

# ADDENDUM No. 1

## RFP No. 24-36

### Fleet Maintenance Management System Replacement

**Due: June 13, 2024 by 3:00 p.m. (local time)**

The information contained herein shall take precedence over the original documents and all previous addenda (if any) and is appended thereto. **This Addendum includes 10 pages.**

**The Proposer is to acknowledge receipt of this Addendum No. 1, including all attachments in its Proposal by so indicating in the proposal that the addendum has been received. Proposals submitted without acknowledgement of receipt of this addendum may be considered non-conforming.**

**The following forms provided within the RFP Document should be included in submitted proposal:**

- **Attachment B – City of Ann Arbor Non-Discrimination Declaration of Compliance**
- **Attachment C - City of Ann Arbor Living Wage Declaration of Compliance**
- **Attachment D - Vendor Conflict of Interest Disclosure Form of the RFP Document**

**Proposals that fail to provide these completed forms listed above upon proposal opening may be rejected as non-responsive and may not be considered for award.**

#### I. CORRECTIONS/ADDITIONS/DELETIONS

Changes to the RFP documents which are outlined below are referenced to a page or Section in which they appear conspicuously. Offerors are to take note in its review of the documents and include these changes as they may affect work or details in other areas not specifically referenced here.

#### **Section/Page(s)**

#### **Change**

Page 9

Add requirement: “We would like the historic data migrated to the new system including assets, work orders, labor, inventory, financial, and any other pertinent information.”

Add requirement: “The system should have the capability of integrating with our telematics system, Samsara, to get vehicle hours and miles for PM work, equipment time calculation, and annual fleet rates.”

Add requirement: “The system should have the capability of integrating with our EV system, Charge Point, and fuel systems, Ekos / Gasboy, to improve our quarterly fuel chargeback processes.”

## II. QUESTIONS AND ANSWERS

The following Questions have been received by the City. Responses are being provided in accordance with the terms of the RFP. Respondents are directed to take note in its review of the documents of the following questions and City responses as they affect work or details in other areas not specifically referenced here.

Question 1: What software are you currently using for fleet management?

Answer 1: Mainsaver.

Question 2: What types of vehicles are in your fleet?

Answer 2: Cars, vans, half ton to one-ton Trucks, Class 5, 6, and 7 trucks, streets sweepers, construction equipment, trailers, mowers, plows.

Question 3: What is the maximum number of vehicles of each type to you expect to manage at a given time over the next five years?

Answer 3: We roughly have 700-750 assets in our system and only about 300-340 of these are self-propelled assets that are either a gas, diesel, or full electric vehicles. We need to be able to manage all the assets we have in service.

Question 4: Can you provide some examples of assets?

Answer 4: Ford Explores, F-150, F150 Lightnings, F-450, F-550, Chevy Bolts, Fire Trucks, refuse trucks, 5-yard dump trucks, street sweepers, mowers, John Deere construction equipment. We have a good mix of everything.

Question 5: Can you provide some examples of inventory?

Answer 5: Hydraulic hoses, fittings, hydraulic cylinders Brake pads, shoes, drums, rotors, replacement parts for refuse trucks, dump trucks, street sweeper, miscellaneous hardware, oil, coolant, washer fluid, trans fluid, brake clean, RTV gasket maker. We have a good mix of a lot of different things in our inventory.

Question 6: Do we need to integrate with any other system (e.g., an accounting system)?

Answer 6: We would like the new system to have the capability to integrate with our telematics, fuel, and EV charging systems. The system should have the ability to automatically bulk export equipment time and work order information for consumption by other systems.

Question 7: Does the application need to be accessible outside your firewall?

Answer 7: No, that is not a requirement.

Question 8: Do you prefer a cloud solution or an on-premises solution?

Answer 8: No preference.

Question 9: Do you prefer a native application (e.g., Windows) or a web-based application?

Answer 9: No preference.

Question 10: If web-based, what browsers do you need to support?

Answer 10: Google Chrome and Microsoft Edge.

Question 11: If web-based, do you need this to be viewable on a mobile browser as well?

Answer 11: That would be preferred but is not a requirement.

