

**AGREEMENT FOR COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEM**

**THIS AGREEMENT** is made this \_\_\_\_\_ day of September 2022, by the **CITY OF GARDEN GROVE**, a municipal corporation, ("CITY") and **NOBEL SYSTEMS, INC.**, a California corporation, hereinafter referred to as "CONTRACTOR".

**RECITALS**

The following recitals are a substantive part of this Agreement:

1. This Agreement is entered into pursuant to Garden Grove COUNCIL AUTHORIZATION, DATED \_\_\_\_\_.
2. CITY desires to utilize the services of CONTRACTOR to Provide a Computerized Maintenance Management System (CMMS for the City of Garden Grove per RFP S-1296.
3. CONTRACTOR is qualified by virtue of experience, training, education and expertise to accomplish services.

**AGREEMENT**

THE PARTIES MUTUALLY AGREE AS FOLLOWS:

1. **Term and Termination**. The initial term of the agreement shall be from July 1, 2022 through June 30, 2023, with an option to extend said agreement an additional four (4) fiscal years. This agreement may be terminated by the CITY without cause. In such event, the CITY will compensate CONTRACTOR for work performed and services provided to date in accordance with Contractors Proposal and CONTRACTOR's price sheet, which is attached as Attachment B and is hereby incorporated by reference.
2. **Services to be Provided**. The services to be performed by CONTRACTOR shall consist of tasks as set forth in the Scope of Work in CONTRACTOR's proposal. CONTRACTOR's proposal and Scope of Work is attached as Attachment "A" and is incorporated herein by reference. The Scope of Work and this Agreement do not guarantee any specific amount of work.
3. **Compensation**. CONTRACTOR shall be compensated as follows:
  - 3.1 **AMOUNT**. Total Compensation under this agreement shall not exceed (NTE) amount of Sixty-Three Thousand Dollars (\$63,000.00), per fiscal year, payable in arrears and in accordance with CONTRACTOR's Proposal Pricing Form, Attachment "B". All work shall be in accordance with the requirements specified in RFP No. S-1296 and CONTRACTOR's proposal.
  - 3.2 **Payment** For work under this Agreement, payment shall be made per invoice for work completed. Within 45 day of delivery of goods or

completion of performance of services, CONTRACTOR must promptly render an invoice to CITY or payment may be significantly delayed. For extra work not a part of this Agreement, a written authorization by CITY will be required, and payment shall be based on schedule included in PROPOSAL PRICING FORM, Attachment "B". For extra work not a part of this Agreement, a written authorization by CITY will be required, and payment shall be based on schedule included in CONTRACTOR's Proposal Pricing Form, Attachment "B". All work shall be in accordance with RFP. No. S-1296.

- 3.3 Records of Expenses. CONTRACTOR shall keep complete and accurate records of all costs and expenses incidental to services covered by this Agreement. These records will be made available at reasonable times to CITY.
- 3.4 Termination. CITY shall have the right to terminate this agreement, without cause, by giving thirty (30) days written notice of termination. If the Agreement is terminated by CITY, then the provisions of paragraph 3 would apply to that portion of the work completed.

#### **4. Insurance Requirements.**

- 4.1 COMMENCEMENT OF WORK. CONTRACTOR shall not commence work under this Agreement until all certificates and endorsements have been received and approved by the CITY. All insurance required by this Agreement shall contain a Statement of Obligation on the part of the carrier to notify the CITY of any material change, cancellation, or termination at least thirty (30) days in advance and provide a Waiver of Subrogation in favor of the City.
- 4.2 WORKERS COMPENSATION INSURANCE. During the duration of this Agreement, CONTRACTOR shall maintain Workers Compensation Insurance in the amount and type required by law, if applicable.
- 4.3 INSURANCE AMOUNTS. CONTRACTOR shall maintain the following insurance for the duration of this Agreement:
  - (a) Commercial general liability in an amount not less than of \$1,000,000.00 per occurrence (**claims made and modified occurrence policies are not acceptable**); Insurance companies must be acceptable to CITY and have a Best's Guide Rating of A-, Class VII or better, as approved by the CITY.
  - (b) Automobile liability in an amount not less than \$1,000,000.00 combined single limit (**claims made and modified occurrence policies are not acceptable**); Insurance companies must be acceptable to CITY and have a Best's Guide Rating of A-, Class VII or better, as approved by the CITY.

