JEFFERSON PARISH
PURCHASING DEPARTMENT

CYNTHIA LEE SHENG
PARISH PRESIDENT

RENNY SIMNO
DIRECTOR

April 29, 2025

ADDENDUM # 2

RFP Number: 0501   **RFP Receipt Date: May 9, 2025 at 3:30 pm cst.**

Software and Implementation Services for an Enterprise Asset Management (EAM) Software Systems Environment

CLARIFICATION:

1. General
   a. Is there a budget for this EAM project? Can Parish share the budget?

      Parish Response: Refer to Section 2.1.11 of the RFP Specifications document.

2. Asset Portfolio
   a. What is the form and format of existing asset data to be migrated into the new platform (Work Order information, photos, related data)?

      Parish Response: The Parish will work with the awarded vendor to review and determine best practices for data migration.

   b. Are there existing workflows that define business processes related to the maintenance of various asset types?

      Parish Response: The Parish is open to reviewing best practices for business processes; however, reserves the right to determine any required business processes at the time of implementation.

3. Work Orders and Maintenance
   a. Does Parish plan to initially implement new or existing workflows?

      Parish Response: The Parish is open to reviewing best practices from proposing vendors.

   b. Does Parish have an existing library of PM procedures to be loaded into the system? Are they available for all asset classes?

      Parish Response: Incomplete list that varies by department.

JEFFERSON PARISH
PURCHASING DEPARTMENT

CYNTHIA LEE SHENG
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RENNY SIMNO
DIRECTOR

4. Documentation
   a. Does the Parish have "As Built" drawings for all the buildings and floors to facilitate location identification and intuitive access to asset data?

      Parish Response: No.

   b. Is there a library of non-CAD documents (specifications, warranties, manuals etc.) in the current system?

      Parish Response: Incomplete library that varies by department.

   c. What is the scope of historical data to be migrated from the current system?

      Parish Response: Refer to Attachment B, Tab.9 Data Conversions.

5. User Base
   a. Table 2-03 on page 26 is confusing, are users listed under more than one functional area (duplicating the total number of users)? What is the expected number of users for the EAM system?

      Parish Response: The Parish estimates that the peak user count would be approximately 350 users.

   b. Can you provide the expected number of users by User Roles?

      i. *System Administrators* – Users responsible for System Administration including System configuration, Audits, access control, User ID, and Authorizations etc.
      ii. *Primary Named users* - with Read / Write privileges to access the entire system, exercise all functional capabilities, retrieve, and update data, and generate reports and analysis.
      iii. *Executive users* – focused on performance information access, Key performance indicators, dashboards, reports, and analysis.
      iv. *Technicians* – field maintenance staff
      v. *Requestor / Limited Access Users* – Users just submitting and tracking work orders.

      Parish Response: The user counts are an estimate as each vendor's solution will have a unique license model and user roles.

6. Would "future roadmap" items be considered to be meeting the requirements for the City?

   Parish Response: Future functionality must be available in a future software release available to the Parish by Q1 2026, at which point it will be implemented in accordance with agreed-upon configuration planning with the Parish.

JEFFERSON PARISH
PURCHASING DEPARTMENT

CYNTHIA LEE SHENG
PARISH PRESIDENT

RENNY SIMNO
DIRECTOR

7. Customization Scope:
   a. What specific Parish-defined file formats [GT.13] does Jefferson Parish expect to support (e.g., beyond standard .pdf, .jpg)? Are there preferences for third-party tools for speech-to-text [GT.19] or OCR [GT.38] integrations?

      Parish Response: The Parish is open to reviewing what is available in the marketplace.

   b. How much flexibility does the Parish have in adapting existing processes to ServiceNow's standard workflows versus requiring custom solutions?

      Parish Response: The Parish is open to reviewing what is available in the marketplace.

8. Scalability and Performance:
   a. Given the large data volumes (e.g., 948,640 closed service requests [DC.2], 674,212 historical work orders [DC.4]), what are the Parish's performance expectations for system response times and data processing during peak usage?

