



December 18, 2015

RE: Request for Proposal No. 16-06-07 for Facilities Management Software

To Whom It May Concern:

The City of Roanoke is soliciting sealed proposals for facilities management software and related services.

Services/Deliverables

The following are the services and/or items that the successful Offeror will be required to provide to the City and should be addressed in each Offeror's proposal. Each Offeror should carefully read and review all such items and should address such items in its proposal. However, the final description of the services and/or items to be provided to the City under this RFP is subject to negotiations with the successful Offeror, and final approval by the City.

- A. Software to cover all aspects of Facility Management including Work Orders (repairs), Planned Maintenance (scheduled service), Capital Improvement Planning (major equipment replacement and building renovations), Inventory Control and Tracking, and Integration with Building Alarms (from building automation and similar systems). Offerors should provide information on how their software solution addresses the following:
 - 1. Email notifications;
 - 2. Alarms and other functions to assist in the management of the City's facilities;
 - 3. Ability for departments to enter maintenance requests and not require a full software license.
 - 4. Ease of use for navigation;
 - 5. Generation of built-in and user customized reports including but not limited to reports for accounting, progress reporting, budgeting;
 - 6. Exporting of data to Microsoft Office products;
 - 7. Web based and hosted solutions;
 - 8. Accessibility hours and times;
 - 9. Security and user access levels;
 - 10. Redundancy and back-up features;
 - 11. System interfaces with web services;

12. Software setup, program customization, data migration, employee training and technical support;
13. Importing of existing data from Datastream, the City's current software system.

Insurance Requirements

The insurance requirements provided for in this Request for Proposals (RFP) must be provided by the Successful Offeror before any work is performed.

Neither the Contractor nor any subcontractor shall commence work under this Contract until the Contractor has obtained all the insurance policies required under this Section and such Insurance has been approved by the City. All such insurance shall be primary and noncontributory to any insurance or self-insurance the City may have.

1. The following minimum insurance requirements apply:
 - a. Workers' Compensation and Employers' Liability:

The Contractor shall obtain and maintain the following limits:
Workers' Compensation: Statutory
Employers' Liability: \$100,000 bodily injury by accident each occurrence
\$500,000 bodily injury by disease (policy limit)
\$100,000 bodily injury by disease each employee
 - b. Commercial General Liability:

Coverage is to be written on an "occurrence" basis, \$1,000,000 minimum limit, and such coverage shall include:

 - Products/Completed Operations
 - Personal Injury and Advertising Injury
 - Bodily Injury
 - c. Automobile Liability:

Limits for vehicles owned, non-owned or hired shall not be less than:

 - \$1,000,000 Bodily Injury and Property Damage combined single limit
 - d. Errors and Omissions coverage in an amount of not less than \$1,000,000 per occurrence and in the aggregate. Coverage may be written on an occurrence or claims made coverage form. However, if a claim is made, coverage form is used; coverage must remain in effect for a minimum of 3 years after the Contractor's work is concluded.
2. Proof of Insurance Coverage: The policies of insurance shall be purchased from a reputable insurer licensed to do business in Virginia and maintained for the life of the Contract by the Contractor. Other insurance requirements include the following:
 - a. The Contractor shall furnish the City with the required certificates of insurance showing the insurer, type of insurance, policy number, policy term, and limits.

- b. The required certificates of insurance shall contain substantially the following statement: "The insurance covered by this certificate shall not be canceled or materially altered except after a thirty (30) day written notice has been received by the Risk Management Officer for the City of Roanoke."
- c. The required certificates of insurance shall name the City of Roanoke, its officers, agents, volunteers, and employees as additional insureds except with regard to the workers' compensation and employers' liability coverages which shall contain a waiver of subrogation in favor of the City. Additional insured and waiver endorsements shall be received by Roanoke Risk Management from the insurer within 30 days of beginning of this contract.

All responses to this request for proposal shall be submitted on or before 2:00 p.m. on January 13, 2016 to the address listed below:

City of Roanoke
Noel C. Taylor Municipal Building
Purchasing Division, Room 202
215 Church Ave. S.W., Roanoke, VA 24011
Ref: RFP # 16-06-07 Facilities Management Software
Attn: Simone Knowles, Purchasing Manager

Each proposal, one (1) **original, marked as such** and five (5) **copies, marked as such**, must be appropriately signed by an authorized representative of the Offeror, and must be submitted in a sealed envelope or package. A removable media storage device containing two (2) digital copies of the proposal, one as submitted, and one **redacted to remove all confidential and proprietary material**, must be included in the proposal packet. The notation "Facilities Management Software", RFP # 16-06-07 and the opening time and date must be clearly marked on the front of that sealed envelope or package. Proposals received after the specified date and time will not be accepted. If the Noel C. Taylor Municipal Building is closed for business at the time scheduled for the proposal opening, the sealed proposal will be accepted and opened on the next business day of the City, at the originally scheduled hour.

The City reserves the right to reject or cancel any or all proposals, to waive any informalities in any proposal, to award any whole or part of a proposal, and to award to the Offeror whose proposal is, at the sole discretion of the City of Roanoke, determined to be in the best interest of the City.

Offerors will be evaluated for selection on the basis of those most qualified to meet the requirements of this RFP. The City of Roanoke does not use a numerical or weighted scoring system when evaluating selection criteria. Major criteria to be considered in the evaluation may include, but shall not necessarily be limited to, the items referred to above and those set forth below.

1. The background, education, and experience of the Offeror in providing similar services or items elsewhere, including the level of experience in working with municipalities and the quality of services performed or items supplied.

2. Reasonable/competitiveness of proposed fee and/or benefits to the City, although the City is not bound to select the Offeror who proposes the lowest fees or most benefits for services. The City reserves the right to negotiate fees and/or benefits to the City with selected Offeror.
3. The Offeror's responsiveness and compliance with the RFP requirements and conditions.
4. Determination that the selected Offeror has no contractual relationships which would result in a conflict of interest with City's contract.
5. The Offeror's ability, capacity and skill to fully and satisfactorily provide the services or items required in this RFP.
6. The quality of Offeror's performance in comparable and/or similar projects.
7. Whether the Offeror can provide the services and/or items in a prompt and timely fashion.

If you download this RFP from the City website and intend to submit a proposal, you should notify Purchasing that you have done so. However, each Offeror is solely responsible for ensuring that such Offeror has the current, complete version of the RFP documents, including any addenda, before submitting a proposal. The City is not responsible for any RFP obtained from any source other than the City. Contact Purchasing by phone at 540-853-2871, by fax at 540-853-1513, or by email at simone.knowles@roanokeva.gov

Proposal evaluation and award will be accomplished in accordance with this Request for Proposal and Sections 23.2-1, et. seq. of the Code of the City of Roanoke, Virginia. General and/or technical questions regarding the Scope of Services and/or items required or procurement questions under this RFP may be directed to Simone Knowles, Purchasing Manager simone.knowles@roanokeva.gov. If necessary, an addendum will be issued and posted to the City Vendor Self Service website at <https://VSS.roanokeva.gov> and to the Current Bids/RFP Requests tab on City website at www.roanokeva.gov/purchasing.

Sincerely,

Simone Knowles
Purchasing Manager
Purchasing Division