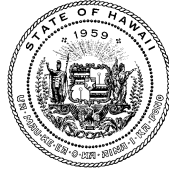


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**STATE OF HAWAII**  
**DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES**  
CENTRAL SERVICES DIVISION  
729-B KAKOI STREET  
HONOLULU, HAWAII 96819

May 29, 2026

TO: Interested Parties

From: DAGS Central Services Division

SUBJECT: RFP CSDR-26-036-SW  
Questions Received and Responses Provided from Previous Solicitation

This Attachment No. 2 is to notify interested offerors of the following responses to questions received from previous solicitation.

**1. Do we have a budget for this project?**

We plan to roll out in phases with 7 buildings in the first phase and increase our full inventory as staff become proficient in CMMS use.

**2. What is the anticipated project start date and desired go-live date for the solution?**

Within 30 days of contract or service agreement execution.

**3. Will the state have a dedicated project manager on their side to coordinate state resources for this project? This is recommended in order to meet the fast-paced implementation timeline.**

Yes.

**4. Do you require that the awarded vendor be headquartered in the United States?**

No. Support must be available via chat or phone call during our normal operating hours from 7:45 am to 4:30 pm HST.

5. **We received this online solicitation to bid on this job. We are happy to do the job, but we do not want to go through the compliance process. Are we able to still bid without going through the compliance process or be subcontracted out by someone who is compliant?**

You need to meet the [Hawaii Compliance Express](#) (HCE) compliance requirements or provide equivalent documentation at the time of award. If you are subcontracted, your prime needs to be HCE compliant or provide equivalent documentation.

6. **Is the purpose of the bank letters for a credit reference or are you looking for other information as well?**

Bank letters are for credit reference only.

7. **There isn't a specific section in the RFP outlining the proposal details. Can the State please confirm the proposal outline, including all sections and questions we are to respond to? Or confirm that we are to follow the outline as prescribed in the Evaluation Criteria section of the RFP?**

Offerors are to follow the outlines as prescribed in the Evaluation Criteria section of the RFP and in the Description of Work. Offers are to respond to each bullet point in written form in the order they appear in the RFP, providing as much information as they deem necessary to confirm that the CMMS meets the criteria. In some instances, a "yes" or "no" will suffice.

8. **On Attachment B Offer Form, how would the State of Hawaii like to see the breakout of one-time vs ongoing costs?**

Where applicable provide breakdown between one-time and ongoing costs. See revised Offer Form B.

9. **Please confirm which deliverables are required to meet the 6-month deployment deliverable. For example:  
Property and Assets recorded and configured with preventive maintenance / inspections  
Work Management / with technician auto assignments  
Customer Facing Portal Operational for typical requests  
Keys & Access points loaded into system / requests & issuance operational  
Contractor Lists and contracts loaded into system**

All these items are required.

10. **Are you currently using a CMMS system for this requested scope of work and replacing it?**

There is no current CMMS in use.

**11. Is there a current CMMS in place? If so, what is the incumbent system?**

There is no current CMMS in place.

**12. Has DAGS/CSD participated in product demonstrations in the last 12 months? If so, which solutions did you see?**

No, DAGS has not participated in any product demonstrations in the last 12 months.

**13. Has the State seen demos from vendors in the last 12 months? If so, which companies?**

No, the state has not seen demos from any vendors in the last 12 months.

**14. What percentage of your facilities have accurate floor plan drawings?**

Of the phase 1 buildings, approximately 85%. 70% of the remaining phases.

**15. In what format are your floorplans and how are you interacting with them currently?**

PDF. Interaction by viewing, snipping and layering small project requirements over them for bidding.

**16. Do you have accurate CAD drawings for all Phase I buildings?**

We don't have the consolidation of CAD drawing since we are the facilitators of the buildings. We have pdf drawings for phase I.

**17. Is the data for assets and buildings already in a system or electronic form?**

Response: There is limited data on assets and buildings in the form of excel spreadsheets.

**18. For the assets and equipment listed under Item 8 (grounds and exterior systems), some of these are horizontal or segmented in nature. Does the State require these assets to be displayed on a GIS map within the CMMS, or should they be treated strictly as informational data objects without geospatial visualization?**

Response: Geospatial visualization is not a requirement, but any product that has this feature will be awarded additional points.

