



DELAWARE DEPARTMENT OF TRANSPORTATION

State of Delaware

Request for Information (**RFI**)

ENTERPRISE ASSET MANAGEMENT SYSTEM

Contract ID: **RFI 2195**

- Deadline to Respond -

Thursday, December 26, 2025, 2:00 P.M

PRIOR TO 2:00 P.M. Local Time

State of Delaware
DEPARTMENT OF TRANSPORTATION
Contract Administration



ALL VENDORS:

The enclosed packet contains a "REQUEST FOR INFORMATION" consisting of the following documents:

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All above documents are made part of this RFI and are contained within this file, or available for download at the following site: <http://bids.delaware.gov/>. and [Bonfire Procurement Portal](#).

In your response we request the REQUESTED INFORMATION DOCUMENTS be completed and included in your response.

PROJECT INFORMATION

The Delaware Department of Transportation (DelDOT) is seeking information from qualified vendors regarding Enterprise Asset Management (EAM) systems capable of supporting a modern, data-driven, and integrated approach to transportation asset management. This RFI is intended to gather insights into system capabilities, implementation strategies, and potential solutions that align with DelDOT's strategic goals.

The EAM system should support the full lifecycle management of transportation infrastructure assets and enable informed decision-making across planning, maintenance, operations, and capital investment functions. The Department is particularly interested in scalable, user-friendly solutions that promote efficiency, transparency, and long-term sustainability.

This Request for Information (RFI) is issued by the Delaware Department of Transportation (DelDOT) in accordance with 29 Del. C. Chapter 69, State Procurement of Material and Nonprofessional Services, Public Works, and Professional Services.

KEY RFI DATES

The following dates apply to this RFI. Vendors are advised that these dates are not absolute and may change by Addendum or due to unplanned events during the submission process.

Activity	Due Date / Time
Questions Submitted as soon as possible but No Later Than:	Two weeks prior to the RFI Due Date
Questions/Answers Posted weekly:	Until One week prior to Response Due Date
Responses Due on or Prior To:	Thursday, December 26, 2025, 2:00 P.M.
Possible Presentation dates	January 2026

INQUIRIES & QUESTIONS

We welcome your interest in working with us, and we will be pleased to answer any questions you may have in formulating your response to this Request for Information.

Questions must be submitted before the due date identified in the Key RFI Dates section of this RFP. All inquiries must be submitted in the Q/A section of the project listing in the [Bonfire Procurement Portal](#).

The Department's response to questions will be posted, according to the procurement schedule, under the project listing in Bonfire and to the State of Delaware Bid Solicitation Directory Website: <http://bids.delaware.gov/>.

Direct contact with State of Delaware employees other than DelDOT's Contract Administration staff regarding this RFI is expressly prohibited. *Vendors directly contacting State of Delaware employees risk exclusion from participation in a following Request for Submissions.*

INTENT OF RFI

The intent of this Request for Information (RFI) is to obtain information on available Enterprise Asset Management Systems from vendors who have experience in developing and implementing systems of this type. This information may be used for the preparation and selection of technology, and/or the creation of a Request for Proposals (RFP) document for the purpose of obtaining this system and equipment or services. DelDOT is not obligated to issue or award any contract subsequent to the issuance of this RFI, nor any RFP request that may result from this RFI.

PROCUREMENT AUTHORITY AND NON-BINDING NATURE

This RFI is issued pursuant to 29 Del. C. §6908 and related provisions of Chapter 69, which authorize the State to seek information from vendors prior to issuing a formal solicitation.

Responses to this RFI are voluntary and non-binding. Submission of a response shall not create any rights, expectations, or obligations for the State of Delaware or for responding firms. DelDOT is under no obligation to issue a solicitation or make any procurement decision as a result of this RFI.

BACKGROUND

The Delaware Department of Transportation (DelDOT) is responsible for the planning, construction, operation, and maintenance of the state's multimodal transportation network, which includes roadways, bridges, traffic systems, facilities, and transit infrastructure. As stewards of critical public assets, DelDOT is committed to ensuring efficient, transparent, and sustainable asset management across the agency.

