

ADDENDUM NO. 1

RFP NUMBER: 191819

RFP TITLE: Fleet Management System Solution

DEPARTMENT: Fleet Management Division, Public Works

DATE OF ADDENDUM: February 28, 2020

DEADLINE FOR QUESTIONS: Past

ORIGINAL RFP DUE DATE AND TIME: March 3, 2020, 4:00 p.m., e.s.t.

REVISED RFP DUE DATE AND TIME: March 31, 2020, 4:00 p.m., e.s.t.

REASON: Answers to Questions and Extension of Due Date

(SIGNED): _____ (DATE): _____

(COMPANY): _____

As acknowledgment of having received this information, sign one (1) copy of this page and return it with your proposal.

Retain a copy for your file.

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RFP TITLE: ____Fleet Management System Solution____

Question: How many of the 7,000 assets are licensed rolling stock?

Answer: 1,500

Question: How many vehicles are in the City motor pool? Does the City charge a fee for them? Hourly, daily, weekly monthly annually?

Answer: We do not have a motor pool at this time, it should be capable if we implemented this.

Question: In terms of work order history, can the detailed history be kept in the existing legacy system while the summary history is brought over to the new system? Or will the City require all 7 years of work order history converted and brought into the new system??

Answer: The preference is to pull all history since the legacy system is going away.

Question: Does the City use a credit card to purchase fuel? If so, is it WEX, Fuelman, etc. or local vendor and does the City receive a transaction file?

Answer: No. Local vendor. No transaction file is received. It is possible in the future for this type of card.

Question: The City mentions Phoenix fueling. Is this for City operated fueling sites and if so, how many sites/pumps does the City operate?

Answer: We have three fueling stations, we currently use Phoenix. The software should be capable of multiple fueling systems.

Question: A geocoding interface is mentioned. What provider is used to send this data?

Answer: ActSoft Vehicle Tracking Systems, Verizon

Question: Can you confirm the City's ERP system?

Answer: Oracle

Question: Can you please provide your expected number of users and a high-level breakdown of their roles (e.g. administrator, end user, mobile user, read-only, etc.)

Answer: 25

Question: What software are you currently using for this purpose?

Answer: RTA

Question: The "Background Information" section of the RFP states the "The current software company would not agree to City terms for the newest SaaS version." Can you provide any details of the specific terms concerned? Are there any terms that are not included in the RFP?

Answer: The City's Standard Terms and Conditions. This is located on our city website to review. All terms are included. The web address is:

[http://www.chattanooga.gov/images/City_of_Chattanooga -
Standard Terms and Conditions Revised 7.18.2018.pdf](http://www.chattanooga.gov/images/City_of_Chattanooga_-_Standard_Terms_and_Conditions_Revised_7.18.2018.pdf)

Question: Do you have an expected implementation timeline or a planned go-live date on a new system?

Answer: As soon as a contract can get in place, we would like to schedule this project.

Question: Appendix E requires "Public financial records from the past two years. We are a privately-held company and do not have public financial records. Is there an acceptable substitute? (e.g. a D&B report?)

Answer: If you are a privately owned company, please provide the company's gross profits for the last three (3) years.

Question: Appendix E requires "A plan on what the average upgrade and implementation of Air Pollution Software would take? Can you please expand on this requirement? Is there a particular Air Pollution Software product that you are considering?

Answer: Please remove bullet point "A plan on what the average upgrade and implementation of Air Pollution Software would take?" This should not have been included.

Question: How many maintenance shops/locations do you maintain for managing assets?

Answer: 2

Question: How many inventory locations do you maintain?

Answer: 2

Question: How many employees will need training and what is the approximate breakout of each type? (ex: technician, supervisor, storekeeper, admin, system admin/IT)

Answer: We currently have 51 positions, Director and Deputy Director. 4 shift supervisors, 4 inventory technicians, 1 asset management coordinator, 2 Inventory coordinators and approximately 5 to 10 other users

Question: Will providing data templates (.xlsx files), advise on how to format the data, and loading pre-defined data into the system along with training on how to load and update additional data cover the requirement to provide "data conversion services" of basic static (non-transactional) data.

Answer: CSV or XLSX

Question: Please confirm if conversion of legacy work order history data is required. If conversion of detailed work order history is required, please confirm that 7 years is the number expected to convert and confirm our vendor expectation that it is only for active assets and their history.

Answer: Yes, active and surplus files for all facilities for seven (7) years

Question: How many assets do you have that meet the following definitions:

Active parent assets that are being maintained and tracked in the software. Which are defined as originally valued at \$5000 or greater and active. These assets are the parent piece of equipment and not a child asset. A child asset is any asset, regardless of cost, that is either permanently or temporarily attached to another piece of equipment. Examples of child assets are; radios, generators, plows, light bars and so on.– Your Count ???

Answer: We have no parent, child differentiation. We currently have 4701 vehicles/equipment in the system that includes surplused and non-City vehicles, as well as equipment.

Question: Active parent asset (do not include child assets in this count either) originally valued at less than \$5000 and more than \$500– Your Count ???

Answer: We currently have 4701 vehicles/equipment in the system that includes surplused and non-City vehicles, as well as equipment.

Question: Fuel Only Assets - These are separate vehicles from those counted above where only fuel data is tracked in the software. - Your Count ???

FASTER: We need to know how many vehicles are in the fleet that had an original purchase price over \$5,000; and how many vehicles in the fleet had an original purchase price below \$5,000; and how many that are not included in those counts that still need to have fuel data captured in the system.

Answer: The 1500 vehicles will be over \$5,000, the smaller users are manually entered. We do not differentiate based on cost of vehicle or equipment for fuel.