      Parish Response: The Parish does not have standard performance expectations.

   b. Are there anticipated growth projections for assets, inventory, or work orders we should factor into capacity planning?

      Parish Response: The Parish does not have growth projections at this time; however, the Parish expects proposed solutions to be able to support growth within the EAM solution.

9. Security and Compliance:
   a. Beyond ADA compliance [PP.6] and GASB reporting [AM.107], are there Parish-specific security policies or compliance requirements that must be addressed?

      Parish Response: Refer to the RFP Specifications document.

   b. For multi-factor authentication on the public portal [PP.54], does the Parish have an existing MFA provider (e.g., Duo, Okta) we should integrate with?

      Parish Response: The Parish uses Duo internally. The Parish is open to other MFA options for the Public Portal.

10. User Adoption and Experience:
    a. What are the Parish's key priorities for public portal adoption (e.g., multilingual support [PP.4-5], mobile optimization [PP.14])? Are there specific success metrics (e.g., percentage of complaints filed online)?

       Parish Response: The Parish is open to reviewing proposing vendors' best practices for user adoption and identifying success metrics.

JEFFERSON PARISH
PURCHASING DEPARTMENT

CYNTHIA LEE SHENG
PARISH PRESIDENT

RENNY SIMNO
DIRECTOR

b. How will the Parish manage resident training or outreach for the portal and mobile app [PP.34-35]?

Parish Response: The Parish is open to reviewing proposing vendors' best practices for training.

11. Cervis Integration:
   a. For the Cervis complaint system [INT.8], what specific complaint fields and update frequencies are required? Is there a long-term goal to phase out Cervis in favor of ServiceNow CSM?

   Parish Response: The Parish will work with the awarded vendor to review and determine integration specifics.

12. Asset Lifecycle Management:
   a. How does Jefferson Parish define "degradation curves" and "prediction groups" [AM.33, AM.40-42]? Are these based on Parish-specific standards or external benchmarks requiring advanced analytics?

   Parish Response: Parish does not have a well-defined process. Open to reviewing and adopting industry standards.

   b. For non-Parish-owned assets [AM.24], what detailed data (e.g., ownership percentages, lease terms) needs to be tracked?

   Parish Response: Parish does not have a well-defined process. Open to reviewing and adopting industry standards.

13. Preventative Maintenance:
   a. What Parish-defined criteria for PM triggers [AM.63] should we prioritize (e.g., weather impacts, seasonal usage)? Are there examples of current PM schedules we can review?

   Parish Response: The Parish will discuss configuration and design decisions during implementation.

14. Work Orders flow Complexity:
   a. What are the most intricate multi-department workflows [WO.14, WO.68-69] the Parish uses (e.g., emergency response)? How should escalation pathways [WO.99] be structured (e.g., by time, priority)?

   Parish Response: The Parish will discuss configuration and design decisions during implementation.

JEFFERSON PARISH
PURCHASING DEPARTMENT

CYNTHIA LEE SHENG
PARISH PRESIDENT

RENNY SIMNO
DIRECTOR

b. For "soft close" functionality [WO.23-24], what audit trail details does the Parish require to track reopening events?

Parish Response: The Parish will discuss configuration and design decisions during implementation.

15. Mobile Usage:
   a. What proportion of work orders are managed in the field [WO.100-116], and are there specific offline scenarios (e.g., post-storm recovery [WO.101]) requiring robust offline capabilities?

   Parish Response: Yes, WO.100 – 100 and 103 – 116 are all critical mobile requirements.

16. Inventory Management - Inventory Processes:
   a. How does the Parish currently manage unit conversions (e.g., bulk to single [IM.19]) and costing methods (e.g., LIFO, FIFO [IM.33-34])? Are there preferences for automation levels in ServiceNow?

   Parish Response: The Parish will discuss configuration and design decisions during implementation.

   b. For multiple warehouses [IM.22-23], what operational nuances (e.g., mobile warehouse priorities, stock allocation rules) should we configure?