- (c) Professional liability, **which includes Cyber Liability Coverage**, in an amount not less than \$1,000,000. Insurance companies must be admitted and licensed In California and have a Best's Guide Rating of A-, Class VII or better, as approved by the City. If the policy is written on a "claims made" basis, the policy shall be continued in full force and effect at all times during the term of the agreement, and for a period of three (3) years from the date of the completion of services provided. In the event of termination, cancellation, or material change in the policy, professional/consultant shall obtain continuing insurance coverage for the prior acts or omissions of professional/consultant during the course of performing services under the term of the agreement. The coverage shall be evidenced either by a new policy evidencing no gap in coverage, or by obtaining separate extended "tail" coverage with the present or new carrier.

An Additional Insured Endorsement, **ongoing and completed operations**, for the policy under section 4.3 (a) shall designate CITY, its officers, officials, employees, agents, and volunteers as additional insureds for liability arising out of work or operations performed by or on behalf of the CONTRACTOR. CONTRACTOR shall provide to CITY proof of insurance and endorsement forms that conform to city's requirements, as approved by the CITY.

An Additional Insured Endorsement for the policy under section 4.3 (b) shall designate CITY, its officers, officials, employees, agents, and volunteers as additional insureds for automobiles owned, leased, hired, or borrowed by the CONTRACTOR. CONTRACTOR shall provide to CITY proof of insurance and endorsement forms that conform to CITY's requirements, as approved by the CITY.

For any claims related to this Agreement, CONTRACTOR's insurance coverage shall be primary insurance as respects CITY, its officers, officials, employees, agents, and volunteers. Any insurance or self-insurance maintained by the CITY, its officers, officials, employees, agents, or volunteers shall by excess of the CONTRACTOR's insurance and shall not contribute with it.

*If CONTRACTOR maintains higher insurance limits than the minimums shown above, CONTRACTOR shall provide coverage for the higher insurance limits otherwise maintained by the CONTRACTOR.*

5. **Non-Liability of Officials and Employees of the CITY.** No official or employee of CITY shall be personally liable to CONTRACTOR in the event of any default or breach by CITY, or for any amount which may become due to CONTRACTOR.
6. **Non-Discrimination.** CONTRACTOR covenants there shall be no discrimination against any person or group due to race, color, creed, religion, sex, marital

status, age, handicap, national origin, or ancestry, in any activity pursuant to this Agreement.

7. **Independent Contractor.** It is agreed to that CONTRACTOR shall act and be an independent contractor and not an agent or employee of the CITY, and shall obtain no rights to any benefits which accrue to CITY'S employees.
8. **Ownership of Data.** City shall be the exclusive owner of all data, information, materials and documents which were developed or prepared by CITY or which CONTRACTOR specifically so prepared for CITY. All materials and documents which were developed or prepared by CONTRACTOR for general use and which are not the copyright of any other party or publicly available, including educational materials, including any software and any other computer applications, shall continue to be the property of CONTRACTOR or its respective owner.
9. **Warranties.**
  - (a) CONTRACTOR warrants and represents that all software, as installed and configured on CITY's systems will perform in accordance with and conform to the applicable documentation for the same in all material respects. The software will operate effectively with the functionality of the software programs described in CONTRACTOR's proposal.
  - (b) CONTRACTOR further warrants and represents that, any time the software is delivered to CITY, whether delivered via electronic media or the Internet, no portion of the software, or the media upon which it is stored or delivered, will contain any computer programming code that damages or otherwise improperly affects data files or hardware without the knowledge or consent of the user, including but not limited to self-replicating and self-propagating program instructions commonly referred to as "viruses" or "worms" to the extent such viruses or worms are detectable by commercially available detection software. Consultant warrants that the software shall be free from any back door, time bomb, drop dead-devise, or other software routing designed to disable a computer program automatically with the passage of time or under the positive control of persons other than CITY's personnel.
  - (c) CONTRACTOR further warrants and represents that each of its employees, independent contractors or agents assigned to perform any services or provide any technical assistance in configuration, development and implementation, training, use and related services under the terms of this Agreement shall have the skill, training, and background reasonably commensurate with the level of performance or responsibility required, so as to be able to perform in a competent and professional manner.
  - (d) CONTRACTOR further warrants and represents that to the best of CONTRACTOR's knowledge: (i) there is no claim, litigation or proceeding pending or threatened against CONTRACTOR with respect to the software or any

