



Questions and Answers

Computerized Maintenance Management System RFP Specification No. PI25-0148F

All interested parties had the opportunity to submit questions in writing by email to Brittany Riolo by date questions were due. The answers to the questions received are provided below and posted to the City's website at www.TacomaPurchasing.org. Navigate to [Current Contracting Opportunities / Services Solicitations](#), and then click *Questions and Answers* for this Specification. This information IS NOT considered an addendum. Respondents should consider this information when submitting their proposals.

Note to Vendors:

The responses provided in this Q&A are intended to clarify the intent and scope of the RFP requirements. All vendors must provide their formal responses to functional requirements in Appendix A – Features & Functions using the provided rating legend (OFTB, PSUP, PADD, MOD, 3RD, CST, FUT, NS). These clarifications are provided to ensure you can select the appropriate rating in the spreadsheet with confidence.

- 1. Question: The proposal stated "The system must accommodate both vertical and linear asset management", do you think there is any flexibility on this requirement? Must seems like pretty certain language but I didn't want to assume. Please let me know your thoughts if you have any.**

Answer: Section 3.1 System Configuration states: "The system must accommodate both vertical and linear asset management.". The intent of the statement is that the CMMS system be flexible enough to handle both vertical and linear assets through either out-of-the-box configuration or through integration with Esri ArcGIS using RESTful, SOAP, or other API's.

Additionally, in Appendix A, on worksheet "1. Technology Overview", requirement 1.4.1, states that "ESRI ArcGIS Enterprise integration" is a priority 10 and must be met through OFTB (Out-of-the-box). If the proposed CMMS meets requirement "1.1.5 - System Supports RESTful, SOAP, or other APIs" Out-of-the-box then it shall also meet requirement 1.4.1.

- 2. Question: Can you please tell me if there is an Incumbent for the Computerized Maintenance Management System work with the City of Tacoma?**

Answer: The City of Tacoma currently utilizes SAP as its enterprise resource planning (ERP) system to support a wide range of business and financial processes. While SAP provides strong functionality for enterprise-level operations, it does not fully meet Generation's needs for managing maintenance activities, asset performance, and work order tracking. These gaps create challenges in efficiently planning, scheduling, and monitoring maintenance tasks, as well as in capturing detailed asset lifecycle data. To address these limitations, Generation is seeking to implement a computerized maintenance management system (CMMS). A CMMS will complement the existing ERP by providing specialized tools for maintenance management, enabling greater visibility, control, and efficiency in maintaining assets and supporting long-term operational reliability.



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3. Question: 1.1.19 – Application supports data synchronization to mobile device via both physical docking and wireless communication

Are we able to get additional details on how this will be accomplished?

Answer: With physical docking, the device is connected directly to a computer or server via a USB cable or docking station, allowing secure and high-speed transfer of data such as files, updates, or configurations. Wireless communication, on the other hand, uses technologies like Wi-Fi, Bluetooth, or cellular networks to exchange data without a physical connection, enabling real-time updates and greater flexibility.

Please note that an amendment will be issued to change the expectation from requiring both options to allowing for either or both options.

4. Question: 1.2.2 – Drill down to the detail level on any object, multiple lines

Can we get clarification on what is being referred to by the term ‘drilldown’

Answer: "Drilldown" refers to the ability to navigate from a high-level view of assets in the hierarchy down into progressively more detailed levels of information. It allows users to start at the top level, such as a plant or facility, and then move into subsystems, equipment, and individual components. This hierarchical drilldown provides a structured way to organize and access asset data.

5. Question: 1.2.11 – Support lifecycle (e.g version support periods)

Can we get clarification on this requirement for SaaS providers since the versions are overwritten with the latest update so they are always supported

Answer: For SaaS providers, we recognize that version updates can be automatic and managed by the vendor. The intent of this requirement is to confirm that the system remains fully supported through all version updates and that vendor documentation and customer support are maintained throughout. We do not expect support for legacy versions, but we do expect continuity and transparency during version transitions.

6. Question: 1.4.1 - Can you please elaborate on the desired integration between the CMMS and ESRI? While eMaint has a robust library on integration points, GIS is one with many different types of connections.

Answer: The desired integration between the CMMS and ESRI ArcGIS Enterprise should support the ability to associate linear and spatial asset data with maintenance activities. At a minimum, the CMMS should be able to consume GIS data (e.g., asset location, geometry, and attributes) and display it contextually within the system. Ideally, the integration would be bi-directional, allowing updates to asset status or work order information to be reflected in GIS where appropriate. The integration should use standard protocols such as RESTful APIs and align with ESRI best practices.

