



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

April 29, 2026

TO: ALL OFFERORS

FROM: RHONDA FIGUEROA
STATE CONTRACT PROCUREMENT OFFICER II

SUBJECT: ADDENDUM TO REQUEST FOR PROPOSAL NO.: GSS26555-VEH_TRACK

ADDENDUM # 1

The purpose of this addendum is to respond to questions received regarding the solicitation.

1. Given the due date is currently mid-May, we respectfully request an extension to the question period deadline by 1 week (April 15 to Apr 22) to ensure our internal teams have proper time to conduct a full review for any items that need to be clarified by the client.

The bid opening will be extended by one week. Proposals will be due on May 20, 2026, at 3:00 p.m. (EST)

2. For the Proposal - Original Response document, should vendors use the III. Required Information A) Minimum Requirements; B. General Evaluation Requirements & Appendix A - Scope of Work and Technical Requirements as the primary structure of our response, beginning at D. Hardware Requirements (in Appendix A).

Yes. Vendors should structure their Proposal–Original response consistent with: Section III – Required Information (A & B), Appendix A – Scope of Work & Technical Requirements
The RFP requires responses “in the order listed” under Section III

3. Can the client please confirm the required structure for the Proposal- Original document.
Appendix G - Digital Accessibility Policy: Can the client confirm what is required for the vendors to provide within the portal submission? Is it just a matter of accepting the policy or are red lines requires or do we need further evidence to provide? Please confirm.

Vendors are expected to comply with the policy. Any exceptions must be documented on the Exceptions Form. No separate redline is required unless taking exception. The policy applies to all vendors delivering digital solutions



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4. Appendix E - Appendix E - Terms and Conditions Governing Cloud Services and Data Usage Agreement: Similarly to Appendix G, can the client confirm what is required for the vendor's to provide within the portal submission? Is a redline responses required or do we need further evidence to provide? Please confirm.

This document becomes part of the final contract. Vendors are not required to sign as-is at submission, but: Any exceptions must be submitted via the Exceptions Form. No additional evidence required unless requested during evaluation.

5. Appendix A - L.Cost Proposal - Can the client confirm that this information is just to reference the information required within the separate Excel spreadsheet "Pricing (BT-67DN) and that the bidder's are not to provide any further pricing details within the proposal documents, outside of the pre-determined pricing sheet.

Pricing must be submitted only in the BidTable (Excel) as instructed in the portal. No additional pricing detail is required in the technical proposal outside that template.

6. Can the State please clarify the following: Reference to RFP Sections: Section V (Contract Terms and Conditions); Appendix E (Terms and Conditions Governing Cloud Services and Data Usage Agreement); Appendix G (Sample Professional Services Agreement): Please confirm which terms and conditions will form the contract between vendor and the State. Terms are found in multiple places (including the main RFP document) and in some cases overlap and/or conflict. If all terms are expected to apply, what is the order of precedence? In addition, a PSA Sample was attached but this is not a solicitation for professional services, what is the purpose of this agreement as it relates to this opportunity? Will the state consider working from the awarded vendor's standard contract during the contract negotiations?

This is a professional services solicitation. The contract will include: RFP, Vendor response, Appendices (E, G, etc.). Order of precedence (per PSA sample): Final Agreement, RFP, Vendor response. PSA is a template framework used for contract execution. Vendor terms may be considered during negotiation but are not guaranteed acceptance.

7. Integration Protocol (AssetWorks) Document: 26555 RFP PS Reference Section: Appendix A, Section F (Integration) Page Number: 42 Text of Passage: "Vendor solution shall have an ability to interface with: AssetWorks, FleetFocus; AssetWorks, M5"

Vendor must support integration with AssetWorks FleetFocus and M5 (as stated). Details of method are vendor-proposed.

8. Does the State currently utilize the AssetWorks Telematics Cloud (Web Services), or is the contractor required to build custom adapters for an on-premise installation? Additionally, will the State provide Write-API permissions to allow for the automated population of Odometer and Engine Diagnostic (DTC) data?

Vendors should utilize webservices to update odometers.

9. DMV
10. Data Exchange Document: 26555 RFP PS Reference Section: Appendix A, Section F (Integration) Page Number: 42 Text of Passage: "The Vendor solution shall support integration with the State of Delaware Division of Motor Vehicles (DMV) for vehicle emissions reporting and certification in a DMV-approved format". What is the State's

preferred technical transmission method, if any, for the DMV emissions database (e.g., RESTful API, SFTP, or Web Services)?

Vendors should utilize secure webservice

11. Snow Plow Sensor Requirements Document: 26555 RFP PS Reference Section: Appendix A, Section C (Overview), Item 2b (Heavy Duty Fleet) Page Number: 39 Text of Passage: "The solution shall be capable of providing the public with near real-time visibility into snow and ice operations, including but not limited to plow location, treatment activity, and operational status". Does the requirement for "plow location and treatment activity" assume the contractor provides/installs physical sensors for Plow Up/Down and Spreader status, or will the contractor be required to extract this via the vehicle's J1939/CAN bus?

