

**BID # CHA23-07**

**ADDENDUM NUMBER 02**

**REQUEST FOR PROPOSALS**

**FOR:**

**Computerized Maintenance  
Management System (CMMS)**

**4/18/2023**

**TO: ALL CONTRACT BIDDERS OF RECORD**

This Addendum forms a part of the Contract Documents and modifies the Request for Proposals dated April 10, 2023, with amendments and answers to bidder questions noted below. This Addendum consists of a total of three (3) pages.

**BIDDER QUESTIONS**

1. Would your IT Team like for bidders to include a HECVAT Lite with their proposals?
  - a. A HECVAT Lite is not required but we would be happy to review it.
2. Would non-academic institution references be acceptable?
  - a. References from academic institutions are preferred, but we would accept others.
3. How many users will need the ability to assign work orders, close work orders, update inventories and generate reports?
  - a. We are anticipating around 8-10 users to start
4. How many users will need the ability to submit service request tickets?
  - a. We are flexible depending on costs etc. We have around 600 total employees but likely only a fraction of them will need access to submit service tickets
5. The RFP states an insurance requirement of \$2M per incident. Would \$1M be acceptable?
  - a. Insurance coverages will be address as part of our review process. Bidders should include a certificate of insurance with their proposal showing current coverage levels for CCSNH to review.
6. Are CCSNH Standard Contract for Services and the Insurance Certificate required only from the winning bidder and not part of the initial submission?
  - a. Signed contract for services in not required with the bid submission. Certificate of insurance if required but a sample COI is acceptable.
7. Does CCSNH currently have any environments set up on AWS, Azure or google cloud?
  - a. No
8. Has CCSNH evaluated or have any CMMS software at any of its locations?
  - a. School Dude/Brightly is currently being used a one location of the CCSNH, Manchester Community College
9. Does CCSNH have an enterprise wide asset management strategy and program in place?
  - a. No
10. Does CCSNH have a standardized asset hierarchy and framework?
  - a. No, varies by college
11. Are work management processes documented. If So, can you please provide current as-is process?
  - a. No
12. Are to-be work management processes documented that will be required to when software solution is implemented? If so, can you please share?

- a. N/A – none required for solution implementation
- 13. How many CCSNH team members are assigned to be part of the implementation team for the CMMS solution?
  - a. Roughly 6 to 12
- 14. Please provide the numbers and breakdown of the types of users at each locations who will require access to the application.
  - a. Each location will have at least one “power user”. Number of employees with basic access is flexible
- 15. How many maintenance managers are at each location?
  - a. One maintenance director at each location
- 16. Does CCSNH have minimum adequate budgets to acquire software/subscription ranging between \$100K-\$200K and implement the software between \$150 - \$250K?
  - a. CCSNH does not have a set budget at this time
- 17. How many individuals are on your IT team?
  - a. 2-3 IT team members will be assisting with solution implementation
- 18. Does CCSNH prefer on-site/on-premise software or SaaS, or prefer to manage the software on their own hosting provider?
  - a. SaaS
- 19. Who will manage CCSNH software deployment post implementation? (Example IT or Asset Management team, or Maintenance team?)
  - a. Procurement and Maintenance teams
- 20. Does CCSNH require assistance on developing their asset management strategy?
  - a. Not required, but recommendations are welcome.
- 21. Does your IT team have experience in Redhat openshift, or managing enterprise applications?
  - a. Yes
- 22. Does your IT team prefer a managed service offering, or do they prefer to manage applications internally?
  - a. Managed service offering
- 23. Does your team have an ESG or Sustainability program in place linked to your asset management?
  - a. No
- 24. Does your maintenance teams have internet access throughout the locations?
  - a. Yes
- 25. What are your biggest gaps or challenges you encounter today with your cmms program?
  - a. Lack of viability into historical repair data, inability to schedule PMs and repair reminders, lack of reporting.



**Acknowledge receipt of this Addendum with the Proposal  
Form. Failure to do so may disqualify the Bidder.**

NOTE: IN THE EVENT THAT YOUR BID HAS BEEN SENT TO THIS OFFICE PRIOR TO RECEIVING THIS ADDENDUM, RETURN THE ADDENDUM WITHIN THE SPECIFIED TIME WITH ANY CHANGES YOU MAY WISH TO MAKE AND MARK ON THE REMITTANCE ENVELOPE BID INVITATION NUMBER AND OPENING DATE. RETURNED ADDENDA WILL SUPERSEDE PREVIOUSLY SUBMITTED BID.

Bidder\_\_\_\_\_

By\_\_\_\_\_Date\_\_\_\_\_

(This Document Must Be Signed)

Name\_\_\_\_\_

(Please Print or Type Name)

SUBJECT: \_\_\_\_\_