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# CITY OF MAULDIN REQUEST FOR PROPOSALS (RFP: 2021–10)

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## Enterprise Asset Management Software

**Issue Date:** November 15, 2021

**Submittals Due:** December 15, 2021 by Noon, 12pm EST

**Contact:** Matt Fleahman, Public Works Director

**E-mail:** [mfleahman@mauldincitysc.com](mailto:mfleahman@mauldincitysc.com)

**Phone:** (864) 289-8904

**CITY OF MAULDIN**  
5 E. Butler Road, Mauldin, SC 29662

A decorative graphic at the bottom of the page consisting of several overlapping, curved bands of color: a dark blue band at the top, followed by a yellow band, a light blue band, and a red band at the bottom.



## Introduction

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The City of Mauldin, SC, is soliciting a Request for Proposals (RFP) from qualified vendors to provide a comprehensive, fully integrated, enterprise asset management software platform for its Public Works Department. Online and mobile functionality is a requirement in order to provide field staff with direct access for data acquisition and management.

Sealed bid proposals, plainly marked **“Bid #2021-10 Enterprise Asset Management Software”** on the outside of a mailing envelope as well as the sealed bid envelope, addressed to:

Attn: Matthew Fleahman  
Public Works Department  
City of Mauldin  
5 E. Butler Road  
P.O. Box 249  
Mauldin, SC 29662

Bids will be accepted until **December 15, 2021 at 12pm, Noon.**

Please check the City website at <https://cityofmauldin.org/tools-for-businesses/#rfps> prior to submission for any responses or inquiries or addendums to the RFP. Only answers issued by addenda will be binding. All addendums will be posted on the City of Mauldin website.

The City of Mauldin reserves the right to reject any or all proposals submitted. Submission of a proposal indicates acceptance by the firm of the conditions in this RFP, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the City of Mauldin and the selected firm.

### INQUIRIES

Questions may be submitted to Matthew Fleahman via e-mail to [mfleahman@MauldinCitySC.com](mailto:mfleahman@MauldinCitySC.com) by 3:00 PM on Wednesday, December 1, 2021. All questions will be responded to by 3:00 PM on Friday, December 3, 2021. Only answers issued by addenda will be binding. All addendums will be posted on the City of Mauldin website at <https://cityofmauldin.org/tools-for-businesses/#rfps>.

### COMPETITION

It is the City's intent that this RFP shall permit competition. It shall be the respondent's responsibility to advise the Director of Public Works, in writing, if any language, requirement, specification, etc., or any combination thereof, inadvertently restricts or limits the requirements stated in this RFP to a single source. Such notifications must be received no later than seven (7) days prior to the proposal acceptance date.

## Background Information

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Situated in the northwest part of South Carolina, the City of Mauldin was established in 1890 and is home to approximately 25,193 residents. Expansion of the municipal boundaries with dense development have increased the City's population approximately 65% over the last 20 years. The continued growth of the

City has presented administrative challenges in data management for the City's Public Works Department. The Public Works Department intends to utilize a new enterprise asset management software to better manage their assets, track work, optimize capital planning and expenditures.

The Public Works Department is divided into six Divisions: Streets/Stormwater, Sewer, Sanitation, Fleet, Facilities, and Parks/Grounds. The Department manages approximately 100 miles of sewer, three pump stations, approximately 2,750 manholes, approximately 300 vehicles, approximately 83 centerline miles of roadway, five parks, and nine facilities.

Beginning several years ago, Mauldin's Public Works Department began using a software system that operates as a database for work orders as they relate to the Sewer, Streets, and Fleet Divisions. The implementation of this software has been restricted by the lack of "in the field" availability and no supported GIS integration.

A new solution is needed to meet the City's existing and future needs. Award will not be based solely on price, although this will be an important factor in choosing a solution.

