MARCIA A. LECLERC
MAYOR

TOWN OF EAST HARTFORD
740 Main Street
East Hartford, Connecticut 06108

(860) 291-7270
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PURCHASING DEPARTMENT

WWW.EASTHARTFORDCT.GOV

TOWN OF EAST HARTFORD, CT
INVITATION TO BID

BID #15-14
RE: R.F.P. – Fleet Management Software

Proposals will be received at the Office of the Purchasing Agent, Town Hall,
740 Main Street, East Hartford, Connecticut, 06108 until Tuesday, January 13, 2015
at 11 a.m. at which time they will be publicly opened and recorded.

Information and Specifications are available at the above office or on the Town of
East Hartford bid's website at **http://www.easthartfordct.gov/bids**

The right is reserved to reject any or all bids when such action is deemed to be in the
best interest of the Town of East Hartford, Connecticut

Michelle A. Enman
Purchasing Agent
(860) 291-7271

TOWN OF EAST HARTFORD, CT.

STANDARD INSTRUCTIONS FOR PROPOSAL

1. Sealed proposals will be received by the Purchasing Agent until the date and time specified on the title sheet. Proposals received later than the date and time specified will not be considered and will be returned unopened. **Proposals will not be accepted via fax or e-mail.**

2. All proposals will be opened and recorded and are subject to public inspection. Firms may be present or be represented at all openings.

3. Municipalities are exempt from any sales, excise or federal taxes. Fees must be exclusive of taxes and will be so construed.

4. The Town of East Hartford reserves the right to reject any or all proposals or any part of any or all proposals and to waive any informality when such action is in the best interest of the town and also reserves the right to extend an awarded proposal by mutual consent and negotiate any terms, conditions and prices if it is in the best interest of the town.

5. Firms should familiarize themselves with the items and/or conditions set forth in the Request for Proposal specifications. Failure to be informed will not be accepted as an excuse from fulfillment of the requirements.

6. In case of an error in the extension or addition of prices, the unit price will govern. The Town will not be subject to any price increases after an award if not part of the original proposal terms.

7. For professional services - a selected town committee will evaluate all responses and make a recommendation to the Mayor. **If deemed necessary** by the committee, an interview may be required as part of the selection process.

8. **Please include a corporate resolution with your submittal. Sample formats for Corporations and Professional Corporations, Limited Liability Company and Partnerships (including Limited Partnership and Limited Liability Partnership) are attached in this packet.**

INSURANCE REQUIREMENTS

A CERTIFICATE OF INSURANCE WILL ONLY BE REQUIRED OF THE AWARDED BIDDER

INSURANCE INDEMNIFICATION CLAUSE

The Town of East Hartford, CT is to be named as an *"**additional insured**"* and an additional insured policy endorsement must be submitted with the certificate of insurance and the nature of the project is to be stated on the certificate.

INDEMNIFICATION

AGENCY agrees to indemnify and hold the Town of East Hartford, CT harmless against and from any and all claims by or on behalf of any person arising from or in connection with:

A: Any act, error, omission, negligence or fault of **AGENCY** or any of its agents, servants, employees and sub-contractors.

B: Any accident, injury or damage whatsoever caused to any person occurring during the performance of this contract.

Further, the **AGENCY** agrees to indemnify and hold harmless the Town of East Hartford, CT against and from all reasonable costs, counsel fees, expenses and liabilities incurred in or with respect to any such claim and any action or proceeding brought thereon; and in any case any action or proceeding shall be brought against the contractor by reason of any such claim, contractor upon notice from the Town of East Hartford, CT agrees to resist and defend such action proceeding, unless **AGENCY** causes the same to be discharged and satisfied.

A. GENERAL REQUIREMENTS

The **AGENCY** shall be responsible for maintaining insurance coverage in force for the life of this contract of the kinds and adequate amounts to secure all of the **AGENCY** obligations under this contract with an insurance company(ies) with an AM Best Rating of A-VII or better licensed to write such insurance in the State of Connecticut and acceptable to the Town of East Hartford, CT

The insurer shall provide the Town of East Hartford, CT with **Certificates of Insurance signed by an authorized representative of the insurance AGENCY(ies)** prior to the performance of this contract describing the coverage and providing that the insurer shall give the Town of East Hartford, CT written notice at lease thirty (30) days in advance of any termination, expiration, or any and all changes in coverage. Such insurance or renewals or replacements thereof shall remain in force during the **AGENCY** responsibility under this contracts.

The **AGENCY** at the **AGENCY'S** own cost and expense, shall procure and maintain all insurance required and shall name the Town of East Hartford, CT as Additional Insured on all contracts, except Workers' Compensation and Professional Errors & Omissions coverage's.

B. SPECIFIC REQUIREMENTS:

   1) Workers' Compensation Insurance

   The **AGENCY** shall provide Statutory Workers' Compensation Insurance, including Employer's Liability with Limits of:

   $100,000 Each Accident
   $500,000 Disease, Policy Limit
   $100,000 Disease, Each Employee

   2) Commercial General Liability Insurance

   The **AGENCY** shall carry Commercial General Liability Insurance (Insurance Services Officer Incorporated Form CG-0001 or equivalent). As per occurrence limit $1,000,000 is required. The Aggregate Limit will be not less than $2,000,000. Any deviations from the standard unendorsed form will be noted on the Certificate of Insurance.

