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REQUEST FOR INFORMATION

BGS Fleet Management Information System (FMIS)

ISSUE DATE	**November 13, 2026**
QUESTIONS DUE	**December 1, 2026 – 4:30 PM TIME (EST)**
RFI RESPONSES DUE BY	**December 16, 2026 – 4:30 PM (EST)**

PLEASE BE ADVISED THAT ALL NOTIFICATIONS, RELEASES, AND ADDENDUMS ASSOCIATED WITH THIS RFI WILL BE POSTED AT:

http://www.bgs.state.vt.us/pca/bids/bids.php

THE STATE WILL MAKE NO ATTEMPT TO CONTACT INTERESTED PARTIES WITH UPDATED INFORMATION. PLEASE CHECK THE ABOVE WEBPAGE FOR ANY AND ALL NOTIFICATIONS, RELEASES AND ADDENDUMS ASSOCIATED WITH THIS RFI.

STATE CONTACT: **James Meyers, State Senior Purchasing Agent**
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1 PURPOSE

This Request for Information (RFI) is issued for the Department of Buildings & General Services (BGS, or "the Department"), Fleet Management Services (FMS, or "the Program") to gather information and cost estimates for fleet management information systems.

Information received by the State will be reviewed for purposes of the stated objectives for this RFI, which may include exploration of available goods or services or solutions, how such offerings may meet the needs of the State, and to understand the costs associated with such offerings. BGS shall not be held liable for any costs incurred by the vendors in the preparation of their submission.

The State will not award a contract directly resulting from this RFI. This RFI is issued solely for information and planning purposes. This request for information does not commit the State to contract for any materials or service whatsoever. Further, this RFI is not a request for proposals (RFP); the State is not at this time seeking proposals and will not accept unsolicited proposals. Not responding to this RFI does not preclude any company or person from participation in a future RFP, if one is issued. If an RFP is released, it will be posted on the BGS bid opportunities web site: http://www.bgs.state.vt.us/pca/bids/bids.php. It is the responsibility of the potential offerors to monitor this site for additional information.

1.2 *UNSOLICITED VENDOR-CONFIDENTIAL INFORMATION PROHIBITED*

Vendors are hereby expressly directed not to include any confidential information in their proposal submissions, except as specifically permitted below, and so marked. By submitting information in response to this RFI, vendors acknowledge and agree to abide by the terms and conditions outlined in this document, including the prohibition on submitting confidential information. This prohibition reduces the burden on the State while preventing vendor-confidential information from entering the public record.

1.2.1 Disclosure Under Public Records Act

All information received by the State in response to this RFI will become part of the contract file and subject to Vermont public records law. Responses by any vendor may become available to the public once a contract has been executed or otherwise following conclusion of this procurement process, in accordance with the State's Public Records Act, 1 V.S.A. § 315 et seq., or the State may choose to publicly post them.

1.2.2 Unsolicited Confidential Materials

This RFI does not solicit vendor confidential information and vendors are expressly prohibited from providing confidential information in response to this RFI. All materials furnished by vendors in response to this RFI, including those marked as confidential by vendors, are subject to disclosure if requested under the Public Records Act, or public posting.

1.2.3 State Not Responsible for Disclosure of Unmarked Vendor-Confidential Information

It is the sole responsibility of the vendor to ensure that, other than where specifically directed or permitted by this RFI and accordingly marked as described below, no information that should not be publicly disclosed is included in their submitted materials, including any 1) trade secrets or intellectual property, 2) proprietary financial or business information, 3) personal information, or 4) any other information that should not be disclosed to the public. For example, vendors should avoid including specific details of their proprietary technologies or methodologies that they consider confidential, and any references to previous client engagements should be presented in a manner that does not disclose the client's confidential information.

2 BACKGROUND INFORMATION

BGS Fleet Management Services (FMS) provides vehicles to State departments through long-term leases and shared motor pool reservations. FMS manages approximately 700 vehicles, including 39 motor pool vehicles at seven locations, and coordinates acquisition, assignment, maintenance, billing, replacement, and disposal.

