State of Maine
Master Score Sheet

RFP# 202402044				
Transit Asset Management Software as a Service				
Bidder Name:	**AtkinsRéalis USA Inc.**	**AtomAI Solutions Inc.**	**Cambridge Systematics, Inc.**	**CitiTech Systems, Inc.**
Proposed Cost:	**$899,000.00**	**$815,000.00**	**$664,860.00**	**$1,278,845.00**
Scoring Sections	**Points Available**			
Section I: Preliminary Information	N/A			
Section II: Organization Qualifications and Experience	30	13	15	16	N/A
Section III: Proposed Services	45	3	17	2	N/A
Section IV: Cost Proposal	25	8	9	11	N/A
TOTAL	**100**	**24**	**41**	**29**	**N/A**
Bidder Name:	**Collective Data**	**FASTER Asset Solutions**	**GBCS Group Ltd.**	**Mayvue LLC**
Proposed Cost:	**$340,000.00**	**$293,957.85**	**$456,200.00**	**$570,000.00**
Scoring Sections	**Points Available**			
Section I: Preliminary Information	N/A			
Section II: Organization Qualifications and Experience	30	18	13	16	23
Section III: Proposed Services	45	28	8	15	38
Section IV: Cost Proposal	25	22	25	16	13
TOTAL	**100**	**68**	**46**	**47**	**74**

	Bidder Name:	Online24X7 Inc.	Railyard Management Software LLC
	Proposed Cost:	$1,793,114.88	$717,000.00
Scoring Sections	Points Available		
Section I: Preliminary Information	N/A		
Section II: Organization Qualifications and Experience	30	5	15
Section III: Proposed Services	45	2	8
Section IV: Cost Proposal	25	4	10
TOTAL	100	11	33

Award Justification Statement
RFP 202402044 Transit Asset Management Software as a Service

I. Summary

Maine Dept of Transportation is seeking Transit Asset Management Software as a Service, implementation services, and on-going customer support. The system will support the Department manage our transit providers and transit assets (rolling stocks and equipment) data. Functionality to be provided includes tracking vehicle procurement data, annual collection of Public Transportation Management System (PTMS) data (transit vehicle inventory and condition), and semiannual collection of mileage updates on vehicles directly from transit providers over the web; vehicle disposal tracking, and production of Federal Transit Administration (FTA) mandated reports such as the National Transit Database (NTD) reporting against the annual State of Good Repair (SGR) targets.

Mayvue LLC was selected

II. Evaluation Process

The proposals were evaluated by consensus scoring. The proposals were initially scored 1 or 0 by consensus-based organization qualifications and proposed services. The bidders receiving 1 were invited to do clarification demos and references were contacted. Subsequently, all the proposals were scored based on the established criteria.

Key evaluation team qualifications and expertise:

1. MaineDOT Transit Manager with 8 years of experience in public transportation policy, planning, and management.
2. MaineDOT Transportation Planning Analyst with over 10 years of experience in transit asset management and procurement.
3. An (OIT) Systems Team Lead with 25 years of experience leading DOT's IT procurements provided technical, financial, and RFP process expertise.
4. An (OIT) Business Analyst with over 9 years of IT experience identifying business requirements and determining solutions to business problems for complex software projects.

All members participated in the RFP development as well.

III. Qualifications & Experience

The awarded bidder, Mayvue LLC, has a strong understanding and experience of DOT needs and their regulatory environment. Their flagship product, MIP, has been adopted as an AASHTOWARE product in use by 42 States / 10 DOTs.   They demonstrated their understanding of this unusual project. Their references were highly positive on all aspects of services and product.
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IV. Proposed Services

Mayvue LLC proposed Mayvue Inspection Platform (MIP).

- They can meet our business requirements very well a reasonable amount of configuration and meet our technical requirements as well.
- The reporting features provide access to data, data dictionary assistance, extremely easy tools for non-technical users, and they will provide reports that require technical development.
- They do not require customizations that will make the system more risky to maintain over time.
- Their implementation plan is clear, reasonable, and respectful of DOT's very limited availability to the project. References spoke highly of their speed, accuracy, and responsiveness with their customers during the implementation process.
- They offer high quality customer support services. They are clearly willing to work with us on our IT compliance as well as business and federal compliance needs.

V. Cost Proposal

Bidder	Cost Proposed
AtkinsRéalis USA Inc	$899,000.00
AtomAI Solutions Inc.	$815,000.00
Cambridge Systematic, Inc.	$664,860.00
Collective Data	$340,000.00
FASTER Asset Solutions	$293,957.85
GBCS Group Ltd.	$456,200.00
Mayvue LLC	$570,000.00
Online24X7 Inc.	$1,793,114.88
Railyard Management Software LLC	$717,000.00

VI. Conclusion

Overall, we selected Mayvue LLC due to their strong organizational qualifications, the system that would be a good fit for us with reasonable amount of configuration, continued enhancement to the system, and outstanding reference feedback.

Rev. 8/25/2021

STATE OF MAINE
DEPARTMENT OF Transportation

Janet T. Mills
Governor

Bruce A. Van Note
Commissioner

January 24, 2025

Todd Spangler
AtkinsRéalis USA Inc.
482 S. Keller Road, Suite 300
Orlando, FL 32810
tspangler@atkinsrealis.com

SUBJECT: Notice of Conditional Contract Award under RFP # 202402044, Transit Asset Management Software as a Service

Dear Mr. Spangler:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Transportation for Transit Asset Management Software as a Service. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

- Mayvue LLC

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As stated in the RFP, following announcement of this award decision, all submissions in response to the RFP are considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA). 1 M.R.S. §§ 401 et seq.; 5 M.R.S. § 1825-B (6).

This award decision is conditioned upon final approval by the State Procurement Review Committee and the successful negotiation of a contract. A Statement of Appeal Rights has been provided with this letter; see below.

Thank you for your interest in doing business with the State of Maine.

Sincerely,
Smriti Kattel Dahal
RFP Coordinator
Smriti.Kattel.Dahal@maine.gov
16 State House Station
Augusta, ME 04330-0016

STATEMENT OF APPEAL RIGHTS

Any person aggrieved by an award decision may request an appeal hearing. The request must be made to the Director of the Bureau of General Services, in writing, within 15 days of notification of the contract award as provided in 5 M.R.S. § 1825-E (2) and the Rules of the Department of Administrative and Financial Services, Bureau of General Services, Office of State Procurement Services [formerly the Division of Purchases], Chapter 120, § (2) (2).

Janet T. Mills
Governor

Bruce A. Van Note
Commissioner

January 24, 2025

Joe Kosco
AtomAI Solutions Inc.
4595 Leir Drive
La Canada, CA 91011
joe.kosco@atom-ai.com

SUBJECT: Notice of Conditional Contract Award under RFP # 202402044, Transit Asset Management Software as a Service

Dear Mr. Kosco:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Transportation for Transit Asset Management Software as a Service. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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RFP Coordinator
Smriti.Kattel.Dahal@maine.gov
16 State House Station
Augusta, ME 04330-0016

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Janet T. Mills
Governor

Bruce A. Van Note
Commissioner

January 24, 2025

Laura O'Neil
Cambridge Systematics, Inc.
101 Station Landing, Suite 410
Medford, MA 02155
LONeill@Camsys.com

SUBJECT: Notice of Conditional Contract Award under RFP # 202402044, Transit Asset Management Software as a Service

Dear Ms. O'Neil:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Transportation for Transit Asset Management Software as a Service. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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RFP Coordinator
Smriti.Kattel.Dahal@maine.gov
16 State House Station
Augusta, ME 04330-0016

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Janet T. Mills
Governor

Bruce A. Van Note
Commissioner

January 24, 2025

Sam Oubaid
CitiTech Systems, Inc.
1821 Samco Rd
Rapid City, SD 57702
svp@cititech.com

SUBJECT: Notice of Conditional Contract Award under RFP # 202402044, Transit Asset Management Software as a Service

Dear Mr. Oubaid:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Transportation for Transit Asset Management Software as a Service. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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Smriti.Kattel.Dahal@maine.gov
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Augusta, ME 04330-0016

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STATE OF MAINE
DEPARTMENT OF Transportation

Janet T. Mills
Governor

Bruce A. Van Note
Commissioner

January 24, 2025

Nick Sueppel
COLLECTIVE DATA
460 12th Ave SE #200
Cedar Rapids, Iowa 52401
nsueppel@collectivedata.com

SUBJECT: Notice of Conditional Contract Award under RFP # 202402044, Transit Asset Management Software as a Service

Dear Mr. Sueppel:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Transportation for Transit Asset Management Software as a Service. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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Smriti.Kattel.Dahal@maine.gov
16 State House Station
Augusta, ME 04330-0016

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STATE OF MAINE
DEPARTMENT OF Transportation

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Commissioner

Janet T. Mills
Governor

January 24, 2025

Mitch Skyer
FASTER Asset Solutions
760 Lynnhaven Pkwy Suite 203
Virginia Beach, VA 23452
contracts@fasterasset.com

SUBJECT: Notice of Conditional Contract Award under RFP # 202402044, Transit Asset Management Software as a Service

Dear Mr. Skyer:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Transportation for Transit Asset Management Software as a Service. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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16 State House Station
Augusta, ME 04330-0016

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Janet T. Mills
Governor

Bruce A. Van Note
Commissioner

January 24, 2025

Shahab Seyedi
GBCS Group Ltd.
330-5th Avenue SW, 18 Floor
Calgary/Alberta/T2P 0L4
shahab@gbcsgroup.com

SUBJECT: Notice of Conditional Contract Award under RFP # 202402044, Transit Asset Management Software as a Service

Dear Mr. Seyedi:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Transportation for Transit Asset Management Software as a Service. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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Janet T. Mills
Governor

Bruce A. Van Note
Commissioner

January 24, 2025

Billy Straub
Mayvue LLC
700 River Avenue, Suite 423
Pittsburgh, PA 15212
Billy.Straub@mayvue.com

SUBJECT: Notice of Conditional Contract Award under RFP # 202402044, Transit Asset Management Software as a Service

Dear Mr. Straub:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Transportation for Transit Asset Management Software as a Service. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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Smriti Kattel Dahal
RFP Coordinator
Smriti.Kattel.Dahal@maine.gov
16 State House Station
Augusta, ME 04330-0016

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Janet T. Mills
Governor

Bruce A. Van Note
Commissioner

January 24, 2025

Preksha Galav
Online 24X7 Inc.
Suite #400 10000 N US 75 – Central Expy
Dallas, Texas, 75231
rfp@online24x7.net

SUBJECT: Notice of Conditional Contract Award under RFP # 202402044, Transit Asset Management Software as a Service

Dear Ms. Galav:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Transportation for Transit Asset Management Software as a Service. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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rev. 8/26/24

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Bruce A. Van Note
Commissioner

January 24, 2025

Erin Wood
Railyard Management Software LLC dba Railroad Software
6150 Georgia Highway 400, Suite E
Cumming, GA 30028
ecochran@railroadsoftware.com

SUBJECT: Notice of Conditional Contract Award under RFP # 202402044, Transit Asset Management Software as a Service

Dear Ms. Wood:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Transportation for Transit Asset Management Software as a Service. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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Smriti.Kattel.Dahal@maine.gov
16 State House Station
Augusta, ME 04330-0016

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STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: AtkinsRéalis USA Inc.
DATE: Oct 10, 2024

SUMMARY PAGE

Department Name: Department of Transportation
Name of RFP Coordinator: Smriti Kattel Dahal
Names of Evaluators: Kelly Arata, Ryan Neale, Jennifer Chisum, Smriti Kattel Dahal

Pass/Fail Criteria	Pass	Fail
Section I. Preliminary Information (Eligibility)	**N/A**	
Scoring Sections	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**30**	**13**
Section III. Proposed Services	**45**	**3**
Section IV. Cost Proposal	**25**	**8**
Total Points	**100**	**24**

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: AtkinsRéalis USA Inc.
DATE: Oct 10, 2024

OVERVIEW OF SECTION I
Preliminary Information

Section I. Preliminary Information

Evaluation Team Comments:

No Comments

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: AtkinsRéalis USA Inc.
DATE: Oct 10, 2024

EVALUATION OF SECTION II
Organization Qualifications and Experience

	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**30**	**13**

Evaluation Team Comments:

- Plenty of experience with their asset management solution including in government environments
- A little DOT experience
- Little transit experience.
- No indication of experience with federal requirements
- No indication that they understand our project is not a typical enterprise fleet or asset management implementation or have experience implementing it for such limited use.

   I.   Appendix C- Litigation
          "Like all professionals in this litigious society" yes, for both AtkinsRealis and Data Transfer Solutions, however the response was vague and the requested information was not provided
  II.   Appendix C- Subcontractors
- None

 III.   Appendix C- References

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: AtkinsRéalis USA Inc.
DATE: Oct 10, 2024

EVALUATION OF SECTION III
Proposed Services

	Points Available	Points Awarded
Section III. Proposed Services	**45**	**3**

Evaluation Team Comments:

- SaaS Proposed
    - Concurrent users licenses, sufficient included

- External User Management
    - Meets external User and AD requirements

- Asset Management
    - Vague generic responses leave us unclear on how/whether requirements would be met

- PTMS Form
    - Transit providers would be required to fill out and submit PTMS form on the mobile application which is not ideal
    - Regarding mileage collection, "All forms and workflows [and reports] can be configured by the Department without the need to engage AtkinsRéalis for additional services." This is concerning as we have little bandwidth for the system configuration
    - Not clear whether the asset update can occur after PTMS form approval.

- State of Good Repair (SGR)
    - Does not meet our needs, inflexible, requires data that we do not collect.

- Other Automation
    - Vague answer to NTD.
    - Vehicle Replacement Cost does not meet our needs, inflexible, requires data that we do not collect.

- Reporting

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: AtkinsRéalis USA Inc.
DATE: Oct 10, 2024

- Robust reporting toolset with no limit on historical data or fields available, not clear how easy for non-technical users.
- Standard reports do not address our needs, most are work order driven but we will not use work orders.
- Not clear that we can limit who sees what data

- Systems Maturity
  - Have been maintaining and growing application, including modernization of technology.

- IT Hosting Provision
  - Sufficient but aging OS (2019)
  - Recent SOC2 Type II audit report availableRTO/RPO/Uptime fine as stated but SLA restrictions introduce doubt they can be achieved.

- Implementation Services
  - Generic project plan inappropriate to this project. No effort estimate or implementation timeline provided.
  - Did not state their project working hours as requested
  - We probably do not have the capacity to meet their implementation expectations for the Department. "typically [The State] would do 25% of the effort"

- Customer Support
  - 8 AM-8 PM EST.
  - Extremely poor Initial Response Times of 4 hours for Critical issues or completely down and 1 business day for severe issues
  - SLA 1.6 Long list of exclusions from Service would result in poor service and additional cost.
  - SLA 5.2 "… Client hereby grants to DTS an irrevocable, perpetual, worldwide, royalty-free, fully paid transferable and sublicensable license and right to use Client Data for analytical purposes".   We would not agree to this.
  - Item 5.2 "DTS may also use Client employee personal data …and Client's employees are required to agree to and consent to said Privacy Policy as a condition to their use of the VUEWorks Software" – completely unacceptable. Even if we negotiated an exception, we could not *ensure* they excluded our data.
  - VUEWORKS TECHNICAL SUPPORT POLICY item 6 iii – "VUEWorks software has many dependencies that could generate error messages that are delivered through VUEWorks but are not VUEWorks software defects. These include but are not limited to: 1. Esri GIS Software 2. MS SQL Server 3. Server operating system 4. Permissions 5. Hardware 6. Network connectivity 7. Individual client

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: AtkinsRéalis USA Inc.
DATE: Oct 10, 2024

> computer issues …. VUEWorks reserves the right to determine if an issue is caused by a VUEWorks software defect or not … If the issue is determined to be anything other than a defect in the VUEWorks software code then VUEWorks will provide up to 30 minutes of technical support at no charge, followed by a charge of two hundred dollars ($250) per hour per incident"

- The SLA rules mentioned above are of huge concern to us.

- Caveats and Limitations
  - There are fees described in SLA not covered in the cost proposal rates including data, tech support

- Appendix G- Proposed Services Requirements Worksheet

- Appendix H- Proposed Services IT Policy Form
  - Response to NIST requirements is extremely vague.
  - Working on digital accessibility- they say they will finish within 2 years
  - Branding is available

.

