



*New York State Insurance Fund*  
*Procurement Unit*

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October 29, 2018

The following (Q&A) will serve as Amendment #1 to NYSIF's Request for Proposals (RFP) for Computerized Maintenance Management System, bid number 2018-75-RE. Material in this Amendment supersedes any contradictory material in the RFP.

Please note that the due date for the submission of bids **remains unchanged.**

**All bids are due 11/13/18, by 2:00 p.m.(eastern).**

Sincerely,

A handwritten signature in black ink, appearing to read "V. T. Gil", is written above a solid black horizontal line.

# Computerized Maintenance Management System

RFP # 2018-75-RE

## Amendment 1

#	Question	NYSIF Response
1	Whether companies from Outside USA can apply for this? (like,from India or Canada)	There is not a prohibition on companies headquartered or based outside of the US, however a foreign country must: (1) Be able to provide evidence of responsibility and legal authority to do business with NY State and, (2) Not be a debarred business entity by NY State, (3) Vendors must consent to service of process, legal jurisdiction and choice of applicable laws in the State of New York, USA, and finally, (4) Security requirements may restrict storage and use of NYSIF data (in any form) to the United States.
2	Whether we need to come over there for meetings?	Travel is expected for implementation.
3	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	Vendor must meet all requirements outlined in the RFP, no matter their location, and be subject to service of process, legal jurisdiction, and choice of applicable law in the State of New York, USA; NYSIF data security requirements may restrict storage and use of NYSIF data (in any form) to the United States.
4	Can we submit the proposals via email?	Please refer to Section 4.3 Bid Delivery of RFP.
5	Will NYSIF be issuing an addendum on RFP # 2018-75-RE COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEM with a list of interested MWBE vendors for the Prime respondents to consult for partnerships?	No.
6	For the actual end users that will be utilizing the main CMMS application (not requestors), will they be actual NYSIF maintenance employees or will the users of the CMMS application be a contracted maintenance services provider for NYSIF?	Both NYSIF employees and contracted maintenance services.
7	In the Excel document for the Fee Schedule, are the Technical Licenses intended to be mobile licenses for the maintenance technicians to get their work orders and close them out with their labor, and parts?	Yes
8	Page 8, Section 1.4. It appears that the intention is for the CMMS solution to be a Software as a Service or hosted option for NYSIF. Is there any interest in also having a solution quoted that would reside on the internal servers at NYSIF if the vendor also offers this as a deployment option?	No
9	Page 8, Section 1.4 - The RFP states that the CMMS shall be a subscription service (software as a service). However, the supplied agreements (Appendix B1, #1) within the Exhibits are for a license agreement. Please confirm how the CMMS should be proposed. If a subscription service, can you please provide any standard subscription agreements for review.	Please quote both software as service and license agreement. NYSIF will not be providing a standard subscription agreement for review.
10	Page 13, Section 2.1 - #2, vii. – Requests will include multiple buildings. 10 NYSIF buildings are going to be maintained eventually with the CMMS application, what is the square footage for each of these specific buildings?	Please quote NYC location only at this time- 271,118 sq ft.
11	Section 1.4 - What maintenance management system, if any, is NYSIF using presently?	Not material to this RFP.
12	Section 1.4 - What was the procurement budget for implementing the present system?	Not material to this RFP.
13	Section 1.4 - What vendor, if any, implemented the present system?	Not material to this RFP.
14	Section 1.4 - Is NYSIF's present vendor, if any, eligible to bid on this project?	Not material to this RFP.
15	Section 1.4 - What is the tech stack for the present system?	Not material to this RFP.
16	Section 1.4 - What systems and/or vendors did NYSIF review while preparing this RFP	Not material to this RFP.
17	Section 1.4 - Has a budget been allocated for this project?	Not material to this RFP.
18	Section 1.4 - What is NYSIF's preferred budget for this project?	Not material to this RFP.
19	Section 1.4 - Will the CMMS integrate with a space planning and/or an architectural system?	No

**Computerized Maintenance Management System**

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20	<p>Section 2.1.2.i - How many NYSIF staff will be allowed to make requests through the system?</p> <p>At launch?</p> <p>After full roll-out?</p>	<p>At launch - 5</p> <p>After full rollout- unknown</p>
21	<p>Section 2.1.2.i - About how many requests from staff are expected to be received per month?</p> <p>At launch?</p> <p>After full roll-out?</p>	<p>To be determined.</p>
22	<p>Section 2.1.2.ii -Will NYSIF please describe in more detail the nature of the tenants who will make work order requests:</p> <p>a) how many tenants will be authorized to use the system? We are asking here about the number of entities who are tenants.</p> <p>b) How many individuals from tenant entities will be authorized to use the system?</p> <p>c) about what percent of users do the tenants make up?</p> <p>d) will the system need to support sub-tenants, as well as tenants?</p> <p>e) are tenants other state agencies?</p> <p>f) are tenants from the private sector?</p>	<p>a) 2-4 tenants</p> <p>b) to be determined by tenant entity- minimum of 1 per tenant</p> <p>c) Exact percentage unknown, but a very small percentage is estimated</p> <p>d) Unknown at this time</p> <p>e) Unknown at this time</p> <p>f) Unknown at this time</p>
23	<p>Section 2.1.2.ii - About how many requests from tenants are expected to be received per month?</p> <p>At launch?</p> <p>After full roll-out?</p>	<p>Unknown at this time</p> <p>Unknown at this time</p>
24	<p>Section 2.1.2.iii - Would it be useful if the system were configured to flag requestors of unapproved—or likely to be unapproved requests—based on type of request and/or other criteria?</p>	<p>No</p>
25	<p>Section 2.1.2.iii - Will it be useful if the system were able to support different request processes based on who is making the request (e.g., staff, tenants)?</p>	<p>No</p>
26	<p>Section 2.1.2.iv - Will it be useful if the CMMS were able to support different approval processes based on who is making the request (e.g., staff, tenants)?</p>	<p>No</p>
27	<p>Section 2.1.2.iv - Will there be a need for tracking a Work Order Not To Exceed (NTE) dollar amount that will affect the approval process?</p> <p>If yes, could you please provide an overview?</p>	<p>No</p>