Outside vendors perform maintenance and repairs, which Fleet staff coordinate and pay for. Service coordinators install Geotab telematics devices and occasionally provide towing or recovery assistance. FMS does not otherwise perform vehicle service in-house.

The FMS team includes one fleet manager, 2 supervisors, and six staff.

Departments are identified by full names, abbreviations, and one or more billing codes (for example, Agency of Digital Services, ADS, and billing code 01105). Vehicles are identified by VIN, Plate number, or "Unit number" which is the last 7 digits of the VIN.

3 RFI DESCRIPTION

The State is seeking information to evaluate commercially available fleet management information systems (FMIS) that could replace the Program's current setup. The state seeks information on core capabilities, optional features, pricing, data migration, integrations, implementation, and ongoing administration. Vendors are encouraged to identify practical alternatives where a requested capability would add significant cost or complexity.

The RFI has five key objectives:

- Provide prospective respondents with information regarding the business need, and,
- Solicit respondent information to assist the State in determining if identified requirements can be met in a cost effective manner.
- Solicit respondent information to assist the State in determining if identified requirements can be met by available software/hardware COTS (Commercial off the Shelf) alternatives.
- Understand pricing, data migration, integrations, implementation, and ongoing support and staff responsibilities.
- Evaluate how proposed systems support everyday FMS work through vendor demonstrations, if requested.

The State is seeking feedback on the information in this RFI and will consider any information, including partial responses, received in response to this RFI. If the State moves forward in the development of an RFP, the RFP process will be open to all respondents regardless of their decision to participate in this RFI.

The State envisions that the solution will support the following high-level goals:

- Improve access to fleet information so staff can monitor spending, evaluate performance, and make timely, informed decisions.
- Streamline fleet operations by connecting records, reducing manual work, and simplifying everyday processes.
- Improve cost efficiency for the State by identifying opportunities to reduce vehicle and travel costs, improve utilization, and make better purchasing and replacement decisions.

4 CURRENT STATE

FMS currently uses AssetWorks M5 alongside spreadsheets, separate records, formulas, and manual processes. In the current setup, obtaining and interpreting basic financial and operational information takes substantial staff time. The information entered is not readily available for routine management questions, such as how maintenance spending compares with the maintenance component of lease rates, which vehicles are underused, and when replacement is financially appropriate, among most other fundamental fleet management standards. These workarounds are essential to daily operations, but they require repeated data handling and make consistent, timely reporting difficult. Having the records in an FMIS provides limited value if staff cannot practically use them to consistently or efficiently operate, monitor spending, evaluate performance, make data-based decisions, and identify problems. FMS is happy to share examples or demos of current operational processes if desired.

5 STATEMENT OF WORK

5.1 ANTICIPATED REQUIREMENTS

The purpose of this RFI is to determine if there are solutions capable of meeting the State's anticipated requirements and to determine alternatives for meeting those requirements that are consistent with the overall vision for the Department of

Buildings & General Services, Fleet Management Services, and the State.

The State's discovery efforts to date have resulted in a desire to obtain access to solutions with the following attributes:

5.1.1 Business Requirements

Anticipated Requirements: The Department of Buildings and General Services, Fleet Management Services (FMS), seeks information about fleet management systems that can connect vehicle, operational, and financial records and make those records useful in managing the program. The system should reduce duplicate entry and spreadsheet workarounds, provide timely information, and be manageable by a small team without extensive ongoing vendor or IT assistance.

These anticipated requirements will help shape a potential future RFP and may change based on RFI responses. Vendors are encouraged to suggest practical alternatives that meet FMS needs at lower cost or with less complexity.

Billing: The replacement system must calculate vehicle lease rates, motor pool rates. and monthly charges, assign charges to the correct billing codes and charge titles, and produce the exact data and file formats required for State billing. It must include motor pool reservations, administration, and automatic billing. Integration with WEX fuel transactions is required; the State will continue using WEX fuel cards. Continued use of Geotab for telematics is preferred at this time.

