Request for Information
UKRFI-0008-17
Information Due Date – 10/04/16

Integrated Workplace Management System (IWMS)
# Integrated Workplace Management System

**ISSUED: 09/13/16**

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Section 1: Introduction

1.1 Introduction:

This Request for Information (RFI) invites responses from qualified offerors who provide Integrated Workplace Management System (IWMS) technology solutions. Additionally, offerors should provide information about the implementation and integration of the IWMS with other systems. The goal is for the University to review options to determine the viability of solutions on the market in preparation of issuing a Request For Proposal (RFP) for a fully-integrated IWMS system to manage its physical assets including but not limited to: space, capital planning/delivery, facilities maintenance & operations, real estate, infrastructure, and equipment through the use of its people, processes, and technology.

1.1.1 Objective:

The University seeks to find out more about industry-leading Commercial-Off-The-Shelf (COTS) IWMS that provides the capabilities across the full spectrum of the enterprise. To meet the continuing challenge of tight budgets, caring for more complex facilities, and integrating information for use by the greater University community, we need to learn about the solutions available on the market. IWMS should integrate many business processes, supporting technologies, and data elements to create standardized processes, a shared technology platform, and integrated data. By aligning these elements, the University will be able to make better decisions to maintain and operate facilities, effectively use resources, and reduce costs. With this in mind, the University seeks a solution that can provide the following high-level capabilities that encompass an IWMS (listed in priority order):

- Facilities Management
- Maintenance Management
- Sustainability and Energy Management
- Capital Project Management
- Real Estate Management

The system will ideally have integration experience with the University’s ERP system, SAP. Additionally, it would be beneficial to learn about the proposed system’s ability to integrate with other industry leading systems too. The University is interested in discussing its plans to implement various needed modules over a three to five-year period, re-evaluating each module with individual RFPs and is looking for guidance from respondents for best practices and previous successful implementation examples. While the University is interested in learning about enterprise IWMS options, it is also aware that there are highly strategic systems that may not encompass all areas of an IWMS, these offerors are encouraged to respond to this RFI too since technology changes vastly over three to five years of implementations and the University may implement best of breed modules.

1.1.2 General Background:

The University of Kentucky Facilities Management (hereafter referred to as ‘UKFM’ ) has stewardship responsibilities for the physical assets and seeks to provide safe, functional, clean, and welcoming campuses. The University is responsible for its physical assets to ensure a quality environment for students, faculty, staff, and visitors in support of its mission of teaching, research, and outreach.

Terms describing such a software are sometimes used interchangeably. Examples include: Integrated Workspace Management Systems (IWMS), Computerized Maintenance Management System (CMMS), Real Estate Management Systems (REMS), Property Management Systems (PMS), and Space Management Systems (SMS). The key message is that the assets under management are the building/infrastructure/real estate assets.
1.2 Current Operating Environment:

Founded in 1865, the University of Kentucky now occupies 918 acres in heart of the Bluegrass, Lexington, Kentucky and has a presence in all 120 counties of Kentucky. Our mission for the more than 150 years has been through the education we provide, the creative research we conduct, and the care and service we render to be the University for Kentucky. We are the institution our Commonwealth has charged with confronting the most profound challenges – in education, economic development, health care and cultural and societal advance.

Today, the University of Kentucky has 19 colleges and schools, enrolls approximately 30,000 students, and has a total budget of $3 billion. It fulfills dual roles as the state’s flagship as well as land-grant institution and is one of only eight universities in the United States with the full range of undergraduate, graduate, professional, and medical programs on a contiguous campus. Research at UK is a dynamic enterprise and encompasses both traditional scholarship and emerging technologies. There are more than 50 research centers and institutes across campus.

The UK Chandler Medical Center is considered one of the nation’s finest academic medical centers and serves as one of two Level 1 trauma centers in Kentucky. The UK facility provides care for the most critically injured and ill patients in the region.

Facilities Management is responsible for the development, care and upkeep of the physical campus in a manner that affords the campus community with an environment conducive to education, research and public service. This includes the indoor and outdoor. Additionally, the department maintains the University’s district energy system providing electricity, steam, chilled water and domestic water through its own distribution systems.

