



# **Eastern Washington University**

**Addendum #1**

**Computerized Maintenance Management System**

**REQUEST FOR PROPOSALS**

**RFP #25-CTR-02**

**December 20, 2024**

The following questions were received during the Question and Answer Period for RFP 25-CTR-02 Computerized Maintenance Management System:

1. Is there a desired "Go-Live" date?/Is there a required date for Go Live or a specific time requirement for the new system to be online?/Do you have a projected Start Date and/or Go Live date? Is there a defined timeline/go-live for this project?

*Our desired "go live" date is September 1, 2025.*

2. What is EWU's budget for this CMMS project? Can EWU share the budget?/Does the university have a budget allocated for this project?

*Budget has been allocated for this project.*

3. What is the annual subscription budget and what is the implementation budget for this project?

*EWU declines to answer this question. Bidders should provide the subscription cost and implementation cost for their product.*

4. What is the motivation for replacing the AssetWorks AiM CMMS? Is EWU committed to replacing AssetWorks?

*AiM is no longer meeting the needs of the Facilities and Planning department nor the university. EWU intends to replace AiM.*

5. What is the form and format of existing asset data to be migrated into the new platform (Work Order information, photos, related data)?

*Most asset information is textual, including location, manufacturer, model, serial number, status, asset type, asset group, and tag. A few include images.*

*There are 2,225 asset records.*

6. Should we migrate your current system data to new systems? Are there any specifications for the volume of data?

*At a minimum, open work orders, projects, and current inventory will need to be migrated. The data migrated will depend, in part, on the capabilities of the selected system.*

*The current system is hosted with a contractual storage limit of 100GB for 100GB for document repositories/data repositories.*

7. Are there existing workflows that define business processes related to the maintenance of various asset types?

*Existing workflows are minimal. We expect to recreate and implement new workflows.*

8. What are the asset types (vertical and/or linear) managed in the current system? Here are the current asset types defined in AiM along with the total number of assets currently listed by type.

- Durable Goods - 1

- *Property - 172*
- *Property Component - 38*
- *Serialized - 1954*
- *System - 60*
- *Vehicle - 0*

9. What is the size of the total portfolio of EWU owned assets to be managed?/What is the size of your current data?

*There are 2,225 asset records.*

*Here are the current asset types defined in AiM along with the total number of assets currently listed by type.*

- *Durable Goods - 1*
- *Property - 172*
- *Property Component - 38*
- *Serialized - 1954*
- *System - 60*
- *Vehicle - 0*

*The size is likely to be very minimal since few records contain digital assets such as attached documents or images.*

10. Does EWU plan to initially implement new or existing workflows?

*We expect and will need to implement new workflows.*

11. Does EWU have an existing library of PM procedures to be loaded into the system? Are they available for all asset classes?

*While there are PM schedules, there are no current PM procedures that will need to be converted from the existing system. A new CMMS is an opportunity for us to move from paper procedures to electronic workflows and procedures.*

12. Can you provide the expected number of users by User Roles?

a. System Administrators – Users responsible for System Administration including System configuration, Audits, access control, User ID and Authorizations etc.

5

b. Primary Named users - with Read / Write privileges to access the entire system, exercise all functional capabilities, retrieve and update data, and generate reports and analysis.

*There are approximately 200 employees in Facilities and Planning.*

b. Executive users – focused on performance information access, Key performance indicators, dashboards, reports, and analysis.

- b. Requestor / Limited Access Users – Users just submitting and tracking work orders.

*The university has approximately 1,300 employees with frequent turnover. While we don't expect every user to submit a request, we want any faculty/staff member and selected student employees to have that ability.*

13. Is the university looking to replace Assetworks AiM that they have used since 2009? Is this RFP a required recompute or are there known issues with Assetworks that has them going out for bid for a new system?/Is the university considering staying with Assetworks or are they replacing it with a new system?

*AiM is no longer meeting the needs of the Facilities and Planning department nor the university. EWU intends to replace AiM.*

14. Can you elaborate on how the university currently uses GIS and what future use cases would be if GIS is integrated with the new CMMS system?

*We currently have limited use of GIS, but would like to use GIS data for utility locations, water lines, steam lines, fiber, assets, etc.*

15. Can EWU explain what type of invoicing they need or the expectation of what the software will automatically do in regards to invoices and is this something that needs to be tied to accounting or can it just be a simple report?

