



Responses to Written Questions

Responder Questions

MPS Work Order System RFP 25-04

General Questions

1. Has the client participated in product demonstrations in the last 12 months? If so, which vendors did you see?

Answer: MPS was working with Univerus but the work order system could not function and the contract was terminated.

2. What are the primary goals and objectives for implementing a CMMS?

Answer: To provide a more transparent and modern system.

3. Are there specific pain points or challenges you are looking to address with this system?

Answer: Transparency, reporting, notification and accounting.

4. What is your desired timeline for implementation?

Answer: Summer 2025

5. What kind of training and support will be needed for your staff?

Answer: On line training to use the work order system. Training manuals or on line tutorials will be acceptable.

6. There are 65 Sites utilizing TeamWorks (MS Access); is there someone that maintains the MS Access database, and understands the data structures, that will be able to provide support during data migration?

Answer: Yes

7. Would the school require to provide access to the proposed solution to any 3rd party vendor?

Answer: Potentially. We would like to integrate SAP-Concur invoices into the work order system to track payments.



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8. Does MPS have a budget in mind for the project? If so, please share that threshold. Is there a budget earmarked for this effort? Are there budget dollars allocated toward this project?

Answer: No budget has been established. We are looking for a long term solution for work order systems for MPS to last the next decade or longer

9. How do you anticipate your needs evolving over the next 3-5 years?

Answer: Potentially.

10. What was your preparation process for determining the requirements of this rfp? Did you see product demos? Did you distribute an RFI?

Answer: review of products, other school district experience.

11. If a vendor is unable to fulfill a required C: Critical requirement, will they still be considered?

Answer: Unlikely. The critical requirements are needed for MPS to have the work order system that best fits the school district.

12. 2.5.4 states "system will auto generate the location and contact from the user login data" - Can you provide more clarity around what is meant by location?

Answer: The user log in should know the person and the location they are logging in from.



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Scope Questions

General Scope Questions

1. In 2022, MPS released a similar RFP mentioning the use of TeamWorks. Was your TeamWorks contract renewed through the previous RFP, or was the contract awarded to a different vendor? If awarded to a different vendor, who was selected in 2022? We responded to your RFP 22-15 back in 2022 – was that RFP awarded or cancelled? If awarded, to who?

Answer: the RFP was awarded to Univerus. However, they could not achieve a functional work order system and the contract was terminated. We are not seeking another vendor to provide a work order system.

2. Has MPS executed an FCA in the last year? If not, is this planned in the near future? If an FCA is being considered, is MPS interested in other professional services, such as asset barcoding services?

Answer: The FCA RFP has been issued. You may want to respond to RFP 25-09 available on the MPS Procurement web page.

3. Do you have a Capital Planning solution? If so, which vendor are you using?

Answer: Intellus is the capital planning system provider.

4. There are projects mentioned in the requirements. Is there a need for Capital Project Management?

Answer: No

5. How are you planning to archive your current work order data? What are MPS's specific requirements for data archiving and retrieval within the work order system, especially concerning compliance with state-mandated record retention policies? For instance, does MPS require automatic archiving of historical work orders and maintenance records, along with customizable retention schedules based on document type or category? Are there particular protocols or standards that the system must adhere to for secure long-term storage and quick retrieval of archived data?

Answer: Building maintenance records are required to be kept until obsolete.

6. **Question:** Could MPS specify the particular customization features required for the initial deployment of the work order system? For instance, are there specific workflow adjustments, user role configurations, or reporting functionalities that need to be tailored to fit MPS's operational procedures?



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Answer: Yes. The selected vendor will be provided with those custom needs.

7. **Question:** To what degree does MPS require the new work order system to be customizable after the initial deployment? For example, how important is it for MPS to be able to independently add new features, modify workflows, or adjust user interfaces in response to evolving operational needs without vendor intervention?

Answer: The feature is important. However, MPS expects the majority of those items to be part of the work order system development process before deployment of the work order system

8. The RFP states “*provide and support **customization** and implementation of a comprehensive facilities work order application*”; What is the intended meaning of customization? We typically recommend that our application is configured according to best practices which will limit impact to future upgrades.

Answer: MPS is not seeking a canned program for a work order system. The vendor must be able to customize the system to MPS specific needs.

9. **Question:** To what extent does MPS require the user interface of the new work order system to be customizable? Are there particular design features or accessibility options that need to be tailored to accommodate the diverse roles and varying levels of tech proficiency among MPS staff?

