REQUEST FOR INFORMATION (RFI)
Integrated Workplace Management System
(RFI #12/13-048)

I. INTRODUCTION / STATEMENT OF NEED

The Department of Management Services (DMS), Division of Real Estate Development and Management Facilities (REDM) anticipate procuring an integrated workplace real estate management system for the long term management, tracking and reporting of all items listed in this RFI. Towards this end we are seeking information from qualified vendors regarding software solutions that would be best suited for this purpose.

II. BACKGROUND AND CURRENT SITUATION

The State of Florida has a decentralized model for ownership, leasing operations and management of real estate assets. The State of Florida owns 20,387 facilities, including facilities owned by state agencies, the Florida College System, State University System of Florida, and Water Management Districts. DMS manages 108 facilities in the Florida Facilities Pool (FFP) and five Federal Surplus Property Facilities, totaling 113 DMS-managed facilities. By total number, DMS manages less than one percent of total state-owned facilities. However, DMS manages the second largest portfolio in terms of square footage.

The department has statutory oversight for the construction, operation, custodial care, preventive maintenance, repair, alteration, modification and allocation of space for all buildings in the FFP and administers the state’s lease procurement process. Agency-to-agency leases, outside of those for FFP space, are not under DMS oversight. As of June 30, 2013, agencies have entered into 291 leases for FFP space. Agencies have entered into an additional 820 leases with private landlords or other governmental entities for a total of 1,111 leases within the private sector, other governmental properties and public (FFP) facilities.

REDM uses a home-grown (in-house developed) system called FACT (Facilities Accountability and Communications Tool) to automate division related processes and track information. FACT is almost 15 years old, and is written in Oracle/Forms and Microsoft ASP. The FACT system is a transaction-based system that has several components created over the course of many years, including;

- **Lease Administration**: Includes managing leases, strategic planning, financial management and forecasting, lease analysis, transaction management, lease billing, space management, and floor plan versioning (auto CADD).
- **Facilities Inventory**: A comprehensive program to identify and track all the owned facilities, their conditions, maintenance costs, operation levels and land leases.
FACT currently lacks the benefit of defined standards in architecture, security, integration, documentation, and data organization. This has resulted in gaps in data and processes, issues with data integrity, a poor security model, as well as a lack of confidence in system output. Modifications, added modules, and changes in client-side technology have taken its toll on this business system, and today there is data duplication, usability, reporting, and flexibility issues that are increasing the risks for this division. Mixed backend architectures and flawed underlying database structures make fixing the current system infeasible.

REDM is requesting information on available options for a scalable Integrated Workplace Management System that would provide the capacity to manage anywhere from the current 108 structures to potentially managing the state-wide portfolio at over 20,000 facilities.

III.  PURPOSE OF THE RFI

The purpose of this RFI is to establish base line budget estimates for funding, and to determine the scope of available software products.

Pursuant to Rule 60A-1.042, Florida Administrative Code, an agency may request information from the business community by issuing a written RFI. Agencies may use RFI’s in circumstances including, but not limited to, determining what solicitation process to use for a particular need, or researching general, special, and/or technical specifications for the issuance of a solicitation. A vendor’s answer to an RFI is NOT an offer and shall not be used to justify a contract with that vendor without otherwise complying with Chapter 287, Florida Statutes and Chapter 60A-1, Florida Administrative Code. Vendors submitting answers to an agency’s RFI are not prohibited from responding to any related subsequent solicitation. The Department reserves the right to use or reject any information supplied in response to this RFI.

Interested parties are requested to respond to questions/statements contained in Section VI of the RFI. Additionally, interested parties shall provide details on additional features and other applications that may apply to the technology needs described within the RFI.

IV.  REQUIREMENTS:

Information and Functionality

The new system will need to perform the functions provided by the current legacy system, including:
• Facilities Inventory Tracking - Identify and track all the owned facilities, their conditions, space types, maintenance costs, operation levels, floor plans, and land leases.

• Preventive and Work Order Maintenance – Includes building maintenance management, preventative and reactive maintenance, work order generation with work flow and approvals, warrant management, parts and inventory management, and building assessments.

• Lease Administration - Includes managing leases, strategic planning, space management, financial management and forecasting, lease analysis, transaction management, document management and workflow, lease billing and invoicing, and floor plan versioning (auto CADD).