component thereof alleging infringement of any patent or copyright or any trade secret or any proprietary right of any person; (ii) the software complies in all material respects with applicable laws, rules and regulations; (iii) CONTRACTOR has full authority to enter into this Agreement and to consummate the transactions contemplated hereby; and (iv) CONTRACTOR's performance under this Agreement are not materially impaired or prohibited by any other agreement to which CONTRACTOR is a party or by which it may be bound.

- (e) Consultant further warrants and represents that: (i) the software does not infringe the intellectual property rights of others; (ii) CONTRACTOR has all rights, title or interest to the software necessary to grant CITY rights to use the same as provided for in this Agreement; (iii) CONTRACTOR has the right to grant to CITY the licenses for CITY's use of the software.
- (f) Upon any breach relating to the warranties provided herein, CONSULTANT shall promptly: (i) procure for CITY any necessary correction to the software and/or the right to continue use of the software at no additional charge to CITY, (ii) modify such software to avoid any claimed infringement (provided that such modification does not adversely affect CITY's intended use of the Software) at no additional charge to CITY, or (iii) replace said software with an equally suitable, compatible and functionally equivalent non-infringing software, including installation and configuration as required, at no additional charge to CITY.

Furthermore, if promptly notified in writing of any action brought against the CITY based on a claim that any software provided in the performance of this Agreement infringes intellectual property rights, such as a patent, copyright or trademark right of a third party, the CONTRACTOR will defend such action at its expense and will pay any and all fees, costs or damages that may be finally awarded in such action or any settlement resulting from such action, provided that the CITY shall permit CONTRACTOR to control the defense of such action and shall not make any compromise, admission of liability or settlement or take any other action impairing the defense of such claim without CONTRACTOR's prior written approval.

- 10. **Compliance with Law.** CONTRACTOR shall comply with all applicable laws, ordinances, codes, and regulations of the federal, state, and local government. CONTRACTOR shall comply with, and shall be responsible for causing all contractors and subcontractors performing any of the work pursuant to this Agreement to comply with, all applicable federal and state labor standards, including, to the extent applicable, the prevailing wage requirements promulgated by the Director of Industrial Relations of the State of California Department of Labor. The City makes no warranty or representation concerning whether any of the work performed pursuant to this Agreement constitutes public works subject to the prevailing wage requirements.

11. **Notices.** All notices shall be personally delivered or mailed to the below listed address, or to such other addresses as may be designated by written notice. These addresses shall be used for delivery of service of process.
  - a. (Contractor)  
Nobel Systems, Inc.  
1030 Nevada St., Ste. 202  
Redlands, CA 92374
  - b. (Address of CITY) (with a copy to):  
City of Garden Grove Garden Grove City Attorney  
11222 Acacia Parkway 11222 Acacia Parkway  
Garden Grove, CA 92840 Garden Grove, CA 92840
12. **CONTRACTOR'S PROPOSAL.** This Agreement shall include CONTRACTOR'S proposal or bid which shall be incorporated herein by reference. In the event of any inconsistency between the terms of the proposal and this Agreement, this Agreement shall govern.
13. **Licenses, Permits, and Fees.** At its sole expense, CONTRACTOR shall obtain a Garden Grove Business License, all permits, and licenses as may be required by this Agreement.
14. **Time of Essence.** Time is of the essence in the performance of this Agreement.
15. **Limitations Upon Subcontracting and Assignment.** The experience, knowledge, capability, and reputation of CONTRACTOR, its principals and employees were a substantial inducement for CITY to enter into this Agreement. CONTRACTOR shall not contract with any other entity to perform the services required without written approval of the CITY. This Agreement may not be assigned voluntarily or by operation of law, without the prior written approval of CITY. If CONTRACTOR is permitted to subcontract any part of this Agreement, CONTRACTOR shall be responsible to CITY for the acts and omissions of its subcontractor as it is for persons directly employed. Nothing contained in this Agreement shall create any contractual relationship between any subcontractor and CITY. All persons engaged in the work will be considered employees of CONTRACTOR. CITY will deal directly with and will make all payments to CONTRACTOR.
16. **Authority to Execute.** The persons executing this Agreement on behalf of the parties warrant that they are duly authorized to execute this Agreement and that by executing this Agreement, the parties are formally bound.
17. **Indemnification.** CONTRACTOR agrees to protect, defend, and hold harmless CITY and its elective or appointive boards, officers, agents, and employees from any and all claims, liabilities, expenses, or damages of any nature, including attorneys' fees, for injury or death of any person, or damage to property, or interference with use of property, arising out of, or in any way connected with

performance of the Agreement by CONTRACTOR, CONTRACTOR'S agents, officers, employees, subcontractors, or independent contractors hired by CONTRACTOR. The only exception to CONTRACTOR'S responsibility to protect, defend, and hold harmless CITY, is due to the sole negligence of CITY, or any of its elective or appointive boards, officers, agents, or employees.

This hold harmless agreement shall apply to all liability regardless of whether any insurance policies are applicable. The policy limits do not act as a limitation upon the amount of indemnification to be provided by CONTRACTOR

18. **Appropriations.** This Agreement is subject to and contingent upon funds being appropriated therefor by the Garden Grove City Council for each fiscal year covered by the term of this Agreement. If such appropriations are not made, this Agreement shall automatically terminate without penalty to the CITY.

[SIGNATURE PAGE FOLLOWS]

**IN WITNESS THEREOF**, these parties have executed this Agreement on the day and year shown below.

Date: \_\_\_\_\_

**"CITY"  
CITY OF GARDEN GROVE**

By: \_\_\_\_\_  
**City Manager**

**ATTESTED:**

\_\_\_\_\_  
**City Clerk**

Date: \_\_\_\_\_

**"CONTRACTOR"  
NOBEL SYSTEMS, INC.**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Tax ID No. \_\_\_\_\_

Contractor's License: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

If CONTRACTOR is a corporation, a Corporate Resolution and/or Corporate Seal is required. If a partnership, Statement of Partnership must be submitted to CITY.

**APPROVED AS TO FORM:**

\_\_\_\_\_  
Garden Grove City Attorney



**ATTACHMENT "A"**  
**SCOPE OF WORK**  
**RFP S-1296**

**Provide a Computerized Maintenance Management System (CMMS)  
for the City of Garden Grove**

**Overview**

The City is seeking Requests for Proposals ("RFP") from qualified vendors to provide a CMMS software solution and associated implementation, migration, integration and training services. The City's vision is to incrementally manage and track all City-owned assets in the selected solution. The solution will allow the City to manage the full lifecycle of the asset, including maintenance and capital interventions.

**Objective**

The City of Garden Grove (CoGG) is looking to utilize a modern Computerized Maintenance Management System (CMMS) that has the features, functionality, and integration required to streamline existing processes, reduce paper-based processes, provide improved mobility to crews, allow for preventative maintenance scheduling, satisfy regulations, and improve reporting at all levels to support more effective planning and decision making.

**Functional Outline**

1. Ability to create inspections on existing assets.
2. Ability to view historical inspection records on assets.
3. Ability to create service requests, preventive, and corrective work orders as separate work categories.
4. Ability to keep track and satisfy reporting and auditing of mandated regulations.
5. Tight integration with GIS to track assets and work history on maps as well as tabular data both on the desktop as well as in the mobile tool.
6. A full-featured mobile solution.

**Project Background**

The City of Garden Grove's current solution for a CMMS is a collection of software built in-house. Our GIS infrastructure is comprised of a combination of ArcGIS products and various open-source products. The main database for all GIS assets and maintenance are stored in PostgreSQL using PostGIS as spatial extension. The in-house Workorders component will not be replaced, but APIs will ideally be used to integrate with the enterprise CMMS this RFP seeks. Various divisions in our Public Works Department will come to depend on this replacement tool including, but not limited to, Water, Sewer, Environmental, Facilities, and Parks.