   3) Business Automobile Liability Insurance

   The **AGENCY** shall carry Business Automobile Liability Insurance (Insurance Services Office Incorporated Form CA-00001 or equivalent). A per occurrence limit of $1,000,000 is required. "Auto Auto" (symbol 1 or equivalent) is required. Any deviations from the standard unendorsed form will be noted on the Certificate of Insurance.

C. **OTHERS: PROFESSIONAL SERVICES – ARCHITECTS, ENGINEERS, ET AL.**

   The **AGENCY** shall carry Errors & Omissions coverage in the amount $1,000,000 per occurrence for all **professional services contracts only.** If the insurance coverage is written on a claims made basis, an extended reporting period of at least 3 years after substantial completion of the project is required.

   The Town reserves the right to amend amounts of coverage required and type of coverage provided based on work or service to be performed.

D. SUBCONTRACTOR'S REQUIREMENTS:

   The **AGENCY** shall require its subcontractors and independent contractors to carry the coverages set forth in section B and C above and will obtain appropriate Certificates of Insurance before the subcontractors and independent contractors are permitted to begin work.

   The **AGENCY** shall require that the Town of East Hartford, CT be named as Additional Insured on all subcontractors and independent contractors insurance before permitted to begin work.
   The **AGENCY** and all subcontractors and independent contractors and their insurers shall waive all rights of subrogation against the Town of East Hartford, CT, and its officers, agents, servants and employees for losses arising from work performed by each on this contract.

RESOLUTION FOR CORPORATIONS AND PROFESSIONAL CORPORATIONS
(required)

(TO BE TYPED ON CORPORATION LETTERHEAD PAPER)

I_____, Secretary of_____
   (Name of Corporation's Secretary)   (Legal name of Corporation)
a Corporation duly organized and operating under the laws of _____and
                                       (State)
Qualified and authorized to do business in the State of Connecticut,   DO
HEREBY CERTIFY that the following is a true, correct and accurate copy of a
Resolution duly adopted at a meeting of the Board of Directors of such
Corporation, duly convened and held on_____, at which meeting
a duly constituted quorum of the Board of Directors was present and voted in
favor of such Resolution. I further CERTIFY that such Resolution has not been
modified, rescinded or revoked since the date on which it was enacted, and it is
at present in full force and effect:
    RESOLVED: That the following Officers of this Corporation, or any one
them:_____

_____

_____,
                (Name and title of Officer or Officers)
is empowered to execute and deliver in the name and on behalf of this
Corporation contracts, bids and other documents to the Town of East Hartford, State of
Connecticut, and are further authorized to affix the Corporate Seal to such documents and to
bind the Corporation to such contracts, bids and other documents.
    IN WITNESS WHEREFORE, the undersigned has affixed his/her signature and the
Corporate Seal of the Corporation, this _____day of _____.

(Affix Corporate Seal Below)

                          _____
                          (Typed name of Corporation's Secretary)

                          _____
                          SIGNATURE OF SECRETARY

<center>Resolution for Limited Liability Company (required)
(TO BE TYPED ON LIMITED LIABILITY COMPANY LETTERHEAD PAPER)</center>

The undersigned, all of the members [or, if applicable, the managing member] of
_____

<center>(legal name of LLC)</center>

A Limited Liability Company duly organized and operating under the laws of
_____and

<center>(State)</center>

qualified and authorized to do business in the State of Connecticut,   DO

HEREBY CERTIFY that the following is a true, correct and accurate copy of a
Resolution duly adopted at a meeting of the Members of such Limited Liability
Company, duly convened and held on_____, at which meeting
a duly constituted quorum of the voting Members was present and voted in
favor of such Resolution. We further CERTIFY that such Resolution has not been
modified, rescinded or revoked since the date on which it was enacted, and it is
at present in full force and effect:

   RESOLVED: That the following Members of this Limited Liability Company, or any
one
them:_____
_____,

<center>(Name and title of Members)</center>

is empowered to execute and deliver in the name and on behalf of this
Limited Liability Company, contracts bids and other documents to the Town of East
Hartford, State of Connecticut, and are further authorized to seal to such documents and to
bind the Limited Liability Company to such contracts, bids and other documents.

   IN WITNESS WHEREFORE, the undersigned have executed this resolution, this
_____day of _____.

   _____

   _____

   _____

Have all necessary parties sign and indicate their name and title, such as member, managing
member etc..

Resolution for Partnership (including Limited Partnership and Limited Liability Partnership)
(required)

(TO BE TYPED ON PARTNERSHIP LETTERHEAD PAPER)

The undersigned, all of the partners (or, if a Limited Partnership, all of the general partners, or if a   Limited Liability Partnership, all of the partners)   of _____, a partnership (or, if applicable, a Limited Partnership or Limited Liability Partnership) duly organized and operating under the laws of _____and qualified and authorized to do business in the State of Connecticut,   DO HEREBY CERTIFY that the following is a true, correct and accurate copy of a Resolution duly adopted at a meeting of the voting partners of such partnership duly convened and held on_____, at which meeting a duly constituted quorum of the voting partners was present and voted in favor of such Resolution. We further CERTIFY that such Resolution has not been
modified, rescinded or revoked since the date on which it was enacted, and it is at present in full force and effect:

RESOLVED: That the following partners, or any one of them:_____ _____,
(Name and title of Partners)
is empowered to execute and deliver in the name and on behalf of this partnership, contracts, bids and other documents to the Town of East Hartford, State of Connecticut, and are further authorized to seal to such documents and to bind the partnership to such contracts, bids and other documents.

IN WITNESS WHEREFORE, the undersigned have signed this resolution on, this _____day of _____.
   (day)   (month and year)

_____

_____

_____

Have all necessary partners sign and indicate their name and title, such as partner, general partner, etc.