**19. The RFP mentions assistance with asset data Question: Please define the extent of "Assistance" required:**

- a. **Is the Contractor expected to provide on-site labor to physically traverse the facilities (across all islands; 312 sites) to inventory and tag assets?**

On-site labor to physically traverse the facilities to inventory and tag assets is not a requirement, and a vendor will not be disqualified if they are unable to do so. However, additional points will be awarded if the Contractor can provide this service, either directly or through a third party.

**b. Or is the Contractor's role limited to providing the software tools and training for State staff to perform the physical data collection?**

If the Contractor is unable to provide data collection services, the Contractor must provide the software tools and training for State staff to perform the physical data collection. Providing the software tools and training needed for implementing the CMMS product, including how to collect physical data, is required.

**20. During implementation, would DAGS/CSD expand on its expectations of the data collection?**

DAGS currently does not have a complete log or record of all assets and supplies in facilities that are under their purview. The data to be collected is any information that the CMMS product is designed to store and manage, such as the type, number, location, and manufacturer/model of all existing assets and supplies. The Contractor should specify if they provide a service to collect this data in-field, either directly or through a third party. Otherwise, the minimum requirement is to provide the tools and training needed so that State staff can perform this task.

**21. The RFP mentions asset collection assistance.**

**a. Is the state looking for the contractor to provide an FCA data collection service or is this more of a user training requirement?**

Comprehensive FCA data collection is not required. The CMMS product is required to manage facility assets. If the Contractor provides a service to collect data, either directly or through a third party, additional points will be awarded. Otherwise, the minimum requirement is to provide the tools and training needed so that State staff can perform this task.

**b. If collection assistance is required, is the physical tagging of assets to be considered as part of this service?**

Whether assets need physical tags depends on the specific CMMS product and if it requires physical tagging. If the CMMS product does require physical tagging, additional points will be awarded if the Contractor can provide this service, including any work that must be done in the field, either directly or through a third party. Otherwise, the minimum requirement is to provide the tools and training needed so that State staff can perform this task.

**22. Definition of "Asset Logging Assistance" & Site Visits**

**Reference: Section 2, Item A.2.j (Page 8) requires "Asset Logging Assistance" to help with "collecting data on facilities and assets." Additionally, the Scope of Work requires the Contractor to "furnish all... transportation."**

DAGS does not have accurate and complete information on their facilities, assets, and inventory; this information needs to be recorded so that it can be managed by the CMMS product. Additional points will be awarded if the offeror is able to assist in the form of in-field verification and recording of this information, either directly or through a third party. Regarding "Additionally, the Scope of Work requires the Contractor to "furnish all . . . transportation". If this is in reference to transportation, it means the Contractor shall furnish their own transportation to perform the services.

**23. Does the state have their property, asset, equipment & keys data already recorded in such a way as to accommodate the three phased deployments?**

**Phase 1 - 6 month**

**Phase 2 - 12 months after phase 1**

**Phase 3 - 12 months after phase 2**

**If not, does the state require assistance in collecting this data?**

DAGS does not have accurate and complete information on their property, assets, equipment, and keys; this information needs to be recorded while implementing the CMMS tool. Any contractor who can assist in collecting this data, or who has a third party who can collect this data, will be awarded additional points.

**24. Can the state elaborate on the requirement of logging and manage assets related to grounds and exterior systems. What is the state specifically looking to log and manage on these elements?**

The state is looking to log the condition of and any service or replacement needed for exterior assets such as those listed in the Description of Work A.2.b. This may include information such as whether an exterior system is in need of repair, cleaning, trimming (in the case of landscaping) and others.

**25. Is any condition assessment part of what is being asked for?**

**I didn't this defined, but wanted to clarify.**

The CMMS vendor is not expected to provide the condition assessment.

**26. Does DAGS/CSD intend to continue to use Evolve/FM for Space Management?**

Yes, DAGS/CSD will continue to use EvolveFM for Space management for the foreseeable future. Replacing EvolveFM may be addressed in the future, but no specific timeline has been determined.

27. **Section A.1.f. - Integrations and data exchange - item says “Integrations with Facilities Management or Space Management systems. Note that DAGS/CSD currently uses EvolveFM.” Are they looking for a system to replace their current CMMS (EvolveFM) or work in tandem with it?**

EvolveFM is a facilities management tool and not a CMMS tool. The requirement is for the CMMS product to work in tandem with EvolveFM or other facilities and space management software. Additional points will be awarded if the CMMS product has native facilities and space management functions.

28. **Is the vendor expected to integrate data from other departments within DAGS such as Public Works**

Yes, to the extent possible.