7. Question: 2.1.1 - Support industry standard maintenance strategy development (e.g., Reliability Centered Maintenance, Total Productive Maintenance, LEAN, Total Cost of Ownership)

Can we get additional clarification on LEAN?

Answer: In this RFP, "LEAN" refers to the application of Lean principles in maintenance management. Lean Maintenance focuses on reducing waste and non-value-added activities while improving asset reliability and operational efficiency. Examples include:



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- Streamlining preventive maintenance to minimize unnecessary tasks.
- Reducing downtime by improving planning and scheduling.
- Eliminating waste in spare parts management and workflow steps.
- Applying continuous improvement cycles (e.g., Kaizen) to refine work practices.

The CMMS should be capable of supporting organizations that use Lean practices and/or other recognized strategies such as RCM, TPM, and TCO.

8. Question: 2.1.8 - Supports Risk-Based Inspection (RBI)

Can we get additional details on what is involved in with these inspections?

Answer: Risk-Based Inspection (RBI) is a methodology that prioritizes inspection efforts based on the probability and consequence of failure. The CMMS should support RBI by enabling users to define risk criteria, associate them with asset classes, and schedule inspections accordingly. This may include capturing inspection results, calculating risk scores, and triggering follow-up actions or work orders based on thresholds. The system should also allow for documentation of inspection plans and historical risk assessments.

9. Question: 2.3.10 - Supports Triggering work orders - Asset condition-based PM trigger (Qualitative inspection results)

Confirm this means PM inspection failures triggering follow up work order?

Answer: Yes, that is correct—this requirement refers to the ability for condition-based preventive maintenance inspections to automatically generate follow-up work orders when inspection results indicate a failure or deficiency.

10. Question: 2.3.16 - Provides for exceptions to PM trigger rules

Can you provide an example of exceptions?

Answer: Certain preventive maintenance activities may need to be shelved or skipped depending on asset status or operating conditions. For instance, if equipment is already taken out of service for an overhaul, any related PM triggers during that time may not be necessary. Similarly, during seasonal conditions such as winterization, PM triggers for assets not in use can be suspended until the equipment is returned to service without deleting or disabling the underlying rule.

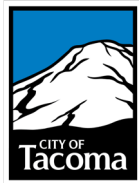
11. Question: 2.3.18 - PM tasks are linked to the failure mode for which they are performed

I'd like to clarify our definitions of work orders. Corrective maintenance (CM) work orders are generated based on alarms or readings that fall outside of a predetermined threshold.

Preventive maintenance (PM) work orders are scheduled based on specific triggers, such as a calendar date, meter reading, or an external system prompt.

Does this align with your understanding?

Answer: Yes, there is general alignment in understanding but it is acceptable that there may be a slight variation of this definition among respondents.



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12. Question: 4.2.1.16 - Provides the ability to track standing work orders

**Can we get additional clarification on what is meant by ‘Standing Work Orders?’
Are these projects?**

Answer: Standing Work Orders refer to ongoing or recurring tasks that do not require a new work order to be generated each time the task is performed. These are typically used for routine or repetitive activities such as re-lamping or shop clean-up. The purpose is to track labor hours, materials, and costs over time without the administrative overhead of creating individual work orders for each occurrence.

13. Question: 4.2.1.35 - Work order comments may be formatted with rich text

Can we get clarification on what is meant by rich text?

Answer: “Rich text” refers to the ability to format text within work order comments using features such as bold, italics, bullet points, numbered lists, hyperlinks, and possibly embedded images. This allows users to provide clearer, more structured information in comments, improving readability and communication across teams.

14. Question: 4.2.2.11 – Provides for the generation of Work Orders in acknowledgement of a condition-based maintenance alarm

Can we get additional specifics on what is meant by ‘acknowledging the alarm?’

Answer: An acknowledgement of a condition-based maintenance alarm refers to the action taken by an operator, technician, or system user to confirm that an automated alert generated from equipment condition monitoring (e.g., vibration, temperature, or pressure thresholds) has been received and reviewed. This acknowledgement does not necessarily mean the issue is resolved, but it ensures accountability by documenting awareness of the alarm, triggering the appropriate workflow to generate a work order.

15. Question: 4.3.8 – Work Order Tasks may be related in different relationships (Finish to Start – FS, Start to Start – SS, Finish to Finish – FF, Start to Finish SF)

Can we get additional clarification regarding these relationships?

Answer: These terms refer to task dependency relationships commonly used in project scheduling and work planning:

- Finish to Start (FS): Task B cannot start until Task A finishes (most common).
- Start to Start (SS): Task B cannot start until Task A starts.
- Finish to Finish (FF): Task B cannot finish until Task A finishes.
- Start to Finish (SF): Task B cannot finish until Task A starts (least common).

