



Procurement Division
(352) 334-5021(main)

Issue Date: July 20, 2023

REQUEST FOR PROPOSAL: #RTSX-230065-DS
Maintenance Management System for Transit (Rebid)

PRE-PROPOSAL MEETING: Non-Mandatory Mandatory N/A Includes Site Visit
DATE: TIME:
LOCATION:

QUESTION SUBMITTAL DUE DATE: August 4, 2023

All meetings and submittal deadlines are Eastern Time (ET).

DUE DATE FOR UPLOADING PROPOSAL: August 21, 2023, 3:00pm

SUMMARY OF SCOPE OF WORK:

Maintenance Management System for use by Regional Transit System. Implementation, Training, Go Live, and System Acceptance need to all be completed by no later than June 30, 2024.

For questions relating to this solicitation, contact: Daphyne SESCO, Procurement Specialist 3, sesco3@gainesvilleil.gov

Bidder is not in arrears to City upon any debt, fee, tax or contract: Bidder is NOT in arrears Bidder IS in arrears
Bidder is not a defaulter, as surety or otherwise, upon any obligation to City: Bidder is NOT in default Bidder IS in default

Bidders who receive this bid from sources other than City of Gainesville Procurement Division or DemandStar.com MUST contact the Procurement Division prior to the due date to ensure any addenda are received in order to submit a responsible and responsive offer. Uploading an incomplete document may deem the offer non-responsive, causing rejection.

ADDENDA ACKNOWLEDGMENT: Prior to submitting my offer, I have verified that all addenda issued to date are considered as part of my offer. Addenda received (list all) # L2

Legal Name of Bidder: EAM Solutions, LLC

DBA: EAM Solutions

Authorized Representative Name/Title: Keith Carman Sr. Account Manager

E-mail Address: keith.carman@eamolutions.net FEIN: 264737993

Street Address: 1 Chase Corporate Center Suite 400 Birmingham, AL 35224

Mailing Address (if different): N/A

Telephone: (936) 355-0072

Fax: ()

By signing this form, I acknowledge I have read and understand, and my business complies with all General Conditions and requirements set forth herein, and:

- Proposal is in full compliance with the Specifications.
 Proposal is in full compliance with the Specifications except as specifically stated and attached hereto.

SIGNATURE OF AUTHORIZED REPRESENTATIVE: Keith Carman

SIGNER'S PRINTED NAME: Keith Carman

DATE: August 20, 2023

This page must be completed and uploaded to DemandStar.com with your Submittal.

RFP Response

RFP # RTSX-230065-DS

Maintenance Management System for Transit (Rebid)

Prepared for



Gainesville, FL RTS

EAM | Solutions

EAM Solutions

August 20, 2023

Letter of Introduction

RFP # RTSX-230065-DS Maintenance Management System for Transit

City of Gainesville
200 East University Avenue
Gainesville, Florida 32601

Att. Daphyne Sescio
Procurement Specialist 3

Dear Daphyne and the entire City of Gainesville Evaluation Team,

EAM Solutions appreciates the opportunity to offer this Request for Proposal (RFP) response to assist the City in evaluating a Maintenance Management System for Transit (MMS) and Facilities Management solution. Our response will identify a clear path to transition your current FleetNet system as well as meeting all the objectives and requirements stated throughout the RFP. EAM Solutions will Prime your project and be responsible for aspects of it.

We realize your team wants to partner with a company that has deep transit and facilities experience; has performed multiple conversions to a new system and understands the unique challenges you face. We appreciate the never-ending responsibilities of balancing financial sustainability while enhancing operational efficiencies and improving customers experiences. Our deep hands-on experiences in bus, rail, airport, fleet, and facilities customers implementing EAM software and services address these and other challenges specific to your organization. Our dedicated implementation team is committed to serving you the same way you strive to serve the public in a personal, responsive, cost-effective fashion. EAM Solutions and HxGN EAM for Transit and Facilities can help you meet these ever important criteria.

Government entities throughout the United States and Canada look to EAM Solutions services and the EAM software integrated technology, expertise, and support to meet their specific operational needs. The City's user will welcome the modern look of clean, simplified screens. Ease of use and a clean look is inherent in the software.

Some Highlights of our proposal response include:

- Recommendation of Hexagon EAM CloudSuite Essentials for Transit, Facilities with Mobile software that meets **Your Entire Scope of Work and includes several additional out of the box modules for expansion into other areas as needed.**
- All interfaces to the required applications listed in the RFP.
- **One Single Hourly Services Rate** for all of services team to avoid confusion.
- An experienced, very senior consultant team that has performed many conversions from an existing system to EAM.
- Very recent, multiple EAM for Transit Projects experience.

- Our commitment to the City that our proposed team of experts will remain on your project all through the duration. All are very senior, experienced consultants working with the implementation and interfaces listed in the RFP.

Profile of Our Firm – Company Background

We were founded in February 2009 by a seasoned group of HxGN/EAM professionals. Our consultants have 22+ years of experience each in the implementation of EAM. Most have 70 or so implementations of EAM that include Transit and Facilities. We have a dedicated staff of 7 consultants in Public Sector with several others available as needed. Our customers love us because we deliver quality, on time, and budget. We have virtually zero customer turnover.

We are the world's leading implementation partner for the Hexagon (HxGN) family of products and add-on services. We are headquartered in Birmingham, Alabama with multiple offices around the country for a wide implementation footprint. EAM in the Cloud offers significant travel cost savings allowing us to deliver several components remotely. We will be onsite as needed/requested as well. While we have included an estimate for travel, we only travel with pre-authorization from you. The estimated costs for travel are only on a need to basis.

EAM Solutions drives customer satisfaction with our proprietary implementation methodology that ensures successful, happy clients and implementations. We have an open-door policy with our clients that allows any issues to be addressed early in the process.

Sample Agreement – EAM Solutions is prepared to agree to the terms and conditions listed within the Sample Agreement.

Insurance – We are able to meet all insurance requirements set forth in the RFP.

Proposal Validity – Our proposal response is good for at least 270 days from the due date of the response. EAM Solutions has no impermissible conflict of interest either.

If there are any errors or omissions in our response, please allow us the opportunity to quickly respond to them. I am authorized to negotiate on behalf of the company.

Sincerest regards,



Keith Carman
Sr. Account Executive – EAM Solutions
936-355-0072

EAM | Solutions

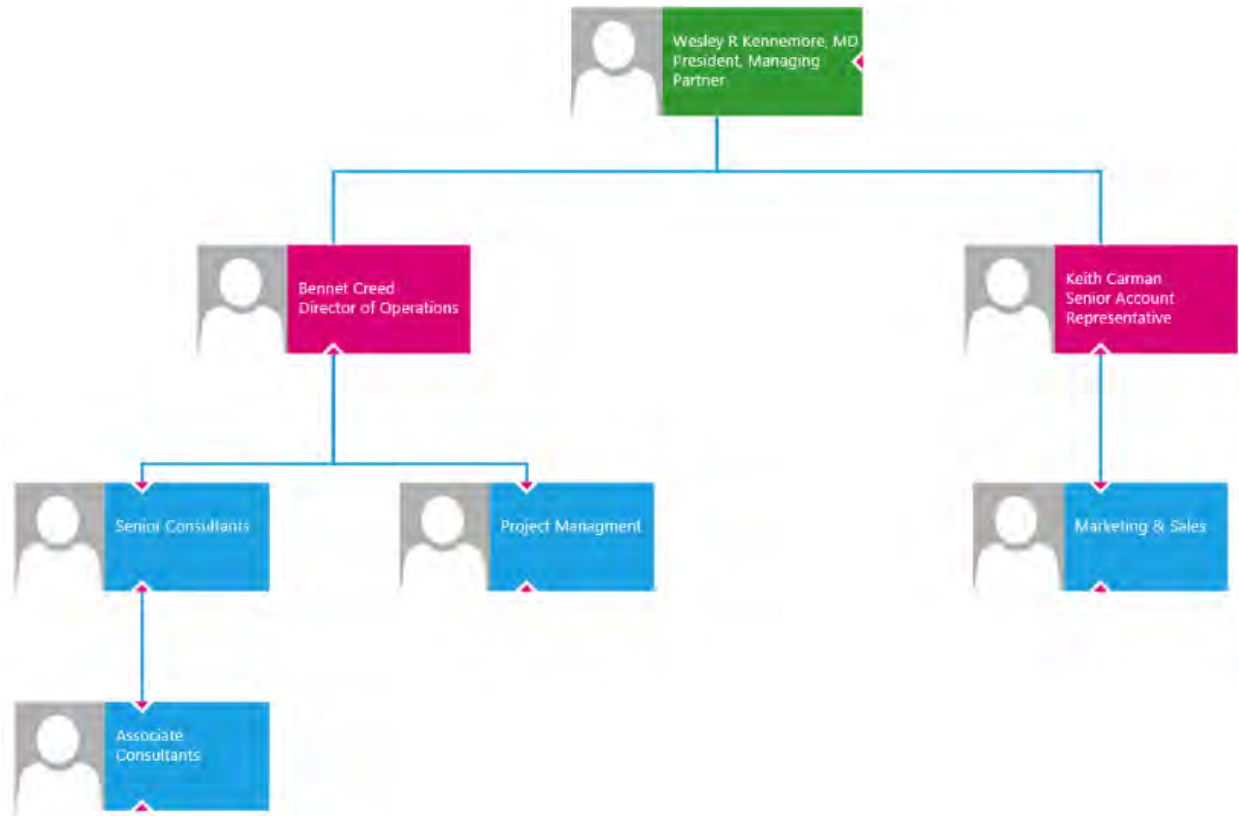
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I. Company Structure

Our Corporate Hierarchy



Subconsultants

EAM Solutions does not intend to use any subconsultants.

Insurance Requirements

EAM Solutions agrees to provide COI's for Liability and Workers Compensation to the limits prescribed in the RFP.

II. Technical Proposal - Application Solution Software

Solution Description

Along with EAM Solutions and Hexagon’s world-class EAM solution, HxGN EAM, will deliver a complete solution to the City, including exceptional software and world-class hosting through Amazon Web Services (AWS), as well as award-winning post-implementation support.

As a customer-first company, EAM Solutions and HxGN believes in listening to our customers so that we are able to closely match their expectations and needs to what we are proposing to deliver. In service to that philosophy, we have addressed how our solution will fulfil the objectives for an CMMS/EAM.

- HxGN EAM’s out of the box functionality meets over 90% of the City’s asset management requirements. The remaining requirements can be met by configuring existing product features. No intensive customizations are needed.
- We provide a fully hosted and fully managed EAM SaaS solution that will allow the City to deploy HxGN EAM without storing databases locally. Our fully managed solution includes a set of system, application, database, and infrastructure, and support services.
- HxGN EAM easily adjusts to changes in processing volume as your business demands fluctuate; Amazon Elastic Load Balancing automatically adjusts to cover shifting capacity requirements.
- The HXGN EAM solution will connect existing City’s mission-critical infrastructure responsibilities with Hexagon’s smart digital realities and autonomous solutions to drive key performance metrics.