REQUEST FOR PROPOSAL

FLEET MANAGEMENT SOFTWARE

December 2014

General Information

The Town of East Hartford Fleet Garage maintains the following inventory:

1. 240 light duty vehicles
2. 70 medium duty vehicles
3. 20 heavy duty vehicles
4. 10 small utility vehicles
5. 55 pieces of off-road heavy equipment
6. 50 pieces of various small equipment and trailers

The working environment consists of the Fleet Services Garage with four bays and areas dedicated to specialized work, such as welding. This garage services all town departments with the exception of the Fire Department. The Fire Department Garage is a separate facility where all of the fire apparatus is maintained.

Located at the Fleet Services Garage are the Fleet Services Manager, the Special Projects Manager, the Parts Clerk and five Mechanics. Currently the mechanics fill out paper work orders which are then entered into RTA fleet management software by the parts clerk. The Special Projects Manager handles purchase orders, invoices and scheduling service with outside vendors. The Fleet Manager schedules and supervises the work. A fleet manager for the Police Department is located at the Public Safety Complex and is responsible for scheduling the preventative maintenance of the vehicles with the Fleet Services Garage and does not use fleet management software.

The Town of East Hartford Fire Department Garage maintains the following inventory:

1. 25 light duty vehicles
2. 10 medium duty vehicles
3. 20 heavy duty vehicles
4. 2 Boats
5. 10 pieces of various small equipment and trailers

Two mechanics staff the Fire Department Garage, with which there is no overlap in workflow or staffing. The Fire Department utilizes RTA software with a separate facility configuration to manage their fleet independent of the Fleet Services operation.

The Town of East Hartford maintains two fueling stations; one at the Public Works Yard and one at the Public Safety Complex. The fueling station at the Public Works Yard is connected to a Veeder Root system for monitoring the tanks for fuel levels and leakage and to a Fuelmaster fuel management system. A new above ground concrete fuel tank will be installed at the Public Safety Complex by the end of the summer. The tank is split for unleaded and diesel fuel and is also connected to Veeder Root and Fuelmaster systems. These systems are managed from the Fleet Manager's office in the Fleet Services Garage. At present, the data from the Fuelmaster system must be manually transferred into the fleet management software. Departments within the town are billed internally on a monthly basis for fuel usage.

Existing Computer Environment

There is Wide Area Network (WAN) between all locations. The minimum speed interconnecting the locations except the fire garage is 1Gbs, the Fire Garage is connected at 10mbps. The Local Area Network (LAN) is 10/100/1000Mbs. There is not a dedicated network for Fleet.

At the Fleet Garage there are three PC's. All three have at least windows XP Pro and 512MB or RAM, two of the PCs have P4 2.8Ghz processors and one has a P4 2.4 Ghz processor.

At the Fire Department there are two PC's with at least dual core Pentium processor and no less than 1gb of RAM.

Microsoft SQL is preferred, running on SQL 2012.

Organizational Layout for Fleet Information System

The Fleet Services Manager and the Special Projects Manager have desktop PCs in their offices and the Parts Clerk has a desktop computer in the parts room.

The server room that will house the software is located at Town Hall, approximately one mile from the Fleet Services Garage. Approximately 2.5 miles from the Town Hall is the Public Safety Complex where the police fleet manager is located. The Fire Department Garage is located about 4 miles away at a Firehouse on Brewer Street. Fire Department staff members need access to the system equal to the Fleet Services Manager. However, this need is isolated to equipment assigned to the Fire Department. The proposed system needs to be able to segregate data so the Fire Department staff will not be burdened with information for the Fleet Services Garage and vice versa.

Project Scope

The purpose of this Request for Proposal (RFP) is to secure bids to provide the Town of East Hartford with tools to assist management and staff in maintaining and managing assets as efficiently and cost effectively as possible. Through improved information management and process examination, the organization will improve customer service, repairs and maintenance services, and increase staff efficiency and productivity. Complete, real time, easily accessible data will enhance staff and management ability to maximize availability, usage, and cost effectiveness of resources.

The Town of East Hartford is accepting proposals for the purchase of software for a fleet management information system capable of storing, managing, and providing management reports on all information pertaining to vehicular and maintenance equipment assets. Vendor must provide the ability to receive data from Fuelmaster and provide a database for management of all assets. These exchanges must be in electronic form. Vendor must perform conversion of present data.

Vendor Questionnaire

Please provide the following information about your company, experience and services. Respond to each item and provide supporting documentation and/or exhibits as requested or desired.

1. Company Name Address
   Telephone Number Fax Number
   E-mail Address
   Name of Single Point of Contact
   Name of Person with binding authority to enter into contracts

2. Describe your company's purpose, mission and values and explain how they will support the relationship with the Town of East Hartford's fleet management objectives.

3. Provide a history of your company and the proposed software.

4. Describe the professional staff available for development, training, implementation, and support services. Include their qualifications and experience.

5. Describe special staffing resources available in the areas of overall fleet management, equipment maintenance, and other management tasks.

6. Describe general characteristics that differentiate your company from others in the industry. Include any special advantages your services and system provides. Describe how they support decision-making, streamlining tasks, and error reduction to support more productive fleet personnel.

7. Describe your installed base of customers and provide a complete customer list.

8. Provide a list of five (5) sites similar to the Town of East Hartford where software and services are currently utilized, with preference to those in relatively close proximity to our location. Include contact information.