## **Proposal Requirements**

### **Software Licensing**

Detail the software licensing model including all the modules deemed necessary to satisfy this RFP.

### **Planning and Implementation**

7. Proposing vendors are expected to include a draft workplan as part of their proposal to include:
  - a. Proposed project staff including project manager, implementation specialists, and technical support.
  - b. Proposed timeline from Notice-To-Proceed for the full scope of the project from planning through production use of the system.
  - c. Implementation costs for all associated tasks.
  - d. Designation of roles and requirements (including labor level-of-effort) for City of Garden Grove staff involvement in the configuration, set-up, implementation, testing and roll-out of the CMMS.
  - e. A clear description of the approach and any third-party engagements (e.g. any outside integration specialists) necessary to complete this scope of work.
8. Separate the implementation of the identified workflows into discrete phases to allow for adaptable funding over multiple years.
9. The selected vendor is expected at project start-up to spend time on-site visiting City of Garden Grove facilities and staff to evaluate existing conditions and validate any assumptions made within the proposal.

### **Configuration**

10. The CMMS vendor will work with The City of Garden Grove to identify work flows, data transactions and actors associated with the required functionality. The vendor is encouraged to suggest modifications to the workflow to facilitate data flow. The vendor will then configure the CMMS to meet the agreed workflow and data requirements.
11. The CMMS vendor will evaluate the asset and maintenance data available in the existing databases along with an ongoing data collection effort and provide a way to import them into the CMMS database.
12. The CMMS software must be able to consume real-time OGC, OSGeo, and other open GIS standard formats and web service protocols including, but not limited to: WFS, WMS, WMTS, GeoJSON, etc. All GIS data must be consumed via web services. There will be no static exports.
13. The CMMS vendor will present the configured system modules to The City of Garden Grove for review and approval through on-site or remote

demonstrations. These demonstrations must include actual City of Garden Grove assets and real or simulated transactional data.

14. The initial system configuration must be approved by The City of Garden Grove prior to implementation.

### **Data Queries and Reporting**

15. Describe the look and configurability of the user interface (dashboard) to access current information.
16. Describe the capabilities to query the database using the system interface, including through a query-builder, data sorts and filters.
17. Describe the system report interface. Include the reporting software platform and whether additional licenses are required to create or modify reports, and associated costs.
18. Describe and list the availability of "canned reports" that can be run out-of-the-box.
19. Provide costs for development of 20 custom reports.

### **Testing**

20. The vendor will provide a system configured to The City of Garden Grove's workflow and with actual data for live testing for up to sixty days.
21. During the testing period The City of Garden Grove will work with the vendor to document any issues or questions arising regarding work flow, data transactions, and product look and feel issues.
22. The vendor will address all issues, comments and suggestions raised in a timely manner. The testing phase will not conclude before all issues raised have been appropriately addressed.

### **Data Migration**

Provide costs associated to migrate existing assets and maintenance data to the proposed CMMS. We store all our data internally inside a PostgreSQL database with PostGIS spatial extension. We can export the data into any format.

### **Data Ownership**

The City of Garden Grove is the sole owner of the data it generates and shares with the CMMS. Selected implementation and software vendor(s) may not use our data for any other purpose other than supporting our use cases. Please also specify data export options.

### **Data Backup**

Selected CMMS must provide an automated backup with reasonable frequency. We will prefer a solution with a simple, flexible, and quick backup restore process that is within our control.

