



Solicitation Addendum

Solicitation Number: 13-DOA12622947

Solicitation Description: Motor Fleet Management System

Solicitation Opening Date and Time: **October 21, 2024 @ 2:00PM**

Addendum Number: 1

Addendum Date: 1

Contract Specialist or Purchasing Agent: Meredith Swartz, DOA Purchasing Officer
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1. This addendum does not need to be returned.
2. Bid opening extended to **October 21st, 2024 at 2:00 pm.**
3. A document with Data and user information has been uploaded to the Sourcing tool.
4. The number of drivers has been changed from 10,000 to 30,000 in Section 2.4.2.1 #8.
5. The following are questions received about the solicitation and the State's answers to the questions.

Question #	RFP Reference	Question	Answer
1	Section 2.4 lists existing and desired system integrations Section 2.4.1 shows existing and desired system integrations direct to the Fleet Management system Section 3.5.1.1 states "The State has standardized on Boomi as the Application Integration Platform"	Will all desired data from all integrations referenced in 2.4 and 2.4.1 be available in Boomi or will there be a mix with some data available from Boomi and some directly from providers? If mixed, can they provide a breakdown?	Boomi is an application integration platform available within the state that the Vendor could leverage to implement the solution. Some of the integrations will not be through API.
2	2.3 Problem Statement Summary Pg.5	Is there one or more current solutions that provide desired functionality and how are you doing it today? (Names of systems?) What are some of the larger challenges that are being faced with the current system?	A custom application called NC Motor Fleet is used currently. There are data that resides in multiple state systems as well, and is accessed manually. Some information is gathered through weekly reports/spreadsheets. Larger challenges faced is data duplication, possibility of manual errors and the time taken by the Staff to manage the information via different systems.
3	2.4 Existing Systems Pg.9	Of the external systems listed is there an interest in having a proposed solution to be used for	Possibly. This would be based on how the functionality provides value to the state and cost savings.

		more capabilities than fleet to eliminate the need for some 3 rd party systems?	
4	2.4.2.1 Solution Actors Pg.9	Of the users provided, will these individuals all need user accounts? Reports provided to the two other agencies?	Yes
5	2.4.2.1 Solution Actors Pg.9	Is there any shift work or will everyone be accessing the system at the same time?	There is no shift work. There will be approximately 200 concurrent users who will be accessing the system.
6	2.4.2.1 Solution Actors Pg.9	Of the roles provided could you provide a level of amount usage of the solution for each role? (Casual or Heavy)	Refer to the newly uploaded document in the sourcing tool There is no shift work. There will be approximately 200 concurrent users who will be accessing the system. We estimate 30-40 heavy concurrent users and about a 1000 drivers (light concurrent users).
7	2.4.2.1 Solution Actors Pg.9	How many users would need access to this solution? Internal & external employees who would like to track the information/deposit as well?	Refer to the newly uploaded document in the sourcing tool
8	2.4.2.1 Solution Actors Pg.9	How many total sites will be in the initial scope for the proposed solution at the time of rollout?	Depends on the solution proposed by the vendor whether it is cloud based or on-premise.
9	3.3.6 Data Migration Pg.17	Is there a need for the cleanup of current data (Asset info, WO procedures, etc.)?	Yes
10	3.3.6 Data Migration Pg.17	What kind of data needs to be migrated? (Transactional vs Master)	Both Transactional and Master data needs to be migrated
11	3.3.6 Data Migration Pg.17	What is the approximate size of the production database (in GB)?	5 GB
12	3.3.6 Data Migration Pg.17	Is the State of NC looking to replicate current procedures or are you looking to change naming conventions, work processes, or flows as part of the implementation process?	State is looking to make the current processes more compliant, efficient and improve as necessary.
13	3.5.3 Phase 1 Specifications Pg.23	Is there interest in using a mobile application? Do you currently use any 3 rd party tools?	Nice to Have. Maybe needed in the future.
14	3.5.3 Phase 1 Specifications Pg.25	Spec 21. Could you expand on what type of requests and exceptions would you be receiving and what type of updates would the State of NC be making?	Updates would be needed as there are changes to laws and regulations stipulated by the State of NC. There could be different types of requests and exceptions based on which the solution is expected to get the data from the integrated systems.
15	3.5.3 Phase 1 Specifications Pg.25	Spec 22. Is there a system that you are currently using to keep track of this information that could be integrated with Maximo?	No
16	3.5.3 Phase 1 Specifications Pg.25	Spec 23. Could you please expand on the agency profile?	This would be the points of contact from the agency. It is the Agency contacts' profile and not the Agency's profile.
17	3.5.5 Non-functional Specifications Pg.33	Does the State of NC have a desired training plan and/or desired approach?	Open to explore Vendor's approach for training and needs to be available to all users of the solution.