• Paid Parking Administration – Includes issuing and tracking reserved parking places, billing and depositing of revenues, managing disabled parking, managing parking contracts, and cost forecasting.

• Budget Management and Tracking - Tracking budgets and expenditures for capital projects / construction projects, energy efficiency management and reporting.

• Project Management for Capital/Construction Projects – Managing projects utilizing work breakdown structures, resource management and linking project costs to budgets.

**Current System Statistics and Data**

*Lease Administration*

• Statistics on all private leases:
  o 1,111 active leases as of June 30, 2013
  o 12.8 million square feet of leased space for all state agencies
  o $226.2 million in annual lease contract rent

• Statistics on lease management in owned facilities (included in above numbers):
  o 291 FFP leases
  o 5.9 million leased square feet
  o $95.5 million annual FFP rent income
  o 291 rent invoices generated quarterly to agencies for FFP leases
  o Accounts receivable tracking

• Information maintained about leases and lease administration includes, but is not limited to, the following:
  o Location address
  o County
  o City
  o State
  o Zip code
  o Landlord name and address
  o Property size
  o Space type
  o Property manager
  o Lease start and end dates
  o Lease actions (renewal, expired, etc.)
  o Square foot rental rate
RFI for FACT Database Replacement
Integrated Workplace Management System

- Monthly rent
- Yearly rent
- Escalations costs
- Service type (full service, less electricity, etc.)
- Number of employees housed
- Types of amenities (i.e. day care, cafeterias, etc.)
- Rent billing (see Budget Management)

Facilities Inventory

- Statistics on Facilities Inventory:
  - $60 million spend on maintenance (deferred)
  - Potential of 32 agencies housed in buildings

Paid Parking

- Statistics on Paid Parking Management:
  - Over $800,000 in parking income annually
  - 30,000 parking contracts
  - 91 parking lots
  - 500 loading zone permits
  - 100 disabled parking permits

- Information maintained about Paid Parking includes, but is not limited to:
  - Amount deposited/refunded
  - Active dates (start and end dates) for the parking contract
  - Employee name
  - Social Security Number/Employee ID Number
  - Agency name
  - Employee parking violations
  - Garage number, level number, place number
  - Budget billing code
  - Percent of lots over sold
  - Vacancies (percent, location, duration, etc.)

Budget Management System

- Statistics on Budget Management:
  - Current Active Projects Funding: $97,249,306; Projects in Warranty: $233,388,264
  - Current Number of Active Projects: 189; Number of Projects in Warranty: 123
  - Capital Improvement needs- Current Capital Improvement needs for the Florida Facilities Pool: Life Safety-$611,911; ADA-$3,713,870; Capital Depreciation-$92,151,614

- Budget tracking information maintained includes, but is not limited to:
  - Facility Name
  - Facility Location & Address
  - Lessor
RFI for FACT Database Replacement
Integrated Workplace Management System

- Lessor Contact & Billing Information
- Space Type
- Rental Rate
- Lease Beginning and ending Date
- Modification Type and date (if applicable)
- Active Projects
- All Projects
- Project/Update
- Project Distribution/Update
- Accounting fields
- Architect/Engineer Contractors, active and historical
- Construction Contractor, active and historical
- Contract Number
- Contracts by Type (Architect/Engineer, Construction Company, etc.)
- Change Order
- Project Administrator
- Project Manager
- Agency
- Project Advertisements available to Public
- Building Manager
- All financials related to a Project by fund, by types, by agency, % billed, etc.
- Financial Change Orders
- Projects (active, historical, by manager, without a manager, etc)
- Projects Status (complete percent, substantial completion, etc.)
- Warranty/Hold/Contract Complete Projects
- Project Manager Workload
- Minority Contractor Contracts

Maintenance Management

- Statistics regarding facilities maintenance:
  - 25,000 work orders on average annually

- Information maintained regarding maintenance includes, but is not limited to:

  Work orders
  - Request Type (electrical, plumbing, etc.)
  - Date and time Requested
  - Date and time Closed
  - Mechanic that made the repair
  - Agency Name
  - Building name and location of repair needed
  - Description field
  - Building Manager Comment
  - Customer Comment

  Preventive maintenance
  - Equipment identification
  - Building and equipment location
V. TECHNICAL REQUIREMENTS

