

Request for Information

Maintenance, Parts, Fuel, Fluid and Fleet Management System

For: Transit Authority of the City of Omaha,

d/b/a, Metro

**Reply to:
Grant Administrator**

**Metro
2222 Cuming St
Omaha NE 68102**

procurement@ometro.com

Voice: 402-341-7560, ext. 2601

GRANT: 1839-2020-2

SPEC: 13-20

Maintenance, Parts, Fuel, Fluid and Fleet Management System

1. INTRODUCTION

The Transit Authority of the City of Omaha, (“METRO”), is making a Request for Information (RFI) issued as a means of technical discovery and information gathering for a Maintenance, Parts, Fuel, Fluid and Fleet Management System, (“SYSTEM”). The RFI is for planning purposes only and should not be construed as a solicitation nor should it be construed as an obligation on the part of METRO to make any purchases.

This RFI should not be construed as a means to pre-qualify vendors. This is not a formal solicitation, but a request for interested parties to provide information as specified herein. METRO is not responsible for any costs incurred in order to participate in this process. All information, documentation and demonstrations provided are at the Respondent’s own expense. METRO intends to issue a formal solicitation in the **future** based on the RFI responses.

Participation in this RFI is voluntary. METRO will not pay for the preparation of any information submitted by a Respondent or for METRO’s use of that information. **No purchases will be made as a result of this request. Any price information provided shall be used for general comparison purposes only.**

2. SCHEDULE OF EVENTS

RFI Release Date:	Monday April 6, 2020, 3:00p.m. CDT
RFI Questions Due Date:	Tuesday April 14, 2020, 3:00p.m. CDT
RFI Response to Questions:	Tuesday, April 21, 2020, 3:00p.m. CDT
RFI Due Date:	Monday, April 27, 2020, 2:00p.m. CDT
RFI Submittal Location:	
If by Mail:	Grant Administrator METRO Transit Authority of the City of Omaha 2222 Cuming Street Omaha, NE. 68102
By Electronic means:	procurement@ometro.com

METRO reserves the right to change dates/times as necessary.

3. OBTAINING A COPY OF THE RFI AND ADDENDA

Interested parties may download the complete RFI and addenda from <https://www.ometro.com>. Internet access is available at all public libraries. Any interested respondents without Internet access may obtain this document by calling (402) 341-7560, EXT. 2601, or picking up a copy during regular business hours at METRO.

4. PREPARATION OF RESPONSE

- 4.1** All information shall be submitted in accordance with the instructions provided in this document. Erasures, interlineations, or other modifications of the submittal shall be initialed in original ink by the authorized person signing the response. No submittal shall be altered, amended or withdrawn after the specified submittal due time and date. METRO is not responsible for respondent's errors or omissions. All time periods stated as a number of days shall be calendar days.
- 4.2** It is the responsibility of all respondents to examine the entire RFI and seek clarification of any requirement that may not be clear and to check all responses for accuracy before submitting a response. Negligence in preparing a submittal confers no right of withdrawal after due date and time. Respondents are strongly encouraged to:
- A. Consider applicable laws and/or economic conditions that may affect cost, progress, performance, or furnishing of the products or services.
 - B. Study and carefully correlate respondent's knowledge and observations with the RFI document and other related data.
 - C. Promptly notify METRO of all conflicts, errors, ambiguities, or discrepancies which a respondent has discovered in or between the RFI document and such other related documents.
 - D. METRO's preferred method of RFI response is by jump drive. METRO will accept mailed RFI to the address stated above.
- 4.3** METRO does not reimburse the cost of developing, presenting or providing any response to this RFI. Responses submitted for consideration should be prepared simply and economically, providing adequate information in a straightforward and concise manner. The respondent is responsible for all costs incurred in responding to this RFI. All materials and documents submitted in response to this RFI become the property of METRO and will not be returned.

5. ADDENDA

METRO shall not be responsible for any oral instructions made by any employees or officers of METRO in regard to the RFI instructions, plans, drawings, or specifications. Any changes to the plans, drawings and specifications will be in the form of an addendum, which will be available at www.ometro.com. The respondent shall acknowledge receipt of any/all addenda by signing and returning the document with the submittal.

6. SUBMISSION OF INFORMATION

Submittals shall be in the actual possession of METRO's Procurement Division on or prior to the exact time and date indicated in the Schedule of Events. Late submittals shall not be considered. Submittals shall be presented in a sealed envelope and/or email and the following information should be noted on the outside of the envelope/container or in the subject line of the email:

Respondent's Name

Respondent's Address (as shown on the Certification Page)

RFI Number

RFI Title

Procurement Officer's Name

All submittals shall be completed as a PDF or PDF readable format.