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: AtkinsRéalis USA Inc.
DATE: Oct 10, 2024

EVALUATION OF SECTION IV
Cost Proposal

Lowest Submitted Cost Proposal	،	Cost Proposal Being Scored	x	Score Weight	=	Score
$ 293,957.85	،	$ 899,000.00	x	25 points	=	8

Evaluation Team Comments:

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: Cambridge Systematics, Inc.
DATE: Oct 10, 2024

SUMMARY PAGE

Department Name: Department of Transportation
Name of RFP Coordinator: Smriti Kattel Dahal
Names of Evaluators: Kelly Arata, Ryan Neale, Jennifer Chisum, Smriti Kattel Dahal

Pass/Fail Criteria	Pass	Fail
Section I. Preliminary Information (Eligibility)	**N/A**	
Scoring Sections	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**30**	**16**
Section III. Proposed Services	**45**	**2**
Section IV. Cost Proposal	**25**	**11**
Total Points	**100**	**29**

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: Cambridge Systematics, Inc.
DATE: Oct 10, 2024

OVERVIEW OF SECTION I
Preliminary Information

Section I. Preliminary Information

Evaluation Team Comments:

No Comments

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: Cambridge Systematics, Inc.
DATE: Oct 10, 2024

EVALUATION OF SECTION II
Organization Qualifications and Experience

	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**30**	**16**

Evaluation Team Comments:

I. Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.
- Clear deep understanding and experience with State DOTs and DOT transit management and their desktop Transam application.
- Extremely little experience implementing and maintaining the proposed system as opposed to the desktop application
- Given their Transam experience, they understand our project.
- They stated that they desire to move all desktop product users to the SaaS as soon as possible, and that their 5 other customers are very eager to move to it. Yet they have no implementations currently underway. We are concerned about their staffing bandwidth and product readiness.
- Based on the demo, we have concern about the project team's willingness to listen and collaborate on the implementation. They did not show much of the proposed product in the demo.

II. Appendix C- Litigation
- None

III. Appendix C- Subcontractors
- None

IV. Appendix C- References
- References were mixed. They praised their teams' professionalism. However, the only reference using the proposed SaaS opted not to respond to our reference request. Other references are not yet able to migrate from the Desktop app to the proposed SaaS pending further buildout of functionality -- expected to take several more years in one case.

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: Cambridge Systematics, Inc.
DATE: Oct 10, 2024

EVALUATION OF SECTION III
Proposed Services

	Points Available	Points Awarded
Section III. Proposed Services	**45**	**2**

Evaluation Team Comments:

I.   SaaS Proposed
  - No license restrictions.
  - Very new with just one production implementation in 2/23

II.   External User Management
  - Transit Providers will be given unique login credentials otherwise silent on how transit agencies will maintain their users.
  - Does not meet our AD requirement for internal users

III.   Asset Management
  - Permissions management for new vehicle addition does not meet our requirements
  - No way to capture some asset fields without additional professional services fees

IV.   PTMS Form
  - Form would have to be custom-built according to project implementation plan, this is the only requirement in this section that would be addressed without additional professional services cost.
  - Assets will be updated when transit provider submits form, prior to review/approval
  - Workflows are not available 'at this level of granularity', manual process would be needed.
  - Cannot track PTMS submission progress.
  - Forms cannot be locked against further edit
  - There is no audit history of changes.
  - Unclear whether Mileage updates will meet our requirements

V.   State of Good Repair (SGR)

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: Cambridge Systematics, Inc.
DATE: Oct 10, 2024

- No issues with what has been proposed, although we might have to change our TAM plan to fit.

VI.   Other Automation
- NTD reporting and Vehicle Replacement Cost calculation do not exist but can be built with additional professional fees.

VII.   Reporting
- Reporting is limited to current asset profile data, and current and historic Lifecycle data (condition, service status and odometer). Not clear if this will meet our reporting needs.
- Few standard reports
- No idea what they're providing for report development. According to demo, most people export the inventory tables to Excel and manipulate to create reports. However they could not export a CSV in the demo

VIII.   Systems Maturity
- New, maintaining architecture and actively building out a much larger platform, much of which does not address our needs. They do not expect to finish for 5 more years.
- It appears we would require extensive customizations to meet our requirements, but not clear if customizations are regression tested by the vendor with new releases.

IX.   IT Hosting Provision
- AWS, does not use separate AWS account for each client.
- Meets our minimum RPO/RTO/uptime requirements

X.   Implementation Services
- Provided only the procedure, did not provide implementation plan, schedule, major tasks/deliverables, Provider and State roles, key assumptions or risk.
- Rigid project procedure.
- We will not know what requirements will actually be met at the cost proposed, if it is not already built into their current build: In demo, we kept hearing "*we do not do that, we would have to negotiate how to fit it into the project.* – We asked "So we can't know whether this will meet our requirements?" They responded *Everything CAN be done but it's a matter of level of importance to see what can be done for the time and budget proposed…. We can't say anything before the Discovery about what requirements we can meet… It's the best way to handle software development. We believe that we were clear in saying what the system can and can't do so you can understand which things are not necessarily going to be provided.*

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: Cambridge Systematics, Inc.
DATE: Oct 10, 2024

- They have identified three areas where they intend to make customizations. The clarified in demo that they have a 75 day customization allowance – after which we can remove features or pay additional professional services.
- It was noted in demo and in proposal that any modifications of existing forms/workflows require additional professional services fees. We have no idea the degree to which we would need unexpected changes.
- It is not clear whether implementation includes any report development by the implementation team, or whether our 45 custom fields would be available for reporting.

XI.   Customer Support
- OK with responses except no support ticket response/resolution targets

XII.   Caveats and Limitations
- None added in proposal.

XIII.   Appendix G- Proposed Services Requirements Worksheet
- The audit history is extremely limited.
- There are items marked "will meet req. with Mod" which they have clearly stated in Appendix F will not be provided at the proposed cost, such as locking functionality in items 21,22,24.

XIV.   Appendix H- Proposed Services IT Policy Form
- There are a number of NIST responses that would require IT Procurement consideration and potentially waivers prior to contracting.
- Digital accessibility is not built in because it's not public facing, known issues. But this IS to be external facing as it will be used by Transit provider personnel.
- Not clear they will comply with our deployment testing policies and procedures. It is clear that remediation is additional professional services cost.
- Policy waivers for remote hosting policy and branding would be required for contracting.

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RFP #: 202402044
RFP TITLE: Transit Asset management software as a service
BIDDER: Cambridge Systematics, Inc.
DATE: Oct 10, 2024

EVALUATION OF SECTION IV
Cost Proposal

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
$ 293,957.85	÷	$ 664,860.00	x	25 points	=	11

Evaluation Team Comments:

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: FASTER Asset Solutions
DATE: Oct 10, 2024

SUMMARY PAGE

Department Name: Department of Transportation
Bidder Name: Faster Asset Solutions
Name of RFP Coordinator: Smriti Kattel Dahal
Names of Evaluators: Kelly Arata, Ryan Neale, Jennifer Chisum, Smriti Kattel Dahal

Pass/Fail Criteria	Pass	Fail
Section I. Preliminary Information (Eligibility)	**N/A**	
Scoring Sections	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**30**	**13**
Section III. Proposed Services	**45**	**8**
Section IV. Cost Proposal	**25**	**25**
Total Points	**100**	**46**

RFP #: 202402044
RFP TITLE: Transit Asset management software as a service
BIDDER: FASTER Asset Solutions
DATE: Oct 10, 2024

OVERVIEW OF SECTION I
Preliminary Information

Section I. Preliminary Information

Evaluation Team Comments:

No Comments

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: FASTER Asset Solutions
DATE: Oct 10, 2024

EVALUATION OF SECTION II
Organization Qualifications and Experience

	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**30**	**13**

Evaluation Team Comments:

I.   Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.
- They have plenty of experience implementing and supporting their fleet management system
- They do not show that they understand our project's needs
- No indication of experience with transit and State DOTs, although experience with government agencies.
- No indication of experience with federal requirements

II.   Appendix C- Litigation
- None

III. Appendix C- Subcontractors
- None

IV.   Appendix C- References

RFP #: 202402044
RFP TITLE: Transit Asset management software as a service
BIDDER: FASTER Asset Solutions
DATE: Oct 10, 2024

PART 2 PROPOSED SERVICES

EVALUATION OF SECTION III
Proposed Services

	Points Available	Points Awarded
Section III. Proposed Services	**45**	**8**

Evaluation Team Comments:

I.   SaaS Proposed
- Licensing limit "based on Active Assets (per unit) " is not clear, no user limit.

II.   External User Management
- Meets our external users and AD requirements.
- The Department will have to manage the external users .

III.   Asset Management
- Department cannot review and accept any asset updates
- Not clear that asset disposal is supported – demo said there is no asset status.

IV.   PTMS Form
- Excel form submitted to Dept for manual data entry does not meet our requirements
- Cannot support our workflow – TPR corrections, data locking based on form status, progress tracking, asset updates after State approval
- Cannot report out the annual mileage reading rather than the current mileage readings without customization which must be built by Department or by Provider at added cost.

V.   State of Good Repair (SGR)
- Does not meet requirement. Built in Vehicle Replacement Forecasting is built-in, inflexible, requires data we do not collect, and does not produce an FTA acceptable SGR.

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: FASTER Asset Solutions
DATE: Oct 10, 2024

VI.   Other Automation
- NTD – State can build a report, will not be included in the bidder's scope of work.
- The Vehicle Replacement Program cannot meet our needs. Built-in, inflexible, and we do not have the data that it requires.

VII.   Reporting
- Although it states in this section that there is no limit on its ability use historical data in reports, historical data is excluded in the cost proposed.
- We do not know how extensive the data available to the reporting module is.
- Standard reports are characterized as Fleet Management reports, unlikely to meet our needs.
- Our non-technical users are not MS Access/Excel experts, so will struggle with the ad hoc reporting tool. This is especially concerning given that it appears most report development is considered a State responsibility, not Provider responsibility.

VIII.   Systems Maturity
- We would incur a new annual support fee for each customization, which then ensures that our customizations are maintained regression tested.
- Building/growing their product, modern architecture

IX.   IT Hosting Provision
- Azure Professional, appears to meet requirements, in process of obtaining a SOC2 Type II audit.
- Unusually high system outages in number and duration.

X.   Implementation Services
- The "uniform" generic implementation plan is inappropriate to our project needs.
- Unclear Department expectations, but we note various expectations throughout proposal such as "Report modification will be performed by the Department or this would be professional services work"

Unclear on customizations needed, but they limit their efforts to 2 named reports.
- Unclear availability during the implementation. Simply stated: "meet the guidelines."

XI.   Customer Support
- Normal support hours. 7:30 AM - 6 PM EST on Weekdays, emergency phone support 24X7.
- Problematic limit on support in SLA - Software Upgrades & Support covers issues or problems that are the result of verifiable, replicable errors …. An error

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: FASTER Asset Solutions
DATE: Oct 10, 2024

      will be a Verifiable FASTER Defect only if it constitutes a material failure by the software to function in accordance with the applicable software documentation.
- Reasonable response/resolution targets

XII.   Caveats and Limitations
- Cost proposal fails to provide the rates for professional services such as custom programming and training despite stating that they would be needed in various places in the proposal.
- Cost proposal fails to include annual support rate for additional customizations as described in the Systems Maturity section. These rates are itemized for the 2 proposed report customizations.

XIII.   Appendix G- Proposed Services Requirements Worksheet
- There are few requirements that we have concerns about based on their comments. For example, the 21 standard asset data points do not fit our use well as a lot of unneeded data may be required.
- We do not want every save to update the data.

- 18, 19, 21, 22 and 23 Responded meets requirements as stated, but their comments or answers in other portions of the proposal don't support that response.

XIV.   Appendix H- Proposed Services IT Policy Form
- Target for SOC 2 Type II is Q4 2024. "For our SOC2 readiness we have used NIST as the core framework."
- Currently doing a VPAT with intent to address digital accessibility in future
- Not clear that they do any branding other than custom report headers.

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: FASTER Asset Solutions
DATE: Oct 10, 2024

EVALUATION OF SECTION IV
Cost Proposal

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
$ 293,957.85	÷	$ 293,957.85	**x**	**25 points**	**=**	**25**

Evaluation Team Comments:

Odd that they mention assets as custom reports.

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: AtomAI Solutions Inc.
DATE: Oct 10, 2024

SUMMARY PAGE

Department Name: Department of Transportation
Name of RFP Coordinator: Smriti Kattel Dahal
Names of Evaluators: Kelly Arata, Ryan Neale, Jennifer Chisum, Smriti Kattel Dahal

Pass/Fail Criteria	Pass	Fail
Section I. Preliminary Information (Eligibility)	**N/A**	
Scoring Sections	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**30**	**15**
Section III. Proposed Services	**45**	**17**
Section IV. Cost Proposal	**25**	**9**
Total Points	**100**	**41**

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202402044
RFP TITLE: Transit Asset management software as a service
BIDDER: AtomAI Solutions Inc.
DATE: Oct 10, 2024

OVERVIEW OF SECTION I
Preliminary Information

Section I. Preliminary Information

Evaluation Team Comments:

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: AtomAI Solutions Inc.
DATE: Oct 10, 2024

EVALUATION OF SECTION II
Organization Qualifications and Experience

	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**30**	**15**

Evaluation Team Comments:

I. Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.
- They are experienced with their nocode toolset
- Little or no transit experience.
- Indicated general experience with federal requirements
- They did not indicate experience building a solution to similar to what we need, or a strong understanding of our project's needs.
- Experience with DOTs.

II. Appendix C- Litigation
- None

III. Appendix C- Subcontractors
- None

IV. Appendix C- References
- In general their references were mixed. They have implemented or are implementing their systems successfully. All responding references expressed concerns with the vendor's staff bandwidth, and noted they had to press the vendor to move more quickly. One vendor had to request a new vendor PM to get their project on track.

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: AtomAI Solutions Inc.
DATE: Oct 10, 2024

**EVALUATION OF SECTION III
Proposed Services**

	Points Available	Points Awarded
Section III. Proposed Services	**45**	**17**

<u>Evaluation Team Comments</u>:

I.   SaaS Proposed
   - Licensing is complicated with storage and user count involved, user count license fees start upon renewal of contract.

II.   External User Management
   - Meets our requirements
   - Good permissions.

III.   Asset Management
   - Highly configurable, all must be built through configuration, but looks doable.
   - Approvals can be made before adding the new information to the inventory

IV.   PTMS Form
   - PTMS data does not update the asset data which is concerning.
   - All other requirements can be met.

V.   State of Good Repair (SGR)
   - Can be built to meet our requirements.
   - The answers can be stored as data values

VI.   Other Automation
   - Can be built.

VII.   Reporting
   - All historical data is available, not clear how extensive other data availability is. Separation of PTMS and asset data may complicate reporting.
   - Will build out report dashboards for us.
   - Report tool is robust but requires a trained data analyst, we do not have one available.
   - A reference found it difficult to extract data from custom forms

RFP #: 202402044
RFP TITLE: Transit Asset management software as a service
BIDDER: AtomAI Solutions Inc.
DATE: Oct 10, 2024

VIII.   Systems Maturity
- Modern architecture, they make updates very two weeks after an extensive user test process. We may find this challenging to keep up with.
- Customizations are limited to interfaces

IX.   IT Hosting Provision
- Meets requirements

X.   Implementation Services
- Generic plan, clear and reasonable
- We would have to invest a lot of time and effort to guide them through the configuration.
- Typical rollout is 9 to 12 months.

XI.   Customer Support
- 9 AM to 9 PM EST.
- Looks good, reasonable SLA.

XII.   Caveats and Limitations
- Cost proposal limits us to 16 Transit Provider Agencies, which we will not likely exceed.
- Will charge based on user count starting at contract renewal

XIII.   Appendix G- Proposed Services Requirements Worksheet
- We are concerned about their comment on one requirement. "Users can duplicate Assets and Asset Types to accelerate the creation of similar objects. And, they can bulk upload asset, work order, and task data via CSV provided they have the proper credentials and access." Is it too data hungry? How will it perform if we are not populating most of what it's expecting to see?

XIV.   Appendix H- Proposed Services IT Policy Form
- Excellent.

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: AtomAI Solutions Inc.
DATE: Oct 10, 2024

EVALUATION OF SECTION IV
Cost Proposal

Lowest Submitted Cost Proposal	،	Cost Proposal Being Scored	x	Score Weight	=	Score
$ 293,957.85	،	$815,000	**x**	**25 points**	**=**	**9**

Evaluation Team Comments:

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: CitiTech Systems, Inc.
DATE: Oct 10, 2024

SUMMARY PAGE

Department Name: Department of Transportation
Name of RFP Coordinator: Smriti Kattel Dahal
Names of Evaluators: Kelly Arata, Ryan Neale, Jennifer Chisum, Smriti Kattel Dahal

Pass/Fail Criteria	Pass	Fail
Section I. Preliminary Information (Eligibility)		
• List all other pass/fail criteria of the RFP, **if any**.		
•		
•		
Scoring Sections (Edit sections below to match evaluation criteria within RFP)	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**30**	**N/A**
Section III. Proposed Services	**45**	**N/A**
Section IV. Cost Proposal	**25**	**N/A**
Total Points	**100**	**N/A**

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: CitiTech Systems, Inc.
DATE: Oct 10, 2024

OVERVIEW OF SECTION I
Preliminary Information

Section I. Preliminary Information

Evaluation Team Comments:

Disqualified

CitiTech Systems, Inc- Not SaaS as required. See Caveats "• Client's Cloud • This is based on MaineDOT utilizing its assumed Azure cloud environment to deploy the solution."