#### **ANTICIPATED PROJECT TIMELINE**

Request for Proposals advertised: November 15, 2021

Deadline to receive questions: December 1, 2021

Deadline for the City to respond to questions: December 3, 2021

Deadline to receive bids: December 15, 2021

Recommendation of bid award to City Council: January 17, 2021

## **Scope of Work**

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The intent of this RFP is to enable the City to acquire the most appropriate, financially attractive solution from a qualified vendor. The general capabilities of the software need to replace the functionality of the current system in place, and possibly offer expansion or integration of services not used at present. At a baseline level, the City of Mauldin desires a customizable software solution that will support automation of all necessary functions related to Public Works activities. Proposals will address the following scope of work:

- Solution procurement, installation, and setup as applicable
- Template and application form development
- Testing
- Training for support staff, end users and administrators
- Ongoing maintenance and support
- Web integration service
- Digitalization of field records from sewer line and manhole inspections
- Migration of current and past data to a form that is accessible and searchable in the new solution(s) offered

#### **SPECIFICATIONS**

Through this RFP, the City intends to procure a solution that fulfills the essential needs described under the "Required Capabilities" heading. The items listed under "Additional Capabilities" represent adjacent

services the City wants to maintain or integrate with its permitting and licensing system. A solution that integrally or through additional solutions addresses those wants will be evaluated as an asset but will not necessarily be disbarred if absent from a proposal.

### Required Capabilities

#### *General*

- **Wastewater Collection.** Identify and map all laterals, cleanouts, manholes, mains, and pump stations. Software shall document inspections, notes, photos, and integrate with WinCan CCTV software.
- **Streets/Stormwater.** Identify and map signs, signals, bridges, catch basins, retention/detention ponds. Software shall document inspections, notes, photos, and PCI data.
- **Fleet Management.** Track fuel, repair costs, and repair records. Software shall be capable of generating preventative maintenance service orders.
- **Facility Management.** Track maintenance repairs and costs attributed to individual assets in every facility.
- **Searching.** The solution must be searchable by multiple data fields.
- **Reporting.** The solution must generate reports using combinations of the data elements.
- **Mobile usage.** View, modify inspections and record notes while in the field from mobile devices (e.g. tablets and/or cell phones). The solution must be compatible with iOS, Android, and Windows operation systems.
- **GIS integration.** Provide a standalone GIS component or the ability to integrate with ArcGIS online.

#### *User Management*

- **Internal user management.** Solutions must allow for 12 users initially with the potential for more users at a later date.
- **Training.** The selected vendor must provide ongoing service and support, such as training classes, online customer service website, and online software maintenance.

### Additional Features (optional)

- **Integration with existing City systems.** The City currently uses Microsoft suites for e-mail, general office work, and basic project management. Integration with this current Microsoft environment is preferred. Additionally, the City currently uses SmartFusion provided by Harris Local Government for its financial management systems.

## **Submittal Requirements**

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Any party submitting a proposal should sufficiently address the requested information outlined below. The City of Mauldin reserves the right to either reject proposals or waive deficiencies as it serves the interest of the public.

### *1. Executive Summary*

Provide a title page with the RFP number, subject and name of Proposer, address, telephone number, e-mail address, date and a table of contents.

### *2. Summary of Pricing*

Include a price sheet to clearly identify proposed cost structures. Pricing should be clear, concise and differentiate between included services, alternative proposals and the cost for add-on features or additional users outside of initial limits (if applicable).

### *3. Vendor Qualifications*

Provide a narrative response, including any necessary documents, that contains the following information.

- Specify the number of years in business providing public sector software
- Specific the overall number of public sector clients and the number of public sector clients in South Carolina
- Provide an overview of the company size in terms of employees and the ownership structure
- Describe how your company measures customer satisfaction for software applications, customer service and support

### *4. Proposed Solution(s)*

Describe how your proposal meets the City's scope of services including its wants and needs. Include an implementation plan and schedule.

### *5. References*

Provide three (3) public sector clients that currently use your software. Include the name of the client and contact information.