Affordability: Identify a practical core solution and price optional capabilities separately. Provide all implementation and ongoing costs, including modules, integrations, user or usage tiers, storage, support, training, configuration, custom development, and anticipated price changes. Identify existing expenditures the proposed solution could replace or eliminate. Present staff time savings separately from reductions in actual expenditures. Explain which capabilities could be simplified or deferred without compromising essential requirements.

Response instructions: For each requested capability, identify whether it is available in the current product, requires configuration, is a separately priced module or third-party service, requires custom development, or is unavailable. Separate planned features from current capabilities. Explain relevant costs, dependencies, limitations, State staff responsibilities, and any manual work still required.

5.1.2 Functional Requirements

Vehicle records and user access: Maintain one connected record for each vehicle or other fleet asset. Staff should be able to view the full record, browse current vehicle data, and search within the system without exporting a report.

Records should include vehicle identifiers and specifications; department, location, status, assigned driver, and billing account; authorized operators and driver permissions; take-home status, forms, and effective dates; and related documents and history. Connect these records to assignments, leases, rates, mileage, costs, service, accidents, fuel, and replacement information.

Support searches by common fields, including VIN, plate, unit number, department, driver, service shop, and invoice number. Describe bulk imports and updates and any optional VIN lookup, including how staff can verify and correct imported information.

Allow FMS to manage user roles, views, and permissions for service technicians, supervisors, motor pool coordinators, administrative staff, managers, drivers, department coordinators, and view-only users. Permissions should control which records users can view, change, report on, and download.

Drivers and department users should have access to their assigned vehicles and a limited set of updates, such as parking location, billing code, assigned driver, and mileage allotment. FMS should control those permissions and any required review or approval. Department views should include relevant vehicles, rates, costs, and utilization.

Vehicle life cycle and leasing: Track vehicles from request and purchase through delivery, preparation, assignment, replacement, and disposal. Show status, responsible staff, outstanding tasks, and key dates. Retain signed lease agreements and related documents with each vehicle.

Maintain assignment history with effective dates for departments, drivers, parking locations, billing accounts, mileage allotments, and temporary or seasonal assignments.

Calculate lease rates using FMS inputs, cost components, and formulas. Retain the calculation, effective date, and history for each rate. Support authorized individual and bulk changes to rate components. Describe support for different lease models and any limits on formulas or review cycles.

Track mileage allotments, actual and projected use, low use, and overages. Record mileage review decisions, adjustments, and effective dates. Compare actual spending with the amounts built into the lease over the vehicle's life.

Identify vehicles approaching replacement using configurable age and mileage thresholds, including 80,000 miles/6 years in age, and factors such as repair costs, service history, and downtime. Record repair-versus-replace decisions.

Track disposal status, sale proceeds, final costs and billing, and removal from the active fleet while retaining vehicle history. Provide a disposal financial summary showing purchase and upfitting costs, maintenance, fuel, lease revenue, insurance and accident costs, residual value, and sale proceeds with the intent to analyze whether the vehicle was cost effective while in service.

Motor Pool Operations: Provide a motor pool manager for multiple locations, each with its own vehicles, hours, access instructions, and dispatch arrangements. Identify whether it is included in the core product or provided through an integrated module.

- Reservations and administration: Customers should be able to make, change, and cancel reservations and view locations, dates, times, available vehicles, vehicle types, and seating capacity. Capture customer, department, billing account, eligibility confirmations, trip details, and special requests, with required fields set by FMS. Prevent double bookings. Let staff reassign vehicles, manage exceptions, record unavailable vehicles with reasons and expected return dates, and track requests that could not be fulfilled.

- Communications and trip records: Send confirmations, changes, cancellations, reminders, and pickup instructions tailored to the location and vehicle type, including EV instructions. Support pickup and return from a phone, tablet, or computer. Capture actual times, locations, odometer readings, condition, damage, service concerns, notes, and photos. Retain reservation, cancellation, availability, charge, and completed-trip history. Flag missing or implausible mileage for FMS review and allow authorized corrections with reasons. Identify open trips before monthly billing and provide a way to resolve them. Pickup and return should be simple for drivers; records needing correction or review should be flagged for staff without delaying the driver.