*Invoices are entered into a CMMS system with an integration to the EWU ERP system (Banner). Examples are attached. They are fixed-length format. As long as a report can produce the desired output format, it should be sufficient.*

16. Does manually entering hours and miles into the system suffice or does EWU have software tied to the fleet that can provide this information to the system on a regular cadence?

*Manual entry is sufficient. EWU does have software that could, if integrated, provide information on a regular cadence. This is not one of the goals of our transition to a new CMMS system though.*

17. Does this need to tie to any other systems, software, or technologies?

Yes. As stated in the RFP:

*Integration*

- *The system should be capable of providing a real-time interface and batch (flat file) interface for integration with other Eastern Washington University systems and applications.*
- *Integration with Ellucian Banner is required for some financial information from the CMMS. Integrations to Banner will require use of Ellucian Data Connect, Ethos, API, or flat file exchange. The current integrations to Banner are one-way interfaces that*

*transmit invoices and budget encumbrances from AiM on a monthly basis utilizing flat files and native import/export capabilities of both systems.*

- *The system should have an API library to allow integration with other systems.*
- *Communication using the university's current Office 365 email system. System should be capable of generating work orders or customer requests automatically from incoming emails by users or facilities staff.*

18. We often repurpose or create additional lookup tables to Assets to track Fleet – EWU would manually have to enter hours and miles though (no automation back to the fleet). Is this acceptable? (Regarding the fleet maintenance vehicles to be in hours and miles)

*Yes, manual entry is acceptable.*

19. We can build a parts inventory feature, but much depends on how EWU wants this implemented and how much automation needs to be built into it. Can EWU please elaborate on this feature? (Regarding inventory and warehouse management)

*Inventory is currently entered manually but open to suggestions on how this can be provided by a prospective vendor. Our warehouse currently manually manages inventory and utilizes the CMMS to account for sale of inventory. EWU would be interested in further automation of this process. Our current CMMS is also used to monitor stock levels for the purpose of reordering. Must also integrate with EWU ERP system (Banner) for invoicing purposes.*

20. What type of invoicing does EWU need? Is this something that needs to be tied to accounting or can it just be a simple report?

*Invoices are entered into a CMMS system with an integration to the EWU ERP system (Banner). Examples are attached. They are fixed-length format.*

*Invoices are generated for labor costs, material costs, and overhead.*

21. How many “campus users” or “requestors” does EWU anticipate will be needing access to the system?

*The university has approximately 1,300 employees with frequent turnover. While we don't expect every user to submit a request, we want any faculty/staff member and selected student employees to have that ability.*

22. Are offshore resources allowed for use on this contract?

Yes.

23. Would EWU define the typical “customer” as it relates to this customer request? Who is the customer and are they internal to EWU? Are they EWU employees, students, or are they potentially external to EWU staff and students?

*Customers are internal to EWU which includes faculty, students, and staff.*

24. What type of time recording system is currently being utilized by Eastern Washington University employees?

*Employee time for cost/work accounting purposes is currently entered into AiM on a timesheet. Employees also enter their time for payroll purposes into our ERP system (Banner).*

*There is a current integration between AiM and our ERP to summarize labor transactions (labor rates) on work orders for billing purposes.*

*Further integration, if possible, to eliminate duplicate timesheet entry for our staff is highly desired.*

25. Does EWU want a specific landing page for time recording?

*This is not required.*

26. Are vendors required to fill out any forms or answer any questions as part of this proposal submission, related to the Higher Education Community Vendor Assessment Toolkit (HECVAT) in Exhibit E?

*The winning contractor will be required to provide a completed HECVAT.*

27. Are you looking for SaaS solutions? If yes, would you like to host it yourself, or does the vendor need to host it for you? Do you have any preference (Azure, AWS, VMware, etc..)

*As stated in the RFP:*

- *EWU seeks a Commercial-off-the-shelf SaaS solution, inclusive of all services and support needed to achieve the outcomes and functions described in this RFP.*
- *Proposals under this contract shall include SaaS solutions, which will be entirely hosted by the Proposer.*
- *The selected vendor will provide a fully functional system SaaS solution, transfer existing data, and train the university-designated team of users.*
- *A cloud-based SaaS system, not requiring any on-premise infrastructure is required. SaaS, by definition, is hosted by the vendor. How/where the vendor hosts it is up to them, other than it needs to be in the United States.*

28. How many users out of 200 staff members will modify the solutions? How many users will be power users who will create orders etc. and how many will be read-only users (external or requester to the EWU – portal users)

- a. System Administrators – Users responsible for System Administration including System configuration, Audits, access control, User ID and Authorizations etc.