HxGN EAM offers a suite of powerful maintenance management features, which includes:

- A suite of asset and maintenance management features –from asset hierarchy management to audit trails, to preventive maintenance, with powerful advanced modules –such as the Work module, the Equipment module, the Materials module, and the Projects module –to allow to configure a solution that is specific to its requirements
- The ability to view, maintain, and manage assets across multiple organizations and in multiple languages.
- Simple, user interface system administration that minimizes the strain of IT resources



Software Solution Module Descriptions

<p>HxGN EAM Enterprise</p>	<p>Work/Asset/Material Management</p> <p>Work Management</p> <p>From installing new equipment to issuing corrective or preventive maintenance work orders, the Work Management module tracks all aspects related to work performed on assets. The ability to track and manage work requests, labor, warranty, part failures, planning and scheduling allows companies to make the most of their resources while improving productivity. The module also allows users to create a work order and include multiple pieces of equipment without the need for a route. Checklists can be added to all preventive and routine maintenance. The checklists can include checkboxes, meter readings, qualitative and quantitative results, and inspection points. Follow-up maintenance can be created directly from the checklist with tasks based on the results.</p> <p>Asset Management</p> <p>With the Asset module, companies find, track, locate and analyze their physical assets and ease metered usage measurement and automatic usage value transmission to sub-components. By compiling asset data, such as location, cost history, warranties, claims, meters, allows, and documents, HxGN EAM helps maximize productivity and asset life.</p> <p>Materials Management</p> <p>The Materials Management module offers capabilities to check and control the inventories of storerooms. These capabilities-including economic orders quantify (EOQ) and class calculations and assignments-support parts receipts, issues, returns, cycle counts, part substitution, part reservations, and record part stock-outs.</p>
<p>Web Services Toolkit/Connector Integrations</p>	<p>System Integration</p> <p>Integrations Connector enables interactive, synchronous access to the solution through the Web services interface. The connector interface supplies access to the HxGN EAM data for use in portals, reports, and websites and access to HxGN EAM functions allowing the creation of external applications in commonly used user interfaces like Microsoft Outlook, Lotus notes, Pervasive Devices, Visual Basic, and Java. Example: Work Request interface for operational personnel created in Visual Basic for Applications using SOAP and XML and deployed using Microsoft Outlook. Any user that needs real time list of values for validation through external application.</p>

EAM Mobile	<p>Technician Field Mobility</p> <p>HxGN EAM Mobile makes it possible to download work assignments from the HxGN EAM database to handheld devices, laptops, and tablets. This automates virtually every aspect of maintenance and data collection and allows users to create field-based work orders, use drill-down menus to retrieve detailed information about a piece of equipment and capture actual “wrench time” as work occurs.</p> <p>EAM Mobile can be used in either a connected or disconnected mode. Mobile also supports:</p> <ul style="list-style-type: none"> • Attachment Upload • Audit Trail • Calibrations (with purchase of calibration module) • Electronic Signature (21CFR 11) Support (with purchase of e-Signature module) • Multiple Equipment Work Order • Automatic Data Download • Work Order and Equipment User Defined & Custom Fields • Supports HxGN EAM Administrative Security <p>Support for Windows handhelds, tablets, and laptops as well as iPad, iPhone, and Android Smartphones</p>
Advanced Reporting	<p>Standard Reports, Ad-hoc reports</p> <p>HxGN EAM supplies the ability for organizations to build custom reports, in addition to using the predefined reports in the solution. Advanced Reporting is a web-based enterprise reporting solution that helps organizations maximize the data gathered in the HxGN EAM solution. The module combines the power of HxGN EAM with the flexibility of Cognos ReportNet to provide customers with the ability to create fully customized reports that best meet specific asset management needs.</p>

Alert Management	<p>Alerts, Notifications</p> <p>HxGN EAM Alert Management constantly analyzes and correlates data over time, including operational parameters, energy consumption, and degree days, to detect variance trends that reduce an asset’s performance—availability, reliability, and quality—and detect whether assets are using more energy than expected. Once a variance trend occurs, the system sends email notifications or creates a work order to take corrective action.</p> <p>With this actionable data, your maintenance staff can automate maintenance as well as collaborate with production to efficiently coordinate ad hoc, batch, and automatic scheduling of production and maintenance jobs. You’ll be able to handle issues and exceptions correctly the first time, continuously improving response time and productivity.</p> <p>HxGN EAM Alert Management also has advanced technology that is a unifying platform for integrating all your applications and third-party solutions in a seamless, flexible way—on-premises, in the cloud, or both. This proprietary technology helps information flow smoothly between applications, analytics, social media, and a business vault with master data that empowers your people and disparate applications to work together as one unit. With this advanced technology, HxGN EAM Alert Management also provides you with instant setup and continuous improvement at your own pace, including the ability to upgrade your EAM applications without having to upgrade your ERP.</p>
Electronic Signatures	<p>Electronic Signatures</p> <p>HxGN EAM allows you to create electronic records, or “snapshots,” of events that occur in the database as well as require a signature for the event. A snapshot preserves the entire record, including all related information from other database tables, to supply historical information related to the progress of your operation. HxGN EAM also supplies the ability to print and export snapshots to external formats such as Adobe Acrobat Portable Document Format (PDF).</p>
Fleet Management	<p>VMRS Codes, Fuel Management</p> <p>The Fleet module includes Vehicle Maintenance Reporting Standards (VMRS) codes, fuel management, and added customers’ fields. Focusing on the transportation industry’s greatest opportunities for productivity and cost-per-mile savings, the Fleet module enables transportation companies to process warranty claims, manage tires and fuel, and improve vehicle performance through preventive maintenance. This module also supplies functionality that will allow an organization to track fleet vehicle use, assignment, and rental as well as the associated maintenance, fuel usage, and insurance billing that may be needed.</p>

Reliability Planning & Analysis	<p>Reliability, Risk, Analysis</p> <p>Reliability Planning & Analysis (RPA) is an optional module that supports a best mix of preventive and predictive actions to support various maintenance strategies. The solution works with HxGN EAM Alert Management, which detects performance trends occurring outside the best operating data parameters and provides notifications with corrective actions built from incremental intelligence. Together, these solutions supply the best asset performance to reduce risk, minimize costs, and improve overall financial health. Popular models incorporated into this allow you to Leverage reliability data from MTBF prediction tools, Laplace time series analysis, and Weibull reliability probability analysis, as well as the reliability ranking index and decision tree.</p>
Requestor	<p>Work Requests, Contractor Portal</p> <p>Allow users to create work requests, parts requisitions, and reservation requests, as well as provide access to the Contractor Portal. The Mobile Requestor is ideal for users that have a need to periodically create requests, or for contractors to see work that's been assigned to them. Users can now access the Mobile Requestor functionalities from HxGN EAM's Digital Work platform.</p>
HxGN EAM Advanced Modules	
Rapid Request (Mobile App)	<p>Service Requests from the Public</p> <p>Use a quick and simple method to submit call center requests to HxGN EAM from mobile devices. Upload pictures and specify locations with requests to identify work to be done. Eliminate the need for users to log in for one-off requests.</p>

III. Technical Information

SaaS Model

The HxGN EAM SaaS solution built on Amazon Web Services (AWS) offers you the best available cloud infrastructure, network services, and application designs—so you get the reliability, security, and scalability you need to trust your business to cloud-based software. HxGN EAM’s innovative cloud technologies, built to work hand in hand with the world class capabilities of Amazon Web Services, can give the Port the power and responsiveness you need to stay ahead in a business environment that’s more fiercely competitive than ever.

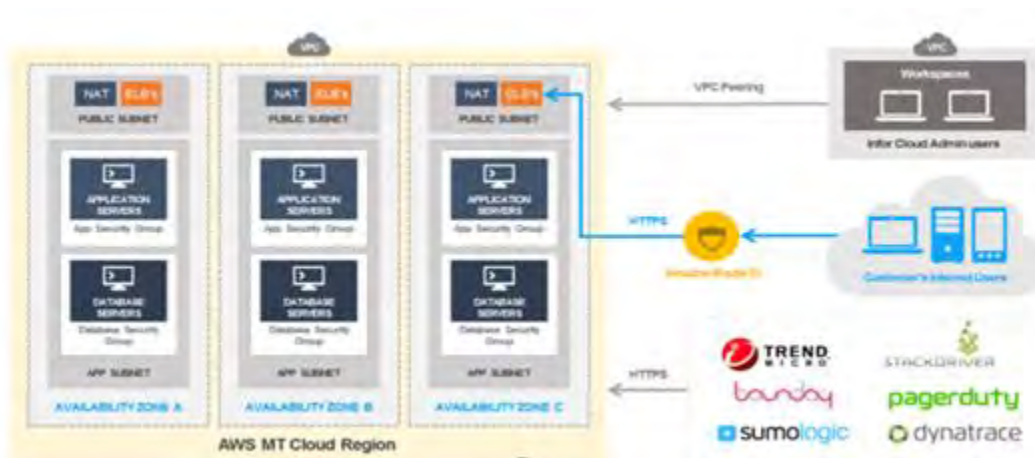
Benefits include the following:

- Rapid scalability—HxGN EAM SaaS solutions can easily adjust to changes in processing volume as your business demands fluctuate, because of the way Amazon Elastic Load Balancing automatically adjusts to cover shifting capacity requirements. That’s especially important in businesses that need to respond to highly variable levels of demand, such as seasonal sales or annual events.
- High availability—HxGN EAM can be spread across multiple AWS Availability Zones (AZs) to optimize fault tolerance and reduce any risk of downtime. We’ve built everything to minimize single points of failure, so whether you’re a global manufacturer that runs 24X7, or a hospital provider, you won’t have to worry about downtime.
- Great elasticity—HxGN EAM can now deploy mission-critical enterprise applications with a wide variety of server configurations and varying utilization, thanks to the exceptional flexibility of the Amazon Elastic Compute Cloud (Amazon EC2). Because Amazon EC2 readily replaces vast amounts of physical server hardware that you would otherwise have to purchase and deploy, you gain unmatched reliability and availability at no additional cost.
- Quick disaster recovery—HxGN EAM SaaS solutions help ensure business continuity in the face of the most challenging disaster recovery scenarios. Our solutions can be distributed globally across AWS data centers, plus, AWS offers sophisticated global failover capabilities. Combine the two, and you get rapid redeployment of both applications and data in response to nearly any imaginable service disruption around the globe.

HxGN EAM SaaS multi-tenant cloud utilizes AWS private subnets, called Virtual Private Clouds (VPC) where VPCs are deployed along with shared infrastructure to serve various Hexagon clients. Access control lists and an AWS construct called Security Groups are used to control inbound and outbound traffic (by default, no traffic is allowed into or out of the VPC). Only with specific, written approval from a customer’s authorized security officer do we allow traffic from any publicly sourced location into the VPC. Databases are logical (virtualized) and each tenant is provisioned with its own database schema within a cluster. Tenants are provisioned with a unique and logical database which is established with their unique TenantID.

Multi-Tenant Topology

Hexagon ALI deploys HxGN EAM in Amazon Web Services (AWS) in a multi-tenant environment.