General Characteristics of Product and Services

1. Describe the proposed system architecture and the language in which it is written to include installation deployment options.

2. Describe the fundamental design of the software application to include the database structure, connectivity and the method of data entry/user interface.

3. Describe your implementation services, with particular emphasis on planning, conversion and process change management. Provide a sample incremental plan including an on-site pre-installation agenda.

4. Identify issues and challenges the Town of East Hartford should anticipate in this software implementation and indicate how they are resolved using your system and services.

5. Describe the types of documentation your company provides with the system. Describe any forms and how they are updated and distributed. Specify which documentation and updates are included as part of support services.

6. Describe any available technical support services and each associated cost. If there are different levels of support services, please describe each level and list the services included. At a minimum support should include:
    a. Annual on-site visit and system review
    b. Internet technical assistance
    c. 800 line services (list hours)
    d. Remote diagnostics
    e. Training opportunities (at installation; periodic local; regional; national)
    f. User groups
    g. Annual user conferences
    h. Email
    i. FAX
    j. Upgrades
    k. Enhancements
    l. Documentation and manuals
    m. Instructional CD's

7. Provide a complete and detailed process customers would follow in the following situations:
    a. Reporting a problem with the software.
    b. Obtaining instruction/clarification on a specific system feature.
    c. Requesting customized reports or services.
    d. Obtaining professional fleet advice due to changes in the structure or political setting.
    e. Obtaining technical assistance in making changes in the system coding to achieve a specific objective.
    f. Requesting and arranging an increase/decrease in the number of workstations.
    g. Requesting additional instruction or on site services. Timeliness is of the essence for follow-up and a solution from the vendor.

8. Describe System Administration, to include setup and maintenance, reports administration, and disaster recovery and backup.

Specifications Checklist

Please respond fully to each item. Omissions and/or incomplete answers will be deemed non-responsive.

Please respond to each specification as indicated below

Y   Yes – the system currently meets this requirement and is included with the standard program at no additional
           cost.
AO   Add On – yes, the system currently meets this requirement with an add-on module that is fully integrated.
           Provide a description and cost in the comments section.
UD   Under Development – provide a description, anticipated release date, and projected cost if possible.
M   Modification necessary to meet this specification or the system provides this functionality in a different way.
           Provide a description and any additional costs in the comments section.
C   Customized Services – this can be accomplished through customized services.
           Please provide a not-to-exceed cost.
N   No – system does not meet and has no plans to meet this requirement.

Each specification is listed as:

M   Mandatory - this specification must be met.   Any exceptions must be included on the exception list.
D   Desirable - this specification is an optional or desired feature.

The responses to each specification will be assigned a point value by the evaluation committee from 0 – 5 as described
below:

5   Significantly exceeds the expectations in the rated area.
4   Exceeds many of the expectations in the rated area.
3   Meets all the expectations in the rated area.
2   Minimally meets all the expectations in the rated area.
1   Meets some but not all expectations in the rated area.
0   Does not meet expectations, is omitted, is incomplete, and/or has insufficient information in the rated area.

From the written material presented, the specifications will be assigned point scores based upon bidder's ability to address and meet the desired feature or defined task. By multiplying the points awarded by a predetermined weight factor for each criterion the total points will be calculated.

Section A. – General Requirements

	Specifications	M/D	Response	Comments
The system should:				
1.	Use codes stored in data tables that can be accessed, viewed, printed and modified by users with appropriate levels of permission.	M		
2.	Utilize VMRS repair codes and APWA equipment class codes	M		
3.	Provide definable security to control data access at each online screen and database table by user account.	M		
4.	Be designed in a client/server architecture with web based and/or mobile front ends available for technician use.	M		
5.	Support multiple deployments. Describe deployment options and provide a detailed list of additional software and hardware necessary to support each option.	M		
7.	A Microsoft SQL database is the Town's standard database and is the preferred database.	M		
8.	Be capable of interfacing with other applications such as automated fuel vending and Munis financial system (fixed asset export only). The requirements for import/ export functions are outlined in a separate section.	M		
9.	Operate Windows xp/7 32 and 64 bit environment	M		
10.	Be tailored for use by a public fleet.	M		
11.	Use real-time processing where all files affected by a transaction are updated at the time of the actual transaction without the need for batch processing.	M		
12.	Be an off-the-shelf package with user definable configuration allowing flexibility to match site- specific processes.	M		
13.	Provide a graphics program as part of the standard software package.	M		
14.	Employ a standard graphical user interface (GUI) based on industry standard screen design techniques and principles.	M		

15.	Have a documented track record of providing at least one major system enhancement release every 2 years.	M		
16.	Include executable run time reports providing quick and easy access to comprehensive fleet and system data.	M		
17.	Include updated documentation and necessary scripts for any database structure changes..	M		
18.	Support an industry standard report writing/data retrieval tool. Please provide recommended third party product. Provide data dictionary for customization of queries.	D		
19.	Be work order based and capable of printing detailed copies of all work.	D		
20.	Provide easy navigation within the application using standard windows functionality that allows multiple applets to display simultaneously.	M		
21.	Provide drop down lists for all codes displaying both the code and description.	M		
22.	Provide "real time" work in progress screens that display work order statuses, assigned tasks, location of work and assigned labor.	M		
23.	Provide date fields selectable from a dropdown calendar	M		
24.	Includes a "Help" button within the application	D		

