

Fleet Management System Answers to Vendor Questions

- 1. Outside of tracking material & labor cost associated with a FMS implementation; is there any special logistics tracking that needs to be factored into the implementation process.**

No. This RFP is intended to be primarily for maintenance of the City of West Des Moines fleet and equipment. Telematics are specifically not included.

- 2. Can you provide more detail as to what it is you are looking for in “Web Publishing”?**

The City uses a Microsoft TMG server as a reverse proxy to publish websites running on internal web servers. If there is a component in your solution that allows users from the Internet to access a web server that is running on our internal network, the website will need to be able to function with the reverse proxy as opposed to NAT'ing a dedicated IP address through our firewalls.

- 3. Can you clarify what it is you are looking for when you reference ‘sub-processes’?**

Sub-processes are actual activities that might occur within a particular function. For example, in a preventative maintenance module there will be a need to schedule a time, assign a mechanic, notify the responsible person, track the status of the work being done, approve the completion of the work, printing and storing documentation, and then reporting on a regular or adhoc basis what has been done. Consider the obsolete nature of our current system and processes, we want the selected vendor to provide its expertise in redesigning our processes. Therefore, we did not want to provide detailed functional requirements for each particular function. The main point is that we are looking for a comprehensive solution not a point solution that addresses only one function.

- 4. Does the term ‘Asset’ refer to the vehicle, or does it refer to other objects that are associated with those vehicles?**

Assets can be a vehicle, equipment (e.g., a plow) attached to a vehicle, standalone piece of equipment like trailer, small equipment items like chain saws, etc. We need to be able to categorize assets by an asset class (car, truck, construction, trailer, etc). There should be a concept of primary asset and a sub asset. For example, a truck would be the primary asset. A plow or other attached equipment would be a sub asset associated with that primary asset.

- 5. How were vendors selected to be invited to bid on this RFP?**

Any vendor is invited to bid on the RFP. The RFP was posted on our City website and also published in the Des Moines Register. In addition, a search for Fleet Maintenance solutions was performed on <http://www.captera.com>. Vendors that appeared to be a

potential match for our RFP were sent an email with an invitation to bid. The invitation to bid on the RFP is an attempt to make sure that we receive visibility in the solution community and is not be construed as giving anyone preferential treatment.

6. Has the City demoed any software applications prior to the RFP being released?

Yes. Any vendor that has previous conversations, demonstration, or relationships with the City of West Des Moines does not have an advantage over any other vendor.

7. Does the City wish to have mechanics interact with the software directly, or would you prefer to print off work orders and have the data entered into the back-end?

Currently, the system is all paper-based work flow with entry by administrative staff. The desire is to have the mechanics work directly with the software via a PC or mobile device like a tablet.

8. Does the City need Motor Pool functionality?

We have implemented a motor pool concept on a very limited basis. If a software package had a module that provided the ability to provide this function, we would potentially be interested in implementing that module. However, Motor Pool is not a required function.

9. In regards to parts inventory, is there someone designated to distributing and ordering parts, or do the mechanics handle this?

Mechanics currently handle their own parts ordering.

10. Does work need to be assigned to mechanics directly, or would you prefer they be able to choose what they work on?

Both. The manager would like the capability of being able to assign specific tasks at times, but for the most part, the mechanics work inside their specialties and self-manage.

11. What fueling system does the City use? Onsite tanks or fuel cards?

The City uses Fuelmaster. The City has two onsite tanks and uses fuel cards for Wright Express for out of town trips.

12. How many total users is the City anticipating?

1 manager, 2 administrative staff, 3 mechanics all at one location. End users do not currently login to the system. We do anticipate that we will want to have a certain number of "end users" making online requests for service and needing to be sent email for notifications.

13. How many locations does the City have for maintenance?

One garage. Four fire stations where EMS and Fire staff may do minor maintenance and repairs on their vehicle-attached equipment or vehicles. Parks and Rec Maintenance Facility for mowers. EMS/ Fire/ and Parks equipment is not currently tracked in our system. This information is tracked elsewhere.

14. Does the City wish to pull over data from current software or start fresh?

If possible, we would like to pull 7 years of historical detailed (not just summary) data from the current system.

15. Does the City have a need for a Quartermaster solution for Police and Fire Department?

No. Each of those departments keeps track of their issued equipment.

16. Does the City want any functionality in the current software replicated in the new solution?

We would like the selected vendor to act as a consultant to help the City review and redesign its processes. There are a lot of processes that are currently being done via email, phone calls, and spreadsheets. We are looking for a solution that has functionality focused on helping the Public Works department better manage and maintain the City's fleet of vehicles and equipment.

17. Are the questions collected and answered to all the vendors?

Yes

18. Is the project funded?

Yes

19. Please reply with make/model/year/VIN numbers vehicle equipment list.

We don't feel that this information is required at this time for a vendor to be able to respond to the RFP. We have provided approximate numbers of different types of assets.

20. Are all the vehicles/equipment motorized?

No some assets, like plows and trailers, do not have motors.

21. Please explain the term service location.

We have one primary service location where maintenance and repair work is performed which is the garage at our public works facility

22. Please explain the fuel master station request.

We have one Fuelmaster system that controls fuel pumps at two locations.

23. Please define the 41 heavy duty trucks - special requirements or sensors for plow position and salt distribution.

These items are not in the scope of this particular project but we can further define any special or additional requirements during the next phase of the selection process. We are specifically not asking for any products or modules that handle telematics or real time data feeds. These functions are handled by other systems at this time.

24. Please expand on page 37 line item 8 -Mobile Usage – The application should be able to run in a mobile environment.

Tablet or phone capable for appropriate modules and functionality (if any)

25. Of the assets identified in the “Background Information”, Key Metrics section, please define:

Standard Active Assets are active parent (primary) assets that are being maintained and tracked in FMIS system. In other words, active assets 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 fire truck, 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.

200+ light duty vehicles, 41+ heavy duty trucks

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

250+ light and heavy duty equipment

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.

Not currently tracking

Number of Fuel vendors. How many fuel vendors you download fuel information (quantity, cost...) to your FMIS system?

Currently just the Fuelmaster system, but we would like to be able to pull usage from Wright Express.