Currently pulling from our ground speed control system through sensors. Future option of using J1939 shouldn't be ruled out as technology evolves

12. Deployment & Provisioning Document: 26555 RFP PS Reference Section: Appendix A, Section H (Transition Plan) Page Number: 45 Text of Passage: "The vendor must provide a detailed plan addressing transition... including: Detailed implementation timeline". To expedite the rollout of 5,200 units, will the State permit "Self Install Zero-Touch Provisioning (ZTP)" where devices are pre-configured by the vendor and self-activate upon connection to the vehicle's OBD-II port?

Devices should be configured and ready to install in any vehicle, not a specific vehicle

13. Support Boundaries Document: 26555 RFP PS Reference Section: Appendix A, Section J (System Maintenance) Page Number: 45 Text of Passage: "Vendor shall provide all system maintenance and support throughout the term of the contract". Does the requirement for 24/7 support apply to individual end-user software and hardware troubleshooting, or is it limited to critical system-wide backend outages?

24/7 support should be for system-wide concerns, with specific device issues handled next business day.

14. Data Sovereignty and Cellular Transit Document: 26555 RFP PS Reference Section: I. Overview Page Number: 2 Text of Passage: "Furthermore, the transmittal letter must attest to the fact, at a minimum, that the Vendor shall not store or transfer non-public State of Delaware data outside of the United States". Will the State permit the use of Multi-Carrier/International Roaming IoT SIM cards for the tracking hardware, provided that all persistent data storage and application processing remains exclusively within US-based data centers?

No storage or transfer of non-public data outside the U.S. Roaming SIMs may be acceptable if data storage/processing remains U.S.-based.

15. Section: II. Scope of Services Page: 1 Passage: "The State of Delaware Department of Government Support Services seeks professional services to provide a fully integrated Vehicle Tracking System..." Question: What are the top 3 success factors and KPIs that will define a successful deployment (e.g., cost savings, utilization, safety improvements, uptime, adoption)?

All factors are equally important. System should meet all functional requirements upon deployment.

16. Section: II. Scope of Services Page: 1 Passage: "...capable of delivering live tracking of snow-plow operations, real-time asset location and utilization, and advanced vehicle telematics." Question: What are the primary use cases for the platform across agencies (e.g., snow plow tracking, compliance, operations, public visibility)?

All are necessary Tracking, Compliance, Operations, and Public Visibility

17. Section: Appendix A, H. Transition Plan Page: 45 Passage: "The vendor must provide a detailed plan addressing transition from Verizon Reveal, GeoTab, and TrackStar..." Question: Can you provide an overview of your current environment (Verizon Reveal, Geotab, TrackStar), including how responsibilities are split across systems?

Decline to answer. Question is vague.

18. Section: II. Scope of Services Page: 2 Passage: "The Vendor(s) shall provide all equipment, materials and labor to supplement the State of Delaware's need..." Question: What are the main challenges or limitations with your current systems that this RFP aims to solve?

Current systems are meeting needs

19. Section: Appendix A, F. Integration Page: 42 Passage: "Vendor solution shall have an ability to interface with: AssetWorks... DMV... third-party traffic..." Question: Can you clarify the expected integration scope and directionality (read/write) for AssetWorks (FleetFocus, M5), DMV emissions reporting, and any other third-party systems?

Mileage is a daily write to FleetFocus, Emissions is a once annual write to DMV databases, and snow plow tracking is an as needed realtime write to GIS software that populates a publicly available app.

20. Section: Appendix A, F. Integration Page: 42 Passage: "Vendor is asked to identify any additional interfaces they have the capabilities to provide." Question: Are there additional systems or data sources (e.g., fuel cards, ERP, GIS/ESRI, maintenance systems) that must be integrated beyond those listed?

At present time no; however, we are always looking to improve.

21. Section: Appendix A, G. Telematics System Page: 43 Passage: "Minimum Required Data Elements... Asset number, VIN, mileage, GPS..." Question: What is the estimated total fleet size and composition, including vehicles currently not tracked or using non-standard systems?

Approx. 5,200+ vehicles (stated in transition context).

22. Section: Evaluation Criteria – Vehicle Hardware Page: 11 Passage: "...ability to use OEM factory installed GPS modules." Question: What percentage of vehicles currently use OEM telematics vs aftermarket hardware, and is there a preference for leveraging OEM data where available?

All vehicles currently utilize an aftermarket device. OEM data where available can be utilized. Of note, OEM does not currently provide emissions data which is a key requirement of the contract.

