TU
TOWSON
UNIVERSITY

Questions and Answers
Space Management Software
TU-2432

March 29, 2024

Procurement

8000 York Road
Towson, MD 21252-0001

Ladies and Gentlemen:

Below are questions and responses to aforementioned solicitation. Any response resulting in a revision to the solicitation will be included in an Addendum.

Questions:

Q1. Will the university be interested in having a one stop solution for Facility Management, Construction Project Management, Reservations and CMMS?

A1. No

Q2. Is there an existing Middleware that the university uses for integration?

A2. Yes, details available upon request

Q3. What is the size of DATA related to Facility, Spaces, People, Department that needs to be loaded into the system?

A3. Unsure, the data supports 7 million sq feet of facility, approx. 15,000 spaces, approx.. 21,000 students, and approx.. 3500 employees.

Q4. What does the University currently use for Space Management? What are the pain points with the existing solution?

A4. Currently using 25Live which is a reservation tool. This process is too manual not a space management solution

Q5. What does the University use for IWMS system? Or separately for Facility Management, Construction Project Management, Reservations and CMMS?

A5. Maintenance Connection for CMMS, Procore for CPM, 25Live for Reservations

Q6. Is there an incumbent in place providing similar services or solution that "customer" is looking to replace?

A6. No, currently utilizing 25Live.

Q7. Is the ask for an on-prem or Software-as-a-Service (SaaS) solution?
A7. SaaS

Q8. Does the work need to be performed onsite or can it be performed remotely from onshore locations?

A8. Onsite

Q9. Is there a budget earmarked for this effort?

A9. Yes

Q10. Can work be performed and supported from locations outside the United States as well?

A10. No

Q11. When is the project intended to be awarded and what is the potential start date?

A11. 2024/2025

Q12. By when would the project need to be completed?

A12. 2025

Q13. Is there a need for continued long term application support post Go live?

A13. Possibly, a strong customer support model is favorable.

Q14. In the "Background" information, it is stated that there is already current manual process used. What is the current manual space management process?

A14. We use 25Live which is not suited for space management. There are overlapping processes, double work, data is added manually.

Q15. Is this process for a specific location on the TU campus (e.g. Admin offices, cubicles, classrooms)?

A15. All campus

Q16. For 'Data storage fee', are you referring to the hosting service?

A16. We are referring to any fees associated with the data storage thresholds within the platform.

Q17. What is the expected project timeline?

A17. Please refer to Questions # 11 and 12.

Q18. Can you share how many sq/ft & buildings you are planning to manage on the platform?

A18. 7million sq feet, 62 buildings and growing

Q19. Who are you currently utilizing for your IWMS system?

A19. Please refer to question # 5

Q20. Due to the Easter holiday weekend before the current submission due date, we kindly request a submission deadline extension of one to two weeks.

A20. Yes, please refer to Addendum # 1 for revised due date.

Q21. Should vendors provide their response in the University's RFP document? Or is a separate, branded document acceptable?

A21. Responses can be provided in a separate branded document.

Q22. Regarding the requirement, "The solution should easily convert outdated and manually managed models to more intuitive and user-friendly models." Could the University provide additional, clarifying information regarding what format the models are currently in (i.e. DWG or RVT file formats) and how the models are managed today, as well as the specific expectations for improving more intuitive and user-friendly models?

A22. DWG, they are manually updated (drawing and database and systems), we are looking for automation and integration with our other systems

Q23. Please provide the number of users for the following functionality:
- Space Planners: Users who will be managing space data and floorplans in the system
- CAD specialists: Users who will be importing CAD drawings in to the system
- System Administrators: Users who will be supporting the system. E.g. configuration, monitoring the environment, fielding end user questions, etc.
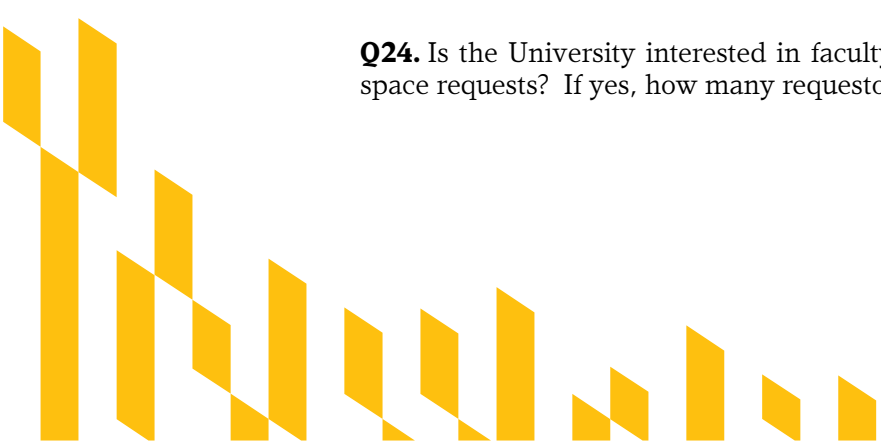
A23.
Space Planners – 8 (and growing)
CAD Specialists – 2
Sys Admins - 2