- The ability to create customer defined fields (or custom fields) is necessary to collect data that may be specific to Florida business rules, and to store derived data specific to Florida needs. These fields may be related to facilities, work orders and maintenance, leases, real estate customers, etc.
- Must be able to establish interfaces to other business processes. Examples include:
  - Integrating lease and other billing information with Finance and Accounting (F&A) to establish receivables and manage appropriate accounting.
  - Integrating project budgets with F&A.
  - Feeding information to State data warehouses such as the Florida State-Owned Land and Inventory Reporting System (FL-SOLARIS) for public reporting.
  - Integrating with the State’s HRM system People First to update facility information in which State FTE’s are assigned.
- Establishing web services for information access and integration is desirable, but the ability to define and execute data extracts is also an option.
- Utilities for converting data from existing legacy systems (Oracle database) into the new system are necessary. This will be for information related to facilities, leases, parking permits, preventive maintenance, etc.
- A roles-based security model is necessary, with the ability to provide rights, at a minimum, based on agency in which the user is employed, location and role.
- Dynamic reporting is required, including the ability to build custom reports by choosing elements of information and defining criteria.
- Application Model – The department prefers, if cost-beneficial, a hosted solution, similar to a Software-as-a-Service model, or cloud solution. The department would like to consider both a S-a-a-S model and on-premise model to compare total cost ownership.
- Flexibility to collect specific facility and lease information from agencies on an annual basis to include information such as space forecasts, personnel information, telecommuting information, anticipated next lease actions.

VI. VENDOR RESPONSE

All responses to the RFI are requested to contain, at a minimum, the following information:

**Technology Solution**

Respondents are asked to describe the technology solution that addresses the department’s needs. In describing your proposal solutions(s), please include the following information:

- Name/description of the solution.
- Major functions your solution designed to address.
- Delivery models your solution available in. (SaaS, On-Premise, etc.)
- For on-premise, describe the system platform (OS, language and framework, back-end database, etc.).
o User prerequisites to implementing the solution.
  o Technical requirements for system implementation.
  o Ability to establish interfaces to other systems and ability to establish data extracts.
  o Ability to upload or import data files to the system.
  o Ability to accommodate custom fields throughout the system to meet Florida-specific data needs.
  o Value added features and functions (e.g. potential cost savings or other positive outcomes).
  o User agency staff needed and associated skill sets required maintaining the solution.
  o How an agency or group of agencies should be organized to best implement your solution – whether the solution is better suited for centralized or distributed deployment.
  o Description of system security model.
  o What the suggested level of in-house support is including suggested resources for administering the service (as it relates to creating/issuing accounts, creating reports, adding additional codes, etc.).
  o Reporting and analysis capabilities for performance indicators and ability to make information available to stakeholders.
  o Both standard (“canned”) and ad hoc/customizable report capabilities.
  o The web reporting/publishing capabilities.
  o For SaaS model, describe your typical Service Level Agreement that addresses service availability (including % if up-time and time frame, maintenance periods and communications process for notifying customers or events, upgrades, support response time, etc.).
  o Disaster recovery and backup approach.
  o Typical engagement approach for configuring the services for an organization and recommended trainings.
  o Information about relevant technologies, services and products.
  o White papers, product literature, web seminars, etc.
  o A list of current customers, or at a minimum a description of the type of client and size of the client organization, using the system solution.

**Estimated Costs**
The department understands that vendors may not be able to provide exact costs under this RFI without having specific information on which solution may be implemented; however, we would appreciate vendors providing information on known costs associated with the solutions described.

For SaaS model:

  o What are recurring costs, what’s the basis for them and what are the variables?
  o What are up-front costs and how are they determined?
  o What costs are not included in the standard recurring costs and how are they determined?
  o What should be expected for initial data load costs on the part of the vendor?

For On-Premise:

  o Provide an anticipated range of what your system costs.
  o Are there licensing requirements? Individual or enterprise?
  o What are the costs of individual licenses?
  o Are there after installation/maintenance costs?
  o What is an anticipated range of maintenance costs?
RFI for FACT Database Replacement
Integrated Workplace Management System

For Both:

- First year cost to own.
- Ongoing annual costs (please break down by subsequent year if costs will change over time).
- Costs to install/implement broken down by hardware, software and vendor personnel by function.