Question: Please clarify if the 2. Complete Proposal Response Narrative is 3. Tabbed sections- specifically Tab 3 Proposal Response

FASTER: Item #2 in your "CHECKLIST OF REQUIRED SUBMISSION MATERIALS" document, states this item should be "Complete Proposal Response Narrative"

Item #3 in your "CHECKLIST OF REQUIRED SUBMISSION MATERIALS" document, states that TAB 3 should be "PROPOSAL RESPONSE"

Can you please explain the difference between these two items and provide details of what is expected, or are these the same, and the tabbed response is the only response required?

Essentially, I'm just trying to make sure I capture everything in the response and it appears that the complete proposal response narrative will be Tab 3. Also, will a response to Attachment A and B also be included in Tab 3, or are those purely for reference?

Answer: These are the same, just make your proposal and we can dissect when submitted

Question: Is the City looking for SaaS/Subscription pricing, perpetual license, or both?

Answer: SaaS

Question: On page 6 of the RFP in the Functional and Technical Requirements, Work Order section the second bullet point states, "Population of Parts checklist per work order for pulling parts". Please give an example of this functionality.

FASTER: Please give an example of this requirement: "Population of Parts checklist per work order for pulling parts" from page 6 of the RFP

Answer: This would be an option to print a list of parts posted to the work order with bin location for parts personnel to use to pull all parts needed on that work order.

Question: Do you bill your customers by day, week, and month for vehicle rentals?

Answer: Monthly, No rentals

Question: How many vehicles are available for leasing in your Motor Pool?

Answer: 0

Question: Please define "buildings". Does this refer to a previous repair task/job, or a parts storeroom?

Answer: We have 2 repair facilities and 3 fueling stations

Question: What is the length of the City's GL account code string? What is the name and version of the city's ERP system?

Answer: 17 characters. Oracle Cloud.

Question: What is the City's current fleet management system? What type of database (RDBMS) does the City's current data reside in?

Answer: RTA. SQL 2016 Standard.

Question: Please provide the roles and number of staff per role to be trained.

Answer: See above answer to this question

Question: Can you please elaborate on the user counts:

- o Total number of employees?
- o Number of users for the system?
- o Any language requirements other than English?- no

Answer: Please refer to above questions

Question: What is the impact to stakeholders relative to core competencies (i.e. similar to what they know/do, or vastly different)?

Meaning, is the new system expected to transform the business which would require the development of new skills for employees?

- How are changes to knowledge, skills, and abilities, tasks, duties, and responsibilities being managed? Meaning, How does the City manage the development of new skills and business processes today and does the City plan to use the same methods? For example, does the City currently utilize any training tools/software or methodology to help with the development of new skills that might be leverage during this project?
- Is there a formal change management approach for this implementation? Meaning, Does the City have the skills and resources to manage the changes expected with the new system? If so, has the City developed a change management plan already, or is the expectation that the City will work with the selected vendor on a change management plan?

Answer: Training will be determined as changes are presented.

Question: Is the City of Chattanooga Dept. of Public Works generally a business process disciplined?

Answer: YES

Question: Will this initiative be net removing/add work?

Meaning, Does the City expect to have fewer headcount or will the City need to add more headcount due to this software implementation?

Answer: We have a set number of positions in Fleet. There should be an allowance of unlimited users with a maximum number of approximately 25 that can be logged in at one time.

Question: What type of internal capabilities does the City have to execute the end user training strategy and plan?

Answer:

- How do employees normally receive training? local or on site
- How have systems training been delivered (received) in the past? Haven't.
- Does Customer have a Learning Management System (LMS)? yes
- Does Customer have an Internal Learning and Development Department? yes
- Does Customer have formal employee learning paths? in process

Question: Would the City be willing to offer another round of clarification questions?

Answer: Possibly

Question: Do you have an existing fuel management system and if so, what type? Or is the intent to procure a new fuel management system as part of this RFP? NO

Answer: Phoenix / petrovend and Gas boy

Question: Please provide a list of the systems to be integrated into your Fleet Management system.

Answer: We currently have Petrovend and Gasboy

Question: Are there any resource restrictions – (aka Offshore)

Answer: Preference is to stay with the US.

Question: Do we need to consider any integration to e-catalogs (aka NAPA).

Answer: Yes

Question: Please elaborate on "External Work Management", listed on page 8.

Answer: This would be work done by external vendors. We have to bill the departments by vehicle for all external work done.

Question: What percentage of maintenance activities is done internally vs outside vendors?

Answer: The preference is to have vendor maintained applications. However, the city does have applications that reside on premise servers that are maintained internally.

Question: Does the City of Chattanooga use any ELD/Telematics devices? What type? Would the solution require integration with these devices?

Answer: Telematics Devices. Type is ActSoft. No

Question: Is the city mandated to do pre/post inspections on vehicles – better known as a DVIR (driver vehicle inspection report)? If so, are the inspections done on paper or electronically? How are these inspections stored?

Answer: We do not use electronic logging devices. We use paper for pre- and post-trip inspections

Question: On Page 4, in the Background Information, the City states that "The current software company would not agree to City term for the newest SaaS version." Could the City elaborate on what City terms for SaaS that software companies must agree to?

Answer: Current software company is RTA

Question: Is the City willing to entertain an initial contract term for 3 years versus an initial contract term for 1 year as stated on Page 4 of the RFP?

Answer: This will be a one (1) year with the option to renew two (2) additional terms

Question: Can the City please provide the ACH Authorization Form in case vendors select ACH as a payment method in Appendix I?

Answer: This will be provided to the vendor that is selected for this project.

END