Answer: The user interface should be standard for all staff submitting a work order. Administrators who will be reviewing work orders, assigning work orders and running reports should have a different interface.

10. What types of reports is MPS looking to generate automatically with the new work order system? Are there specific formats or data elements required for these reports?

Answer: Reporting on work orders submitted, current status and expected completion should be able to be generated and sent to staff via email.

11. As MPS anticipates future expansion, what specific scalability requirements are envisioned for the new work order system? For instance, does MPS require the system to support a certain number of concurrent users or handle increased data loads without performance degradation?

Answer: Future expansion would be expansion of features to support better tracking of work orders, time and costs. Concurrent users is likely to remain stable.

12. What licensing model is MPS considering for the new work order system? Does MPS prefer a per-user, per-site, or a district-wide licensing arrangement? Moreover, are



there any expectations for scalability or flexibility in licensing as the district's needs evolve?

Answer: MPS would prefer a district-wide licensing.

13. What are MPS's specific requirements for real-time updates and notifications within the new work order system? Does the district require these notifications to be configurable by role or department, ensuring targeted and relevant alerts? For instance, should principals receive different updates compared to maintenance staff, based on their operational needs?

Answer: Real time is not required. Notifications to maintenance staff would be daily, administrative staff weekly and leadership staff monthly. The content of the reports would vary by recipient.

14. What specific offline functionalities does MPS require for the mobile application of the work order system to ensure it remains fully operational in school areas with limited or no internet connectivity? Does MPS need offline access to features like viewing work orders, updating task statuses, or capturing data which can later sync when connectivity is restored? Will a mobile responsive solution be accepted in lieu of a mobile application? What are the product requirements for the mobile application?

Answer: Mobile applications should operate as well as the desktop solutions. All school sites have internet capabilities and devices would automatically connect to the schools system (like an I-pad). Updates are not needed real time unless a work order is assigned, then the maintenance staff should be notified a work order has been assigned to them.

15. What criteria does MPS intend to use for prioritizing work orders within the new system? Does MPS require the system to have the capability to automatically adjust work order priorities based on factors such as emergency levels, the severity of issues, or input from specific departments? Should urgent maintenance requests in high-traffic school areas automatically escalate in priority within the system?

Answer: General foreman will establish the priority of work orders with input from the person entering the work order. The General Foreman should be able to adjust the priority entered by the lead custodian.

16. What specific types of analytics and reporting dashboards does MPS envision as necessary for effectively monitoring the efficacy and efficiency of maintenance operations? For instance, does MPS require real-time dashboards that provide insights into current work order statuses, maintenance costs, or downtime impacts across different schools?

Answer: Real time dashboards are not required. The specific firm selected will gather input from MPS for dashboard creation.



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17. Can you please confirm whether a proposed solution hosted in the United States leveraging development and support from software teams in the US as well as those situated offshore, complies with the requirements of this RFP?

Answer: Yes. Developers can be in the US and offshore.

18. What are the total number of Assets and Building Equipment used? How many Facilities do you currently maintain? Please provide the number of Buildings and Floors. How many assets are currently being tracked in your current application?

Answer: This information will be provided to the selected vendor.

19. Are there specific workflows for assets and/or asset onboarding?

Answer: This information will be provided to the selected vendor

20. How many preventive maintenance work orders are performed each month? How many total work orders are created each month?

Answer: Plant Maintenance received approximately 28,000 work order requests each year.

21. Are there separate, distinct workflows for each work order type, depending on which shop it gets assigned?

Answer: Yes

22. Are there plans for expansion or additional facilities that the chosen vendor should accommodate?

Answer: No

23. Some of the requirements seem to be related to quoting. Are there workflows that support the quote process and quote approval that would result in the creation of a work order?

Answer: The selected vendor will be provided this information

24. Are there specific features or functionalities that are critical for your operations? (scope?)

Answer: That is provided in Appendix 5 of the RFP

25. Do you currently track both Preventive and Corrective maintenance? Do you Track Work Time and Cost estimates? What are the different types of service requests a user can raise? Will you be performing space-based work orders (work orders not based on an asset)?

Answer: Yes to all



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26. Do you currently maintain Service plan, Procedure, Reading groups, Assignment Matrix, Job plans, Schedules, Service agreements? Specify if anything else.

Answer: MPS uses some external vendors and the system should be able to assign work orders to external vendors.

27. How many service providers do you have and how are their details currently maintained?

Answer: 8-10. Information would be via email to creation of a user account in the work order system to assign work orders to external vendors.