5

- b. Primary Named users - with Read / Write privileges to access the entire system, exercise all functional capabilities, retrieve and update data, and generate reports and analysis.

*There are approximately 200 employees in Facilities and Planning.*

- b. Executive users – focused on performance information access, Key performance indicators, dashboards, reports, and analysis.

3

- b. Requestor / Limited Access Users – Users just submitting and tracking work orders.

*The university has approximately 1,500 employees with frequent turnover. While we don't expect every user to submit a request, we want any faculty/staff member and selected student employees to have that ability.*

29. Have EWU seen any products from marketplace vendors?  
*Yes, we have general awareness of many CMMS and IWMS systems, but this is an open procurement.*

30. How many days do you need the demo environment

*14 days should be sufficient for our staff to provide their impressions and evaluations.*

31. Of the 200 Facilities and Planning staff listed in Section 3.3, please define the number breakdown of users:

- a. Executives

3

- b. Administrative

5

- c. Managers

20

- d. Maintenance Workers

175

- i. How many Maintenance Workers need Mobile access

*All*

32. Please identify the system(s) you are using/replacing? What is the reason for replacing the existing system(s)?

*Assetworks AiM is no longer meeting the needs of the Facilities and Planning department nor the university. EWU intends to replace AiM.*

33. Please confirm the only integrations to be included in pricing are between the proposed solution and:

- a. Ellucian's Banner 9 ERP (i.e., HR, Finance, Payroll, Financial Aid System, Accounts Receivable/Payable, Student Information)

- b. Single Sign-On - Entra ID (Azure Active Directory)

- c. Office 365 (email)

- d. CAD application?

*This is correct. CAD drawings are available in .dwg format, there is no CAD system.*

34. To determine the level of effort for data migration please provide the approximate number of records for each:

- a. Assets - Building Equipment

- b. Assets - Vehicles

- c. Assets - Other

*There are 2,225 asset records.*

Here are the current asset types defined in AiM along with the total number of assets currently listed by type.

- Durable Goods - 1
- Property - 172
- Property Component - 38
- Serialized - 1954
- System - 60
- Vehicle - 0

d. Contracts

Consultant Contracts - 82  
Construction Contracts - 42  
Contract Amendments - 86  
Construction Change Order - 91  
Construction Change Directive - 69  
Construction Change Proposal - 507  
Project Contract - 466  
Project Contract Change Order - 831  
Project Contract Change Order Proposal - 458  
Internal Work Agreement - 74  
Internal Work Amendment - 267

e. Projects

Projects - 524  
Project Groups - 18  
"Planned" Work Orders - 433

e. Others

Work Orders - 217,996  
The total number/history of work orders to be migrated has not been determined.  
PM Templates - 536

35. How many maintenance procedures, inspections, etc. need to be migrated?  
Typically, how many steps does each procedure have?

*While there are PM schedules, there are no current PM procedures that will need to be converted from the existing system. A new CMMS is an opportunity for us to move from paper procedures to electronic workflows and procedures.*

*Likewise, existing workflows are minimal. We expect to recreate and implement new workflows.*



36. Will historical work orders need to be migrated into the proposed system?

*At a minimum, open work orders, projects, and current inventory will need to be migrated. The data migrated will depend, in part, on the capabilities of the selected system.*

37. What is the number of distinct items/specifications is in your inventory?

*There are 3,698 unique items. Approximately 2,399 are currently actively stocked.*

38. How many inventory locations (i.e., warehouses, stock rooms, supply rooms, trucks, etc.) do you currently maintain?

*1 warehouse. No other stock rooms are maintained.*

39. Do you have current facility condition indices for your buildings? Does that data need to be migrated to the proposed solution?

*We are in the process of contracting for a facility condition assessment. Ideally, we will be able to input this information into our new CMMS. No current condition information will need to be migrated.*

40. Will the proposed solution need to track asset warranty information? Will the warranty contracts need to be migrated?