Question 12: If mobile is required, are there any requirements to access phone hardware (e.g., camera)?

Answer 12: Mobile is not a requirement.

- Question 13: Are you interested in a custom application, or would you prefer an existing product that may require customization?  
Answer 13: No preference as long as the solution satisfies our requirements.
- Question 14: If a custom application is acceptable, do you have any constraints regarding the technology used?  
Answer 14: No.
- Question 15: Who does the City utilize for Fuel for their assets?  
Answer 15: Ekos / Gasboy
- Question 16: Who is the Fuel Vendor?  
Answer 16: Ekos / Gasboy
- Question 17: Is an integration required as part of this RFP?  
Answer 17: We would like the new system to have the capability to integrate with our telematics, fuel, and EV charging systems. The system should have the ability to automatically bulk export equipment time and work order information for consumption by other systems.
- Question 18: How many standard rolling stock assets are maintained by the City's fleet department?  
Answer 18: 300-340 rolling stock assets that are powered by gas, diesel, or full electric vehicle.
- Question 19: How many non-standard assets are maintained by the City's fleet department?  
Answer 19: We do not understand what you mean by non-standard. We roughly have 700-750 assets in our system and only about 300-340 of these are self-propelled assets that are either a gas, diesel, or full electric vehicles. We need to be able to manage all the assets we have in service.
- Question 20: Does the City operate EV's  
Answer 20: Yes.
- Question 21: If so, what company provides the charging solution?  
Answer 21: Charge Point.
- Question 22: Does the City have Telematics in any assets where Meters and Alerts must be connected to the fleet management software?  
Answer 22: We are switching to Samsara in the majority of our assets come July 2024. We would like the new system to have the capability of integrating with our telematics system.
- Question 23: If so, which companies provide Telematics?  
Answer 23: Samsara
- Question 24: Are there plans to integrate Telematics to the software?  
Answer 24: The system should have the capability of integrating with our telematics system to get vehicle hours and miles for PM work, equipment time calculation, and annual fleet rates.
- Question 25: Does the city require or request the ability to use barcodes and scanners regarding parts inventory?  
Answer 25: Not a requirement for this RFP, but would be nice to have that option in the future.
- Question 26: How many separate garage locations does the City operate?  
Answer 26: We just have one location.

Question 27: How many parts rooms does the City manage?  
Answer 27: We have 4 separate areas for our inventory at the moment.

Question 28: How parts room are staffed?  
Answer 28: We have two parts associates that manage the inventory.

Question 29: How many Technicians are employed by the City fleet department?  
Answer 29: Eight.

Question 30: What is the number of Licensable Rolling Stock Units to be tracked in the solution.? (Trucks, cars, Yellow Iron)  
Answer 30: 300-315.

Question 31: What is the number of pieces and types of beyond fleet equipment in the solution? (Generators, lifts, plow blades....)  
Answer 31: 400-450.

Question 32: Are there requirements for facilities management?  
Answer 32: No.

Question 33: Is there a preference for a Cloud based system, or an on premise deployment.  
Answer 33: No preference.

Question 34: Is there a Telematics solution in place? Who is the provider? Would you like telematics or Telematics Integration as part of this RFP?  
Answer 34: We are switching to Samsara in the majority of our assets come July 2024. We would like the new system to have the capability of integrating with our telematics system.

Question 35: Is there a Fuel System in place, and the provider? Is a secure Fueling solution or integration part of the RFP?  
Answer 35: We have Ekos / Gasboy. The system should have the capability of integrating with our EV and fuel systems to improve our quarterly fuel chargeback processes.

Question 36: Is the current Fleet Maintenance (FM) system data complete, accurate, and trusted  
Answer 36: Yes.

Question 37: What is the makeup of the City's Fleet – e.g. number and types of vehicles (police, dump trucks, refuse trucks, sweepers, tractors, City motor pool, other miscellaneous equipment)  
Answer 37: Cars, vans, half ton to one-ton Trucks, Class 5, 6, and 7 trucks, streets sweepers, construction equipment, trailers, mowers, plows. See "Answer 3" for more information.