- Optional key management: A key management system is optional. Describe available integrations and their costs. If offered, the integration should support access codes that change for each reservation, pickup-time logs, return odometer and service-concern entry, remote management by FMS, and connection to the reservation portal.

Billing and State finance reporting: Calculate monthly lease, motor pool, fuel, and other charges using FMS rates, billing codes, charge titles, rules, and effective dates. Include departmental charges for costs not covered by the lease. Retain a complete billing history that can be viewed by vehicle, department, billing code, and other relevant fields.

Automatically calculate motor pool charges using configurable daily and half-day rates, included mileage, excess mileage, and any cancellation or no-show charges FMS chooses to use. Explain how partial days are handled.

Make rates, codes, assignments, and adjustments easy for authorized staff to manage. Provide a clear process for reviewing charges, correcting errors, and recording adjustments.

Produce the specific details, calculations, totals, and export files required for monthly departmental billing without rebuilding them in Excel. Include fuel chargeback reporting and incorporate motor pool charges into the monthly finance output. Explain the billing workflow and any remaining manual calculations or steps.

Maintenance and vehicle issues: FMS outsources all vehicle service to external shops. FMS's "service technicians" coordinate the work and process invoices, which are currently paid through WEX Mastercards. Costs not covered by the lease are charged to the using department. The system should support this process.

- Service and approvals: Track service requests, shops, estimates, approvals, work performed, invoices, costs, and out-of-service and return dates. Link invoices and work orders to the vehicle. Describe spending limits, approval routing, invoice checks, alerts for costs above approved estimates, and flags for repairs on vehicles on deck for disposal.

- Maintenance and compliance: Track preventive maintenance by date, mileage, shop, coordinator, and other relevant measures, along with registration and inspection deadlines. Show due, overdue, and completed work. Support reminders to drivers, department contacts, FMS staff, or a combination.

- Inspections, accidents, and recalls: Let drivers and department contacts submit vehicle inspections and issues from a phone or computer, including mileage, condition, photos, and notes. Support FMS review and follow-up through resolution. Maintain accident reports, claims, repairs, deductibles, departmental charges, status, and follow-up actions. Identify and track open claims, recalls, notices, and repair status, and explain the information sources, update frequency, and fees for recall information.

Fuel and telematics: Integrate with WEX fuel transactions and available associated data. Continued use of Geotab is preferred for mileage and relevant telematics data. Describe the data exchanged, connection methods, update frequency, costs, dependencies, and how connection or data errors are detected and corrected. Also describe connections or imports for EV charging data, vendor invoices, and State financial processes.

Show fuel purchases and EV charging costs by vehicle, department, and period. Calculate fuel economy or energy use where sufficient data are available. Use travel history to help identify conventional or hybrid vehicles that may be suitable for EV replacement.

Describe configurable flags for unusual purchases and differences between fuel-purchase and vehicle locations, based on available WEX and telematics data. Record review findings; a flagged transaction should not automatically be treated as confirmed misuse.

Present any alternative telematics solution separately, with its operational and financial benefits, full costs, limitations, equipment requirements, and transition needs. Describe any alternatives to the WEX Mastercards used for service payments. Replacing WEX fuel cards is outside the scope of this RFI.

Dashboards and reporting: Provide clear, visual dashboards and reports that use connected system records and update as information is entered or received. Authorized staff should be able to build, save, filter, group, schedule, email, and export reports without depending on the vendor or IT. Support usable Excel or CSV exports and any date range, including partial months and prior years. Allow lease utilization reports to be exported to PDF by department and billing code.

Let FMS choose dashboard measures and control what each user role can see. Support filters for date, department, location, vehicle class, and powertrain, with the ability to open the underlying records from a dashboard measure.

Identify the dashboards and reports included as standard and those requiring configuration or additional cost. Address the following information, along with the separate baseline dashboard data list:

- Fleet composition and status: vehicle counts, average age, counts and percentages by powertrain, purchases by powertrain, delivery-to-service time, and vehicles approaching replacement age or mileage. Distinguish battery electric, plug-in hybrid, hybrid, and conventional vehicles.

- Leasing and utilization: actual and projected mileage against allotments, low-use and high-mileage vehicles, department use, and alternative travel options.

