

# REQUEST FOR INFORMATION

## Public Works Computerized Maintenance Management System

### 1. DESCRIPTION

**1.1** The Borough of West Chester is seeking information on how any interested and qualified software vendors could provide a computerized maintenance management system (CMMS) to support the Department of Public Works' efforts to manage and maintain the Borough's assets and infrastructure. The system will ideally integrate with the Borough's current and planned financial, geospatial, request tracking, and business intelligence systems.

The ideal system would:

- Integrate with current software and services, allow employees to enter service requests, and document service requests
- Notify supervisors of service requests and allow supervisors to review, approve, and assign work orders to employees
- Track work order completion and automate reporting based on categories including, but not limited to: roads, stormwater, trash/recycling, trees, fleet and miscellaneous
- Allow programmatic access to extract data to a central data warehouse

**1.2** THIS IS A REQUEST FOR INFORMATION (RFI) ONLY. This RFI is issued solely for information and planning purposes – it does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. This request for information does not commit the Borough to contract for any supply or service whatsoever. Further, the Borough is not at this time seeking proposals and will not accept unsolicited proposals. Respondees are advised that the Borough of West Chester will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the interested party's expense. Not responding to this RFI does not preclude participation in any future RFP, if any is issued. If a solicitation is released, it will be synopsized on the [Borough website](#). It is the responsibility of the potential offerors to monitor these sites for additional information pertaining to this requirement.

### 2. BACKGROUND

West Chester Borough is a municipality of 18,600 people covering 1.8 square miles incorporated in 1799, and serves as the county seat of Chester County, PA. The Borough owns and maintains assets and infrastructure related to wastewater treatment, storm water management (MS4), local roadways, parking enforcement, street lighting, waste management, parks and recreation, street trees, and fleet maintenance.

There are currently only rudimentary processes to track capital expenditures, work orders, and maintenance requests. There is minimal integration with the Borough's smart assets, and no integration with the Borough's geospatial systems.

**2.1** Planned Production: December 2023

**2.2 Delivery Period:** Software to be procured by January 2023, and fully implemented in production by December 2023

**2.3 Limitations:** Not specified at this time.

**2.4 Security Requirements:** Security Requirements: Not specified at this time.

### **3. REQUESTED INFORMATION**

The requested information is to procure a cost estimate, service implementation timeline, and available service providers.

### **4. RESPONSES**

Interested parties are requested to respond to this RFI with a white paper.

**4.1** White papers in portable document format (PDF) are **due no later than 8:00AM EDT on August 1, 2022**. Responses shall be submitted via e-mail only to [rfi@west-chester.com](mailto:rfi@west-chester.com). Proprietary information, if any, should be minimized and **MUST BE CLEARLY MARKED**. To aid the Borough, please segregate proprietary information. The RFI whitepaper should address the following service offerings:

1. Service features
2. Pricing structure
3. Service implementation and schedule

Please be advised that all submissions become Borough property and will not be returned.

**4.2** Section 1 of the white paper shall provide administrative information, and shall include the following as a minimum:

**4.2.1** Name, mailing address, overnight delivery address (if different from mailing address), phone number, fax number, and e-mail of designated point of contact.

**4.2.2** Recommended contracting strategy.

### **5. INDUSTRY DISCUSSIONS**

Borough representatives may or may not choose to meet with potential offerors. Such discussions would only be intended to get further clarification of potential capability to meet the requirements, especially any development and certification risks.

## 6. QUESTIONS

Questions regarding this announcement shall be submitted in writing by e-mail to [rfi@westchester.com](mailto:rfi@westchester.com). Verbal questions will NOT be accepted.

## 7. SUMMARY

THIS IS A REQUEST FOR INFORMATION (RFI) ONLY to identify sources that can provide a unified property information and permitting system. The information provided in the RFI is subject to change and is not binding. The Borough has not made a commitment to procure any of the items discussed, and release of this RFI should not be construed as such a commitment or as authorization to incur cost for which reimbursement would be required or sought. All submissions become Borough property and will not be returned.