DelDOT currently uses IBM Maximo for asset management across several divisions, including Maintenance & Operations. We are now exploring potential system enhancements or the implementation of a new solution to support a unified, enterprise-wide asset management strategy. This future-facing strategy must meet the operational and strategic needs of both DelDOT and the Delaware Transit Corporation (DTC).

To that end, DelDOT is seeking information on Enterprise Asset Management (EAM) systems that can support a comprehensive, integrated approach to managing the full lifecycle of transportation infrastructure assets. This includes capabilities to improve cross-agency coordination, enhance data quality, support long-term capital planning, and ensure compliance with federal and state performance requirements.

This Request for Information (RFI) will inform a future procurement strategy by identifying available solutions, industry best practices, and implementation considerations.

INFORMATION REQUESTED

Responses to this RFI shall be formatted to correspond with the appropriate section and sub-section number as indicated.

EXPERIENCE

Vendor's Organizational Overview

Provide a description of the company including the organizational structure, number of years providing similar services, number of employees, and physical location(s).

Project Understanding

Provide a brief description of the company's understanding and experience in providing an Enterprise Asset Management System.

SUCCESSFUL INSTALLATIONS

Description of Project

Describe any Enterprise Asset Management System and functionality offered by your company. Please provide information on where your system is currently being used or has been implemented.

Please provide the following information for each successful system and equipment installation project performed.

Client:

- Name of the jurisdiction and client organization(s) for which the system and equipment was implemented.
- Name and contact information of a client reference knowledgeable about the project and your company's role.

Timeline:

Timeline of the project implementation. Reasons for any significant delays in the project.

Scope:

The desired EAM system should provide the following core services:

- **Centralized Asset Inventory:** A system of record for all asset types (roads, bridges, signs, culverts, lighting, fleet, facilities, etc.), including location, condition, and historical data. Ability to customize individual record fields related to assets.
- **Lifecycle Management:** Tools to plan, track, and optimize asset performance from acquisition through maintenance to retirement.
- **Maintenance Management:** Scheduling and tracking of preventive, corrective, and emergency maintenance with support for work orders, labor, materials, and cost capture.
- **Inspection & Condition Assessment:** Management of inspection workflows, condition scoring, and automated triggers for maintenance actions.
- **Performance Tracking:** Monitoring of service levels and State of Good Repair (SOGR) metrics in alignment with federal and state reporting requirements.

- **Capital Planning & Budgeting:** Support for investment prioritization, scenario modeling, and long-term financial planning.
- **Risk-Based Decision-Making:** Assessment of asset risk and criticality to inform funding and operational priorities.
- **Geospatial Integration:** Full integration with GIS for spatial analysis, asset visualization, and field support.
- **Mobile Access:** Real-time, field-ready tools for inspections, data updates, and work order management.
- **Interoperability:** Seamless integration with financial, operational, and project management systems.
- **Reporting & Analytics:** Configurable dashboards and reports for internal stakeholders and regulatory compliance.
- **Payroll:** Integration capability to interface with payroll systems, enabling automated transfer of labor hours from work orders into employee timesheets.
- **Multi-organization/Multi site capability:** For example, different orgs/sites can share the same vendor records, while keeping their work-order and inventory records separate.
- **Configurable User interface (UI):** The ability to adjust the layout, fields, and options visible to different users. Describe the tools available that do not require development resources.

DelDOT is interested in learning about solution capabilities, implementation approaches, scalability, security, and vendor experience in supporting similar public transportation agencies.

Size/Scalability

- What is the maximum number of users your system can support concurrently without performance degradation?
- How does your solution scale to accommodate growth in users, assets, and data over time?

New Technology Implemented

- Type of Implementation
- Technologies used; equipment; hardware; software
- List of any specific functions such as reporting, financing, etc.