- Motor pool activity: reservations, completed trips, unique users, unfulfilled requests, utilization, customer savings, and cost recovery.

- Maintenance and vehicle issues: preventive maintenance completion, overdue work, spending compared with the maintenance amount recovered through leases, downtime, and accident costs.

- Financial performance: fuel and charging trends, vehicle and program costs and revenue, billing totals and issues, and total cost of ownership.

Utilization calculations: Show motor pool utilized days, available days, and utilization by vehicle, location, month, and fiscal year. Make the treatment of unavailable and out-of-service time configurable. Combined utilization must equal total utilized days divided by total available days. Describe other available utilization definitions and views by department, vehicle class, fuel type, and period.

Cost comparisons: Estimate motor pool customer savings against the applicable federal mileage reimbursement rate, using editable rates and effective dates. Compare leasing, motor pool use, and mileage reimbursement with visible cost-per-mile inputs, rates, and trip assumptions. Identify low-use vehicles and vehicles that are not cost-efficient as current data become available. Calculate break-even mileage where possible and explain when no break-even point exists. Calculate motor pool cost recovery.

Explain the formulas, assumptions, and cost treatment used for utilization, total cost of ownership, cost recovery, and other key measures. Staff should be able to trace results to their source records.

5.1.3 On-Going Maintenance /Service Level Requirements

Support training and documentation: Describe support hours and channels, the customer support process, escalation procedures, response and resolution targets, system availability, planned maintenance, and outage communications. Explain software updates, testing, release notices, and how changes affect configured billing, reports, and integrations.

Describe initial and continuing training for FMS and department users, onboarding for new users, and assistance with configuration and reporting. Identify routine State administration, tasks requiring technical skills or vendor assistance, and what support, maintenance, training, and configuration assistance is included or separately priced.

Provide clear, current instructions for everyday tasks, motor pool use, rate and billing-code management, monthly billing review, corrections, reporting, and system administration.

Document data fields and relationships, imports and exports, integrations, permissions, audit history, and migration mappings. Include configured lease and motor pool formulas, effective-date rules, monthly finance output, dashboard definitions, utilization, cost and revenue treatment, and travel-cost comparisons. Staff should be able to understand the calculations and maintain instructions for their own workflows.

5.1.4 Technical Requirements

Internal user authentication must integrate with the State's Azure Entra ID tenant via SAML 2.0 or OIDC.

System access and data protection: Describe hosting, browser access, mobile and tablet use, accessibility, and protection of department and driver information. Explain secure access, backups, recovery, and data storage.

Internal user authentication must integrate with the State's Azure Entra ID tenant via SAML 2.0 or OIDC. Describe your support and any associated cost.

Maintain an audit history showing who created, changed, corrected, approved, or deleted information, when it happened, and the original and revised values. Management should be able to review this history easily.

Retain records for the period required by the State. Until a retention schedule is established, all records must be kept indefinitely. Explain associated storage costs and fees.

Allow the State to export its complete data and attachments in usable formats during and at the end of the contract. Identify any restrictions or fees.

Implementation and migration: Describe how records and documents would be migrated from M5 and other agreed sources, including historical information. Preserve the relationships among vehicles, departments, assignments, and transactions.

Provide an implementation plan covering scope, data mapping and cleanup, testing, FMS validation, and resolution of discrepancies. Include the timeline, milestones, responsibilities, expected State staff effort, fees, and options for phased rollout or temporary parallel operation.

Explain how lease formulas, motor pool charges, financial totals, and monthly finance files would be validated before the system is used for live billing.

6 REQUESTED INFORMATION

Each submission prepared in response to this RFI must include the elements listed below, in the order indicated. The vendor, when presenting the response, must use the following outline:

- Cover Page
- Company/Supplier Information
- Cost Estimates
- Business and Technical Requirements

6.1 COVER PAGE

The first page of the vendor's RFI Response must be a cover page displaying at least the following:

- Response of RFI Title
- Company/Supplier Name
- Contact Person
- Telephone Number
- Email Address

All subsequent pages of the RFI Response must be numbered.

