



REQUEST FOR PROPOSALS No. 21-055

Fleet Management Information System (FMIS) Software

ISSUED: September 21, 2021

CLOSING DATE AND TIME:

Submissions must be received on or before:
3:00 PM (15:00 hrs) Local Time on October 21, 2021

Submissions and Questions are to be directed to:
Dillan Eckel, Superintendent, Transit Service Delivery
Telephone Number: (250) 390-6755
Email Address: deckel@rdn.bc.ca

Questions are requested at least five (5) business days before the closing date.

Proponent's Information Meeting:
No Proponent's meeting will be held

Proposals will not be opened in public



Instructions to Proponents

Closing Date/Time/Submission Method

Submissions must be received on or before 3:00 PM (15:00 hrs), Local Time, on October 21, 2021

Submission Method:

By Email: In PDF format with "21-055 Fleet Management Software" as the subject line at this electronic address:

deckel@rdn.bc.ca

Please note: Maximum email file size limit is 20MB, or less. The RDN will not be liable for any technological delays of submissions.

Submissions received in any other manner will not be accepted.

Amendment to Proposals

Proposals may be amended in writing and sent via email to the RDN contact person identified on the cover page on or before the closing. Such amendments should be signed by the authorized signatory of the Proponent.

Addenda

If the RDN determines that an amendment is required to this RFP, the RDN will post the Addendum on the RDN (www.rdn.bc.ca) and BC Bid (www.bcbid.gov.bc.ca) websites. Each addendum will be incorporated into and become part of the RFP. No amendment of any kind to the RFP is effective unless it is contained in a written addendum issued by the RDN. It is the sole responsibility of the Proponent to check and ensure all amendments are included prior to submitting their final Proposal submission.

Withdrawal of Proposals

The Proponent may withdraw their Proposal at any time by submitting a written withdrawal email to the RDN contact person identified on the cover page on or before the closing.

Unsuccessful Vendors

The District will offer debriefings to unsuccessful Proponents, on request, at a mutually agreeable time.



1. INTRODUCTION

The Regional District of Nanaimo (RDN) is seeking proposals to supply and implement a Fleet Management system. This system will replace the current manual tracking and recording of fleet information including maintenance, inspections, repair, and replacement/disposal. It will also support fleet-related activities such as work requests, work order generation, inventory management, and staff scheduling. The software should be able to generate XML files to communicate with B.C. Transit proprietary software (RTS Connect- Not open API) as well as possess the ability to communicate with - the Computrol Fuel Management System, a full Microsoft Office Suite including SharePoint (On premise), and Windows 10.

The new Fleet Management system should be a scalable platform that will deliver efficiencies through automation, workflow, and improved data management; ensure that the District is in adherence to all health and safety requirements and enable a lower risk and more strategic approach to fleet management.

The purpose of the RFP is to solicit the best overall proposals for the provision of a Fleet Management System. Any proposals submitted shall not be offers to contract but shall be used to identify a Preferred Proponent with whom the District may negotiate a contract for the provision of the services. Shortlisted proponent(s) will be asked to provide a detailed demonstration of their software virtually or at the District's office in Nanaimo (COVID protocols dependent).

The RDN prefers SAAS cloud solutions. Any cloud solution requires data to be stored on servers in Canada.

2. BACKGROUND

The Regional District of Nanaimo provides regional governance and services throughout Vancouver Island's beautiful central east coast. Communities within the regional federation include the municipalities of Nanaimo, Lantzville, Parksville, and Qualicum Beach, as well as seven unincorporated Electoral Areas. Established in 1967, the RDN is British Columbia's fifth-most populous Regional District, with 28 throughout the province, and home to more than 155,000 people. www.rdn.bc.ca

RDN Transportation Services is responsible for managing, maintaining, repairing, keeping records for approximately fifty-four (54) conventional transit buses, four (4) Arboc ARBOC Community Shuttles, fifteen (15) handyDART buses along with a mix of about twenty (20) passenger cars.