### **Training and Documentation**

23. The CMMS Vendor will provide on-site training at both the start of the testing phase and just before the "go live" phase of the implementation.
24. The CMMS Vendor will provide at least three levels of training:
  - a. IT Administration Training – software configuration, network issues, mobile application connectivity, user credentials, system back-ups, report creation and modifications.
  - b. System Administrator Training – user set-up, management of drop down lists, user security settings, user dashboard configuration, system queries and report creation/modification.
  - c. User Training – system log-in, service request/inspection/work-order creation, workload tracking, work order completion and approval, dashboard options, reports.
  - d. User training may be further broken down by maintenance staff, supervisors, administrative users, read-only/reporting users.
25. The vendor will be required to submit a training plan prior to the start of training.
26. Approximately 100 users will require training. Training facilities are available on-site to accommodate 25 students at a time.
27. The vendor will provide training materials and/or user guides specific to The City of Garden Grove's system in electronic format for network distribution.
28. The vendor's proposal should describe the available on-line guidance or help features of the system.

### **Support and Maintenance**

29. The CMMS vendor will provide phone or on-line support during routine business hours.
30. The proposal must describe their approach to support during routine business hours and at times outside those normal business hours.
31. The proposal must include support and maintenance (including software updates) for one full year.
32. The proposal must state the yearly cost for support and maintenance after the first-year period is complete.
33. The proposal must state the optional costs associated with making functional or configuration changes to the software post-production.

## Pricing

34. All pricing related to providing the CMMS must be provided in your proposal. The proposal must include a breakdown of pricing in details, including, but not limited to the following:

- Licensing
- Required modules
- Hosting
- Third Party Components
- Data Migration
- Implementation
- User Acceptance Testing
- Training
- Support and Maintenance
- Optional Features
- All other costs associated with the proposed CMMS

35. Proposal pricing must include pricing as cost of ownership for the first year and subsequent years and must be on Attachment "B" Proposal Pricing Form.

36. Proposal Pricing: Attachment "B" (see Page 30 for more information). The excel spreadsheet has been provided in the "Documents" Tab via the City's PlanetBids portal. All pricing must be typed onto the spreadsheet provided and the completed excel file must be uploaded as a required "General Attachment" via the City's PlanetBids portal. Proposers may add additional line items for other applicable costs under the "OTHER REQUIRED COSTS" and "OPTIONAL COSTS" sections. Please submit the completed excel file **AND** a PDF copy of Attachment "B" with the proposal. **Do not alter the required fields of Attachment "B" in any way or your proposal will NOT be accepted.** If costs for the required line items do not apply, then simply include "\$0.00" for the price and enter a comment in the cell to explain why there is no cost for that particular line item. **Handwritten versions of Attachment "B" will NOT be accepted for any reason.**

37. Failure to provide pricing for the total five year may result in the incomplete proposal being deemed as non-responsive at the City's discretion. **Pricing must be all inclusive for the five year period request!**

## Demo

38. A demo of the proposed software will be required as part of the selection process on both desktop and a field device.

39. Using a sample Garden Grove dataset will be preferred during demos.

## **Other Contracts**

1. Supply additional required contracts with the proposal.
2. If you prefer to have the City sign your contract instead of the sample contract that is included in this RFP document, please include a copy for the City's review and consideration. Please submit your contract with the understanding that the City may request changes

## **Software Requirements**

### **General Requirements**

40. Platform must be cloud-based
41. User-defined fields with various data types
42. User to specify which fields are required and which are not
43. Global and per layer data searching
44. Calendar pop-ups for all date fields
45. The use of drop-down lists to maintain consistency for selected fields
46. Simple uploading of data, files, pictures, videos etc.
47. Bar-code reading and generation
48. Multi-user environment with ACID compliant data back-end
49. Back-end audit trail functionality that tracks changes, user, and when the changes occurred
50. Support network features and able to visualize and report network activities, such as downstream effects of a water main shutoff.
51. Geocoding of addresses and intersections
52. Map features styling must be flexible and customizable: for example, we must be able to choose drawing styles and colors and we must be able to style by data attributes
53. Must be able to interact with features such as clicking on them and getting detailed information include photos or videos or list of maintenance activities
54. All features, including notifications, of the application must work in a modern web browser on desktop workstations and tablets of any OS
55. Must be able to export dynamic maps into PDF for printing
56. Any and all unique features of the proposed solution

## **Workflow Requirements**

57. Record and look up all operations and maintenance activities and display accurate and up-to-date map. Example activities include, but are not limited to:

- a. Hot spots
- b. Line cleaning
- c. CCTV
- d. Construction crews
- e. Storm drains
- f. Root foaming
- g. Roach Spraying
- h. Manhole inspections
- i. Repairs
- j. Gate valve exercise
- k. Water meter replacement
- l. Flood control channels maintenance
- m. Tree maintenance
- n. Bidirectional communication with DigAlert.