Q24. Is the University interested in faculty, staff, and/or students being able to submit space requests? If yes, how many requestors would there be?

A24. No

Q25. Does the University have a target date by which they will determine whether or not to move forward with an RFP?

A25. FY2025

Q26. What is the total square footage of your current portfolio that will need to be managed in the new software?

A26. Please refer to question # 18

Q27. How many buildings are included in the scope of this project?

A27. 62

Q28. Can you elaborate on space utilization reporting/heatmaps requirement? Is the utilization based on headcount/capacity of assignable spaces such as faculty office or are you looking to track classroom utilization?

A28. All

Q29. Are you looking to deploy occupancy sensors in different spaces on campus such as office, classroom, or labs to get a real-time understanding of campus-wide space utilization?

A29. Potentially, but not required

Q30. Is the University interested in Indirect Cost Recovery functionality related to formal research programs?

A30. Not at this time

Q31. Could the University clarify what other BIM software is being used in addition to Revit?

A31. None, the Revit drawings are exported and we work in CAD

Q32. Could the University clarify if the requirement to integrate with reservation systems is specific to 25 Live? Other systems in addition to 25 Live?

A32. 25Live is our only reservation system

Q33. What is the overall square footage of your portfolio/for the project?
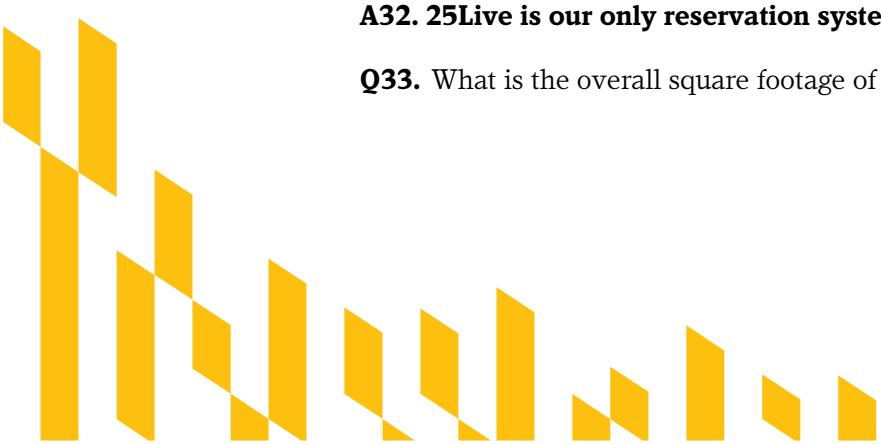
A33. Please refer to question # 18.

Q34. How do your current processes meet/not meet the Universities objectives?

A34. The university is growing and providing quick metrics is important and the team needs a system that will support this.

Q35. What systems are in place to manage your current space inventory, occupancy, and facility assets?

A35. 25Live and Maintenance Connection

Q36. Are your floors currently documented in AutoCAD drawings and/or Revit models? If so, how many?

A36. Yes, we work in AutoCAD, vendors export from Revit, we have 62 buildings worth of drawings, each with multiple floors

Q37. What type of information would be most helpful for you to view on a floor plan?

A37. Room names, numbers, colored floor plans by dept, names, sq footage, dept names, titles, any and all data we can
The solution should generate up-to-date floorplans and have the ability to be easily show changes and updates; offer seamless operations between floorplans, room numbers, and utilization; offer floor plans in color; have the ability to identify vacant spaces; have the ability to show actual utilization compared to planned utilization; create stack plans by placing requirements on floor plans in phases; offer tools for strategic planning and modeling; support creating floor reconfiguration scenarios based on group or department requirements; space standard requirements, and general requirements

Q38. What specific reports and dashboards would be most beneficial for your team? What analytics and insights are you focusing on?