Related Activities

- Please identify if your company performed any of the following: End User Training
- Inter-Agency Data Transfer
- Communication between multiple agencies within the same organization
- Integration of existing/historical data

Estimated Cost

- Please identify preferred billing methodology and respond to the following:
 - Billing interval (annual, monthly, per license, etc.)
 - Identify one-time equipment costs and/or on-going per transaction costs.
Annual cost to Client for maintenance of hardware and/or software?

TECHNICAL SOLUTION

System Description

Please provide the following information about systems you offer:

Hosting Environment

- Identify the hosting provider (e.g., AWS, Azure, Google Cloud) and hosting model (public, private, or hybrid cloud).
- Describe the system architecture, availability, data redundancy, and failover capabilities.
- Confirm compliance with relevant security certifications (e.g., FedRAMP, SOC 2 Type II, CJIS, HIPAA, etc.).

End User Hardware Requirements

- List the minimum and recommended specifications for user devices (e.g., CPU, RAM, browser versions).
- Specify supported operating systems and internet browsers for desktop and laptop access.
- Identify compatible mobile devices and platforms (iOS, Android) for field access.
- Indicate any specialized equipment required for full functionality (e.g., rugged tablets, GPS, barcode/RFID readers), if applicable.

Connectivity Requirements

- Provide minimum and recommended internet bandwidth specifications for typical users.
- Describe the system's performance under low-bandwidth or offline conditions.
- Explain offline functionality and data synchronization capabilities for mobile users.

Mobile Access

- Confirm availability of mobile apps or responsive web interfaces.
- Describe available mobile features (e.g., inspections, work orders, asset updates).
- Indicate whether mobile tools support offline use and automatic data syncing.

Security and Access Control

We value a solution that provides flexibility and control while maintaining security and ease of administration. Your detailed response to these questions will be a key factor in our evaluation.

- Describe currently used authentication mechanisms (e.g., Okta single sign-on, multi-factor authentication).
- Role Definition:
 - How are roles defined within your system? Are they pre-configured, or can we create custom roles?

- What level of granularity do we have in defining permissions for each role? For example, can we grant read-only access to specific modules while allowing full edit access to others?
- Permission Management:
 - Please describe the process for assigning and revoking user permissions. Is this a self-service function for administrators, or does it require support from your team?
 - Can permissions be assigned at the user, group, or department level?
 - How does the system handle a user who may have multiple roles with conflicting permissions?
- Access Control:
 - What methods of access control does your solution employ (e.g., role-based access control, attribute-based access control)?
 - Can access be restricted based on specific criteria such as department, geographic location, or project?
- Audit and Reporting:
 - What logging and auditing capabilities are available to track changes to roles and permissions?
 - Does the system provide reports or dashboards to monitor user access and activity?
- Detail encryption practices for data at rest and in transit.

Backup and Disaster Recovery

- Outline data backup frequency, retention policies, and recovery procedures.
- Provide Recovery Time Objective (RTO) and Recovery Point Objective (RPO) metrics.
- Confirm geographic diversity of backup locations.

Scalability and Performance

- Describe how the system scales to accommodate increased users, assets, and transactions.
- Provide historical uptime metrics or service-level agreement (SLA) targets.
- Indicate the system's capacity for integration with other enterprise tools (e.g., GIS, ERP, financial/payroll systems).

Delaware's IT Standards and Policies

Please confirm you are able to meet all State of Delaware's IT Standards and Policies, and can agree to the State's Terms and Conditions Governing Cloud Services and Data Usage Policy: <https://dti.delaware.gov/technology-services/standards-and-policies/>

GENERAL APPROACH

Request for Proposal Information

If the Department issues a Request for Proposal (RFP) document for this equipment what would be the recommended way of structuring the RFP for pricing and consideration of selection?

What are the most important aspects for the state to consider when choosing a vendor?

What are the most important aspects for the vendor in determining pricing?

What would you recommend the state to use for selection criteria?

What information would you recommend the state provide in the advertisement documents?