Question 38: How many physical fleet locations \ depots?  
Answer 38: One.

Question 39: With the new system, is business process re-engineering part of the project?  
Answer 39: No.

Question 40: What is the commercial name of the City's current FM system? Assumes a single commercial system is used today. If multiple systems are used, please provide that information.  
Answer 40: Mainsaver.

Question 41: If a single system, is a single database used for all FM data to be used in the new system? If not, how many databases?

Answer 41: There is one database.

Question 42: Please confirm that historical FM data is required to be migrated to the new system. If yes, what historical FM data – e.g. closed work orders, closed purchase orders, inventory issues, labor hours reported, etc.

Answer 42: Yes, we would like the historic data migrated to the new system including assets, work orders, labor, inventory, financial, and any other pertinent information. Below is an example of some of the financial information that we need migrated.

The screenshot displays the Mainsaver Software - Enterprise Asset Management interface. The top navigation bar includes tabs for Work Orders, Work Requests, Incidents, Assets, Material Requests, Budgets, and Help. The main content area shows the details for Asset Number 2297, a 2015 GMC Sierra 1500 4X2. The interface includes a sidebar with modules like Dashboard, Maintenance, Materials, PM Management, Purchasing, Time and Material Used, Bar Code, Personnel, Management Reports, and System Administration. The asset details section shows various cost and financial metrics.

	Month-To-Date	Year-To-Date	Life-To-Date
Asset Cost:			
Replacement Cost:	\$134.25	\$447.50	\$17,883.25
Labor Cost:	\$23.66	\$5,141.01	\$15,577.13
Material Cost:	\$0.00	\$0.00	\$5,265.89
Sub Total:	\$157.91	\$5,588.51	\$38,726.27
Repl Paid Cost:	\$0.00	\$5,090.00	\$23,252.12
Total:	\$157.91	\$10,678.51	\$61,978.39

Question 43: Is FM data cleansing and enrichment part of the project?

Answer 43: No.

Question 44: Is FM data governance required?

Answer 44: No.

Question 45: Can you provide a list of production reports and Key Performance Indicators (KPIs) with brief descriptions needed in the new system?

Answer 45: We do not have a list of key production reports or KPIs. We are curious what standard reports are available and/or what you'd recommend.

Question 46: Is a mobile solution part of the project? Connected / Disconnected (store and forward)?

Answer 46: No.

Question 47: Is telematics part of the project? If yes, what system(s) will be used?

Answer 47: We are switching to Samsara in the majority of our assets come July 2024. We would like the new system to have the capability of integrating with our telematics system.

Question 48: Are Vehicle Maintenance Reporting Standards (VRMS) codes used today? If no, are they needed in the new system?

Answer 48: No, we have our own coding.

- Question 49: Are preventive maintenance work orders generated based on time and \ or telematics data?  
Answer 49: Currently the supervisor generates the preventative maintenance list based on hours, mileage or time frame depending on the asset type. We would like the capability of generating preventative maintenance work orders based on our telematics data.
- Question 50: Will the new system be the system of records for Driver Vehicle Inspection Reports (DVIRs)  
Answer 50: No
- Question 51: Does the City currently use electronic or paper forms to perform their DVIRs  
Answer 51: Departments have their own paper forms they use.
- Question 52: Is FM maintenance scheduling functionality required in the new system?  
Answer 52: No
- Question 53: What integrations between City systems and the new system are required – e.g. financial system, fuel storage system, Geographic Information Systems (GIS) \ mapping system? If yes, please provide the expected functionality of each integration.  
Answer 53: We would like the new system to have the capability to integrate with our telematics, fuel, and EV charging systems. The system should have the ability to automatically bulk export equipment time and work order information for consumption by other systems.
- Question 54: Does the current FM system have inventory minimum and maximum stock levels – e.g. part #123 has a minimum stock level of 5 and a maximum of 10? When it hits 5 or lower it gets reordered  
Answer 54: It does but it doesn't work very well. The new system needs to be about to warn us of low inventory so we can reorder, system warning message or even an email alert.
- Question 55: Will the new system be the demand for inventory replenishment – e.g. part #123 is below its minimum stocking level and needs to be reordered. Will the new system create a purchase requisition or purchase order that then goes through an approval process?  
Answer 55: No
- Question 56: What are the workflows required in the new system – e.g. purchasing spending approvals, work order approvals, etc.  
Answer 56: Work order creation, work order tech editing (tech Notes), parts used entered into work order, supervisor reviews and closes work order.
- Question 57: Will a train the trainer approach be used?  
Answer 57: We are interested in your recommendations.
- Question 58: Will custom training materials be required?  
Answer 58: Custom training materials would be nice to have but is not a requirement.
- Question 59: Are training facilities available?  
Answer 59: Virtual training is preferred.
- Question 60: How will the new system be deployed – e.g. City data center, City Private Cloud, or Vendor Cloud?  
Answer 60: No preference.