   Parish Response: The Parish will discuss configuration and design decisions during implementation.

17. Reorder Automation:
   a. What are the Parish's expectations for automatic reorder workflows [IM.85]? Are there specific approval steps or budget limits to incorporate?

   Parish Response: The Parish will discuss configuration and design decisions during implementation.

18. Facilities Maintenance Condition Assessment:
   a. How does the Parish currently source Facilities Condition Assessments (FCA) for import [FAM.29]? Are there preferred vendors or data formats we should align with?

   Parish Response: The Parish will discuss configuration and design decisions during implementation.

   b. What life cycle cost analysis approach [FAM.25] does the Parish use (e.g., predictive models, historical trends)?

   Parish Response: The is an area the Parish wants to improve in; Historical trends, manufacture recommendations.

JEFFERSON PARISH
PURCHASING DEPARTMENT

CYNTHIA LEE SHENG
PARISH PRESIDENT

RENNY SIMNO
DIRECTOR

19. Facilities Maintenance Budget Tracking:
    a. For O&M budget management [FAM.8-9], does the Parish expect integration with Infor Financials [INT.1], or will this be handled within ServiceNow using custom fields?

       Parish Response: The Parish will discuss configuration and design decisions during implementation.

20. Fleet Management CFA Replacement:
    a. If replacing CFA [DC.16-18], what critical CFA features (e.g., fuel tracking [INT.6], repair order details) must ServiceNow replicate? What validation process will the Parish use to confirm replacement success?

       Parish Response: The Parish will discuss configuration and design decisions during implementation.

    b. For AVL integration [FL.8-9], does the Parish have an existing AVL provider we should prioritize, or should we recommend options?

       Parish Response: GeoTab, powered by T-Mobile is our primary solution, but the Parish is receptive to alternatives.

21. Fleet Management Charge-Back Billing:
    a. What are the detailed requirements for cross-department charge-back billing [FL.13-14], including mark-up formulas and approval workflows?

       Parish Response: The Parish will discuss configuration and design decisions during implementation.

22. Interfaces API Specifications:
    a. For systems like Retif [INT.6], NAPA [INT.10], and IT Pipes [INT.11], can the Parish provide API documentation or confirm availability to ensure smooth integration?

       Parish Response: The Parish will discuss configuration and design decisions during implementation.

    b. What are the latency tolerances for real-time integrations (e.g., Active Directory [INT.3], GIS [INT.4]) during peak operational periods?

       Parish Response: The Parish will discuss configuration and design decisions during implementation.

JEFFERSON PARISH
PURCHASING DEPARTMENT

CYNTHIA LEE SHENG
PARISH PRESIDENT

RENNY SIMNO
DIRECTOR

23. Pavement Management System:
   a. Given the TBD pavement system [INT.9], what interim data exchange method does the Parish prefer until implementation (e.g., manual CSV, placeholder API)?

   Parish Response: The Parish will discuss configuration and design decisions during implementation.

24. eDocs Replacement:
   a. If replacing eDocs [INT.7], what is the Parish's timeline and priority for migrating existing documents? Are there specific document volumes or types (e.g., videos [GT.13]) driving this decision?

   Parish Response: The Parish will discuss configuration and design decisions during implementation.

25. Data Conversion – Data Quality and Validation:
   a. What is the current state of data quality in Oracle, Lucity, and CFA (e.g., duplicates, incomplete records)? How will the Parish validate data post-conversion?

   Parish Response: The Parish will discuss configuration and design decisions during implementation.

   b. For the 4-year historical data filter [e.g., DC.2, DC.4], how should older records be managed (e.g., archived separately, excluded)?

   Parish Response: The Parish will discuss configuration and design decisions during implementation.

26. GIS Mapping:
   a. For Lucity work orders [DC.12-13], what specific GIS unique ID fields are used? Does the Parish expect a one-time conversion or ongoing GIS synchronization?