AWS Topology for HxGN EAM

- For security reasons, Amazon Web Services, the infrastructure provider for the HxGN EAM solution, does not publish the exact location of its data centers.
- The AWS Cloud in North America has 25 Availability Zones within seven geographic regions. Edge data centers are located throughout the US, as well as Canada. Regions (Availability Zones): N. Virginia (6), Ohio (3), N. California (3), Oregon (4), US-East (3), US-West (3), Central (3).
- AWS Data Centers are manned by AWS employees.
- All physical security is controlled by Amazon Web Services (AWS). The following information , as well as more detailed information about AWS Data Center security, is provided by AWS at is a [Data Centers - Our Controls \(amazon.com\)](https://aws.amazon.com/data-centers/our-controls/).
- Physical access to AWS data centers is controlled at building ingress points by professional security staff utilizing surveillance, detection systems, and other electronic means. Authorized staff utilize multi-factor authentication mechanisms to access data centers. Entrances to server rooms are secured with devices that sound alarms to initiate an incident response if the door is forced or held open
- AWS data center's electrical power systems are designed to be fully redundant and maintainable without impact to operations, 24 hours a day. AWS ensures data centers are equipped with back-up power supply to ensure power is available to maintain operations in the event of an electrical failure for critical and essential loads in the facility.
- AWS data centers are equipped with automatic fire detection and suppression equipment. Fire detection systems utilize smoke detection sensors within networking, mechanical, and infrastructure spaces. These areas are also protected by suppression systems.

Data Center and Application Security

1. The proposed solution aligns to ISO 27001, the gold standard for information security in the marketplace. The EAM SaaS offering undergoes SSAE18 based assessment and a third party generated audit reports are published (SOC Reports). These audit reports are available to existing customers.
2. Hexagon leverages the services of Amazon Web Services (AWS) to provide the hosting component of the fully managed EAM solution. AWS is also a Tier III+ provider with redundancy at all levels. Additional information can be found here:
<https://aws.amazon.com/compliance/uptimeinstitute/>
3. AWS has several certifications to assure your data is secure in one of our cloud centers ranging from SSAE16, HIPAA, ISO27001, PCIDSS Lvl 1 and FISMA/DIACAP. Further details are available via:
<http://aws.amazon.com/whitepapers/>
<http://aws.amazon.com/security/>
<https://aws.amazon.com/compliance/>.
4. HxGN EAM Cloud Operations maintains network and operations security to ensure that the data in transit and at rest is secure, that software developed in support of both full version and patch/enhancement is secure and does not introduce vulnerabilities and that appropriate tools are used to harden the environment against threat. The company operate to CIS security benchmarks to ensure we operate to industry best practices and recommendations.
5. HxGN EAM Cloud Operations leverages the AWS Security Groups services, ELB white-listing, AWS VPC's and Security software to provide a logical barrier to protect the environment from other private clouds and from the internet. These logical barrier acts as routing barriers and as firewalls.

Intrusion detection and prevention is handled at the networking layer by our infrastructure partner, Amazon Web Services. At a system level, host-based firewalls and IDS/IPS systems are deployed to assist in this task. All systems and applications are monitored by a combination of commercial and custom monitoring packages. All physical security is controlled by AWS.
6. Application access (authentication and authorization) is managed by customer security officers. Applications are configured to leverage the customer's corporate directory server using ADFS/SAML 2.0 integration, and all policies in place for that server are honored by the application. Administration accounts are set up for the use of client users to perform functions necessary, with the appropriate role access. The customer is responsible for modifying user accounts, creating new accounts, deleting existing accounts and designating privileges.
7. HxGN EAM Cloud Operations system administrators are the only ones that will use remote access on a "least-privilege and need-to-know" basis. All access requires two-factor authentication and is logged and monitored.
8. HxGN EAM Cloud Operations performs the following security scans to identify OWASP security threats: source-code scanning, vulnerability scanning, penetration testing, and system hardening scans. Additionally, we conduct regular penetration tests against representative environments using an external third party to verify our security best practices.

9. HxGN EAM Cloud Operations encrypts the data in transit with TLS version 1.2 and data at rest with AES 256.

Unique aspects HxGN EAM in the Marketplace:

Most EAM software systems offer little more than a framework that requires costly and extensive customizations, while legacy and niche EAM applications are often unable to scale with an organization as it grows. HxGN EAM (formerly Infor EAM) is unique with its ability to address these issues head-on with industry-specific editions that are easily scalable and highly configurable yet can fulfill most of your users' needs straight out of the box. From asset structure and work orders to mobile and GIS capabilities, the solution provides you with all of the information you need, as you need it. HxGN EAM empowers you to make better, more strategic decisions that extend asset life, increase safety, and improve profitability.

Built upon more than 30 years of experience and continuous innovation, HxGN EAM gives you all the tools you need to help you solve your critical asset performance challenges. HxGN EAM is an industry-leading, strategic, asset management solution that empowers you to increase the efficiency of your assets—today and tomorrow.

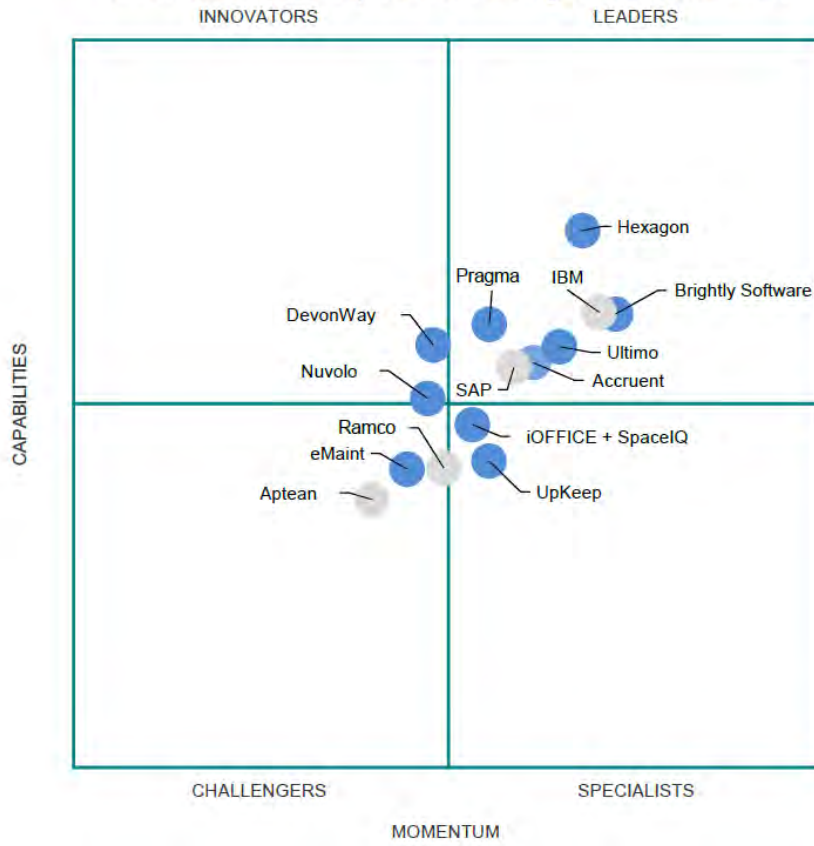
The HxGN EAM SaaS solution will help the City Transit and Facilities:

- Stay current on the latest versions of their software.
- Allow users to access applications on any device anywhere.
- Scale cloud services to handle usage peaks and valleys.
- Reduce the total cost of ownership and capital investment.
- Integrate cloud and on-premises applications with pre-built APIs.
- Connect data across cloud and legacy applications for enterprise insights.
- Democratize analytics for better decisions.

HxGN EAM SaaS is an agile, secure, and highly flexible cloud platform that is currently serving millions of users and thousands of customers in the cloud worldwide. Customers have seen these improvements with HxGN EAM

- Up to a 50% reduction in maintenance overtime, labor, and contractor costs
- 20% reduction in production downtime
- 50% increase in warranty cost recovery
- 30% reduction in inventory levels
- 20% reduction in inventory carrying costs
- 10% reduction in materials costs
- 50% reduction in purchasing process costs
- 20% improvement in labor productivity

Green Quadrant: Enterprise Asset Management Software 2022



Gartner Magic Quadrant

EAM Versioning

Hexagon releases a new major version of HxGN EAM on average every 12-18 months. In developing each release, customer needs and requests are taken into account and, when possible, addressed with new functionality or enhancements. This process is an ongoing one as Hexagon continues to develop the EAM solution to meet emerging customer requirement and specific industry standards.

The HxGN EAM SaaS solution is subject to regular scheduled maintenance windows, these are mostly utilized to conduct upgrades and patch installations to keep up to date with the latest technology standards. These maintenance schedules are positioned accordingly to minimize the impact on local business hours. Maintenance patches and minor enhancements are released monthly as needed.

We alert clients that an upgrade is available through a notice sent via the Support portal. Clients are notified at least 72 hours prior to a new release. Fixes/Patches/Upgrades cannot be ignored because they are deployed to all customers and all customer environments on the same instance at the same time, as there is only a single code-set shared by all tenants on a given instance. Configuration changes stay within the HxGN EAM application and are not lost when the City upgrades to a new release.

New versions are deployed to all customers and all customer environments on the same instance at the same time, as there is only a single code-set shared by all tenants on a given instance. Installation of upgrades and the installation of patches and product enhancements in the SaaS environment are included as a service in a customer's SaaS subscription.

With HxGN EAM SaaS, rollback of previous versions is not supported as all clients in the Multi-Tenant environment are maintained with the latest updates. New features and functionality available with updates to HxGN EAM can be tested by the customer in the Non-Production environments included in the SaaS offering prior to enabling in the Production environment.

Bandwidth & Software Requirements

Bandwidth on our end of the application/data center is nearly unlimited and is monitored by our staff. System response time and bandwidth consumption is very dependent on the types of tasks being performed. A minimum bandwidth of 40kb/s per active power user, and a minimum total throughput of 512kb/s is recommended. Additional scoping of the project would be required before a more accurate response can be given.

However, we can state that the HxGN EAM SaaS solution will be scaled accordingly by Hexagon to maintain optimal performance levels. HxGN EAM relies on Amazon Web Services (AWS) to leverage sophisticated infrastructure, platform and services that can scale virtually infinitely to ensure optimal performance.

Hardware/Software Requirements

Only a compatible web browser is required to access the application.