### **PRICING**

Pricing for the first-year implementation costs should be identified and listed separately from the annual software fees. Proposed fees should be firm for City acceptance for 6 months from acceptance date of proposals. Pricing must be inclusive, clear and concise, including such other information as requested or required. Please include an estimated yearly increase, if applicable and payment schedule options. Award will not be based solely on price, although this will be an important factor in choosing a solution.

### **SUBMISSION OF PROPOSAL**

Proposals shall be submitted in a sealed envelope, plainly marked "***Bid #2021-10 Enterprise Asset Management Software***" addressed to the Public Works Department, City of Mauldin, 5 E. Butler Road, P.O. Box 249, Mauldin, SC, 29662.

Please check the City website at <https://cityofmauldin.org/tools-for-businesses/#rfps> prior to submission for addendums to the RFP.

### **Proposal Guarantees, Warranties and Schedule**

Contractor shall provide a minimum one-year warranty for all material and workmanship and submit Attachment D with its proposal.

## **Criteria for Rating Proposals**

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The City's RFP Evaluation Committee (Evaluation Committee) will review, score and rank all proposals and make a recommendation to City Council on who will best serve the City. City Council will make the final decision on selecting a Firm.

During the evaluation process, the Evaluation Committee and the City reserve the right to request additional information or clarification from proposers, or to allow corrections of errors or omissions.

In rating proposals, the City will carefully weigh the responses in the following categories:

1. Quality of the solution(s) when compared to the City's needs
2. Vendor qualifications
3. Municipal experience
4. Pricing model
5. Delivery of services
6. Customer service model

The following details the points assigned per section:

<b>Proposal Section</b>	<b>Point Value</b>
<b>Summary of Pricing</b>	<b>25</b>
<b>Vendor Qualifications</b>	<b>25</b>
<b>Proposed Solution</b>	<b>25</b>
<b>References</b>	<b>25</b>
<b>Total Points</b>	<b>100</b>

## **General Conditions**

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### **A. Competition**

It is the intent and purpose of the City that this solicitation permits competition. It shall be the Offeror's responsibility to advise the City in writing if any language, requirements, etc. or any combination thereof, inadvertently restricts or limits the requirements stated in this solicitation to a single source. Such notification shall be submitted in writing and must be received by City

Hall at least ten (10) calendar days prior to proposals receipt date. A review of such notification shall be made.

## **B. Confidentiality and Proprietary Information**

All submissions become the property of the City and will not be returned to the Offeror. The City will consider all proposals submitted as confidential but reserves the right to make copies of all Proposals received for its internal review and for review by its financial, accounting, legal, and technical consultants. Offerors should be aware that the City of Mauldin is a “public body” as defined in and subject to the provisions of the Freedom of Information Act.

## **C. Conflict of Interest**

The Offeror shall disclose in its proposal any actual or potential conflicts of interest and existing business relationships it may have with the City of Mauldin, its elected or appointed officials or employees, any property ownership direct or indirect in the jurisdiction. Offeror certifies by submission of proposal that neither it nor its principals, nor its perspective subcontractors are presently debarred, suspended, or proposed for debarment by the City of Mauldin or any state or federal department or agency.

## **D. Compliance, Assurance, and Non-collusion**

Except as otherwise specified or as arising by reason of the provision of the contract documents, no person whether natural, or body corporate, other than the Offeror has or will have any interest or share in this proposal or in the proposed contract which may be completed in respect thereof. By responding to this RFP, the Offeror agrees that there is no collusion or arrangement between the Offerors and any other actual or prospective Offerors in connection with proposals submitted for this project and the Offeror has no knowledge of the contents of other proposals and has made no comparison of figures or agreement or arrangement, express or implied, with any other party in connection with the making of the proposal.

During the period between publication of the solicitation and award, you must not communicate, directly or indirectly, with the using department, its employees, agents or officials regarding any aspect of this procurement activity, unless otherwise approved in writing to the City’s designated point of contact for this RFP.

Each Offeror shall comply with all applicable federal, state and local laws and shall meet all requirements imposed upon this service industry by regulatory agencies. Offerors will submit the Statement of Assurance, Compliance and Non-collusion with its proposal submittal which is enclosed as Attachment A.

