Department of Facilities Management
Memorial University of Newfoundland
RFP-002-24 Space Management Software

ADDENDUM 3
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February 22, 2024

PART 1 - ADDENDUM

1.1   TITLE

   .1   This Addendum shall be known as:

          Addendum 3
          RFP-002-24 Space Management Software

   .2   The Date of the Addendum is Thursday, February 22, 2024

1.2   PRECEDENCE

   .1   This amendment to the bid documents is effective immediately.

   .2   This Addendum shall form an integral part of the original bid documents and is to be read in conjunction therewith.

   .3   The Addendum shall take precedence over previously issued bid documents with which it may prove to be at variance.

1.3   GENERAL

   .1   The General Conditions shall govern all phases of the Work covered by this Addendum.

   .2   Acknowledge receipt of this addendum in the Tender and Acceptance form.

1.4   PURPOSE

   .1   The purpose of the Addendum is to inform bidders of the changes, deletions and additions to be added to the bid documents.

1.5   CHANGES IN GENERAL

        Answers to questions received on or before February 22, 2024.

   1.   Can Memorial University, Department of Facilities Management expand on their requirements for a space management software? More specifically, can Memorial University identify and explain if or what functionality require to address the following aspects of space management:
        a.   Workplace Space Management
             1.   Yes, as outlined in section 2. Business Requirements of the RFP, and as required to provide an end-to-end space management solution to manage, administer and report on all space.
        b.   Case Management
             1.   This is not a current requirement.
        c.   Reservation Management
             1.   This is not a current requirement.
        d.   Indoor Mapping

1. A graphical representation by way of building floor plans is a requirement for all space data. The solution should be capable of reporting on and graphically representing space type and ownership, based on reporting parameters required.
   e. Move Management
      1. This is not a current requirement, but is an asset.
   f. Visitor Management
      1. This is not a current requirement
   g. Maintenance Management
      1. This is not a current requirement, but it is preferred that a solution is able to share information and communication with Memorials current maintenance management system (TMA). See 2.1.2 and 2.1.3.
   h. Lease Administration
      1. This is not a current requirement, but is an asset.

2. Can Memorial University, Department of Facilities Management identify if they have mobile requirements, including but not limited to the following:
   a. Mobile integration with an existing MDM solution
      1. This is not a current requirement.
   b. Mobile deployment to be accessible from Memorial University issued devices, external devices, other both?
      1. Accessible to Memorial University issued devices only.
   c. What mobile functionality is required/what business requirements will need to be addressed as part of the mobile deployment?
      1. Viewing capability only. No other requirements needed.

3. Can Memorial University, Department of Facilities Management identify their reporting requirements, including but not limited to the following:
   a. Reports
      1. Outlined in 2.5 Post-Administration (Reporting) of the RFP.
   b. Dashboards
      1. Dashboards should be capable of showing, room data, total area, space type, ownership based on reporting parameters. Also as outlined in section 2.5 of RFP.
   c. Performance Analytics
      1. As indicated in a and b above as well as outlined in section 2.5 of RFP. Memorial is open to the vendors proposed solution.

4. Can Memorial University, Department of Facilities Management identify how many building floors are in scope out of the 5.5 million sq. ft?
   a. Memorial University has over 150 buildings making up the 5.5 million sq.ft. These buildings range from single storey up to six storeys. An exact number of floors cannot be provided at this time.

5. Can Memorial University, Department of Facilities Management identify the number of offices, boardrooms, classrooms, restrooms, and other room types that are in scope as part of this project?
   a. This information isn't currently available.

6. Can Memorial University, Department of Facilities Management identify how many users of the system are required?
   a. As outlined in section 2.2.4. of the RFP.

7. Can Memorial University, Department of Facilities Management provide a breakdown of user-types and personas that will be part of this implementation?
   a. System Administrators (Manager, Space Planning, two to three support positions) as outlined in section 2.1.3. of the RFP.
   b. Administrators (Academic and Administrative unit staff) would make up the remaining quantity of users referred to in section 2.2.4. and 2.1.3.
8. Can Memorial University, Department of Facilities Management identify all integration requirements and if each target solution that requires integration can be done using REST API?
   a. We are unable to confirm if REST API can be used, however it is preferable that some space related data (ie: room numbers, type, ownership and size) be able to be shared between a solution and Memorials maintenance management system, TMA.
9. Can Memorial University, Department of Facilities Management identify the people resource types, of any, that they will provide to assist with requirements identification, project management, change management, testing, and release management?
   a. The following personnel are available to assist during the above phases of product implementation and set up. Manager, Space Planning, Project Coordinator and Mapping Technician.
10. Is it the intention of Memorial University, Department of Facilities Management, to implement the software in a phased approach, with specific requirements and functionality to address first, and then to mature and add additional functionality over time? If so, please provide details on their expectations of a phased rollout, including months or years.

    a. As outlined in section 1.2 Implementation Plan, Memorial's requirement is to have a fully functional space management software launched prior to October 1, 2024.