18	3.5.5 Non-functional Specifications Pg.33	How many non-production environments does the State of NC require?	Development, QA/test, UAT/Prep-prod are some of the environments that might be needed and it depends on the solution proposed by the vendor.
19	Anticipated Procurement Schedule Pg.4	What is the expected award date and timing for signing contracts?	
20	Anticipated Procurement Schedule Pg.4	What is the desired timeline for this project/target Go Live date?	Desired go live date is Q4 2025 or earlier.
21	4. Cost of VENDOR's OFFER	Do you have a 5 year budget outlook on what you are planning on spending for this solution for Software and services.	Not applicable
22	Section 2.4.2.1, Pages 9-11	For each of the North Carolina Department of Administration (NCDOA) Motor Fleet Management Division (MFM) employee people actors listed in the Request for Proposal (RFP), can you provide any historical information and/or estimates for the number of logins you would expect in a given month?	The desired functionalities mentioned in the RFP doesn't exist in the system currently. So it is not possible to provide an estimate to the number of logins. Refer to the newly uploaded Data and user information document up
23	Section 2.4.2.1, Pages 9-11	For each of the <u>non-DOA</u> MFM employee (e.g., Drivers) people actors listed in the RFP, can you provide any historical information and/or estimates for the number of logins you would expect in a given month?	Same as above
24	Section 2.4.2.2, Page 11	Can you please provide the specific Geotab/data collection devices in use across the North Carolina fleet?	GO9 AT&T FirstNet
25	Section 2.4.2.2, Page 11	What aspects of the Geotab platform is the NCDOA expecting to continue to use in the future?	NCDOA intends to leverage Geotab's capabilities to make the fleet management as efficient as possible.
26	Section 3.5.1.1, Page 18	What integration patterns are currently implemented in Boomi, and how are they being used to facilitate data exchange and system interoperability?	Currently there is not a direct Boomi integration. Boomi supports a range of integration patterns that enables applications to address their specific data integration requirements, such as real-time data lookups, batch data processing, event-driven integration, file transfer, and API-based connectivity. Boomi is used by several State agencies and depending on agency's business needs various integration patterns are implemented.
27	Section 3.5.3, Page 24	Does DOA have any specific user interface designs or requirements (e.g., wireframes or UI designs) that	Vendor will work with DOA to define the new MFM solution design experience

		we should leverage, or will Vendor need to define/adapt the new MFM solution experience design? Conversely, if vendor already has an user interface design, then what level of review and approval of our existing UX and UI does DOA expect and/or require?	
28	Section 3.5.3, Page 29	Can you provide any additional information about how the approximately 5 gigabytes of data that must be migrated is currently stored, managed, and processed by the existing MFM solution?	5 GB of data is stored in a relational database.
29	Section 3.5.5, Page 33	What is the current and the anticipated volume of attached files or records within the system?	Current size of attached files, reports and invoices is approx. 2GB.
30	N/A	Has DOA performed any user / customer experience (UX/CX) research and analysis with end users of the system to define the personas / roles, top tasks, user journey maps, and stakeholder requirements? If yes, can you please share that analysis and/or those requirements?	Some of the user data exists, but it is not in the form of Personas or user journey maps.
31	N/A	Does DOA have any existing brand / visual assets (e.g., style guide, component library/design system, logos, image libraries, etc.) that we can utilize or will Vendor need to define these assets?	NCDOA does use stylesheets and a brand for .net systems. NCDOA Communications will provide final approval on style, brand. NCDOA leverages the Digital Commons Styleguide for public facing websites.
32	3.1.5 ENTERPRISE LICENSING	Could NCDOA provide the volumes of data being transferred per the frequencies indicated in the table?	The question is not relevant to the Section 3.1.5.
33	3.3.6 DATA MIGRATION	Other than data migration, does NCDOA anticipate bulk data imports into the Motor Fleet Management Solution? If yes, how do you envision that taking place and what is the anticipated SLA for completion?	Yes, NC Motor Fleet has driver license, invoices, reports and other data that will need to be factored in as part of a migration strategy.
34	3.3.6 DATA MIGRATION	How many years of historic transactional data is expected to be migrated into Motor Fleet Management solution?	All historic data in the system should be migrated which encompasses potentially 12 years of data in some cases. Motor Fleet Division will evaluate if any current data can be cleaned up prior to migration.
35	3.3.6 DATA MIGRATION	Does NCDOA provide resources (people and tools) to extract, cleanse and transform data from the source systems required for migration into Motor Fleet Management solution?	We have one support position for the data cleanup. Depending on process and workload of the migration will need additional vendor support for the data migration.
36	3.5.3 PHASE 1 SPECIFICATIONS	Could NCDOA please explain existing calculations (ex: the value of a vehicle calculated in the North Carolina Financial System (NCFS)), and where that business logic is maintained?	Nothing exists in our current systems, but the solution is expected to keep up with the Total Cost of Ownership.
37	3.5.3 PHASE 1 SPECIFICATIONS	Is it a correct assumption that the Motor Fleet Management Solution	The maintenance schedule is already handled by a vendor, Holman, and will