The CMMS should support these relationships to allow for flexible and accurate scheduling of work order tasks, especially for complex or multi-step maintenance activities.

16. Question: 5.1.8 – Min and Max reorder points may be set for each Warehouse

Are Min/Max used as Reorder point and reorder qty? Some teams say they are the same while others do not

Answer: Yes, the intent is that the system should allow users to define both a minimum stock level (Min) that triggers a reorder and a maximum stock level (Max) that represents the target quantity to replenish to.



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17. Question: 5.1.16 – Tracks last price paid

Is this accomplished via LIFO inventory method?

Answer: The intent of this requirement is to ensure that the system can track the last price paid for an inventory item, regardless of the inventory valuation method (e.g., LIFO, FIFO, or average cost). While some organizations may use LIFO or FIFO for accounting purposes, our primary interest is in visibility into the most recent purchase price to support procurement and budgeting decisions.

18. Question: 6.1.8 – KPIs may be automatically triggered based on a user-defined recurrence pattern?

Can we get additional clarification on what is meant by ‘triggered?’

Answer: The term “triggered” refers to the automatic initiation or activation of a KPI calculation or reporting process when certain conditions are met. Specifically, it means the KPI will be generated or updated according to a user-defined recurrence pattern, such as live, daily, weekly, or monthly, without requiring manual intervention.

19. Question: 10.2.3 - Provide at least three client references where your firm has delivered CMMS services within the past year

If our team makes it further through the assessment process, we will provide 3 references with contact information. Our company privacy policy requires us to reach out directly to each client and set up the meeting to respect the time of our clients. We would provide the same courtesy to Tacoma should you become a client.

Based on this, will our RFP still be accepted by the City?

Answer: Yes. Tacoma Power will adjust the requirements for the RFP to allow for client references to be submitted at the interview / oral presentation stage for all respondents. Noted adjustments will be included in a forthcoming amendment.

20. Question: 10.3 - It is anticipated that about 30 licenses would be needed for the initial pilot implementation and an additional 120-170 licenses for the full implementation and deployment of the system

Can you provide a break down of the different users in the system, this would be for the initial pilot and additional licenses

Read Only

Administrators

Technicians

Managers

Supervisors

Answer: As referenced in RFP Section 10.3, the initial pilot anticipates about 30 licenses and an additional 120-170 for full implementation. The anticipated proportional break-down is provided below for both phases.

The anticipated break down of users is:

- 60 users in an administrative role, needing access to higher level application functions and approvals
- 140 users in a standard user role, needing access to work orders, attachments, and able to submit requests



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Please see org chart provided in response to question 66 for anticipated breakout by workgroup.

21. Question: Can you provide more context as to what the City's expectation is as it relates to uploading historical data into the CMMS. Are there other systems in place today where data migration services are required?

If not, is the City looking to use the Vendor's Importing method for implementation?

Answer: The City expects the asset hierarchy and asset attributes to be migrated into the CMMS to establish a consistent foundation for asset management. Historical work orders will not be migrated.

No, the scope of this project does not include other systems data migration.

Yes, the City is looking to use the Vendor's Importing method for implementation.

22. Question: Section 9.1

9.1 The Selection Advisory Committee may select one or more respondents to provide the services required.

Does this statement mean that there may be more than 1 CMMS system selected for the work?

Answer: The City intends to award a single CMMS contract. Section 9.1 reserves the right for the Selection Advisory Committee to select multiple respondents if deemed in the City's best interest, but the expectation is to implement one CMMS solution.

23. Question: Section 10.4

10.4 Implementation Timeline – 5 points

The CMMS implementation project timeline outlines key project stages and expected deliverables. The selected vendor will be required to complete each milestone by the estimated completion date with acceptance by Tacoma Power.

1. Contract Execution and Initial Project Kickoff

o Estimated Completion Date: 02/27/2026

o Deliverables: Signed contract, project implementation plan, and schedule

2. Business Process Analysis, Mapping, and Documentation

Section 10.4 speaks to the evaluation of the Business Process Analysis, mapping, and documentation.

As per Question 22 are you possibly awarding the contract for business processes and implementation separate from the software selected?

Answer: No, the City does not intend to award a contract for business processes. The City will define and own its business processes. As noted in Section 10.4 of the RFP, the implementation timeline includes the City-led deliverable of Business Process Analysis, Mapping, and Documentation (estimated completion March 31, 2026). The awarded vendor will support system configuration and implementation activities.



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24. Question: Are you open to a partnership with a CMMS System provider and a separate implementation expert?