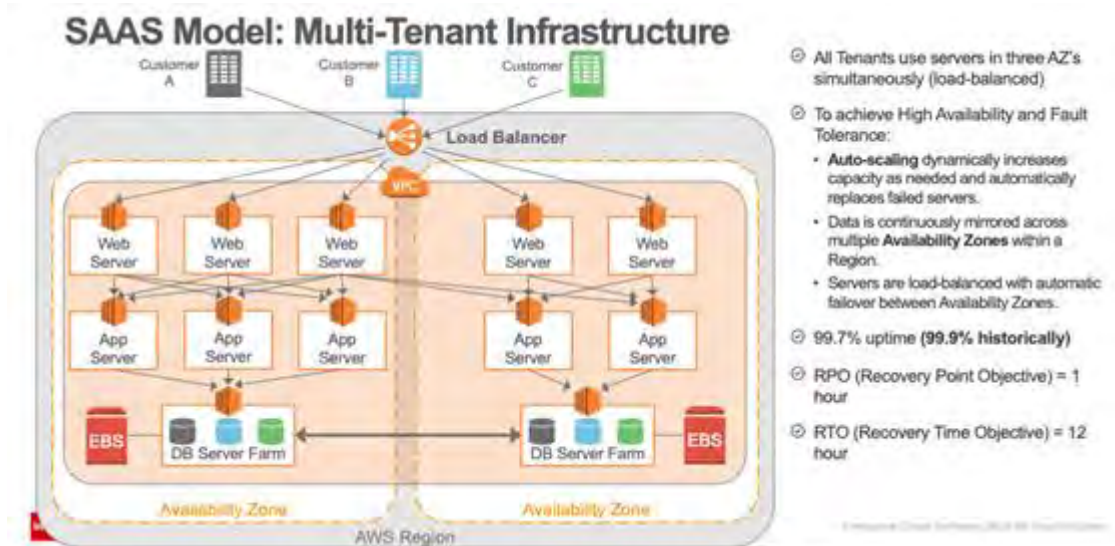
HxGN EAM is supported for standard web browsers Microsoft Edge, Google Chrome version 30.X, and Safari 6.0.5.

Disaster Recovery

The HxGN SaaS solution helps ensure business continuity in the face of the most challenging disaster recovery scenarios. Our solution can be distributed globally across AWS data centers, plus, AWS offers sophisticated global failover capabilities. Combine the two, and you get rapid redeployment of both applications and data in response to nearly any imaginable service disruption around the globe.

The hosting infrastructure for HxGN EAM SaaS solution is designed across multiple data centers in separate geographical locations for fault tolerance and failover capabilities. Should a portion of a data center or an entire data center suffer an outage, servers in the other server farms or data centers should remain available to continue to handle the load and auto-scale to provide additional capacity.

The following graphics provide our approach for ensuring Business Continuity/Disaster Recovery commitments across multiple AZs. The first graphic is a simplified view (shows 2 AZ's, when we have 3) of our High Availability and Fault Tolerance architecture. The second graphic shows this architecture built-in disaster recovery across the 3 AZs.



HxGN EAM Disaster Recovery Model

IV. Implementation Plan

EAM Solutions follows a standard approach for implementing HxGN EAM using the DARE framework: Define, Analyze, Realize, and Engage. This methodology ensures customer requirements are defined, documented, and implemented consistently, regardless of the deliverable. DARE can apply to a Waterfall method or to a non-linear modified Waterfall approach to projects.

No work is performed until requirements are defined for the overall project through carefully documented business process design sessions. Based on documented requirements, each deliverable is analyzed in light of user needs, such as data transfers through system integration, or business analytics and communication tools to provide clear answers from customer data. The analysis phase is realized through careful configuration of HxGN EAM using standard tools provided by the vendor – no custom work is performed on the database or within the application server. Features and functions are deployed through end-user engagement using standard and custom documentation, clear and organized training, and go-live support.

By using the DARE method to implement software, both the consultant and client implementation team can see direction and progress throughout the project deliverables. The PM has a consistent framework for reporting progress and status, as well as budgets for staying within the contracted budget.

HxGN EAM is a complete product with modules that automatically connect, simplifying configuration and deployment. The initial configuration sessions will ensure all modules of the application relevant to the project are released at the same time, allowing data interdependencies to flow naturally. Major modules included in this project include (but are not limited to) Equipment, Materials, Work Orders, PM Schedules, Requisitions, Employees, and Case Management, as well as security, communication, and reporting features. Integration tools will be deployed during the System Integration deliverable.

The City will continue to use FleetNet until a clear cut-off date to transition to HxGN EAM. A “freeze” date will be implemented to stop development of new equipment and parts data during the implementation, and work orders and other transactions will stop in the legacy system during the system cut-over deliverable. End-users will segue to HxGN EAM during the System Cut Over and End-user Engagement deliverables, and legacy systems will not run in Production parallel to HxGN EAM.

During the implementation, the City project team will need to participate at various levels to complete each deliverable. The following chart outlines estimated time and general resources required from the City of Gainesville team to implement HxGN EAM.

Deliverable	City Roles	Weekly Time
Project Management	Steering Committee	5%
	Project Manager	80%
Business Analysis	The City's Implementation Team	75%
Application & Security Configuration	Designated EAM Application Admin	50%
	Subject Matter Experts (SMEs)	50%
Data Migration	Subject Matter Experts (SMEs)	50%
BI Development	Subject Matter Experts (SMEs)	50%
System Integration	IT Resources	40%

Deliverable	City Roles	Weekly Time
	Subject Matter Experts (SMEs) for each system affected	75%
User Acceptance Testing	City Implementation Team	100%
System Cut Over	City Implementation Team	25%
End-user Engagement	City Implementation Team City training participants	50% 100%

Project Management Approach

EAM Solutions will provide an experience Project Manager (PM) to oversee the HxGN EAM implementation. The PM will provide standard project documents, including (but not limited to):

Project Management Plan	Problem, Issue, Resolution (PIR) Log	Meeting Agendas
Project Plan	Consultant Time & Expense Reports	Ad-hoc analysis reports
Weekly & Monthly Status Reports	Meeting Minutes and Recordings	Change Order Requests (if needed)

The EAM Solutions PM will serve as a representative to the City's oversight or steering committee for the project, and as the manager for all consultant resources assigned to the project. The PM will track all actual time and costs against the project plan to ensure a timely delivery that stays within the contracted budget. Changes to the final approved project plan will not be made without strict approval from both City and EAM Solutions leadership. The PM will also serve as the primary point of contact for the City implementation team during the implementation for communicating with the Vendor and with the consulting team.

The proposed project for the City will follow a modified Waterfall method, including concurrent configuration tasks before User Acceptance testing. A high-level work plan includes:

WBS	Task Name	Work	Duration	Start	Finish
1	Gainesville RTS EAM Implementation	1,516 hrs	142 days	10/2/23	4/26/24
1.1	Project Management	260 hrs	142 days	10/2/23	4/26/24
1.2	Business Analysis	64 hrs	10 days	10/9/23	10/20/23
1.3	Application & System Configuration	344 hrs	35 days	10/23/23	12/13/23
1.4	Data Migration	264 hrs	33 days	1/2/24	2/16/24
1.5	Business Intelligence Development	184 hrs	23 days	1/2/24	2/2/24
1.6	System Integration	160 hrs	20 days	2/5/24	3/4/24
1.8	System Cut-over	72 hrs	9 days	3/4/2024	3/14/24
1.9	End-user Engagement	168 hrs	23 days	3/4/2024	4/4/24

The expanded project plan is provided in a separate MS Project file.

Data Conversion and Migration Plan

EAM Solutions consultants follow a strict method for converting and migrating data into HxGN EAM. During the Business Analysis phase, a Data Migration Specialist will work directly with the Gainesville RTS project team to:

1. Identify all data sources and formats
2. Identify transport mechanisms for the data, such as CSV or XML sources
3. Develop an order of operations for loading data
4. List standard tools required for loading data into HxGN EAM
5. Develop the final timeline for moving data into an EAM TEST environment
6. Load and test record sets in the EAM TEST environment – this is an iterative effort

To simplify System Integration, common data will be loaded from source/destination systems to ensure HxGN EAM records match ERP, BMS, AVL, and other external programs. Data will be synchronized between EAM and external applications using either the ION integration tool or using the EAM Import Utility. Data loaded prior to the System Integration deliverable includes (but is not limited to)

- Vendors and Manufacturers
- Accounting Cost Codes
- Units of Measure and Units of Purchase
- Part Item Masters (if available)
- Information for Condition Monitoring and Meter tracking

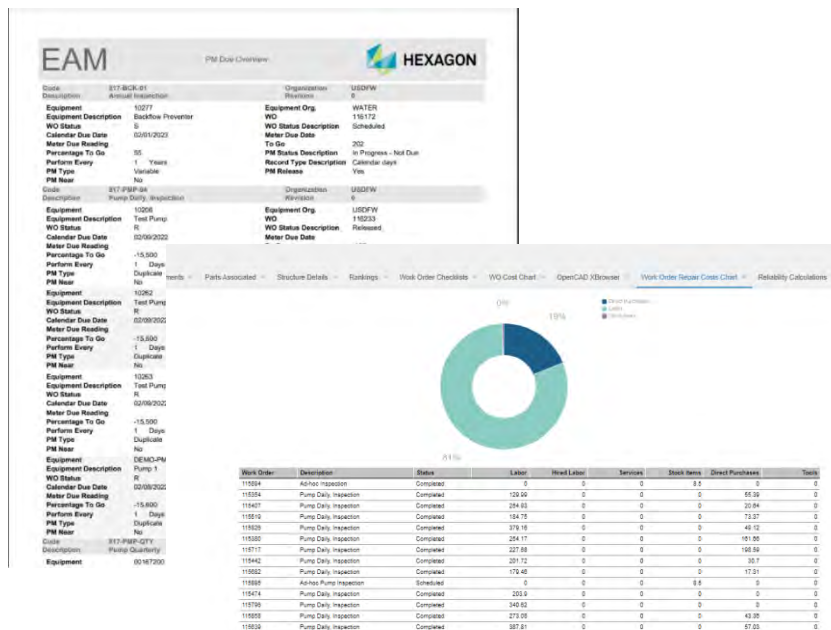
Legacy FleetNet data will follow a standard set of tasks for loading into the initial EAM TEST environment, including:

Collection	FleetNet data will be exported from the database into discrete spreadsheets
Cleanse & Align	Data sources must be analyzed for duplicates records, programming characters, mismatched data types, incomplete data, incorrect calculations (such as meter data issues) and blank fields. Once record sets are cleansed, then the consultant will align records with the new HxGN EAM configuration. Work will be completed in spreadsheets or a database table structure and made available to the City's project implementation team for review.
Static Data Upload	Core (Static) data will be uploaded first to the EAM TEST environment, including (but not limited to) Equipment, Locations, Parts, PM Schedules, Meter Names, Employees, and records supporting the categories.
Historic and Transactional Data upload	Historic and Transactional data cannot be uploaded until Static data are present in the EAM TEST environment. These datasets including Work Order History, Meter History, Part Transaction, Requisition and PO History, and other supporting records.
Iterative Testing	Consultants will work directly with the City's team during the data migration process to ensure legacy data sets are loaded accurately. The City's project team will be given access to the EAM TEST environment to review and test data throughout the process.

	Consultants will remediate and reload data as necessary in an iterative effort to ensure all source data are loaded according to City of Gainesville needs.
Promotion to Production	As part of the System Cut Over deliverable, consultants will repeat the data loading process to the EAM PROD environment. After the EAM PROD environment is populated with all approved datasets, a support ticket will be submitted to Hexagon to copy the database into the EAM TRAIN environment.

Data Analytics, Report and From Development

HxGN EAM provides out of the box over 200 pre-defined reports relating to assets, energy efficiency, environmental performance, materials, purchasing, schedule, work, budget analysis, EAM System Overview document projects, safety, and other components within the solution. Details on standard reports available are provided in the HxGN.