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: CitiTech Systems, Inc.
DATE: Oct 10, 2024

EVALUATION OF SECTION II
Organization Qualifications and Experience

	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**30**	**N/A**

Evaluation Team Comments:

   I.   Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.

  II.   Appendix C- Litigation

 III.   Appendix C- Subcontractors.

 IV.   Appendix C- References

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: CitiTech Systems, Inc.
DATE: Oct 10, 2024

EVALUATION OF SECTION III
Proposed Services

	Points Available	Points Awarded
Section III. Proposed Services	**45**	**N/A**

Evaluation Team Comments:

    I.   SaaS Proposed

    II.   External User Management

    III.   Asset Management

    IV.   PTMS Form

    V.   State of Good Repair (SGR)

    VI.   Other Automation

    VII.   Reporting

    VIII.   Systems Maturity

    IX.   IT Hosting Provision

    X.   Implementation Services

    XI.   Customer Support

    XII.   Caveats and Limitations

    XIII.   Appendix G- Proposed Services Requirements Worksheet

    XIV.   Appendix H- Proposed Services IT Policy Form

    XV.   SLA and Uptime and Unplanned Outage Report

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202402044
RFP TITLE: Transit Asset management software as a service
BIDDER: CitiTech Systems, Inc.
DATE: Oct 10, 2024

EVALUATION OF SECTION IV
Cost Proposal

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
	÷		**x**	**XX points**	**=**	**N/A**

Evaluation Team Comments:

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: COLLECTIVE DATA
DATE: Oct 10, 2024

SUMMARY PAGE

Department Name: Department of Transportation
Name of RFP Coordinator: Smriti Kattel Dahal
Names of Evaluators: Kelly Arata, Ryan Neale, Jennifer Chisum, Smriti Kattel Dahal

Pass/Fail Criteria	Pass	Fail
Section I. Preliminary Information (Eligibility)		
Scoring Sections	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**30**	**18**
Section III. Proposed Services	**45**	**28**
Section IV. Cost Proposal	**25**	**22**
Total Points	**100**	**68**

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: COLLECTIVE DATA
DATE: Oct 10, 2024

OVERVIEW OF SECTION I
Preliminary Information

Section I. Preliminary Information

Evaluation Team Comments:

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: COLLECTIVE DATA
DATE: Oct 10, 2024

EVALUATION OF SECTION II
Organization Qualifications and Experience

	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**30**	**18**

Evaluation Team Comments:

I. Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.
- They show plenty of experience and expertise with their nocode toolset
- A little DOT experience
- A little experience with transit.
- Shows understanding of federal regulations although not DOT or Transit specifics.
- Demonstrated some understanding of the project.
- Clear communication in demo

II. Appendix C- Litigation
- None

III. Appendix C- Subcontractors
- None

IV. Appendix C- References
- References were fairly positive - satisfied on all issues except staff bandwidth issues leading to slow delivery of work. They started with issues, and have seen the vendor make significant improvements over the years.

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: COLLECTIVE DATA
DATE: Oct 10, 2024

EVALUATION OF SECTION III
Proposed Services

	Points Available	Points Awarded
Section III. Proposed Services	**45**	**28**

Evaluation Team Comments:

I. SaaS Proposed
- Enough licenses appear to be offered based on demo clarifications.

II. External User Management
- Meets our External User and AD requirements
- Good permissions management

III. Asset Management
- Can meet our requirements, minor customizations may be needed.
- Strong audit history
- Handles disposal as needed.

IV. PTMS Form
- Does not allow us to approve PTMS before updating the asset, we would filter to retrieve the correct data by date according to demo.
- Limited to individual entry by asset. Creation of a batch entry form would incur additional fees.
- Seems to have decent workflow and permissions otherwise.
- Can track PTMS submission progress

V. State of Good Repair (SGR)
- Promising but complicated

VI. Other Automation
- NTD- complicated, could likely to be made to work but DOT would have to develop custom reports
- Vehicle Replacement- cannot meet our needs - inflexible, relies on data we don't collect.

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: COLLECTIVE DATA
DATE: Oct 10, 2024

VII.   Reporting
   - Provides access to all current fields, not clear if there is access to the historical data.
   - Do not have the kind of reports we would need as canned reports.
   - May have issues with permissions
   - Report toolset looks easy to use; reference confirms this.

VIII.   Systems Maturity
   - Their No-code platform is only 1 year old, brand new. "Our no-code platform is designed to serve as a central hub, seamlessly integrating with various third-party solutions" but no third-party solutions or build/upgrade history were described to better understand how this system is managed.
   - We will require customizations, and it will be up to the Department to do the testing of customizations during subsequent releases.
   - One reference mentioned having seen immense improvement over the last couple years.

IX.   IT Hosting Provision
   - Meets requirements
   - Has recent SOC 2 Type II audit report available

X.   Implementation Services
   - Clear plan, made sense, boilerplate.
   - They clarified in demo that the implement timeframe is determined during the implementation project, the 4 months was boilerplate.
   - DOT is expected to perform more data transformation for import, more configuration, and more custom report development than we are comfortable with during implementation.   The demo clarifications added more doubt about how much work would fall to us rather than them.
   - They state there would be additional costs over proposed cost would be charged to meet some of our requirements, but lack of clarity in this area -- definitely for State of Good Repair, vehicle replacement, some reports, and Other Automation.
      - For PTMS Form development: " Setting up basic forms and workflows can typically be handled by the Department using the system's built-in tools, which would be covered under normal customer support. However, for more complex requirements or integrations, the setup might be considered professional services work, which would be scoped and priced accordingly based on the specifics of the project. "

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: COLLECTIVE DATA
DATE: Oct 10, 2024

- o Clarification in demo, they stated there is "Added cost for reports if it will take more than about an hour, esp if multiple data tables or programming rather than config with their report builder"
- Clarifications in demo show concerning lack of flexibility. Any change to their described approach to a solution, such as not using Inspection feature for PTMS reporting or Disposals due to lack of fit, would result in professional services fees.

XI. Customer Support
- 8-8 EST
- No response standards for customer support.
- They describe limited customer support, and more use of professional services to provide that support than we would expect.
- References noted customer support was improved, although slow.

XII. Caveats and Limitations
- Demo clarification- The training cost covers for 40 hours onsite which can be converted into online training that would cost- $500/2-hour session.

XIII. Appendix G- Proposed Services Requirements Worksheet
- No additional notes

XIV. Appendix H- Proposed Services IT Policy Form
- NIST security implemented
- Will comply on the other issues.

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: COLLECTIVE DATA
DATE: Oct 10, 2024

EVALUATION OF SECTION IV
Cost Proposal

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
$ 293,957.85	÷	$ 340,000.00	x	25 points	=	22

Evaluation Team Comments:

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: GBCS Group Ltd.
DATE: Oct 10, 2024

SUMMARY PAGE

Department Name: Department of Transportation
Name of RFP Coordinator: Smriti Kattel Dahal
Names of Evaluators: Kelly Arata, Ryan Neale, Jennifer Chisum, Smriti Kattel Dahal

Pass/Fail Criteria	Pass	Fail
Section I. Preliminary Information (Eligibility)	**N/A**	
Scoring Sections	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**30**	**16**
Section III. Proposed Services	**45**	**15**
Section IV. Cost Proposal	**25**	**16**
Total Points	**100**	**47**

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: GBCS Group Ltd.
DATE: Oct 10, 2024

OVERVIEW OF SECTION I
Preliminary Information

Section I. Preliminary Information

Evaluation Team Comments:

No Comments

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: GBCS Group Ltd.
DATE: Oct 10, 2024

EVALUATION OF SECTION II
Organization Qualifications and Experience

	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**30**	**16**

Evaluation Team Comments:

I.   Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.
   - "over 30 years of collective experience within the Fleet industry" is not indicative of strong organizational experience.
   - No DOT experience
   - No transit experience
   - Does not show an understanding of Federal regulations
   - Does not show an understanding of the project, which is not a typical enterprise fleet/asset management project
   - We like their focus on on-time and within budget delivery

II.   Appendix C- Litigation
   - None

III.   Appendix C- Subcontractors
   - None

IV.   Appendix C- References

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: GBCS Group Ltd.
DATE: Oct 10, 2024

EVALUATION OF SECTION III
Proposed Services

	Points Available	Points Awarded
Section III. Proposed Services	**45**	**15**

Evaluation Team Comments:

I. SaaS Proposed
- No license restrictions.
- Used in production by "over 4 major clients" seems just over the minimum 3 active customers we prefer - low for a 9 year old product with 10 implementations in the past 2 years.

II. External User Management
- Meets most of our External User and AD requirements.
- The Department will have to manage the external users.

III. Asset Management
- We are concerned about the flexibility of the system and its data requirements. This has Built-in asset statuses, asset types, and processes such as asset acquisition and disposal, in which we cannot control which fields are required are which assets are subject to the processes.

IV. PTMS Form-
- Will be developed
- PTMS data does not update the asset data, based on reporting response "This includes all types of data, whether it be asset data or data collected or derived from the Public Transit Management System (PTMS)".
- Can track PTMS form submission progress
- Can meet our mileage collection requirements

V. State of Good Repair (SGR)
- Does not meet requirement. Inflexible, built-in and requires work order data we do not collect.

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: GBCS Group Ltd.
DATE: Oct 10, 2024

VI.   Other Automation
- NTD could be made to work.
- Vehicle Replacement- cannot meet our needs - inflexible, too process-heavy, and relies on data we don't collect.

VII.   Reporting
- All data current and historical is available however the separation of PTMS and asset data may complicate reporting.
- Standard reports are typical fleet management reports that do not meet our needs.
- reporting does not require technical skills

VIII.   Systems Maturity
- Not enough information provided.

IX.   IT Hosting Provision
- MS Azure, appears to meet our minimum RPO/RTO/uptime requirements
- Accreditations listed are all pre-2020.

X.   Implementation Services
- Clear implementation services, but not tailored to our RFP which raises concern given the differences between a Fleet implementation and this project.
- Approximately 5 months.
- Budget, scope, and schedule will be reevaluated during Discovery stage.
- State will incur additional costs if there is a project delay or extension of project duration over that proposed.
- Configuration and report development is Provider responsibility.
- Unclear on potential customization needs. Lumped in with configurations.
- 10 am to 7 pm EST during implementation not ideal.

XI.   Customer Support
- Hours- 8-8 PM MST on weekdays, not ideal
- Initial response time of 4 hours is concerning. No resolution time goals.
- Nice resources for post implementation training.
- Reasonable SLA.

XII.   Caveats and Limitations
- None not noted elsewhere in these notes

XIII.   Appendix G- Proposed Services Requirements Worksheet
- No additional notes

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: GBCS Group Ltd.
DATE: Oct 10, 2024

XIV.   Appendix H- Proposed Services IT Policy Form
- Complies with NIST --- as long as all requirements are met by their Azure hosting.
- Will comply on the other issues.

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202402044
RFP TITLE: T<small>RANSIT</small> A<small>SSET MANAGEMENT SOFTWARE AS A SERVICE</small>
BIDDER: GBCS Group Ltd.
DATE: Oct 10, 2024

EVALUATION OF SECTION IV
Cost Proposal

Lowest Submitted Cost Proposal	،	Cost Proposal Being Scored	x	Score Weight	=	Score
$ 293,957.85	،	$ 456,200.00	**x**	**25 points**	**=**	**16**

<u>Evaluation Team Comments</u>:

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: Mayvue LLC
DATE: Oct 24, 2024

SUMMARY PAGE

Department Name: Department of Transportation
Name of RFP Coordinator: Smriti Kattel Dahal
Names of Evaluators: Kelly Arata, Ryan Neale, Jennifer Chisum, Smriti Kattel Dahal

Pass/Fail Criteria	Pass	Fail
Section I. Preliminary Information (Eligibility)	**N/A**	
Scoring Sections	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**30**	**23**
Section III. Proposed Services	**45**	**38**
Section IV. Cost Proposal	**25**	**13**
Total Points	**100**	**74**

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: Mayvue LLC
DATE: Oct 24, 2024

OVERVIEW OF SECTION I
Preliminary Information

Section I. Preliminary Information

<u>Evaluation Team Comments</u>:

No Comments

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: Mayvue LLC
DATE: Oct 24, 2024

EVALUATION OF SECTION II
Organization Qualifications and Experience

	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**30**	**23**

Evaluation Team Comments:

I. Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.
   - They show plenty of experience and expertise with their SaaS products.
   - Clear understanding of and experience with DOTs. MIP is an AASHTOWARE product used by 42 States / 10 DOTs.
   - New to transit space.
   - Shows understanding of federal regulations applying to DOTs although not transit specifics.
   - Show some understanding of the project as not a fit to a typical enterprise asset management system

II. Appendix C- Litigation
   - None
III. Appendix C- Subcontractors
   - None
IV. Appendix C- References
   - Highly positive references on all aspects of services and product

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: Mayvue LLC
DATE: Oct 24, 2024

EVALUATION OF SECTION III
Proposed Services

	Points Available	Points Awarded
Section III. Proposed Services	**45**	**38**

Evaluation Team Comments:

I. SaaS Proposed
- No license restrictions

II. External User Management
- Meets our External User and AD requirements
- Good permissions management

III. Asset Management
- Can meet our requirements, good fit already – reasonable amount of configuration needed. References did not hit configuration barriers.
- Strong audit history

IV. PTMS Form
- Can be configured for us to meet out requirements.
- Can allow us to approve PTMS before updating the asset.
- Decent workflow and permission configuration, really liked some of the notification options
- Can track PTMS submission progress
- Can capture mileage in a way that fits our needs.
- Handles disposal as needed.

V. State of Good Repair (SGR)
- Easily, flexibly configured, can meet our requirements

VI. Other Automation
- Can build what we need in both cases.

VII. Reporting
- No data restrictions

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: Mayvue LLC
DATE: Oct 24, 2024

- Permissions can be managed as needed
- Chatbot and query building tool for non-technical users look easy to use. References confirms this.
- The feature on the forms that provides data dictionary entries is a cool feature.
- Although they are providing a Crystal Reports license, they also do the Crystal Reports work under support.

VIII. Systems Maturity
- Aggressively building/growing their product with nice features.
- They regression test their customizations with each upgrade.

IX. IT Hosting Provision
- Meets our requirements.
- Has numerous third-party security accreditations/attestations available.

X. Implementation Services
- Clear plan, made sense, boilerplate.
- The 4 month timeframe seems reasonable
- They do the configuration/development work.
- They stated that we do not need customizations.
- All references were very positive on implementation. One reference spoke of minimum effort high speed and precision despite heavy customizations. One reference noted their willingness to work with the customer to address their needs, rather than impose their standard solution.
- We like the training offered

XI. Customer Support
- 8 AM-5 PM EST
- Reasonable SLA
- Have JIRA tracker- we can keep track of status of our tickets
- References were positive, and mentioned they rarely needed to use it.

XII. Caveats and Limitations

XIII. Appendix G- Proposed Services Requirements Worksheet
- No additional notes

XIV. Appendix H- Proposed Services IT Policy Form
- NIST security implemented, responded in detail
- Would comply with the rest.

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: Mayvue LLC
DATE: Oct 24, 2024

EVALUATION OF SECTION IV
Cost Proposal

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
$ 293,957.85	÷	$ 570,000.00	**x**	**25 points**	**=**	**13**

Evaluation Team Comments:

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: Online 24X7 Inc.
DATE: Oct 10, 2024

SUMMARY PAGE

Department Name: Department of Transportation
Name of RFP Coordinator: Smriti Kattel Dahal
Names of Evaluators: Kelly Arata, Ryan Neale, Jennifer Chisum, Smriti Kattel Dahal

Pass/Fail Criteria	Pass	Fail
Section I. Preliminary Information (Eligibility)	**N/A**	
Scoring Sections	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**30**	**5**
Section III. Proposed Services	**45**	**2**
Section IV. Cost Proposal	**25**	**4**
Total Points	**100**	**11**

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: Online 24X7 Inc.
DATE: Oct 10, 2024

OVERVIEW OF SECTION I
Preliminary Information

Section I. Preliminary Information

Evaluation Team Comments:

No Comments

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: Online 24X7 Inc.
DATE: Oct 10, 2024

EVALUATION OF SECTION II
Organization Qualifications and Experience

	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**30**	**5**

Evaluation Team Comments:

I.   Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.
- Clear experience and qualifications for developing applications with the MS toolsets and providing them as SaaS.
- No State DOT experience
- No Transit experience
- No discussion of Federal requirements
- No indication of understanding of our project
- Not clear whether they have prior US experience, although there is a US office established.