Answer: Per Appendix A, Sections 9.2.1 and 9.2.8, respondents may propose a partnership between a CMMS provider and a separate implementation expert to deliver the solution; however, the contract will only be issued to the respondent, who will remain solely responsible for all deliverables and obligations.

25. Question: Section 3.1.2 / 3.1.7 - Tacoma specifies support for a minimum of 8 hierarchy levels with drill-down functionality. For implementation, how do you envision asset hierarchy governance, should the CMMS hierarchy mirror upstream systems (e.g., GIS for linear assets, SAP for financial roll-ups), or will CMMS act as the system of record and drive hierarchy definitions across other platforms?

Answer: The eight hierarchy levels are intended to align with ISO 14224. SAP will remain the system of record for asset master data. The CMMS and ESRI will mirror SAP at the asset ID level (e.g., Asset A in SAP = Asset A in CMMS/ESRI). The structure of the hierarchy within CMMS does not need to replicate SAP's hierarchy, but it must maintain consistent asset-to-asset alignment. The CMMS will serve as the system of engagement for operations and maintenance.

26. Question: Section 3.1.8 / 3.1.10 - 3.1.14 - Given the priority of condition-based monitoring, can you describe the current state of your sensor/IoT data streams and the preferred integration protocol? (e.g., REST API, Webhooks, MQTT) for the CMMS to consume this data?

Answer: Data is collected and stored via both Pi and GE Proficy Historians and can be accessed via REST API's. A proposed CMMS solution should at a minimum be able to access data via REST API's but should be flexible enough to accommodate future historians or data sources.

27. Question: Section 3.1.9 - Should asset health scoring follow a standard formula (OEM/ISO) or TPU-defined weighting?

Answer: Asset health calculations will follow Tacoma Power-defined weighting and formulas, with flexibility to incorporate OEM or ISO standards where applicable.

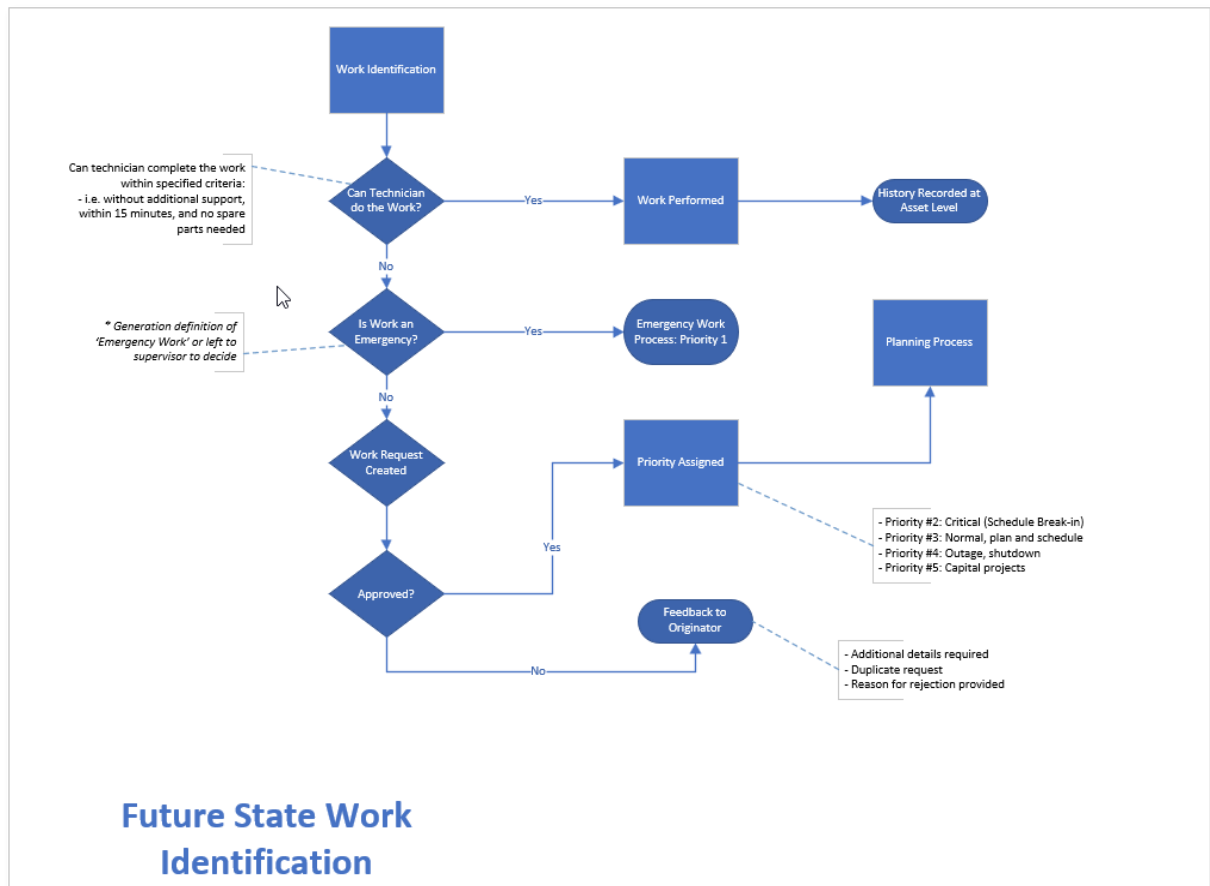
28. Question: Section 4.1.3 - Can you provide a high-level example of a typical Work Request approval workflow, including the number of tiers and roles involved?

