

REQUEST FOR INFORMATION (RFI)

OFFICE OF FINANCIAL MANAGEMENT

STATE FACILITIES OVERSIGHT PROGRAM

RFI Title: Facilities Portfolio Management Tool

Response Due Date: All RFI responses must be received by:
3:30 PM Pacific Time Friday, November 17, 2015.

E-Mail Response to: Bonnie Lindstrom
Office of Financial Management
bonnie.lindstrom@ofm.wa.gov

Request for Information

1.1 Purpose

The purpose of this Request for Information (RFI) is to 1) gather information about available hosted, web-based facilities inventory and portfolio management technology solutions 2) understand Responder capabilities in providing implementation and system support and 3) identify the approximate costs of such solutions.

The Office of Financial Management (OFM) is seeking a technology solution that allows the state to centrally gather, validate, visualize, and store key facilities information. The system will be used to provide comprehensive and accurate facilities data to decision makers, conduct thorough analysis of facilities, develop alternatives, and improve long-term planning. OFM and the legislature will use this system to make key decisions in an effort to maximize the use of the state's leased and owned real estate assets.

OFM will use the data gathered in this RFI to evaluate additional funding needs and prepare a Request for Proposal for release in 2016.

1.2 Background

The inventory of state-owned and leased facilities used by state agencies represents a significant financial investment by the citizens of Washington. Washington's facilities inventory includes approximately 112 million square feet of facilities. This includes 13.5 million square feet of leased space and 98.4 million square feet of owned space. The inventory contains more than 10,500 facilities records.

To understand and manage this investment, [RCW 43.82.150](#) requires OFM to develop and maintain an inventory system of all facilities owned and leased by state government. OFM is currently manually gathering and maintaining facilities inventory data. A commonly used, comprehensive facilities inventory and portfolio management technology solutions does not currently exist within the state enterprise. Approximately eighty (80) agencies, boards, commissions and institutions of higher education are required to report to OFM annually and are currently using Microsoft Excel for that purpose. Spreadsheets for gathering the required data are transmitted to and from these organizations through email. The process and tools used to maintain the inventory are cumbersome, require a large amount of staff time, limit the amount of data that can be gathered and analyzed, the frequency of reporting, and reporting capabilities.

The state of Washington employs a federated facility planning and management model for overseeing, managing, acquiring and disposing of the real estate in this inventory. OFM has responsibility for:

- Gathering statewide facilities inventory data from agencies (including location and related characteristics, condition, last major project information, and space use data),
- Establishing and enforcing statewide facilities policies and workplace strategies,
- Developing strategic facilities plans,
- Conducting analysis of facilities alternatives,
- Evaluating leasing and ownership alternatives,
- Reviewing (and where necessary developing) operating and capital budgets,
- Approving requests for new space, relocation, expansion and other complex real estate transactions,
- Facilitating decisions by the governor, legislature, and other key decision makers as needed, and
- Consulting on real estate transactions.

Either the Department of Enterprise Services (DES) or individual state agencies will acquire, dispose, and manage facilities after approval from the governor, legislature, or OFM. The state agency that owns or leases the facility is responsible for day-to-day facilities operations under this model. **The facilities inventory data is one of the primary sources of information used for OFM to complete its' responsibilities.**

1.3 Business Needs

OFM is seeking a web-based hosted solution to replace the current manual reporting process. The future solution must allow OFM to capture, manage, use and report-out relevant facility inventory data collected from all state agencies. At a minimum, OFM is interested in a solution that has the attributes and functionality listed below in order to meet its key business needs.

Data Collection

The solution must capture and retain:

1. All of the data elements currently contained in the annual facilities inventory report through a user friendly interface. A detailed list of these data elements are found in the Facilities Inventory Instructions here:
http://www.ofm.wa.gov/budget/facilities/documents/FacilitiesInventoryInstructions_2015.pdf
2. Additional data on leases, subleases, licensing agreements, and interagency agreements.
3. Operating costs for each asset (including debt service) and other data needed to estimate the current and projected costs for a facility.
4. Space use information such as an allocation of square footage by space type and tenant, workstation capacity, and workstation counts for staff and volunteers housed.
5. Condition assessment data.
6. Related documents (through attachment).