		will create a maintenance schedule of activities/appointments based on pre-defined maintenance schedule for the vehicle? If no, how is this handled today?	need to be integrated with the new solution.
38	3.5.3 PHASE 1 SPECIFICATIONS	Does NCDOA currently use a digital signature solution for approvals? If yes, could you please provide the name of the solution? If no, do you expect this to be included in the new solution?	As much as possible, MFM hopes the majority of approvals can be embedded in the new solution via improved processes. Motor Fleet is currently using Docusign signature solution.
39	3.5.3 PHASE 1 SPECIFICATIONS	Could NCDOA please explain how are violations and complaints received or entered into the system today? Who submits or enters complaints and violations? For the new solution, what is the expectation for this process?	Complaints are received via an online form and a 1800 phone line and entered manually. This needs to be automated.
40	3.5.3 PHASE 1 SPECIFICATIONS	Does NCDOA envision the billing process to be automated in the Motor Fleet Management Solution or taking place in an external financial system with the results being transferred into the Motor Fleet Management Solution?	The new solution should automate AR/AP as much as possible with the State financial systems.
41	3.5.3 PHASE 1 SPECIFICATIONS	Does the existing 5 gigabyte of data include existing documents to migrate to the new system or they are just records?	No, the documents are not accounted for in the 5GB of SQL data storage.
42	3.5.3 PHASE 1 SPECIFICATIONS	For data retention, does NCDOA use a particular data retention platform today?	We do not have a centralized data retention platform.
43	7.1 VENDOR UTILIZATION OF WORKERS OUTSIDE OF U.S.	Vendors have been asked to complete Attachment G - Location of Workers Utilized by Vendor. Does NCDOA have objections to offshore resources being utilized as part of the project? Are there specific scenarios where offshore resources would not be allowed?	Vendor to refer to 7.1 and complete Attachment G
44	6.3.2 Offer Organization, 40	Could the government please clarify if the schedule referenced in the project management section 7, is the same as the schedule requested as "h) Schedule of Offered Solution"?	Section 7 expects more details w.r to the schedule than "h) Schedule of Offered Solution"
45	6.3.2 Offer Organization, 40	Could the government please clarify if all documents must be submitted in one attachment or can we submit multiple attachments due to various document types (excel, word, pdf)?	Within the Sourcing Tool, there are sections within the content for the Vendor to upload the executed solicitation document, its complete proposal, Attachment E-cost form, and any appendix the Vendor would like added. File contents SHALL NOT be password protected, the file formats must be in .PDF, .JPEG, .DOC or .XLS format, and shall be capable of being copied to other sources. Inability by the State to open the Vendor's files may result in the Vendor's offer(s) being rejected.

46	6.3.2 Offer Organization, 40	Can the government please clarify what they mean by "All pages of this solicitation document (including Attachments A, B, and C)"?	Vendor must upload the executed solicitation document and all required attachments within the sourcing tool.
47	6.3.2 Offer Organization, 40	Could the government please state whether there are page limits or any additional formatting requirements for the response?	No additional limits. Any issues using the sourcing tool, contact the North Carolina eProcurement Help Desk at 888-211-7440, Option 2.
48	2.4.2.1 Solution Actors, 8	Can the government please explain if the State Agencies Employees (Drivers) need access to the new MFM?	Yes, the future solution is expected to be accessed by the Drivers
49	2.4.2.1 Solution Actors, 8	Can the government please describe the current MFM system? What technology is being used?	Compiled multi-tier asp.net custom database solution with SQL server backend.
50	2.4.2.1 Solution Actors, 9	Can the government please identify who will handle the change to telematic verification?	
51	2.4.2.2 Context Diagram Relationship Table, 10	Can you please share what format the data is in for all system to/from actor relationships?	The context diagram is a depiction of the future solution. The data format transferred between the system depends on the proposed solution.
52	2.4.2.2 Context Diagram Relationship Table, 10	Can the government please describe the data type for all system to/from actor relationships?	See above
53	2.2 Agency Background, 5	Can the government explain why there are "20,000+ titles" while there are only "7,500" vehicles?	In addition to running the passenger vehicle fleet for the state, MFM operates a DMV Title Office for the State, and houses the "library" of titles for all state-owned vehicles (vehicles owned by Motor Fleet and vehicles owned by other state agencies).
54	3.4 Business and Technical Requirements, 18	Can the government please explain why this section is marked as 'reserved'?	All the requirements for this RFP is under 3.5.3, 3.5.4 and 3.5.5
55	3.5.2 Business Function, 21	Can the government please define the reporting format needed?	Refer to the newly uploaded document in the sourcing tool There is not enough information provided to issue a response.
56	3.5.3 Phase 1 Specifications, 22	Can the government please give an estimated timeline for phase 1 specifications and phase 2 specifications? Based on the pricing we assume, phase 1 is 3 years and phase 2 is the optional 2 years.	Yes, that is right
57	3.5.3 Phase 1 Specifications, 23	Can the government please further define how we should respond within the tables starting in page 23 through 34?	Responses can be provided in a separate document if more space is needed.
58	2.4. Existing Systems Integration Status, 7	Can the government please define what 'not accessed' under column 'Current Integration Frequency' means?	'Not accessed' means the system is currently not accessed by the Motor Fleet team in any manner (Manual or Automatic) but would want to integrate with them for future needs.
59	2.4. Existing Systems Integration Status, 6	Can the government please provide a data diagram of the current MFM system?	Need more clarification on what is meant by data diagram. Is the vendor asking for a data dictionary or architecture?