29. **Is the State needing data migration into the new CMMS?**

- **What is the System name?**  
Automated Logic, Evolve FM
- **What is the Quality of data?**  
Very high
- **What data will be converted? i.e. Work, Cost history, Inspection history, Request history, etc?**  
Work order data
- **What assets will be migrated into the CMMS?**  
Mechanical equipment data from Automated Logic and space assignment data from Evolve FM

30. **What is the current purchasing, billing, and invoicing system in place that the CMMS would integrate with?**

DAGS currently has separate purchasing, billing and invoicing systems that are not interactive.

31. **Can you provide more details for the integrations discussed in the Description of Work, A. 2. F. Integrations and data exchange?**

- **What is the System name and version?**  
Proprietary ThinkHD Software powered by 4Daptive DMS
- **Is this One way or two way data exchange?**  
Currently One way (ie, external to MK Software. Future feature, two-way communication)
- **What is the Sync frequency?**  
Flexible. Real Time, hourly, daily, weekly, monthly – depending on dataset type.
- **What Data points are exchanged?**  
Asset, inventory, environmental, conditions, cultural, resources (like energy, water)

- **What is the goal of the integration?**  
Centralized source of all information for proactive & efficient maintenance instead of reactive maintenance.
- **Does the integration require real-time data transfer or batch imports?**  
Flexible. Real Time, hourly, daily, weekly, monthly – depending on dataset type.
- **Is there a Rest API available for the integration?**  
Vendor to provide API for MKThink to pull data from.

**32. Is the state interested in connecting the selected system with a Business Intelligence tool (e.g. PowerBI, Tableau) for advanced analytics?**

Yes.

**33. Does the state plan to develop the required integrations using state resources or contractor resources?**

Yes.

**If the latter, will the state have technical subject matter experts available during the implementation schedule to assist with the data mapping activity for any required data transformations and testing needed to meet these deliverables?**

Yes

**34. Will DAGS/CSD provide IT resources to build and maintain any of the required integrations, or is the vendor expected to deliver services and middleware for each required integration? Please provide more details about vendor expectations.**

State of Hawaii IT resources will be allocated after reviewing the available data services and middleware. Additional points will be allocated for the vendors' ability to understand the needed integration to make the platform useful and successful.

**35. Does the state plan to have the integrations in place for Phase 1 ?**

Yes.

**36. Section A.1.f. - Integrations and data exchange - item says “Integrate with DAGS/CSD current purchasing, billing and invoicing systems.” What are the DAGS current purchasing, billing and invoicing systems?**

Yes.

**37. Data Migration from EvolveFM**

**Reference: Section 2, Item A.2.f (Page 8) notes that "DAGS/CSD currently uses EvolveFM."**

**Question: Is the Offeror responsible for migrating historical data (e.g., Assets, Maintenance schedules, Work Order history) from EvolveFM into the new CMMS?**

The Offeror will be responsible for migrating historical data from EvolveFM into the new CMMS.

- **If yes, please provide the bulk data export methods currently available from EvolveFM (e.g., Bulk export CSV/Excel exports?).**
    - **Structured data** (including space information, and reports) can be exported in bulk using **CSV or Excel** formats.
    - **Drawings and floorplans** can be exported individually at the **floor level** in **pdf** format.
    - Coordination with **DAGS and/or the EvolveFM vendor** may be required to ensure complete extraction of drawings, associated attributes, and related data needed for migration.
38. **To ensure all required integrations are fully understood and accurately priced, can DAGS/CSD please provide a complete list of all systems, platforms, data repositories, and software that the CMMS must integrate with across all phases of the implementation, including:**
- **System name and the department/division that owns it (e.g., Public Works, PW Planning Branch, purchasing, billing, invoicing, or any other DAGS operational systems referenced in the RFP)**
  - **Whether the integration is required in Phase 1, Phase 2, or Phase 3**
  - **Required data flows for each system (import, export, synchronization, event-driven, real-time, or batch)**
  - **Required objects/data elements (e.g., assets, space IDs, vendor profiles, labor actuals, work orders, financial fields, etc.) -**
  - **Required directionality — view-only, one-way, or bi-directional data exchange -**
  - **Any required protocols or integration standards (e.g., APIs, webhooks, BACnet/IP, Modbus, database replication, SFTP, GIS file formats)**
  - **Applicable data volumes (approx. number of buildings, assets, users, drawings, IoT sensors, etc.)**
  - **Any existing documentation, data dictionaries, or API specifications the State can provide**
  - **Any third-party licensing requirements or data access restrictions**
  - **Any expected cybersecurity or network connectivity requirements unique to these integrations**
- This request includes but is not limited to:**
- **DAGS Public Works systems and Planning Branch systems**
  - **Purchasing, billing, and invoicing systems**
  - **EvolveFM (Facilities/Space Management)**
  - **Automated Logic (BAS/BMS)**
  - **Architectural/MEP drawing repositories and CAD/BIM systems**
  - **IoT sensor platforms and field devices**