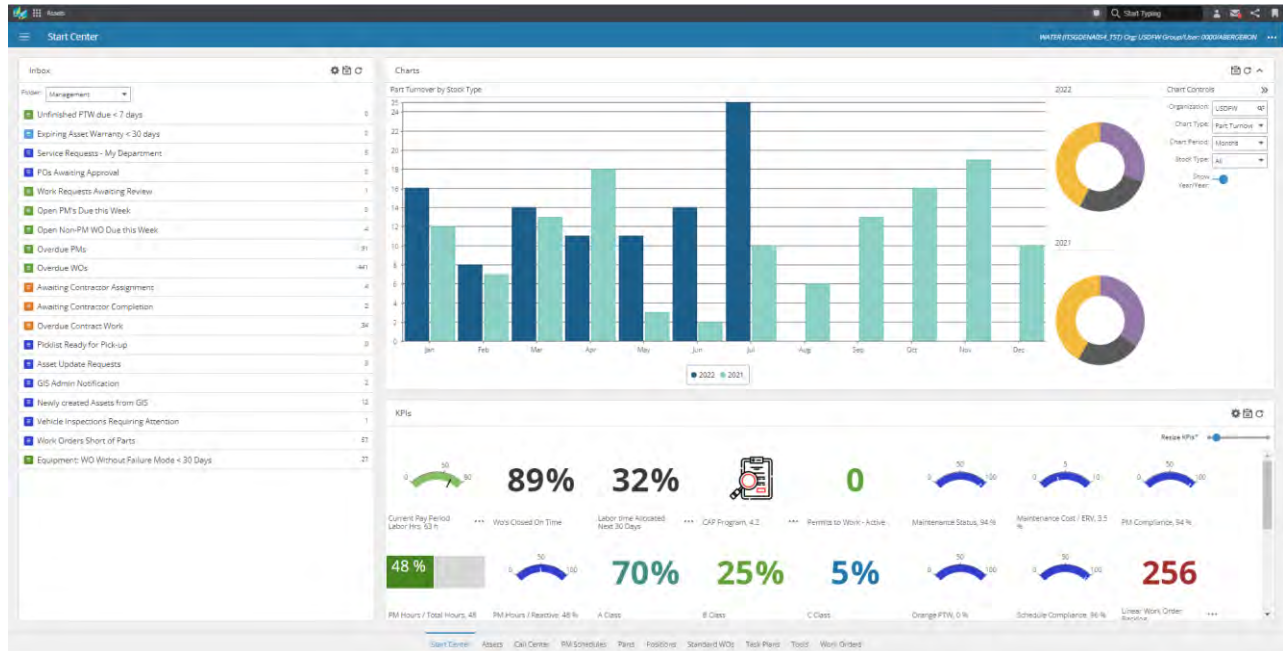


HxGN EAM Sample Reports

In addition to the over 200+ Standard Reports available in HxGN EAM, ad hoc reporting needs can be addressed within the solution through the HxGN EAM Advanced Reporting tools. As an extension of the standard reports, HxGN EAM Advanced Reporting is a built-in reporting engine that will allow modification of the existing reports as well as create any number of additional SamTrans defined ad-hoc reports. These reports can be added to the menu structure and added into screen tabs as well as automatically run and emailed to various users on a distribution list. Standard reports and user-defined reports created with Advanced Reporting module can be saved in PDF, HTML and Excel formats. All configured reports are maintained during HxGN EAM upgrades.

A user-configurable Dashboard with Inboxes, Charts and KPIs is provided as a Start Center in HxGN EAM. The Dashboard consists of simple queries into the database and extracts the information in an easy to view

format. Links to lists of summarized data can be added to the KPI's and Inbox items. Start Center provides the City's users with the capabilities to drill down into the corresponding records representing the values displayed. There can be an unlimited number of Inbox items, Charts and KPIs which can be user-group specific, based on what the SamTrans user needs to see. HxGN EAM Start Center provides each user an easy-to-use interface for quickly identifying items needing attention, overdue elements, and relevant KPIs. Having a one stop shop in HxGN EAM to quickly assess your operations and direct your attention to key issues increases productivity while saving valuable time. User dashboards are maintained during HxGN EAM upgrades.



HxGN EAM Start Center

Integrations and Interfaces

System integration to Clever Devices, FleetWatch Fuel, IoT and other applications will be accomplished using standard REST APIs built into the HxGN EAM application. Based on standard Web Service Calls in EAM, the REST APIs can directly connect to other application APIs or move data through CSV files. The functionality does not require any custom code development to move data and all transactions are moved through a secure web services connector. The list of REST APIs in HxGN EAM continues to grow and includes (but is not limited to) inventory management, purchasing, GL posts, meters & condition monitoring, and service ticket functions. HxGN EAM also has available thousands of SOAP web service WSDLs that can perform any discrete action found in the HxGN EAM application. All of these integration features work with any enterprise middleware platforms such as MuleSoft, Tibco, and many others.

Training

EAM Solutions follows a method of training that targets groups of end-users with skills needed for daily work in the application. An example of a training curriculum includes:

	Basics and Navigation	Equipment Search	Work Requests	Work Orders and Mobile Work	Reqs and Receiving	Part Issues and Returns
App Admin	:30	:30	:30	2:00	2:00	1:00
Requestors	:30		:30			
Techs	:30	:30		2:00	2:00	1:00
Tech Managers	:30	:30		3:00	2:00	1:00
Inventory	:30		:30		2:00	2:00
Drivers	:30		:30			

Training sessions are organized by role (User Group in HxGN EAM) to group similar users, instead of grouping by an entity's organization chart. This allows for grouping like users in similar classes, expediting the training process, and encouraging participant collaboration. Times are estimated based on the complexity of system configuration and scope of application use.

Training can be hands-on at an onsite classroom, or over a web session (MS Teams, Zoom, or similar product). Onsite training is leader-led for up to fifteen participants and can last up to seven (7) hours in classroom time. Live web-based training is limited to no more than eight (8-10) participants in sessions that last no more than 2-3 hours. All web-based training sessions are recorded to help develop a customer training library.

EAM Solutions consultants follow a basic method for organization training – Setup, Follow-up, and Deliver (SDF). Using this method, class participants learn the topic of each lesson and have the opportunity to discuss current issues in their legacy environment. The consultant trainer then delivers the topic through hands-on, step-by-step lessons, eventually ending with a participant led lesson in the system. Each lesson ends with a practical discussion about what was discussed and how the system forms and tools apply to everyday situations.

Training can be delivered in different styles depending on the topics, time constraints and audience. The most effective training is hands-on in the EAM TRAIN environment using a copy of real data, allowing participants to explore and learn the system in real life scenarios. Small group training for limited topics, such as EAM Mobile or Requestor may be in person or online. Some lecture style training is also provided

for broader topics, such as developing System Structure (Hierarchy) Models, and these sessions can have the consultant onsite or over a web session.

General training sessions listed in the proposed project plan include:

1. **System Orientation** – a general overview of the application to help City project leaders understand the scope and limitations of HxGN EAM. This is the preparation class for Business Process Design sessions.
2. **EAM GIS Toolbar Training** – a specialized course in how to install, setup, and use the EAM GIS Toolbar for loading and synchronizing data between HxGN EAM and ESRI ArcGIS.
3. **OpenCAD Training** – a specialized course for engineers or other technical staff to map CAD, JPG, or BIM files to HxGN EAM through the OpenCAD add-on application.
4. **Application Administration** – a more technical course for designated application administrators to learn how to manage the EAM application through built-in configuration forms and tools.
5. **ION Desk Training** – a specialized course for the City’s technical staff to learn how to develop, manage, and troubleshoot system integration points through the Infor ION suite.
6. **Advanced Reports Author Training** – a specialized course for the City’s technical staff to learn how to develop and deploy custom reports, charts, and other business analytics tools using the EAM Advanced Reports Author tool.
7. **End-user Training** – targeted training for groups of end-users in how to apply HxGN EAM in their daily jobs. A final training curriculum will be developed before go-live.
8. **Spot Training** – during go-live activities and for the twelve (12) months following deployment, end-users can have onsite or live web-based training on special topics, or as refresher courses.

A custom training guide will be developed for the City of Gainesville project, and all Hexagon documents for EAM will be provided for general use, as well.

Testing

EAM Solutions consultants will lead informal and formal testing throughout the implementation project. Installation, Disaster Recovery and Performance testing is conducted by Hexagon Hosting Services, and test results can be provided by request from the City. Configuration, data, integration, and other functional testing will be led by EAM Solutions.

- **Conference Room Pilot** – script-based testing for the City’s project team to test and verify the application configuration before data are loaded into the system.
- **Data Migration Testing** – informal testing will be iterative by the consultants to ensure source and destination data match. Formal tested will be conducted in cooperation with the City project team in the EAM TEST environment to approve both static and dynamic datasets.
- **System Integration Testing** – each integration task will have end-to-end testing to ensure correct data move as designed, data are formatted to meet source and destination needs, and data are updated on approved schedules.

Any deficiencies found during testing will be addressed within twenty-four (24 hours) and tests addressing the deficiencies will be executed by the client. System cut over will not start until all UAT scripts have been successfully executed and results approved by the Gainesville RTS project team.

Operational Redesign Approach

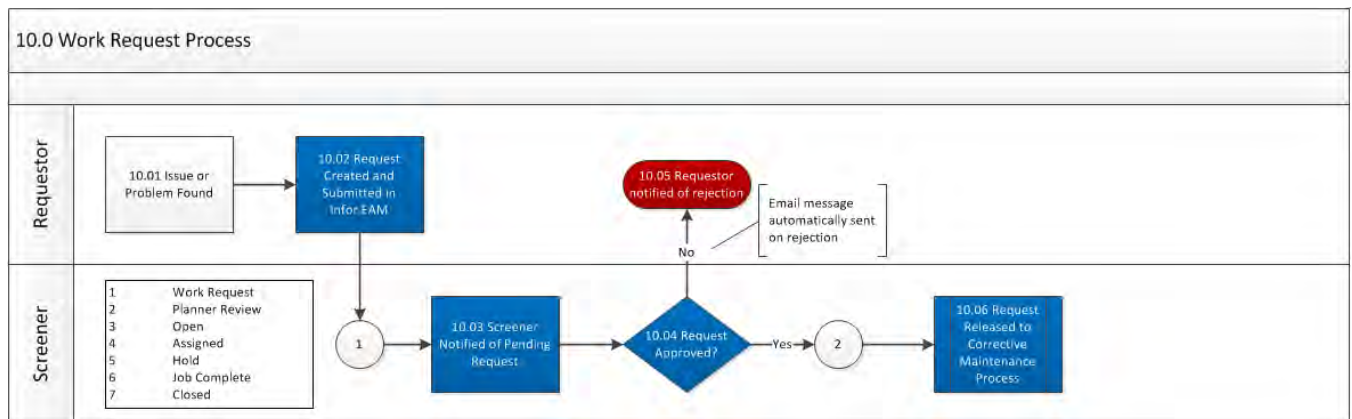
EAM Solutions consultants follow a standard method for leading team development of future state business processes (To-Be Processes). Business process development follows a three-tier approach, including:

- Level 1: General framework for asset and work order management
- Level 2: List of all processes relevant to the EAM implementation
- Level 3: Cross-functional charts illustrating To-Be processes

The cross-functional charts illustrating the To-Be (future state) processes are used as an overarching blueprint for the HxGN EAM implementation. The charts define security roles and rights, hand-offs, system integration points, business intelligence (BI) elements, communication points, and general flow for the system. Once the charts are developed and approved by the City’s team, the consultants work with team members to configure all aspects of the application, system integration points, and end-user training. The OCM deliverable is also dependent on the future state charts for organization, ownership, and communication points.