Section B. – Equipment/Asset Management

Specifications		M/D	Response	Comments
The system should:				
1.	Maintain all pertinent data on each piece of equipment including but not limited to the following fields: Equipment Number [5A/N] unique number which identifies equipment Year [4N] Make [15 A/N] Model [15 A/N] VIN/Serial Number [20 A/N] unique number License [10 A/N] unique number for license plate Class [3 A/N] Department [2 A/N] Color [15 A/N] 2 Location Codes (Parking slot and Site location)	M		
2.	Display on the equipment screen all parts issued and the last date issued for each piece of equipment.	M		
3.	Provide unlimited user defined asset/equipment usage codes.	D		
4.	Provide the ability to assign an employee/driver to an asset.	D		
5.	Provide the ability to attach components expandable to multiple levels to an asset while maintaining a full asset record, warranties and PM schedules for each.	D		
6.	Provide unlimited notes capability for an asset record.	M		
9.	Have the ability to change an asset number and maintain all relevant data with the record.	M		
10.	Track up to three different fuel types for one asset record.	M		

11.	Provide the following fields for the capture of acquisition and disposal information for each asset record: Acquire Date [2/2/4 N] ex. 02/21/2000 Acquire Cost [14 0r 11.2 N]	M		
12.	Track multiple meter types and provide the ability to capture the following meter readings. Actual Meter Reading [7 N] Meter Reading at Acquisition [7 N] Begin Fiscal Year Meter [7 N] Life Expectancy by M/H [7 N]	D		
13.	Provide the ability to replace a meter and maintain both actual and life-to-date meter reading.	D		
14.	Support the ability to bill each asset by multiple cost categories in user defined combinations of labor, sublets, mileage, billing period charges, fuel, and replacement recovery.			
15.	Track unlimited warranties for each asset by expiration date, cost, vendor, and any deductible or cost for the warranty.	M		
16.	Provide unlimited user defined codes that can be assigned by asset or by groups of assets.	M		
17.	Track changes in departmental ownership.	M		
18.	Store billing period charges for historical review, reproduction and reports.	M		
19.	Track unlimited Preventative Maintenance (PM) cycles for each piece of equipment in any combination by time, meters, fuel consumption, a set monthly date, or a set annual date.	M		
20.	Automatically update the next PM due when each job has been completed.			
21.	Allow users to define the update process for calculation of next PM due using the actual transaction date and current meter or previous date and meter.			
22.	Provide ability to establish a hierarchy for PM services and define the highest level for the grouping.			
23.	Easily create a shop schedule for a list of PM's due.			
24.	Allow the user to define what working days will be included on the schedule.			
25.	Provide the ability to define the total number and type of PM services included on the schedule.			
26.	Provide the ability to create a PM services repair record from the PM due listing.			

27.	Provide auto email PM Due capability.			
28.	Provide for tracking state inspections, annual renewals, and any other site-specific inspections.	M		
29.	Provide an online vehicle replacement program that displays vehicle replacement information calculated and captured from other locations in the system and provides reporting capability. Includes the following: **Date:** date that the equipment was put in service. **Cost:** amount of money paid to acquire the equipment. **Maint $ LTD:** the maintenance dollars spent to date. **Inflation Rate:** estimated inflation rate for the equipment. **Salvage Rate:** the expected percentage of the cost that the user will get at the time the unit is sold or salvaged. This dollar amount is subtracted from the total cost of replacement. **Fund:** budgetary funding code for replacement of equipment. **Major Grouping:** administrative level group funding code. **Expected Life in Meters:** shows the expected life from all valid meters attached to the equipment. **Expected Life in Months:** the expected time, in months, that the equipment should last before replacement is necessary. **Condition Factor:** subjective administrative level input toward equipment replacement program.	M		
30.	Automatically add to the acquisition cost any capitalization maintenance. These costs should be tracked separately from maintenance and repair costs and recalculate when capital repairs are added.	D		

31.	Provide for online display of historical information for each piece of equipment including: Monthly or yearly totals by fiscal year or calendar year for: Fuel costs and quantity Meter type and cost/meter Parts Labor Sublet Credit Accident All parts issued to the equipment	M		

32.	Display the following history fields by month or year: **Total Maintenance and Repair:** the total maintenance and repair dollars spent on this equipment. **Maintenance:** the dollars spent on parts, labor and sublet costs for PM's. **Repair:** dollars spent on parts, labor and sublet costs for all other repairs (non-PM's and non-accident repairs). **Accident:** dollars spent on parts, labor and sublet costs for accident repairs. **Capital:** dollars spent on parts, labor and sublet costs for capital repairs. Miscellaneous Costs: dollars spent for work order miscellaneous costs such as shop supplies, environmental fees, etc. **Fuel Cost:** costs associated with fuel. **Fuel Qty:** quantity of fuel used for the month or year. **Meter:** type of meter. **Cost/Meter:** costs attributed to this meter [(Maintenance + Repair)/Meter reading]. Meter/Gallon: costs of meter per gallon (Meter Reading/Fuel Qty.) **Parts:** total dollars spent on parts for this equipment for selected period (not PM or accident part costs). **Labor:** total dollars spent on labor for selected period. **Sublet:** total dollars spent on sublet costs for this piece of equipment for selected period. **Credit:** total number of credit dollars given on this piece of equipment. **Accident:** total dollars from accidents. **Other Fluid:** amount of other fluids used in this equipment for the selected period.	M		
33.	Provide the ability to recuperate the costs of special tools and training needed for equipment through the use of an equipment-specific labor rate that is automatically used when maintenance is performed.	D		
34.	Provide unlimited user defined fields for each piece of equipment that are stored in a database table and provide four (4) additional fields for description and reference. (i.e. operator ID, accident xref for responsible party, etc.).	D		