- Cost justification methods/arguments, including customer examples and/or case studies.

Experience with other Government Projects
Respondents are asked to identify other state, county or municipal governmental entities where they have performed similar services consistent with the content of this RFI and provide a summary of the services provided and the results achieved. Experience with the federal government and/or foreign governments may also be included.

Areas of Concern
Are there any specific areas of concern, not mentioned herein, that your firm would like to see addressed in a solicitation resulting from the RFI? Be sure to address any known risks to implementing the solution, as well as any data sharing agreements required, any potential performance impacts, as well as any technological requirements (e.g. additional bandwidth, etc.).

Expertise
Describe your specific experience and expertise as a company and staff specifically in performing the services contemplated in the RFI and identify whether services are provided by sub-contractors or employees of the vendor. Also, describe your experience working with and integrating these types of systems. Describe how long your proposed solution has been available and what the version is.

Demonstrations
As a second phase to this RFI process, after receiving vendor responses, DMS may request on-site presentations from each vendor who responded for the purposes of demonstrating product capabilities. DMS may also request proof-of-concept demonstrations to better understand the product capabilities. There will not be any negotiations or discussions of subsequent procurement during these meetings.

VII. PUBLIC RECORDS

The Department takes its public records responsibilities, as provided under chapter 119, Florida Statutes and Article I, Section 24 of the Florida Constitution, very seriously. If Respondent considers any portion of the documents, data or records submitted in response to this request to be confidential, proprietary, trade secret or otherwise not subject to disclosure pursuant to chapter 119, Florida Statutes, the Florida Constitution or other authority, Respondent must also simultaneously provide the Department with a separate redacted copy of its Reply and briefly describe in writing the grounds for claiming exemption from the public records law, including the specific statutory citation for such exemption. This redacted copy shall contain the Department’s request name, number and the name of the Respondent on the cover, and shall be clearly titled “Redacted Copy.”

The Redacted Copy shall be provided to the Department at the same time Respondent submits its Reply to the request and must only exclude or obliterate those exact portions which are
claimed confidential, proprietary, trade secret or otherwise not subject to disclosure. The Respondent shall be responsible for defending its determination that the redacted portions of its Reply are confidential, proprietary, trade secret or otherwise not subject to disclosure. Further, Respondent shall protect, defend and indemnify the Department for any and all claims arising from or relating to Respondent’s determination that the redacted portions of its Reply are confidential, proprietary, trade secret or otherwise not subject to disclosure. If Respondent fails to submit a Redacted Copy with its Reply, the Department is authorized to produce the entire documents, data or records submitted by Respondent in answer to a public records request for these records.

IX. SUBMISSION OF INFORMATION

Responses must be in writing and submitted via mail to the following person no later than 1:00 p.m. on September 26, 2013. Responses must reference the RFI number, DMS-12/13-048, the company name, address, telephone number and the name and email address of the company’s contact person. Please submit your response to:

Mr. Lysle Robinson, Purchasing Analyst
Departmental Purchasing
Department of Management Services
4050 Esplanade Way, Suite 335.6X
Tallahassee, FL 32399-0950
Telephone: (850) 410-1423
Fax: (850) 414-8331
lysle.robinson@dms.myflorida.com

Please send 4 copies of your response.

No contract will be awarded as a result of issuing this document. The Department of Management Services appreciates your time and interest in responding to this Request for Information. Vendors submitting responses to this RFI are not prohibited from responding to any related subsequent solicitations.

IX. GENERAL TERMS

This is only a Request for Information (RFI) and should not be construed as an intent, commitment or promise to acquire or purchase the proposed solution by a vendor.

The department will not be obligated to any vendor as a result of this RFI. The department is not obligated for any costs incurred by vendors in the preparation of their response to this Request for Information. The department will not pay for any information herein requested nor be liable for any costs incurred by the vendor. For economy of presentation, special bindings, colored displays, promotions materials and the like are not required but if they are presented, the department will not be responsible for the costs.

This RFI is being released strictly for the purpose of gaining knowledge of the products and services available on the market for the installation of a solution for the agency, related services, options available and anticipated costs.
From the information collected through this RFI and any subsequent presentations the department will review all information and options related to the purchase of this technology solution, related services, and desirable options. It is anticipated that we will release a competitive solicitation at a later time for the required solution.