

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of the Attorney General



REQUEST FOR INFORMATION (RFI)

TO: POTENTIAL RESPONDENTS

RFI Number: DCCB-2023-I-0013

Caption: Work Order Management System

Issuance Date: October 12, 2022

Due Date: November 2, 2022

The Office of the Attorney General has a need for a contractor to provide a work order management system. OAG is conducting market research to identify potential suppliers and to develop a government estimate for this project.

Treatment of RFI Responses and Respondents

This is not a Request for Offers. Rather, following review of the RFI responses, the District may prepare one or more Solicitations for Bids or Proposals.

The District considers responses to this RFI as part of its outreach and research effort; and as such, more in the nature of a survey. The District intends to use the information in the responses to establish parameters and requirements included in a solicitation. Potential respondents must determine for themselves, the relative advantages and disadvantages of responding to the RFI.

The District assumes no responsibility or liability for any potential claim of harm and damage. By submitting a response, the respondent expressly acknowledges that the District assumes no such responsibility or liability.

SUBMISSION OF RESPONSES

It is not the intention for this RFI to be an extensive or expensive undertaking for Respondents. Rather concise descriptions are desired. Glossy production quality and expensive productions are neither desired nor required.

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The RFI responses should address the questions listed in Item 6 below. Responses should be emailed to the attention of Gena Johnson at gena.johnson@dc.gov.

5. Response Submission Date:

The closing date for receipt of responses is November 2, 2022 on or before 2:00 p.m. local time to the address listed above.

Questions may be referred to Gena Johnson via email at gena.johnson@dc.gov. Questions regarding this Request for Information must be received in writing no later than 2:00 pm on October 28, 2022.

6. Questions:

- A. Have you provided a similar work order management system as described in the Attachment A - Statement of Work to other government agencies, in particular any DC government agency, or a law firm? If so, which ones?
- B. In your response, please indicate which of the desired system capabilities and functionality in Attachment B your system provides. If the functionality is not currently provided but is contemplated in the near future, please indicate when the functionality would be available.
- C. OAG's current process includes the submission of completed standard forms for certain types of requests. Can our current forms be integrated into your system either as added fields the request format or as an attachment?
- D. Does your system include the ability to obtain an acknowledgement from the requestor that the item/service requested was received?
- E. Do you offer product demos or trial subscriptions?
- F. What typically is the implementation timeframe?
- G. What is the pricing structure for your software? OAG has about 800 employees who would have the ability to submit service requests.
- H. What additional information would be desired/needed in the statement of work in order for you to provide a bid or proposal?

ATTACHMENT A - STATEMENT OF WORK

1. SCOPE:

The Office of the Attorney General for the District of Columbia (OAG), Support Services Division, Operations Section seeks the services of a vendor to provide a work order management system with capabilities including receipt and tracking of service requests, inventory tracking, floor plans, space planning/move management, and reporting (standard and customizable).

2. BACKGROUND

The Support Services Division, Operations Section (Ops) supports the agency by providing mail delivery, office moves, furniture assembly, property disposal, as well as assist with public facing community initiatives. Ops has been using OfficeSpace software since 2020. Any new software selected must be scalable to adjust to changing operational needs and must be an intuitive, user-friendly system.

OAG anticipates that there will be 800 users of the system with varying access levels, including 3 administrators.

OAG is currently occupying leased space and there is a property management company who handles building related repair services. The designated Ops team members are the primary group that submits building related repair requests to the Property Manager. Other OAG employees do not have access to the Property Manager's work order system. The Ops team receives building repair requests and other types of requests from OAG employees and will route building repair requests to the Property Manager on behalf of the employee.