60	2.4.1. Application and Actors' Context Diagram,8	Can the government please identify their cloud of choice, Azure or AWS?	Preference for Azure and could consider AWS.
61	3.5.1.1 Reference Architecture for Boomi, 18	Can the government please explain if they plan to use Boomi long-term or would they prefer a different product for API management?	Refer to Section 3.5.1 in the RFP
62	3.5 Business and Technical Specifications, 18	Can the government please identify if there is a need for a web application and a mobile application? Or just a web application?	Solution needs to be a web-based application. Need to identify mobile application requirements.
63	2.4. Existing Systems' Integration Status, 6	Can the government please identify much data currently exists in the MFM system? Also what type of data currently exists?	5 GB of data
64	2.4.2.2. Context Diagram Relationship Table, 11	Can the government please explain for the existing integrations how are they sharing the data back and forth today?	Refer to the newly uploaded document in the sourcing tool
65	4.2 Offer Costs, 34	Does the government have any existing training providers and/or internal training team members that vendor may wish to leverage in order to deliver training?	No Train the trainer approach would be considered where the internal training team can continue to provide training as needed.
66	4.2 Offer Costs, Attachment E	Can the government please elaborate upon their need for support costs? What are their expectations for help desk and technical support?	Support to be determined based on the vendor responses
67	4.2 Offer Costs, 34	Can the government please specify the name of any existing Learning Management System in use by employees?	There is no separate LMS for the DOA employees.
68	7.11 Project Management, 44	Can the government please explain the process for assigning project managers? Specifically, how is the initial project manager selected to be included on the Project Charter?	The vendor will provide the profile of the project manager who will be working on the project. The Project Charter developed by the Agency will only have the name of the Agency Project manager
69	7.11 Project Management, 44	Does the government have a preference as to whether a state or a vendor PM is assigned to this initiative?	A State PM is already assigned and the expectation is to have a Vendor PM who will coordinate the activities on the Vendor side. Both the PMs will work together to help the project succeed.
70	7.11 Project Management, 44	Does the government have a preferred organizational change management methodology?	Anything that works with the agency's objectives
71	7.11 Project Management, 44	Can the government please specify the intended "major" stakeholders for this engagement, including their title and function for the initiative?	Dept of Administration would be the Business Stakeholder and they would be owning the solution.
72	7.11 Project Management, 44	Would the government be willing to provide any documentation around the Touchdown tool in use?	The Touchdown is a sharepoint tool used by the PMO of the state. The State Project Manager would be the primary user of the tool and we do not expect the vendor to interact with the tool.
73	2.3 Problem Statement, 5	Can the government please explain if agencies requesting new vehicles need to interface with MFM in real time or just for the initial entrance to the fleet services?	The requesting agency will need to see available inventory and associated vehicle details and available appointments. If there is no available inventory, then requests need to be tied