   Parish Response: The Parish will discuss configuration and design decisions during implementation. Refer to Attachment B, Tab 8. Interfaces, INT.4.

27. API Post-Conversion:
   a. For APIs post-conversion (e.g., Oracle [DC.2, DC.4], Lucity [DC.13]), what update frequency (e.g., real-time, nightly) and data volume does the Parish anticipate?

   Parish Response: Refer to Attachment B, Tab 8. Interfaces.

28. Implementation and Support - Timeline and Phasing:
   a. What is the Parish's preferred implementation timeline and phasing approach (e.g., Public Portal first, Fleet last)? Are there critical deadlines (e.g., budget cycles)?

   Parish Response: Refer to Section 2.1.7 of the RFP Specifications document.

JEFFERSON PARISH
PURCHASING DEPARTMENT

CYNTHIA LEE SHENG
PARISH PRESIDENT

RENNY SIMNO
DIRECTOR

b. Which module is the top priority for initial deployment?

Parish Response: The Parish is open to reviewing phased implementation best practices from proposing vendors.

29. User Training and Change Management:
    a. How many Parish staff and public users will require training, and what are the preferred delivery methods (e.g., in-person, online)?

    Parish Response: The Parish is open to reviewing training best practices from proposing vendors.

    b. What change management support does the Parish need to transition from legacy systems like Oracle and CFA?

    Parish Response: The Parish is open to reviewing change management best practices from proposing vendors.

30. Vendor Support Expectations:
    a. Beyond 24/7 support [GT.131-135], what are the Parish's expectations for ongoing maintenance, upgrades, and SLAs for critical issue resolution?

    Parish Response: The Parish is open to reviewing what is available in the marketplace.

31. Budget and Costing:
    a. What is the Parish's budget range for implementation, including licensing, customization, and data conversion? Are there limits on third-party integration costs (e.g., AVL, OCR)?

    Parish Response: Refer to Section 2.1.11 of the RFP Specifications document.

32. Part II, Section 1.1 (p.22-23), What specific asset types should be visible to the public? (roads, parks, buildings, utilities, etc.)

    Parish Response: The Parish will discuss configuration and design decisions during implementation.

33. Part II, Section 1.1 (p.22-23), What level of detail about assets should be shared with the public?

    Parish Response: The Parish will discuss configuration and design decisions during implementation.

JEFFERSON PARISH
PURCHASING DEPARTMENT

CYNTHIA LEE SHENG
PARISH PRESIDENT

RENNY SIMNO
DIRECTOR

34. Part II, Section 1.1 (p.22-23), Should citizens be able to create accounts, or will anonymous access be sufficient?

    Parish Response: The Parish will discuss configuration and design decisions during implementation.

35. Part II, Section 1.1 (p.22-23), What types of service requests should citizens be able to submit?

    Parish Response: The Parish will discuss configuration and design decisions during implementation.

36. Part II, Section 1.1 (p.22-23), Should the portal support multiple languages, and if so, which ones?

    Parish Response: Yes, the Parish is open to reviewing what is available in the marketplace. At a minimum, Spanish, Vietnamese, and French.

37. Part II, Section 1.1 (p.22-23), What role will GIS mapping play in the public interface?

    Parish Response: The Parish is open to reviewing what is available in the marketplace.

38. Part II, Section 1.8 (p.27), Will the portal need to integrate with any existing parish websites or portals?

    Parish Response: All required integrations/interfaces are found in Attachment B, Tab. 8 Interfaces.

39. Part II, Section 1.1 (p.22-23), Are there specific open data standards or formats that need to be supported?

    Parish Response: The Parish will discuss configuration and design decisions during implementation.

40. Part II, Section 1.1 (p.22-23), What types of notifications should be available to the public?

    Parish Response: The Parish will discuss configuration and design decisions during implementation.