28. 3.3.2 states “auto assign staff member by selection of skill and location” - Does Minneapolis Public School want to be able to assign a set of skills to a worker and the system would know to automatically assign that worker to a particular work order?

Answer: Yes.

29. Under Job Costing, there are several requirements regarding Inventory. Does Minneapolis Public Schools need to be able to manage their inventory within selected software platform including quantity, costs, etc.

Answer: The inventory of key items would be a nice feature for the work order system. But not a required feature.

User Questions

- Could MPS outline the specific user roles anticipated for the new work order system, including the level of access and permissions each role would require? Are there particular security protocols or compliance standards that need to be integrated into the user access control framework?
- What is the total number of full-time users and roles? For example, Facility Managers and Service Managers.
- How many users will need access to the CMMS, and what are their roles?
- Are there specific user permissions or access levels required?
- What is the number of service requestors?

Answer: This information would be provided to the selected vendor. The staff submitting work orders is around 80. The staff assigned work orders is approximately 130. Administrative staff is approximately 30. There are specific user permissions for each type of employee. For example, a custodian can enter and track a work order. A general foreman can assign a work order and assign time and costs to the work order. The maintenance staff can add information on the work order as to completion or scheduled completion. Managers can view and track work orders.



Technical Questions

General Technical Questions

1. Will the client provide IT resources to build and maintain any of the required integrations, or is the vendor expected to deliver services and middleware for each required integration? Please provide more details about vendor expectations.

Answer: No

2. Could the district specify whether the existing IT architecture utilizes REST or SOAP APIs, and if there are any preferred data formats, such as JSON or XML, for system integrations? Are there existing protocols for secure data transmission, such as OAuth or SSL/TLS, that need to be incorporated into the new work order system?

Answer: The selected vendor will be provided this information

3. What are the primary data formats currently used in the TeamWorks system, and could you specify the total data volume set for migration? Could you also detail any known data integrity challenges, such as incomplete entries or duplicate records, that could influence the migration strategy to the new work order system?

Answer: Teamworks is an old access data base system.

4. Are there any specific security or compliance requirements we should be aware of?

Answer: The selected vendor will be provide with the IT security requirements.

4. Are there multiple copies of the MS Access database or are all users accessing one database instance?

Answer: One

5. If there are multiple copies of the MS Access database, how many instances are currently being used?

Answer: Each computer is connected via the internal network to Teamworks. MPS is looking for a clous based system for work orders.

6. What method would be required (web services, file based)



Answer: The selected vendor will be provide that information.

Current Solution Questions

1. Do you already have a solution in place that you are looking to replace? If so, what are the pain points with the existing solution? Is there an incumbent in place providing similar services or solution that "customer" is looking to replace?

Answer: Teamworks is being replaced.

2. What system owns your People/Employee data? Please provide the details.

Answer: SAP

3. What existing systems and infrastructure are in place for maintenance management outside of just your current software?

Answer: Teamworks is outside of the current software platform. MPS seeks a cloud based solution for work orders.

Integration Questions

- Will an integration between your work order system and Capital Planning solution be required?
- Are there any integrations that are required? For example, SAP, Oracle, etc? Are there existing integrations with the current TeamWorks application? Are there any specific integration requirements with current systems (e.g., ERP, HR systems)?
- Could MPS specify which external data sources need to be integrated with the new work order system? For instance, does the district require connections to educational management systems, facility databases, or financial software? How critical are these integrations to the daily operations and data flow within the system?
- How does MPS plan to integrate existing asset management tools or databases with the new work order system? Are there specific data synchronization capabilities, such as real-time updates or batch processing, that MPS finds essential for maintaining consistent and accurate asset records across systems?
- Does MPS require the new work order system to integrate with existing financial software to support budget tracking and cost allocation for maintenance tasks? If so, what specific financial systems are currently in use, and what types of financial data does MPS expect to be synchronized between these systems and the work order system? Does MPS need to track



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expenditures against specific budgets or allocate costs to different departments or projects within the system?

- Depending on the integration, what are the specific use cases (i.e., Purchasing, Receiving, Invoicing, Department meta data, etc.)?
- 5.3.2 states “ability to calculate labor cost per hour by interface with the active directory for labor rates” - Does Minneapolis Public Schools need the selected software platform to interface with Microsoft Active Directory?

Answer: The questions will be answered for the selected vendor. Basically, the solution should be able to integrate SAP information from Concur to a work order for tracking costs via invoicing. All other integrations would not be required for the vendor but would be an added feature if available.