			to vehicle orders and appointments scheduled upon receipt and upfit.
74	2.3 Problem Statement, 5	Can the government please explain, if the existing application currently has automated document routing and approvals, what types of business routing rules are enabled and how are they updated? How does this translate into the requirements for the new MFM application?	Current system does not automate document routing. The new application should automate approvals.
75	2.3 Problem Statement, 5	Does the government have a list of automation capabilities that are required for the new MFM platform? If so, can you please share so we can incorporate these into the new solution?	The list of the automation capabilities would be learnt more during the discovery sessions with DOA.
76	2.4 Existing Systems' Integration Status, 6	Can the government please provide the current standards for a properly designed API, aka API Standards?	Refer to the newly uploaded document in the sourcing tool
77	2.4.1 Applications and Actors' Context Diagram, 7	Can the government please share the high level NCID integration details on what forms of authentication and authorization are supported?	NCID models are available on the NCDIT website.
78	3.3.6 Phase 1 Data Migration, 17	Can the government please provide number of tables and data sizes in the current MFM database for migration as requested in 3.3.6? Can you also please share how much data we expect to exchange between the new MFM solution and other systems needing integration?	The current system doesn't offer all the desired integrations. Therefore, the data needed to provide an accurate estimate doesn't exist. The current system has 114 database tables.
79	3.5.1.1 Reference Architecture for Boomi, 18	Can the government please explain if there are existing network connections between AWS where Boomi runs and Azure where we expect the new database platform for the new MFM solution to be running out of?	There are no existing connections between AWS, Boomi and Azure.
80	3.5.1.2 Context for Robotic Process Automation (RPA) Utilization, 19	Can the government please explain what integration points are suitable to use RPA as an Interim solution given the known complexity? Also did the government identify what integrations can use RPA as alternative to Boomi to begin with or is that area needing some analysis?	The use of RPA as needed is to be explored further during the discovery sessions conducted by the Vendor.
81	3.5.2 Business Functions, 20-21	Can the government please provide a detailed feature / function mapping for each functional area to the actual application functionality, and provide any as-is screen designs / layouts to help with to-be planning and scoping?	Refer to the functional decomposition diagram in the RFP. As-is screen designs/layout not available.
82	3.5.3 Phase 1 Specifications, 24	Can the government please explain the meaning of Economic Repair Matrix for spec - 11 "describe how the proposed solution allows a	The "economic repair matrix" is the decision tree for determining if/when a vehicle should be repaired.

		Maintenance and Repair Team Employee to embed an economic repair matrix" ?	
83	3.5.3 Phase 1 Specifications, 24	Can the government please explain the meaning of TCO model for spec - 15 "Describe how the proposed solution allows an Acquisition and Assignment Team Employee to embed a total cost of ownership (TCO) model." ?	The TCO for each vehicle should be embedded in the solution and accessible by the employees.
84	3.5.3 Phase 1 Specifications, 24	Can the government please explain if real time chat experience is needed for spec - 16 "Describe how the proposed solution allows a MFM Employee to communicate back and forth with a State Agency inside the Motor Fleet Management System. Asset Management" ?	This could be needed based on the discovery of the agency's needs.
85	3.5.3 Phase 1 Specifications, 23	SPEC-3 calls out tracking a vehicle through its lifecycle can the government please provide a lifecycle map with each stage and details around the step and its next step?	Yes.
86	3.5.3 Phase 1 Specifications, 25	SPEC-20 calls out creating a workflow with online signatures. Can the government please explain how dynamic this functionality needs to be? Do they need to specify just steps and people for approval, or do you need to have a graphical type interface to show the flow diagram, does this need to comply with BPMN standards?	We need to have a workflow steps and approval for online signatures.
87	3.5.3 Phase 1 Specifications, 26	SPEC-33 calls out document uploading capabilities. Can the government please explain what are the required input capabilities, does this need to support scanning hardware? Mobile Phone Cameras, or just PDF/JPG file uploads?	We expect the ability to upload pdf/jpg files for documents like licenses, titles, etc... Future needs may dictate additional capabilities such as mobile phone cameras, scanners, etc...
88	3.5.3 Phase 1 Specifications, 27	SPEC-35 call out bulk upload, can the government please provide these formats if they are already defined? Or does the application need to support manually mapping the bulk file into the MFM platform data fields?	Motor Fleet Management is currently bulk uploading data into the current solution using excel spreadsheets or csv files.
89	3.5.3 Phase 1 Specifications, 29	SPEC-57 calls out migrating data from the existing system, can the government please provide a data dictionary for the existing data, including field types and how documents are stored today?	Refer to the newly uploaded document in the sourcing tool
90	3.5.3 Phase 1 Specifications, 29	SPEC-58 calls out data retention and archiving, can the government please explain what the current rules around data retention lengths are so a proper plan can be provided?	The current system stores all historical data. The new system must be able to provide a mechanism for data retention schedules based on Motor Fleet's data retention schedule.