41. Part II, Section 1.1 (p.22-23), Are there any specific reporting or analytics requirements for the public portal?

    Parish Response: The Parish expects a modern reporting platform

JEFFERSON PARISH
PURCHASING DEPARTMENT

CYNTHIA LEE SHENG
PARISH PRESIDENT

RENNY SIMNO
DIRECTOR

42. Part I, Section 1.8 (p.8), Are there existing design standards or style guides that need to be followed?

Parish Response: The Parish will discuss configuration and design decisions during implementation.

43. Part I, Section 1.26 (p.13), Are there specific security requirements or compliance standards beyond standard web application security?

Parish Response: The Parish is open to reviewing responses to Attachment A Tab 8.

44. Part II, Section 1.6 (p.26), What is the expected volume of traffic and concurrent users for the portal?

Parish Response: Unknown.

45. Part II, Section 1.1 (p.22-23), Does the Parish have preferences regarding frontend frameworks or technologies?

Parish Response: The Parish is open to reviewing what is available in the marketplace.

46. Part II, Section 1.1 (p.22-23), Does the Parish have preferences regarding content management systems?

Parish Response: The Parish is open to reviewing what is available in the marketplace.

47. 2.1.10 & 4.2, Should training support multiple languages, and if so, which ones?

Parish Response: The Parish is open to reviewing what is available in the marketplace.

48. 2.1.10 & 4.2, From a Training delivery perspective, what LMS does Jefferson Parish utilize? Do all employee users have access to the LMS? Do Parish residents have access to the LMS?

Parish Response: Niche Academy, which is not available to the public.

49. 2.1.10 & 4.2, What is the blend of instructional strategies used today?

Parish Response: The Parish is open to reviewing what is available in the marketplace.

50. 2.1.10 & 4.2, Are there any specific tools leveraged for education content development?

Parish Response: Niche Academy, Articulate Storyline, in-person training computer labs

51. 2.1.10 & 4.2, Are there tools leveraged for virtually delivery?

Parish Response: Microsoft Teams and Niche Academy for Parish employees.

JEFFERSON PARISH
PURCHASING DEPARTMENT

CYNTHIA LEE SHENG
PARISH PRESIDENT

RENNY SIMNO
DIRECTOR

52. 2.1.10 & 4.2, Is there a preferred format for training?

   Parish Response: The Parish is open to reviewing what is available in the marketplace.

53. 2.1.10 & 4.2, What level of expertise do the users currently have with similar software systems?

   Parish Response: The Parish is unable to respond as all solutions are different.

54. 2.1.10 & 4.2, How will the effectiveness of the training be evaluated?

   Parish Response: Refer to Section 4.1 of the RFP Specifications document.

55. INT.2, Will the employee information be for storing technician and their labor rates? Or will this be used for access rights to the system in conjunction with your Active Directory?

   Parish Response: Refer to Attachment B, Tab. 8 Interfaces, Column "Data Involved in Potential Transfer.

56. Tab 8. Interfaces, For the systems listed, please share the protocol methods supported through which you would want to see an interface built - i.e. use of S3 bucket, SFTP, etc.

   a. WO.19, WO.20 Can you please share more details on what is meant by assemblies and assembly units in the context of these two questions?

      Parish Response: It is a kit or collection of items that makes up the item or unit for the WO.

   b. WO.39 Please clarify what is meant by open and close orders

      Parish Response: This references the ability to open/close multiple work orders tied to the same location through a single workflow, rather than manually creating or closing each individual work order.

   c. Tab 8. Interfaces, Are there existing integration tools or middleware in the Parish's architecture?

      Parish Response: The Parish will discuss configuration and design decisions during implementation.

57. What are the technical capabilities of the systems involved? Do they support modern integration technologies like APIs, HTTP protocols, and web services, or are there any restrictions?

   Parish Response: The Parish will discuss configuration and design decisions during implementation.