END OF ADDENDUM

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ADDENDUM 1
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PART 1 - ADDENDUM

1.1   TITLE

   .1   This Addendum shall be known as:

       Addendum one
       RFP-002-24 Space Management Software

   .2   The Date of the Addendum is Monday, February 12, 2024

1.2   PRECEDENCE

   .1   This amendment to the bid documents is effective immediately.

   .2   This Addendum shall form an integral part of the original bid documents and is to be read in conjunction therewith.

   .3   The Addendum shall take precedence over previously issued bid documents with which it may prove to be at variance.

1.3   GENERAL

   .1   The General Conditions shall govern all phases of the Work covered by this Addendum.

   .2   Acknowledge receipt of this addendum in the Tender and Acceptance form.

1.4   PURPOSE

   .1   The purpose of the Addendum is to inform bidders of the changes, deletions and additions to be added to the bid documents.

1.5   CHANGES IN GENERAL

       Answers to questions received on or before February 6, 2024.

1. From page 20, can you clarify the requirement "the solution must be able to accept AutoCAD and Revit files (.dwg/.rvt) files without third party rework and directly from Memorial staff"?
    a. MUN is looking for a solution where our existing form of building plans can easily be transferred to the software without having to change the format. We use .dwg and .rvt files for our current building inventory and existing staff will be responsible to update plans on a go forward basis.

2. If additional edits are required to port the data from AutoCAD and/or Revit to a vendors format, would the Memorial staff complete these edits?
    a. MUN does not anticipate any additional edits required to existing base building plans. All plans are currently maintained and considered accurate and up to date. What rework would be required from the vendor?

3. Do floor plans exist in AutoCAD and Revit for all university spaces? And if so, are they current?
   a. All plans exist in AuotCAD (.dwg), and a small portion in both .dwg and .rvt. all plans are current.

4. Can Memorial University provide a couple of floor plan layouts (.dwg or any available type) that would represent a typical space?
   a. Yes, .dwg can be provided. Strategic Procurement to provide instructions on how to retrieve.

5. From page 24, can you please clarify the intent of section 3.2 – Data Sovereignty? Is the University open to a solution that stores data outside of Canada?
   a. Yes, MUN is open to a solution that stores data outside of Canada.

6. "By submitting a Proposal, the Proponent agrees and consents to the terms, conditions and provisions of the Open Call, including the Form of Agreement, and offers to provide the Deliverables in accordance therewith at the rates set out in the pricing section." Please clarify the intent of this statement, is there a template agreement to review or is the University open to using our agreement?
   a. The proponent is required to agree to all sections within Part 1 through 4 and Appendix A through F of the Open Call document at the bid offered by the vendor. There is no additional agreement at this time. The University is open to using the vendors agreement if deemed acceptable by the Universities Legal Counsel.

7. When will the demonstrations be scheduled and who will be invited to provide presentations
   a. Per appendix D, proponents must have a cumulative score of 75% to move on to the presentation portion of the review. Members of the evaluation committee, listed in appendix E will be in attendance. Demonstrations will be scheduled shortly after the technical review is complete, but before the 90 days validity period expires. Memorial's intention is to facilitate this process in a timely manner.

8. Please describe the current system to manage space for the University
   a. Currently, Memorial is using raw space data in MS Excel databases to manage it's space data.

9. Does the University have CAD floor plans for all 5.5 million Sq. Ft.
   a. Memorial has CAD (.dwg) updated floor plans for approximately 4.12M sq.ft of the floor area. The remaining area to make up the full 5.5M sq.ft exists, but may need to be updated prior to being considered accurate. Memorial will provide fully updated documents to a successful proponent.

10. Do the CAD floor plans include polylines and are they connected to a database
    a. Some of the floor plans contain polylines, none are connected to a database. Proponents to assume they will need to add polylines to spaces.

11. What is the level of quality and accuracy of the CAD floor plans
    a. All drawings (.dwg) are considered accurate and up to date, with the exception of those in item 9 above.

12. How many people will be responsible for maintaining the accuracy of the CAD floor plans on a concurrent basis
    a. Currently, one person is responsible for updating all floor plan data, as changes occur. Memorial does not anticipate any changes being made by multiple people on a concurrent basis. Once a Space Management system is set up, Memorial anticipates taking full ownership of future updates to floor plans.