II.   Appendix C- Litigation
- None

III. Appendix C- Subcontractors
- None

IV.   Appendix C- References
- Uses cases not similar to our needs for minimal asset data collection from external partners.
- All references were in India, email only

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: Online 24X7 Inc.
DATE: Oct 10, 2024

EVALUATION OF SECTION III
Proposed Services

	Points Available	Points Awarded
Section III. Proposed Services	**45**	**2**

Evaluation Team Comments:

I. SaaS Proposed
- Complex licensing with limits on users and vehicles, 3 types of space usage w any changes to triggering immediate additional fees to cover the change. No way to know if what is provided is sufficient.
- "For any additional vehicle count, State need to procure additional licenses." - Is this SaaS? Or are they expecting us to work directly with Microsoft?
- Presented the Dynamics platform as the application, the application we need is not built.

II. External User Management
- Can be built to meet our requirements with Transit Providers managing their representatives' user data.

III. Asset Management
- Can be built to meet our requirements.
- Showed some understanding of our requirements.

IV. PTMS Form
- Transit providers access the PTMS form through a secure web portal provided by the Department. No, this is supposed to be SaaS system.

V. State of Good Repair (SGR)
- We know that the platform can handle our formulas.

VI. Other Automation
- NTD Automation- Could be built to do what we need to do
- Vehicle Replacement Cost- The prebuilt module will not work for us. Requires data we do not collect.

RFP #: 202402044
RFP TITLE: Transit Asset management software as a service
BIDDER: Online 24X7 Inc.
DATE: Oct 10, 2024

VII.   Reporting
- Clear about types of data available for reporting but then add limitations on available data may vary depending on system configurations, data models, and security settings..
- No strict limits on historical data but licenses must be managed, and costs increase with storage of historical data
- Unsure how useful the provided standard reports are for us.

VIII.   Systems Maturity
- We have found MS Dynamics to be unstable in pricing and functionality over the last three years. We have gotten cost shocks and been forced to rebuild major functions due to the changes made to Power Dynamics.
- They propose significant customization but they do not assure that they remain functional during application or platform upgrades. In caveat section, they warn of extended downtime/delay due to customizations, unliteral decision to deprecate them, risk they will no longer comply with federal regulations, risk of additional costs to have customizations maintained.

IX.   IT Hosting Provision
- Left mostly blank, "we will provide the certificates at time of contract award". Are they providing the hosting or expecting the State to?

X.   Implementation Services
- The plan is not tailored to our project.
- 5 months- Seems short given the amount of work required.
- Business team would be informed as opposed to consulted. We will not have much control on the design.
- No one is responsible on the Environment setup line, are they expecting the State to host it?
- Functionality is frozen prior to State testing and will not generally be applied until after Production implementation.
- Assumes large staff and pre-existing systems documentation to provide
- 720 hours of customization estimated, a lot.
- Did not indicate their working hours
- Train the trainer approach for the initial training is difficult given our limited State resources.

XI.   Customer Support
- 8-5 , 8-11 at times for reasons that do not fit our project.
- 80 hours of support per month is an unusual limitation
- Poor commitments for response and resolution of issues.

RFP #: 202402044
RFP TITLE: Transit Asset management software as a service
BIDDER: Online 24X7 Inc.
DATE: Oct 10, 2024

XII.   Caveats and Limitations
- Many vague limitations.
- We don't like that costs are subject to current Microsoft rates and not fixed.
- MS Cost pricing anticipated to rise 16% to 24% annually
- We will be given precise details regarding the required efforts following the fit gap analysis. This may impact the cost.
- PowerBI licenses are not proposed in cost proposal although described in reporting functionality.

XIII.   Appendix G- Proposed Services Requirements Worksheet

XIV.   Appendix H- Proposed Services IT Policy Form
- NIST responses are based on MS Azure hosting and toolset not their business practices.
- Acknowledge the policies but no response on compliance.

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: Online 24X7 Inc.
DATE: Oct 10, 2024

EVALUATION OF SECTION IV
Cost Proposal

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
$ 293,957.85	÷	$ 1,793,114.88	x	25 points	=	4

Evaluation Team Comments:

STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: Railyard Management Software LLC dba Railroad Software
DATE: Oct 10, 2024

SUMMARY PAGE

Department Name: Department of Transportation
Bidder Name: Railyard Management
Name of RFP Coordinator: Smriti Kattel Dahal
Names of Evaluators: Kelly Arata, Ryan Neale, Jennifer Chisum, Smriti Kattel Dahal

Pass/Fail Criteria	Pass	Fail
Section I. Preliminary Information (Eligibility)	**N/A**	
Scoring Sections	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**30**	**15**
Section III. Proposed Services	**45**	**8**
Section IV. Cost Proposal	**25**	**10**
Total Points	**100**	**33**

RFP #: 202402044
RFP TITLE: Transit Asset management software as a service
BIDDER: Railyard Management Software LLC dba Railroad Software
DATE: Oct 10, 2024

OVERVIEW OF SECTION I
Preliminary Information

Section I. Preliminary Information

Evaluation Team Comments:

No Comments

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: Railyard Management Software LLC dba Railroad Software
DATE: Oct 10, 2024

EVALUATION OF SECTION II
Organization Qualifications and Experience

	Points Available	Points Awarded
Section II. Organization Qualifications and Experience	**30**	**15**

Evaluation Team Comments:

I.   Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.
- They have sufficient experience with their system.
- No experience with DOTs.
- They understand Transit. Their products are designed for the public transit provider market
- Understand federal requirements related to public transit. TrackAsset is approved by FRA for recordkeeping and has been used for FTA reporting.
- Shows some understanding of the project such as collection of transit provider data and FTA reporting requirements.

II.   Appendix C- Litigation
- None

III.   Appendix C- Subcontractors
- None

IV.   Appendix C- References
.

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: Railyard Management Software LLC dba Railroad Software
DATE: Oct 10, 2024

**EVALUATION OF SECTION III
Proposed Services**

	Points Available	Points Awarded
Section III. Proposed Services	**45**	**8**

Evaluation Team Comments:

I. SaaS Proposed
- No restriction on number of users, but silent on active vehicle count license limit.

II. External User Management
- Meets external user requirements, but does not use AD integration for internal users.
- Strong permissions management

III. Asset Management
- Robust inspection management software, however we are not acquiring an inspection management system.
- Not clear if it can meet our asset management requirements.
- Can meet disposal requirements

IV. PTMS Form
- Will be developed.
- Can handle the mileage updates as required.
- Cannot track PTMS submission compliance.
- We do not know whether asset data is updated prior to approval.

V. State of Good Repair (SGR)
- FTA compliant, no further information.

VI. Other Automation
- NTD assets fields will be added so that 'seamless reporting is allowed'. Not clear if report would be built.
- Does not offer Vehicle Replacement Cost functionality.

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: Railyard Management Software LLC dba Railroad Software
DATE: Oct 10, 2024

VII.   Reporting
- No standard reports listed.
- Unclear whether PTMS and NTD data are asset fields. Possible data restriction.
- The historical data is limited to 25 months according to the SLA, and 'no limitations' in the Reporting response.
- User friendly for non-technical users.

VIII.   Systems Maturity
- Actively enhancing and modernizing the product.
- They upgrade their customizations along with their application and perform thorough testing.

IX.   IT Hosting Provision
AWS with recent SOC2 Type II although no RTO/RPO provided. uptime is fine.

X.   Implementation Services
- Very little information provided on implementation services.

XI.   Customer Support
- 7 AM-5 PM EST
- Good initial response time but no resolution time goals.

XII.   Caveats and Limitations
-

XIII.   Appendix G- Proposed Services Requirements Worksheet
- No additional notes

XIV.   Appendix H- Proposed Services IT Policy Form
- NIST response incomplete.
- No issues complying with the rest.
- Branding response incomplete

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER: Railyard Management Software LLC dba Railroad Software
DATE: Oct 10, 2024

EVALUATION OF SECTION IV
Cost Proposal

Lowest Submitted Cost Proposal	،	Cost Proposal Being Scored	x	Score Weight	=	Score
$ 293,957.85	،	$ 717,000.00	**x**	**25 points**	**=**	10

Evaluation Team Comments:

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: AtkinsRealis
DATE: 7/5/2024
EVALUATOR NAME: Jennifer Chisum
EVALUATOR DEPARTMENT: OIT

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<u>**Individual Evaluator Comments**</u>:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.
- What is their core business? world-leading professional services and project management company dedicated to engineering a better future for our planet and its people. AtkinsRéalis, through its wholly owned subsidiary, Data Transfer Solutions, LLC, is proud to propose our flagship VUEWorks® Enterprise Asset Management Software enterprise-level asset, work, and maintenance management system that manages, analyzes, integrates, and shares asset and work management information.
- Have they been in business long? AtkinsRealis – transit asset management consulting, services, and software implementation experience spans 30+ yrs
- Have they done this before? VUEWorks® has been successfully implemented by AtkinsRéalis for more than 140 city, county, and state government agencies across the US dating back to 2004. Doesn't address THIS use case.
- Understand DOTs and transit providers? They list 1 DOT, and several transit companies. Don't appear to have the kind of transit experience applicable to this project
- Understand Federal requirements?   x
- Understand hosting and maintaining software? x
- Are they big enough to continue if someone leaves? x
- What do they have to say about their staffs qualifications – does not address our use case or specific project.
- What do they have to say about their approach/strengths? Prioritize long term partnership and growth in the way we use the software.

Appendix C- Litigation yy

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: AtkinsRealis
DATE: 7/5/2024
EVALUATOR NAME: Jennifer Chisum
EVALUATOR DEPARTMENT: OIT

- AtkinsRealis – "Like all professionals in this litigious society" but did not provide the requested information due to confidentiality
- Data Transfer Solutions LLC – as above.

Appendix C- Subcontractors - N

Appendix C- References – no similar use cases, emphasis on internal ERP and/or asset management.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: AtkinsRealis
DATE: 7/5/2024
EVALUATOR NAME: Jennifer Chisum
EVALUATOR DEPARTMENT: OIT

PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed
VUEWorks® Enterprise Asset Management Software
50 concurrent users and unlimited vehicles/assets
 7 DOT's and 2 transit agencies
Esri GIS licenses   to publish rest services are required
SaaS; including mobile apps . Client must have the geodatabase server
No second agreement needed

2 External User Management
State SSO, transit otherwise - non-responsive on how transit agencies maintain their users
3 Asset Management
Extremely generic response, can do anything we might need
 embedded disposal workflow did not clarify how closely it met our requirements

4 PTMS Form
Users would HAVE to use the mobile app which does not make sense for our users.
 All forms and workflows can be configured by the Department without the need to engage AtkinsRéalis for additional services. Our reports can be configured or adjusted by the department without the need to engage AtkinsRéalis for additional services.

5 State of Good Repair (SGR)
No - requires data we will not be collecting. – combination of indexed condition score combined with unique failure probabilities such as mileage, run hours, down time, etc.

6 Other Automation
NDT reporting – VUEWorks® includes a robust database reporting engine that can pull multiple different datasets (either internal VUEWorks® data and/or disparate external data sources (and already stated we would be building it)

Vehicle replacement cost - Vehicle replacement cost is calculated based on future projection of initial acquisition cost and annual inflation over the expected life of the vehicle. This value is automatically updated when work is completed against the vehicle that extends its useful life within the Valuation module for that vehicle or asset – does not sound like a fit

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7 Reporting
Robust - tools for non-technies and techies
Sample standard reports do not address our use case (work order module).
Standard report writing does not require sql knowledge, not clear if it requires training.
Dynamic Reporting training is available through the included Learning Management System built directly into our online Support Portal.

 TPRs can create their own reports and generate any report they have created/ have permission to access. Restricted to their own data?

8 Systems Maturity
2006 started implementing it – acquired it in 2012
Have been maintaining and growing it inc tech moderinization
Customizations are available to all customers in next release. Not clear of roles in regression testing customizations with subsequent releases .

9 IT Hosting Provision
2019 OS vendor uses Vista IT Solutions hosts at Tier4 data centers in Orlando/Dallas. Sufficient but aging OS. Soc2 Type II audit 2024
RTO/RPO/Uptime fine - can they do that on nightly backups (SLA) ; SLA does not count unscheduled maintenance as downtime.

10 Implementation Services
Generic response. No implementation timeframe estimate.
PTMS response note – "All forms and workflows can be configured by the Department without the need to engage AtkinsRéalis for additional services." "Our reports can be configured or adjusted by the department without the need to engage AtkinsRéalis for additional services." –may have a larger than desired role in configuring system during implementation than described here.

- Kick off & install – includes GIS integrations that we do not think we need/want
- Config – WAY OFF BASE with EsriREST integration to transit provider systems and DOT.
- Data migration –   DOT loads spreadsheets with the transformed data
- Report development – HERE they state they build them but in PTMS they said we will.
- Testing – they provide the test cases
- Training – robust flexible
- Golive - Roll-out support includes weekly pre-set callin time for System Administrators to ask questions or discuss issues that users have reported during the week. Is it limited to that?
- No customizations anticipated

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- typically DOT would do 25% of effort but we are not typical implementation for them
- Project Director Project Manager, Project Quality Manager, AND assistant PM seems overkill

.
11 Customer Support
8-8 EST standard entry points. Can't see the tickets.
Completely down – 4 hours to initiate response is slow
Severe issue 1 business day to initiate response is slow.
No service response standards in SLA, lots of rules to follow to report an issue.

Adequate help/training resources
12 Caveats and Limitations
None stated   There are professional service and data fees in SLA that are not included elsewhere in the proposal so would not be accepted in contract.

Appendix G- Proposed Services Requirements Worksheet

Appendix H- Proposed Services IT Policy Form
NIST implemented, Digital accessibility well underway to finish in 12=24 mo, branding available.

SLA and Uptime and Unplanned Outage Report

 1.5 Data maintenance - The total amount of Client Data is limited to the Client Data Amount set forth in this agreement or there is additional data mainentence rates. Our agreement would overrider the keeping of our data unti they deem all our bills paid or did not comply with their notice procedure.
1.6 exclusions from service © is concerning as we aren't clear what IS covered. Will not change the application credentials. Will not modify our existing permissions policies/roles, password rules, or approvers. UI modifications including appearance, text, branding or other features (ADA compliance risk). How about web vulnerability fixes, performance issues?

5.2 Client Data - Atypical is Dept ok with this? - Additionally, Client hereby grants to DTS an irrevocable, perpetual, worldwide, royalty-free, fully paid transferable and sublicensable license and right to use Client Data for analytical purposes.

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NOT OK! - DTS may also use Client employee personal data in accordance with the DTS Privacy Policy which is posted online at Privacy Policy, as may be amended or modified from time to time, and Client's employees are required to agree to and consent to said Privacy Policy as a condition to their use of the VUEWorks Software (and what does that mean for the transit providers??)

Hosted Software Client Data Back-ups. DTS's back-up responsibilities with respect to the VUEWorks Software provided as Hosted Software consist of performing daily back-ups of Client Data on the DTS servers, including databases supported by DTS after setup by Client, such that all Client files and data can be recovered by DTS to the last recovery point in the event of loss – can they meet the RTO/RPO?
 Risk -
VUEWorks software has many dependencies that could generate error messages that are delivered through VUEWorks but are not VUEWorks software defects. These include but are not limited to: 1. Esri GIS Software 2. MS SQL Server 3. Server operating system 4. Permissions 5. Hardware 6. Network connectivity 7. Individual client computer issues a. Individual Client computer issues are identified when the issue occurs on a limited number of computers but not on all computers using the same VUEWorks user login. b. VUEWorks reserves the right to determine if an issue is caused by a VUEWorks software defect or not 7. If the issue is determined to be anything other than a defect in the VUEWorks software code then VUEWorks will provide up to 30 minutes of technical support at no charge, followed by a charge of two hundred dollars ($250) per hour per incident

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EVALUATOR DEPARTMENT: OIT

Part III Cost Proposal   (scored by formula, but note questions)

Failed to include the rate for unsupported support, and for additional data fees that are laid out in the SLA so they will not apply to us.
Clear.