In a typical project, the Project Lead Consultant will work with project team representatives and subject matter experts (SMEs) to develop the process chart framework and guidance levels. Smaller groups of SMEs will then meet in 1–2-hour design sessions to develop the final charts. The consultant will guide the sessions and translate results into system configuration.

The following is an example of a cross-functional chart for submitting Work Requests in EAM:



More complex business processes will have additional functional lanes, task boxes, decision points, and other elements.

System Documentation and Manuals

Hexagon provides more than a hundred standard, published documents for HxGN EAM. These documents include:

- Comprehensive standard User Guide
- Comprehensive System Administrator Guide
- Technical Reference guide for the database and application elements, including a data dictionary
- Advanced Reports Author Guide
- Special training manuals for specific areas of HxGN EAM, such as Reliability Analysis, Case Management, RCM, and dozens of other functions in the application
- Release notes for every patch and system release for HxGN EAM
- Online Help function accessible through the application, including a navigation structure and search tools

EAM Solutions will also provide a custom training manual tailored to the City’s configuration, security permissions, and datasets. The custom training manual will include description of relevant forms and functions in EAM, including screen shots of the configured system and step-by-step instructions for completing tasks. The custom training manual will be written according to the future state business process charts to avoid adding unnecessary or unused forms and functions in EAM, as well as to include special configuration, automation, and BI elements.

Knowledge Transfer

Throughout the HxGN EAM Implementation, the City’s project team, leadership, and technical representatives will be included in definition, analysis, and configuration (realization) tasks. EAM Solutions consultants strive to train all participants both informally and formally throughout the project deliverables. Knowledge transfer will occur in all deliverable tasks, including (but not limited to):

Business Analysis	Key project team leaders and SMEs will have hands on experience through System Orientation and Business Process Design sessions. Consultants will also help SMEs understand software forms and functions as technical specifications are researched and developed.
Application and Security Configuration	Consultants will work directly with IT representatives, project team leaders, and SMEs when configuring all relevant aspects of HxGN EAM. Their knowledge will be transferred into configuration, and in turn consultants will share system develop and cause & effect with affected team members.
EAM OpenCAD Development	A specific, hands-on training session is scheduled to help engineers and other affected end-users learn how to use and apply OpenCAD. Real world CAD files and other electronic drawing documents will be used to create or configure equipment and part records in EAM.
BI Development	The BI Specialist will work with affected SMEs to ensure reports, dashboards, and other analytic elements return accurate information.
System Integration	The System Integration specialist will work with IT representatives and experts in external systems listed for integration to EAM. The specialist will help the team understand how data are moved between sources from APIs or flat files, use of

	XML and XSLT, and troubleshooting the HxGN EAM REST APIs or other web service calls.
End-user Engagement	Project team members, IT representatives, and affected stakeholders will be led through organized, targeted, hands-on training in EAM in the EAM TRAIN environment. Training will be based on a custom training manual and use real-world examples to help participants better understand the application.

One key goal for the project is for EAM Solutions to help make the City self-sufficient for using, supporting, and administering HxGN EAM. Knowledge transfer will be both informal and formal throughout the implementation project. Consultants will always be available to assist end-users even after the long-term support period.

V. Statement of Qualifications

EAM Solutions is a respected partner to Hexagon ALI, the developer of HxGN EAM, which is the leading Enterprise Asset Management system in the world. The EAM Solutions founders and core team members began work in the CMMS/EAMS software market more than twenty years ago through Datastream, the original developer of what is now called HxGN EAM. Through hundreds of public sector and commercial implementations of EAM, the consultants at EAM Solutions have become leading experts in the software for transit, facilities maintenance, and commercial entities, as well as in best practice for applying EAM in nearly any setting.

The EAM Solutions team is certified in nearly every aspect of the EAM application, including installation (for customers requiring an on-premises environment), planning, project management, process design, data migration, system integration, report development, and training. Technical experts continuously research and apply new utilities and features in EAM, from updated integration tool suites, to automation, messaging, and user access through SSO. Business consultants on the EAM Solutions teamwork with a customer's specific needs to ensure system configuration provides the output required for business and regulatory needs.

Through a close partnership with Hexagon, the EAM Solutions team can give clear insight on new developments in the application, updated release calendars, and assistance with technical issues during and after implementation. Hexagon ALI developers will also provide rich learning opportunities to team members when new features are released, as well as access to technical staff through web meetings and an annual conference. Together EAM Solutions and Hexagon will provide a positive software implementation project with clear communications, strong leadership, and the industry leading Enterprise Asset Management system for Transit and Facilities.

VI. Consultant Resumes

Bennet Creed, Vice President

Project Executive, Consultant Support

King County Metro Transit, Seattle, WA

March 2022 - Current

As the Functional Lead Consultant, I manage a team of consultants implementing HxGN EAM and Infor WFM for more than four thousand potential end-users. My role includes management of the EAM project schedule, development of system design documents, configuration of specific functions in EAM, and advisement in training, organization change management, and technical function in the applications. The project is scheduled to go live in four phases, with the final phase concluding in June 2024.

San Jacinto River Authority

May 2014 – May 2015

As the Project Manager and one of two Lead Consultants, I helped deploy Infor EAM to a larger public authority managing a significant portion of the San Jacinto River Basin, including Lake Conroe. EAM was deployed to water processing & distribution, waste water, and ground water recovery facilities, as well as lift and booster stations, to manage assets, work orders, preventive maintenance schedules, and spare parts inventory. I also assisted with development and release of end-user training materials.

City of Georgetown, TX

2012 - 2013

As the Project Lead Consultant, I worked with City of Georgetown electric and water utilities to deploy Infor EAM for asset management, work order management, preventive maintenance scheduling, spare parts inventory management, and labor tracking. I was also responsible for development of all business processes related to integrating Infor EAM with the City, and for technical integration with the City financial application. During this time, I also developed EAM application and security configuration, and delivered end-user training.

Educations, Skills and Certifications

University of South Carolina,
BA Journalism, 1992

University of South Carolina,
International MBA, 1997

MP5 v5.5.2 – Infor EAM v11.4.1
HxGN EAM v11.7.1 and v12
EAM Mobile
MP2 4.6 – 6.1 Enterprise
MS Office
MS Project
MS Visio

Mike Stone, Project Manager

Project - Cincinnati Airport

August 2019 - Current

Through the Kenton County Airport Board, I managed the conversion of an on-premise installation of Infor EAM to a Cloud deployment on Amazon Web Services (AWS). I managed consulting and technical resources to convert from SQL-based EAM to Oracle-based Infor EAM. Through business assessment I recommended creating a strategic plan for overall asset management for airport operations and maintenance.

Project - Riverside Transit Authority

April 2019 – February 2020

As the Project Manager, I led the conversion of a legacy maintenance application to Infor Cloud EAM to manage public transportation assets. This included assessing the legacy application, business process analysis, system configuration, data conversion, integration, and user training.

Project - YCI Methanol One LLC

April 2019 – March 2020

As the Project Manager, I led the implementation of Infor EAM in a new chemical plant under construction. This involved creating new business processes for maintenance, procurement and spare parts inventory, integration, and user training as well as collaborating with other application providers and implementation partners. Created business processes and configuration for work order management, preventive maintenance scheduling, spare parts inventory management, and labor tracking.

Product Management - Infor Global Solutions

2013 – 2018

As the Product Manager for Infor EAM, I worked with many public & private sector customers to define features and functions to improve work management, PM scheduling, spare parts inventory management, and many other areas. I created Infor CloudSuite Facility Management (CSFM) to specifically address the needs of facility managers. I added Case Management to core EAM, integrated OpenCAD and OpenCAD BIM into the product, and made improvements to EAM mobile applications. I assisted Maryland National Parks and Planning Commission with drone inspections. I assisted Miami Dade County with implementing new EAM features. I assisted the City of Greensboro in improvements to the EAM – ESRI ArcGIS integration. I assisted with FedRAMP certification of Infor EAM on the AWS platform.

Educations, Skills and Certifications

Limestone College,

BS Business Administration, 1981

Society for Maintenance and Reliability Professionals (SMRP),

Certified Maintenance and Reliability Professional (CMRP),
2014-present

Infor EAM
HxGN EAM v11.7.1 and v12
EAM Mobile
MS Office
MS Project
MS Visio
Project Management
Product Management

Rudy Passarella, Lead Technical Consultant

City of San Joaquin, CA, Regional Transit District (RTD)

August 2020 - Present

Development and support of integration to fuel management systems and the ERP system. Export and conversion of legacy data into Infor EAM (now HxGN EAM), including transit data from SPEAR and other applications. Development of Federal Transit reports through EAM standard tools. Development of system automation using Flex SQL and other standard tools in EAM.

Central Arizona Project, Phoenix, AZ

2002 - Present

Continued support of Infor EAM (originally MP5) at CAP, including support and development of interface scripts with various ERP applications, starting with Oracle Financials, and moving to SAP. Also developed and support SSO connections through Infor Federated Services (IFS). Development of custom BI elements for CAP end-users. Server and application technical support as needed by CAP system administrators.

Teva Pharmaceuticals

2012 - 2017

Support of technical integration, system upgrades, database consolidation, and custom BI development for an international implementation of Infor EAM.

Educations, Skills and Certifications

CAECE – Argentina – Bachelor in Computer Sciences.

CAECE – Argentina – Master in Computer Sciences (A.I).

Kennedy Western – Thousand Oaks, CA – PhD Computer Sciences

Certified in Infor EAM technical tasks, as well as Cognos, Oracle, MS SQL, and various network platforms

HxGN EAM through v12.01
MP5 5.5.2 through Infor EAM v11.7
EAM Advanced Reports Author
EAM Flex SQL Development
EAM Installation for MS SQL and Oracle
EAM Mobile
EAM Web Services
Infor OS
Infor ION

Chris Westberry, Senior Consultant

Lead Consultant

San Joaquin Regional Transportation District

Aug 2020 – May 2022

Public Transit operator in CA's central valley, operating south of Sacramento. Migrated client's info from outdated CMMS into Infor EAM v11.x. This included Personnel, Maintenance Patterns, Equipment, Work Instructions, Parts Inventory and other datasets necessary to move them onto a new platform. This also included migrating their historical records for PM work orders for the previous 8 years.