*This is desired functionality, but does not exist in our current system. No migration needed.*

41. How many Work Orders by type (i.e., Demand/Corrective, Planned, Preventive, etc.) does your organization currently process in a week, month, year?

*Annual work orders: ~11,000*

*Monthly work orders: average of 921*

*Weekly work orders: average of ~200*

*Current work order types and totals from this last year:*

- **Improvement** - Results In A New Capital Asset (Real Property) Or An Improvement To An Existing Asset Or Piece Of Equipment, Either In Increased Capacity Or Expanded Function. Includes "Modernization." **19**
- **Indirect** - Indirect Costs, Non Chargeable, Collective Costs, Open Yearly, Supplies, Shop Stock, Shop Time. **419**
- **O&M** - Routine Operations And Maintenance. Typically, Work Completed Within Our Operating Budget Without Higher Approval Required. Also Referred To As "Sustainment" Or Those Actions Necessary To Keep A Facility Is Good Condition Over Its Design Life. **8,472**

- **Repair Work** - Required To Restore The Function Of Either An Asset Or Piece Of Equipment At A Cost Beyond Normal Expectation Of Operating Budget. Sometimes Referred To As "Restoration" Resulting From Damage Caused By Inadequate Or Insufficient Maintenance. **5**
- **Vehicle Work** - Type Established Specifically To Capture Operations, Maintenance, & Repair Actions. This Type Distinguishes Work From Similar Activities On University Real Property And Real Property Installed Equipment. **0**
- **Work For Others** - Direct Scheduled Work For Others - Department Funded. **2,144**

Work orders are also classified by category with totals from the last year:

- **Administration** - Administration **26**
- **Contract** - Maint Public Works Contracts Required In Order To Complete Work.
- **DSW** - Direct Scheduled Work. No Approval Required. Typically No Outside Funding, Shop Budget Funded. **4,671**
- **DSW, Non-Rpie** - Direct Scheduled Work For Others Typically Reimbursable And May Require An Estimate. (Plaques, Furniture, Name Tags, Etc.) **2,144**
- **Maint Svcs Supp** - Maintenance Services - Support In Support Of Capital Projects Capital Project. **14**
- **Major Const** - New Construction Or Major Renovation That Exceed \$1,000,000 In Scope And Is Typically Completed By Contract, But May Also Require Shop Support. **4**
- **Major Repair** - Substantive Work Required To Restore Fuction Of Either An Asset Or Piece Of Equipment. Normally Not To Exceed In Cost 70% Of The Current Value Of The Asset Or Equipment. **3**
- **Operations** - Operations, Continuous Work, Open Yearly, Shop Budgets. **1**
- **Plan/Est/Review** - Planning, Estimating, And Review Of Design Documents. **2**
- **PM** - Preventive Maintenance. Scheduled Maintenance. Shop Budget. No Approval Needed. **3,800**
- **Replacement** - Replacement Of An Asset Or Piece Of Equipment With Similar Size, Function And Capacity. **2**
- **Shop Stock** - Cost Collection For Shop Stock Purchases. **310**
- **Shop Time** - Shop Time. **81**

Work orders have both a type and a category.

42. Do you track timesheets as part of the work management process?

Yes.

43. Do you require floor plans to be viewable and accessible within the software solution?

*It's not required, but highly desired.*

44. Are your floorplans polylined? How many floor plans will need to be published to the proposed solution by the proposer?

We have 257 pages of floor plans. They are publicly accessible at <https://in.ewu.edu/facilities/wp-content/uploads/sites/191/2023/06/Campus-Buildings-NOT-TO-SCALE-07-2022.pdf>

*Floor plans are available in .dwg format.*

45. How many users will require training?

*All facilities staff will need to be trained.*

46. Can a train the trainer approach be used?

Yes.

47. Do you require onsite or is remote training acceptable?

*Remote is acceptable.*

48. How many projects are you managing per year? At any one time? (by type: New Builds, Renovation, Retrofits)

*New Builds - Ranges from 0 to 2 depending on year and funding cycle*

*Major Renovations - Ranges from 1-5 per year*

*Retrofits / TI - Ranges from 10-15 per year*

49. Do projects roll up to a program or other type of high-level grouping? Do projects have sub projects or child projects?

