



REQUEST FOR PROPOSALS

FOR

**Computerized Maintenance Management System**

At

The Community College System of New Hampshire

RFP #CHA23-07

Date of Issue: April 10, 2023

Proposals must be received no later than  
2:00 PM on April 28, 2023

All questions related to the RFP should be submitted via e-mail to:

Sean Fitzpatrick, System Office Procurement at [sfitzpatrick@ccsnh.edu](mailto:sfitzpatrick@ccsnh.edu)

The full content of this Request for Proposals, Attachments, Appendices, Response to Questions and all Addenda via CCSNH website located at:

<https://www.ccsnh.edu/about-ccsnh/bidding-rfp/>

The RFP contains specific protocols relating to discussion and other communications regarding this RFP. Any violations of these provisions may result in immediate disqualification of a firm's submission.

Prospective firms are encouraged to promptly notify CCSNH of any apparent inconsistencies, problems, or ambiguities in the RFP.

# Table of Contents

INTRODUCTION .....	3
ABOUT THE COMMUNITY COLLEGE SYSTEM OF NEW HAMPSHIRE .....	3
PURPOSE: .....	3
CONTRACT TERM: .....	3
PAYMENT AND COMPENSATION: .....	3
BIDDER QUESTIONS .....	3
SCHEDULE OF KEY EVENTS.....	4
PROPOSAL GUIDELINES:.....	4
CONTENT FOR BIDDER RESPONSE .....	4
REFERENCES .....	4
TOTAL COST OF OWNERSHIP .....	5
TECHNICAL SPECIFICATIONS .....	5
EVALUATION CRITERIA:.....	5
ADDENDUM: .....	5
DEMONSTRATION MEETINGS: .....	5
SCOPE OF SERVICES .....	6
COORDINATE HARDWARE AND SOFTWARE INSTALLATION.....	6
TESTING.....	6
TRAINING .....	6
IMPLEMENTATION .....	6
PROJECT PLANNING AND MANAGEMENT .....	7
OPTIONAL SERVICES.....	7
CCSNH RESOURCES .....	7
BIDDER REQUIREMENTS .....	7
VENDOR CERTIFICATIONS AND LICENSES: .....	7
NEW HAMPSHIRE SECRETARY OF STATE REGISTRATION: .....	7
INSURANCE: .....	8
CONTRACT TERM AND TERMINATION:.....	8
SUBMISSION OF RFP RESPONSE: .....	9
ADDITIONAL INFORMATION: .....	9

## INTRODUCTION

### ABOUT THE COMMUNITY COLLEGE SYSTEM OF NEW HAMPSHIRE

The Community College System of New Hampshire (CCSNH) is a public system of higher education consisting of seven colleges located across NH. All colleges in CCSNH are accredited by the New England Commission on Higher Education and serve over 26,000 learners annually with 200 associate degree and certificate programs, aligned with career opportunities and transfer pathways at affordable rates of tuition. The System Office provides central support to the colleges and is located in Concord, New Hampshire's capital city.

### PURPOSE:

The purpose of this REQUEST FOR PROPOSAL is to provide a solution recommendation for a Computerized Maintenance Management System that will facilitate management of campus asset maintenance operations at CCSNH. At a high level, the solution will address the following requirements:

- Create a detailed asset registry to store, access and share asset information
- Generate and manage work order requests from facilities staff and college departments.
- Manage asset preventive maintenance and automatically schedule preventive work orders based on time, usage or triggered events.
- Enable facilities staff to forecast preventive maintenance schedules across all seven campuses
- Provide robust reporting, analytical and auditing tools to monitor asset utilization and performance
- Integrate with existing CCSNH systems
- Include the option for the winning bidder to provide professional services to consolidate CCSNH asset data and import it into the solution

### CONTRACT TERM:

The term of any resulting contract shall end on **June 30, 2026**.

CCSNH shall have the right to terminate the contract at any time by giving the Vendor a thirty (30) day written notice.

### PAYMENT AND COMPENSATION:

Payment terms: 100% due within 30 days after satisfactory completion of work invoiced by vendor, receipt of the invoice, approval, and acceptance by CCSNH.