Import and Export

In addition to direct data entry, the solution must:

- Import/upload data into the database from an external source (such as excel, SQL database, etc.).
- Export data from the database on an as needed basis.

This will allow data to be regularly updated, mass corrected, and added to existing records when required by the legislature or OFM.

Historic Data

The solution must retain data over time. This is necessary to allow the state to understand how the facilities portfolio has changed over time.

Validation

OFM needs a solution that:

- Prevents duplicate records and does not allow invalid values.
- Uses a workflow to validate the information captured. Data entry validation is expected be completed by Agency Administrators and OFM.
- Records changes made to the data by user.

Users and Security

The solution must provide:

1. Access for approximately 200 users in multiple locations from approximately 80 agencies, with access for 50 users concurrently.
2. Ability for users to be assigned access based on role-based permissions to the system.
3. Ability for agency-specific users to edit their data while having view-only access to other agency's data.
4. Access for OFM users to view and edit all facilities data.
5. Access for guests and other outside stakeholder to have view only access.

Usability

OFM is seeking a solution with an intuitive, user-friendly interface for data entry and obtaining reports. The solution must have the flexibility for a system administrator to configure existing fields and add new data fields as necessary.

Reporting

The solution must be able to generate the following reports:

1. Standard reports that show basic property and lease abstract data.
2. Standard reports that display space utilization within a property.
3. Standard reports that show condition assessment data.
4. Tools that allow for the creation of a statewide report substantially similar to the one that OFM currently prepares for the legislature. The report is available at this link: (<http://www.ofm.wa.gov/budget/facilities/documents/FacilitiesInventorySystemReport2014.pdf>)
5. Tools that forecast/project future space needs based on data supplied.
6. A report that displays historic changes in a record by user for audit purposes.
7. A report or reports that shows changes in the real estate portfolio and space use over time (i.e. trend reporting).
8. Ad-hoc reporting tools to allow data to be used and provided to stakeholders timely.
9. Ability to export report results to Microsoft Excel, PDF, or CSV files.

Mapping

The solution must interface with ESRI software products and hosted services. The ideal solution will have the ability to integrate with location data at various scale levels - from portfolio to project; from points to building footprint (polygons) to 3D imaging. OFM uses mapping to understand the facilities portfolio, to identify opportunities to improve space utilization and consider future facilities siting.

Other Functionality

OFM is also interested in a technology solution that:

- Allows state agencies to make requests for new, relocated and expanded space.
- Could be linked in the future to other state systems.

1.4 Implementation Support

OFM is most interested in Responders who provide implementation services. Implementation services could include technical and business support in developing system workflows, configuring the system to meet the state's business needs, migrating data, training administrative and end users, and assisting with change management using industry best practices.

1.5 Technology Requirements

Washington State has various laws and policies related to technology. Any system must have the ability to conform to the following:

1. [Section 508 of the Federal Americans with Disabilities Act.](#)
2. [State records retention policies](#) and [OFM specific records retention policies](#)
3. [OCIO Disaster Recover and Business Resumption Standard 151.10](#)
4. [State Security Policy 141](#) and [State Security Standards 14.10](#)
5. [Spatial Data Management Policy and Standards](#)

The state of Washington has various data requirements that must be met by any software solution, including:

1. All data must be stored and transmitted in the contiguous United State. Offshore data transmission or storage is prohibited.
2. All data must remain the exclusive property of the state of Washington.
3. All data must be returned to the state of Washington in a standard format and wiped from any provider solution in the event of a contract expiration or termination.
4. All data transfers must be encrypted using 128bit or higher SSL for HTTP traffic and SSH version 2 for any batch or real-time non-http transfers.