– Any additional external government systems for cost recovery when servicing buildings outside DAGS facilities

This clarification will help ensure the proposed CMMS architecture and pricing fully align with the State’s integration expectations.

See the table below providing requirements by system:

System →	Evolve FM	ThinkHD	Automated Logic (interface with BMS)
Phase for integration with offeror software	1	1	1
Data Flow	Batch or event driven export; Manual export acceptable as a one-time starting point	Batch (every 4hrs) or event based (preferred); Export methods include - REST API, BACnet/IP, CSV/Excel	Batch or event driven export; Manual export acceptable as a one-time starting point

Key Data Metrics	Space data, pictures, drawings, attributes, documents, parking, reports, contacts	<p>Inventory data (example, <u>space_id</u>, <u>space_name</u>, <u>space_location</u>, <u>space_gsf</u>, <u>space_nsp</u>, <u>space_owner</u>, <u>space_leasing_status</u>, <u>space_FIT_condition</u>, <u>assigned_staff</u>, <u>assigned</u>), <u>staff_sqft</u>, <u>hr</u> data (such as <u>assigned_personelle</u>, <u>home address</u>, <u>schedule</u>, etc) , and other asset &amp; cultural information</p> <p>+ utilization and environmental metrics (10-60 min update frequency) captured by IoT sensors</p> <p>+ equipment/asset attributes (condition, manufacturer, manufacture date, installation date), work orders (ID, type, issue category, issue date, cost), department, requester</p> <p>+ GIS layer integrations where and if applicable</p>	Air conditioning equipment characteristics
Communication Direction	Bidirectional (ie, from vendor proposed software into system and vice versa)	Bidirectional (ie, from vendor proposed software into system and vice versa)	Bidirectional (ie, from vendor proposed software into system and vice versa)

Data Volumes	100GB	150GB+ (grows as sensor data collects)	100GB
Documentation & License	Offeror coordination required; third-party licensing may apply	Documentation available via <del>MKThink</del>	Offeror coordination required;
Security Compliance	Must comply with State cybersecurity and network policies including but not restricted to secure file transfer, PIIID encryption, etc	Must comply with State cybersecurity and network policies including but not restricted to secure file transfer, PIIID encryption, etc	Must comply with State cybersecurity and network policies including but not restricted to secure file transfer, PIIID encryption, etc

**39. Integration Costs (Automated Logic)**

DAGS to provide integration middle ware.

**Reference: Section 2, Item A.2.f (Page 8) requires integration with "Automated Logic" (maintained by Island Controls).**

**Question: Will the State or its existing vendor (Island Controls) provide the necessary API credentials and gateways at no cost to the Contractor?**

State will provide.

**Or should the Offeror include the cost of third-party integration fees in our proposal price? DAGS to state allowance amount for this task.**

**40. How many end users are anticipated?**

See detailed user count table. See Attachment 1 – User Count.

**41. Please provide a user count for System Administrators:**

- **System Administrators: users who will configure and support the system**

See detailed user count table. See Attachment 1 – User Count.

**42. Please provide a user count for the Asset/Maintenance Module (power users):**

2 Back Office, 3 Crew Chiefs, 12 Field Technicians. See Attachment 1 – User Count.

**\*Examples of Asset/Maintenance Module users are:**

- **Facilities/Maintenance Back Office: users who will be reviewing work order requests from requestors and asset data/libraries**
- **Crew Chiefs: users who will be assigning and scheduling work orders to technicians**

- **Field Technicians: users who will be using the web user interface to manage work orders (Include external Contractors who need access to the system.)**

**43. Please provide a user count for Field Technicians:**

3 Crew Chiefs and 12 Field Technicians. See Attachment 1 - User Count.

- **Users who will be using a mobile app to manage work orders in the field (This may include Crew Chiefs. Include external Contractors who need access to the system/mobile app.)**

