

RFP 2017-0033 Facilities Management Consultant

Questions and Answer

1. Regarding the RFP for the Facilities Management Consultant:

- Is there consideration for the purchase of an off-the-shelf software solution as part of the implementation of a project management system? Or is the “system” meant to be a collection of workflow processes?

**Answer: The City has Cartegraph as its asset management and operations software, and would like to utilize its capabilities to manage work requests, potentially in conjunction with another solution as a front-end. The selected consultant would work with City asset management, facilities and Innovation & Performance / IT staff to evaluate options and map-out what the process could look like. Thus, it could be helping the City leverage existing investments along with designing processes.**

- If so, then is there a shortlist of potential solutions, such as Ebuilder, Kahua, Ecosys, etc.?

**Answer: See above**

- Does the City have an existing project management software solution in place?

**Answer: No**

2. Does the City have a project management system already in place, or selected, or is part of this scope to identify the right system and help the City in implementing the system?

**Answer: The City would like consultant recommendations regarding how to improve overall project management capabilities, which could include purchasing a system but also establishing new processes, policies, etc.**

3. Can the City share any information about the volume of work orders processed annually, or the number/value of projects performed?

**Answer: The City will provide requested information to the selected consultant. Capital projects vary and are listed in the capital budget available on the City's website. In recent years we've allocated between \$5 million and \$7 million for facilities projects.**

4. If a current system is in place, please provide some information as to what system is in place and how extensively is it utilized across the organization

**Answer: No system is in place.**

5. How large is the FM team and project management staff impacted by this project? Can you provide an existing organization chart for the City's FM and project management organization?

**Answer: Approximately 90 staff across management, project managers, architects, trades staff and supervisors, contract administrators, energy and utilities manager, etc. We are in the process of updating the org chart and will provide to the selected consultant,**

6. For the training component, would they prefer these trainings be web-ex sessions or in person trainings?

**Answer: In person preferred**

7. Could you please clarify the following with regard to the above mentioned RFP:

The rfp states: While the Office of Management and Budget will oversee the roll-out of the facilities optimization plan in collaboration with the Department of Public Works and other stakeholders, the City would like to retain a consultant to help improve the overall planning and project management capabilities of the facilities management function as well as to adopt leading practices (e.g., manage work orders in one integrated system).

Is the purpose of the RFP to assist with a software selection (work order/project management) and provide associated change management support & training to help adoption? Or is the purpose to help Facilities function adopt a robust Project Management framework to be able to manage all the future growth/changes expected? or both?

**Answer: See above re: systems. We would like the consultant to help develop the robust project planning and management framework.**

What software systems are in place currently?

**Answer: Cartegraph, various MS Excel / Office documents.**

Is this a follow on to the RFP 2017-0027, issue date 6/12/17 by OMB?

**Answer: No related**

8. Is the City looking for the consultant to run the software/technology selection? OR is the City looking for the consultant to bring software/technology to the table?

**Answer: See above**

9. Will the City host the technology themselves or are they looking for a 3<sup>rd</sup> party?

**Answer: See above**