In addition to building and space related assets, there are also assets such as power plants and utility distribution systems, research equipment, green areas and trees, sports facilities, benches, parking ramps/lots, bike racks, freezers, vent hoods, security cameras, automatic doors, etc. Vehicles and other movable equipment also need to be tracked and maintained. These disparate types of assets are currently tracked and managed in multiple applications/systems with little data integration and no workflow integration. The assets are tracked in many different ways by many different groups, making it difficult for the University to get an accurate (or timely) picture of the actual state of all assets or to identify existing assets and where they are located. In addition, it is time consuming and difficult to discern what maintenance and support may be needed for all assets.

UKFM utilizes multiple systems across its organization. Currently SAP PM and SAP Work Manager (mobile) serve as the core systems for the unit, responses will be compared to these existing systems and could replace these systems. Integrating with SAP FI, HR, and MM are critical areas for a new IWMS. SAP FI, HR and MM would not likely be replaced with the response options. IWMS may augment these systems with additional functionality to support the IWMS or integrate directly with SAP modules.

SAP was implemented in 2005 with SAP PM coming online in 2006-2007. Some general statics from SAP PM system (numbers are approximate):

- Work Orders in system: 1.76M
- Work Orders created annually: 192K
- Total time entries on Work Orders: 5.1M
- Equipment tracked in system: 91K
- Maintenance plans in system: 52K
1.3 Desired IWMS Capabilities:

Our goal is to gather information about Integrated Workplace Management Systems with focus on the key capability areas, this is not a comprehensive list but is provides basis for understanding module needs. The following subsections outline key themes and targeted functions for each of those areas. If the respondent doesn’t provide one of these areas directly, the respondent can provide options of business partners that respondent’s system integrates with to provide full IWMS capabilities listed.

In addition to the core areas of an IWMS listed, the system should also support UKFM’s ability to effectively manage its facilities operations, which in turn affect critical facility-level decision making processes.

- Business Processes
  - Provide a platform for consistent, defined, and documented processes
  - Help eliminate redundant and reactive processes across multiple business units
  - Define clear roles and responsibilities
  - Deliver proactive metrics and KPIs to measure effectiveness

Overall, the envisioned system(s) is intended to support the following types of business needs:

- Computerized Maintenance Management System (CMMS)
  - Including preventative, predictive and corrective
  - Work Order Management
  - Vendor Management
  - Equipment Management
  - Tool Management
- Vehicle Fleet Management & Fuel System Integration
- Custodial System
- Portfolio Planning
- Integration with University Building Controls Systems
- Facilities Conditioning/Assessments
- Hazardous Materials Management
- Payroll Integration with SAP FI
- Inventory Integration
- GIS & BIM
- Capital Planning
- Construction Project Management
- Real Estate
  - Property Management, Lease Administration
- Facilities Infrastructure Management
- Space Management
  - Utilization Analytics
- Resource & Space Scheduling
- Land care Management
- Energy Management/Sustainability
- Utility Management
  - Usage/Metering
1.3.1 Work Management: Computerized Maintenance Management System (CMMS)

The University defines Work Management as capabilities related to request intake system for Work Orders, Services Requests, Space MAC (Move, Add, Change), Real Estate Actions, and Project Requests. This system will be for non-IWMS users – potentially any student, staff or faculty member – and is intended for self-service. An effective work management tool would allow us to:

- Initiate and track requests (examples?) across a variety of disciplines / process areas
- Customize request forms and automate workflows
- Communicate the status of requests to the requestors

1.3.2 Operations and Maintenance

The University defines Operations and Maintenance as capabilities related to the full lifecycle management of the Work Order Management process, Preventive Maintenance, Inventory Management, and Keys/Cores Management. An effective Operations and Maintenance tool would allow us to:

- Manage work orders from identification through closure
- Proactively plan and schedule work orders against portfolio assets
- Automatically generate work orders from preventive maintenance records
- Assign labor, materials, and services to work orders
- Manage a backlog of work and deferred maintenance
- Efficiently assign personnel to work orders and manage utilization of the O&M staff
- Generate inventory purchase requests for materials assigned to work orders
- Record vital reliability and failure information on work orders

1.3.3 Real Estate

The University defines Real Estate as capabilities related to Lease Creation, Lease Management, Transaction Management, Site Analysis, Acquisitions, Property Management and Disposals. An effective Real Estate tool would allow us to:

- Manage data related to real estate transactions (e.g., asset purchases, disposals, real estate projects, lease transactions, etc.)
- Enable a user to manage transaction data and support quantitative analysis
- Analyze the portfolio and accelerate lease analysis decisions
- Provide capabilities to compare market rate information against the parameters for a transaction
- Provide a platform to organize and group a series of transactions into a plan

1.3.4 Space Management

The University defines Space Management as capabilities related to Space Data, Space Planning, Space Utilization, Space Scheduling and Space Reporting. An effective Space Management tool would allow us to:
• Assign and track space by organizations, people, and other elements [Scheduling? Utilization?]
• Efficiently manage large volumes of space, their assignments, and configuration
• Conduct queries and analysis on asymmetrical space and logical groupings of space
• Create and evaluate multiple space scenarios using user-defined criteria (“What if?”)
• Integrate Geographic Information System (GIS) data to create portfolio records and space drawings
• Integrate Building Information Modeling (BIM) and Computer Aided Drawing (CAD) data to create portfolio records and space drawings
• Resource Scheduling
• Utilization Tracking & Analysis

1.3.5 Energy Management and Sustainability: Key distinction: Passively Monitor vs. Actively Manage

The University defines Energy Management and Sustainability as capabilities related to Energy Consumption, Energy Management, Emissions/Green House Gas (GHG), and Compliance. An effective Energy and Sustainability tool will allow us to:

• Manage energy consumption through a logical hierarchy of the physical energy systems
• Manage energy consumption billing functions by leveraging IWMS interoperability with Administrative capabilities
• Address compliance requirements for assets and their subsystems through incorporation of compliance metadata
• Provide strategic insight through historical tracking of energy consumption
• Manage meter data and relationships via automated collection or manual entry

1.3.6 Portfolio Management:

The University defines Portfolio Management as capabilities related to KPIs (BI), Analytics, Portfolio Strategy, and Asset Condition Assessments. Anything UKFM manages is in its “Portfolio”. An effective Portfolio Management tool will allow us to:

• Add and organize portfolio asset records
• Associate organizational elements (depts., accounts, etc.) to portfolio records
• Roll up transactional data through user-defined portfolio hierarchies (by dept, charge account, etc)
• Generate total cost of ownership (TCO) for a portfolio of assets
• Generate year over year costing trends
• Display enterprise level portfolio metrics and digital dashboards
• Conduct, attach, search, and view condition assessments
• Enable portfolio planning and development of multi-year plans for activities
• Enable alternatives analysis when comparing various scenarios

1.3.7 Admin Support (Common Functional Requirements)

The University defines Admin Support as common business capabilities that are utilized by IWMS multiple modules/functional areas and EAM process areas. Admin Support contains capabilities related to General Ledger, Vendors, HR, Purchasing, Contracts, and Billing. An effective Admin Support tool will allow us to:

• Manage general ledger (GL) and billing information integrated across all IWMS modules
• Generate multiple financial views utilizing the GL capability
- Accommodate intra-university business units and invoicing
- Manage contracts with multiple line items and funding sources
- Maintain an end to end procure to pay process: Vendor Mgmt.
- Manage budgets with a full asset and organizational hierarchy
- Store people/personnel records and their burdened rate
- See the origin of history related to financial posting (e.g., work order, asset portfolio, purchase activity, etc.)
- Bill internal and external customers based on the defined chargeback data on asset portfolio records and transactions conducted against them

1.3.8 Technology

The University defines Technology as those common technology platform capabilities that are utilized by multiple IWMS modules-functional areas and process areas. This includes Performance, Security, Data Management, Integration, Workflows, Mobile Access, Availability/Accessibility, Infrastructure, Document Management, and Auditing. An effective Technology tool will allow us to:

- Provide mobile functionality for IWMS modules
- Provide details that mobile options were designed for mobile not ported
- Provide details the mobile systems work in “Offline” mode, without internet access
- Satisfy University standards including data retention and third party agreements
- Satisfy University security standards
- Satisfy University accessibility standards
- Integrate with critical University systems
- Provide auditing capabilities across all module areas
- Provide accessibility to asset (Facilities, equipment, etc) related documents throughout an asset's lifecycle
- Easily access needed information for making data-driven decisions
- Effortlessly and accurately track costs for assets, people, processes, and technology
- Simple built-in tools allowing users to create ad-hoc report and export data to excel
- Provide cutting edge technology designed with modern tools and service delivery methods
- Options for implementing cloud hosted services
- Integrated system not requiring manual processes/data integrations and system rework
- High degree of user configurability that minimizes/eliminates any requirement to customize system
- Integrate and use Single Sign On (SSO) using Microsoft Active Directory/Active Directory Federation Services

1.3.9 Integration

The University defines Integration as the ability to “join” systems and to make them act as one system. Ideally systems will transfer data using web services in near real time, routine and transparent to users. Any provided module must integrate with SAP FI, HR, MM where applicable. Individual modules must stand alone without relying on all IWMS modules being implemented or otherwise noted.

Section 2: Information for Offerors

2.1 Purpose of Request for Information:

This RFI is issued as a means of information gathering only. This RFI is for planning purposes only and should not be construed as a solicitation, a means of pre-qualifying vendors, or as an obligation on the part of the University to proceed with a Request for Proposal.
Based upon the number of responses and the information provided by the respondents, the University may, at its discretion, invite one or more firms to make a presentation. Not responding to this RFI does not preclude participation in any future Request for Proposal (RFP), if any is issued.

Following the review of the responses to the RFI and any presentations, the University will analyze the information received and determine what is in the best interests of the University. If determined, the University will issue an RFP.

2.2 Instructions for Offerors:

Responses may be submitted in person, by U.S. mail, email, or by express delivery service to Ms. Joyce French, Contracting Officer, 322 Peterson Service Building, Lexington, Kentucky 40506-0005, Joyce.French@uky.edu.

The deadline for the submittal of responses is 10/04/2016 at 3:00 P.M. Lexington, KY time. Respondents may submit their responses at any time prior to the above stated deadline.

Responses should be prepared simply and economically, providing a straightforward, concise description of the Respondent's capability to satisfy the requirements of the RFI. Special bindings, color displays, promotional materials, etc. are not desired. Legibility, clarity and succinctness are essential.

2.3 RFI Schedule

Issue Date..................................................................................................................................... 09/13/2016

Due Date and Time................................................................... 10/04/2016: by 3:00 P.M. Lexington, KY Time

Presentation Date, if needed is the week of ............................................................... 10/10/2016

2.4 Status of Presentation Materials

All materials included with the presentation become the property of the University of Kentucky. Firms assume responsibility for all expenses incurred in connection with the preparation of the response and any presentation if invited. Information provided by firms is not considered an offer and firms are not contractually bound by any information submitted prior to an agreement with the University. Likewise, the University is under no obligation by this RFI and reserves the right to issue a Request for Proposal or elect not to proceed further with this effort. All information included in a response to the RFI and any other materials provided in the RFI process will be kept confidential. They are not subject to open records requests until the University executes a contract from an RFP process or until such time as the University determines not to proceed with this project.

2.5 Questions

Questions regarding this RFI must be submitted by September 22, 2016 @ 3:00 P.M. Lexington, KY Time and shall be directed in writing or e-mail to:

Mrs. Joyce French
Contracting Officer
322 Peterson Service Building
Lexington, KY 40506-0005
Joyce.French@uky.edu
2.6 Questionnaire – Appendix 1

Please complete the questionnaire: Appendix 1 and submit with your response.

2.7 Estimated Cost

Please provide an estimated cost on the information you provide.