ERIE COUNTY

REQUEST FOR INFORMATION (RFI) TO INTEGRATE GIS WITH THE SAP PLANT MAINTENANCE MODULE

9/13/2013

Joseph L. Fiegl
DIVISION OF SEWERAGE MANAGEMENT
EDWARD A. RATH COUNTY OFFICE BUILDING
95 FRANKLIN STREET
BUFFALO, NEW YORK 14202

COUNTY OF ERIE, NEW YORK

REQUEST FOR INFORMATION ("RFI")
TO INTEGRATE GIS WITH THE SAP PLANT MAINTENANCE MODULE

I. INTRODUCTION

The County of Erie, New York (the "County") is currently seeking responses from qualified consultants interested in integrating the Erie County GIS system with the SAP Plant Maintenance Module. Those interested in integrating the Erie County GIS system with the SAP Plant Maintenance Module are invited to respond to this request.

This RFI is not intended and shall not be construed to commit the County to pay any costs incurred in connection with any response or to procure or contract with any firm.

The purpose of the RFI is to identify potential consultants that may be able to perform the professional services required in this RFI, determine various technologies and approaches to perform these services, and obtain budgetary costing to complete this work. Based on the information received, the County will then decide on the best approach to pursue this project. Qualified consultants's should be aware of County MBE/WBE requirements, insurance requirements and local (including General Municipal Law § 103), state and federal laws.

II. PROCEDURES

A. ANTICIPATED SCHEDULE OF REQUEST FOR INFORMATION

The following schedule is for informational purpose only. The County reserves the right to amend this schedule at any time.

Issue RFI:	September 13, 2013
Responses Due:	September 30, 2013
Submission Review Completed:	30 days following due date

B. GENERAL REQUIREMENTS

1. Each response shall be prepared simply and economically avoiding the use of elaborate promotional materials beyond what is sufficient to provide a complete, accurate and reliable presentation.

2. One (1) original and 6 (six) copies shall be submitted.

3. Submission of the request shall be directed to:

Mr. Joseph L. Fiegl, P.E.
Erie County, Division of Sewerage Management

95 Franklin Street, Room 1034
Buffalo, NY 14202

All submittals must be delivered to the above office on or before September 30, 2013, at 2:00 p.m.

4. All questions shall be submitted to Kevin J. Zynda, P.E., (716) 858-7464 or via email at Kevin.Zynda@erie.gov.

III. SCOPE OF PROFESSIONAL SERVICES REQUIRED

III. 1. Background

The Division of Sewerage Management (DSM) is responsible for the planning and implementation of capital projects and the operation and maintenance of facilities for the collection, conveyance and treatment of sanitary sewage within areas of the County. The Division manages 7 wastewater treatment facilities, approximately 100 pumping stations, approximately 1,000 miles of sanitary sewer, and approximately 400 grinder pumping stations. In addition to providing service within seven County Sewer Districts, the Division also provides service to several customers outside of the defined service areas by contract. In 2012, DSM went Go-Live with the SAP Plant Maintenance module. Erie County is currently using ECC 6.0 Enhancement Pack 4.0 and ESRI GIS Server 10.1.

The purpose of the proposed project is to integrate processes between SAP and ESRI GIS with regard to maintenance of asset master data (such as functional locations and equipment) and transactional data (such as Notifications and Work orders). The project should result in a solution that supports a single source 'truth' of master data and transactional data. Data should only be entered once, in a single system, while being synchronized to the other system. The consultant shall integrate hardware, software and database systems into the solution and shall customize these systems as necessary.

The consultant will serve as project manager and implementer and will be responsible for defining goals and objectives, clarifying the scope of the implementation, defining and revising a project schedule, and establishing the project organization and the required County resources. For each of the project items below, the Consultant shall organize and run progress and design meetings, develop technical/functional specifications, present the item approach, develop code, and provide unit and integration testing. The Consultant will also be responsible for presenting (knowledge transfer) the solution with the County's Department of Information and Support Services and DSM.

III. 2. Project Requirements

In general, the project items may include, but not be limited to, the list below. Further details of these items and/or additional project items shall be defined in business process design meetings and technical specifications.

a. Data preparation

Data preparation will include reviewing the current asset data in both SAP and ESRI and will include data cleanup as well as data sync of the existing data between SAP and ESRI. One system will be assigned as the source of truth, with synchronization to the other system. In addition, the table data will be reviewed in SAP and ESRI and determine fields that will be required for the data sync in each system. There are approximately 35,000 manholes and 25,000 sewerlines in SAP and DSM's GIS. While existing SAP (and GIS) load programs exist and can be used for this item, modifications may need to be made to handle loading of new custom fields defined in either system. There are no standard SAP (and GIS) change master data programs that handle custom fields.

b. Data Synchronization

For this item, a process flow for maintaining the functional location and equipment master asset data will be developed. A solution will be designed, developed and implemented based on this process flow. This solution should support one source of truth as well as data synchronization of these assets between ESRI GIS and SAP.