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: AtomAI Solutions
DATE: 7/5/2024
EVALUATOR NAME: Jennifer Chisum
EVALUATOR DEPARTMENT: OIT

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Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.
What is their core business? Atom Transit Asset Management as a Service is the result of a collaborative effort between AtomAI Solutions Inc. (AtomAI) and Google (Alphabet Inc.) In 2014, the Atom Team began building customized software to help city, county, and state departments of transportation better manage their infrastructure such as roads, bridges, and facilities. Now a world class asset management SaaS solution that would leverage a modern mobile-first, cloud-based platform (nocode sounding) – demo - focus on GIS/cloud based solutions for government organizations. Not specialized in a smaller government business sector

Have they been in business long? 10 yrs in this business
Have they done this before?   Not transit, but DOT asset management
Understand DOTs and transit providers? numerous state departments of transportation including Alabama DOT, Utah DOT, Arkansas DOT, and South Dakota DOT. Nothing about transit specifically.
Understand Federal requirements? Acknowledge it generally but nothing about FTA specifically
Understand hosting and maintaining software? yes
Are they big enough to continue if someone leaves? demo - They have decent/high redundancy on the engineer side. Low turnover (12 yrs). On the PM side we have a layered approach – PMO, Main PM, backfill PM (for PTO etc) so continuity. No lost clients yet.
What do they have to say about their staffs qualifications ?
What do they have to say about their approach/strengths?

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EVALUATOR DEPARTMENT: OIT

- Mobile first for ease of field technicians (doesn't apply here)
- No code system configurability
- customizable dashboard
- Demo - Their summary takeaways - configurability, flexibility, reporting, mobile aspect

Appendix C- Litigation N
Appendix C- Subcontractors - N

Appendix C- References – no similar use cases, emphasis on internal ERP and/or asset management.

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: AtomAI Solutions
DATE: 7/5/2024
EVALUATOR NAME: Jennifer Chisum
EVALUATOR DEPARTMENT: OIT

PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed
Atom is a unified product with eight portals (Team, Asset, Work, Schedule, Budget, Analytics, Maps, and Dashboard) - Kelly why 8 portals?   in general we will leverage them all to some extent.
Did not state number of user seats offered. Demo – unlimited this time, would be a cost increase if more users in next renewal. Still not quite understandable but low risk.
 2TB limit. There is a limit on registered users,
GoogleLooker free license, "most do not require upgrade to apaid version." This is for analytics/reports, they do not believe we will need it.
24 customers mostly DOTs/public works

In addition to contract, ATOM SUBSCRIPTION AGREEMENT would be required to license the software.
- Failed to provide who would be required to agree to it, or its purpose.
- Customer hereby grants AtomAI a perpetual, irrevocable, non-exclusive, worldwide, sublicensable, and royalty-free license to use the Customer Data solely for the following purposes: (i) providing and improving the Services; and (ii) providing technical support and/or implementation or configuration assistance at Customer's request.
- A lot of terms conflict with State IT contract
- demo – we can incorporate it into the IT Services contract.

2 External User Management
 AD for state employees.
Web-based authentication system for non State AD.
Does not describe functionality as requested such as whether transit representatives can manage their user data -- demo: we set the rules, they can be responsible for their team.
Demo – role based access control. We can learn to do the role/permission configuration as well.
PENDING REQUESTS – list of folks to approve user access.
ROLES would be used to separate contractors by transit provider. Users would only see their own assets then.

3 Asset Management
Looks like it can meet our requirements.

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easily configured without code – either by the Atom Team's implementation personnel, or better yet, by ME-DOTs admins trained by the Atom Team
can use our nomenclature.
Demo –   NON ASSET SPECIFIC SUPER CONFIGURABLE on front end
  change approval workflow / notification bar

4 PTMS Form
Everything is available ; has to be configured.
All data collected with Atom Forms will be discrete data points rather than as updates to existing data. Demo -   in workflow the who/when is captured and can control sequence of events when needed.
Do we have an issue with getting the asset data updated once the PTMS submission is approved?

5 State of Good Repair (SGR)
Atom Team would have to work with ME-DOT to understand the specifics of any algorithm that ingests the data and spits out a condition assessment or deterioration curve. Once the algorithm is defined, the Atom Team can develop a set of reports.
Demo -   can it be stored as a data value YES. Demo - They have good access to data to develop scores can handle custom computations

6 Other Automation
Looks like it could meet our requirements

7 Reporting
Nice personalized dashboard and graphics.
The Atom Team will teach and train ME-DOT's data analysts on the use of the tool and show them how to build specific reports during the course of the implementation project.

8 Systems Maturity
 8 yrs old;   tech   modern. 2 week release process after extensive UAT. A lot of formal documentation.
Only customization is for systems integration.
All releases are pushed down automatically like Google chrome, etc.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

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9 IT Hosting Provision
No issues
Demo -   Every client has their own tenant test and prod

10 Implementation Services
Generic with a time estimate - but what does that mean when it's so generic and usually used for much grander projects? - 2 wk sprints for 9-12 months to Prod
Initial build by vendor with our input   AFTER go-live, Kelly should be comfortable doing it herself, with assistance from the Support CSM.
Training codeveloped iteratively, robust toolset
9-5 EST project work
Unclear on data migration responsibilities of client vs vendor

11 Customer Support
9-9 EST + 24x7 callouts. phone, email, website/,JIRA avail to all users, CSM
Clearly defined prioritization/timeframes

Each org has custom searchable knowledge center they build out with us and we can edit and control what is displayed.   .
We decide who can put in tickets, demo recommends that all have access rather than Level 1 support person here.

Completely down –30 min to respond
Severe issue 1 hour.
Low priority – 1 day – not business day but day
Currently Reference – 4 minute response avg.

12 Caveats and Limitations
~~None~~ Cost proposal limits training to 16 transit provider agencies
Appendix G- Proposed Services Requirements Worksheet

Appendix H- Proposed Services IT Policy Form
excellent

SLA and Uptime and Unplanned Outage Report

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EVALUATOR DEPARTMENT: OIT

Part III Cost Proposal   (scored by formula, but note questions)

All rates mentioned in proposal are included in cost proposal.

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STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

</div>

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Cambridge Systematics
DATE: 7/5/2024
EVALUATOR NAME: Jennifer Chisum
EVALUATOR DEPARTMENT: OIT

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Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.
What is their core business?
Transportation consultation and software
Have they been in business long? 50 yrs, software 21 ys, Demo - Transam is 9 yrs old.
Have they done this before?
Our team has assisted in writing national guides to Performance-Based Planning and Programming (PBPP), Transit Asset Management (TAM) Implementation, and data visualization; contributed towards further developing the International Organization for Standardization (ISO) 55000 standard on Asset Management; and developed TransAM, the robust open-source transportation software platform for tracking and managing asset performance for single and multiple agencies

Understand DOTs and transit providers? y
Understand Federal requirements? y
Understand hosting and maintaining software? Y .
Are they big enough to continue if someone leaves? Demo - 15 developers/qa/managers in software development. Plus a much larger staff to tap if needed that are not familiar with this system. However, when they describe the migration of their TRANSAM customers, despite eagerness there is only 1 being migrated, and a second ramping up for migration.
What do they have to say about their staffs qualiications – strong and very relevant to use case
What do they have to say about their approach/strengths
        built by transit experts, for transit agencies.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

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BIDDER NAME: Cambridge Systematics
DATE: 7/5/2024
EVALUATOR NAME: Jennifer Chisum
EVALUATOR DEPARTMENT: OIT

Appendix C- Litigation n
Appendix C- Subcontractors - N

Appendix C- References –similar use cases but ONLY 1 USES THE PROPOSED SOFTWARE.
Ref 1 – uses it but did not respond to reference request
Ref 2 . They can't migrate from TransAM to this until more modules built – will be on TRANSAM for several more years.
Demo included some anticipated team members. They performed the demo to their own agenda rather than ours, makes me wonder how well they will listen to us in an project.

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PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed
Asset Inventory module of the Asset Cloud System ,next generation of asset management for State DOTs and transit agencies. Demo - 4 modules – asset inventory (live and in prod) – rest coming over next 12 years to build a robust asset system not just TRANSIT oriented. – Did they respond to requirements based on the CURRENT BUILD or planned build? They only included the asset module because that fills all our requirements. Didn't you just say module 4 was for the NTD fx – yes but that is only fx not built out.
No license limit.
Very new –JUST MassDOT (live 2/23 per demo) w 8 of the Massachusetts Regional Transit Authorities (RTA). Demo - DRPT is also considering a migration at this time. TransAM, is currently utilized by 5 organizations with the plan to migrate all organizations to Asset Cloud in the upcoming years They are letting organizations decide whether to migrate from TRANSAM.all are "excited", DRPT is next in line and they are currently assessing. Next would be SKAG likely this year. Exactly matches their needs. Others will be more delayed as they need more of the modules that are not built yet.they hope to finish within the next 5 years.
I'm uncomfortable with the **shifting story** of how excited/ready the TRANSAM users are to move, and how built out the fx is.

Single agreement
2 External User Management
 No AD integration, Transit provider fx not all that clear.

3 Asset Management
  Excel style interface w/ VIN lookup from NHTSA Much of our needs are already configured
Notifications for asset disposal not included
 Demo –   cannot bring up the site for the demo
They can't add new vehicles. – **currently system does not do that would have to negotiate that during the project**. Although off the shelf there will be many tweaks and customizations based on discovery, this is the "shell". (Concerning)
Providers can change **all** fields for all their own assets. We also want to approve their changes before "taken" by the system. Demo - **We do not do that** but we would have

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to negotiate how to fit it into the project. – **So we can't know whether this will meet our requirements?** everything CAN be done but it's a matter of level of importance **to see what can be done for the time and budget proposed**. So we don't really know what we're getting? They can't say anything before the discovery about what requirements they can meet. It's the best way to handle software development. We believe that we were clear in saying what the system can and can't do so you can understand which things are not necessarily going to be provided.

Disposal – demo - We will not change your workflow, it's our desire to UNDERSTAND your workflow, and understand how we can fit that into a tool built for a different agency with its own requirements. **We should use the MASS best practices to keep things simple, after all MASS loves it**

4 PTMS Form
They would "extend" asset inventory to add the needed fields and form and it will update the asset data
No workflow - A manual workflow process would need to be imposed involving state and transit providers
Asset Inventory **does not provide the ability to lock forms against further edits**
Changes in mileage, service status, or condition for a given asset will automatically create new asset events, essentially independent data points, which can be viewed in a separate section of the UI, but the changes will also be reflected in the underlying data.
Not clear Any additional forms or workflow would need to be developed by the Provider as professional services work.
They used the FHWA contidition numbers 1-5 but **the PTMS form does not exist now.** So PTMS form has to be created out of whole cloth? Prior to the discovery, we think initially that essentially leverage existing features in code base. That form limits what fields are displayed, depends on strong requirements of field order would be problematic. The preapproval would be problematic, all data is updated automatically. We would have to add staging. **It would be up for professional services charge**. Kelly it would be nice to know what they changed at least . It uses Mass best practices, they wanted to see when the last event lifecycle update was made (such as last update date of odometer.) **Not an actual audit history** of who/when though on updates.

5 State of Good Repair (SGR)
They have a set calculation that **excludes vehicle condition**; **does not address its compliance with FTA.**

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6 Other Automation
Neither is available would be built as professional services if needed

7 Reporting
Does not include all business data -- Reports generated can include all asset **profile** data as well as historical lifecycle changes – including condition, service status, and odometer.   Metabase reporting (GUI query=Questions) or SQL queries in dashboard. Only a few standard reports

  Demo - For vehicle based reports – you would filter to a single vehicle in a screen, and then export that row of data to excel. **Could not get it to export CSV**– Chrome hung.

8 Systems Maturity
first implemented Feb 2023 – **immature**, actively building out a major asset management system which does not necessarily prioritize our requirements
They do customizations subsequent maintenance not clear.

9 IT Hosting Provision
AWS meeting the minimum specs
Do they host us in same instance as other users? No, separate AWS resources/account for each client

10 Implementation Services
Did not provide implementation plan or timeframe because they develop it in first month after contracted. **Not even a general order of events offered. THEY DO NOT COMMIT TO MEETING ALL OUR REQUIREMENTS at the cost proposed.**
 Formal rigid process-heavy structure / agile framework where development work is given effort points then scope negotiated to fit their bid.   Demo- isn't this more about config than development? We do have some requirements for software development…the specific forms, for example. Even for config, data loading will follow a similar pattern.
Significant customization estimated to take approx. 12 weeks
- 45 fields to add
- Excel Data import templates
- PTMS form
 Very unclear on data migration process or roles/responsibilities.

Only 1 training session limited to DOT staff (demo changed offer, not allowable)

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11 Customer Support
8-5 EST + phone, email CSM. Extensive user guides, webinar or group help, by CSM.
No standards for response/fix in SLA

12 Caveats and Limitations
No others

Appendix G- Proposed Services Requirements Worksheet
- **10 Audit history of asset changes are limited to** odometer, condition, and service status changes as well as who performed the update and when
- **Many modifications must be made to meet Appendix G requirements however in appendix F and Cost Proposal they make it clear that they are not committing to make the modifications in this proposal**.

SLA and Uptime and Unplanned Outage Report
   SLA with few committments

Appendix H- Proposed Services IT Policy Form
Quite a few issues. would require IT Procurement consideration

- they have not assessed internally facing applications for accessibility. Demo - - **The UI is not designed to be Digitally accessible**. For example, low contrast and color-only signalling of errors. Demo- Most DOTS do not enforce it for internally used software so not a priority
- **If there are any issues that Maine DOT considers critical, we can either address them as professional services work for a negotiated fee, or possibly as HMS work if they are less urgent.** Demo- this conflicts with our policies for remediation of security issues, ADA – are you open to the policies? we deal with it in PENN.   If we do our own testing, anything medium or higher they would handle as a bug and assess what it takes to fix it. Would roll into agile dev but might require more work - would "look at possibilities".

- No disaster recovery site, would incur added costs not proposed.
- Disaster recovery exercises and self-audits for security have been included in their costs although not normally performed.
- We will be expected to bear price of FBI background checks if not waivered.

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: collective data
DATE: 7/5/2024
EVALUATOR NAME: Jennifer Chisum
EVALUATOR DEPARTMENT: OIT

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<u>**Individual Evaluator Comments**</u>:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.
What is their core business?
 advanced asset and inventory management solutions, specializing in software that enhances efficiency, accuracy, and accountability across various sectors including government, transportation, and public safety. Demo – Implementation and enhancement of their own nocode proprietary system.
Have they been in business long? 27 yrs
Have they done this before? Major asset management for a DOT and Univ, fleet system for public transit system.
Understand DOTs and transit providers? very generic to gov't IT not business case
Understand Federal requirements? for govt/ IT security at least = FTA not mentioned.
Understand hosting and maintaining software? definitely
Are they big enough to continue if someone leaves? Not addressed
What do they have to say about their staffs qualifications – not addressed
What do they have to say about their approach/strengths = designed to integrate seamlessly with existing IT infrastructures and adapt to the unique workflows of each client, ensuring a personalized system
Appendix C- Litigation - n
Appendix C- Subcontractors – n
Appendix C- References –   not similar, based on MATS style asset management Fleet management implementation also mentioned. Much larger in scope and asset counts.
 Reference 1 – phone and email addresses provided were invalid.
Reference 2 – Fleet –   They could not do all of the expected workflow processes or reports; implementation team did not work together fluidly although team and product

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

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RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: collective data
DATE: 7/5/2024
EVALUATOR NAME: Jennifer Chisum
EVALUATOR DEPARTMENT: OIT

have improved immensely since. Ultimately fit pretty well but not all issues have b.
They are receptive to feed back and work on fixing the problems. I wish they had more
staff to tackle more of my items quicker, but overall, they do get our items fixed.

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PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed
collectiveFleet.
1.2. State license details including usage limitations such as user seats or active vehicle count. Con-Current Licenses: Max number of "Admin" users inside the system at any given moment." -   25 Demo =anyone entering in asset information, fuel information. If they ONLY enter mileage they can use the LIMITED USER VIEW, unlimited for that piece -- That might be our direct reporters that don't have to do the PTMS, just mileage updates. DOT - Is 25 enough for PTMS entry?
330+ customers.
No added licenses
No client software
No additional contract
Demo - No charge for space, asset count, so feel free to add photos etc.