The types of service requests that employees can enter include:

- Business Card Orders
- Event Set-Up Request and Additional Security Request
- Elevator Access
- Keys
- Courier Service
- Nameplates
- Property Pass
- Office Supplies
- Transportation Requests
- Employee Building Access/Termination
- Security Incident Report
- ADA Supply Request
- Shredder Bin Request
- Building Maintenance Request

3. REQUIREMENTS

- 3.1 The Contractor shall provide a system that has, at minimum, the characteristics and functionality outlined below and in Attachment B – System Capabilities:
1. Cloud based
 2. Mobile access with an app, i.e. capable of being accessed by any device with browser capability. It is highly preferred that the system has both iOS and Android dedicated apps.
 3. Work Order Request and Ticketing, including the ability to build custom workflows and edit workflows as needed with minimal training; the ability to generate, assign, edit, and track work orders; system generated auto-notifications/alert to any desired users. The system should be able to allow the user to attach pictures/videos to work orders.
 4. Metrics Tracking for requests by end user, assigned employee, to see how long it takes to be resolved. The system must be able to analyze and run reports on any data relating to date, WO, asset, service types, status.
 5. Inventory Tracking
 6. Interactive Floor plans
 7. Customizable dashboards that quickly and easily display all relevant information according to the user's preferences.
 8. Asset Tracking including the ability to assign a work order to any asset, and scheduling work/inspections/maintenance according to preventative maintenance schedules on all assets.
 9. Should be able to run standard and ad hoc requests based upon system captured information
- 3.2 Within 2 days of contract award, the Contractor shall provide a Project Plan outlining the implementation and training timelines. The Contractor shall provide training to approximately 8 users and make available online tutorials.
- 3.3 The Contractor shall provide software updates as implemented by the Contractor at no additional charge to OAG. Updates may not interrupt service during normal business hours.
- 3.4 The Contractor shall provide 24/7 technical support. Response time for issues must be within 2 hours of notification of the issue. A customer support individual (not robot/call service) should handle all issues.

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ATTACHMENT B – SYSTEM CAPABILITIES (Check the box that applies)

Functionality	Yes	No	Can be Customized
GENERAL			
Cloud Based			
Mobile Access via an App			
SERVICE REQUEST AND TICKETING			
Multiple Users with Different Permissions			
A Variety of Service Types which are programmable [Current Types: Business Card Request, Office Supply Request, Office Space Request, Event Set Up, Transportation Request, PPE and COVID Test Kits, Elevator Access, Employee Access/Termination, Printing Request, Key Request, Security Incident Reporting, General Request, Courier Service, ADA Supply Request, Property Pass, Name Plate Request, Building Maintenance Request, Shredder Bin Request]			
Customizable Workflows Based on Service Type			
Assignment of a Ticket Number to Each Request			
Ability to Add Pictures/Videos to Requests (Word or PDF Attachments)			
Ability to Integrate Standard OAG Forms			
Ability to Assign a Priority Level			
Ability to Assign a Request to a Third Party Contractor			
Ability to Program or Set an Estimated Time for Completion for Each Service Type			
Ability to Edit Request After Submission (including ability to reopen a request that, for example, was closed by mistake)			
Different Status Indicators [e.g. Open/Submitted, Assigned/In-Progress, On Hold, Completed/Closed]			
System-Generated Notifications Regarding Status			
Ability for Communication Between the Requestor and the Ops Team			
Ability for Requestor to Track Status of Submitted Request			
Customizable Dashboard for Tracking Service Requests			
INVENTORY TRACKING			
Ability to Track Certain Inventory of Types of Assets (e.g. Office Supplies)			
FLOOR PLANS			
Ability to Load Interactive Floor Plans			
Include Identifiers for Certain Items/Rooms (restrooms, pantries, fire extinguishers, defibrillators, copiers, vending machines)			
Ability to track and find employee location			
Include Employee Directory			
SPACE PLANNING AND MOVE MANAGEMENT			
Ability to Reconfigure Space Assignments			
Ability to Plan Relocations (Desk Moves)			
REPORTING			
Quick Access Dashboard Metric Displays			
Standard Reports (Metrics Tracking for Requests by User, Administrator, Status, Completion Times, Service Types, etc.)			
Customizable/Ad-Hoc Reports			