6.2 VENDOR QUESTIONNAIRE

Please provide your answers to the stated questions related to the project. Additional information may supplement your answers and must be attached to the RFI response.

6.3 CONTACT INFORMATION

SINGLE POINT OF CONTACT: Please direct all communications concerning this RFI to the State Contact listed on the front page of this RFI.

6.4 EXPLANATION OF EVENTS

6.4.1 Question and Answer Period

Any vendor requiring clarification of any section of this RFI or wishing to comment on any requirement of the RFI may submit specific questions in writing no later than the deadline for question indicated on the first page of this RFI. Questions may be e-mailed to the point of contact on the front page of this RFI. At the close of the question period a copy of all questions or comments and the State's responses will be posted on the State's web site http://www.bgs.state.vt.us/pca/bids/bids.php . Every effort will be made to post this information as soon as possible after the question period ends, contingent on the number and complexity of the questions.

6.4.2 *Changes to this RFI*

Any modifications to this RFI will be made in writing by the State through the issuance of an Addendum to this RFI and posted online at ***http://www.bgs.state.vt.us/pca/bids/bids.php*** . Verbal instructions or written instructions from any other source are not to be considered.

6.4.3 *Submission of Responses*

DUE DATE: Responses must be received by the State by the due date specified on the front page of this RFI. If a change is made to the due date, the State will inform all vendors by posting the change at the webpage indicated on the front page of this RFI.

6.4.3.1 *Recording of Responses:*

There will not be a public opening. The State will record the name, city and state for any and all responses received by the due date.

6.4.3.2 *Electronic Submission Instructions:*

Reponses will be accepted via email submission to BGS.OPCVendorDocs@vermont.gov Responses must consist of a single email with a single, digitally searchable PDF attachment containing all components of the response. Multiple emails and/or multiple attachments will not be accepted. There is an attachment size limit of 40 MB. It is the Vendor's responsibility to compress the PDF file containing its response if necessary in order to meet this size limitation. It is also the Vendor's responsibility to ensure that their own email system can send and receive messages up to this size. Please put "Fleet Management Information System (FMIS)" in the subject line of your response email.

6.4.4 *Review of Responses*

The RFI Manager or other BGS representatives may, at their option, initiate discussion with respondents for the purpose of clarifying aspects of their responses.

6.4.5 *Vendor Demonstration of Their Product*

Vendors chosen from the review process may be called on to demonstrate their products and/or service offering. These select vendors will make arrangements with BGS to demonstrate their products and/or service offering. BGS shall not be liable for any costs incurred by the vendor in preparation of its demonstration. All costs occurred are the vendor's sole responsibility. All demonstrations are for planning purposes only.

6.4.6 *Vendor Product Test Trial*

Certain Vendor products and/or service offering may be selected after review process to be trialed by BGS if this is an option allowable by the vendor. The test trial can last up to 90 days. Up to 2 vendors products selected will be involved with the test trial. The BGS staff will provide feedback to the RFI Manager. The selection of vendor products for a test trial does not commit the BGS or the State of Vermont to award a contract. This test trial is for information gathering purposes only and no vendor will be selected, pre-qualified, or exempted based upon their RFI / test trial participation. All costs occurred are the vendor's sole responsibility. All product test trials are for planning purposes only.

7 VENDOR QUESTIONNAIRE

1. Essential billing and motor pool functions

1.1. Can your solution calculate vehicle lease rates using FMS formulas and cost components? Explain how staff would manage rates, bulk changes, and effective dates.

1.2. Can your solution calculate monthly charges and assign them to the correct departmental billing codes and charge titles? Briefly describe how staff review charges, make adjustments, and view billing history.

1.3. Can your solution produce a custom monthly billing report and export file in the exact formats required by State finance, without rebuilding them in Excel? Explain the setup needed and any ongoing vendor assistance or manual steps.

1.4. Does your solution include a motor pool manager for customer reservations and FMS administration across multiple locations? Show or describe how customers reserve, pick up, and return vehicles and how staff manage availability and changes.

1.5. Can motor pool charges be calculated automatically using FMS daily and half-day rates, included mileage, and excess mileage, and included in monthly State billing? Explain any limits or manual calculations.