91	3.5.5 Non-Functional Specifications, 33	SPEC-75 highlights the need for fault tolerance and disaster recovery. However, following the solicitation instructions to use the state's existing environment means relying on its current capabilities. If the state's existing capabilities do not meet the necessary disaster recovery requirements, should/can we supplement them with additional resources?	The states current hosted environment supports fault tolerance and disaster recovery. If the vendor will use state environment vendor must use existing capabilities. (Need NCDIT architecture review)
92	7.1 Vendor Utilization of Workers Outside of U.S., 41	Does the government have any restrictions surrounding location of personnel outside the continental united states? Is the government willing to consider a hybrid team format, with personnel located nearshore and onshore?	Vendor to refer to 7.1 and complete Attachment G
93	3.3.6 Data Migration RFP Pg. 17	Does NC-DOA want a replication of the historical work orders, or would data conversion needs be limited to cost rollups, i.e. total historical cost of parts, labor, sublet repairs, etc.?	For vehicle currently in service, the history needs to be replicated.
94	3.3.6 Data Migration RFP Pg. 17	How many different solutions would the offeror be expected to convert or migrate data from?	Refer to the newly uploaded document in the sourcing tool
95	3.5.2, Spec-65	Is the intent of this RFP to replace the current FMIS – AssetWorks, or is the DOA looking for a solution that would integrate with AssetWorks?	The intent is to acquire a new FMIS which can integrate (for remarketing vehicles) with the AssetWorks software used for disposition by a separate division of government.
96	Section: 2.4 Existing Systems' Integration Status RFP Pg. 6	Would the DOA be interested in replacing any aspects of the AssetWorks System? Would the DOA be interested in fully replacing the AssetWorks System?	The DOA division of Motor Fleet Management does not use AssetWorks for fleet management. AssetWorks is a solution used by the Division of Surplus for the disposition/remarketing of assets only.
97	2.4.2.2 Context Diagram Relationship Table RFP Pg. 11	Can the DOA provide more detailed information regarding the requirements for existing system integrations?	Refer to the newly uploaded document in the sourcing tool
98	2.4.2.1 Solution Actors (Training) RFP Pg. 11	Will there be a centralized location for training, or will there be training for each department separately?	Both.
99	Section 2.1 Page 5	On page 5 the RFP states, "Although NCDOA prefers a State-hosted solution, the agency will consider both State-hosted and Vendor-hosted solutions." How will hosting, Vendor-hosted or state hosted, be evaluated?	It would be evaluated during the security review and VRAR.
100	Section 2.4 Page 6	In regards to the Geotab integration, what telematics data is pushed to the existing FMIS? Is there additional data that is not pushed today that will be required for the new FMIS integration?	Currently, only the odometer is pushed/pulled to the existing FMIS. Yes, there is additional GeoTab data required for the new FMIS integration.

101	Section 2.4 Page 6	In regards to the NCFS integration, what NCFS data is pushed to and pulled from the existing FMIS? Is there additional data that is not pushed/pulled today that will be required for the new FMIS integration?	There is no NCFS integration in the current system. Yes, additional data will be required to flow between NCFS and the new FMIS.
102	Section 2.4 Page 6	In regards to the ARI integration, are the current job codings (e.g., repair reasons, VMRS, work done) consistent across all platforms?	We are using the Holman modules for Maintenance and Repair, Accident Management, and their Garage Management System (GMS). The codes and work done in Holman GMS use the ATA codes (American Trucking Association) for services. These are consistent across the different Holman modules but are not integrated with any other system.
103	Section 2.4 Page 7	In regards to the Cornerstone and Risk Management integrations, what are the differences in data that will be pushed and pulled from each system to the FMIS?	Unknown.
104	3.2.1 Page 15	For state hosted solutions, what infrastructure and services (e.g., database, cloud, security), if any, will be provided in support of the vendor?	https://itservices.nc.gov/services/hosting
105	Section 3.5.1 Page 18	For all integrations - which integrations are currently integrated with Boomi? What will the Government's role be in preparing/cleansing data to support integrations?	Currently there are no applications that integrate with Boomi. DOA expects the vendor to perform data cleansing.
106	Section 3.5.3 Page 27	In regards to the Garage integration, will it be necessary once the new FMIS is in place? If so, are the current job codings consistent across all platforms?	Yes.
107	Section 3.5.4 Page 31	In regards to the AutoWeb integration, will the integration to the FMIS include both accident and insurance data?	Yes.
108	Section 3.5.4 Page 31	In regards to the VIN Decoder integration, who is the potential decoder provider?	Unknown.
109	Section 3.5.4 Page 32	In regards to the TCMS integration, will this be limited to incoming toll charges for state vehicles to the FMIS?	Yes.
110	Attachment E SAAS - Vendor Cost Worksheet	In SAAS - Vendor Cost worksheet, formulas in row 67 are double counting with row 13. Will the file be updated with revised formulas in row 67?	The file will be updated
111	Integrations and APIs	Future Integrations Which applications do you plan to add/change over the next 12-24 months?	The Phase 1 and Phase 2 provides the list of integrations to take place initially and later