23. Section: Appendix A, H. Transition Plan Page: 45 Passage: "...including: detailed implementation timeline... hardware procurement... integration timelines... reuse of existing hardware..." Question: What are the expectations for transition from current vendors, including parallel system operation, data migration, and hardware reuse vs replacement?

A transition period will be required. Reuse of existing hardware is preferred

24. Section: Appendix A, H. Transition Plan Page: 45 Passage: "Vendor shall support an orderly transition at contract end..." Question: Are there any constraints or dependencies tied to existing vendor contracts that may impact transition timelines?

No

25. Section: Appendix A, G. System Administration Page: 43 Passage: "The solution must allow for flexibility in creation and management of roles and permissions." Question: How are fleet operations structured across agencies (centralized vs decentralized), and how many users/roles will require system access?

Management is centralized. Access is decentralized to individual user agencies/sections/districts.

26. Section: Appendix A, G. Telematics System Page: 42 Passage: "The Vendor shall identify which Snow Plow Tracker data elements are available for public display and which are restricted..." Question: What data is intended for public-facing use (e.g., snow plow tracking) vs internal operational use? Is public-facing data being provided today through the system?

Snow Plow tracking only

27. Section: IV. Evaluation Process Page: 11–13 Passage: "Selected vendors may be invited to make oral presentations... solution testing... 5–10 devices installed..." Question: Can you provide more detail on the evaluation process, including whether vendor demos or pilots will be required as part of the evaluation and the timeline for shortlist and testing phases.

Scoring, shortlist, presentations, testing. Pilot: 5–10 devices installed

28. Section: Appendix A, M. Value-Added Offers Page: 46 Passage: "Vendors are encouraged to propose additional capabilities such as integrated dash cameras... predictive modeling..." Question: Is the State interested in expanding capabilities in the future, such as video safety (dashcams), predictive maintenance, EV fleet analytics, or advanced analytics? Are there any estimated timelines for this?

Yes, RFP explicitly encourages value-added features (e.g., dashcams, analytics). There is no timeline at this time.

29. Section: Appendix A, F. Integration Page: 42 Passage: "...third-party traffic, roadway incident, and navigation data sources (e.g., Waze, Google Maps, or equivalent platforms)" Question: Is the State currently using an ESRI/ArcGIS platform or other GIS system that the proposed solution will need to integrate with?

State utilizes a GIS platform to power our Snow Plow Tracking system.

30. Section: Appendix A, L. Cost Proposal Page: 45 Passage: "Vendor-Assisted Installation Services... pricing shall be provided on a per-unit basis..." Question: Can the State clarify installation expectations, including whether vendor-managed installation is required, typical vehicle availability (hours/locations), and whether bulk installations at centralized locations will be supported?

Installation is at the using agencies discretion. Vehicles are spread across various state facilities

31. Appendix A, Section E.5 references DTI Business Case BC0002513. Where can this document be accessed, or can it be provided?

This document does not include any pertinent information needed to bid on this solicitation. Not included in RFP.

32. V.G.13 (p. 22): This section indicates a warranty period of one (1) year, whereas Appendix A, Section D.3 (p. 40) indicates "Minimum seven (7) year warranty on devices", and Appendix A, Section J (p. 45) states that "Vendor shall provide all system maintenance and support throughout the term of the contract." What is the distinction between these three requirements?

State is looking for a device that is warranted through the life of the contract. System maintenance refers to the backend systems and user access interfaces.

33. Appendix A, Sections B and C (pp. 38-39): How many of the Fleet and DelDOT vehicles listed in C.1 and C.2 are included in the 5,200+ vehicles that currently utilize telematics solutions?

All

34. Appendix A, Section B (p. 38): "Continued compatibility and integration with these systems is required." Does "these systems" refer to AssetWorks FleetFocus and M5, or the existing telematics solutions?

Assetworks systems, snow plow tracking systems, etc. Not existing provider

35. Appendix A, Section C.2.b (p. 39): Does the "public-facing access to winter operations data through an interactive web-based map and a mobile-accessible solution", along with the following two paragraphs, constitute a requirement that is independent of simply providing data to the existing DelDOT Snow Plow Tracker program?

No, vendor will only provide tracking data to a State supported system.

36. Appendix B - Pricing: Separate line items are provided for pricing Monthly Monitoring of Fleet, Snow, Light and Medium Duty, Mowing and Sweeping, and Other Assets, but only one line is provided for the One-time Hardware Cost per Device. Can line items be added for One Time Hardware Cost for each device type to match the Monthly Monitoring items?

Appendix B – Pricing (BT-67BN) has been updated to include One time Hardware Cost for each device type. In addition, a separate Excel spreadsheet has been included for prospective bidders to identify any additional offerings they deem necessary or beneficial.