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#	Question	NYSIF Response
28	Section 2.1.2.iv - Would NYSIF want the CMMS to integrate with Lease Management information for the purpose of determining responsibility for repairs. This might be the case in Landlord / Tenant situations.	Combination of NYSIF Property Services staff and contractors
29	Section 2.1.2.iv - Would NYSIF be interested in a proposal that would encompass:  a) services to handle inbound work order requests?  b) client service in the receipt, capture and updating to the users requesting service? Such support might be receiving inbound calls for emergencies, complicated projects as well as assisting in dispatch to outside suppliers and coordinating work, quality control and communication.	No No
30	Section 2.1.2.v - Will the CMMS integrate with other systems, such as an accounting or payroll ERP?	No plans to integrate with accounting or payroll ERP.
31	Section 2.1.2.v - Will the CMMS need to capture costs of:  a) NYSIF's internal staff b) contractors c) subcontractors e) some combination (if so, will NYSIF please specify)?	Combination of NYSIF property services staff and contractor
32	Section 2.1.2.v - What is NYSIF's business goal for capturing these costs?	Track maintenance costs, chargeback to tenants
33	Section 2.1.2.v - To what extent will the NYSIF personnel making financial decisions wish to weigh in on specific maintenance requests?	N/A
34	Section 2.1.2.v - Will there be a need to track a conversion process for Work Orders to Capital projects based on the estimated work order price?  For example, if NYSIF has a \$5,000 cap on repair projects, there might be a need to close or convert the work order to a Capital Project.	No.
35	Section 2.1.2.v - If there are Capital Projects, will they be part of the CMMS?	No
36	Section 2.1.2.vi - Will NYSIF please identify the needed user roles?	Administrator, Technician, Requestor
37	Section 2.1.2.vii - The RFP states that the CMMS will first be implemented at NYSIF's headquarters, then rolled out to all ten NYSIF locations statewide.  a) That is a total of ten buildings, including the headquarters, correct?  b) How many square feet are in the headquarters?  c) About how many square feet are the other buildings?	Six (6) Owned locations. New York City office is the headquarters and the only one to be quotes at this time- 271,118 sq ft. The other square footages are as follows: Albany 1 - 60,000 sq ft.; Albany 8 - 15,00 sq. ft; Albany 15 - 36,000 sq ft; Syracuse - 60,000 sq ft; Buffalo - 50,000 sq ft.
38	Section 2.1.2.vii - What are the occupancy types of these buildings (e.g., office, warehouse, other?).	Office

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39	Section 2.1.2.ix - The RFP notes a requirement for “reporting and analytics.” Would NYSIF please elaborate on:  a) What data will be reported?  b) Who will receive the reports?  c) What will the receivers of the reports expect to achieve with the data?	a) Labor and material costs to fulfill maintenance request b) NYSIF Property Services c) Cost allocation
40	Section 2.3.7 - Would the selected vendor’s expertise in establishing protocols for tracking inventory and triggering alerts be of value to NYSIF?	Yes
41	Section 2.3.8 - Which users will require mobile functionality?  a) technicians?  b) administrators?  c) requestors?  d) others?	a) Yes b) Yes c) Yes d) No
41	Section 2.7 - Does this project have any on-shoring requirements?	Vendor must meet all requirements outlined in the RFP, no matter their location, and be subject to service of process, legal jurisdiction, and choice of applicable law in the State of New York, USA; NYSIF data security requirements may restrict storage and use of NYSIF data (in any form) to the United States.
42	How many Requestors approximately do you foresee using the system, employees and tenants?	The number of requestors using the system for the duration of the contract is unknown at this time. Five (5) employees and two to four (2-4) tenants will be allowed to use the system at launch.
43	What is the approximate size (in SQF) of the NYC building, and the other participating buildings?	Please refer to question 37.
44	Section 2.1 - Line item 2.iii.: What is your strategy to feed employee information and location information into the Maintenance System to auto-fill building, floor, room#, phone# information in the work request? Or would this information be filled up manually by the Requestor for each request?	Active Directory
45	Section 2.1 - Do you need any system integration with existing IWMS or Space Management systems in the company, or any dataflow from/into the Maintenance System such as employee information, locations, financial information for chargeback or another purpose?	No
46	Section 2.1 - Line item 2.viii.: Please specify the “current standards for data center security” ?	Minimum of a tier two data center, per the Uptime Institute's Tier Standards
47	Section 2.1 - Line item 3.i.: Would the onsite support be only in NYC building? If not, please specify all locations.	New York City only at this time.
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