Atlanta Airlines Terminal Corporation

August 2021 – May 2022

International airport serving greatest number of passengers of any airport world-wide. Coordinated and executed data migration plan to migrate client's on-prem MS SQL EAM Instances to cloud hosting Oracle-SQL platforms. Required modification of 10% of all custom screens, grids, dataspys and approximately half of the active Flex Business Rules. Also supported new integrations from cloud hosting to client's ERP and other systems.

Virginia International Terminals, Norfolk, VA

October 2018 - Present

Shipping port operator with multiple sites and significant volume of history, Coordinate tasks between our team and client's team to upgrade client software by 5 versions. Customer support on an ongoing basis. Custom coding to support integration to a new ERP software package.

The ports authority maintains vehicles for ship offloading and movement of cargo containers, as well as maintenance and operations vehicles.

Educations, Skills and Certifications

Berry College, Bachelor of Science, Physics

Infor EAM
HxGN EAM v11.7.1 and v12
EAM Mobile
EAM Advanced Reports Author
MS Office
EAM Flex SQL
MS Visio
Infor OS

David Kennemore, Senior Consultant

Business Consultant, BI Specialist

Hilcorp Energy

Worked with customer for one year in migrating multiple local EAM environments to a single corporate environment. Worked with customer for additional six months during \$1 billion dollar acquisition, migrating new company from SAP to EAM.

Brampton Brick

Implemented Infor EAM and interface to XA using ION. Developed business process for use with EAM. Worked with customer to extract and scrub data for upload into EAM. Developed BI tools utilizing EAM Inboxes, KPI's and Cognos Reports. Developed corporate training documents.

AATC

Worked with AATC IT to implement EAM for Atlanta Airport. Worked with maintenance and facilities contractors to setup system that worked for both internal and contract workers. Stayed on-site for 6 months as go-live support specialist

Belden Cable

Served as project manager and main consultant for Infor EAM implementation and launch. Worked with customer to review and streamline business process. Migrated data from legacy system into EAM. Helped customer develop corporate training materials for EAM. Worked with customer to implement iPad application for mobile use of EAM. Continued to work with customer, rolling EAM out to two more facilities.

Educations, Skills and Certifications

University of Mobile, History

Infor EAM
HxGN EAM v11.7.1 and v12
EAM Mobile
EAM Advanced Reports Author
MS Office
EAM Flex SQL
MS Visio
Infor OS

QTY	UOM	ITEM DESCRIPTION	PRICE
		Project Management- includes all project management services for full implementation	\$ 41,600.00
		Full data migration/conversion from FleetNet to new software including: Fully migrating all existing parts and fluids in RTS' inventory. Fully migrating all vehicles, equipment, buildings, shelters, and bus stops. Fully migrating preventative maintenance historical data	\$ 42,240.00
		Installation of Software including all travel costs and days on site 30 days - Travel Costs	\$ 0.00 (included in the licensing fee)
		Cost to Integrate with Fleetwatch	\$ 12,000.00 (estimated but may be lower)
		Cost for partial integration with Clever Devices	\$ 12,800.00
		License Fees- Cost for Year 1	\$ 12,800.00
		Cost for Training	\$ 37,506.00 (14 Users Desktop, 21 Users Mobile, Requestors Bundle, 2 Web Services Connectors, Barcoding)
		Additional Costs: Any additional costs for a full implementation not included in the above. Use separate sheet if necessary.	\$ 30,720.00
		Infor OS Configuration for SSO	\$
		Business Analysis	\$0
		Application Configuration	\$10,240.00
		Business Intelligence Development	\$55,040.00
		System Cut-Over	\$29,440.00
			\$11,520.00
		Total Cost	\$ 295,906.00
		Total Cost without travel	\$ 283,906.00

EAM Solutions will hold Annual Software pricing firm for five (5) years.

Table B - Annual Maintenance and Support Costs

These fixed costs are for Year 2 through Year 5 and must include any update/upgrade costs.	
Year 2	\$37,506
Year 3	\$37,506
Year 4	\$37,506
Year 5	\$37,506

Annual Maintenance and Support Services Fee Includes:

Software, hosting, enhancements, upgrades, bug fixes, software support, versioning, etc. The City will be fully supported.

NOTE: If travel is involved in the execution of an awarded contract for this solicitation, should any air travel be required the City's travel policy allows for Coach air travel only. All other travel will be billed in accordance with the Federal General Services Administration rates which can be found at: <https://www.gsa.gov/travel/plan-book/per-diem-rates>. In addition, long distance phone calls, printing, and other administrative costs may be billed at cost only -no mark-up. Evidence of these expenditures will be submitted when invoicing the City. Travel and administrative costs should be identified in the Price Proposal.

Appendix A: EAM Solutions, LLC W-9

Form **W-9**
(Rev. November 2017)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

▶ Go to www.irs.gov/FormW9 for instructions and the latest information.

Give Form to the requester. Do not send to the IRS.

Print or type.
See Specific Instructions on page 3.

<p>1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. EAM Solutions, LLC</p> <p>2 Business name/disregarded entity name, if different from above</p>	<p>4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <small>(Applies to accounts maintained outside the U.S.)</small></p>
<p>3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes.</p> <p><input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate</p> <p><input checked="" type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ P</p> <p><small>Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.</small></p> <p><input type="checkbox"/> Other (see instructions) ▶</p>	<p>5 Address (number, street, and apt. or suite no.) See instructions. 1 Chase Corporate Center, Suite 400</p> <p>6 City, state, and ZIP code Birmingham, AL 35244</p> <p>7 List account number(s) here (optional)</p>
<p>Requester's name and address (optional)</p>	

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number [][] - [][] - [][][][]	Employer identification number 2 6 - 4 7 3 7 9 9 3
--	---

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here Signature of U.S. person ▶	Date ▶ 2/6/2023
---	-----------------

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.

Cat. No. 10231X
Form **W-9** (Rev. 11-2017)

Appendix B: Customer References

REFERENCE FORM

Name of Bidder: EAM Solutions

Provide information for three references of similar scope performed within the past five (5) years. You may include photos or other pertinent information.

#1 Year(s) services provided (i.e. 1/2015 to 12/2018): July 2022 to Present – Continue to Service

Company Name: Seattle King County Metro
Address: 202 Jackson St.
City, State Zip: Seattle, WA 98104
Contact Name: Jessie Wang
Phone Number: 206-263-5819 Fax Number: _____
Email Address (if available): jwang@kingcounty.gov

#2 Year(s) services provided (i.e. 1/2015 to 12/2018): April 2023 to Present – Still Implementing

Company Name: SunLine Transit Agency
Address: 32505 Harry Oliver Trail
City, State Zip: Thousand Palms, CA. 92276
Contact Name: Ray Allen
Phone Number: 760-343-3456 x 1312 Fax Number: _____
Email Address (if available): rallen@sunline.org

#3 Year(s) services provided (i.e. 1/2015 to 12/2018): April 2019 to Present – Continue to Service

Company Name: Riverside Transit Agency
Address: 1825 3rd Street
City, State Zip: Riverside, CA. 92507
Contact Name: Rick Kaczrowski
Phone Number: 951-565-5100 Fax Number: _____
Email Address (if available): rkaz@riversidetransit.com

#4 Year(s) services provided 2013 to Present

Company Name – GRU Energy Supply/Deerhaven
Address: 301 SE 4th Ave.
City, State, Zip: Gainesville, FL. 32601
Contact Name: Ann Pursell
Phone Number: 352-334-3434 x 6247
Email Address: pursellat@gru.com

Appendix C: Bidder Verification Form

BIDDER VERIFICATION FORM

LOCAL PREFERENCE (Check one) Not Applicable-INTENTIONALLY LEFT BLANK

QUALIFIED SMALL BUSINESS AND/OR SERVICE DISABLED VETERAN BUSINESS STATUS (Check one)
Not Applicable-INTENTIONALLY LEFT BLANK

REGISTERED TO DO BUSINESS IN THE STATE OF FLORIDA

Is Bidder registered with Florida Department of State's, Division of Corporations, to do business in the State of Florida?

YES NO (refer to Part 1, 1.6, last paragraph)

If the answer is "YES", provide a copy of SunBiz registration or SunBiz Document Number (# M18000002269)

If the answer is "NO", please state reason why: _____

EAM Solutions

Bidder's Name

Keith Carman – Sr. Account Executive

Printed Name/Title of Authorized Representative

Keith Carman
Signature of Authorized Representative

8/20/2023
Date

Appendix D: Drug-free Workplace Form

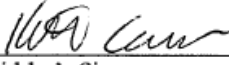
DRUG-FREE WORKPLACE FORM

The undersigned bidder in accordance with Florida Statute 287.087 hereby certifies that

EAM Solutions _____ does:
(Name of Bidder)

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for the drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this bidder complies fully with the above requirements.



Bidder's Signature

8/20/2023

Date

Appendix E: Authorization to Work in Florida

State of Florida Department of State

I certify from the records of this office that EAM SOLUTIONS, LLC is a Texas limited liability company authorized to transact business in the State of Florida, qualified on March 6, 2018.

The document number of this limited liability company is M18000002269.

I further certify that said limited liability company has paid all fees due this office through December 31, 2019, that its most recent annual report was filed on October 29, 2019, and that its status is active.

I further certify that said limited liability company has not filed a Certificate of Withdrawal.

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Twenty-ninth day of October,
2019*



Samuel R. Bee
Secretary of State

Tracking Number: 3263879629CR

To authenticate this certificate, visit the following site, enter this number, and then follow the instructions displayed.

<https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication>

Appendix F: Certification Regarding Debarment

CERTIFICATION REGARDING DEBARMENT

The Contractor shall comply and facilitate compliance with U.S. DOT regulations, "Nonprocurement Suspension and Debarment," 2 C.F.R. part 1200, which adopts and supplements the U.S. Office of Management and Budget (U.S. OMB) "Guidelines to Agencies on Governmentwide Debarment and Suspension (Nonprocurement)," 2 C.F.R. part 180. These provisions apply to each contract at any tier of \$25,000 or more, and to each contract at any tier for a federally required audit (irrespective of the contract amount), and to each contract at any tier that must be approved by an FTA official irrespective of the contract amount. As such, the Contractor shall verify that its principals, affiliates, and subcontractors are eligible to participate in this federally funded contract and are not presently declared by any Federal department or agency to be:

- a) Debarred from participation in any federally assisted Award;
- b) Suspended from participation in any federally assisted Award;
- c) Proposed for debarment from participation in any federally assisted Award;
- d) Declared ineligible to participate in any federally assisted Award;
- e) Voluntarily excluded from participation in any federally assisted Award; or
- f) Disqualified from participation in any federally assisted Award.

By signing and submitting its proposal, the bidder certifies as follows:

The certification in this clause is a material representation of fact relied upon by CITY. If it is later determined by CITY that the bidder knowingly rendered an erroneous certification, in addition to remedies available to CITY, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment. The bidder agrees to comply with the requirements of 2 C.F.R. part 180, subpart C, as supplemented by 2 C.F.R. part 1200, while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder further agrees to include a provision requiring such compliance in its lower tier covered transactions.



Signature of Bidder's Authorized Official

Keith Carman

Name of Bidder's Authorized Official

Sr. Account Executive

Title of Bidder's Authorized Official

8/20/2023

Date

Appendix G: Certification Regarding Lobbying

CERTIFICATION REGARDING LOBBYING

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.