13. What are the key data requirements for the University as it relates to location, area, allocation, classification, usage, occupancy, other
    a. Memorial will require to track the following space related data:

      i. Campus location
      ii. Building location
      iii. Room ID
      iv. Room type
      v. Room contact
      vi. Departmental allocation
      vii. VP allocation as it relates to the organizational structure of the university
      viii. Room size

14. Are staff assigned to offices/workstations and will the University require these to be tracked
    a. Staff are currently assigned to specific offices or workstations, however will not rule out the possibility of future unassigned workspace and/or booking space on a daily/weekly basis.

15. If so, does the University plan and executes moves to relocate staff and will that be part of the space management solution
    a. Yes, Memorial plans and executes all moves and space relocations and would be interested in reviewing costs associated with this feature as an add-on service.

16. What is the process for a university department to request space
    a. A formal request is made and a decision rendered by the VP Space Committee.

17. How many total buildings are managed across the 6 campuses
    a. Approximately 142 buildings, across 6 campuses (Exclusive of leased space)

18. What is the percentage of leased versus owned buildings
    a. The 5.5M and 4.12M sq.ft of space referred to in the RFP is Memorial owned space. Leased space is in addition to this total.

19. How does the University track leases and will the University be interested in tracking/managing leases? If so, how many leases are the University managing
    a. Currently Memorial is tracking leases through MS Excel, as granular space data is not currently tracked for leased properties, however Memorial is interested in tracking this data, but not at the same granularity as owned space.

20. Is the University planning to use BIM software and will the space management system have to link to the building models
    a. Currently Memorial does not utilize BIM models, however we will not rule out its use in the future.

21. Does the University plan to release any additional functional requirements for the Space Management System
    a. Not at this time.

22. Is the Privacy Impact Assessment conducted as part of the selection process, or during the implementation/analysis?
    a. A privacy assessment would take place when we complete the cloud assessment / contract review prior to procurement. It will ensure Memorial's privacy office is aware of the type of personal information to be used/collected/disclosed by using this solution and to identify ways to mitigate privacy risk, as required.

23. Is TMA maintenance management implemented as a cloud solution, or is it on-premises?
    a. It is currently on Memorials premises. However, the next upgrade version may be a cloud based solution.

24. Is the TMA integration expected to be a simple sharing of room lists from the space management tool, or is there other data to be shared in either direction?
    a. Currently both TMA and the space database solution share room ID information, the desire for future use would be to maintain this level of connection at minimum. Memorial is open to a fully integrated solution that shares all information.

25. Can Memorial provide more detail on the unit summary report for space - what aggregates would be valuable?

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a. The following aggregates would be valuable to have included, at a minimum: Space ID, Room type, building, home department, area and contact

26. Please describe if the University will require functionality to plan and execute moves. If so, please provide a description of the current process
    a. Memorial is interested in seeing this as an add-on feature. The current process is organic and does not rely heavily on the space data to plan and execute.

27. Will the University require functionality to perform strategic planning for future space requirements. If so, please provide a description of the current process
    a. Memorial does use the current space data for strategic planning and would be interested in seeing this as part of a demonstration of the proposed product. Currently Memorial uses the space data as a planning tool to help feed strategic planning.

28. Does the University have a requirement to manage booking of workspace on a daily basis, ie Hoteling. If so, please provide a description of the current process
    a. No

29. How will information from the Space Management System be shared with organizations at the University including Faculty, Staff and students
    a. Information would typically exist as an appendix to a report or recommendation utilizing both space data information as well as the graphical representation of the data.

30. Once demonstrations are completed, what will be the process to get funding approved and a contract in place.
    a. Once a demonstration is complete, final scoring will be complete, proponent bid pricing factored in to provide an overall ranking of all submissions. Final recommendation and budget is presented to the VP for approval of award.

1.6   CHANGES TO SPECIFICATION

  .1   No changes to Specification.

1.7   CHANGES TO DRAWINGS

  .1   No changes to drawing.

      END OF ADDENDUM

DEPARTMENT OF FACILITIES MANAGEMENT

REQUEST FOR PROPOSALS

FOR

SPACE MANAGEMENT SOFTWARE

# #
RFP-002-24

ADDENDUM #1:

PURPOSE OF ADDENDUM: CHANGE IN CLOSING/OPENING DATE

Please be advised that the abovementioned Request for Proposals has extended its closing and opening date/time. The new date and time is as follows:

Closing date and time: February 29, 2024 @ 3:00pm

Opening date and time: February 29, 2024 @ 3:30pm

Change in Webex access code: 2772 470 1469