		What new integrations or APIs will you be required to build over the next 12-24 months?	
112	APIs	Future APIs How do you envision APIs being consumed? Internally or externally? How do you plan to manage them?	Dependent on Motor Fleet's future needs. Data sharing agreements must be in place for any external sharing.
113	12622947 RFP MFM System FINAL.pdf , Page 3/77, 1. ANTICIPATED PROCUREMENT SCHEDULE	Can you confirm what happens at 2pm ET on Monday, October 7th? Is that when we may 'submit' the RFP response, or is there an actual Live Auction event where we offer pricing live (a live bidding event), under a timer, etc.?	All responses are to be submitted through the Ariba Sourcing Tool by October 7, 2024 at 2:00pm. DOA-Procurement will conduct a live bid opening over MS Teams where the bidder names are read aloud. The event is not mandatory to attend, and all participating bidder's names will be listed in the tabulation posting on eVP shortly after the live opening. Pricing will remain confidential until award.
114	12622947 RFP MFM System FINAL.pdf , Page 3/77, 1. ANTICIPATED PROCUREMENT SCHEDULE	Please confirm that the RFP response is due in Ariba by 2pm ET on Monday, October 7th. We see this date throughout, but noticed that the Ariba "NC eProcurement has invited you..." email says that the event "... ends on Monday, October 7, 2024 at 1:00 PM, Eastern Standard Time," not 2pm.	Confirmed. All responses are due 10/7/2024 at 2:00PM ET.
115	12622947 RFP MFM System FINAL.pdf , Page 39/77, 6.3.1 e) - "Furnish all information requested; and if response spaces are provided in this document, the Vendor shall furnish said information in the spaces provided. Further, if required elsewhere in this RFP, each Vendor must submit with its offer sketches, descriptive literature and/or complete specifications covering the products offered. References to literature submitted with a previous offer will not satisfy this provision. Proposals that do not comply with these instructions may be rejected."	To clarify, we may insert our own Table of Contents, answers, and comments throughout the State's document? If we generally agree with language / a paragraph / various terms sections, is it acceptable to make no comment and leave as is? (We will answer questions and redline any Terms of concern.)	Correct.
116	12622947 RFP MFM System FINAL.pdf	<ul style="list-style-type: none"> What 'multiple existing standalone systems' must be integrated and what 'new 	Refer to the newly uploaded document in the sourcing tool

	Page 5/77, 2.3 Problem Statement Summary:	integrations or other existing systems' could be included with this project? Can you tell us what integrations (whether a file exchange or an API) you currently have in place, and what others will you need?	
117	12622947 RFP MFM System FINAL.pdf , Page 5/77, 2.3 Problem Statement Summary:	Can you tell us your current integrations in place?	Refer to the newly uploaded document in the sourcing tool
118	12622947 RFP MFM System FINAL.pdf , Page 30/77, 3.5.4 PHASE 2 SPECIFICATIONS, # SPEC 62	Can you clarify what you mean by "autogenerate a replacement list based on user editable parameters for replacement"? Do you mean generate a list of vehicles that are due for replacement?	Yes.
119	12622947 RFP MFM System FINAL.pdf , Page 54/77, ATTACHMENT B, Section 1, #38 ELECTRONIC PROCUREMENT	Can you tell us where/what the "Statewide E-Procurement Service" is? Is it located somewhere within https://evp.nc.gov/ ? Can you elaborate?	Vendors shall be registered within EVP to receive purchase orders for goods and services through Statewide E-Procurement. More information is available on https://eprocurement.nc.gov/
120	12622947 RFP MFM System FINAL.pdf & vrrar-non-state-hosted-solutions.docx	May we / should we provide redlines of contractual or terms language seen in both of the RFP documents?	Vendor may submit any exceptions with its proposal.
121	Attachment E - Cost Form.xlsx , Integration Costs Tab, Line 17 Risk Management	Is Risk Management internal within the State of North Carolina, or is there a third party for Compliance, Safety, and Safety Training information? If there IS a third party, who is that party?	Risk management is a future functionality which will be necessary when it is created. It could be internal or external.
122	General Question	If data needs to be migrated, what are the existing Data volumes per application?	General Database is 5GB General Filestorage is 3GB Compliance Documents 150 GB Drivers Data Documents 32 GB This doesn't not account for data that may need to be consumed in new solution via API.
123	General Question	Does build require a charge back mechanism per agency?	Yes.
124	6.3.2 OFFER ORGANIZATION – Page 40 of 77	Where do we respond to the questions for Section 4? In Section d) or in Section I) or within the Solicitation Document section q)??	Vendor shall upload its full proposal including all information to these sections within the Ariba Sourcing Tool.
125	6.3.2 OFFER ORGANIZATION – Page 40 of 77	Where do we include the VRAR? In our responses to the questions in Section 3 which is d) or in response section e) or both?	The VRAR may be submitted with the questions or as an appendix.
126	General Question	Our team would like to request an extension of two weeks for the Motor Fleet Management RFP. Given the	Yes. Bid opening has been extended to October 21, 2024