Reference – configuration
   a. complex workflows: We had a lot at first but have worked through most. We still don't have a PM report that runs with 100% correct data 100% of the time.
   b. permission management: This is very intuitive on their site. No issues
   c. form edits: Not sure what you mean, but I am able to modify most things on their site.
   d. Computations: I've asked for very specific items with most being complex and they've helped me get most of the way there on a majority. I have very high expectations and push the program to the limit, so I'm not sure if it's a CD problem, or a me problem

2 External User Management
Very clear, acceptable. "listened" to the question.
Demo - Hierarchy structure for permissions would be 1. Maine, 2. External users, then chose subject level access for the hierarchy or external user: Asset, maintenance, work orders, etc AND field level even. Our asset category is vehicles.
Reference – easy.
3 Asset Management
Generic, does not address our RFP requirements/use case. Clearly designed for asset management of our own assets. Barcodes, maintenance, location tracking, photos, tracking auction signoffs, etc…fleet management stuff we don't need. Will it be able to

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handle our simpler needs? Demo - only 3 fields are mandatory – asset number, status, and category, rest can be hidden. They can use custom fields for us and hide their typical field. Such as inspections adding custom field "minor repair count" and eliminating all their details.
Can filter revenue vs non-revenue as an asset type (demo -several options as best need our needs Subtype is often non-revenue, 4WD, whatever you wish.
Demo -   workflow capabilities? - Yes – autosatusing as described for disposal:
Will meet disposal requirements Can they handle multiple workflows depending on type of disposal? They would use 1 prebuilt base disposal form and hide/add fields depending on what field is selected. Every client has customized this differently. Can they change the workflow depending on the disposal type – the workflow can be based on ANY FIELD selected. So some can be instantly approved for example. Same for system notifications.

Demo - For this vehicle fund sources -- we used GRANT X WIN Y Fed % $, and 4 grants might be involved. Can the system handle this?   They have 1 grant field right now.. If you wanted to change it to a list they could add it into a "group box". They do not currently have a way to capture WIN, but could be added. – customizations needed

4 PTMS Form
Sophisticated = Form can be configured, role-based access, and sophisticated workflow.

Demo -   First, He imagined them logging in from the "limited user view". We can custom build the inspection form, would have to use mainly custom fields as we want aggregate info - how many minor repairs, major repairs, cost for year, total fuel for year, etc Users log into Limited user View, create the Inspection - select the asset, fill out form, and submit to workflow. However it is one inspection per vehicle not a list/batch data entry process if done that way. We control the workflow statuses, and can it sounded to me like we do not ACTUALLY control when the asset is updated by an approval – instead we retrieve the data based on the dates of update/approval of update.   OR we could just build a batch entry form just for you just like you have now. (but based on their discussion of what triggers added fees, that will incur added fees)

Can handle fields locked against update after initial data entry. Anything that we need to lock down, we can handle it in the User Manager and set permission on a specific field. Could they enter a VIN number and never modify afterwards? They could create an updater, they could say after 1st entry don't allow it to be editable by this group. Then only full admin only could edit it.

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5 State of Good Repair (SGR)
SGR/Replacement -- Sophisticated overbuilt module for lifecycle management. - I am concerned that we might have difficulties using it as needed - Demo - Their replacement model/condition scoring is configured to us. There are no formulas, it's based assigning configurable points to data items collected by the system such as mileage. We have to figure out a 1-5 ranking. Current based on age, miles, condition…we use a formula right now to set the 1-5 rank. He is sure it could be translated into their system: For example, set at 1-100 condition points. Condtition points might be 10-20-30-40 and then set to score of 1, 2,3,4…etc. DOT framework is to assign points to various bits of information. For useful life, we need 4 yrs or 100K is a 5…then x yrs or 200K is a 4, etc. *We can achieve* it's just finetuning our parameters and scoring structure. --- seems promising. There is lack of clarity about how much of this we are expected to figure out and configure for ourselves.
they use straight line depreciation for the projected replacement date. – does that work for DOT?

6 Other Automation
NDT can be facilitiated – features that may help include – inspection form with data validation, workflows to trigger responses from TPRs, compliance alerts, report approval, audit trails of status changes, custom report development (by DOT), automated report generation and data validation.   Compliance alerts.workflow for report approval, audit trails.
Vehicle replacement cost calucuation – very high level and many factors mentioned in proposal. Not clear on level of configuration/customization and report development required. Does it work for DOT?

7 Reporting

Did not address the type of data available for historical comparison/analysis demo – all fields in the system including ones they add just for us.
Canned reports - demo – How would we get How many vehicles are beyond useful life? 2 ways – asset replacement scorecard that takes age and meter to create a score. A 10 year outlook report that shows when the project replacement is based on the lifecycle.

Demo -   "ADMIN" users have reporting access (if granted). Limited users do not.

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Ad hoc reporting – Drag/drop interface w various data fields related to transit provider data and inventory data, including all collected and computed data associated with the inventory, both current and historical. No inherent limitations on the type of data that can be reported on.
 Can filter easily on any asset field. For example non-revenue . Apply filters/sorts with multiple criteria, many types of fields including derived data inputs. Demo – Auto populates with stock fields you can remove then drag/drop. Select their prebuilt queries such as active assets, then pick other fields (Long list but may not be all of them) to add to report, name and save and share and favorite. You can go to notification manager and set them to run on schedule.   Does DOT like it?

Power users – SQL queries, integrate with external BI tools. Advanced features require training, including optimization.
Demo - looks like ACCESS front end with 1 record/time and arrows. Can futher filter. Can switch over to a PDF list.

Reference – system manager does the report development. There was a learning curve but they mastered it.
8 Systems Maturity
Not responsive about releases/history, except that it is. Webbased since 2020, No-Code platform since 2023.

Demo - POSTGRESS DB, Azure hosting services, the front end is proprietary built in house in C++/. Modern toolset

Demo - They do a lot of customizations, adding new functionality or complex features someone needs. We will l require several customizations. It's named "collective layered" because it operates on 3 layers – backend, base product, and top level is our branch. Top level will always take priority over base level so our customizations will not be automatically overwritten by the base. They test the base release, not branches .
Reference - Their product has improved immensely over the last 2 years.   Some of the complaints have been resolved.

9 IT Hosting Provision
MS. Good certs.
Do they host us in same instance as other users? We CAN have our own instance/server however usually we do have multiple clients on the same instance sharing resources. It is a single tenant database.

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10 Implementation Services
Order of events clear and make sense.
Approx 15 weeks (4 months), 2 days discovery onsite at start and 3 days training near go-live. Demo - We would get a implementation team with an app developer to build out the types, etc. We will build your app on your site within 7 days of purchase, base product at our designated URL. Then once the implementation team sets a timeline and we agree to it (e.g. start with asset form) in weekly checkin – this is what we did, is it what you're expecting? Is there a UAT period at the end? Yes.
What does section 4.2 "However for more complex requirements, integrations – would be added cost." – really mean?
DOT is intended to set up these forms/workflows with their system's built-in tools and covered under normal customer support (guidance, minor customization, troubleshooting COMMON issues). **Anything more requires additional cost**. Demo - Please describe this in more detail – bidder can add new objects, fields, etc. But if they have to create a brand new process in the solution (e.g. NC wanted to create TESTS inside the system) then it's additional cost. Typically very big charges. No charge foreseen with this – conflicts with proposal saying at least 2-3 customizations will be required, and the tight limits described . **Concerned that this answer seems deceptive/evasive – inconsistent**
Demo – in response to report question - Added COST FOR REPORTS IF IT WILL TAKE MORE THAN ABOUT AN HOUR, ESP IF MULTIPLE DATA TABLES OR PROGRAMMING RATHER THAN CONFIG WITH THEIR REPORT BUILDER

Proposal - CD "ASSISTS" with data migration and data review, set of security groups and users etc. " a recap post-call, which also serves to guide users through their initial setup", not clear on their role in verification of the planned settings and execution of the training plan.

Demo – unclear on vendor vs DOT roles in building it out? There's a lot of references to DOT doing configuration and report development, in the proposal and demo?   It's very dependent on what the item. …if we don't use the inspection way for PTMS reporting, their team would build the batch style form and the approval process; same with Disposals. But if we use inspections, we do it? Yes. They need our assistance in getting our data in. We would export our data into CSVs. We would use the UI to map CSV field to appropriate field (38) in their system. They would advise of the data transformations required, such as changing a Code from "OK" to "approved" or field length. We would do them in the CSV. We would do some kind of batch copy and paste of the data into their UI.   they'll click the button and that will do the data import because

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it's all built out in the import editor. **We have to do NEARLY ALL OF IT unless we have actual customizations (which are extra cost!).   Concerned that this answer seems deceptive/evasive – inconsistent**

Demo - What kind of DOT FTE would be required to support the implementation 8 HRs/ day? Definitely not 8 hrs/day. Probably an hour or 2 a week to meet with the implementation team to make sure it's on track. They'll collect data, build a timeline, then we just provide feedback. Apart from DOT time spent building out custom statuses, or types/subtype creation, data import files - that response seemed rather evasive/deceptive but we'll know more from references. **Concerned that this answer seems deceptive/evasive – inconsistent**

Collective Data will need to create a few additional and create/modify potentially 2 views/forms. The development work can be achieved in hours. Are these customizations or configuration? Customizations in our "branch".

 7:30 AM – 4:30 PM EST

Training – Demo - we have a few people here plus the subrecipients what is the training proposed? We'll figure it out right away. We negotiate that, all up for discussion.   The training allocated is 40 hours. We can come onsite prior to workflow setup for initial training of team, plus retrain later. Might be OK to switch to web training.   – "might?" Where did the initial flexibility go?

11 Customer Support
M-F 8:00 AM – 8:00 PM EST for non-critical issues
24/7 for critical issues (ex. Service went down, unable to access application.
CSM
Phone/ email/ ticket sub 4-minute response time – demo - is that just an automated acknowledgment? "Correct that is our average time of response from an actual employee. Might be longer. We will have direct line/email to our CSM for urgent issues. Ticketing system is for non-urgent issues only." No response standards stated in SLA or proposal.

Embedded guide, video tutorials.
Concerned by PTMS form description of what constitutes support, not reassured by Demo.

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- Normal Customer Support: Includes guidance on using the system, minor customizations, and troubleshooting common issues.
- Professional Services Work: Involves more extensive customizations, integration with external systems, or the development of complex workflows. Such services are usually planned as projects with specific deliverables and timelines

12 Caveats and Limitations
None stated
Demo – the training cost reflects a limit of 40 hours onsite, can be converted to web trainings. The web training cost $500/2 hr session.
 Note that most implementation work they will do beyond basic customer support to us will require additional cost and support limitations are unusual.

Appendix G- Proposed Services Requirements Worksheet
All y few comments.

10 Audit history of asset changes are limited to odometer, condition, and service status changes as well as who performed the update and when. Plus in proposal H they mentioned login history of users. OK with DOT?

Appendix H- Proposed Services IT Policy Form
Nothing noteworthy, complies with expectations.

SLA and Uptime and Unplanned Outage Report
- Doesn't intend to use our data

Part III Cost Proposal   (scored by formula, but note questions)

- The ONLY implementation cost is 15,000 for training – demo confirmed but added that this represents 40 hours of onsite training. (This comes out to $375/hr.) We may be able to switch out for web training which is $500/2 hrs.
- Likely to require added $300/hr for the PTMS work; very unclear when reporting charges will kick in. Concerned about the high level of dependency on State work and   the description of what is support vs professional services.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Faster Asset Solutions
DATE: 7/26/2024
EVALUATOR NAME: Jennifer Chisum
EVALUATOR DEPARTMENT: OIT

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Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.
What is their core business?
largest provider of Fleet Management Information Systems (FMIS) to Municipal Government in North America
Have they been in business long? 42 yrs
Have they done this before? NOT TRANSIT, Fleet management
Understand DOTs and transit providers? not addressed
Understand Federal requirements? not addressed
Understand hosting and maintaining software? not addressed
Are they big enough to continue if someone leaves? Not addressed
What do they have to say about their staffs qualiications – not addressed
What do they have to say about their approach/strengths . "a user friendly, best practice workflow for creating (on-boarding) and managing assets"
Appendix C- Litigation - n
Appendix C- Subcontractors – n

Appendix C- References – not similar. all fleet management, only one definitely using the Fleet Web product proposed (recently implemented took 18 months). No agencies that would interact with Transit.

<div align="center">**STATE OF MAINE**
INDIVIDUAL EVALUATION NOTES</div>

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BIDDER NAME: Faster Asset Solutions
DATE: 7/26/2024
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EVALUATOR DEPARTMENT: OIT

PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed
FASTER Web: Asset Module, Inventory Module, Maintenance Module, Fuel Module, Accounting Module, Reports Module, Vendor Module, Dashboard Module, Setup Module.   lack of fit to our requirements
 Be sure the extra "test database" is a full test environment
License is based on active Assets per units and unlimited users – did not speficy number of active assets provided (we said up to 400, and math in cost proposal comes to 400 as well).

380 current users of which165 on Faster Web although it's been out since 2012?
 No 3rd party licenses must be procured by us
1 contract, SLAs provided

2 External User Management
Very clear, acceptable. Dept would administer the TPR accounts, and use AD internally.

3 Asset Management
 updates take place when the User clicks Save. There is not the ability to review and accept updates/ disposals
Asset Usage Code – user definable and basic report parm
Process for adding an asset are not described.

4 PTMS Form
"digitize" the current form into custom MS Excel based report that TPRs complete and submit. Reviewed, then ENTERED in the Asset Master record, -- MANUALLY ENTERED HERE? That's our current process!
Does not appear allow the record locking/override, just leaves it open or through manual open/close of record for individual by the amin?
Surprisingly, List of assets is identified as a custom report in price proposal.
PTF will be custom report based on the spreadsheet. Report modifications can be made by the Department or this would be professional services work by FASTER. A "vehicle evaulatoin report and Department list of assets" are the 2 custom reports to be provided, no PTF report included.

Cannot report out the annual mileage reading rather than current mileage reading without customizations that are not on offer..

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Not clear whether TPRs access to asset information can be limited to their own assets.

5 State of Good Repair (SGR)

Uses Lifecycle management typical of a fleet system requiring maintenance and usage information. How detailed does that info have to be? Does not result in their SGR target, but service age in months/replacement forecasts. No reference to understanding of PTMS/FTA requirements.

6 Other Automation

NDT not offered– all they say is that we will have access to a data warehouse and they did not provide any custom reports in proposal.
  Vehicle replacement cost – described, inflexible.

7 Reporting

~~No limit on historical data but do not discuss what data is accessible through their reporting structure.~~ Historical Data is explicitly excluded in the cost proposal.

Typical   fleet management canned reports

Ad hoc reporting – MS SQL Report buildler, BI Charts - A Business User with knowledge of MS Excel and MS Access can use MS Report Builder. Reports can be scheduled and sent on a recurring basis.

8 Systems Maturity

Fleet Web is 12 yrs old, modern tech.1 major release per year. Some architectural maintenance as well as new fx components. Annual Customizatoin support fees for each customization for which vendor ensures new work is compatible and tested.

9 IT Hosting Provision

MS Azure Commercial , plan to get Soc Ii Type II in October this year apparently for 1st time.
99.9% uptime and 4 hours for RTO and 30 minutes for RPO
 Two outages totalling > 10 hrs at one site, five outages for > 6 hrs 2nd site. 3 pages of minor outages.

10 Implementation Services

The "uniform" generic implementation plan is inappropriate to our project needs.
We would never allow the payment milestones to be so front-loaded.
Unclear work hours "will meet our guideline"

STATE OF MAINE
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11 Customer Support
s 7:30 am to 6:00 pm EST/EDT, Monday through Friday (excluding U.S. public holidays). FASTER also provides emergency phone support
Resource center online No direct support to the Providers

Software defect ONLY if they can replicate it and agree it conflicts with their documentation. Reasonable support SLA
12 Caveats and Limitations
None stated.
Cost proposal fails to provide any rate for professional services (custom programming, training) despite stating they would be needed in multiple parts of proposal and not addressed in Cost Proposal
No rates for System maturity customizatoin support fees. They are in the cost proposal for the 2 known report customizations.

Appendix G- Proposed Services Requirements Worksheet
Customers must initiate release updates
Audit history of master records – what is a master record?
A lot of user level permission management (modules, workflows, screens) on top of basic user role permission. Would want to see in demo to see how much overhead it cratese
The 21 standard asset data points (item 14) do not fit our case well, a lot of unneeded data may be required.
16 – not clear they can edit VIN or update info other than owning unit.
17 – cannot enter/save prior to submission of form, every save updates the authoritative data.
18,19,21 – response does not seem to indicate that the fx is present
22 – data cannot be locked once PTMS finalized
23 – TBAs cannot easily see/old new data would have to go to audit report

10 Audit history of asset changes are limited to odometer, condition, and service status changes as well as who performed the update and when

Appendix H- Proposed Services IT Policy Form
Currently working toward NIST compliance, SOC2TYPEII
Planning to start to address Digital accessibility soon, with a VPAT
Not clear that they do any branding other than custom report headers.

STATE OF MAINE
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SLA and Uptime and Unplanned Outage Report
See hosting etc above

Part III Cost Proposal   (scored by formula, but note questions)

License is 25 concurrent licenses. License cost has no unit is it per user?
Likely to require added $300/hr for the PTMS work; very unclear when reporting charges will kick in.
SaaS license fee/SaaS license rate = 400 active vehicles licensed.