JEFFERSON PARISH
PURCHASING DEPARTMENT

CYNTHIA LEE SHENG
PARISH PRESIDENT

RENNY SIMNO
DIRECTOR

58. What are the performance, security, and compliance requirements for the integrations?

    Parish Response: The Parish will discuss configuration and design decisions during implementation.

59. Tab 8. Interfaces, what type of integrations is the Parish looking for—real-time, batch mode, or event-driven?

    Parish Response: The Parish will discuss configuration and design decisions during implementation.

60. Pricing: Based on your existing usage of your current system, what is your anticipated concurrency? How many people are going to be on the system at once?

    Parish Response: Unreasonable to anticipate as the number of concurrent users will vary hourly throughout the workweek.

61. WebMethods: From a webMethods perspective, the requirements provided on Tab 8 (interfaces) by the customer are very clear and precise. We will be able to provide the pricing both for the product and the services, if we have answer to the following questions:

    a. In tab 8 (Interfaces), for each of the integration (row within the spreadsheet), can you share with us the anticipated transaction volume expected per month?

       Parish Response: The Parish cannot determine the anticipated transaction volume.

    b. Currently, do you have any API Gateway inhouse to manage APIs and underlying policies like security?

       Parish Response: The Parish will discuss configuration and design decisions during implementation.

62. Is this budgeted? When is expectation if this has to go to the board for approval?

    Parish Response: Refer to Section 2.1.11 of the RFP Specifications document.

63. Public Portal 311

    a. PP.1, Is there a preferred tech stack that should be leveraged to build the portal?

       Parish Response: No.

JEFFERSON PARISH
PURCHASING DEPARTMENT

CYNTHIA LEE SHENG
PARISH PRESIDENT

RENNY SIMNO
DIRECTOR

    i.   How long after the implementation of the Enterprise Asset Management System should the portal be ready?

        Parish Response: The Parish anticipates the Public Portal will be included in the implementation.

    ii. Where will the portal be hosted? Who will own management of the portal long-term?

        Parish Response: The Parish is open to reviewing what is available in the marketplace.

b. PP.3, How will support be handled?

    Parish Response: The Parish is open to reviewing what is available in the marketplace.

c. PP.8, Is it assumed that responses are in English?

    Parish Response: Yes, primarily; however, the Parish is open to reviewing what is available in the marketplace.

d. PP.16, Does the Parish currently have a knowledge base with knowledge articles with common questions?

    Parish Response: The Parish will discuss configuration and design decisions during

e. PP.17, Is this considered a SaaS solution?

    Parish Response: Refer to Section 2.1.5 of the RFP Specifications document.

f. PP.24, Is the audience all Parish constituents? What is the persona (s) for accessing, entering information?

    Parish Response: Yes, Parish constituents.

g. PP.27, Can we assume that the Parish has a Style Guide or design of the User Interface?

    Parish Response: Yes, the Parish has a style guide that can be found on the Parish website.

h. PP.29, Is this Parish open to a discovery session? To confirm key integrations?

    Parish Response: The Parish will discuss configuration and design decisions during implementation.

JEFFERSON PARISH
PURCHASING DEPARTMENT

CYNTHIA LEE SHENG
PARISH PRESIDENT

RENNY SIMNO
DIRECTOR

i.   PP.37, Will internal use the app and the portal?

Parish Response: The Parish will discuss configuration and design decisions during implementation.

64.   Public Works, Recreation, and General Services use different schemas in Oracle. How different are the data configuration and standards between these schemas, or did Jefferson Parish use a standard?

Parish Response: The Parish will discuss configuration and design decisions during implementation.

65.   How much cleanup will we need to do to bring data from three different schemas into a single EAM tenant?

Parish Response: The Parish will discuss configuration and design decisions during implementation.

66.   How many total users are expected to use the system?

Parish Response: The Parish estimates that the peak user count would be approximately 350 users.

67.   Administrative users – how many would require full access to the system to perform all aspects of work orders, inventory management, asset management, etc. using either a desktop to access the system, a mobile device, or have the option to use either.

Parish Response: Refer to Table 2-03: Number of Users in the RFP Specifications document.

68.   Lite Users – those Users that need only limited access, such as creating service and/or work orders, with the ability to perform additional tasks in the system limited access, i.e. adding parts, and labor to a work order, managing inventory, view reports, dashboards, etc.

Parish Response: Refer to Table 2-03: Number of Users in the RFP Specifications document.

69.   Field Workers – The RFP shows 25 users for mobile/field users – of those, how many share a device?

Parish Response: Most have assigned devices, but subject to change depending on the selected solution.

70.   How many of your field workers/supervisors in the field would only need access to a mobile device if they could perform all their job functions on a mobile device?

Parish Response: Unknown without further context.

JEFFERSON PARISH
PURCHASING DEPARTMENT

CYNTHIA LEE SHENG
PARISH PRESIDENT

RENNY SIMNO
DIRECTOR

71. In the pre-proposal conference, the customer said they used Tyler Munis. In the RFP they state they use Tyler Enterprise. Can you confirm which one is it?

    Parish Response: The RFP does not reference Tyler Technologies.

72. To what extent does Jefferson Parish plan on utilizing the Infor application ecosystem, such as Infor Birst and Infor IDM?

    Parish Response: The Parish is open to reviewing what is available in the marketplace.

73. Since we haven't received responses to our questions yet, and with the upcoming Easter holiday resulting in many people being out of the office, we would like to request a 5-day extension on the submission deadline. This additional time would greatly assist us in providing a thorough and complete response.

    Parish Response: The RFP due date has been updated to May 9, 2025.

74. How many users are actually approving those reports (business stakeholders)?

    Parish Response: The Parish cannot respond without more information.

75. For assets - software or hardware?

    a. Software - how many servers? how many end user computing devices? and how many SaaS Subscription Users?

       Parish Response: The Parish will discuss configuration and design decisions during implementation.

    b. Hardware - servers? end user computing device? networking device? mobile? monitors? printers? unclassified hardware? and storage components/needs

       Parish Response: The Parish will discuss configuration and design decisions during implementation.

76. Section 2.1.7 requests a "potential phase start date" is the parish open to a phased implementation with assuming all modules are active by October 2026?

    Parish Response: The Parish is open to review best practices from proposing vendors.

77. Is the Parish considering replacing and or consolidating the other major applications listed in Section 2.1.9 onto the new system? If so, what major applications would the parish be open to consolidating outside of the current EAM system, and what would be first on the future state roadmap?

JEFFERSON PARISH
PURCHASING DEPARTMENT

CYNTHIA LEE SHENG
PARISH PRESIDENT

RENNY SIMNO
DIRECTOR

Parish Response: The Parish does not anticipate any changes to these applications.

78. Can you share whether Jefferson Parish currently utilizes a dedicated system to track and manage outages during major events and emergencies? If so, what system or processes are in place today?

    Parish Response: The Parish does not have a separate system for work orders during emergencies. WebEOC is used by Emergency Management during emergencies.

79. Is Jefferson Parish looking for a solution that combines real-time outage tracking, asset management, and emergency work order dispatch into a single, integrated platform?

    Parish Response: Outage tracking is not within scope of the RFP.

80. Will the Parish require the outage management solution to support FEMA reporting, reimbursement tracking, and post-event audit documentation requirements?

    Parish Response: Outage tracking is not within scope of the RFP.

81. Which departments, such as Public Works, Utilities, or Emergency Management, would need role-based access and visibility within the outage management system?

    Parish Response: Outage tracking is not within scope of the RFP.

82. Would the Parish like the system to support both planned outages (for maintenance events) and unplanned outages (such as those caused by natural disasters)?

    Parish Response: Outage tracking is not within scope of the RFP.

83. Please confirm the total number of named users who would require full solution access. Please clarify the user count that would require limited access by role as well as confirm the total of number of users who will only need access via mobile device.

    Parish Response: Refer to Table 2-03: Number of Users in the RFP Specifications document.

84. Has the SAMTD viewed any demonstrations of asset management & work order solutions over the last 18 months? If so with which software solution(s)?

    Parish Response: Answered in Addendum No. 1.

85. Can you confirm which systems (e.g., CFA, Mainsaver, AMMS, Lucity) you intend to decommission and which you plan to retain and integrate with?

    Parish Response: All required integrations/interfaces are identified in Attachment B, Tab.8 Interfaces.

JEFFERSON PARISH
PURCHASING DEPARTMENT

CYNTHIA LEE SHENG
PARISH PRESIDENT

RENNY SIMNO
DIRECTOR

86. Which asset categories are already digitized in your current systems, and which will require new inventory or data collection during implementation?

    Parish Response: Unclear question. Many categories of digitized assets exist in GIS and continue to evolve, including spatial, non-spatial, linear, and point.

87. Are there specific workflows that must be accessible and editable in the field, such as inspections or approvals?

    Parish Response: The Parish will discuss configuration and design decisions during implementation.

88. What are your audit or regulatory reporting needs for asset and maintenance data (especially in Water and Wastewater departments)?

    Parish Response: The Parish will discuss configuration and design decisions during implementation.

89. How many of your mobile users (field staff) will require offline functionality and what devices/platforms are currently in use?

    Parish Response: Mobile devices are expected to function normally if connectivity is interrupted, save data locally, and resynch when connectivity is restored. Current mobile devices are primarily Windows, with some iOS and Android.

90. Can you elaborate on your expectations for module phasing and dependencies, especially if some departments must go live before others?

    Parish Response: Refer to Section 2.1.7 of the RFP Specifications document.

91. Attachment B, GT.94 - Please clarify what types of error reports the Parish is expecting for users of the system to be able to send.

    Parish Response: The parish looks forward to seeing what is available in the marketplace

92. Attachment B, IM.25 - Please clarify if merging multiple inventory items to a single item is for the purpose of creating an item kit (i.e. a group of items that are issued from the warehouse as a single item).

    Parish Response: Multiple items can make a kit. The selected solution should be able to accommodate this.

JEFFERSON PARISH
PURCHASING DEPARTMENT

CYNTHIA LEE SHENG
PARISH PRESIDENT

RENNY SIMNO
DIRECTOR

93. Attachment B, what is the functionality of each role in the system?
    a. Public Portal
    b. Service Request
    c. Work Orders
    d. Asset Management
    e. Inventory Management
    f. Facilities Maintenance
    g. Fleet Manager

   Parish Response: The Parish cannot respond without more information.

94. Attachment B, Tab 8, specifically Tab 8 "Interfaces" references the new EAM and the new 311 Systems. Are you anticipating that a single vendor solution will deliver both?

   Parish Response: Refer to Section 2.12 and 2.13 of the RFP Specifications documents.

95. Attachment B, Tab 9, With respect to legacy data conversion to the new system(s), is the primary purpose for analytics and understanding trends over time?

   Parish Response: Not necessarily the primary purpose, but analytics, trending, and immediate access to recent relevant work orders.

96. Training, is there a means to training or method of training that Jefferson Parrish requires for getting all necessary users to a level of proficiency in the EAM system?

   Parish Response: The Parish is open to review best practices from proposing vendors.

97. Please clarify if the Tech Affidavit provided in the Addendum is required for the proposal or only upon contract negotiations with VOC.

   Parish Response: The Tech Affidavit will be due at the awarding of the contract.

Sincerely,

Misty A. Camardelle
Assistant Director

Proposer shall acknowledge all addenda on the RFP Signature page. Proposer acknowledges receipt of this addendum on the signature page by indicating the addendum number listed above. Failure to list each addenda number on the RFP signature page could result in being considered non-responsive.

This addendum is a part of the contract documents and modifies the original RFP documents and specifications. The contents of this addendum shall be included in the contract documents. Changes made by this addendum shall take precedence over the documents of earlier date.