*Some projects roll up to a program but mostly, projects are at the highest grouping. They are further divided into Project Component Groups. Below Groups are Project Components. Below Project Components can be Checklists.*

50. With the Holidays coming up, can we get an extension to the due date of the proposal?/Would the District provide a 1-2 week deadline extension to accommodate for the holidays?/Considering the Christmas & New Years holiday's (various team resource limited availability) will the University consider a one-week extension to Friday, January 17th?/We respectfully request a five (5) business day extension.

No.

51. In regard to Space Management, is EWU looking for the proposed solution to conduct Indirect Cost Recovery/Space Surveys to address items such as but not limited to grant administrative services, lab operations and maintenance, depreciation and debt services taken on for new construction.

*No, that is not required functionality.*

52. How much historical data will need to be migrated into the new system (years worth, number or records, etc.) Does EWU have concerns regarding the quality or completeness of its current data? Will EWU want to be involved in the data migration process?

*There are 2,225 asset records.*

*Here are the current asset types defined in AiM along with the total number of assets currently listed by type.*

*Durable Goods - 1*

*Property - 172*

*Property Component - 38*

*Serialized - 1954*

*System - 60*

*Vehicle - 0*

*Projects*

*Projects - 524*

*Project Groups - 18*

*"Planned" Work Orders - 433*

*Work Orders - 217,996*

*The total number/history of work orders to be migrated has not been determined. In the last year, there were approximately 11,000 work orders.*

*PM Templates - 536*

*No, we do not have any data quality concerns. EWU expects to be involved in the data migration process.*

53. How many SaaS environments is EWU looking for (Dev, Test, Prod, Etc.)?

*Ideally, two (production and test). While a test environment is highly desirable, it is not a requirement.*

54. For mobile access, does EWU require offline capabilities for its field staff?

*No, but desirable.*

55. Under Exhibit A, item 12: Can EWU provide more detail as to what this could be referring to? We may have additional work with other departments within the State of

Washington but would be separate from the University.

*This clause essentially means that Eastern Washington University (EWU) will not pay the Contractor for services or expenses if the Contractor has already, or plans to, bill the State of Washington or another entity for the same work.*

*In simpler terms:*

*Avoid double-dipping: The Contractor cannot charge multiple parties for the same work. Protect taxpayer money: EWU wants to ensure that public funds are not used to pay for services that have already been paid for.*

*It does not prohibit other paid work or services for other State of Washington agencies. For example, both the University and the State of Washington license Microsoft 365. This clause does not apply as those are separately rendered services since the users covered are not the same (state employees versus university members).*

56. It appears that the text, “...especially with respect to providing Enrollment Management Marketing Services for higher education institutions.” is a mistake. Please clarify.

*This was a typo. The sentence of Section 3.3 (6)(a) should read as follows: “Indicate the experience the Contractor and any Subcontractors have that relate to their ability to provide the services as required for this RFP.”*

57. Will the University enter into an mNDA with Respondent prior to RFP submission?

*No. Any information submitted to EWU is subject to disclosure under the Washington State Public Records Act. The only information EWU is willing to keep confidential is information that is exempt from disclosure under Revised Code of Washington chapter 42.56 (e.g. computer source code).*

58. Will the University accept Respondent’s standard SaaS contract to work off of for mutually-acceptable agreement? Exhibit C is a Service Contract.

*EWU is willing to consider proposed SaaS agreements for review and negotiation with the Apparent Successful Contractor.*

59. 1.1.B - Facilities and Planning Staff, can you identify the type of user access needed throughout the departments listed in the solicitation? e.g. Define Paid Users as either Full Users (those who perform or manage work, such as maintenance staff) or Admin Users (with Full User privileges plus access to reporting and organizational settings). Free Users include Requesters (e.g., students, faculty, or campus visitors who submit work requests) and Third-Party Contractors (external workers).

a. Executives (Admin)

- b. Administrative (Admin)  
5
- c. Managers (Admin)  
20
- d. Maintenance Workers (Paid)  
175
- d. Requesters  
1,500 with frequent turnover
- f. Third-party contractors  
0