### BIDDER QUESTIONS

Questions regarding the meaning and interpretation of the RFP, attachments, specifications, etc., shall be requested via email. Answers will be provided via an RFP addendum posted to <https://www.ccsnh.edu/about-ccsnh/bidding-rfp/>. Please direct all questions or correspondence regarding this RFP to:

Sean Fitzpatrick, Procurement Administrator  
CCSNH System Office  
(781) 572-1076  
[sfitzpatrick@ccsnh.edu](mailto:sfitzpatrick@ccsnh.edu)

## SCHEDULE OF KEY EVENTS

Issue of Request for Proposal	Monday, April 10, 2023
Proposal Due Date & Time	Friday, April 28, 2023 @ 2:00 P.M.
Post-Proposal Demo Meetings	May 8 <sup>th</sup> through May 19 <sup>th</sup>
Award and Notification to Successful Vendor, no later than	Friday, May 26, 2023
Contract Date & Commencement of Services	Monday, June 12, 2023

## PROPOSAL GUIDELINES:

### CONTENT FOR BIDDER RESPONSE

The functional and non-functional requirements for the Computerized Maintenance Management System have been identified in the addendum ‘CHA23-07 CCSNH\_CMMS\_Requirements’. Vendors are required to provide responses to all the worksheets. For the worksheet titled ‘Business Requirements’, please provide Vendor Response (column B) to each of the requirements with one of the following ratings:

Rating Scale	Comments
Full Functionality	This function is provided as standard (out of the box) by the vendor
Partial Functionality	The standard product has the functionality in a limited way and custom development cannot provide the full functionality.
Custom Development	The function can be custom-developed during the implementation
Future Release	The function is currently not available but planned for future release
Not Available	The function is not available in current or future releases and will not be custom-developed.

### REFERENCES

The vendor must supply at least two customer references *similar* to CCSNH who currently use their system in a production environment. References must include the client organization’s name, contact name, and title as well as information on the length of time that the product has been in use in the client’s organization and whether it is hosted or on-premise based. Also include reference to user groups, user networking, and user conferences. Contact information can be provided at a later date prior to arrangement of Reference calls.

## TOTAL COST OF OWNERSHIP

Complete solution pricing should be provided with the understanding that the proposed cost to be guaranteed for at least 90 days. A solution pricing worksheet is included in the ‘CHA23-07 CCSNH\_CMMS\_Requirements’ file. All one time versus recurring costs must be clearly identified along with any additional costs.

## TECHNICAL SPECIFICATIONS

The vendor must provide technical specifications for the implementation; this includes a vendor hosted solution and can be provided in the ‘Technical Information Questions’ worksheet. It should also include all infrastructure requirements.

## EVALUATION CRITERIA:

Final selection of the vendor will be completed after vendor demos by executive staff based on requirement functionality-matching, total cost of ownership with end-user objective and subjective scoring completed during demonstrations. Vendor viability in the market will also be taken into consideration.

## ADDENDUM:

In the event it becomes necessary to add to or revise any part of this RFP prior to the scheduled submittal date, CCSNH will email addenda. Before your submission, always check for any addenda or other materials that may have been issued, which would affect the RFP.

## DEMONSTRATION MEETINGS:

CCSNH will invite the most qualified bidders for demonstration meetings starting the week of May 8<sup>th</sup>. Bidders will be asked to provide a detailed demonstration of their proposed solution’s capabilities & functionality and answer any questions from a panel of CCSNH internal stakeholders.

## SCOPE OF SERVICES

### COORDINATE HARDWARE AND SOFTWARE INSTALLATION

Where applicable, the vendor must work with CCSNH staff for installation, configuration, and customization. Complete implementation documentation and scripting must be provided as well as go-live activities such as training and on-going support. Any costs applicable for these services shall be determined prior to engagement.

### TESTING

CCSNH requires that vendor completes the first round of testing at high level to validate critical requirements work, fix any associated bugs, then turn over additional testing to CCSNH.

The vendor must provide support for the testing effort as it relates to the software purchased, administrator duties and typical end-user scenarios. CCSNH business team may provide application-specific scenarios for unit testing.

### TRAINING

The vendor must provide training materials for users and support staff and any associated costs. Training materials will include technical, administrative training (train-the-trainer) as well as end-user training.

Vendor should provide training specifically tailored to meet CCSNH requirements and functionality.

### IMPLEMENTATION

The vendor must provide implementation support for all go-live activities.

The vendor is expected to submit weekly reports to CCSNH during the implementation process

The vendor must provide all implementation-related fees in the requirements worksheets including fees for customization. If customization is needed for a critical or important requirement, the vendor must provide estimated hours for that change and the hourly cost.

The vendor must provide the breakdown of responsibilities for both CCSNH and vendor during the implementation phase of the project.

The vendor should also provide the number and types of resources required during the implementation. The time commitment of resources (full or part time) and the onsite or remote availability should also be provided.

The vendor should provide project management resource(s) for the implementation.

## PROJECT PLANNING AND MANAGEMENT

The vendor must supply a project plan with estimated resources and timelines for a typical install.

Specific dates for milestones such as design, prototyping, testing, construction and implementation will be communicated with the vendor upon agreement for procurement of the software.

## OPTIONAL SERVICES

The vendor may include any additional services that they believe is applicable to this project. These should not be included in the costs of the initial implementation. The cost of these services should be indicated and where on the schedule they would be incurred.

## CCSNH RESOURCES

CCSNH will ensure that its staff members will be made available for project implementation configuration and customization, development, support/training and go-live activities.

## BIDDER REQUIREMENTS

### VENDOR CERTIFICATIONS AND LICENSES:

The Vendor who is awarded the contract must either be duly registered as a vendor authorized to conduct business with the State of New Hampshire or if not, will need to submit a completed Alternate W-9 form (no fee) with contract and must be willing to comply with all terms and conditions of the State of New Hampshire.

### NEW HAMPSHIRE SECRETARY OF STATE REGISTRATION:

A person or persons conducting business under any name other than his/her own legal name must register with the NH Secretary of State. Businesses are classified as “Domestic” (in-state) or “Foreign” (out-of-state). Corporations, Limited Liability Companies, Trade names, see the following website to find out more about the requirements and filing fees for both classifications: A Certificate of Good Standing from the NH Secretary of State will be required to be submitted by the successful vendor along with a Corporate Resolution (or LLC as applies). <http://www.state.nh.us/sos/corporate>

The Vendor who is awarded the contract will need to complete and meet all conditions indicated in the Community College System of New Hampshire (CCSNH) standard contract for services.

Proposals must be made in the official name of the firm or individual under which business is conducted (showing official business address) and must be signed by a person duly authorized to legally bind the person, partnership, company or corporation submitting the proposal.

## INSURANCE:

Insurance will be more fully addressed at the time a CCSNH Contract is submitted after the bidding process. The Vendor awarded the contract will need to furnish an insurance certificate which includes the following:

The Vendor shall, at its sole expense, obtain and maintain in force, both for the benefit of the State, the following insurance: Comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$250,000 per claim and \$2,000,000 per incident and fire and extended coverage insurance covering all property subject to a CCSNH Contract, covering any CCSNH building while occupied by the Vendor, contract and its general provisions, in an amount acceptable to CCSNH based upon fair replacement value of said buildings.

The policies described above shall be in the standard form employed by CCSNH issued by the underwriters acceptable to the System and authorized to do business in the State of New Hampshire.

The Vendor shall deposit with CCSNH at the time of execution of this contract a certificate evidencing the issuance of a Workmen's Compensation Insurance Policy protecting the parties hereto from loss or damage because of liability that may be incurred by the Vendor and CCSNH or either of them in the performance of the contract, when such liability shall be imposed under the Workmen's Compensation Act.

## CONTRACT TERM AND TERMINATION:

Unless terminated in accordance with other provisions of this agreement, the services herein described shall be performed during a term commencing on June 1, 2023 and terminating on June 30, 2026. The effectiveness of this agreement and any subsequent modifications and amendments are subject to the approval of the Board of Trustees for CCSNH and appropriate State approval.

In the unforeseen event services provided by Vendor are not required due to circumstances beyond the control of CCSNH, such as a reduction or termination of funding, CCSNH shall give prompt notice to Vendor of such reduction or termination.

In the event that the Vendor shall default in the satisfactory performance of services to be performed or of any of its obligations hereunder, and such default shall not be corrected within thirty (30) days of written notice by CCSNH specifying the default, then and in such event CCSNH may serve an immediate notice of termination upon the Vendor and this agreement shall terminate upon the date such notice is mailed in accordance with the paragraph below. In the event of such termination, CCSNH shall have all rights and remedies granted either in law or in equity.

Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing, postage prepaid, addressed to the parties at the addresses set forth above.

This contract may be canceled by CCSNH upon written notice of thirty (30) days prior to the desired termination date.



The Vendor covenants to indemnify and hold harmless CCSNH from and against any and all losses suffered by CCSNH, and any and all claims, liabilities or penalties asserted against CCSNH by or on behalf of any person on account of, based on, resulting from, arising out of (or which may be claimed to have arisen out of) the acts or omissions of the Vendor. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of CCSNH. This covenant shall survive the termination of this agreement.

The Vendor agrees to abide by all applicable federal and New Hampshire state laws, rules and regulations relating to this program. All Vendor employees will comply with State of New Hampshire and CCSNH policies and regulations.

This agreement, executed in a number of counterparts each of which shall be deemed an original, but which constitute one of the same instruments, is to be construed in accordance with the laws of the State of New Hampshire, sets forth the entire agreement between the parties, and may be cancelled, modified or amended only by a written instrument executed by CCSNH and the Vendor.

It is understood and agreed by the parties hereto that in the performance of this agreement, the Vendor is in all respects an independent contractor and is neither an agent nor an employee of CCSNH. The Vendor is not entitled to workers compensation or any other benefits or emoluments of employment which CCSNH provides its regular employees.

## SUBMISSION OF RFP RESPONSE:

Bids are due on Friday, April 28, 2023, **at 2:00pm**, and must include all the required documents listed below. All required bid documentation should be emailed to Sean Fitzpatrick, Procurement Administrator, System Office at [CCSNHpurchasing@ccsnh.edu](mailto:CCSNHpurchasing@ccsnh.edu). Confirmation of receipt of proposal will be sent within 24 hours. CCSNH reserves the right to accept and reject any or all proposals.

### **Bid responses must include the following Documents:**

- Completed CCSNH CMMS Requirements Spreadsheet including:
  - General Information Questions
  - Business Requirements
  - Technical Information Questions
  - Solution Pricing
  - References
- Bidder's W9
- Bidder's Certificate of Insurance

## ADDITIONAL INFORMATION:

All proposals shall be guaranteed for an acceptance period of at least 90 days after the proposal opening date. This solicitation does not commit CCSNH to award a contract, to pay any costs incurred in the preparation of a proposal, or to procure or contract for the articles of goods or services. CCSNH reserves the right to accept or reject any or all proposals received as a result of this request and to cancel in part or in its entirety this request for proposal, if it is in the best interest of CCSNH to do so.

Proposals will be received for items specified herein or attached hereto under the terms and conditions of this proposal and general specifications attached.

By submitting a proposal, the Vendor agrees to be governed by the terms and conditions set forth in this document. No change or deviation from the terms set forth in this document is permitted without the prior approval of CCSNH. If significant errors or omissions are found in the requirements of the RFP, the proposal will be rejected.

Proposals must include all information and meet all specifications and requirements as requested. All proposals must be submitted in conformance with this RFP. Alternate proposals are unacceptable and, if submitted, may disqualify the Vendor at CCSNH's sole discretion. Proposals will be evaluated based upon the information submitted and the quality of the service proposed.

Should any ambiguity or conflict in the RFP become apparent to any Vendor prior to the mandatory proposal deadline, the Vendor shall promptly contact the Procurement Administrator or their designee for a written interpretation. The information given in response will be documented in an RFP addendum and posted to <https://www.ccsnh.edu/about-ccsnh/bidding-rfp/>. Any addendum to the RFP must be acknowledged by the Vendor in their proposal. No oral statement, explanations or commitments made by anyone shall affect the RFP except when confirmed in writing by the Procurement Administrator or their designee.

After award of the contract, all proposals will be opened to public inspection. Trade secrets, test data and similar proprietary information will remain confidential, provided material is so marked.

The Vendor must bear all costs associated with the preparation of the proposal and of any oral presentation requested by CCSNH.

No Vendor gratuities or potential for CCSNH officials to benefit shall be offered or attempted to be applied in an effort to affect the evaluation process.

Vendors must furnish satisfactory evidence of its ability to provide services in accordance with the terms and conditions of the RFP. The Vendor must prove to CCSNH that the Vendor is able to meet the conditions of the agreement without subcontracting.

Each Vendor shall be fully acquainted with conditions relating to the scope and restrictions attending the execution of the work under the existing RFP. The failure or omission of a Vendor to be acquainted with existing conditions shall, in no way, relieve the Vendor of any obligation with respect to this RFP or to the contract.

State law requires that the proposal be submitted no later than the date and time specified in this RFP. Any proposal received after the scheduled date and time will be governed by the rules and regulations of CCSNH.

Vendors are cautioned that CCSNH is not obligated to ask for, nor accept, after the closing date for receipt of proposals, data which is essential for a complete and thorough evaluation of the proposal.

CCSNH may award a contract based on initial offers received without the discussion of such offers. Accordingly, each initial proposal should be submitted in the most favorable and complete operating and technical terms possible.

CCSNH reserves the right to make a written request for additional information in writing from a Vendor/Vendor to assist in understanding or clarifying a Bid Proposal.

CCSNH reserves the right to require a criminal background check of any employee at Vendor's expense. CCSNH further reserves the right to require Vendor to bar employees from work at CCSNH who do not meet the CCSNH's requirements for employment due to criminal history, current restraining orders and/or probation, parole or bond conditions.