout; however, the Department of Public Works, Water Services Division, performs a number of services to the County including (but not limited to): water & wastewater conveyance, treatment, systems maintenance, water and sewer billing (performed by the Finance Department), work order management, meter permitting (performed by the Environment and Community Development Department), among other services.

**QUESTION:**

19. What are the County standards for preparing business flows – does the County use a particular tool for process analysis?

**RESPONSE: No.**

**QUESTION:**

20. Is there an organization chart available for the County showing the organization breakdown and the head count in each organizational unit

**RESPONSE: No.**

Phase III

**QUESTION:**

21. Much of the costing for Phase III will be dependant on the software solution provided and will not be known till then. Are budgetary costs acceptable for Phase III?

**RESPONSE: Yes.**

**QUESTION:**

22. Please provide metrics on the size of the existing customer account database. How many records (volume of data), record/file structure or format, database used, existing file management tools

**RESPONSE:** Information regarding the size of the customer accounts database is available in Exhibit I – Scope of Services. The County currently uses CUBIS as its Customer Information and Billing system. Record structures are consistent with this system.

**QUESTION:**

23. Please describe/provide information on the system interfaces. To what systems? Do they have Application Programming Interfaces (API's), operating system, etc

**RESPONSE:** In general, the systems procured shall have open interfaces. Databases will support Open Database Connectivity (ODBC) or other approved standards. Please refer to Exhibit J – Technical Environment and Functional  
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Customer Information, Billing and Work Management System – Review and Enhancement

**Requirements and Exhibit K – Milestones and Deliverables pages 10-10 – 10-12 for additional information regarding the County's existing hardware, software and network architecture.**

**QUESTION:**

24. How many functional department staff will require training? How does the staff population break out in terms of managers, supervisors, section leads, workers? This maybe answered in the response to the organization chart request.

**RESPONSE: Plan to arrange training for at least 100 persons broken out by the general disciplines listed in the organization charts in Appendix A and Appendix B. A determination of functional work categories for personnel required to receive training will be made during the Business Process Review.**

**SUBMITTED BY: Andrea Laiosa  
Brown and Caldwell  
Marketing Coordinator  
990 Hammond Drive Suite 400  
Atlanta, GA 30328  
770-673-3646  
770-396-9495**

**QUESTION:**

25. It is assumed that the CMMS does NOT include pump stations and treatment plants that are operated under contract. Please confirm.

**RESPONSE: This is correct. Existing contracts are in place to provide operations and maintenance of a number of treatment plants and pump stations. These plants and pump stations under separate O & M contracts are excluded from this RFP.**

**QUESTION:**

26. It is assumed that the information that is now contained in Fulton County's GIS will be used as the system data base. There will not be any field surveying involved with this assignment. Currently ongoing GPS surveying will replace the existing GIS data when completed in 2008.

**RESPONSE: This is correct.**

**QUESTION:**

27. It is our understanding that the City of Atlanta is billing Fulton's sewer customers in South Fulton and North Fulton/South of the Chattahoochee. These customers will be identified from best available data and updated from permit/connection data. This data will only be used for purposes of the CMMS and customer relations, but billing information will not be activated. Please confirm.

**RESPONSE: This statement is correct for these service areas.**

**QUESTION:**

28. How much office space will Fulton County provide?

**RESPONSE: Office space will be provided for a limited number of individuals required for execution of the project. A determination as to the requirements will be made during negotiations with the successful proposer.**

**QUESTION:**

29. We will assume that a Utility Contractor License will not be required for this work (page 2.17, item 28). Please confirm.

**RESPONSE: This statement is correct.**

**QUESTION:**

30. The cost proposal has 31 sub-categories. BC assumes that only the Total Project Cost will be an upper limit and that savings in a completed sub-category can be used in future subcategories.

**RESPONSE: This is correct.**

**Submitted BY:** Steve Obosnenko, Manager,  
Business Development  
Bearing Point  
Radnor, PA  
Phone 610.429.1585  
Mobile 610.357.7550  
email:steve.obosnenko@bearingpoint.com

**QUESTION:**

31. Can we get the exhibits in an editable format?

**RESPONSE: The successful proposer will receive editable copies.**

**QUESTION:**

32. On page 10-2 you state that the Phase IIB activities include the RFP, yet on pages 10-7 and 10-13 it is referred to in Phase IIA. Which Phase should it be in? We are assuming Phase IIA and that Phase IIB is dedicated to contracting with the selected HW and SW vendors.

**RESPONSE: Development of the RFP will be accomplished during Phase IIA; Phase IIB is the actual release of the document for advertising.**

**QUESTION:**

33. You state that you anticipate a maximum of 75 days for Phase I and 60 days for Phase IIB. What is your anticipated timeframe for Phase IIA and III?

**RESPONSE: This information is to be provided by the consultant based upon past experience with such projects.**

**QUESTION:**

34. The RFP does not state a minority / woman owned business participation requirement, is there one for this project?

**RESPONSE: No. However, the County encourages prime bidders to offer subcontracting opportunities to minority/female business enterprises.**

**QUESTION:**

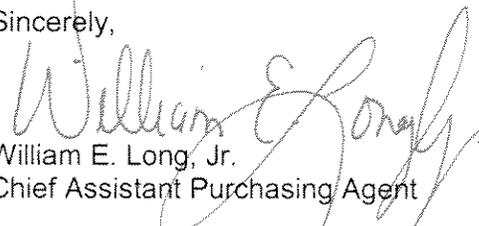
35. Has the county considered how they will levelize the proposals, given the magnitude of assumptions that the proposers may take in regards to Phase III?

**RESPONSE: "Leveling" of the proposals will be performed by the Selection Committee. A precise methodology is not available at this time.**

The undersigned proposer acknowledges receipt of this addendum by returning (1) copy with the proposal by the bid due date and time. Failure to include a signed copy of this addendum with your proposal documents could render your proposal non-responsive.

Except as provided herein, all terms and conditions in the RFP referenced above remain unchanged and in full force and effect.

Sincerely,

  
William E. Long, Jr.  
Chief Assistant Purchasing Agent

ACKNOWLEDGMENT OF RECEIPT OF ADDENDUM NUMBER 1 (Revised 06/28/2005)

COMPANY NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

NAME: \_\_\_\_\_ TITLE: \_\_\_\_\_

DATE: \_\_\_\_\_