



Request for Expressions of Interest 3777EOI Fleet Management Software

1. Introduction

1.1. The City of Richmond (the “City”) requires the services of a company experienced in providing Fleet Management Information Systems (the “Software”) to Canadian municipalities. Any contract resulting from this initial Expression of Interest (EOI) may include but is not limited to the provision, customization, implementation including any required interface or integration with current City systems and the ongoing maintenance and support of the Software.

2. Background

2.1. The City’s fleet consists of approximately five hundred (500) vehicles and equipment and is maintained by approximately twenty (20) specialized mechanics, technicians and City staff. Currently the scheduling of repairs is a manual process, using paper systems, excel spreadsheets and a manual status board. Upon completion of repairs, the City’s asset management system, Hansen 7.7 is used to produce work orders. Vehicle logs, expense tracking, vehicle descriptions, insurance, monthly/hourly vehicle rates and other detailed unit information are recorded in Hansen.

At present, a parts inventory of approximately \$30,000 is maintained. Fleet operations staff are responsible for vehicle purchases and outfitting, demand repairs, CVIP (Commercial Vehicle Inspection Program) inspections, preventative maintenance and betterments to these assets.

The City’s fuel management system, Coencorp, is currently be developed to drive the preventative maintenance program by extracting information on vehicle error codes, odometer readings and fuel consumption. All new systems must be seamlessly integrated with this current system.

3. Objectives

3.1. The objective of the City is to improve customer service, repairs and maintenance services, and increase staff efficiency and productivity through improved information

management and process examination. Complete, real time, easily accessible data will enhance staff and management's ability to maximize availability, usage, and cost effectiveness of resources.

4. Requests for Proposals

4.1. Short-listed proponents may be invited to submit proposals, if required, to a Request for Proposals ("RFP") from the City.

5. Qualification Criteria

5.1. The successful Proponent shall have previously provided Fleet Management Software and services in a similar size and type of organization.

6. Submission Details

6.1. Proponents are requested to submit three (3) copies of their Expression of Interest marked "EOI 3777 – Fleet Management Software" to the Purchasing Division, Information Counter, Main Floor, Richmond City Hall located at 6911 No. 3 Road, Richmond, BC V6Y 2C1. Submissions will be received on or before:

12:00 Noon, local time, on Wednesday, April 7, 2010

6.2. Questions relating to this EOI may be directed to Sumita Dosanjh, Buyer II – Contracting Specialist by email to purchasing@richmond.ca. Inquires and responses relating to the EOI will be posted on BC Bid and the City's website. It is the sole responsibility of each Proponent to check these sites on a regular basis for amendments, addenda, or questions related to this EOI.

6.3. Any submission will not necessarily be accepted. Proponents are advised they have no claim for compensation in the preparation of their submissions and that by submitting an EOI, each Proponent shall be deemed to have agreed that it has no claim. All submissions received by the City shall be subject to the Freedom of Information & Protection of Privacy Act (BC).

7. Submission Instructions

7.1. All proponents are required to provide the following information with their submissions, and in the order that follows:

- 7.1.1. TITLE PAGE: The title page should show the EOI title and number, submission date, Proponent Name, address, telephone number , email contact, and the name and title of the contact person.
- 7.1.2. TABLE OF CONTENTS Page numbers should be indicated.
- 7.1.3. EXECUTIVE SUMMARY A short summary of the key features of the Response demonstrating the Proponents understanding of the requirement.
- 7.1.4. PROPONENT PROFILE Provide a brief overview of your company or organization including information on previous or present collaborations with other companies or organisations. If applicable, provide the name of address, contact person and telephone number for the companies or organisations, and the effective dates of similar projects as outlined in this EOI.
- 7.1.5. RESPONSE Proponents should address the following as a minimum:
- 1) The ability to meet the requirements of the scope of work as outlined in Section 12.
 - 2) Description of the Software proposed.
 - 3) Descriptions of similar software implementations:
 - Name of project and location;
 - Implementation dates (both scheduled and actual);
 - Describe customized requirements of the project ;
 - Cost estimates;
 - An independent client contact person who can verify the information provided (name, title, organization, address, phone number, fax number) in reference to past projects (include project literature or publications if available);
 - Subcontractors or joint venture partner;
 - Financial capability of Proponent;
 - A brief testimonial as to why the Proponent should be short-listed for this project.

8. Review of Applications

8.1. Evaluation by the City

8.1.1. The City will review the Proposals submitted to determine whether, in the City's opinion, the Proponent has demonstrated that it has the required experience and qualifications to fulfill the obligations of the services identified in this EOI.