Answer: Currently there is one to two levels of approval. These processes are currently in development and subject to change.

Sample workflow identification and approval provided below:



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29. Question: Section 4.2.23 - In requirement 4.2.23, please clarify what type(s) of “drawings” the CMMS should support within Work Orders. For example, are these expected to be engineering CAD files, electrical/mechanical schematics, PDF as-builts, or simple image files (JPEG/PNG)? This will help us determine whether basic attachment support is sufficient or whether advanced CAD/PDF viewing and markup capabilities are required. Also, are there existing drawing management systems that the CMMS should integrate with, or should the CMMS act as the drawing repository itself?

Answer: The City currently uses Autodesk Vault thin client for drawing management. While direct integration with Vault is not required for initial implementation, it is desirable for future phases of the project. The CMMS must support linking and attaching common document types (e.g., PDF, Word, JPG, ect.) to assets and work orders. In addition, the CMMS must provide the ability to link to documents stored in external systems such as SharePoint.



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30. Question: Section 2.3.10 - For predictive/condition-based monitoring, does TPU expect processing and refresh rates to be cloud-only, edge-enabled, or batch (hourly/daily)?

Answer: Batch notification and processing is sufficient to meet Tacoma Power's needs; real-time streaming is not required. We have the capability to update as fast as once per second.

31. Question: Section 2.3.17 - How should PM tasks be scheduled to align with planned outages or downtimes?

Answer: The City expects the CMMS to support outage-aligned PM scheduling. This could range from:

- Baseline capability: the ability to place issued PM work orders into a "hold for shutdown" status when to be completed when the asset is taken offline for a planned outage.

To

- Advanced capability: the ability to define a window of time around a major shutdown in which issued PMs are placed into "hold for shutdown" status and future PMs are released early so they can be opportunistically completed during the outage.

32. Question: Section 2.3x - Does Tacoma Power already have sensor/IoT data streams to leverage for predictive maintenance, or should CMMS provide native data capture?

Answer: Yes. Tacoma Power maintains a centralized on-premise historian that collects sensor data from our control systems. Tacoma Power will be responsible for creating and managing any outbound data streams to the CMMS. Tacoma Power will establish the connection either directly from the enterprise historian (preferred) or through SEEQ if required. Vendors will not need to access or manage data within Tacoma Power's control systems.

33. Question: Section 2.4.3 / 2.4.4 / 2.4.5 - In 2.4.x, the RFP refers to Job Templates. Can you clarify the expected level of detail for these templates - for example, should they capture only standard task checklists, or also include resource assignments, estimated durations, and detailed work plans?

Answer: Job templates should include the necessary details of the work to be performed, with the flexibility to reference or link to supporting documents or websites where appropriate. For straightforward tasks, a minimal checklist may be sufficient, ensuring the level of detail matches the complexity of the job.

34. Question: Section 2.4.1 - When a job template is modified, should updates apply retroactively to existing open work orders, or only affect future work orders created after the change?

Answer: When a job template is modified, the changes should only apply to future work orders created after the update, ensuring historical records remain intact. Ideally, the system would also offer the option to apply the updated template retroactively to existing open work orders for consistency and efficiency.



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35. Question: Section 7x - Can you provide a use case where a condition-based alarm should automatically trigger a corrective work order or notification?

Answer: Bearing temperature alarms provide a strong use case for triggering a corrective work order, as elevated temperatures often indicate early signs of wear, misalignment, or lubrication issues. By automatically generating a corrective WO in response to these alarms, the CMMS can help ensure timely inspection and repair, preventing potential equipment failure and reducing unplanned downtime.

36. Question: Section 5.1.3 - For QR/barcode identification, should the CMMS include native scanning functionality for mobile devices?

Answer: Yes, our assumption is that the CMMS would include native scanning functionality for mobile devices, enabling users to scan barcodes or QR codes directly through the device's camera without requiring third-party applications.