The Transportation Services maintenance facility has five (5) bays and employs eight (8) mechanics out of one location at 6300 Hammond Bay Road, Nanaimo, BC. The mechanics work in either an eight (8) or ten (10) hour day with static days off. There is currently no standardized approach to covering holidays or longer-term absences. This facility has a parts storage area and contains approximately 2000 unique parts. Most parts have BC Transit supplied bar codes, but loose smaller items i.e. Nuts/bolts do not. Currently, the Transit Shop does not employ automated fluid (coolant, oil, ATF, windshield washer) tracking technology.



RDN Transit does not use a Computer Maintenance Management System (CMMS) to track work orders and mileages, rather they use a manual system developed by staff. Most department staff are unaware of scheduling and software solutions currently available in the market. RDN Transit would like to move away from paper-based work management processes, as it does not meet the department's analytical needs related to management decision-making. The Transit Shop generates approximately 7000 work orders per year which vary in detail and complexity which are handwritten by the mechanics and entered into RTS Connect by the Chief Mechanic, Chargehand, Administrative Assistants, or SmartBus Technician.

3. OBJECTIVES AND OUTCOMES

The objectives of the Fleet Management Information System are:

- Improved efficiencies within the Fleet Department
 - Reduce the amount of time spent on data entry and data lookup
 - Reduce the volume of manual processes (including scheduling of maintenance, inventory management, and work orders)
- Reduced organizational risk associated with managing vehicles
 - Improved safety for District staff and the public (factoring in future expansion to Non-Revenue fleet vehicles)
 - Protect the District in the event of a claim
- Improved reporting capability
 - Concrete data to make informed decisions
 - Better allocation of budgeting funds and resources

4. SCOPE OF SERVICES

The functionality within the scope of this RFP includes:

- Vehicle, Parts, Fluids, and Tires Management
- Fleet Maintenance
- Purchasing and Inventory
- Driver Reporting
- Work Orders and paperless shop

The solution should include software, installation, configuration, maintenance, support, and services, and will enable the RDN to perform the following:

- Asset Management of fleet vehicles and equipment through the full life cycle
- Work Order management from initiation to completion and report generation following RTS Connect XML structure
- Improved real-time monitoring and allocation of equipment resources, available stocks, etc.



- Real-time support for garage operations and technician time tracking
- Comprehensive access to records of equipment history, repairs, and maintenance for staff and customers
- Customer communications regarding job status and scheduling of service appointments
- Effective usage of workspaces and workforce skills
- Capital Asset Planning
- Accident Reports and Claim Administration
- Internal Rentals of Items
- Contractor Management
- Tracking of Maintenance, Warranty, Safety Inspections
- Analytics to indicate trends and historical performance

The scope of services required includes:

- Professional services to aid the District in finalizing requirements, putting together an implementation strategy and detailed project timeline, aiding in the transfer of District records to the new system, and ensuring a smooth transition and adoption of the new system by end-users.
- Assistance in setting up the new system architecture and configuring it in the District environment.
- Technical and end-user training for all user role and enhanced 'Super Admin' training.
- The Proponent shall provide all licenses for the proposed solution provided to the RDN. Details of the user license to be provided by the Proponent must be clearly stated in the Proposal.
- Once the solution is accepted by the RDN, the Proponent will provide all required services to ensure adequate technical support and maintenance both during roll-out; continuing thereafter for future prescribed periods, details of which will be defined within support and maintenance agreements with the RDN before contract award. The Proponent will work with the RDN's representatives to develop and agree upon a Service Level Agreement (SLA).
- End-to-End Performance Test. Conduct an end-to-end, full solution Performance Test and Quality Assurance Tests following the requirements set out in this RFP.
- The new solution will ensure Scalability and adaptability to future business needs and technology changes. This should be adherent with the RDN, Provincial and Federal policies and regulations regarding privacy and Data
- The solution is expected to be a comprehensive one that is based on field-tested software, technical components and should already be in the market and being used by similar organizations for more than a year.

5. CURRENT STATE

Following is the current state of the RDN which may be beneficial for the proponent to offer a better solution.