In addition, OFM is most interested in solutions that provide the following technology features:

1. Provide authentication and authorization integration across all modules.
2. Provide automated self-service password maintenance (e.g. reset, change, recover)
3. Can be configured without programming skills or vendor services.
4. Provides help functionality within the system.

Section 2–Response to this RFI

2.1 Requested Response

In response to this Request for Information, the OFM is seeking:

1. A cover letter providing basic product, Responder and contact information as defined in section 2.2 below.
2. A response to a series of questions, listed below in section 2.3, that detail the product(s) and services that are currently commercially available as solution for meeting OFM’s business needs as described in this document.

2.2 Cover Letter Instructions

Responders are asked to provide a cover letter that includes the following data:

- Responder name
- Official address
- Official contact(s) name, phone number, and email address
- Product website
- A brief introduction of your firm/product
- Responder longevity
- Product longevity
- Size of customer base

2.3 Responder Questions

Below is a series of questions. OFM is requesting a response to each of these questions. It is recommended that you respond to these questions in the order presented in the RFI. The suggested format for responses to these questions is a brief but complete narrative. Product brochures or other supplemental materials are also welcome.

1. Briefly summarize the product(s) and support services available to meets OFM needs. List the specific module or module(s) of the available product(s) and the version as well as any impending upgrades.
2. Explain how the solution represents the best available option for the state’s facilities inventory and portfolio management technology solutions. Include any unique or innovative features of the product.
3. Describe how the product(s) meet the business needs listed in Section 1.3 above.
4. Describe in detail how data is migrated into the proposed solution and how data can be migrated into and out of the system on an ongoing basis from other facilities systems. Include any limitation on importing external facilities data and explain the solution’s process for detecting errors, validation, and approval of changes.
5. Describe the specific expertise of your company and staff in performing the services contemplated in Section 1.4 above. Include a description of your experience working with and integrating these types of systems.
6. Describe how your company approaches implementation support, which is briefly outlined in Section 1.4 above. Provide an implementation plan that models your standard practice for implementation for a customer of a similar size to the services requested in Section 1.3 above. The plan should include a list of tasks that are necessary for a successful project implementation, the approximate timeframes for each task, the Responder resources (including subcontractors) that are necessary to complete these tasks, the state’s resources that are necessary to complete these tasks and other resources that are necessary to support implementation. OFM is open to both linear and iterative implementation approaches.
7. Explain the Responder’s training approach for product roll-out. Consider including sample training materials and user guides.
8. Describe how the product meets the technical requirements listed in Section 1.5 above.
9. List other state, county, or large municipal governmental entities where similar services consistent with the content of the RFI have been provided. Provide a summary of the services provided and the results achieved.

10. Describe (or provide) your product roadmap. Describe how your product supports best practices and innovation in the facilities industry.
11. OFM understands that Responders may not be able to provide precise costs without having specific additional information, however, it is essential for OFM's planning and funding efforts that Responders provide a rough order of magnitude on known costs associated with the solutions. Therefore, please answer the following:
 1. What modules are needed to support the business requirements defined in Section 1.3 of this RFI including the implementation services required for each module?
 2. What recurring costs should OFM anticipate for the solution? What is the basis for these costs? What are the variables that drive these costs?
 3. What is not included in the standard recurring costs? How are additional service costs estimated?

Provide cost justification methods/arguments, including customer examples and/or case studies.

12. Are there any specific issues or areas of concern, not mentioned in your Response already, that your firm would like to see addressed in the request for proposal which is anticipated to result from this RFI? You may consider, but are not limited to, addressing any known risks to implementing this solution, any data sharing agreements required, any potential performance impacts, or any unique technology requirements.

2.4 Optional Responder Demonstration and Q&A

Following the submission of Responses, OFM may request a demonstration of your product. Product demonstration may be completed electronically through web-ex or on-site at the Responder's discretion. The purpose of the demonstration would be for the purposes of demonstration product capabilities.