1.6. Can your solution integrate with WEX fuel transactions while keeping the State's existing WEX fuel cards? Explain what data are available, how often they update, and how they support fuel chargebacks.

2. Everyday use and information

2.1. What does the vehicle records interface look like, and how easy is it to use? Provide screenshots or a short walkthrough showing how staff find a vehicle and view its assignments, documents, rates, costs, service, fuel, and history in one place.

2.2. How does information entered once flow into related records, billing, dashboards, and reports? What duplicate entry or spreadsheet work would still be needed?

2.3. How would your solution support FMS from vehicle purchase through assignment, mileage review, replacement, and disposal? Highlight how it helps staff make decisions and track financial performance over the vehicle's life.

2.4. How would staff coordinate outsourced maintenance, review estimates and invoices, and track overdue work, accidents, and recalls? Describe available spending controls and approvals.

2.5. What dashboards and reports are included, and how easily can FMS change them without vendor or IT help? Address filters, access to underlying records, scheduled reports, and exports.

2.6. Can staff readily see underused vehicles, motor pool utilization and cost recovery, maintenance spending compared with lease recovery, and total vehicle costs? Explain how calculations and assumptions are shown and whether FMS can change them.

2.7. How do department and driver access work? Explain how FMS controls what application users see and change, including use from a phone or tablet.

2.8. Can your solution continue using Geotab for mileage and telematics? Describe available connections for EV charging and optional motor pool key management. Price any proposed alternatives separately; continued Geotab use is preferred and key management is optional.

3. Implementation and ongoing support

3.1. What would implementation and migration from M5 and FMS spreadsheets involve? Estimate the timeline and staff effort, and explain how records and billing would be checked before use.

3.2. What training, documentation, and ongoing support are provided? What routine work can FMS manage independently, and what requires vendor or IT assistance?

4. Security, Privacy, and Data Protection

The proposed system may store, process, or transmit sensitive information, including driver personally identifiable information (PII), accident and insurance claim records, photographs, and vehicle location and telematics data collected through Geotab. Vendors should describe their security practices, data protection capabilities, and compliance standards in each of the following areas:

a. US-only data residency (required)
b. third-party attestations (SOC 2 Type 2, StateRAMP/FedRAMP)
c. encryption in transit and at rest
d. MFA

e. breach notification
f. RTO/RPO
g. subprocessors

4.1. How is the system hosted, secured, and kept available? Briefly address accessibility, backups, outages, and updates that could affect billing or integrations. Internal user authentication must integrate with the State's Azure Entra ID tenant via SAML 2.0 or OIDC. Describe your support and any associated cost.

4.2. Can management see who changed a record, when, and its prior values? Can all records be retained indefinitely until the State establishes a retention schedule, and can the State export all data and attachments? Identify limits and fees.

4.3. Disclose any automated decision or AI systems (3 V.S.A. § 3305(a)(2) / § 5021) that process State data, covering:

4.3.1. Technologies and functions
4.3.2. Decision capabilities
4.3.3. Human review and fail-safes

5. Proposed approach and costs

5.1. Identify your company, product, and RFI contact. What experience do you have with comparable government fleets, and which product setup would you recommend for FMS?

5.2. Provide estimated one-time and annual costs for your recommended setup. Separate essential functions from optional features and include implementation, migration, integrations, configuration, training, support, and storage. Explain pricing tiers and anticipated increases.

5.3. What simpler or lower-cost options would meet FMS needs? Identify existing expenses your solution could replace and separate those savings from staff time savings.

5.4. What significant gaps or information needs remain after reviewing the SOW and State examples? If requested, could you demonstrate the proposed billing, records, motor pool, and dashboard workflows in your current product?

8 APPENDIX A: COST ESTIMATE WORKSHEET

8.1 COST ESTIMATE TABLE

Item	General Requirements Description	Cost
1	XXX	
2	XXX	
3	XXX	
4	XXX	
5	XXX	

8.2 ADDITIONAL MATERIALS

Please provide any other materials, suggestions, cost, and discussion you deem appropriate.