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Addendum #1
File # 15-01AA
Fleet Information Management System Software

This addendum serves to notify all bidders of the following changes to the solicitation documents:

- 1) Responses to questions submitted during the pre-proposal conference and via e-mail are attached.

Please acknowledge receipt of this Addendum by signing, dating, and submitting a copy with your bid/proposal. Thank you.

Signature

Date

1. On Exhibit A, when you type “yes” or “no” in the chart it is highlighted by default. Should we remove the highlighting or leave it?

This is probably just a formatting issue with the table. No need to remove.

2. Where are the security standards stated in the RFP?

There are references to the security standards throughout.

Additional requirements are as follows:

Modifiable vendor supplied default passwords

Unnecessary default accounts must be removed or disabled

Regular vendor supplied vulnerability patch updates

User/Group permissions definable

All non-console administrative access encrypted with strong cryptography

All web based access services encrypted with strong cryptography

Software works in conjunction with all leading server and workstation anti-virus platforms

Software development in accordance with PCI-DSS

3. Regarding data conversion – is the current data in SQL?

Yes.

4. How many years of data will does the City want to retain? How much migrated?

Historical data can be maintained as a snapshot. We will not need the ability to generate reports from it.

5. How many users will be on the system? How many will need to be trained?

40 overall users with differing degrees of access, about 6 in Fleet. Approximately 12 users will need training.

6. Does Fleet have wireless on the shop floor?

Yes.

7. Does Fleet have touch screens?

No.

8. Is the City looking for something that the technicians would interact with? Or just the ability to have someone else enter paper work orders?

Looking for the techs to be able to interact with the system.

9. What about equipment operators?

Operators would not be entering data. Lead workers and supervisors would be entering.

10. New World integration – does the City want direct integration or just the ability to pull data from the system?

An import table will be sufficient, but direct integration would be preferred.

11. Does the City want the ability to evaluate driver behavior and GPS (vehicle location)?

No – more towards inventory management and the work order system.

12. Work orders – does the City want the ability to enter everything electronically?

Yes. Electronic entry would help eliminate the “human error”. But, we would like to retain manual entry as well.

13. Fuel data – how is the City currently getting it?

It is downloaded from the fuel vendor to IT.

14. Wireless – does the City want real time data?

Not necessarily needed in real time, just when vehicles enter the shop.

15. Exhibit A, item R – the RFP states that the City wants a test environment? For how long?

We need to be able to test upgrades, etc. Depending upon the customization-ability of the software, we may want to maintain a test environment permanently.

16. What is the total number of expected end-users for Flee and how many of these users are already licensed for Infor EAM concurrent users?

Approx. 40 users with varying permission levels

17. Has the city seen any Fleet Software Demo’s prior to releasing this RFP? If so, who?

Yes, but not within the last 12 months. We looked at Collective Data, RTA, and TMW.

18. Does your organization have existing WIFI capabilities?

There are WIFI capabilities available in some facilities.

19. Is your organization planning on cleaning up the data prior to upload?

The asset data will be scrubbed to ensure accuracy. Inventory “clean up” has already begun. Work order data may be determined that it is not necessary to convert, requiring no data scrubbing necessary for that information.

20. Is there any customization work required? Inboxes _____ KPI's _____ Reports _____ etc.

It depends on the functionality of the system and if it meets the requirements of the RFP. If required items are available without customization, then customization may not be necessary.

21. Has your organization pre-mapped their business, department and workflow processes?

Workflow processes are not mapped at this point. If not, IT could assist in this if it is necessary.

22. Is your organization interested in developing a Best Practice Model?

Yes.

23. What is the total number of individual assets maintained by your company?

960 total units, 630 Parent, 180 child/attachments, 90 non-standard units, and 60 trailers count.

24. Does your company have resources available to collect and enter data?

The City has limited resources available.

25. Does your organization have a storeroom?

Yes.

26. What is the total number of individuals you can dedicate to this project?

IT Project Liaison, Fleet Project Lead, IT Senior Programmer (as needed for conversion), and one additional Fleet staff person.

27. How many end-users will require training or is train-the-trainers acceptable?

Approximately 40 staff City-wide, with 5 to 6 of them on-site. A “train-the-trainer” model is acceptable.

28. Can your organization provide the consultants with VPN remote access?

Remote access needs to be granted when necessary and monitored the entire time of connection. This needs to be done during normal business hours unless previously requested and emergency off hours access is necessary to address critical system issues.

29. The consultants work offsite as much as possible to save travel expenses – OK?

For software installation this is acceptable, however all staff training should be done on site.

30. Would the city of Duluth entertain a cloud solution for this fleet management software? This would reduce cost on the requirement to purchase new hardware to support this new Fleet Management Software.

We will look at either on premise or hosted solutions for the Fleet Asset Management system. It does reduce the cost of hardware, however there are other factors that will be taken into account with regard to a hosted solution. There are pros and cons to each that we will weigh depending upon how well the system solution meets the needs of Fleet and the user community.

31. Of the 2,000 active assets stated in the RFP;

Standard Active Assets: How many are active parent (primary) assets that are actively being maintained in your fleet that have an original cost of \$5,000 or greater and are not child asset to another piece of equipment. An example would be a school bus, pickup truck, a police car, a dump truck.... These assets are the primary piece of equipment and not a child asset. If a utility vehicle had a trailer attached to it, that trailer would be a child asset and not calculated in pricing regardless of the cost of the trailer.

A Non-Standard Active Asset: How many are parent (primary) asset that is actively being maintained in your fleet and has an original purchase price of less than \$5,000.

Fuel only assets. These are assets that cost more than \$500 but less than \$5,000 and you are not tracking maintenance on, just fuel quantity and cost.

The approximate numbers are as follows: 960 total units, 630 Parent, 180 child/attachments, 90 non-standard units, and 60 trailers count. The "fuel assets" are not currently tracked in our system.