37. Question: Section 5.1.8 / 5.1.9 - What is the expected synchronization frequency for inventory levels between the CMMS and other systems, real-time updates for immediate availability checks, or scheduled updates (e.g., hourly or daily batch)?

Answer: The CMMS will not be synchronized with external inventory systems. Inventory/Spare parts levels will be managed directly within the CMMS.

38. Question: Section 8.x - What are the most time-consuming manual tasks in failure tracking today that TPU would like to automate in the CMMS?

Answer: Tacoma Power seeks automation of failure tracking tasks such as logging failure events, categorizing root causes, and generating corrective work orders.

39. Question: Section 1.1.8 / 1.3.1 / 1.4.1 / 1.4.2 - Is real-time integration required with SAP, GIS, or other external systems, or is near-real time / batch synchronization acceptable? Please specify systems and frequency.

Answer: No integrations with external systems (including ESRI ArcGIS) will be implemented during the initial CMMS deployment.

Batch notification and processing is sufficient to meet Tacoma Power's needs; real-time streaming is not required. We have the capability to update as fast as once per second.

40. Question: Section 1.4.1 / 1.4.2 - For ESRI ArcGIS Enterprise integration (1.4.1, 1.4.2), can you clarify at a high level which GIS domains are expected to be integrated with the CMMS (e.g., transmission lines, substations, poles)? Also, should this integration be uni-directional (CMMS consuming GIS data only) or bi-directional (CMMS also updating GIS attributes)? Detailed layer/attribute mapping can be finalized during implementation, but clarity on direction and scope will help size the integration appropriately.

Answer: No integrations with external systems (including ESRI ArcGIS) will be implemented during the initial CMMS deployment.

However, implementation of ESRI integration will likely be deferred to a future phase, and no specific GIS domains are in scope for the initial deployment. Ideally, there would be a bi-directional integration between the CMMS and ESRI.



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41. Question: Section / 1.4.2 - What is the expected frequency and volume of data synchronization between CMMS and ArcGIS for asset and work order data?

Answer: No integrations with external systems (including ESRI ArcGIS) will be implemented during the initial CMMS deployment.

Batch notification and processing is sufficient to meet Tacoma Power's needs; real-time streaming is not required. We have the capability to update as fast as once per second.

We do not have an estimate for volume at this time.

42. Question: Section 1.1.17 / 1.1.18 / 1.1.19 - What are the expected Service Level Agreements (SLAs) for the CMMS, specifically regarding incident response times (e.g., critical, high, medium issues)?

Answer: The referenced items in Appendix A (1.1.17–1.1.19) are system capability requirements, not SLAs. Refer to Appendix A, Section 9 for Services & Support. The basic service level expectation is that synchronization occurs when connectivity returns.

43. Question: Section 9.x - What are the expected Service Level Agreements (SLAs) for the CMMS, specifically regarding incident response times (e.g., critical, high, medium issues)?

Answer: Tacoma Power recognizes that incident response varies by vendor and service model. At this time, our organization does not prescribe specific incident response time standards. Instead, we request that respondents to this RFP clearly define their capabilities, including but not limited to response and resolution times for incidents categorized as Critical, High, Medium, and Low priority.

44. Question: Section 9.x - Does TPU require vendor support to be provided onshore (U.S.-based), or is it acceptable for support to be delivered from other global locations as long as service coverage aligns with Pacific Time business hours and agreed SLAs?

Answer: Vendor support must provide coverage that aligns with Pacific Time business hours and agreed SLAs. Onshore (U.S.-based) support is preferred, but offshore support is acceptable if SLAs are met.

45. Question: Section 1.2.15 - Are there other City-wide CMMS initiatives outside Tacoma Power that this solution should align or integrate with?

Answer: At this time, Tacoma Power Generation is pursuing this CMMS implementation as a standalone initiative. There are no other City-wide CMMS projects or systems with which alignment or integration is required for the scope of this RFP.

The system must demonstrate capability for integration with third-party systems as noted in Appendix A, but no City-wide CMMS alignment or integration is in scope for the initial deployment.

46. Question: RFP Background - Does the \$200,000/year budget include licensing, implementation, training, hosting, and support, or only the software subscription?

Answer: Yes, the \$200,000 estimate is inclusive.



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47. Question: Interview - Which CMMS modules/features will the committee prioritize during the demo so we can tailor the presentation accordingly?

Answer: The City will provide a detailed demonstration rubric to the vendors selected for interviews. Vendors should expect to provide demonstrations that focus heavily on the user experience, with emphasis on:

- Work Management: Preventive, Predictive, Corrective, and Reactive maintenance (PM, PdM, CM, RM) workflows, including work order lifecycle and mobile execution.
- Asset Management: Asset profiles, hierarchy navigation (ISO 14224 alignment), linking documents/records, and updating attributes.
- Reporting: Dashboards and KPI reporting that roll up and summarize results from the above use cases.