No	Item	Current State
01	Parts Inventory (invoicing, Pos, Receipt Generation, Payment method etc.)	Parts inventory is currently ordered and billed out via RTS Connect. Mechanics write down desired parts on a list which at certain intervals is retrieved by the Chargehand and entered into RTS Connect. The Transit Shop does not see invoices for parts ordered, just a packing slip. Parts ordered outside of RTS Connect from local vendors come with an invoice that gets passed around to 6 people for various stages of approval then paid by the Finance department.
02	Work Management (should be automated and be upload-ready for RTS Connect)	<ul style="list-style-type: none"> • The Mechanic fills out a paper form (Please see Appendix 1) when performing a task. It has one section for task type, labor and another section list all the parts. • Each task type has a specific BC Transit Code (Please see Appendix 2 for the full list) • The Chief Mechanic/Admin Assistant/Chargehand enters all the jobs done in the day manually to RTS connect. The solution should be able to automate this process. • Appendix 3 is an example of an export from RTS connect after entering a job in the RTS.
03	Warranty	Warranty issues on BC Transit equipment are generated by BC Transit and the Chief Mechanic fills out a warranty form and sends it back to BC Transit.
04	Fuel Management	Fuel Management is done via the Computrol computer and Computrol workstation software. The Chief Mechanic or Chargehand generates a report compiled from the mileages entered by Transit Servicepersons the night before. This is what allows us to track when a bus is due for a service and what type of service the unit is due to have next. Currently, the Fuel Management system is completely reliant on the Servicepersons entering the mileage correctly, manually, into the COMPUTROL computer. This has been problematic for the Transit Shop numerous times since its inception. Human error has also led to incorrect data generated in the reports, and there is no timely way to tell if the hub odometer on the bus has failed.
05	GPS Data	We currently do not use GPS technology for fuel consumption data or tracking. It is all based on what comes off the hub odometer on

No	Item	Current State
		the bus which is entered into the COMPUTROL computer. We would love to explore our options here.
06	Contracts/Rentals	We have standing contracts for fluid delivery (gasoline, propane, ATF, coolant, oil, grease, windshield washer fluid), waste removal, contaminated fluids and materials removal, equipment maintenance (hoists, forklift, compressor, vacuum). We lease our buses from BC Transit. We do not currently have any static equipment rentals.
07	Procurement and Disposal	<p>All our buses are leased from BC Transit, they inform us (typically) of when they are being decommissioned or relocated. In consultation with BC Transit, we can (I think) try to negotiate the type of buses we get?</p> <p>For Crew vehicles and support vehicles- they are owned by the RDN and we have a separate process for disposal and replacement of those.</p>
08	Current 'Service Scheduling Process'	<p>Scheduled services and inspection happen as per #01 to #03 above.</p> <p>For "Unplanned" work including defects and breakdowns/road calls are handled by the floor staff on shift at the time of occurrence or when it is brought to their attention. Safety-related defects that prohibit a bus from going out until repair are usually done right away depending on service levels and spare bus availability. Defects of a non-safety-related nature are done when it is a slower day for services or inspections, or when the bus is brought in for a service or inspection next.</p>

6. PROPOSAL SUBMISSION AND EVALUATION

To assist in receiving similar and relevant information and to ensure your Proposal receives fair evaluation, the RDN asks Proponents to provide the following information. Proponents are asked to follow the format of the RFP, use the headings and tables specified, be concise where possible, and only provide the information requested. **Please restrict your entire proposal response to 50 pages or less to hasten the evaluation process. (Max 50 single sided pages, minimum 10 point font).**

Evaluation Criteria	
Corporate Qualifications & Experience	Corporate background, history, qualifications, experience, and areas of expertise in the areas listed in this RFP.
Project Team Qualifications & Experience	Qualifications and experience of the proponent's staff identified as being assigned to this project.
Functional and Technical Capabilities, Reference check	<p>The degree to which requirements can be met by the proponent's solution and the overall suitability of the functionality proposed for the RDN's needs including reporting.</p> <p>All proponents should fill out Appendix 4 for the RDN's IT team's assessment for the proposed solution and include in their proposal submission.</p> <p>Provide 3 references from current customers similar to the RDN complete with accurate contact information. Only references from shortlisted firms will be checked.</p>
Implementation, Training, Schedule & Demonstration	<p>Suitability of proposed implementation and training approach. Identify challenges, constraints and obstacles in the project and provide recommendations to minimize. Advise the resources required from the RDN to support this section.</p> <p>Advise typical time required to mobilize, implement, and provide training. The RDN will work with the successful proponent to develop a mutually agreeable schedule.</p> <p>Only shortlisted proponents will be requested to provide a detailed demonstration.</p>
Support Services & Agreement	<p>Advise what support level and services are included. Advise if there are any other support options available and their costs.</p> <p>Please provide a copy of the agreement you would expect the RDN to sign.</p>
Financial (in Canadian Dollars)	<p>5-year costs broken out into:</p> <p>One time setup, implementation & training costs and,</p> <p>Provide Software & Support Subscription/Licencing costs for each individual years 1 - 5</p>