- Question 61: Approximately how many users by job title – e.g. Maintenance Technicians, Supervisors, Managers, Directors, Inventory \ Storeroom, etc.
- Answer 61: Fleet Manager - one, Supervisor - one, Technicians - eight, Part Associates - two, Finance Department - four, IT Department - three, for a total of 19.
- Question 62: How many system environments are required – e.g. Production, Test, Development, Training, etc.
- Answer 62: Ideally there would be a production and a test environment.
- Question 63: If the new system is deployed in the vendor's Cloud, is a multi-tenant \ public Cloud or private Cloud required?
- Answer 63: No preference.
- Question 64: Does the City have a preferred database platform – e.g. DB2, Oracle, SQL Server?
- Answer 64: SQL Server.
- Question 65: What are the different categories of users that would be using the web application?  
For example:
- Administrators
  - Warehouse operators, Pickers
  - Work Order Supervisors personnel
  - Asset Maintenance Technicians
  - Drivers
  - Procurement personnel
  - Any other pl. mention
- What would be the approximate count of each category of each of these users?
- Answer 65: Fleet Manager - one, Supervisor - one, Technicians - eight, Part Associates - two, Finance Department - four, IT Department - three, for a total of 19.
- Question 66: How many facilities/locations will use the system? How many warehouses are there within each facility? How many users and type of users in each facility?
- Answer 66: One location, with four different rooms for inventory.  
Fleet Manager - one, Supervisor - one, Technicians - eight, Part Associates - two, Finance Department - four, IT Department - three, for a total of 19.
- Question 67: Is the new system only meant for Fleet category of assets or other categories as well? What is the size of fleet and what are the different types of fleet to be maintained?
- Answer 67: Fleet only. Cars, vans, half ton to one-ton Trucks, Class 5, 6, and 7 trucks, streets sweepers, construction equipment, trailers, mowers, plows.  
We roughly have about 700-750 assets in our system only about 300-340 of these are self-propelled assets that are either a gas, diesel, or full electric vehicles. We need to be able to manage all the assets we have in service.
- Question 68: What are the different categories of Work Orders performed, are they Maintenance Work Orders based on pre-defined schedules and the Repair Work Orders based on demand? Any other category of inspection work orders?
- Answer 68: Preventative Maintenance A B C, Weekly Inspection, Repair, Breakdown, Accident Damage, Service Calls, Seasonal Prep, Predelivery Prep, Modifications, Plow Blade Change, Warranty, Vehicle Transfer.
- Question 69: How many work orders are performed per day?
- Answer 69: On average 10 – 20.
- Question 70: Does the application require integration with any other systems?

Answer 70: We would like the new system to have the capability to integrate with our telematics, fuel, and EV charging systems. The system should have the ability to automatically bulk export equipment time and work order information for consumption by other systems.

Question 71: Do we need to extract data from any other systems?

Answer 71: We would like the new system to have the capability to integrate with our telematics, fuel, and EV charging systems. The system should have the ability to automatically bulk export equipment time and work order information for consumption by other systems.

Question 72: It is mentioned that bulk update of inventory levels as well as mass update of timesheet is required. Is it required in XLS file or on screen or both?

Answer 72: CSV would be ideal.

Question 73: What kind of equipment is rented and what kind of rental contracts are made?