8.1.2. Subsequent to the receipt and review of responses the City reserves the right to issue a RFP for all or part of the requirement described herein or with any Proponent or with any number of Proponents concurrently for the purpose of entering into an agreement or to cancel this process in its entirety.

8.2. Inquiries

8.2.1. The City, in its sole discretion and without having any duty or obligation to do so, may conduct any inquiries or investigations, including but not limited to contacting references, to verify the statements, documents, and information submitted in connection with the Proposal and may seek clarification from the Proponent's bankers and clients regarding any financial and experience issues.

9. Non-Conforming Applications

9.1. Proposals which fail to conform to the Format Requirements or which fail to conform to any other requirement of these Documents may be rejected by the City. Notwithstanding the foregoing or any other provision of these Documents, the City may at its sole discretion elect to retain for consideration Proposals which deviate either materially from the format requirements set out in hereto or which otherwise fail to conform to any other requirement of this EOI except the requirement of delivery of the Proposal prior to Closing Time.

10. Notifications and RFP Process

10.1. Following the Closing Time, the City will only notify those Proponents who are selected as being pre-qualified and may be invited to submit their proposal under an RFP process if required.

10.2. Any change in the structure or formation of a short-listed Proponent is prohibited.

- 10.3. The City may unilaterally take the following actions, and shall not be liable for any such actions:
- 10.3.1. amend the scope and description of the products and services to be procured under any RFP process as described in this EOI, and the qualifications that may be required to meet those requirements. In such event, proposals may be invited from those Proponents who meet the resulting amended requirements;
 - 10.3.2. reject or accept any or all Applications;
 - 10.3.3. cancel the EOI process at any time and reject all Proposals; or
 - 10.3.4. cancel the EOI process and recommence in respect of the same RFP with the same or an amended set of documents, information and requirements.
- 10.4. The Proponent acknowledges and agrees that any EOI is in no way whatsoever, an offer to enter into an agreement and submission of an Application by any Proponent does not in any way whatsoever create a binding agreement. The Proponent acknowledges that the City has no contractual obligations whatsoever arising out of the EOI process.
- 10.5. The Proponent acknowledges and agrees that the pre qualification of a Consultant pursuant to this EOI is only a preliminary step in the City's procurement process. Each successful Proponent will be evaluated further under any subsequent RFP (if required) evaluation process.

11. Information Disclaimer

- 11.1. The City and its directors, officers, employees, agents consultants and advisors are not liable or responsible for any verbal or written information, or any advice, or any errors or omissions, which may be contained in this EOI or otherwise provided to the Consultant pursuant to these EOI.
- 11.2. The Proponent shall conduct its own independent investigations and interpretations and shall not rely on the City with respect to information, advice, or documentation provided by the City. The information contained in this EOI is provisional and will be superseded by the RFP and other agreement documents.
- 11.3. The City makes no representation, warranty, or undertaking of with respect to this EOI and the City and its directors, officers, employees, agents, consultants and advisors, shall not be liable or responsible for the accuracy or completeness of the information in this EOI or any other written or oral information made available to any interested

person or its advisors, and any liability however arising, is expressly disclaimed by the City.

12. Scope of Work

- 12.1. The scope of the work includes the provision of the Software, customization, implementation, integration and ongoing maintenance and support of the Software.
- 12.2. The Software shall integrate to the City's automated fuel system Coencorp, and transfer data to the City's financial systems Peoplesoft Financials 9.0, Peoplesoft HCM 8.9 and the City's asset management system, Hansen 7.7. Conversion of the current data shall be performed by the software supplier.
- 12.3. The Software shall be capable of storing, managing, and providing management reports on all information pertaining to maintenance and equipment assets. The Software shall provide the City with tools to assist management and personnel staff in maintaining and managing fleet assets as efficiently and cost effectively as possible.
- 12.4. The Software shall:
 - 12.4.1. Track equipment (record year, make, model, warranty, VIN numbers, GWV, vehicle components, parts specification, etc.)
 - 12.4.2. Track mileage/usage of equipment
 - 12.4.3. Track and produce maintenance work done on equipment, including third party repairs
 - 12.4.4. Track preventative maintenance schedule and effectiveness
 - 12.4.5. Track and estimated replacement cost and produce replacement schedule
 - 12.4.6. Track history, fuel costs, accidents, meter readings, insurance including registration number
 - 12.4.7. Provide financial information
 - 12.4.8. Manage/track loss and profit making equipment
 - 12.4.9. Manage charge out rates, monthly and hourly rates
 - 12.4.10. Manage/ track fuel transfers
 - 12.4.11. Provide Work Order Management
 - 12.4.12. Service component that advises departments of work completed.
 - 12.4.13. Scheduling of staff, tracking training, certifications, expirations and skill sets.
 - 12.4.14. Provide real time information on repairs undertaken
 - 12.4.15. Support multiple users including individual technician workstations