7. WITHDRAWAL OF SUBMITTAL

At any time prior to the RFI due date and time, a respondent (or designated representative) may withdraw the submittal by submitting a request in writing and signed by a duly authorized representative. Facsimiles, telegraphic or mailgram withdrawals shall not be considered.

8. RESULTS

Submittals will be opened on the submittal due date, time and location indicated in the Schedule of Events. Submittals and other information received in response to the RFI shall be shown only to authorized METRO personnel having a legitimate interest in them or persons assisting METRO in the evaluation. Submittals are not available for public inspection until after the review process has been completed.

9. INQUIRIES

All questions that arise relating to this RFI shall be directed in writing using Exhibit A of this RFI:

Grant Administrator

METRO

Transit Authority of the City of Omaha

2222 Cuming Street

Omaha, NE. 68102

Written inquiries, using Exhibit A, shall be emailed to procurement@ometro.com by 3:00 p.m. local time; Tuesday, April 7, 2020. Inquiries received will then be answered in an addendum and published on METRO's Website.

10. PUBLIC RECORD

All submittals in response to this RFI shall become the property of METRO and become a matter of public record available for review pursuant to any applicable laws. If a respondent believes that a specific section of its response is confidential, the respondent shall isolate the pages marked confidential in a specific and clearly labeled section of its response. The respondent shall include a written statement as to the basis for considering the marked pages confidential including the specific harm or prejudice if disclosed and the Grant Administrator will review and make a determination.

11. EXISTING SYSTEM & NEEDS

11.1 Software. The current system that is being used for fleet management is TransitFleet, Star Tran Software LLC. The current system for operations/dispatch is Trapeze OPS. The current system for automated vehicle location (AVL) is TripSpark Streets.

11.2 Fuel. METRO currently has three, (3) fuel sites consisting of Diesel, Unleaded and CNG with underground and above-ground fuel storage tanks. METRO utilizes MegaTrak Automated Fuel System for the above-ground and Franklin Fueling for underground monitoring systems which does NOT interface with the existing fleet management information system.

The three, (3) diesel fuel dispensers and one, (1) gasoline dispenser will be replaced as a part of this project. The Franklin Fueling System will not be integrated or replaced as a part of the new SYSTEM.

11.3 Fluids. METRO presently uses MegaTrak Automated Fuel System for fluid dispensing.

11.4 Fleet. METRO's fleet of approximately 175 units includes buses, paratransit vans, pickup trucks and cars. The Fleet Management system is used by approximately 50+ staff on a daily basis to record activities associated with the lifecycle management and maintenance of METRO's fleet. Parts/Purchasing processes approximately 10,000 purchase orders annually.

11.5 Parts. METRO currently uses TransitFleet system.

11.6 Facilities. METRO has over 100 facility locations, including buildings, shelters, transit centers, and over 2,000 bus stop signs.

11.7 Infrastructure. METRO has existing overhead fluid lines installed from the above-ground fluid and grease tanks extending close to termination points, in multiple locations within the building. METRO has three (3) existing DEF large poly tanks and bulk filling lines installed in-place. Final connections and operational use will be a part of the new SYSTEM.

12. NEEDS ASSESSMENT

The existing TransitFleet and MegaTrak systems will be discontinued, removed/abandoned in place. Historical data will be preserved and installed into new SYSTEM.

12.1. The new SYSTEM must be a single program that is capable at minimum of the following:

- A.** The new SYSTEM must manage and at minimum, be capable of: parts procurement, parts inventory & forecasting, seasonal forecasting, illustrated parts catalog, parts tracking, parts history, bar coding, creating & maintaining maintenance repair orders, providing maintenance history look-up, tracking warranty claims, labor time standards, purchase orders, special orders tracking, invoicing, ability to add attachments in various popular formats, tracking disposal of equipment, tire life and disposal.
- B.** The new SYSTEM must be a singular platform, have end to end management capability of all vehicles, property, equipment, parts, fuels, and fluids.
- C.** The new SYSTEM shall be compatible/integrate with METRO's other existing system platforms, FuelForce controlled Bennett CNG dispensers.