60. Please confirm ALL required Integrations needed with the new CMMS solution.

*As stated in the RFP, these are the required integrations:*

***Integration***

- *The system should be capable of providing a real-time interface and batch (flat file) interface for integration with other Eastern Washington University systems and applications.*
- *Integration with Ellucian Banner is required for some financial information from the CMMS. Integrations to Banner will require use of Ellucian Data Connect, Ethos, API, or flat file exchange. The current integrations to Banner are one-way interfaces that transmit invoices and budget encumbrances from AiM on a monthly basis utilizing flat files and native import/export capabilities of both systems.*
- *The system should have an API library to allow integration with other systems.*
- *Communication using the university's current Office 365 email system. System should be capable of generating work orders or customer requests automatically from incoming emails by users or facilities staff.*

61. For Implementation Services & Data Migration, can you provide the following:  
Number of

Assets, Spare parts, Vendors, Historical Tasks, and Workflows that would be expected to be added to the new CMMS solution? Please provide exhaustive detail to assist with the appropriate response.

*There are 2,225 asset records.*

*Here are the current asset types defined in AiM along with the total number of assets currently listed by type.*

*Durable Goods - 1  
Property - 172  
Property Component - 38  
Serialized - 1954  
System - 60  
Vehicle - 0*

*There are 3,698 unique items in our warehouse (spare parts, uniforms, etc.)  
Approximately 2,399 are currently actively stocked.*

*There are 217,996 total work orders. The total number/history of work orders to be migrated has not been determined. In the last year, there were approximately 11,000 work orders.*

*There are 7,062 active vendor/contractor records.*

*While there are PM schedules, there are no current PM procedures that will need to be converted from the existing system. A new CMMS is an opportunity for us to move from paper procedures to electronic workflows and procedures.*

*Likewise, existing workflows are minimal. We expect to recreate and implement new workflows.*

62. Please detail any future state technology deployments the University will be implementing that could impact the respondent.

*The campus is currently migrating to Windows 11 before Windows 10 reaches EOL in October 2025.*

*Mobile devices provided to employees are iOS devices.*

*All integrations should be built "SaaS safe" and cannot rely on direct database calls. The university maintains only a very small on-premises computing footprint and no integrations should be dependent on connectivity to/from the campus to the vendor's environment (e.g. an integration server that needs to be hosted on-prem).*

63. Please confirm that the University is not requesting a Certificate of Insurance (COI) during this stage of the RFP process.

*It is not.*

64. Exhibit F - Data Sharing Agreement: is the University expected execution of this document during Contract Negotiation or in the respondents RFP response?

*The Exhibit F Data Sharing Agreement, or an equivalent, will need to be executed with the Apparent Successful Contract. However, execution is not required as part of the proposal.*

65. Do any operational differences exist between the departments that vendors should be aware of concerning the scope of this RFP solicitation? Please be as exhaustive as possible.

*Facilities Maintenance staff primarily perform their duties through work orders including preventative maintenance. They may be assigned work orders that are project-related.*

*Facilities Service staff are sometimes assigned work orders, but most of their work is procedural in nature (grounds maintenance, custodial, etc.)*

*Construction and Planning staff are project oriented and are never assigned work orders.*

66. Do on-site services for asset tagging (Barcode or QR codes) need to be provided?

*They are not required, but respondents are welcome to include such services in their proposal.*

67. Can you explain in full detail the workflow with campus users submitting work requests to a respective department through the CMMS, which is accessible through the university's web portal.

- 1. User logs into CMMS portal.*
- 2. User enters request for service and/or reports facility issue. User selects the building/room, preferably with map reference.*
- 3. Request is submitted.*
- 4. Request is automatically routed to correct shop if sufficient information is provided (i.e. the requester has selected "plumbing" as the issue, then it should go to the plumbing group).*
- 4. Request is reviewed by admin staff and/or shop supervisor and assigned to the individual technician.*

68. Can you provide full detail as to how the CMMS is used in all Cost Accounting of Work Orders and Projects. Exhaustive detail would be beneficial to provide a robust response.