Signature of Bidder's Authorized Official

Keith Carman

Name of Bidder's Authorized Official

Sr. Account Executive

Title of Bidder's Authorized Official

8/20/2023

Date

Appendix H: Disclosure of Lobbying Activities

DISCLOSURE OF LOBBYING ACTIVITIES

Complete this form to disclose lobbying activities pursuant to 31 U.S.C. 1352
(See next page for public burden disclosure.)

Approved by OMB
0348-0046

1. Type of Federal Action: <input type="checkbox"/> a. contract <input type="checkbox"/> b. grant <input type="checkbox"/> c. cooperative agreement <input type="checkbox"/> d. loan <input type="checkbox"/> e. loan guarantee <input type="checkbox"/> f. loan insurance		2. Status of Federal Action: <input type="checkbox"/> a. bid/offer/application <input type="checkbox"/> b. initial award <input type="checkbox"/> c. post-award		3. Report Type: <input type="checkbox"/> a. initial award <input type="checkbox"/> b. material change For Material Change On: year _____ quarter _____ date of last report _____	
4. Name and Address of Reporting Entity: <input type="checkbox"/> Prime <input type="checkbox"/> Subawardee Tier _____, if known : Congressional District, if known: 4c			5. If Reporting Entity in No. 4 is a Subawardee, Enter Name and Address of Prime: Congressional District, if known:		
6. Federal Department/Agency:			7. Federal Program Name/Description: CFDA Number, if applicable: _____		
8. Federal Action Number, if known :			9. Award Amount, if known : \$ _____		
10. a. Name and Address of Lobbying Registrant <i>(if individual, last name, first name, MI):</i> Not Applicable – No Lobbying Activities Ever			b. Individuals Performing Services <i>(including address if different from No. 10a)</i> <i>(last name, first name, MI):</i>		
11. Information requested through this form is authorized by title 31 U.S.C. section 1352. This disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when this transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will be available for public inspection. Any person who fails to file the required disclosure shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.			Signature: <u>Keith Carman</u> Print Name: <u>Keith Carman</u> Title: <u>Sr. Account Executive</u> Telephone No.: <u>936-355-0072</u> Date: <u>8/20/2023</u>		
Federal Use On y: _____			Authorized for Local Reproduction Standard Form LLL (Rev. 7-97)		

Appendix I: Contractor Responsibility Certification

CONTRACTOR RESPONSIBILITY CERTIFICATION

The Bidder is required to certify compliance with the following contractor responsibility standards by checking appropriate boxes. For purposes hereof, all relevant time periods are calculated from the date this Certification is executed.

	YES	NO
1. Has the firm been suspended and/or debarred by any federal, state or local government agency or authority in the past three years?		X
2. Has any officer, director, or principal of the firm been convicted of a felony relating to your business industry?		X
3. Has the firm defaulted on any project in the past three (3) years?		X
4. Has the firm had any type of business, contracting or trade license revoked or suspended for cause by any government agency or authority in the past three (3) years?		X
5. Has the firm been found in violation of any other law relating to its business, including, but not limited to antitrust laws, licensing laws, tax laws, wage or hour laws, environmental or safety laws, by a final unappealed decision of a court or government agency in the past three (3) years, where the result of such adjudicated violation was a payment of a fine, damages or penalty in excess of \$1,000?		X
6. Has the firm been the subject of voluntary or involuntary bankruptcy proceedings at any time in the past three (3) years?		X
7. Has the firm successfully provided similar products or performed similar services in the past three (3) years with a satisfactory record of timely deliveries or on-time performance?	X	
8. Does the firm currently possess all applicable business, contractor and/or trade licenses or other appropriate licenses or certifications required by applicable state or local laws to engage in the sale of products or services?	X	
9. Does the firm have all the necessary experience, technical qualifications and resources, including but not limited to equipment, facilities, personnel and financial resources, to successfully provide the referenced product(s) or perform the referenced service(s), or will obtain same through the use of qualified, responsible subcontractors?	X	
10. Does the firm meet all insurance requirements per applicable law or bid specifications including general liability insurance, workers' compensation insurance, and automobile liability insurance?	X	
11. Firm acknowledges that it must provide appropriate documentation to support this Contractor Responsibility Certification if so requested by the City of Gainesville. The firm also understands that the City of Gainesville may request additional information or documents to evaluate the responsibility of firm. Firm agrees to provide such additional information or supporting documentation for this Certification.	X	

Under the penalty of perjury, the Bidder's authorized representative hereby certifies that all responses marked in this form or otherwise submitted for purposes of determining the Bidder's status as a responsible contractor is true, complete and accurate and that he/she has knowledge and authority to verify the information in this certification or otherwise submitted on behalf of the Bidder by his or her signature below.



 Signature of Bidder's Authorized Official

Keith Carman

 Name of Bidder's Authorized Official

Sr. Account Executive

 Title of Bidder's Authorized Official

8/20/2023

 Date

Appendix J: Federally Funded Purchase Questionnaire

FEDERALLY FUNDED PURCHASE QUESTIONNAIRE

Maintenance Management System for Transit - RTSX-230065-DS

This is a federally assisted contract and your response to this questionnaire helps the City in setting *Disadvantaged Business Enterprise (DBE) goals with the federal government. Please complete and return this form with your bid response.

Bidder Name: EAM Solutions

Bidder Address: 1 Chase Corporate Center Suite 400

Birmingham, AL 35244

Is Bidder a DBE? Yes No

Age of Firm: 15 Years

Annual Gross Receipts of the Firm: (check one)

Less than \$500,000

\$500,000-\$1 million

\$1-2 million

\$2-5 million

More than \$5 million

RFP Addendum No. 1 Acknowledgement



ADDENDUM NO. 1

Date: July 25, 2023
Bid Due Date: August 21, 2023, 3:00 P.M. (Local Time)
Bid Name: Maintenance Management System for Transit (Rebid)
Bid Number: RTSX-230065-DS

NOTE: This Addendum has been issued to the holders of record of the specifications.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary:

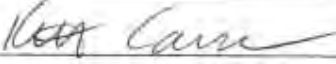
- Question:** We are seeking clarification for question #4. Does the City want responders to provide both on premise and cloud pricing options, or are you only accepting cloud based options?
"Question4: Would Gainesville prefer an On Premise or Cloud solution? Answer4: Cloud."
Answer: *Only cloud-based options will be accepted.*
- Find attached:

 - Prohibition of Lobbying in Procurement Matters

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 1 by his or her signature below, **and shall attach a copy of this Addendum to its proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 1 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: EAM Solutions
BY: 
DATE: August 20, 2023

RFP Addendum No. 2 Acknowledgement



ADDENDUM NO. 1

Date: July 25, 2023
Bid Due Date: August 21, 2023, 3:00 P.M. (Local Time)
Bid Name: Maintenance Management System for Transit (Rebid)
Bid Number: RTSX-230065-DS

NOTE: This Addendum has been issued to the holders of record of the specifications.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary:

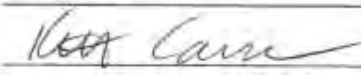
- Question: We are seeking clarification for question #4. Does the City want responders to provide both on premise and cloud pricing options, or are you only accepting cloud based options?
"Question4: Would Gainesville prefer an On Premise or Cloud solution? Answer4: Cloud."
Answer: ***Only cloud-based options will be accepted.***
- Find attached:

 - Prohibition of Lobbying in Procurement Matters

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 1 by his or her signature below, **and shall attach a copy of this Addendum to its proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 1 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: EAM Solutions
BY: 
DATE: August 20, 2023

- Question4: Regarding the full integration with Fleetwatch. Do you need any information to go from the Maintenance Management System to Fleetwatch? If so, can you provide an example of what type of information would need to flow from the Maintenance Management System to Fleetwatch? Or is it acceptable for the integration include only the import of fuel, consumables (diesel, gasoline, oil, and fluids), mileage, and related data into the MMS?
- Answer4: Regarding the integration with Fleetwatch, data is only being imported to the MMS not imported to Fleetwatch.**
- Question5: What system is currently used to process Purchase Orders and Invoices? Is the new Asset Management System expected to process the financial transactions regarding Purchase Orders and Invoices?
- Answer5: The new Maintenance Management System will not be involved in financial transactions; those are handled by the City's Workday ERP system.**
- Question6: What is the total square footage of area that will need to be managed using Facilio? How much of this is built area and how much are grounds/outdoor areas?
- Answer6: The facility square footage and grounds area has no bearing on the MMS, and is non-applicable.**
- Question7: What are the total number of buildings that will be managed using Facilio?
- Answer7: The requirement for buildings is listed under facilities inventory.**
- Question8: What are the total number of users who will access the platform? Facilio has the following user types:
- Admin users: ones who have access to configuration options, adding/deleting users, and more admin functionality
 - Maintenance users: in-house maintenance staff employed by the City who will be planning and executing work orders
 - Vendor users: third party vendors who the City uses for maintenance services who need access to the CMMS
 - Requester users: number of people who need to submit work requests through the CMMS
- Any info on number of each type of user will be very useful for pricing.
- Answer8: Six (6); 45; none; estimating around eight (8).**
- Question9: Is there a requirement for the CMMS to track the movement of fleet assets?
- Answer9: No, we currently use Clever Devices for telematics.**
- Question10: What data needs to be shared between Facilio and Fleetwatch as part of the integration?
- Answer10: All data from Fleetwatch needs to be transferred, i.e. mileage, fuel usage, fluid usage, employee, etc.**
- Question11: What is the use-case and data scope for integration between Facilio and Clever Devices?
- Answer11: We are using Clever Devices to complete pre-trip inspections and the driver generated write-ups need to be imported into the new MMS as a service request.**
- Question 12: For tracking fleet asset miles travelled, is the data going to be manually entered into the CMMS during work orders/inspections or will it be obtained automatically via integration with Clever Devices or Fleetwatch?
- Answer12: Mileage data is obtained through fleetwatch and is part of the Fleetwatch integration.**

Question13: How critical is the bar coding requirement for inventory?
Answer12: **Bar coding for inventory is a requirement.**


3. Find attached:

- Prohibition of Lobbying in Procurement Matters

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 2 by his or her signature below, **and shall attach a copy of this Addendum to its proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 2 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: EAM Solutions
BY: 
DATE: August 20, 2023

41-524 Prohibition of Lobbying in Procurement Matters

Except as expressly set forth in Resolution 170116, Section 9, during the Cone of Silence as defined herein no person may lobby, on behalf of a competing party in a particular procurement process, City Officials or employees, except the Procurement Division or the procurement designated staff contact person. Violation of this provision shall result in disqualification of the party on whose behalf the lobbying occurred.

Cone of Silence period means the period between the issue date which allows for immediate submittals to the City of Gainesville Procurement Division in response to an invitation to bid, or a request for proposal, or qualifications, or information, or an invitation to negotiate, as applicable, and the time that City Officials or the Procurement Division, or City Department awards the contract.

Lobbying means when a person seeks to influence or attempt to influence City Officials or employees with respect to a decision of the City, except as authorized by procurement procedures.