- D. The new SYSTEM must have the ability to accurately track and monitor all fuel transactions/usage in all vehicles in real-time from all dispensing stations. Interact with user(s) at all fuel and maintenance stations to capture pertinent information, such as vehicle number, fueling dispenser, usage (miles or hours), work order functions, and employee number. The new SYSTEM must communicate with on-site fuel pumps to recognize when mechanical malfunctions occur, and preferably communicate errors immediately to appropriate personnel.
- E. The new SYSTEM must have the capability to dispense all fluids at all locations simultaneously.
- F. The new SYSTEM must be able to track warranty work, ability to flag work automatically as warranty work, core credits, credits and labor that go with the warranty work, track an issue and order parts.
- G. The new SYSTEM must have the ability to add & display labor time standards, and display productivity on administration screens, and; display time-left or count-down clock at each mechanic's station.
- H. The new SYSTEM needs to be capable of automated reporting system on every aspect of the vehicle's life, including, but not limited to fleet availability, cost per mile, repair status, and cost of labor and parts ability to flag/edit specific repair orders to be part of or left out vehicle cost. The new SYSTEM needs to have ability to easily make customized reports, and have them automatically generate & send to recipients.
- I. The new SYSTEM shall be user friendly and mobile. For example, have the ability for the service writer to be mobile and simultaneously streamline the diagnostics before the vehicle gets to the mechanic.
- J. In addition to this, it is desirable to have a replacement module that tracks the vehicle life cycle along with the ability to identify vehicles or equipment that are going to surplus. The ability to track outside labor performance would be a plus.
- K. The new SYSTEM must support department level security allowing departments to have proprietary access to their data.
- L. The new SYSTEM must interface with and seamlessly communicate in real-time to the current software as outlined in 11.1 & 12 c. above.
- M. The new SYSTEM must have the option(s) for on-board bus electronic inspection checklist, incorporated within the proposed system.

12.2. User Interface:

The user interface shall be intuitive and require minimal end user training. It shall support statistical reports, dashboards, and graphical analysis tools. These shall facilitate 'drilling

down' into the data. It shall provide for ad hoc querying of data that can then be presented graphically and exported if needed in PDF, CSV, EXCEL at minimum.

12.3. Infrastructure Requirements:

Provide METRO with documentation of your preferred architecture.

12.4. Data Integration:

The SYSTEM must have the capability to extract data from our existing databases, with or without assistance from the current vendor.

12.5. Information Security Requirements and Privacy Protection:

Any vendor working with METRO shall maintain conditionality of all data within any current or future SYSTEM. METRO may be included in the formal solicitation of this SYSTEM, so various levels of security and absolute confidentiality of select data will need to be maintained.

12.6. Performance Requirements:

The SYSTEM shall support sub-second response times with 100 simultaneous users connected.

13. SUBMITTAL REQUIREMENTS

Your submittal shall include:

A one-page cover letter prepared on the company's letterhead and signed by an authorized employee of the company who has the authority to enter into an agreement of behalf of the company. Provide primary contact information and contact person's telephone number, e-mail address, and company webpage. A brief summary shall be included in the cover letter that provides information on the company's background and expertise as relates to this RFI. (This sheet will not be included in the page count.)

The company's responses to the RFI criteria in order, and titled as listed using a MAXIMUM of five hundred, (500) double-sided pages, each 8-1/2" x 11" in size.

If by mail;

Seven (7) paper copies OR Two (2) Jump Drives. shall be submitted.

Submittals shall be organized in the following format:

A. VENDOR INFORMATION

1. Have you implemented your SYSTEM in a public agency sector of similar size to METRO? Provide documentation and BAFO pricing of same, if available. (Pertaining documentation shall be provided as an Appendix and will not count towards the page limitation.)
2. What are the total number of installations of the version of SYSTEM being proposed, which have been carried out by your organization? Please provide the benchmark timeline for rollout, and explain any deviations and/or adjustments.
3. Describe any third party alliances, relationships, or dependencies.
4. Please explain your implementation methodology and timeline.
5. What documentation is provided with the SYSTEM and in what format?
6. Was your SYSTEM written by your organization or acquired from a third party?

7. Define your training methodology, is it considered standard training, or developed specifically for the client?

B. SYSTEM ADMINISTRATION

1. What type and complexity of SYSTEM administration roles are available?
2. What would the Technical Administration Requirements be for METRO?
3. What do you anticipate would be the business support requirements for METRO?

C. TRAINING/ANTICIPATED LEARNING CURVE

1. What types of training are established for the proposed SYSTEM application?
2. How many end users have you trained in previous implementations? Provide details.
3. How would you customize this for the various user groups at METRO?
(Administrators, Managers, Supervisors, Front Line Users, etc.)
4. What is your anticipated learning curve for the various user groups at METRO?
(Administrators, Managers, Supervisors, Front Line Users, etc.)
5. How successful has your firm been with training to the various types of user groups referenced above?
6. Is your standard training designed around, Train-the-Trainer model, or most/all staff?

D. CLIENT CAPABILITIES & REQUIREMENTS

1. Does your software facilitate the setting of thresholds and provide user configurable alerts? What type of formats can the alerts be sent?
2. Can users easily create these thresholds and provide alerts to users?
3. How are these alerts communicated to the end user?
4. Describe your customizable reports capabilities and limitations, can every report be automated, sent to person(s) or groups as user defined?
5. List all browsers that your system has known compatibility with.
6. Define limitations if any, between a mobile device and desktop clients.
7. Is the product accessible from the Internet? What is required to deliver it?
8. What support is offered? Also list hours, method of contact, and response times.
9. What is your expected product life cycle?
10. What is your product direction?
11. List all core components, option modules/features. Define licensing costs.
12. Does your system have the capability to integrate with engine onboard diagnostics computer to gather usage data, etc.?
13. Does your system have an alert system for engine diagnostics, that automatically sends the alerts to the designated staff?
14. Is your system compatible with METRO's active directory which includes approximately 1,000 logins without additional hardware or infrastructure purchases required?
15. Is your system capable of supporting a terminal based at each maintenance bay? Can the terminal look up vehicle history and illustrated manuals/parts catalogs? Can the terminal order parts from this terminal, and be notified when parts are ready for pick-up?
16. Can your system allow maintenance staff to flag vehicles as out-of-service, thereby not allowing Dispatch to use them? Does it integrate with existing METRO software programs?
17. Does your system allow off-site administrative users to update data or correct data entry errors via an intuitive interface, and sync updated information in a timely manner?
18. Does it support multi-media presentations including video recordings, audio recordings, and external applications?

19. Does it allow the user interface to be customizable by a system administrator and by the end-user?

E. THIRD PARTY INTEGRATION

1. What are the number of data sources that can be simultaneously accessed?
2. What types of data are supported?
3. List all third-party products required to meet the criteria described in this RFI.
4. Does your system provide APIs?
5. Do you support video integration?
6. What is required to present video images?

F. DATA TRANSFORMATION/TRANSLATION

1. Describe the process of data transformation required by your system.
2. What do you anticipate would be METRO's level of effort to conduct the data transformation?
3. Describe your consulting resources to help with data transformation.
4. What file format(s) will your SYSTEM require to transfer existing METRO data into your new SYSTEM? Is this considered part of your migration to your new SYSTEM?

G. CONSULTING SERVICES

1. Describe your recommended engagement/scope of work to implement your SYSTEM at METRO.
2. Have you provided consulting services with another governmental agency? If so, please provide reference and scope of work information in detail.
3. Describe your experience with the proposed SYSTEM.
4. Provide list of installation/sub-contractor crews, and their experience.

H. DETAILED COST MODEL

1. Indicate the estimate of scoped requirements and what specifically is included in said requirements.
2. If third party integration is required, what are the estimated costs involved?
3. What is the cost of your annual maintenance? How is it calculated?
4. What is your licensing model and pricing structure?
5. Does annual maintenance include software upgrades? Version upgrades?

I. PROJECT/IMPLEMENTATION REFERENCES

The vendor should at least list the previous projects achieved in the past three (3) years, providing the following:

- i. Name of client, including contact information, including contact names, email addresses and phone numbers.
- ii. Indicate if the client is a public agency.
- iii. The size of the agency.
- iv. The size of the support fleet
- v. The current BI functionality being used.
- vi. Contract duration.
- vii. List duration of contractual relationship.
- viii. List dashboard function usage.

NOTICE OF INTENT

TO METRO:

The Undersigned hereby offers and agrees to furnish the material and or service(s) in compliance with all terms, conditions, specifications, and addenda issued as a result of this request for information and any written exceptions in the intent.

Authorized Signature

Date

Printed Name and Title _____

Company Name _____

Address _____

City, State and Zip Code _____

Telephone Number _____

Company's Fax Number _____

Company's Toll Free # _____

Email Address _____

**EXHIBIT A
REQUEST FOR CLAIIFICATION/QUESTIONS**

Project: RFI for Maintenance, Parts, Fuel, Fluid and Fleet Management System **Date** _____
Project No. 1839-2020-2 **Specification No: 13-20**

Request for Clarifications/Substitutions

Project Title: _____ Date: _____

Company Name: _____ Page No: _____

Document Reference (check one):

General Requirements _____

Specifications _____

Section Number _____

Section Title: _____

BIDDER'S REQUEST:

METRO RESPONSE:

Approved _____

Denied _____

Metro Comments:

Metro Authorized Signature

Date of Response

Grant Administrator

Metro Transit, 2222 Cuming Street, Omaha, NE 68102 jrumery@ometro.com