Appendix A - Technology Definition Document

The basic infrastructure of the City comprises the following:

- Ethernet - Over various media, including fibre and UTP
- TCP/IP – Version 4 only. Other network protocols such as IPX/SPX or NetBEUI are not supported
- Directory Services - MS Active Directory is the only supported directory service
- RADIUS services will be available from Active Directory (internal access) or RSA (external access)
- E-mail – externally, SMTP only supported; internally, MAPI and SMTP are supported. MS-Exchange 2003 is the current platform, Exchange 2007 is currently being implemented.
- HTML Services - Only the following platforms are supported:
 - Microsoft IIS 5.0 or 6.0 HTTP servers
 - Microsoft Internet Explorer 6.0, 7.0, 8.0 browsers (all 3 mandatory for all new applications)
- Databases - The following SQL platforms are supported:
 - Oracle – version 9.2.0
 - Oracle – version 10.2.0
 - Oracle – version 11.1.0
 - SQL Server version 2000
 - SQL Server version 2005
 - SQL Server version 2008
 - NOTE that no MS-Access applications will be installed where more than one user might require access to the application. All databases should use either SQL Server or Oracle.
- Geographic Information System - The following ESRI products are supported:
 - ArcGIS - version 9.3.1
 - ArcView - version 9.3.1
 - ArcInfo - version 9.3.1
 - ArcSDE - version 9.3.1
 - ArcIMS - version 9.0, 9.3.1
- Client Computer Hardware - Only HP/Compaq Evo workstations are introduced to the network
- Client Computer Operating Systems - The following Operating Systems are supported
 - Windows 2000 (no new systems or applications will be deployed with Windows NT)
 - Windows XP
 - Windows Vista (mandatory for all new applications)
- Client Computer Office Applications
 - MS Office version 2000 is supported
 - MS Office 2007 (mandatory for all new applications)

- MS Office is integrated to Hummingbird DM via the ODMA API. This integration is mandatory for all client systems.
- All applications installed must be *Certified for Windows Vista*
- All applications must run on Windows Vista **without** requiring the end-user to hold administrative credentials on the computer.
- VMWare virtual systems. All Intel client applications must be supported in a Virtual Machine environment.
- Server Computer Hardware - Only the following systems are supported:
 - Dell PowerEdge
 - Hewlett-Packard Series 9000 PA-RISC (HPUX) (database server only)
 - Hewlett-Packard Itanium (HPUX) (database server only)
 - Sun SPARC (database servers only)
 - Sun x86
 - VMWare virtual systems. All Intel server applications must be supported in a Virtual Machine environment, with the exception of servers that have specialised physical add-in cards.
- Server Computer Operating Systems - The following Operating Systems are supported
 - Windows 2008 R2
 - Windows 2008
 - Windows 2003 R2
 - Windows 2003
 - Windows 2000
 - Hewlett-Packard HPUX - version 11.0, 11.11, 11.23 (no new systems will be deployed with HPUX)
 - Sun Solaris - version 7,8 (no new systems or applications will be deployed with Solaris 7 or 8)
 - Sun Solaris - version 10
 - Suse Enterprise Linux – version 9 (no new systems will be deployed with Suse Linux)
 - Oracle Enterprise Linux – version 4 and 5 (database servers)
- Security:
 - All access to the City's network is through a firewall.
 - Only the most commonly used ports (80, 8080) will be kept open on the firewall for general outbound access
 - Incoming access is permitted to a DMZ server only
 - All Windows servers are rebooted weekly (early Tuesday morning) for the application of security patches
 - All Unix and Linux servers are rebooted weekly (early Monday morning)
 - Remote access to the City's network is only acceptable through City-specified VPN client (NetScreen-Remote) using RSA authentication tokens and IPSec encryption, **to the City's terminal server only**. Access to specific servers is accomplished using DSView (KVM over IP) to the terminal server session.

- Modem access to the City's network will not be permitted
- Applications
 - No server applications are to be started from the console, server applications must run as services which run automatically at system boot time
 - Applications must support Canadian or ISO date formats (DD-MM-YYYY or YYYY-MM-DD)
 - Windows applications must support Microsoft Terminal Server deployment
 - Applications requiring hardware authorization devices (“dongles”) will not be accepted in any circumstance. FlexLM is an accepted tool for license management.