Please see Section 11.3 (Evaluation Criteria) of the RFP.

48. Question: CMMS - Given the potential for future scope expansion and integration with systems like SAP, would a highly configurable CMMS platform that allows for rapid adaptation be considered a more valuable long-term solution?

Answer: As stated in the RFP evaluation criteria, the City will consider the ability of the proposed CMMS to meet both current and future needs. A highly configurable platform that can adapt to scope expansion and integrate with systems such as SAP will be considered a valuable long-term solution.

49. Question: Cloud Preference - Does TPU have a preferred cloud provider (AWS, Azure, GCP), or is the vendor free to propose any U.S.-hosted solution that meets security, residency, and compliance requirements?

Answer: AWS is the preferred cloud provider for the City of Tacoma; however, proposals leveraging other cloud providers are welcome and will receive full consideration without restriction.

50. Question: In order to provide pricing, the system provider needs to have some idea of the headcount of the different types of users that would have access to the system. Since your portfolio is a large municipality, it is diverse and the different business line sectors would have different needs.

Can you provide an approximate headcount of users by business line. We will quote with a cost per user type and indicate the number used as the assumption for the type of user. This way, when we make the final cut and are the selected provider we can adjust if necessary.

Answer: As referenced in RFP Section 10.3, the initial pilot anticipates about 30 licenses and an additional 120-170 for full implementation. The anticipated proportional break-down is provided below for both phases.

The anticipated break down of users is:

- 60 users in an administrative role, needing access to higher level application functions and approvals



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- 140 users in a standard user role, needing access to work orders, attachments, and able to submit requests

Please see org chart provided in response to question 66 for anticipated breakout by workgroup.

51. Question: Please confirm the number of users and their roles for this solution.

Answer: As referenced in RFP Section 10.3, the initial pilot anticipates about 30 licenses and an additional 120-170 for full implementation. The anticipated proportional break-down is provided below for both phases.

The anticipated break down of users is:

- 60 users in an administrative role, needing access to higher level application functions and approvals
- 140 users in a standard user role, needing access to work orders, attachments, and able to submit requests

Please see org chart provided in response to question 66 for anticipated breakout by workgroup.

52. Question: Can you provide the approximate number of users by division?

Answer: As referenced in RFP Section 10.3, the initial pilot anticipates about 30 licenses and an additional 120-170 for full implementation. The anticipated proportional break-down is provided below for both phases.

The anticipated break down of users is:

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Please see org chart provided in response to question 66 for anticipated breakout by workgroup.

53. Question: Can you break down user counts by role or function? For example:

- **Administrative: Access to all Application Functions**
- **Supervisor/Manager, Planner/Scheduler: Access to Functions within their role such as Work Management or Inventory Management or Procurement**
- **User: Access to work orders assigned to them, ability to update actuals such as time spent, materials used, comments, pictures, etc.**
- **Requestors: Ability to submit requests for service and view status updates for their own requests**

Answer: As referenced in RFP Section 10.3, the initial pilot anticipates about 30 licenses and an additional 120-170 for full implementation. The anticipated proportional break-down is provided below for both phases.

The anticipated break down of users is:



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Please see org chart provided in response to question 66 for anticipated breakout by workgroup.

54. Question: Have you seen any demonstrations of other CMMS or EAMS systems? If so, can you share their names?

Answer: While individual members of the Selection Advisory Committee (SAC) may have independently viewed CMMS demonstrations over the past few years, no demonstrations have been formally solicited, arranged, or conducted by the SAC in relation to this RFP.

55. Question: Did another vendor provide any assistance in preparing the RFP? If so, are they able to participate in this procurement?

Answer: No vendor assistance was solicited or utilized in drafting this RFP.

56. Question: Do you have a required go-live date? Or can you share the number of months you expect for this implementation project?

Answer: The City's intent is to complete initial configuration and achieve an early go-live for pilot users as soon as possible after contract award. Referencing Section 10.4 of the RFP, all implementation milestones are expected to be completed by December 31, 2026.

57. Question: Regarding integrations, does the City have in-house expertise to help support system integration design and development for the external systems?

Answer: Yes, the City does have in-house expertise to help support integration.

58. Question: Is integration with ESRI and SAP in scope for this project?

Answer: No integrations with external systems (including ESRI ArcGIS) will be implemented during the initial CMMS deployment.

However, implementation of ESRI integration will likely be deferred to a future phase, and no specific GIS domains are in scope for the initial deployment.