## **E. Drug-Free Workplace**

Offeror(s) will submit the Drug-Free Workplace Certification with its proposal submittal which is enclosed as Attachment B.

## **F. Insurance**

The Offeror shall procure and maintain for the duration of the contract all such insurance, as required by the laws of the State of South Carolina, against claims for injuries to persons or

damages to property which may arise from, or be in connection with the performance of the work hereunder by the Offeror or its individuals, Firms, agents, representatives, or employees. The cost of such insurance shall be included in the fee proposed. A breach of the insurance requirements shall be material. Offerors will submit and minimally the below listed insurance. The Offeror will submit the Insurance Certification with its proposal submittal which is enclosed as Attachment C.

#### **G. Litigation**

Offerors who, either directly or indirectly through another corporation or entity, have been or are in litigation, or who have served notice with intent to proceed with court action against the City in connection with any contract for works or services, may be considered ineligible. Receipt of proposals from such Offerors may be disqualified from the evaluation process.

#### **H. No Contract**

This RFP is not a tender and does not commit the City in any way to select a preferred Offeror. By submitting a proposal and participating in the process as outlined in this RFP, Offerors expressly agree that no contractual, tort or other legal obligation of any kind is formed under or imposed on the City of Mauldin by this RFP or submissions prior to the completed execution of a formal written Contract.

# ATTACHMENT A – COMPLIANCE, ASSURANCE AND NON-COLLUSION

**Statement of Assurance, Compliance and Non-collusion**

State of \_\_\_\_\_

County of \_\_\_\_\_

City of \_\_\_\_\_, being first duly sworn, deposes and says that:

1. The undersigned, as Vendor, certifies that every provision of this Submittal have been read and understood.
2. The Vendor hereby provides assurance that the Firm represented in this Submittal:
  - a. Will comply with all requirements, stipulations, terms and conditions as stated in theSubmittal/Submittal document; and
  - b. Currently complies with all Federal, State, and local laws and regulations regarding employment practices, equal opportunities, industry and safety standards, performance and any other requirements as may be relevant to the requirements of this solicitation; did not participate in the development or drafting specifications, requirements, statement of work, scope of work etc. relating to this solicitation; and
  - c. Is not guilty of collusion with other Vendors possibly interested in this Submittal in arriving at ordetermining prices and conditions to be submitted; and
  - d. No person associated with Vendor’s Firm is an employee of the City of Mauldin. Should Vendor, or Vendor’s Firm have any currently existing agreements with the City, Vendor must affirm that said contractual arrangements do not constitute a conflict of interest in this solicitation; and
  - e. That such agent as indicated below is officially authorized to represent the Firm in whose name the Submittal is submitted.

<b>Company name:</b>	
<b>Name of Agent (Print or Type):</b>	
<b>Title:</b>	<b>Date:</b>
<b>Signature of Agent:</b>	
<b>Telephone #</b>	<b>Fax #:</b>
<b>Federal Identification Number:</b>	
<b>Email address:</b>	
<b>Subscribed and sworn to me this            day of</b>	
<b>my commission expires:</b>	<b>Title:</b>

**(Must be notarized by a Notary Public)**

**SEAL**

# ATTACHMENT B – DRUG-FREEWORKPLACE CERTIFICATION

**DRUG-FREE WORKPLACE CERTIFICATION**

In accordance with Section 44-107-30, South Carolina Code of Laws (1976), as amended, and as a condition precedent to the award of the above-referenced contract, the \_\_\_\_\_ undersigned, who is a member of the Firm of (hereinafter contractor) certifies on behalf of the contractor that the contractor will provide a drug-free workplace by:

1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensations, possession, or use of a controlled substance is prohibited in the contractor’s workplace and specifying the actions that will be taken against employees for violations of the prohibition;
2. Establishing a drug-free awareness program to inform employees about:
  - a. The dangers of drug abused in a workplace;
  - b. The person’s policy of maintaining a drug-free workplace;
  - c. Any available drug counseling, rehabilitation, and employee assistance programs; and
  - d. The penalties that may be imposed upon employees for drug violations;
3. Making it a requirement that each employee to be engaged in the performance of the contract be given a copy of the statement required by item (1);
4. Notifying the employee in the statement required by item (1) that, as a condition of employment on the contract or grant, the employee will:
  - a. Abide by the terms of the statement; and
  - b. Notify the employer of any criminal drug statute conviction for a violation occurring in the workplace no later than five days after the conviction;
5. Notifying the City of Mauldin within ten days after receiving notice under item (4) (b) from an employee or otherwise receiving actual notice of the conviction;
6. Imposing a sanction on, or requiring the satisfactory participation in a drug abuse assistance or rehabilitation program by, any employee convicted as required in Section 44-107-50; and
7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of items (1), (2), (3), (4), (5), and (6).

<b>Company name:</b>	
<b>Name of Agent (Print or Type):</b>	
<b>Title:</b>	<b>Date:</b>
<b>Signature of Agent:</b>	
<b>Telephone #</b>	<b>Fax #:</b>
<b>Federal Identification Number:</b>	
<b>Email address:</b>	
<b>Subscribed and sworn to me this            day of</b>	
<b>my commission expires:</b>	<b>Title:</b>

**(Must be notarized by a Notary Public)**

**SEAL**

# ATTACHMENT C – INSURANCE

## **INSURANCE – PROFESSIONAL SERVICES**

The Offeror shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from, or be in connection with the performance of the work hereunder by the individual or the Firm, his agents, representatives, or employees. The cost of such insurance shall be included in the fee proposed.

For the purpose of this clause, the term "professional individual or Firm" shall also include the individual's or Firm's respective officers, agents, officials, employees, volunteers, boards and commissions.

### **A. Minimum Scope and Limits of Insurance**

1. **Broad Form Comprehensive General Liability**  
\$1,000,000 combined single limit per occurrence for bodily injury, personal injury, property damage, to include products and any completed operations.
2. **Automobile Liability**  
\$1,000,000 combined single limit per occurrence for bodily injury and property damage
3. **Umbrella Liability**  
\$1,000,000 per occurrence, following form.
4. **Workers' Compensation**  
Limits as required by State of South Carolina.
5. **Employers' Liability**
  - \$100,000 each accident
  - \$500,000 disease/policy limit
  - \$100,000 disease/each employee
6. **Professional Liability (if used on a claims-made basis, insurance coverage shall be maintained for the duration of the contract and for two years following contract completion.)**
  - \$1,000,000 per occurrence
  - \$2,000,000 aggregate
7. **Personal Property Coverage**  
Adequate insurance to cover the value of personal property belonging to the Vendor while located on City of Mauldin property, while in use or in storage, for the duration of the contract.
8. **Liability (General, Automobile, Professional) Coverage;**
  - a. "The City of Mauldin and its respective officers, agents, officials, employees, volunteers, boards and commissions" are to be named as additional insured's with regards to liability arising out of activities performed by or on behalf of the Vendor; products and completed operations of the Vendor; premises owned, leased or used by the Vendor. The coverage shall contain no special limitations on the scope of protection afforded to the City.

- b. The Vendor's insurance coverage shall be the primary insurance as regards to this contract with the City. Any insurance or self-insurance maintained by the City shall be in excess of the Vendor's insurance and shall not contribute with it.
- c. Any failure to comply with the reporting provisions of the policies shall not affect coverage provided to the City.
- d. Coverage shall state that the Vendor's insurance shall apply separately to each insured against whom a claim is made or a suit is brought, except with respect to the limits of the insurer's liability.