A38. The solution should be able to generate utilization reports, real-time reports, reports on multiple attributes including but not limited to: Space type, occupancy, departmental information, square footage, space use codes, etc as well as other space-specific attributes; show occupant information such as names, titles, and departments; produce reports comparing gross square footage to net square footage; show occupancy heat maps.

Q39. Do you require the ability to conduct space surveys or functionality for indirect cost recovery? If so, please provide details.

A39. No, not at this time.

Q40. Do you track grant expenditures/grant awards/sponsored research? If so, where are they tracked?

A40.No

Q41. How does Towson measure and report on utilization today?

A41.Only classroom utilization today, our plan is to track all space utilization in the future

Q42. How does Towson define "utilization" – by what factors? By occupancy, location/building/room, class/lab schedules, space use/types, etc., or combination of all?

A42.All of the above

Q43. Do you currently have/use badge (access control), Wi-Fi, sensor, lighting sensors, door counters, desk sensors, image processors or BLE to measure utilization? If so, what solution(s) are in place?

A43.We do not use these to measure utilization at this time

Q44. Will you be evaluating any hardware (i.e., sensors) to capture true utilization data as a part of this project?

A44.No

Q45. Would data need to be integrated for occupancy heat maps from an existing system(s)? How is this done today and what is the expected outcome?

A45.We do not currently use this. We would need data integrated from 25Live

Q46. Please explain how Towson currently tracks utilization compared to planned utilization. What is the intended outcome with a new system?

A46.We don't currently and we would like to know if the system is capable

Q47. How is strategic planning and modeling done today? How do you set expectations for future requirements of your space? How do you estimate the number of people in your future space?

A47.Manually, we use institutional data and projected growth models

Q48. Requirements – Integration and Automations – "The solution should offer API integration capabilities and/or have pre-existing connectors for, but not limited to,

commonly used facilities management systems, construction project management systems, IWMS, reservations systems, and CMMS." Please outline expected integration feeds and workflows. Additionally, please confirm what IWMS system(s) is used, if applicable.

A48. It is preferred that the solution integrate with and push automated updates to 25Live, Maintenance Connection, Procore, BlueBeam, Automated Logic, AutoCAD, Revit, and other BIM software

Q49. Is the hosting responsibility for the system to be assumed by the vendor or by Towson University?

A49. Vendor SaaS

Q50. What is the expected number of users that are going to use the application? Please provide the count of different user categories. User count for each category is essential to provide the pricing.

A50. Please refer to question # 23

Q51. What enhancements does Towson University aim to achieve by implementing a new space management system compared to its current system, if any?

A51.Automation, integration, and efficiency

Q52. Based on the integration identified, what level of integration is required? (For example, real time API or flat file transfer?)

A52.API preferred but not required

Q53. Based on the integration identified, please provide details?

A53. Ideally, integrating with the systems listed in the RFI would help to automate updates and information creating less manual work and human error.

Q54. Are there any requirements for data migration? If so, could you please specify the approximate number of rows of data and documents that need to be transferred to the new system?

A54.Export from 25Live (15000 spaces/rows, attributes is unknown)

Q55. Has Towson University viewed demonstrations of any space management solutions available in the market?

A55.Yes, 5 years ago
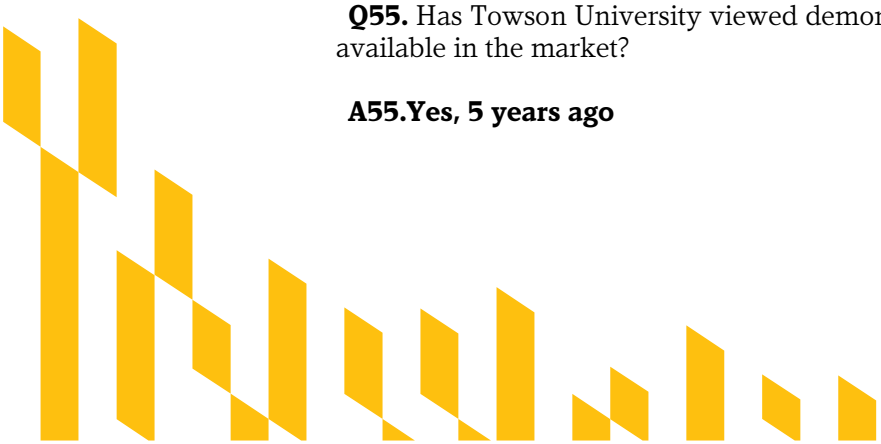
Issued by: *Destiny Young*
Destiny Young, Procurement Officer