		complexity of the RFP and the need to ensure comprehensive and accurate responses, additional time would be highly beneficial. Your understanding and consideration of this request would be greatly appreciated.	
127	Maintenance	<p>What is the desired duration for solution maintenance contract? (i.e. to be contracted on quarterly or yearly basis?)</p> <p>Will the maintenance contract include both break-fix and enhancements, or shall it focus only on break-fix?</p>	On going maintenance should be included in the pricing per the cost form. Any additional enhancements outside the RFP would have to be approved as an amendment to the contract.
128	Training	<p>Please specify the number of users by category: -End User -IT/Admin user</p> <p>Does the Dept require all users to be trained by the offeror, or would a Train-the-Trainer model be acceptable?</p>	<p>Refer to the newly uploaded document in the sourcing tool</p> <p>Train the trainer model would be acceptable</p>
129	Training	Would the customer be able to identify the approximate number of training sessions required annually per user category?	Training is to be determined and will be associated to the vendor cost provided on the cost form.
130	Maintenance	Could the customer identify their requirements for maintenance? E.g. is there an expectation that the offeror will provide Tier 2/Tier 3 support?	Support to be determined based on the vendor cost provided on the cost form.
131	Maintenance	As maintenance operations tend to be fluid in nature, would the customer consider work outside of Phase 1 and 2 deployment to be Time and Materials versus Fixed Price?	We only accept fixed price contract
132	Page 4, Section 1.	Can the customer explain what is meant by "live bid openings"? Is there an assumption that the offeror would provide an overview of their proposal on the 7 th , in addition to the written response?	Refer to 113.
133	Page 9, Section 2.4.2.1	The customer notes that there are approximate 10,000 drivers. If these drivers require access to the system, can the customer identify the approximate number of times a month that the driver will access the system?	The number of drivers has been updated to 30000.
134	Page 29, Section 3.5.3, Spec-57	Spec 57 states that at this time there is approximately 5 GB of total data to be migrated to the new system. As there is a requirement to quote data	Refer to question 122.

		costs, can the customer confirm that this is the total amount of data to be transitioned from all related systems to the new system?	
135		Do you anticipate the solution is hosted in AWS? Are you currently using AWS for the existing or other systems?	We are not currently using AWS, but are open to the option.
136	2.3-2.4, pgs 5, 6, 7	In your document, you state the data is being migrated from the existing system to the newly proposed one (page 5). On page 6, there is a list of API integration with existing systems. Are those integration with the <i>legacy</i> system that will be replaced, or with an early phase of the new system?	Yes
137	2.4, pg 7	Risk management is listed as desired. Will the vendor responsible for the fleet management also be responsible for risk management APIs?	Yes.
138	2.4, pg 6	Is there flexibility with the systems to evolve APIs based on the needs of the new fleet management system? Are teams in place to make any changes?	Yes. No teams are in place to make changes.
139	3.5.1, pg 18	Are you open to custom crafted solutions that use AWS, Boomi, and other COTS products to produce a best-in-class experience for users and data platforms?	Yes
140		Have you examined the field of off-the-shelf solutions that may be satisfactory for part of the solution? If so, in your opinion, what were the limitations?	Integrations and customizations.
141	3.5.1, pg 18	Other than the referenced Boomi service and 3 rd party integrations, are there any known limitations to the possible tech stack applicable to the fleet management system based on skillset for the maintenance team, existing tech, or known regulatory/compliance conflicts?	There are no limitations to the tech stack and the referenced Boomi service is just an option that is available with the state.
142	3.5.5, pg 33	What specific requirements are there for Service Level Agreements for data durability & recovery, system downtime, API response times, availability, etc? Are there multi-region requirements for the system?	Please refer to NCDIT terms and conditions. Specific requirements need to be discovered by the vendor once engaged.
143		Can you detail if the 3 rd party integrations are all via real-time, synchronous API interactions or asynchronous HTTP(S) REST call, event-based or other means?	This is to be explored by the vendors during the discovery session.

144	3.5.5, pg 33	How will users be interacting with the Motor Fleet Management System? Ex. Via web page, mobile on Android & iOS, tablets, etc. Can you detail the hardware devices expected?	All. The universe of state and personal devices.
145	3.5.5, pg 33	Are there any dashboard analytics tools in use today by NCDOA?	Yes via our vendor partners (Holman, GeoTab, WEX).
146	3.3.3, pg 17	The identity management solution for both authentication and authorization is NCID (N.C. Identity Management)?	Yes
147	3.5.5, pg 33	What tools do you use for log collection and aggregation today?	The current system uses a custom logging interface as the solution is a custom in-house solution.
148	3.5.5, pg 33	What tool do you use for alerting today?	The current system uses a custom alert interface as the solution is a custom in-house solution.
149	2.3, pg5	Does the current Motor Fleet Management system use any other 3 rd parties tools that are required to continue to be used in the new solution?	This would be dependent on the proposed solution. If it would be a custom developed solution, then we have preferences for third party tools that would be used.