59. Question: Please identify the expected integration touchpoints between SAP and the selected CMMS.

Answer: No integrations with external systems (including ESRI ArcGIS, SAP, or other) will be implemented during the initial CMMS deployment.

SAP integration may be deferred to a future phase, however, there are no expected integration touchpoints at this time.

60. Question: Please identify the expected ESRI feature classes to be integrated with the selected CMMS.

Answer: No integrations with external systems (including ESRI ArcGIS, SAP, or other third-party applications) are to be implemented during the initial deployment of the CMMS.



Questions and Answers

Generation currently has 110 asset types, it has not yet been determined how many will be converted to feature classes for future integration.

61. Question: Are offshore resources permitted to be utilized as part of this project?

Answer: Vendor support must provide coverage that aligns with Pacific Time business hours and agreed SLAs. Onshore (U.S.-based) support is preferred, but offshore support is acceptable if SLAs are met.

62. Question: Are there any in-progress or planned upgrades to systems that integrate with Maximo during the course of this project?

Answer: No, to the best of our knowledge, Tacoma Power currently does not use Maximo.

63. Question: Based on the amount of detail required in the response, would the City consider an extension of the due date?

Answer: No, we will not be providing an extension to the submittal due date for this RFP.

64. Question: Do you have an in-house GIS expert?

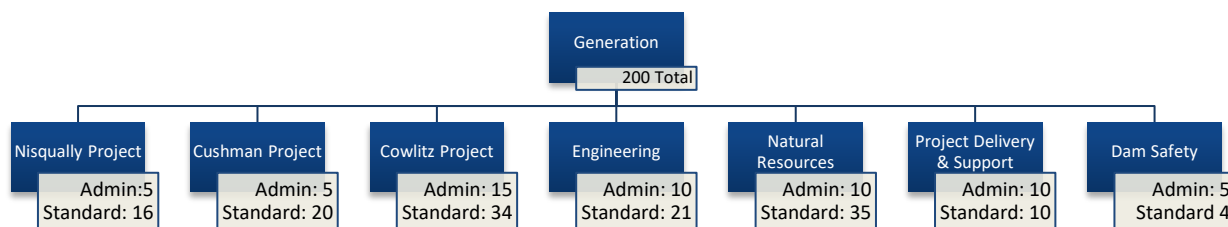
Answer: Yes, the City of Tacoma has an in-house GIS expert.

65. Question: What GIS data model are you on and do you plan to move to the utility network during the course of this project?

Answer: Tacoma Power moved to the ESRI Utility Network in April 2025. We are currently using version 7 of ESRI's Utility Network. With ArcGIS Pro 3.4.4 and ArcGIS Enterprise Portal 11.3. We have plans to migrate to ESRI ArcGIS Pro 3.5.3 and Enterprise Portal 11.5 at some point in Fall of 2025.

66. Question: Can you provide an organizational chart for the departments/divisions that are targeted to use the EAM?

Answer: Tacoma Power, Generation is made up of multiple workgroups with a total of about 200 people. Of those about 60 are expected to have administrative level access to the CMMS and 140 would need standard user access. A high-level organization chart is provided with user breakdown per work group. A detailed organization chart will be provided to the selected vendor.



67. Question: The City anticipates approximately \$200,000 budget per year. Is that inclusive of software licensing, hosting, and professional services?

Answer: Yes, the \$200,000 estimate is inclusive.



Questions and Answers

68. Question: Does the City prefer fixed-fee or time and materials-based pricing?

Answer: A fixed-fee pricing structure is preferred to provide cost certainty and reduce variability throughout the project.

69. Question: Please provide expected counts:

- **Open work orders for migration to the selected CMMS**
- **Historical/closed work orders for migration to the selected CMMS**
- **Vertical assets to be migrated to the selected CMMS**
- **Counts by asset type for horizontal assets that will be migrated to selected CMMS**
- **Inventory items to be migrated to the selected CMMS**

Answer:

- Open work orders for migration to the selected CMMS: 2,741+
- Historical/closed work orders for migration to the selected CMMS: 6,568+
- Vertical assets to be migrated to the selected CMMS: 1,490+
- Counts by asset type for horizontal assets that will be migrated to selected CMMS: Generation has ~ 110 horizontal and vertical asset types.
- Inventory items to be migrated to the selected CMMS: <50

70. Question: What is the square footage of vertical assets for the City of Tacoma?

Answer: Total Approximate Square Footage: 1,052,805

71. Question: Has the City of Tacoma looked at other CMMS systems in the last 12 months?

Answer: To the best of our knowledge, the City of Tacoma has not issued a solicitation nor contract for a new CMMS in the last 12 months.