COVER LETTER

Each response should have a cover letter on the letterhead of the company. The cover letter should briefly summarize the Vendor's ability to provide the services requested in the RFI.

TABLE OF CONTENTS

Each response should include a Table of Contents with page numbers for each of the components of the submission.

DESCRIPTION OF SERVICES AND QUALIFICATIONS

Each response should contain a detailed description of how the Vendor could provide the goods and services outlined in this RFI. This part of the response may also include descriptions of any enhancements or additional services or qualifications the Vendor will provide that are not mentioned in this RFI.

BUSINESS REFERENCES

Provide at least three (3) business references consisting of current or previous customers of similar scope and value. Include business name, mailing address, contact name and phone number, number of years doing business with, and type of work performed. Personal references cannot be considered. Please provide references other than DeIDOT contacts.

BROCHURES

Samples or brochures are encouraged for evaluation purposes.

SUBMISSION

Submissions must be received before the Submission Due Date and Time, as identified in the Procurement Schedule for this RFP. Responses submitted by hard copy, mail, facsimile, or e-mail will not be accepted. Responses received after the Submission Due Date and Time will not be considered.

1. **Upload your submission at:** <https://deldot.bonfirehub.com/portal/>

Important Notes:

- Logging in and/or uploading the file(s) does not mean the response is submitted. Users must successfully upload all the file(s) and **MUST** click the submit button before the submission due date and time.
- Users will receive an email confirmation receipt with a unique confirmation number once the submission has been finalized. This will confirm that the submission has been submitted successfully.
- Each submitted item of Requested Information will only become visible to DeIDOT after the submission due date and time.
- If the file is mandatory, you will not be able to complete your submission until the requirement is met.
- Uploading large documents may take significant time depending on the size of the file(s) and your Internet

connection speed. The maximum upload file size is 1000 MB.

- Minimum system requirements: Internet Explorer 11, Microsoft Edge, Google Chrome, or Mozilla Firefox. Java Script must be enabled.

Need Help? Please contact Bonfire directly at support.bonfire@eunasolutions.com for technical questions or issues related to your submission. You can also visit their help forum at <https://customer.eunasolutions.com/public/s/knowledge-base/bonfire-hub>.

2. **Submit one (1) Original and one (1) Redacted copy of the submission.** The original must be a .pdf file of the original signed submission and should be clearly marked “**Original**” on the first page of the document. The redacted copy must be a .pdf file of the original signed submission with any proprietary or confidential information redacted, and this copy should be clearly marked as “**Redacted**” on the first page of the document. The redacted copy is required even if the submission contains no proprietary or confidential information.

All information submitted in response to this RFI is subject to public disclosure under the Delaware Freedom of Information Act (29 Del. C. Chapter 100).

3. *To determine what information may be considered proprietary or confidential and may be redacted from their Submission, firms should review Delaware’s Freedom of Information Regulations here; <http://regulations.delaware.gov/AdminCode/title8/1400.shtml#TopOfPage>. Under Delaware FOIA law, 29 Del. C, §10002(l)(2), “Trade secrets and commercial or financial information...which is of a privileged or confidential nature” are “records that shall not be deemed public” and are therefore exempt from disclosure under FOIA.*
4. **Joint venture** submissions will not be considered.
5. DelDOT reserves the right to reject any and all submissions. Submissions become property of the Department and shall be retained electronically for a minimum period of three (3) years from the date of receipt. DelDOT reserves the right to any and all ideas included in this response without incurring any obligations to the responding firms or committing to procurement of the proposed services.

Oral Presentations

Vendors who submit responses may be invited to make oral presentation\demonstration to the Committee. The vendor representative(s) attending the oral presentation shall be technically qualified to respond to questions related to the proposed system and its components.

REPRODUCTION AND USE OF MATERIAL

The State shall have unrestricted authority to publish, disclose, distribute and otherwise use, in whole or in part, any reports, data, or other materials submitted; provided, however, that the State agrees not to use any design or engineering plans prepared by the vendor for anything other than their intended purpose under this RFI.