9. Workers' Compensation and Employer's Liability Coverage

- a. The insurer shall agree to waive all rights of subrogation against City of Mauldin for losses arising from the work performed by the Vendor for the City.
- b. If State statute does not require the Vendor to obtain Workers' Compensation insurance, then the Vendor shall furnish the City with adequate proof of the self-employment status. The Vendor agrees to waive all rights of claims against the City for losses arising from the work performed by the Vendor. In the event that during the contract this self-employment status should change, the Vendor shall immediately furnish proper notice to the City and a certificate of insurance indicating that Workers' Compensation insurance and Employer's Liability coverage has been obtained in the correct amounts by the Auditor as required by this Exhibit.

10. Acceptability of Insurers

- a. Insurance is to be placed with insurers which have a Best's rating of at least A.
- b. Insurance companies must either be licensed to do business in the State of South Carolina or be deemed to be acceptable by the City Administrator.

11. Verification of Coverage

The Vendor shall furnish the City with certificates of insurance effecting coverage required by this clause. The certificates and endorsements for each insurance policy are to be signed by a person authorized by the insurer to bind coverage on its behalf. The certificates and endorsements are to be received and approved by the City Administrator before work commences. Renewal of expiring certificates shall be filed thirty days prior to expiration. The City reserves the right to require complete, certified copies of all required policies, at any time.

B. Aggregate Limits

Any aggregate limits must be declared to and be approved by the City of Mauldin.

C. Deductibles and Self-Insured Retentions

Any deductibles or self-insured retentions must be declared to and be approved by the City in writing. At the option of the City, the insurer shall reduce or eliminate such deductibles or self-insured retentions as regards the City or the Vendor shall procure a bond which guarantees

payment of the losses and related investigations, claims administration and defense expenses. At no time will the City be responsible for the payment of deductibles or self-insured retentions.

**D. Notice of Cancellation or Non-renewal**

Each insurance policy required by this Exhibit shall be endorsed to state that coverage shall not be suspended, voided, canceled, or reduced, either in coverage or in limits, except after thirty days prior written notice by certified mail, return receipt requested, has been given to the City.

All insurance documents required by this Exhibit shall be mailed to Van Broad, PO Box 249 Mauldin SC 29662.

<b>Company name:</b>	
<b>Name of Agent (Print or Type):</b>	
<b>Title:</b>	<b>Date:</b>
<b>Signature of Agent:</b>	
<b>Telephone #</b>	<b>Fax #:</b>
<b>Federal Identification Number:</b>	
<b>Email address:</b>	
<b>Subscribed and sworn to me this            day of</b>	
<b>my commission expires:</b>	<b>Title:</b>

*(Must be notarized by a Notary Public)*

**SEAL**

**ATTACHMENT D – PROPOSAL  
GUARANTEES, WARRANTIES AND SCHEDULE**

**PROPOSAL/PROPOSER GUARANTEES, WARRANTIES AND SCHEDULE**

**Proposer Guarantees**

The proposer certifies it can and will provide and make available, at a minimum, all services set forth in this RFQ.

**Proposer Warranties**

1. Proposer warrants that it is willing and able to comply with State of South Carolina laws with respect to foreign (non-state of South Carolina) corporations.
2. Proposer warrants that it is willing and able to obtain an errors and omissions insurance policy providing a prudent amount of coverage for the willful or negligent acts, or omissions of any officers, employees or agents thereof.
3. Proposer warrants that it will not delegate or subcontract its responsibilities under an agreement without the express prior written permission and consent of the City of Mauldin.
4. Proposer warrants that all information provided by it in connection with this proposal is true and accurate.

**Proposer Schedule**

The Offeror also understands by executing and dating this document their proposed prices/costs shall hold Firm for a period of not less than *ninety (90)* calendar days after the date of the solicitation award.

<b>Company name:</b>	
<b>Name of Agent (Print or Type):</b>	
<b>Title:</b>	<b>Date:</b>
<b>Signature of Agent:</b>	
<b>Telephone #</b>	<b>Fax #:</b>
<b>Federal Identification Number:</b>	
<b>Email address:</b>	
<b>Subscribed and sworn to me this            day of</b>	
<b>my commission expires:</b>	<b>Title:</b>

**(Must be notarized by a Notary Public)**