Answer 73: We only rent equipment when needed, City owns all of our assets.

Question 74: Can you clarify whether this project is focused on physical repair and maintenance work or is it about implementing a maintenance program through a software product?

Answer 74: Replacing existing software with a better software indented for Fleet operations.

Question 75: Can you clarify what additional functionalities you are looking for that we can build or customize on top of our existing SAS product that already meets most of your requirements?

Answer 75: The required functionalities are included in the RFP and in this addendum.

Question 76: We are unsure about the requirements for resumes; could you explain what specific information or details are needed beyond the skills and roles?

Answer 76: The resumes factor into the scoring of the professional qualifications. Please see "SECTION III - MINIMUM INFORMATION REQUIRED" in the RFP for more information.

Question 77: Our development team might be working from off-shore locations; would it be acceptable to provide profiles from only the high-level management and architects based in the US?

Answer 77: Yes.

Question 78: What criteria does the city use to determine if a project is similar to previous ones, especially in terms of scale, scope, or client type (government vs private)?

Answer 78: Please see "SECTION III - MINIMUM INFORMATION REQUIRED" in the RFP for more information.

Question 79: Our references are primarily from Canada; is there a specific format required for references, and do we need to provide contact details such as phone numbers and emails for the references?

Answer 79: Please see "SECTION III - MINIMUM INFORMATION REQUIRED" in the RFP for more information.

Question 80: How many references are needed, and what is the preferred format for submitting them?

Answer 80: Please see "SECTION III - MINIMUM INFORMATION REQUIRED" in the RFP for more information.



- Question 81: What are the expected start and completion dates for the project, and how should we present ongoing or partially completed projects in our proposal?  
Answer 81: There are no specific start or completion dates. We would prefer completed projects in the proposals.
- Question 82: What specific formats and standards does the city require for data submissions, and are there particular protocols we should follow?  
Answer 82: Please see "SEALED PROPOSAL SUBMISSION" in the RFP.
- Question 83: How does the contract structure work in terms of payment—is it based on time and materials, or is it project-based with milestones?  
Answer 83: Please see "COMPENSATION OF CONTRACTOR" in the RFP.
- Question 84: What is the preferred method for the city to contact references, and is there a particular protocol to follow?  
Answer 84: Please see "SECTION III - MINIMUM INFORMATION REQUIRED" in the RFP for more information.
- Question 85: How many current environments are being used? Please provide their deployment details.  
Answer 85: There is one system and the product is Mainsaver.
- Question 86: What are the details of industrial add-ons in the case of MAS of Maximo 7.x.x.x?  
Answer 86: We don't have any industrial add-ons.
- Question 87: How many environments are required in the new system?  
Answer 87: Ideally we would have a production and a test environment.
- Question 88: What are the number of authorized users and concurrent users?  
Answer 88: Fleet Manager - one, Supervisor - one, Technicians - eight, Part Associates - two, Finance Department - four, IT Department - three, for a total of 19.
- Question 89: Please provide the details of your current database (DB vendor and version)?  
Answer 89: SQL Server and our preference is the latest version.
- Question 90: What is the size of the current database?  
Answer 90: 2556.44 MB.
- Question 91: What are the details of the target database (DB vendor and version, in case of a database migration)?  
Answer 91: The latest version of SQL Server is ideal.
- Question 92: Please provide details of the SSO being used (SAML, LDAP, or other)?  
Answer 92: SAML is preferred.
- Question 93: What are the details of the application or other integrations required (e.g., SAML, SAP, SSO, Oracle, or other)?  
Answer 93: The current application is Mainsaver and we use SQL Server for the database. For SSO, SAML is preferred.
- Question 94: How many app-points are available in the case of BYOL (Bring Your Own License)?  
Answer 94: We currently don't use BYOL.
- Question 95: Is your current fleet management system hosted on-premises or in the cloud?  
Answer 95: It is hosted on-premises.

Question 96: What is the intended contract period that the City of Ann Arbor plans to award: 1 year, 3 years, or 5 years?

Answer 96: No preference.

Offerors are responsible for any conclusions that they may draw from the information contained in the Addendum.