Following the initial Proposal evaluation process, the District expects to shortlist one or more respondents who will be asked to provide a detailed demonstration of their software at the RDN's office in Nanaimo or Virtual Demonstration.

Proposals will be evaluated on the following basis 60% Technical, 40% Financial.

The lowest price proposal will receive full marks. Other proposals will receive reduced scores based on the proportion higher than the lowest price. i.e. $\text{Score} = \text{Min Cost}/\text{Cost} \times \text{Fee Points}$.

Proposals submitted should be in enough detail to allow the RDN to determine the Proponent's qualifications and capabilities from the documents received. The selection committee, formed at the RDN's sole discretion, will score the Proposals in accordance with the criteria provided.

The RDN may evaluate proposals on a comparative basis by comparing one proponent's proposal to another proponent's proposal. The RDN reserves the right to not complete a detailed evaluation if the RDN concludes the proposal is materially incomplete or, irregular or contain any financial or commercial terms that are unacceptable to the RDN.

The selection committee may proceed with an award recommendation or the RDN may proceed to negotiate with the highest evaluated proponent with the intent of developing an agreement. If the parties after having bargained in good faith are unable to conclude a formal agreement, the RDN and the Proponent will be released without penalty or further obligations other than any surviving obligations regarding confidentiality and the RDN may, at its discretion, contact the Proponent of the next best rated Proposal and attempt to conclude a formal agreement with it, and so on until a contract is concluded or the proposal process is cancelled.

The RDN reserves the right to award the assignment in whole or in part or to add or delete any portion of the work. Throughout the evaluation process, the evaluation committee may seek additional clarification on any aspect of the Proposal to verify or clarify the information provided and conduct any background investigation and/or seek any additional information it considers necessary.

7. GENERAL CONDITIONS

7.1 No Contract

By submitting a Request for Proposal and participating in the process as outlined in this RFP, proponents expressly agree that no contract of any kind is formed until a fully executed contract is in place.

7.2 Privilege Clause

The lowest or any proposal may not necessarily be accepted.



7.3 Acceptance and Rejection of Submissions

This RFP does not commit the RDN, in any way to select a preferred Proponent, or to proceed to negotiate a contract, or to award any contract. The RDN reserves the right in its sole discretion cancel this RFP, up until award, for any reason whatsoever

The RDN may accept or waive a minor and inconsequential irregularity, or where applicable to do so, the RDN may, as a condition of acceptance of the Submission, request a Proponent to correct a minor or inconsequential irregularity with no change in the Submission.

7.4 Conflict of Interest

Proponents shall disclose in their Proposals any actual or potential Conflict of Interest and existing business relationships it may have with the RDN, its elected officials, appointed officials or employees.

7.5 Solicitation of Board Members and RDN Staff

Proponents and their agents will not contact any member of the RDN Board or RDN Staff with respect to this RFP, other than the RDN Contact named in this document.

7.6 Litigation Clause

The RDN may, in its absolute discretion, reject a Proposal submitted by Proponent, if the Proponent, or any officer or director of the Proponent is or has been engaged either directly or indirectly through another corporation in legal action against the RDN, its elected or appointed officers and employees in relation to:

- (a) any other contract for works or services; or
- (b) any matter arising from the RDN's exercise of its powers, duties, or functions under the Local Government Act, Community Charter or another enactment within five years of the date of this Call for Proposals.