	Specification	M/D	Response	Comments
35.	Link equipment warranties to repair codes for tracking warranty cost information.	D		
36.	Track equipment warranties from the initial claims to reimbursements received.	D		
37.	Provide direct access to unlimited stored images associated with the piece of equipment.	D		
38.	Ability to add multiple equipment records from a template including standard fields, PM Schedules & Warranty Schedules.	M		

Section C.—Parts Inventory and Processing:

	Specification	M/D	Response	Comments
	The system should:			
1.	Maintain all pertinent data on each part in inventory including: **Part Number** [27A/N] unique to one part. **Part Description** [40 A/N] **In Stock Quantity** **Item Cost** **Part Category** or classification **Part Type** or distinct usage **Part Status** **% Mark Up** for the individual part Location **Alternate Location Vendor** **Cross Reference Part(s)** **Stock Quantities** for max, low and safe. **Max Issue:** maximum quantity that can be issued to a work order at one time. **Part Class Code Order** **Lead Time** **Unit of Issue** **Unit of Order** **Multiplier:** a number used to multiply by the unit of order to equal the unit of issue.	M		
2.	Have the ability to reuse an equipment number without losing historical data on that piece of equipment.	M		
3.	Provide full audit tracking capabilities including the following adjustments by operator ID, date/time to: • unit cost • count • return to inventory	M		

	• return to vendor • deleted orders • deleted receipts ❶ transfers from one storeroom to another			
4.	Track purchases by: Vendor PO Number Order Number Vendor Invoice Date Orderer Receiver Work Order Number	M		
5.	Provide the capability to add notes to a part record.	M		
6.	Provide the capability to order, receive and issue a part on a work order from a single screen.	D		
7.	Have the capability to conduct online searches for purchases by: Invoice Number Order Number Part Number & Storeroom Part Number Purchase Order Vendor Work Order Number Part is For Work Order Shop the Part has been ordered for Technician Issued to	M		
8.	Provide the ability to search for: All back orders Orders not received All orders received	M		
9.	Track multiple part storerooms and carry a separate inventory in each storeroom for the same part numbers.	M		

10.	Have online search capabilities for part records for the following: **Alternative Part Number:** An equivalent/alternative part number. **Industry Part Class Code:** STD **Classification Part Category:** Code, which defines the manner in which parts are grouped. **Part Catalog Number Description** **Location** **Manufacturer's Number:** The number given to each part by the manufacturer. **Material Safety Data Sheet #** **Part Number** **Part Usage Code** **Four (4) Site defined reference fields for parts** **Part Status:** Status of the part, i.e. active, closed. **Storeroom** **Vendor** **Part Warranty Type**	M		
11.	Provide an online screen display with the following information when searching for part numbers: Part Number Storeroom Description Location In-Stock Quantity Unit Cost Reorder, Safety and High Limits This should include the ability to go to the part record by selecting a part from the list.	M		
12.	Have the ability to print the online search display for part numbers in a user defined sort order.	D		
13.	Have the ability to conduct a wild card search on partial field information: partial description, partial part number, partial manufacturer number, etc.	M		

14.	Include the following information on the part record online, either by month or year: **history of the part usage** (issues, issues returned received, received returned transferred in, transferred out, adjusted up, adjusted down) **End of period quantity costs:** unit, tax, shipping, extended cost by the month or by year.	M		
15.	Differentiate between a stocked and non- stocked part records and offer all part capabilities for both.	M		
16.	Track the issuance of all stocked and non- stocked parts to a specific piece of equipment.	M		
17.	Have the ability to change a part number and have that change be reflected for all historical data.	M		
18.	Have a part number function that merges part records into one number while still retaining historical data.	M		
19.	Have the ability to create an order for all parts at the reorder point with the option to modify it to include or exclude any part.	M		
20.	Provide an option to track warranty and receipt information for non-stocked parts' issues.	M		
21.	Price parts issued to work orders at a moving average.	M		
22.	Generate a surplus parts report tracking lack of activity for user defined periods of time.	M		
23.	Have the ability to print bin labels.	D		
24.	Provide a works list to assist in inventory counts.	M		
25.	Have the ability to list all receipts by vendor for all parts, a category of parts or specific part numbers.	M		

26.	Have the ability to generate a parts reorder list by vendor, category, part number or storeroom.	M		
27.	Provide for ABC classification of parts where classifications, "A" parts are the top 20% of inventory, "B" parts are the next 30%, and "C" parts are the bottom 50% of inventory.	D		
28.	Have the capability to issue and charge parts to an individual or department without having to charge it to a work order. All associated costs must be tracked through the billing report.	M		
29.	Allow for a user-defined reasonableness percentage check on cost per parts received.	M		
30.	Provide an online screen notes function and print capability for all part records.	M		
31.	Have the ability to identify a mark-up percentage by part number.	D		
32.	Track all credits to vendors by PO#, invoice #, date, type, and description.	M		
33.	Automatically recalculate the total on the PO # when a credit is issued by vendor.	M		
34.	Track multiple inventory storerooms and produce an audit trail for transfers among the storerooms.	D		
35.	Provide an EOQ calculation for the current values of the minimum level (reorder point), safety stock and maximum level from the actual order and issue history. Analyze which parts should be included in the EOQ calculation as a result of the EOQ program. Automatically enter the values for minimum, maximum and safety into the parts master record.	D		
36.	Support a cyclical inventory capability where every part is inventoried over a user defined time period through a defined number of cycles.	M		
37.	Have a parts list capability where lists are created, stored and printed for specific repairs on specific equipment number; year, make, model; or class.	D		

	Specification	M/D	Response	Comments
38.	Provide direct access to unlimited stored images associated with each part, i.e., MSDS sheets.			
39.	Provide parts cross referencing capability	M		

Section D Technicians' Workstation:

	Specification	M/D	Response	Comments
The system should:				
1.	Provide the ability to place a workstation on the shop floor so technicians can sign on/off to work orders as they begin and complete each repair.	M		
2.	Provide the ability to add notes to the work order.	M		
3.	Provide the ability to search for specific work orders and work previously performed on a piece of equipment.	M		
4.	Provide searches for specific repairs and/or timeframes on a piece of equipment by: **Alternative Part Number:** an equivalent part number **Industry Part Class Code:** STD Classification. **Part Category:** a code that defines the way parts are grouped. **Part Catalog Number Description** **Location** **Manufacturer's Part Number** **Material Safety Data Sheet #** **Non Stock Parts** **Part Number** **Part Usage Code** **Four (4) site defined reference fields for parts** **Part Status:** active, closed, etc. **Storeroom Part Type** **Vendor** **Part Warranty Type**	D		
5.	Provide the ability to search all assigned repairs by technician or by shop.	M		
6.	Track indirect time without opening a work order.	M		
7.	Be web-based and/or compatible through application with tablet hardware (Android or IOS)	D		

Section E. – Work Order Management:

	Specification	M/D	Response	Comments
	The system should:			
1.	Provide a simple work order add from one screen. Please describe in detail each step of this process.	M		
2.	Provide default information upon adding a work order that displays the following equipment information: Year Make Model VIN/serial number Engine size AC Transmission size Tire size(s) Fuel types GVW Department Equipment class Site Monitor code License number Color Status, Replacement status Replacement date Warranties in effect for the equipment plus any attached component(s) PM schedule for equipment plus any attached component(s) Most recently stored meter reading(s)	M		
3.	Capture PM services, other repairs, sublets and miscellaneous costs/credits on a single work order.	D		
4.	Capture multiple repair codes on a work order (such as the inclusion of a warranty repair on a PM work order) and provide for detailed analysis by repair code.	M		
5.	Isolate all work of a specific type by a defined period and restrict the analysis to any department and/or class of equipment.	D		

6.	Allow determination of cause, repair, work order and vehicle for any defined period on all parts issued.	M		
7.	Record all commercial or sublet repairs to enable analysis by cause and repair code.	M		
8.	Link a repair to an operator/driver/employee so driver abuse and accidents are identified and/or billed back.	M		
9.	Display all active warranties and PM due messages for the equipment and associated component(s) when the work order is opened.	M		
10.	Provide job estimates that can be converted into active work orders.	D		
11.	Print lists of parts and tasks required for any specific repair code.	M		
12.	Provide the capability to view all work orders online in real time by status.	M		
13.	Provide a real time single screen review of the direct/indirect labor activities for all logged on technicians.	M		
14.	Review online all work order detail information for quality control when a work order is closed.	M		
15.	Search for a work order by each (or a combination) of the following: Equipment number Class of vehicle Work order number Technician identification Date Equipment Usage type Repair code Shop Status of the work order	M		
16.	Provide the ability for wild card (partial information) searches.	D		
17.	Provide the ability to add notes and print them separately or with the work order.	D		
18.	Provide the ability to add additionally required repairs to complete the work order.	M		
19.	Alert the user when a repair is covered under a warranty.	D		
20.	Provide the ability to defer repairs and automatically include them on the next opened work order for that piece of equipment.	D		

21.	Provide the ability to assign deferred repairs to a specific technician and/or shop.	D		
22.	Automatically display a technician specific screen listing any deferred repairs upon opening any work order.	D		
23.	Alert technicians upon sign on that assigned repairs are pending.	M		
24.	Require a specific authorization for closing a work order.	M		
25.	Require specific authorization for reopening a closed work order.	M		
26.	Provide an online summary review screen of all costs associated with each work order.	D		
27.	Allow addition of user defined costs to the work Order including description and mark ups.	D		
28.	Allow credits to the work order.	M		
29.	Directly produce from the work order screen existing parts and tasks lists associated with any repair. These lists may be printed or reviewed online.	D		
30.	Require specific authorization to delete a work order, with auditing.	M		

Section F. – Preventive Maintenance:

	Specification	M/D	Response	Comments
The system should:				
1.	Generate a PM/annual/semi-annual inspection due list by department, class, shop, or date.	M		
2.	Support PM frequency by time, miles/hours, fuel consumed, or any combination thereof.	M		
3.	Automatically update when the next PM is due upon completion of the current PM.	M		
4.	Provide for PM scheduling that supports differences in age, usage and manufacturer.	M		
5.	Allow for unlimited PM's and frequency of service for each piece of equipment.	M		
6.	Track unlimited PM's for all components.	D		
7.	Provide an option for hierarchical scheduling of PM's.	M		
8.	Adjust for early/late hierarchically scheduled PM services.	M		
9.	Include all associated components in a PM due report.	M		
10.	Provide the ability for flexible PM scheduling based on shift and shop capacity.	D		
11.	Provide the ability to manage or modify scheduled PM's.	M		
12.	Provide an automatic PM Email Notification Program	M		

Section G. – Equipment Downtime/Availability Tracking:

	Specification	M/D	Response	Comments
The system should:				
1.	Allow creation of a user defined downtime calendar for each piece of equipment. Options should include hours of service and available workdays including or excluding weekends and holidays.	M		
2.	Store user defined downtime.	M		
3.	Track number of hours a work order is opened to calculate downtime for the piece of equipment.	M		
4.	Allow the administrator to define downtime statuses.	D		
5.	Provide ability to stop and re-start downtime.	D		

	Specification	M/D	Response	Comments
6.	Provide downtime analysis of work by total and averages of: Equipment Class of equipment Work order number Department/division	M		
7.	Report user downtime by cause.	D		
8.	Provide an online review of downtime by status.	D		
9.	Provide the ability to track downtime on multiple work orders opened on the same piece of equipment.	M		

Section H. – Fuel Management:

	Specification	M/D	Response	Comments
The system should:				
1.	Have the capability to track all fueling purchased in house or commercially.	M		
2.	Provide the ability to track fuel by an individual or piece of equipment.	M		
3.	Have the ability to view online fuel and operational fluids costs transactions and the accompanying meter reading.	M		
4.	Provide search capabilities for fuel transactions by site, user selected date range or equipment number.	M		
5.	Interface with multiple onsite automated fuel systems or commercial card programs.	M		
6.	Provide the ability to manually enter fuel transactions.	M		
7.	Maintain a perpetual inventory of fuel and other operational fluids.	D		
8.	Track inventory receipts, issuances, stick readings, and allow for moving average fuel charges.	M		
9.	Track multiple alternate fuels.	M		

Section I. – Bar Coding

	Specification	M/D	Response	Comments
The system should:				
1.	Support the use of bar coding.	M		
2.	Print bar code labels including: Part Number Description Storeroom Bin Location Date Part Received	M		

Section J. – Reporting Capabilities:

	Specification	M/D	Response	Comments
The system should:				
1.	Support a standard ad hoc report writer. Please provide the name of the recommended report writer.	M		
2.	Provide standard reports that provide multiple sort and selection criteria along with drill down capabilities. Reports to be included (but not limited to): **Preventive Maintenance Due:** Comprehensive list of all PM's due within a specified date range and variable percentage of meter or fuel consumption. Equipment History Cost & Quantity: Detailed history of equipment costs by month and year, including all costs broken out by accident; maintenance and repair; fuel and other fluid quantities; miles per gallon and cost per mile calculations. **Equipment Usage:** Miles driven within a timeframe by equipment, class, and/or department.	D		
	Average Age for Disposed Equipment: Average age of disposed vehicles by company, department or class.	M		

Section K. – Training:

	Specification	M/D	Response	Comments
The vendor should:				
1.	Provide onsite system training for transitioning to live production with the software. The proposed pricing should include all recommended training with a minimum of 3 days on site.	D		
2.	Provide training for all levels of users from management to shop floor technicians.	M		
3.	Provide a variety of training media or a web based source including manuals, job aids and instructional CD's.	M		
4.	Provide report writer training to the software system database. Include the recommended training in the pricing section.	D		

Section L. – Customer Support:

Specification	M/D	Response	Comments
The vendor should:			
1. Provide support services through an unlimited 800 line from 7:30 am to 6:00 pm EST, Monday through Friday. After hours support staff should be available.	M		
2. Provide remote diagnostic support such as iLinc® and include as part of annual support in the service agreement.	M		
3. Provide an onsite consultative visit each year as part of annual support.	D		

Proposal Pricing

Pricing should include full software documentation, one year of maintenance (both onsite and "800" line) and one year of updates in accordance with specifications.

Item	Description	Cost
Software Cost	Includes Server workstations __fuel interface from following modules: Fuel master	
Project Management	All project management services for full implementation	
Installation of the software	__days onsite, includes all travel and living If self install, please indicate.	
Training	__days onsite, includes all travel and living	
Additional Costs/Services		
Data Conversion	Conversion of data tables found in RTA	
Customized Services		
Report Writer Training	Training for 5 people	
Optional Modules	Please itemize	
Additional costs	Please itemize additional costs for full implementation	

Any costs that are not itemized on this bid sheet but necessary for a full implementation of the software to production will be considered standard and included in the total cost.

Total Maintenance and Support Costs

These costs are for Year 1 upon installation through Year 6.

Year 1	$
Year 2	$
Year 3	$
Year 4	$
Year 5	$
Year 6	$

Support Services and Maintenance Fee Includes:

Important: Update costs should be included in the maintenance costs. If not included, explain in space provided. Please provide an example of actual year-over-year percentage increases for maintenance over the last three fiscal years for your company.

Source Code

Does your company have any special arrangements for customers to have access to the source code if your company becomes insolvent? Please explain and include costs, if applicable.

Training

In accordance with the specifications, a complete Training Plan should be included with your proposal and marked "Training" (see Vendor Questionnaire).

Help Line

If a 24 hour local or 1-800 "Help Line" number is not included in the support services contract, please quote costs.

Remote Diagnostic Capability

To assist in diagnosing software problems or data errors, a remote diagnostic capability should be included in the annual maintenance contract. Please provide service or method for remote diagnostics and any related costs.

Demonstration

The Town of East Hartford reserves the right to request a demonstration of the system quoted.

Prices

Prices quoted shall remain valid for 180 days or proposal award, whichever comes first.

Exceptions

Any exceptions, deviations, substitutions, etc. from the organization's specifications in this proposal must be stated in a separate section. The reason(s) for the exception, deviation, or substitution are an integral part of this proposal.

References
Please provide a list of no less than 5 references, preferably from municipalities or Governmental agencies and ideally in the New England region.