c. Planned and unplanned notification/work order maintenance

This item shall provide mapping capability in GIS and/or SAP to view notification/work order status information. The standard SAP notification/work order transactions will be used. The notification/work order will originate in SAP and/or GIS and the data shall be passed to and from ESRI.

d. Customer Complaint System

DSM had an existing, stand-alone complaint system for tracking, processing and managing customer complaints. The system is used to monitor progress of each individual complaint as well as viewing key historic information such as complaint type. A process flow will be developed based on DSM's existing complaint process. The SAP notification process will be modified to include utilizing GIS mapping to view and confirm asset location and to also include corresponding GIS data to populate notification fields to reduce data entry and potential data entry errors. In addition, historical complaint information will be viewed through GIS mapping to address potential problem areas.

e. SAP Notification approval Workflow

An approval SAP workflow process will be developed for routing notification and/or orders for supervisor approval. The routing could be based on attributes of the Notification and/or order.

f. Map tabs in functional location and equipment screens

Map tabs will be provided in functional location and equipment screens with the purpose of viewing the functional location and equipment assets through SAP on a GIS map. Calls will be created to GIS to render the map in the SAP map tab screen.

g. SAP and ESRI Reports

Existing SAP and ESRI reports (for Functional location master records, Equipment master records, Notifications, Work Orders) will be reviewed and modifications as necessary based on the items above. If SAP will house any ESRI specific-fields or vice versa, standard reports in SAP and/or ESRI will need to be modified to search by and display these new custom fields. In addition, a dashboard will be created to report on notification status and display key performance indicators.

h. Recommendations

Provide recommendations and/or enhancements or suggest potential changes to these General Requirements based on your experience. Explain how these recommendations and/or changes will benefit this project.

III. 3. Supplemental Project Information

This part of your response should include any information you feel is relevant but not specifically requested in the RFI. Such information may include relevant descriptive, graphic or technical literature that complements or enhances your response.

III. 4. Response Organization

The response shall include:

1. Table of Contents
2. Executive Summary
3. Statement of Qualifications
    a. Provide a description of your company, its vision, financial summary, etc.
    b. Provide a description of your public sector experience, especially experience with water, sewer or utility organizations.
    c. Your expertise and how this expertise relates to this project.
    d. If you are planning on partnering with another firm(s), provide similar information as requested in this statement of qualification (Section III.5.3.a-c.) for these firm(s).
4. Review the Project Requirements, Section III. 3, and provide responses organized as follows:
    a. Explanation of the project approach. If the County can take multiple or different approaches, explain these different approaches along with advantages and disadvantages to each approach.
    b. Anticipated project schedule.
    c. The project team and project team structure.
    d. Itemized, budgetary cost summary for each requirement listed in III.2. If multiple approaches are suggested, provide budgetary costs for each approach. Provide budgetary costs for any anticipated additional software requirements.
5. Supplemental Response (refer to III. 4. above)

IV. STATEMENT OF RIGHTS

UNDERSTANDINGS

Please take notice, by submission of a response to this request for information, the responder agrees to and understands:

- that any response, attachments, additional information, etc. submitted pursuant to this Request for Information is not a bid under Section 103 of the New York State General Municipal Law;

- submission, attachments, and additional information shall not entitle the responder to enter into an agreement with the County of Erie for the required services;

- by submitting a response, the responder agrees and understands that the County of Erie is not obligated to respond to the submittal, nor is it legally bound in any manner whatsoever by submission of same;

In addition to the foregoing, by submitting a response, the responder also understands and agrees that the County of Erie reserves the right, and may at its sole discretion exercise, the following rights and options with respect to this Request for Information:

- To reject any or all responses;
- To issue amendments to this RFI;
- To issue additional solicitations for information;
- To waive any irregularities in submittals received after notification to responders affected;
- To conduct investigations with respect to the qualifications of each responder;
- To exercise its discretion and apply its judgment with respect to any aspect of this RFI, the evaluation of responses, and the negotiations and award of any contract;
- To select the responses that best satisfies the interests of the County and not necessarily on the basis of price or any other single factor;

- To interview the responder(s);

- To request or obtain additional information the County deems necessary to determine the ability of the responder;

- To modify dates;

- All responses prepared for this RFI are at the sole expense of the responder, and with the express understanding that there will be no claim, whatsoever, for reimbursement from the County for the expenses of preparation. The County assumes no responsibility or liability of any kind for costs incurred in the preparation or submission of any response;

- The County is not responsible for any internal or external delivery delays which may cause any response to arrive beyond the stated deadline. To be considered, responses MUST arrive at the place specified herein and be time stamped prior to the deadline.

EVALUATION

The following criteria, not necessarily listed in order of importance, will be used to review the responses. The County reserves the right to weigh its evaluation criteria in any manner it deems appropriate:

- Responder's demonstrated capability to provide the services.

- Responder's experience to perform the proposed services.

- A determination that the responder has submitted a complete and responsive submittal as required by this RFI.

- An evaluation of the responder's projected approach and plans to meet the requirements of this RFI.

- Responder may be required to give an oral presentation to the County to clarify or elaborate on the written response.