In addition, Responders may be asked to respond to follow up questions from OFM to gather a clearer understanding of the product. Follow up inquires may be via email or through follow up discussions by phone.

Both of these actions are at the sole discretion of OFM, therefore, to ensure that Responder input is considered in the development of the request for proposal, Responders are encouraged to provide a complete Response as defined above.

Section 3– Administrative Requirements

3.1 RFI Coordinator

Upon release of this RFI, all Responder communications concerning this RFI must be directed only to the RFI Coordinator listed below. Responders should rely only on written statements issued by the RFI Coordinator.

Responses to verbal requests for information or clarification will be considered unofficial until received in writing.

Bonnie Lindstrom
RFI Coordinator
Office of Financial Management
bonnie.lindstrom@ofm.wa.gov
360-902-0568

3.2 RFI Questions

Questions regarding the RFI must be submitted via e-mail to the RFI Coordinator listed above by Friday, November 6, 2015. The name/company of the Responder that submitted the questions will not be identified in the OFM response which will be distributed to all Responders who have downloaded this RFI from WEBS.

3.3 RFI Timeline

This RFI is being issued under the following RFI timeline:

Activity	Timeline
RFI Issued	October 23, 2015
Questions Due from Responders	November 6, 2015
Answers to Responder Questions Posted	November 12, 2015
RFI Responses Due	November 17, 2015
Optional Responder Demonstrations and Follow Up Inquires	November 20, 2015 – December 4, 2015

3.4 Delivery of Responses

OFM asks that all Responses be received by 3:00 PM Pacific Time on November 17, 2015.

RFI Responses must be provided via e-mail and submitted to the RFI Coordinator:

Bonnie Lindstrom
Office of Financial Management
bonnie.lindstrom@ofm.wa.gov

3.5 Cost of Response Preparation

OFM will not reimburse Responders for any costs associated with preparing a Response to this RFI.

3.6 Response Property of OFM

All materials submitted in response to this RFI become the property of OFM. OFM has the right to use any of the ideas presented in any material offered.

3.7 Amendments

OFM reserves the right to change the RFI timeline or other portions of this RFI at any time. All amendments will be posted on WEBS and the OFM procurement web site.

3.8 Right to Cancel

OFM reserves the right to cancel or re-issue this RFI at any time without obligation or liability.

3.9 No Obligation to Buy

Participation in this RFI is voluntary. OFM will not award any contracts as a result of this RFI. Any procurement of a solution or services will comply with state procurement requirements.

The release of this solicitation document will not obligate OFM to make any purchases. OFM may utilize the results of this RFI in drafting a competitive solicitation for the subject system.

3.10 Disclosure of RFI Response Contents

All Responses will become the property of OFM will be deemed public records as defined in Chapter 42.56 of the Revised Code of Washington (RCW).

Any information in the Response that is claimed by Responder as proprietary and exempt from disclosure under the provisions of Chapter 42.56 RCW, or other state or federal law that provides for such nondisclosure must be clearly designated. The information must be clearly identified and the particular exemption from disclosure upon which the Responder is making the claim must be cited. Each page containing the information claimed to be exempt from disclosure must be clearly identified by the words "Proprietary Information" printed on the lower right hand corner of the page. Marking the entire Response exempt from disclosure or as Proprietary Information will not be honored.

If a public records request is made for the information that the Responder has marked as "Proprietary Information" OFM will notify the Responder of the request and of the date that the records will be released to the requester unless the Responder obtains a court order enjoining that disclosure. If the Responder fails to obtain the court order enjoining disclosure, OFM will release the requested information on the date specified. If a Responder obtains a court order from a court of competent jurisdiction enjoining disclosure pursuant to Chapter 42.56 RCW, or other state or federal law that provides for nondisclosure, OFM shall maintain the confidentiality of the Bidder's information per the court order.