37. Appendix B - Pricing: The Total Cost column is not adjusted by a quantity, such that Basket Total will not provide a Project Total or even a representative price. Can the Price sheet be modified to include quantities per item?

Total Cost is based on the flat rate price, not a quantity.

38. Are bidders expected to sign Appendix E and Appendix F as is? From our review, it seems the State is open to exceptions for these forms. If so, how should we proceed with the submission of these forms in particular as the portal has specific places to upload these?

Exceptions must be documented. A signature will be required at the time of award.

39. How would you like installation pricing presented, and will this be option or required

Provide per-unit pricing in pricing sheet.

40. How many units are being quoted, and would you like the quote represented as a per vehicle price, based on the potential participation of other parts of the state?

Use per-vehicle pricing; total estimated ~5,200 units.

41. Is the state requiring vendors to be National Defense Authorization Act Compliant?

Not specified; vendors should indicate compliance if applicable.

42. What is the expected deployment date?

Tied to contract award + transition plan.

43. Can the State provide the required data fields, preferred transmission method (API, SFTP, file upload, etc.), and whether uploads should be real-time, batch, or scheduled for the DMV integration?

Most current emissions data is uploaded once a year in October through a secure web service

44. Given the complexity and scope of this RFP, including the integration requirements and coordination with potential partners, would the State consider extending the proposal submission deadline to allow vendors additional time to develop a comprehensive and competitive response?

The bid opening will be extended by one week. Proposals will be due on May 20, 2026, at 3:00 p.m. (EST)

45. Would the State please provide some clarity as to Section 12, Multi-Vendor Solutions (Joint Ventures)? Does this section apply whenever a solution is provided by more than one vendor or is it limited to true Joint Venture proposals?

Applies to primary vendor / subcontractor relationship

46. Is the State evaluating proposals primarily on functional and operational outcomes rather than prior use of a specific telematics platform?

Based on functional capability, integration, and value, not specific platform.

47. Does the State require the proposed telematics platform to be currently deployed within Delaware, or are platforms with proven large-scale deployments in other jurisdictions acceptable?

The State is open to all proposals

48. Is the State open to non-incumbent telematics platforms provided all functional, integration, and compliance requirements are met?

The State is open to all proposals

49. Are current integrations with AssetWorks FleetFocus and M5 fully automated, or do they require manual reconciliation or exception handling?

An automated process that requires exception handling.

50. What level of integration timeliness is required for operational use versus compliance reporting (real-time, near-real-time, batch)?

Real time

51. Is the selected vendor expected to provide end-to-end ownership and accountability for all integrations, including coordination with AssetWorks and DMV?

Yes, vendor expected to manage integrations end-to-end.

52. What integration limitations or challenges with existing systems contributed to the need for this RFP?

No limitations or challenges with existing systems contributed to the need for this RFP

53. What key operational challenges or gaps with current telematics vendors informed the decision to issue this RFP?

No operational challenges or gaps informed the decision to issue this RFP

54. Is a dual-run period, where existing and new systems operate concurrently, expected during transition?

Yes, there will be a transition period

55. Will incumbent vendors be required to support data export and migration activities during transition?

Yes, there will be required support during transition

56. Are snow operations and emergency response considered mission-critical system functions for this solution?

Yes

57. During snow events or declared emergencies, are there heightened expectations for system availability, performance, or data refresh frequency?

Yes

58. Are there uptime or scalability requirements specific to the public-facing Snow Plow Tracker during major storm events?

System should always be available.

59. Who are the intended external users of public-facing real-time data (e.g., general public, municipalities, emergency management)?

Observers of the external data would include Motoring Public, Emergency Management, Law Enforcement, Facilities.

60. What real-time latency or refresh-rate expectations apply to external users viewing snow-plow or fleet activity?

For security of snow plow operators, External users will have a delayed feed.

61. Should external users have access to the same data refresh rates as internal operational users, or is a different threshold acceptable?

No, external users will have a delayed feed.

62. What specific data elements must be visible to external users, and which must remain restricted to internal State users?

Tracking only

63. Are there requirements for public-facing access related to scalability, mobile usability, accessibility, or availability during emergencies?

No

64. Can the State confirm that all telematics data, including raw, derived, and historical data, is State-owned and exportable in open formats upon contract termination?

All tracking data is owned by State and should be accessible by the State at any given time.

65. Does the State prefer a single prime vendor fully accountable for hardware, connectivity, platform, integrations, public-facing access, and ongoing support?

All proposals will be evaluated on their merits.

66. Are you able to provide a vehicle list? VIN, YEAR, MAKE. This would be in efforts to provide the best and most accurate pricing on your products

No

67. For pricing purposes, could you please provide the exact number of units requested for each of the following products? - GPS tracking devices: - Dashcams: - Assets:

Vendors should base on total estimated fleet.

All other terms and conditions remain the same.

S:\ Addendum to RFP