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RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: GBCS Group
DATE: 7/29/2024
EVALUATOR NAME: Jennifer Chisum
EVALUATOR DEPARTMENT: OIT

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Instructions: *The purpose of this form is to record proposal review notes written by* ***individual*** *evaluators for this Request for Proposals (RFP) process. It is* ***required*** *that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

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Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.
What is their core business? Fleet management technology solutions w/ Lokomotive.
H ave they been in business long? "30 years of collective experience" meaningless -- In File 2 = built 2015 = 9 yrs w Lokomotive
Have they done this before? Not Transit. They did 10 Fleet management implementations in last 2 yrs. File 2 – only 4 prod ipmlementations running now, what happened?.
Understand DOTs and transit providers? no
Understand Federal requirements? no
Understand hosting and maintaining software? Didn't discuss**.**
Are they big enough to continue if someone leaves? unknown
What do they have to say about their staffs qualifications – not addressed
What do they have to say about their approach/strengths - Projects on time and budget .
Appendix C- Litigation
 - none
Appendix C- Subcontractors - N

Appendix C- References – no similar use case – massive fleet management implementations.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

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PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed
Lokomotive SaaS
 unlimited number of users and vehicle count.
presently being utilized by " over four major clients" in production, seems they are just under our minimum bar**.**
1 contract

2 External User Management
AD/direct hybrid, State must manage all users

3 Asset Management
Use **built-in** asset statuses & types % approval workflows,   can work in the Direct recipient among their 450 asset points.

Some fields we don't need are mandatory, such as engine type, asset location, various costs,   insurance and registration details to add an asset. – Concerned about flexibility of system and data requirements for smooth operation since we want to collect so little of the data it expects.

4 PTMS Form
Meets requirements, Checklist type form, dashboard to monitor progress.

5 State of Good Repair (SGR)
Does not meet requirements, built in. SGR requires capturing a volume of detailed repair work order data, and is computed on a PER WORK ORDER BASIS. So will require data that we do not collect.

6 Other Automation
NDT reporting – could likely be built to work as desired, may be data hungry
Vehicle replacement cost -- may be data & process hungry

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7 Reporting
 no limitations imposed on the storage or reporting of historical data. This includes all types of data, whether it be asset data or data collected or derived from the Public Transit Management System (PTMS).- the PTMS doesn't update the asset data?

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Typical fleet management standard reports do not fit us well
Excel, PDF
modern and intuitive user interface ensures that no knowledge of SQL or other
technical information is required

8 Systems Maturity
Hard to tell due to lack of details. Built 2015 maintained inhouse.

9 IT Hosting Provision
MS Azure, no accreditations after 2019 but security expectations change over 5 yrs
RPO/RTO/uptime fine

10 Implementation Services
Approx. 5 months
- Cookie cutter approach for fleet management system implementation..
- **Any delays that affect the timeline and cost of the project may incur
  additional costs that will be billed to SoM and will require a change order**
- **The State of Maine and GBCS may need to re-validate the budget, scope,
  and schedule based on the outcome of the discovery
  sessions/requirements clarification held in the Discovery Stage**
- Unclear on potential customization needs, they lump it with "configuration"
- **Virtual training** is all that is described, not tuned to our build/requirements.
- 10:00 AM to 7:00 PM EST is not ideal

11 Customer Support
10-10 EST not ideal. robust channels inc in-app problem reporting.

Completely down – 4 hours to initiate response seems slow, only 1 hour less than
response to all other issues.
No goal time for resolution of any issues
Robust training resources but not tuned to our build.

12 Caveats and Limitations
Appendix G- Proposed Services Requirements Worksheet
must modify to meet #24

Appendix H- Proposed Services IT Policy Form
NIST acknowledged, offered to host in Government cloud "if necessary"

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INDIVIDUAL EVALUATION NOTES

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No issues stated with other policies, will comply with branding

SLA and Uptime and Unplanned Outage Report
No issues

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RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: GBCS Group
DATE: 7/29/2024
EVALUATOR NAME: Jennifer Chisum
EVALUATOR DEPARTMENT: OIT

Part III Cost Proposal   (scored by formula, but note questions)

Clear, simple.

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: mayvue LLC
DATE: 7/26/2024
EVALUATOR NAME: Jennifer Chisum
EVALUATOR DEPARTMENT: OIT

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Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE
Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.
What is their core business? developing SaaS systems for State agencies. designing and building asset management and inspection systems. Bridge AASHTOWARE is their flagship used by 42 States.
H ave they been in business long? 5 yrs demo – 17 yrs
Have they done this before? Demo – new to transit

.
Understand DOTs and transit providers? 7 DOTS 40+ State agencies, advocate for State needs for SaaS. This software expected to be implemented by 15 DOTs by end of year. Can handle the transit assets through lifecycle.
Understand Federal requirements? Not worried, given the AASHTOWARE role.
Understand hosting and maintaining software? y
Are they big enough to continue if someone leaves? 40 people
What do they have to say about their staffs qualiications – software engineers, project managers, business analysts, quality assurance analysts, and more
What do they have to say about their approach/strengths
- Using the Page Builder within MIP, users can define pages…without need for developers
Demo 10 state DOTs are licensing MIP
Appendix C- Litigation
- none
Appendix C- Subcontractors - N

Appendix C- References –
Ref 1 – Very Positive for AASHTOWare build – quick turnaround, precision, speed despite heavily customized AASHTOWare (on their prem). No permissions issues.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

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EVALUATOR DEPARTMENT: OIT

Ref 2 – very positive for AASHTOWARE build. small and active company that reacts to your needs rapidly. A weak point could be that they are a smaller company. Dealing with Mayvue has been an overall positive experience. Having dealt with other software vendors, it is good to work with a forward-facing, small, agile group of people who are looking to work well with their company and not just tell you that they can do anything but do something that is right for you.

Demo -no anticipated team members,

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PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed
MIP – demo - responsive web design..
Unlimited users/assets/asset types/forms
7 DOTS growing to 15 this year
no contract complication
Crystal Reports licensed through them
References did not hit configuration barriers.

2 External User Management
Meets all requirements TPRs can maange ther own reps, but no automated restrictions on number of active users per TPR
Dmeo – typical, SSO is supported. Roles set user permissions and report access. Groups define asset types – asset/region etc. Can flag which dashboards/landing pages user have as options to chose from. If you want, you can secure each asset individually OR Hierarchy Us on Top, then Provider, then Asset. Flexibility can be overwhelming but gives us a lot of power to adjust.

Communication – automated email notifications and in-app notifications can be configured.

.
3 Asset Management
Must be fully configured, not pre-configured. What types of things did references struggle with?
Can meet   requirements
Demo - Asset Type drives it –
Define asset, fields to be tracked, any fx such as WO, child asset types. Aspects are maint needs, work candidates etc. Does not need to be hierarchy it's an option. Example form looks pretty normal. We an create and modify everything.
Field security can be configured on each form, incudes colun width, .Dropdowns are "parameters". Fixed or overridable. Handles historical changes properly, including lookups.

Audit history of data change which is in the asset history – what when who.

4 PTMS Form

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Appears to meet requirements inc mileage capture
Demo - The PTMS report will be a form. Accessible via the asset…navigate to the asset and it gets you to the PTMS form. Although they can do it, they advise against spreadsheet-ish type forms, single asset forms recommended because people may enter data in wrong row. So look at list and click to form.

THEIR WORKFLOW functionality is called QA/QC - decent configurations & workflows & reports/snapshots & archive autoreports. Including rejection/comments that go back to submitter. You can see in the history…comments are captured for the workflow as well. Did not show it to us. Validation rules work against forms, can have a workflow trigger a validation but THEY BUILD validations Cannot move to next step of workflow until validations are passed. If they cannot automate it, then can have the approval step.

How would the transit provider know they finished the PTMS submittal if they are doing the submission at the asset level?.. Can validate each asset directly OR validate in bulk. It would return X vehicles missing these fields. Currently we cannot modify the validation rules. It would not be able to say you just forgot those 4 records, it lists them out at the field validation level. Levels of INFO, CRITICAL.

5 State of Good Repair (SGR)
Surprised it has a default SGR built in –Demo - actually we threw it in as an example of what we can do with formulas – it can do ANYTHING. DOT defines it. If we change SGR does it change the historical data? YES, use a new field.

Mip computes them based on mileage age and vehicle condition.

6 Other Automation
NDT reporting – can be created they are confident. Including automating scheduled work

Vehicle replacement cost -   default is built, can be tweaked, how hard a fit is it for us? Based on demo, easily.

Demo - Disposal (3-4 types)– Group allowed them access to see a vehicle. Roles control the disposal workflow -- They submit application (1 role), separate role can authorize it, inspect, lots of steps. If I approve to dispose, must then mark vehicle as disposed. Does it remain in the system so I can see history? Yes. Can set up a trigger event for a notification. It is possible to do a deletion but not typical.

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(They showed prebuilt work order/maintenance management workflow.)

7 Reporting
No data restrictions in this system or integrated.
Demo - User defined rollup dashboards. We control what they can see
Do they provide a data dictionary? Typically sefl-evident by field names, plus a data dictionary. If you're not sure what a field is supposed to mean, on forms it will provide that data dictionary entry.

TPR data / report access can be restricted
MIP provides ad hoc reporting and query tools that have no limitations on the available data., includes export to EXCEL, JASON,.
AI assistant   query builder tool, PDF inquiry - "how is this field used" it will give English answer and list out the PDFs sourced. AI returns an answer, not dataset/data. How is it kept up to date? – they get thumbs up feedback, and they regularly review it as they constantly train it.

Is this all Crystal Reports   They provide the license and it's our responsibility.. demo - They do provide the initial out-of-the box standard report during project. They COULD do it for us, typically agencies like to do it. New cost item after the initial build, unless very minor.
Reference1 business lead creates their own reports in CR, Infomaker, Data Collector. They have been assisted by support for very tech ones. They will use 2 model dashboards by support to create their own going forward.
Reference2 not sure whether they DO use CR – they know they can.

8 Systems Maturity
2019, initially bridge inspection, now growing to support additional assets and esp addition of the Page Builder for user self-service
They didn't get the customization question, asked for clarification in demo – they try not to, but complex validations are an example of customization. .They do test their customizations

9 IT Hosting Provision
AWS good certs 2024.   Fine RTO RFP uptime SLA
Minor downtime history, no concerns

10 Implementation Services

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STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

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Reasonable approach –
 4 months
3 virtual trainings
OK - Minimum Staff effort, high speed & precision for OK despite heavy customizations
RI was able to configure the AASHTOWare with manuals and support; they chose what tasks they would take on and Mayvue did the rest. On schedule/budget.

11 Customer Support
8-5 EST. typical channels 24x7 for emergencies but we must enter the JIRA ticket and provide right supporting documentation and move it between statuses. We must be willing to work critical issue 24x7 with them.
Reasonable SLA
OK positive (and doesn't need to use it much)

12 Caveats and Limitations
In SLA - A high-level breakdown of the fixed price budget for this SLA is specified in the cost section of the RFP response. At the end of the SLA period (July 31, 2026), the Department will have the option to renew this SLA. The intent is it's a recurring effort so that Mayvue can continue to quickly support the SaaS needs of the Department. Support hours, costs, and terms may be modified (or cancelled if no longer necessary) with each contract renewal, as mutually agreed upon by both parties. – realize it won't work that way, we have to fix the costs in contract? That was not removed from the SLA as an oversight.

Appendix G- Proposed Services Requirements Worksheet
All Y no comments.

Appendix H- Proposed Services IT Policy Form
NIST implemented, they responded in detail; will comply with the rest.
OK, RI reference could not respond to IT related questions.

SLA and Uptime and Unplanned Outage Report

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Part III Cost Proposal   (scored by formula, but note questions)

Clear.

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: online24x7 inc
DATE: 7/26/2024
EVALUATOR NAME: Jennifer Chisum
EVALUATOR DEPARTMENT: OIT

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****

Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.
What is their core business? Microsoft Dynamics 365 We build, deploy, and manage an array of custom software solutions in cloud-based products/ SaaS products. Our forte is developing and managing customer IT Applications as well as IT Infrastructure as Managed Services.
H ave they been in business long? 13 yrs (Predates MS Dynamics 365 though not predecessors)
Have they done this before? Not this business , just this tool.
Understand DOTs and transit providers? no
Understand Federal requirements? no
Understand hosting and maintaining software? Yes – MS Dynamics
Are they big enough to continue if someone leaves? yes
What do they have to say about their staffs qualifications – not addressed
What do they have to say about their approach/strengths
> We are certified by International standard organization on three parameters- ISO9001: 2008 (Quality), ISO27001: 2005 (Security) and ISO20000: 2011 (Customer Satisfaction), CMMI level 3 certified. Online24x7 is a Gold Certified partner in Cloud services. certified Microsoft Gold partner

Appendix C- Litigation
- none

Appendix C- Subcontractors - N

Appendix C- References – no similar use case – transportation logistics, all references email to India only, which makes me wonder about their US experience/success.

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PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed
Software Name: Dynamics 365 Module Name: **Dynamics 365 Finance & Operations Dynamics 365 Asset Management Addl Assets** .

Complex licensing with limits on users and vechicles and 3 types of space usage. We have no way of knowing if this is the appropriate number of licenses.
I don't accept the existence of the base module to equate to 3 customers using a build strongly similar to ours. This seems like a custom build using a particular toolset.
No multiple contracts
2 External User Management
Can be built to work as desired.

3 Asset Management
Can likely be built to work as desired.they show some understanding of business requirements described.

4 PTMS Form
"Transit providers access the PTMS form through a secure web portal **provided by the Department." NOT PROVIDED!**

5 State of Good Repair (SGR)
Can likely be built to work as desired if the model is off
.
6 Other Automation
NDT reporting – could likely be built to work as desired
A prebuilt vehicle replacement cost calculation is available for configuration, but it will require data they do not collect.
The important budgeting discussion does not reflect understanding of our requirements.

7 Reporting
  No strict limits – but licenses must be managed and costs increase with storage of historical data
Data appears available, robust toolset inc PowerBI
Standard reports are available not sure how useful to us
powerBI integration so users can use drag-and-drop for simple report development

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EVALUATOR DEPARTMENT: OIT

data import capabilities; integration capabilities.
Limitations on available data may vary depending on system configurations, data
models, and security settings – always true but hopefully minimized by system design!.

Dynamic Reporting training is available through the included Learning Management
System built directly into our online Support Portal.

8 Systems Maturity
Based on MS Dynamics – we have found that MS Dynamics has had major license cost
changes and modifications to platform that required significant rework of existing
functionality – business and pipeline migration design. Not yet a stable platform.
Customizations are not tested/supported during upgrades acc to later sections of
proposal. We may have to have them rebuilt at our cost.

9 IT Hosting Provision
 MS Azure, certifications and SLA TBD in contracting –   they get that with the MS Azure
environment they've chosen to offer, so concerning.

10 Implementation Services
5 months estimate
Not much input required from the business team (mostly "Informed" not "consulted") /
some strange responsibilies for the roles.
Development speed and app reliability of Powerapps development seem VERY
sensitive to the individual developers skills, MS upgrades/changes during effort, and
design choices in our experience with other Powerapps builds.
 They need to be aware there is basically 1 SME here
 Initial Estimate 720 hr customization
Did not provide hours during which the team will work although claim they will meet our
min expectation.

11 Customer Support
8-5 EST. typical channels -- No 24x7 for emergencies
Limited to 80 hrs support/mo!

Completely down – 4 hours to initiate response seems slow
 no goal time for resolution of any issues

STATE OF MAINE
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Access to internet training materials on dynamics, and they will provide training on the application they built

12 Caveats and Limitations
Many vague and concerning limitations on scope of work. .
See also cost notes

Appendix G- Proposed Services Requirements Worksheet
All can be built as requested.