*On a work order, labor costs (hours), materials, purchases, and third-party costs are tracked.*

*On a project, all invoices, work orders (including cost details), materials, purchases, and contact costs are tracked.*

69. Are there any Regulatory requirements across the impacted departments needed from the new CMMS solution?

*No, but we expect to use the reporting features of the new CMMS to assist with regulatory reporting.*

70. What is the University's web portal? Is it different from the SIS hosted by Ellucian?

*The University runs a WordPress-based portal at <https://inside.ewu.edu> (external pages are publicly accessible).*

71. Can you please elaborate on how the University defines "Life Cycle" in the Reporting & Analytics bullet?

*An asset's life cycle is the series of stages it goes through, from planning to disposal:*

- Planning*



*The asset life cycle typically begins with a detailed analysis of the organization's current and future needs.*

- *Acquisition*

*The asset is obtained, either by purchasing, leasing, or construction. The budget should account for the acquisition cost, as well as delivery, installation, and training.*

- *Maintenance*

*Regular maintenance helps extend the asset's useful life. A maintenance strategy includes upgrades and refurbishments to optimize the asset's efficacy.*

- *Deployment*

*The asset is delivered and installed, and tested for functionality.*

- *Disposal*

*The asset is no longer useful to the organization and is disposed of.*

*Vendors are free to propose an alternative way of measuring/reporting asset and/or property life cycles.*

72. Can you please elaborate on the full Project Management use case(s) needs?

*System should provide a mechanism that will track the schedule, cost, and notes of contracts and projects.*

*We are not expecting a full project management system akin to MS Project or ProCore.*

73. Can you please provide names/titles of the University's internal Project Team?

*Annika Scharosch, Co-Interim Associate Vice President for Facilities and Planning*

*Brad Christ, Co-Interim Associate Vice President for Facilities and Planning*

*Kris Jeske, Director of Construction and Planning*

*Scott Buck, Director of Facilities Services*

*Chase Beeler, Director of Facilities Maintenance*

*Jim Moneymaker, Business Manager for Facilities and Planning*

74. Could you please explain how the current Banner integration works and how that differs from the University's future state needs?

*The existing Banner integrations were provided by the vendor with specific customizations made for our environment. Since they are specific to the current CMMS, they will need to be re-written.*

75. What type of resources does the University provide to set up and accomplish the Ellucian Banner integration today?

*The existing Banner integrations were largely provided by the vendor, with specific customizations made for our environment.*

*Respondents should be clear on what they can provide for integration services and what work would be expected to be performed by the University.*

76. Can you please elaborate on the requirement around space management as mentioned in the Desired Features Bullet 7?

*The University expects to track who is using/occupying a space and the quantity of space occupied. For example, the IT department occupies 15 offices and 7,000 square feet across two different buildings.*

*We do not want a scheduling system, we already have one of those (25 Live).*

77. Regarding the optional key control, is the University seeking to manage physical keys or digital keys (i.e. badges)?

*Physical keys.*

78. What type of data is the University interested in migrating from the current system? Standard data like assets, locations, and users OR also historical work orders, transactional data, etc

*There are 2,225 asset records.*

*Here are the current asset types defined in AiM along with the total number of assets currently listed by type.*

*Durable Goods - 1*

*Property - 172*

*Property Component - 38*

*Serialized - 1954*

*System - 60*

*Vehicle - 0*

*There are 3,698 unique items in our warehouse (spare parts, uniforms, etc.)*

*Approximately 2,399 are currently actively stocked.*

*There are 217,996 total work orders. The total number/history of work orders to be migrated has not been determined. In the last year, there were approximately 11,000 work orders.*

*There are 7,062 active vendor/contractor records.*

*While there are PM schedules, there are no current PM procedures that will need to be converted from the existing system. A new CMMS is an opportunity for us to move from paper procedures to electronic workflows and procedures.*

*Likewise, existing workflows are minimal. We expect to recreate and implement new workflows.*

79. Are the University's work orders tied to assets? If so is the intention to import historical WO information into the new system and could you please provide a sample data set showing quantiles and types of data to be migrated into the new system?

*In some cases, yes, work orders are tied to assets. For example, PM work orders.*

*There are 2,225 asset records.*

*Here are the current asset types defined in AiM along with the total number of assets currently listed by type.*

*Durable Goods - 1*

*Property - 172*

*Property Component - 38*

*Serialized - 1954*

*System - 60*

*Vehicle - 0*

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80. What is the data quality of information to be migrated into the new system?

*Data migration inevitably requires some manipulation to match the requirements of the new system, but that data to be migrated is in a condition where it could be largely cleanly imported.*

81. In the RFP document, the university provides user counts and includes custodial staff. Is the university currently looking for a Custodial Management solution?

*While custodians do perform some work orders, respondents are welcome to propose a custodial management solution that better aligns to the typical type of tasks and work they perform.*

Cody Ross  
Technology and Public Works Contract Administrator