58. Set thresholds and receive notifications, such as receive alerts when a line has not been cleaned for three (3) months.

59. Customizable connected workflows between multiple activities, such as recording a line cleaning activity also generates manhole inspections.

60. Markup and redlining in the field.

61. Generate text and mapping reports by date range and activity types to track progress.

62. Generate contact list for activities like reverse 811.

63. Import bulk data for activities performed by contractors.

## **Mobile Support**

64. Software must be able to complete critical tasks without Internet connection (aka. off-line / disconnected mode).

65. Pure web browser support will be preferred, otherwise, native app support for both Android and iOS will be accepted.

66. Application must function the exact same way on both tablets and phones format.

### **Work Orders and Service Requests**

The City currently has an in-house work orders system that we would still like to keep using for this phase of implementation. However, we would like the option to be able to transition to a work orders system available in the proposed CMMS software in the future. For the consideration of this proposal:

67. Vendor's proposal must include detailed description of the Work orders/Service requests module(s) in the proposed CMMS software.

68. If integration to a third-party work orders system is available, detail this in the proposal. See section 3.5 for details.

### **Integration with other systems**

The City is looking for a CMMS vendor with experience integrating their system with other applications.

69. All critical CMMS data such as raw maintenance records or work orders records must be available for at least a read access outside the CMMS software with proper security via a well-documented API or OGC, OSGeo, and other open standard GIS formats and web services protocols including, but not limited to: WFS, WMS, GeoJSON. For example, we would like to display data from CMMS system on a Leaflet web map or in desktop applications like QGIS or ESRI ArcGIS platform.

70. For GIS layers such as City borders, parcels, CCTV, etc., the CMMS software must be able to consume real-time OGC, OSGeo, and other open standard GIS formats and web services protocols including, but not limited to: WFS, WMS, WMTS, GeoJSON, etc. All GIS data must be consumed via web services. There will be no static exports.

71. Preferably, CMMS's work order module can pull data from our in-house work orders system via REST API that will be customized for the chosen CMMS by City of Garden Grove staff.

72. Reports and queries must have an export feature to a delimited file format.

### **Data Retention**

The City prefers a solution with a robust way to specify and automate data retention policy and enforcement.

### **Public Records Act**

Global search is required for data discovery to satisfy Public Records requests.



## Vendor Requirements

### Qualifications

73. Proposer must have a production implementation of a recent or similar version of the proposed software for at least 10 public sector agencies in California
74. A minimum of five relevant references which must be submitted on the Appendix "A" REFERENCES, which is included in this RFP document.
75. Proposer must demonstrate a thorough knowledge of pertinent California laws and regulations
76. Proposer must have been in business for a minimum of five (5) years

### Other Requirements

1. All proposals must be submitted electronically on the City's PlanetBids portal. Proposals will not be accepted in any other form. Proposals that are not received via the City's PlanetBids portal will NOT be accepted or considered. If assistance is needed with submitting a proposal electronically, instructions on how to submit an electronic proposal via the PlanetBids portal can be found under the "Documents" tab.
2. ***All questions must be submitted in writing, via email only, to Sandra Segawa only, by the deadline specified.*** Questions received after the specified date and time will not be addressed since the City cannot extend the RFP due date due to delays in meeting specified deadlines.
3. Current and relevant submitted on (Appendix "A") "References, for work that is similar in nature with other public agencies.
4. If proposer prefers to have the City sign their contract instead of the sample contract that is included in this RFP document, please include a copy for the City's review and consideration. Please submit the contract with the understanding that the City may request changes or refuse to sign.
5. Must comply with the City's insurance requirements (Appendix "B") if awarded the contract. In the event that the City agrees to sign the vendor's contract, the insurance requirements in Appendix "B" must be added to the vendor's contract
6. All other documents and requirement per this RFP document.