**44. Please provide a user count for the Space Management Module (power users):**

1. See Attachment 1 - User Count.

**\*Examples of Space Management Module users are:**

- **CAD Specialists: users who will manage import of CAD drawings into the system such that assets can be viewed on floorplans.**
- **BIM Specialist: users who will manage import of BIM models into the system such that assets can be viewed on floorplans.**
- **Space/Floorplan Managers: users who will manage the AutoCAD floorplans and data represented on them in the system.**
- **Move Managers: users who will review/approve move requests and do move scenario planning**
- **Reservation Managers: users who will review/approve room reservations**

**45. Please provide a user count for Requestors/Self-service Users:**

125. See Attachment 1 - User Count

- **Users who will use a mobile app and/or a web form to submit work requests/work orders, book reservations/spaces, request a move, etc.**

**46. Please provide a user count for the Energy & Sustainability Module (power users):**

See Attachment 1 - User Count.

**\*Examples of Energy & Sustainability users are:**

- **Users who manage, review, and do reporting on energy related data such as utility usage, consumption, waste, emissions, etc.**

**47. Hardware Provisioning**

**Reference: Section 1 Introduction (Page 3) mentions "furnishing of all... equipment."**

**Question: Does "furnishing equipment" imply that the Contractor must supply the mobile devices (tablets/smartphones) for the State's field technicians? Or will the State provide its own mobile hardware for its staff to access the Contractor's software?**

DAGS to provide mobile hardware.

**48. Does DAGS/CSD intend to procure or use sensors to gather data on parameters like vibration, temperature and oil analysis separate and apart from this procurement?**

Yes

**49. Can DAGS/CSD existing IoT sensors send data to the cloud?**

Yes

**50. Is the vendor intended to integrate with IoT as part of this project?**

Yes

**51. For the meter/sub-meter assets, does the state intend to record meter readings to track and report on energy usage?**

Yes

**52. For Sustainability and Energy Management assets, is the state also looking to report on sustainability and energy data that may be collected from those assets such as consumption, cost, and CO2 emissions?**

Yes

**53. Please elaborate on the requirement "Ability to use CMMS system as a service provider". Is the state looking for request management and billing allocation to third-party owners, or is the state also looking to include detailed service provider functionality including customer onboarding, service contract and terms management, procurement procedures, and end-customer invoice approvals?**

DAGS - request management and billing allocation to third-party owners only

- 54. Can the State confirm which CMMS modules and functionality are required in Phase 1 versus later phases, and whether all phases are included in the initial contract scope?**

The State cannot confirm which modules and functionality until a list of modules with functionality is described and demonstrated. We will confirm activating future modules and functionality after completing Phase 1.

- 55. Can the State clarify the expected number of agencies, facilities, and users included in the initial deployment, and anticipated growth over the contract term?**

The facilities count and anticipated growth over the contract term are as described in the Phase Schedule. User counts for Phase I are as provided at the user count table below and should serve as a baseline for Phase II and III as well. Phase II and III user count changes unknown. See Attachment 1 - User Count

- 56. Can the State confirm whether any agencies are currently using a CMMS or related maintenance systems?**

We do not know.

- 57. Does the State expect the CMMS to be vendor-hosted (SaaS), State-hosted, or will either deployment model be acceptable?**

Vendor hosted.

- 58. Can the State identify any existing systems anticipated for future integration with the CMMS?**

Not at this time.

- 59. How will additional users, facilities, modules, or functionality added during the contract term be priced and approved?**

By change order or other means amicable to both parties.

- 60. Does the State require formal incident escalation procedures or reporting timelines for system outages or security incidents?**

Yes

- 61. Are training materials, documentation, and configuration artifacts required to be delivered as State-owned work products?**

If specific to State of Hawaii, yes.

**62. What are the formal acceptance criteria for system go-live and milestone approvals?**

Vendor must comply with the requirements of the RFP at each of the phases.

**63. Will the State require a pilot deployment before statewide rollout, and if so, what defines pilot success?**

The Phase I deployment needs to be successful before we go to Phases II and III.

**64. Does the State require prior approval for subcontractors, hosting providers, cloud platforms, or implementation partners?**

No, the prime contractor is responsible for platform performance.

**65. How will scope changes, enhancements, new modules, or integrations be requested, evaluated, approved, and funded during the contract term?**

Any changes to the base contract will be by change order or other means amicable to both parties.