In determining whether to reject a Proposal under this clause, the RDN will consider whether the litigation is likely to affect the Proponent's ability to work with the RDN, its consultants and representatives and whether the RDN's experience with the Proponent indicates that the RDN is likely to incur increased staff and legal costs in the administration of this Contract if it is awarded to the Proponent.

7.7 Exclusion of Liability

Proponents are solely responsible for their own expenses in preparing and submitting a Proposal and for any meetings, negotiations, or discussions with the RDN. The RDN will not be liable to any Proponent for any claims, whether for costs, expense, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by the Proponent in preparing and submitting a Proposal, or participating in negotiations for a Contract, or other activity related to or arising out of this RFP. Except as expressly and specifically permitted in these Instructions to Proponents, no Proponent shall have any claim for compensation of any kind whatsoever, as a result of participating in this RFP, and by submitting a Proposal each Proponent shall be deemed to have agreed that it has no claim.



7.8 Ownership of Proposals

All Proposals, including attachments and any documentation, submitted to and accepted by the RDN in response to this RFP become the property of the RDN.

7.9 Freedom of Information

All submissions will be held in confidence by the RDN. The RDN is bound by the Freedom of Information and Protection of Privacy Act (British Columbia) and all documents submitted to the RDN will be subject to provisions of this legislation. The successful vendor and value of the award is routinely released.



MAINTENANCE WORK ORDER FORM (Appendix 1)

Unit# _____

KMs _____

Date: _____

Task	REASON FOR REPAIR	SYSTEM CODE	SUB-SYSTEM CODE	Job Description	Mech	Hours

Task	Quan	Parts Description	Price each	Net amt

Sublet	Net

Appendix 4

This form will be used by RDN Information Services (IS) team to evaluate and review the proposed solution. Please note that, all assistance required from RDN IS team must be clearly stated here.

- **Legislative Requirements:** Vendor/Solution provider must ensure all data will reside within Canada. If not, this needs to be highlighted clearly with explanation in this form.
- **Data Encryption:** Raw Personally Identifiable Information (PII) data cannot be stored in any database/storage without proper encryption in place. Vendor needs to clearly state if any exception is required.

Cloud Hosted Solution (SAAS)

Items	Feature	Yes/No	Included/additional cost	Details (version, requirements, limitations etc.)
Preferred Cloud Solution	Aws <input type="checkbox"/> Azure <input type="checkbox"/> Vendor's Storage <input type="checkbox"/>	Yes/No	Included/Addon	
Cloud Type Preference	Private <input type="checkbox"/> Public <input type="checkbox"/> Hybrid <input type="checkbox"/>	Yes/No		
Data Residency	All data needs to reside/host in a server located in Canada.	Yes/No	Included/Addon	
Data Encryption	All data must be encrypted before entering/saving/storing in Data Base	Yes/No	Included/Addon	
Installation/Configuration	Will you install and configure the solution in Cloud?	Yes/No		
Authentication	Azure Active Directory Integration? Any market place app?	Yes/No		
Cloud Server (if RDN need to provide)	Please share the configuration of server you need (IaaS/PaaS/SaaS, Storage, scalability, back up etc.)	Yes/No	Included/Addon	
SharePoint Integration	Will this integrate with On-Premise SharePoint 2019?	Yes/No	Included/Addon	
APIs	Any APIs needs to be configured in that may need help from RDN IS Team?	Yes/No	Included/Addon	
Access	Please explain user management and roles to the Solution	Yes/No	Included/Addon	
	Access via native windows application or web-based access?	Yes/No	Included/Addon	
Maintenance	Please explain what kind of maintenance plan is included and what support is expected from RDN IS team's end?	Yes/No	Included/Addon	
Controls	RDN should have Full Administrator rights/highest access	Yes/No	Included/Addon	
IoT	Any additional items that's being added from IoT or other marketplaces?	Yes/No	Included/Addon	
Backup	Please explain the backup and disaster recovery plan for your solution	Not Applicable	Included/Addon	
Additional Details				

By signing below, I hereby declare that all the above information is correct and accurate.

Signature: _____

Date: Click or tap to enter a date.

Name:

Designation, Company: