



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

TO: ALL OFFERORS

FROM: KIMBERLY JONES
STATE CONTRACT PROCUREMENT OFFICER

DATE: SEPTEMBER 29, 2016

SUBJECT: ADDENDUM #1 TO REQUEST FOR PROPOSAL
CONTRACT NO.GSS16555A-VEHICLE_TRACK
Vehicle Tracking System

ADDENDUM # 1 – Questions and Answers

- 1. Is it mandatory that the equipment installed in the vehicles use the current automotive tracking software program "Fleet Focus, or can the vendor provide a different software program?**

Vendors software program must interface with all existing providers and any new providers selected by the State.

- 2. On page 9 of the RFP, paragraph G indicates that we must include a description of how the Vendor will provide the goods and services outlined in the RFP. The checklist does not include this requirement. Should those details be provided as part of Item L in the RFP checklist?**

The Provision of goods and services details can be included in Item L.

- 3. In the previous RFP, Attachment's 7 & 8 had to be acknowledged. In this RFP, they are included, but the checklist does not include any information that you would like us to acknowledge the need for submission of these forms after award? Should we reference these forms after Attachment 6, Subcontractor Information Form?**

Attachments 7 & 8 are for illustrations purposes only. Actual templates will be provided upon contract award.

- 4. The information provided on DMV connectivity does not indicate how the information should be transmitted. Can you provide more details on how to transmit this and if they have an industry standard sdk or API?**

Emission Performance readings are transmitted via API.

- 5. Page 45 Integration Ability, Will the state of Delaware or an authorized representative provide access to an SDK, API or other industry standard method for access to Fleet Focus Version 14.0.5 and Fleet Focus Version M5 version 3.0.k?**

The State of Delaware will provide vendor contact information to help facilitate connections.

- 6. What if any Fuel Card Providers are currently in use or planned for use?**

The State of Delaware contract for Fuel Management can be found at the below link:

<http://contracts.delaware.gov/contracts>

- 7. What if any current OEM GPS Modules do you have installed and would like the possibility to integrate with?**

Currently no OEM GPS Modules are installed, however, the State may purchase vehicles with this option in the future.

- 8. Page 55 Cellular Service details, can you provide more details on what is required for Reliability rates? Can we simply provide the AT&T and Verizon coverage maps?**

The disclosure of the cellular provider along with the maps will be sufficient.

- 9. Under the points sheet you list connecting to the DMV portal and download emissions reporting through web services. Can you provide more details on what is required? The information in other sections and provided does not appear to cover this.**

The download of emissions data is handled via an API with the Delaware Department of Motor Vehicles. As stated on Page 54 of the RFP, under DMV Connectivity, the format of the data can be requested via email from the contract procurement officer.

- 10. On page 53, the solicitation states that the vehicles already have GPS Tracking Units installed already. Is it the state's intent that these GPS units will remain installed? If so, can the state provide the make and model of the current GPS tracking units, by quantity and vehicle? If not, please advise on that fact as well.**

Devices currently installed in the vehicles will only be reused if the contract is awarded to the current vendor, otherwise the current devices must be removed.

- 11. Under Detailed Scope of Work on page 53, for engine diagnostics and scheduled maintenance alerts via email, is the state of Delaware able to furnish a list of the make, model and year of each car?**

Vehicle information will be provided to awarded vendor(s). All vehicles will allow GPS to be plugged in to the OBD.

- 12. How will current Networkfleet monitoring equipment be verified to work so that another company can support the equipment? What happens if it breaks?**

Devices currently installed in the vehicles will only be reused if the contract is awarded to the current vendor, otherwise the current devices must be removed.

- 13. On page 56 of the solicitation under 24/7 Roadside Assistance, the RFP states “at minimum, the service should include at least three services per calendar year, per vehicle”. Can you clarify that requirement?**

The State of Delaware expects the awarded vendor (s) to provide at least three service calls per vehicle during each calendar year.

- 14. On page 56 of the solicitation, why is 24/7 roadside support is in the solicitation? This requirement is not generally associated with a vehicle tracking system, nor is it offered by software companies that are in this business.**

Roadside Assistance, a value added service included in the current contract, is beneficial to the operation of the State.

- 15. Need greater detail in how you need to connect with Fuel Card Providers. Please list the Fuel Card providers.**

The State of Delaware contract for Fuel Management can be found at the below link:

<http://contracts.delaware.gov/contracts>

- 16. How will the provider be notified if FleetFocus moves to a new version?**

If FleetFocus moves to a new version, provider will be notified via contact with the providers assigned Customer Support Representative.

- 17. Per your pricing sheet you are looking for a purchase of the equipment and monthly costs for the service. Would you also consider lease of the equipment that would be charged on a monthly basis along with the service fees with no Upfront Costs?**

The State will consider all proposals.

- 18. On Page 57 last paragraph – can you please clarify what this means? We are assuming it means that if a unit is purchased before the end of contract that the contract will continue on that particular piece of equipment for up to 7 years?**

Upon expiration, termination, or cancellation of the contract, the contractor shall assist the State to insure an orderly transfer of responsibility and/or the continuity of those services required under the terms of the contract to an organization designated by the State. All contract services will continue after purchase for up to 7 years or 80,000 miles, even if the contract that it was procured through has expired.

If a unit is purchased before the end of the contract, monitoring will continue for up to 7 years or 80,000 miles even if the contract has expired.

- 19. Do you have a list of vehicles that you can submit so we can quote the proper equipment for the vehicles?**

Specific vehicle information will be provided to awarded vendor(s). The State of Delaware Fleet is made up of light duty passenger cars, trucks, and vans, all fewer than 10,000 GVW. All vehicles will allow GPS to be plugged in to the OBD, with very limited exceptions.

- 20. Section I. M., Pages 9-10 – You indicate the need for a hard copy submission, would an electronic submission be considered?**

Electronic submissions will not be considered. Proposals must be submitted as indicated in the solicitation.

- 21. Section IV.B., Page 17 of the RFP - you indicate 24/7 Roadside Assistance is an important part of the evaluation criteria. Can you give us an idea or provide a vehicle list of the types of vehicles that will be involved in this RFP? Would there be any instance where a “Heavy” vehicle could require towing?**

Specific vehicle information will be provided to awarded vendor(s). The State of Delaware Fleet is Comprised of mostly light duty passenger cars, trucks, and vans, under 10,000 GVW.

- 22. Section IV.B.15, Page 23. Delaware is requesting pricing to “cover the full spectrum of services required”. Is the State looking to have a Capital Purchase of the Hardware with a Monthly Communications Fee model or would you prefer a one lump sum all-inclusive monthly payment for the term of the contract? Or both?**

Pricing structure can be found in Appendix B - Pricing.

- 23. Pages 47-48 – Can you explain a little more about the purpose behind the Usage Reports and confirm these will only be required after the Award?**

Usage Reports list accurate descriptions of the products, goods or services procured, purchasing agency information, quantities procured and prices paid through a specific vendor under a specific contract. Awarded vendors are provided the current template as well as submission requirements and instructions.

- 24. Page 51 – We are being asked to provide a Table of Contents with page numbers on each of the items submitted. Given the set up I can do this just fine but also envision possibly having a Table of Contents with Tabs 1, 2, 3 etc. containing each of the required documents under each tab. Would this be acceptable?**

This listed format is acceptable.

- 25. Page 51 – With our proposal we anticipate including product brochures and other attachments for reference. Is this acceptable? Do you have any requirements around how many pages we should limit the proposal cover letter to?**

The State of Delaware discourages overly lengthy and costly proposals. It is the desire that proposals be prepared in a straightforward and concise manner. Unnecessarily elaborate brochures or other promotional materials beyond those sufficient to present a complete and effective proposal are not desired. The State of Delaware’s interest is in the quality and responsiveness of the proposal.

- 26. The RFP mentions “non-resident” software. Can you please define the term?**

The State of Delaware is requesting that access to the GPS data be via a web based login, not a program that is required to be installed on individual PC’s. The download of an “APP” for mobile devices would be acceptable.

- 27. The State is expecting the software to be web / cloud-based. What would be the State’s preference of system deployment (the software to be available from) – Vendor-based cloud system or Private Cloud system or a Premise based system with browser interface?**

The State is looking for an application that runs in a browser over the Internet that the vendor hosts on their own servers.

28. Can the State inform us, currently, where is the vehicle data of the State's Fleet Services stored? At the Verizon's data center or at the State's infrastructure?

Fleet Services data is stored at Verizon's data center.

29. Is the vendor expected to operate the software and deliver the required reports (as a Managed Service) or is the State planning to use the software through its staff?

The State will use the software through its staff as much as possible, where required we may request additional reports from the vendor.

30. Can the State share with us all the key reports used by the Fleet Services?

The State utilizes a variety of reports. Please provide a list of your available reports so that we may evaluate.

31. Can the State share with us the parameters, fields and the data sets which are exported to and imported from the Fleet Focus software?

At this time, we are only downloading odometer readings, however it is suggested you provide a list of all your abilities.

32. Can the State share the name of the Fuel Card provider used by the State or is the State is expecting the vendor to include the same in their offering?

The State of Delaware contract for Fuel Management can be found at the below link:
<http://contracts.delaware.gov/contracts>

33. If we are to work with the Fuel Card provider, then can the State please provide us with the required technical details of product and details of API / SDK for estimating the integration efforts?

The State is looking for vendors with established relationships. The State of Delaware contract for Fuel Management can be found at this link: <http://contracts.delaware.gov/contracts>

34. The State is expecting to download the odometer readings into its current software system(s). Can the State clarify which current system it is referring to and provide the required details?

This information is provided under Integration Ability, on page 54 of the solicitation.

35. Can the State provide an estimate of the # of NEW vehicles with built-in GPS system which will be purchased in next 3 years based on its historical statistics of procurement?

Not at this time.

36. Can the State confirm the Make of the cars and light duty trucks which it is planning to procure?

The State of Delaware contracts for vehicles can be found at this link:

<http://contracts.delaware.gov/contracts>

Please note, vehicle contract are rebid annually and subject to change.

37. Can the State share a sample copy of the Vehicle History Reports?

a. Can the State provide what are the searchable parameters it is looking from these Reports?

The State utilizes a variety of reports and searchable parameters, to include, but not limited to utilization, location, speed, stop detail, diagnostics trouble codes, bread crumb trails, fuel efficiency (MPG), real time alerts (speed, seat belt, idle, DTC, geo-fence violations, etc..). Please provide a list of your available reports so that we may evaluate.

38. It appears that the State is expecting the database and the entire software to reside on vendor's cloud infrastructure. Kindly clarify.

a. If no, then please ignore the below question.

b. If yes, then can the State share any particular reason(s) why it is NOT demanding the database (critical data assets) to be installed at the State's facilities under its control? The State's clarification will allow us to configure our systems accordingly and select appropriate deployment model.

The State is looking for a vendor hosted software as a service (SAAS).

39. The RFP mentions to use Cellular Services / network. Can the State specify any particular frequency spectrum / band to be used for this project?

The State is looking for data to be transmitted over a cellular data network.

40. In the description, the reference is made of "if multiple networks are available". Does it mean that the State is open to alternate networks than cellular? If no, then request you to address the below questions, otherwise please ignore them.

The State is looking for data to be transmitted over a cellular data network. All proposals will be considered, exceptions to the requirements of the contract should be notated on the exception form provided in the solicitation and be included as part of your proposal.

41. Can the State share the reasons for restricting itself to the use of cellular network?

The use of a cellular network is in the best interest of the State.

42. In order to drastically reduce the total cost of the project, is the State receptive to the idea of deploying a mix of LMR and cellular network based vehicle tracking technologies, preferably, from the same vendor?

All proposals will be considered, exceptions to the requirements of the contract should be notated on the Exception Form (Attachment 3) provided in the solicitation and must be included as part of your proposal.

43. Would the State be open to performing a pilot project using LMR network in parallel with the cellular service based tracking devices to evaluate the cost and technological effectiveness of each of these systems?

All proposals will be considered, exceptions to the requirements of the contract should be notated on the Exception Form (Attachment 3) provided in the solicitation and must be included as part of your proposal.

44. Does the State have any alternate network for this project in case the cellular services are disrupted owing to any natural calamity or human-inflicted disasters?

There are no requirements in this RFP to provide back-up or redundant coverage to the cellular data network for vehicle tracking.

45. Under Scope of Work (Page # 53): It is mentioned 24/7 Roadside Assistance & "Stolen Vehicle Recovery" as one of the requirements. However, on Page # 56 under detailed description of 24/7 Roadside Assistance there is no mention of the requirement of "Stolen Vehicle Recovery". Can you please clarify if this is a mandatory requirement?

The State is looking for the ability of vendors to work with law enforcement in an effort to track/locate stolen vehicles.

46. Can we know the name(s) of the current vendor / contractor of 24/7 Roadside Assistance service to the State?

The current Vehicle Tracking System vendor provides out of state 24/7 Roadside Assistance.

47. Does the State have any approved list of vendors / contractors for the above service including MBEs / WBEs / Disadvantaged businesses which we can engage with for providing this service to the State?

See answer to question 46 above.

48. It would be helpful if the State can provide the reasons for bundling these services (24/7 Roadside Assistance) with the rest of the requirements.

Roadside Assistance, a value added service included in the current contract, is beneficial to the operation of the State.

49. Has the State defined any Service Levels for the response times, terms and conditions for the 24/7 Roadside Assistance service?

The State is looking for the best proposal submitted which includes these services.

50. Can the State disclose its current rate structure for each of the components of the 24/7 Roadside Assistance service of its current contractor / vendor?

This service is complimentary.

51. New Vendor Transition Plan from NetworkFleet:

Per one of the requirements of the State, the prospective vendors are encouraged to reuse the current tracking devices. In order to ascertain the feasibility of these devices, can the State provide the technical specs of the installed units, its cost and its cost of connecting to the cellular network?

All current rates for the Vehicle Tracking System are listed <http://contracts.delaware.gov/contracts>

The State does not have technical specifications on the currently installed units, however part numbers are listed with the costs so potential vendors may investigate.

52. Can the State provide the technical specs and the cost of the cables and antennas used by the current devices?

The rates can be found on the current contract at <http://contracts.delaware.gov/contracts>

The State does not have technical specifications on the current cabling, however part numbers are listed with the costs so potential vendors may investigate.

53. It is mentioned here that the services shall continue after purchase for up to 7 years or 80,000 miles, even if the contract is expired. Was this clause applied to the current contracting vendor (Verizon NetworkFleet)?

This clause is not applied to the current vendor.

54. If yes, then does it mean that the current vendor is obligated to support the current devices in case we are able to connect them to our software application?

N/A

55. Under Web Based interface – it is mentioned “ability to monitor via a mobile device application.” Is the State expecting a mobile app of the tracking software from the vendor which is downloadable to a mobile device? Or is the State planning to use the mobile browser of mobile devices for visualizing and monitoring of the vehicles?

The State of Delaware is requesting that access to the GPS data be via a web based login, not a program that is required to be installed on individual PC's. The download of an “APP” for mobile devices would be acceptable.

56. Under Vehicle Information, Vehicle History paragraph:

- a. Please clarify the meaning of “Multi-port SEM reporting”
- b. It is mentioned that “the diagnostic and engine codes reporting to be made available on “as-needed” basis.” At other parts of the RFP, it is mentioned that the data needs to be available on a “realtime” basis. Can the State clarify what type of data is needed and at what frequency?

The State wishes to have both real time information and historical on an as needed basis.

57. Fleet Inventory: We request the State to provide an inventory of different make, model and year of the vehicles to be serviced under this contract. This will allow us to propose the required hardware unit(s) to perform the required SOW.

Specific vehicle information will be provided to awarded vendor(s). The State of Delaware Fleet is made up of light duty passenger cars, trucks, and vans, all fewer than 10,000 GVW. All vehicles are no more than 10 years old and will allow GPS to be plugged in to the OBD.

58. GPS Data Ping Rate: What is the requirement of the frequency of the GPS and telematics data pinging? If different agencies require different ping intervals, then kindly provide the required rates.

Currently the State “pings” every two minutes.

59. Warranty on potential Reuse of GPS Units: If we are able to reuse the current GPS hardware of the State, in which case, will the State request its current vendor to extend the warranty of those devices?

Devices currently installed in the vehicles will only be reused if the contract is awarded to the current vendor or one their resellers, otherwise the current devices must be removed.

**60. Under Pricing Appendix B:
Can the State define the difference between “Monthly Monitoring Fees” and “Monthly System Access Fees”?**

The State is looking for an all-inclusive single monthly fee.

61. Under which Line Item does the State expect the vendor to include the cost of 24/7 Roadside Assistance service?

24/7 Roadside Assistance should be included in the monthly monitoring fee.

The deadline to submit proposals remains October 11, 2016 at 1:00 PM (Local Time)

All other terms and conditions remain the same.



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