Appendix H- Proposed Services IT Policy Form
This infrastructure usually does well in our deployment testing.
Policies were acknowledged
Can brand

SLA and Uptime and Unplanned Outage Report
Commitment-less SLA. They do not stand behind their work.
Cant provide uptime or unplanned outage report as have not built it

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Part III Cost Proposal   (scored by formula, but note questions)

Given Services proposal we checked here to confirm they are offering SaaS including hosting as anticipated. It's not completely clear "AZURE VM cost" seems to imply yes.
Unstable cost: They plan to pass through the license and hosting costs. Microsoft reviews its pricing annually, with potential adjustments ranging from 16% to 24%.
The Year 1 support cost covers 4 months but what if they don't implement on the anticipated schedule?
Their license based on user, asset, use of storage (3 kinds).. They did not provide rates for additional storage (2 kinds) or assets. Only for 2 kinds of users and 1 kind of storage. User licenses are named but not defined no idea of our cost risk

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RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Railyard Management Software
DATE: 7/29/2024
EVALUATOR NAME: Jennifer Chisum
EVALUATOR DEPARTMENT: OIT

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Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.
What is their core business? Asset mgmt. Saas TRACKASSET For public transit market.
H ave they been in business long? 10 yrs
Have they done this before?   Yes, for TPO customers. Not for DOTs
Understand DOTs and transit providers? YES.
Understand Federal requirements?   Approved by FRA for record keeping. Used TrackAsset and TrackInventory to do FTA reporting
Understand hosting and maintaining software? yes**.**
Are they big enough to continue if someone leaves? unknown
What do they have to say about their staffs qualifications – not addressed
What do they have to say about their approach/strengths
     Cloud/mobile/mapbased
Appendix C- Litigation
- none

Appendix C- Subcontractors - N

Appendix C- References – Not very similar - RR asset management

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BIDDER NAME: Railyard Management Software
DATE: 7/29/2024
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EVALUATOR DEPARTMENT: OIT

PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed
 Track Asset w/ Track Inventory, used by 20+,
No limit on users, silent on other license limits
1 contract

2 External User Management
 Meets all req, no AD

3 Asset Management
Base setup has all the inspect test and forms for users to meet federal compliance standards. But we don't need robust inspection fx.. How much extra data collection/workflow must we do to use the system for our purposes successfullYH?

Can create custom data collection forms. What is the process of setting up an asset though?

Not clear on our need to review/approve disposal before applying the change

4 PTMS Form
Treats it as an inspection. No dashboard to track PTO compliance. Is asset data updated prior to approval? Logging. Seems promising
Can handle the mileage updates as required.

5 State of Good Repair (SGR)
 Built in compliance with FTA.

6 Other Automation
NDT reporting – Would capture all fields in the asset records to allow NTD reporting
They do not offer Vehicle Replacement Cost Fx or to build out one.

.

7 Reporting
 no limitations   historical data. SLA limits it to 25 months?

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Asset workorder inspection and defects, transit provider data, inventory data, collected and computed data current and historical The PTMS and NDT data would be asset fields, right?,   Can all the data be joined?
Apparently no standard reports, they are bult as needed.

no knowledge of SQL or other technical information is required

8 Systems Maturity
11 years always SaaS. Added enhancements, and modernizing actively, customizations are upgraded with application and test ed.

9 IT Hosting Provision
 AWS 2023 SOC2 Type II
uptime fine, RPO/RTO no response.

10 Implementation Services
Failed to include implementation plan or timeline or roles.
No issue w training plan (overblown)
7:30-5 EST

11 Customer Support
7=5 EST. typical channels .
  30 min/1 hr response to all contacts
 No after hours support (SLA) does Dept care?

No goal time for resolution of any issues
Training OK.

12 Caveats and Limitations "N/A"
Appendix G- Proposed Services Requirements Worksheet
No issues

Appendix H- Proposed Services IT Policy Form
Nist acknowledged with some info provided, OK w ADA and remote hosting.
Branding incomplete response -- can be configured in system, but are they referring strictly to printed forms?

SLA and Uptime and Unplanned Outage Report

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See above no uptime/unplanned outage report provided but makes sense to me as they usually set up   environments for each client…

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EVALUATOR DEPARTMENT: OIT

Part III Cost Proposal   (scored by formula, but note questions)

Clear, simple.

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Atkins Realis
DATE: 08/12/2024
EVALUATOR NAME: Kelly Arata
EVALUATOR DEPARTMENT: OIT

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Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

****

Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.

Strength: The company has 30 years of experience that includes projects with transit authorities and State DOTs. Customization is important.

Are any of their projects FTA-specific for transit buses or are generally US DOT/FHWA or other federal funding?

Appendix C- Litigation.

No comment.

Appendix C- Subcontractors

None

Appendix C- References

MassDOT reference may be similar only because it is transit. MaineDOT only collects certain aggregate data and does not track specific life cycle costs for the buses and vans for its transit providers.

PART 2 PROPOSED SERVICES

REV 4/4/2023

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

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Appendix F- Proposed Services

1 SaaS Proposed

Vue Works Enterprise Asset Management Software.
No current comments or questions.

Companies/Organizations (1.3)
Q. Are any similar to MaineDOT and its subrecipients for its transit vehicle assets?

2 External User Management

No comments or questions at this time.

3 Asset Management

MaineDOT collects data on each subrecipient transit agency's fleet including procurement information as well as data relating to overall oversight in a number of different areas as shown for the condition of the transit vehicles. The current data is contained in Access database and Excel data sheets.

MaineDOT does not require software for work orders or budgets or everyday maintenance or upkeep.

The only data that the transit provider has the ability to change are some of the fields contained within the PTMS report that relates to the asset inventory.

Q. Does the software have the ability to lock down certain fields and only allow certain fields to be edited by the transit provider?

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MaineDOT collects only certain data for the Direct Recipients and requests mileage updates twice per year as well as status of vehicles (still in service or disposed).

Q. Would the software accommodate this difference in asset tracking?

Asset Management Software (3.1):

Q. What does highly configurable mean? Does it mean that the data captured is customizable and is not just the nitty gritty everyday tracking details of an asset? Please clarify.

Q. MaineDOT has any number of different categories relating to useful life (Van, LDB, SMDB, SHDB). Able to have drop down boxes and the associated useful life attached to each designation?

Q. What categories are out of the box and which ones do we have to create based on all the data we collect between the Asset Inventory and the PTMS report?

Recorded and tracked (3.3):

Q. Does this mean that we can input any number of vehicles and the applicable information as stated in our RFP and even beyond that?

Q. Does this mean that we can customize our data on all vehicles or equipment within similar categories and have standard variables to track?

Q. Since MaineDOT does not log everyday maintenance costs and only collects aggregate data on certain data points, please clarify that there are other ways to track.

Asset Disposal (3.4):
MaineDOT currently has an application and disposal process for federal and state funded vehicles to follow that includes selling, transferring, taking out of service or an accident. Certain information is also recorded at the time of final disposal to include date of disposal, winning bidder (if sale), new transferee (if transferred), amount of funds (if sold or negotiated sale, if transfer). MaineDOT has final responsibility and rights to mark any vehicle as disposed.

Q. How does the vendor propose that this could work within their system for locally purchased vehicles as stated in their answer?

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Q. How does the vendor propose that this could work within their system for federal and state vehicles using our application process?

4 PTMS Form

MaineDOT has oversight and gathers information once per year for the PTMS report and not throughout any particular year.

MaineDOT has formulas for the SGR rankings embedded into their PTMS charts.
Q. Does the vendor's form allow for formulas to be embedded for the automatic calculation of each scenario included in our current PTMS chart?

Q. How does the Vendor envision that the PTMS information is integrated with the procurement information in the asset inventory or is it seen as two separate functions?

- If so, how would that work if they are separate?

PTMS form in June (4.1) versus Mileage Form in December (4.3).
Q. Does the vendor envision two tabs or links for the transit provider to click on depending on which report they are filling out?
Q. Will any pertinent information be automatically loaded into the overall vehicle database that contains all the financial and procurement information that is above and beyond the PTMS form or the data points that we decide to include in just the mileage requests (such as year, make, model, VIN#, date of purchase, price and current mileage).

5 State of Good Repair (SGR)

MaineDOT currently uses formulas for age, miles and condition for many of the SGR scale/ratings for 1 to 5.
Q. Can this system accommodate these formulas?

The vendor explains that SGR is a combination of indexed condition score combined with unique failure probabilities.
Q. Is my assumption correct that the embedded condition module relates to the indexed condition score?
- If so, what that entails for data.

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Q. Is my assumption correct that the unique failure probabilities outlined relate to the risk module?
- If so, are all of those parameters listed are needed to make an accurate assessment.
- If so, will risk assessment work with only one data point (i.e. mileage) or if other data points would need to be gathered that are not currently requested.

6 Other Automation

Replacement Cost (6.2):
The Vendor states: This value is automatically updated when work is completed against the vehicle that extends its useful life within the Valuation module for that vehicles or asset.

MaineDOT neither tracks nor requests work orders on vehicles for this purpose.

Q. Based on the above, does this make the overall replacement cost calculation unworkable?
Q. If not, what is then contained within the Valuation module?
Q. How does the valuation module relate to the replacement cost calculation in the first sentence?

7 Reporting

Standard Reports (7.2):
It appears that all of these reports are work order driven. Therefore, any reports that MaineDOT normally runs would be customized based on our own queries.

8 Systems Maturity

No questions or comments at this time.

9 IT Hosting Provision

Q. If Microsoft Windows Server or SQL Server is upgraded in the future, would the transition be a smooth transition? Any foreseeable risks to be aware of?

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10 Implementation Services

The Vendor foresees a kick-off meeting within 10 days.
Roll out support for MaineDOT during the first 30 days.

Project Kickoff, Installation and Business Analysis. Configuration. Data Migration. Reporting. Testing. Training. Go-Live and Support Transition.

Q. What is the projected overall implementation timeline?

Testing:
Q. Does the testing include MaineDOT's current data and data points/categories?
Q. Does this include a pilot project/test with one of the transit providers?

Training (10.1 and 10.3):
Training is an important component. MaineDOT transit staff is small. There are no other internal users outside of MaineDOT transit staff at this time with the possible exception of other internal reviewers of PTMS reports. Other external users include subrecipients with their own staff.

Q. Is the End User Training is the training for MaineDOT and the transit providers?
Q. More details on the deliverables needed to get a better understanding of what each term means.

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Anticipated Work Effort Division (10.4):

What are the expectations from the Vendor relating positions outlined in relation to the State Project Team?

11 Customer Support

No questions or comments at this time.

12 Caveats and Limitations

No questions or comments at this time.

Appendix G- Proposed Services Requirements Worksheet

Q. Who is Data Transfer Solutions (DTS) in the sample language?
Q. Is the Software License Agreement standard and boilerplate language?

Appendix H- Proposed Services IT Policy Form

No questions or comments at this time.

SLA and Uptime and Unplanned Outage Report

No questions or comments at this time.

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Instructions: *The purpose of this form is to record proposal review notes written by* **individual** *evaluators for this Request for Proposals (RFP) process. It is* **required** *that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

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Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.

Strength: The company has 14 years of experience partnering with Google that includes projects with transit authorities and state Dots. Customization is important.

Appendix C- Litigation

None.

Appendix C- Subcontractors

None

Appendix C- References

State or City DOTs may be similar only because they are DOTs. The references appear to be other areas beside transit assets for buses (rolling stock).

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PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed

Atom Software

The software has the ability to include a wide range of assets including information on a fleet of vehicles relating to upkeep and maintenance.

MaineDOT collects data on each transit agency's fleet including procurement information as well as data relating to overall oversight in a number of different areas as shown for the condition of the transit vehicles. The current data is contained in Access database and Excel data sheets.

MaineDOT does not require software for work orders or budgets or everyday maintenance or upkeep.

Q. MaineDOT has any number of different categories relating to useful life (Van, LDB, SMDB, SHDB). Able to have drop down boxes and the associated useful life attached to each designation?

Q. What categories does this software have and which ones do we have to create based on all the data we collect between the Asset Inventory and the PTMS report?

Q. Does this mean that it would be mostly customized?
Q. Does this make it more complex?
Q. Does the software have the capability to group each transit provider's assets separately?
Q. What is a drag and drop console?

Same field names and field types are the same as used all along.
Q. Such as?

Unified product with eight portals.
Q. Does the product need access to all of the eight portals to run efficiently?
Q. Would we need anything outside of the asset portal and possibly the Team portal or is this more of a whole customization?
Q. Unclear if the asset portal would be the PTMS portal or just an inventory portal.

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State DOT customers
Q. Do any of the state DOTs have oversight of their transit providers that run and maintain their own fleet?

2 External User Management

No comments or questions at this time.

3 Asset Management

MaineDOT collects data on each subrecipient transit agency's fleet including procurement information as well as data relating to overall oversight in a number of different areas as shown for the condition of the transit vehicles. The current data is contained in Access database and Excel data sheets.

The only data that the transit provider has the ability to change are some of the fields contained within the PTMS report that relates to the asset inventory.

Q. Does the software have the ability to lock down certain fields and only allow certain fields to be edited by the transit provider?

MaineDOT collects only certain data for the Direct Recipients and requests mileage updates twice per year as well as status of vehicles (still in service or disposed).

Q. Would the software accommodate this difference in asset tracking?

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Asset Tracking (3.1)

Assets can include any number of different fields.
Q. Can all the fields required including the formulas be used between the vehicle inventory portion and the PTMS portion?
Q. Are most, if not all, of these fields customized?

Asset Acquisition (3.3)
Any number of fields can be attached to an asset.
Comment: A good requirement.

Asset Disposal (3.4):
MaineDOT currently has an application and disposal process for federal and state funded vehicles to follow that includes selling, transferring, taking out of service or an accident. Certain information is also recorded at the time of final disposal to include date of disposal, winning bidder (if sale), new transferee (if transferred), amount of funds (if sold or negotiated sale, if transfer). MaineDOT has final responsibility and rights to mark any vehicle as disposed.

Q. How does the vendor propose that this could work within their system for locally purchased vehicles as stated in their answer?

Q. How does the vendor propose that this could work within their system for federal and state vehicles using our application process?

4 PTMS Form

MaineDOT has oversight and gathers information once per year for the PTMS report and not throughout any particular year.

MaineDOT has formulas for the SGR rankings embedded into their PTMS charts.
Q. Does the vendor's form allow for formulas to be embedded for the automatic calculation of each scenario included in our current PTMS chart?

Q. How does the Vendor envision that the PTMS information is integrated with the procurement information in the asset inventory or is it seen as two separate functions?
- If so, how would that work if they are separate?

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PTMS form in June (4.1) versus Mileage Form in December (4.3).
Q. Does the vendor envision two tabs or links for the transit provider to click on depending on which report they are filling out?

Q. Will any pertinent information be automatically loaded into the overall vehicle database that contains all the financial and procurement information that is above and beyond the PTMS form or the data points that we decide to include in just the mileage requests (such as year, make, model, VIN#, date of purchase, price and current mileage).

If MaineDOT requires new Forms or workflow and does not have the personnel on hand to execute the requirements, a reasonable professional service fee would be charged.
Q. If MaineDOT wants just a mileage update, does this mean that there is not a function to request these updates?
Q. If not, would MaineDOT have to export data into an Excel sheet to request updates then manually enter them?
Q. What is a reasonable professional service fee?

5 State of Good Repair (SGR)
MaineDOT currently uses formulas for age, miles and condition for many of the SGR scale/ratings for 1 to 5. These formulas vary based on useful life of years and miles but are static otherwise based on data input for each vehicle.

AtomAI understands the importance of a 1-5 scale.

Q. How does the algorithm function? The answer will determine whether we can change how our condition assessment works now and if it makes logical sense.

6 Other Automation

No questions if the software allows for the creation of all reports that we will need.

7 Reporting

Standard Report (7.2)
Minimum standard reports available. Reports are built during implementation.
Q. Is that more added cost or already incorporated?

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Looker business Intelligence Platform (7.3)
Q. How complex is this tool? Do we need a data analyst on board?

Reporting Template (7.3)
Connecting data sources and allowing customize the design is important.
Q. Whether all data sources currently used will be available or if all these are customized or standard?

Report Embedding (7.3)
Q. What is that in relation to a Looker Report?

8 Systems Maturity

No questions or comments at this time.

9 IT Hosting Provision

No questions or comments at this time.

10 Implementation Services

Implementation, Training and Testing (10.1; Exhibit C)
Comment: Very detailed.

2 Week sprints, and monthly meetings, then PM to work with MaineDOT primary contact. A 9-to-12-month implementation period is recommended.

Q. What are the expectations from the Vendor relating to the positions outlined in relation to MaineDOT's Team?

Q. Does 9 to 12 months sound reasonable?

Q. What is considered out of scope work?

Training (10.3)
Training is an important component. MaineDOT transit staff is small. There are no other internal users outside of MaineDOT transit staff at this time with the possible

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exception of other internal reviewers of PTMS reports. Other external users include subrecipients with their own staff.

Q. Does the Vendor foresee these training sessions for MaineDOT staff only or would it also include users from each transit provider?
Q. How intricate is technology?
Q. Are there available trainings in the library similar to our MaineDOT transit oversight needs or will these be custom built?

Training Pilot:
Q. Does the testing include MaineDOT's current data and data points/categories?
Q. Does this include a pilot project/test with MaineDOT and one of its transit providers?

Training Summary:
Q. Who else besides primary transit staff?

11 Customer Support

No questions or comments at this time.

12 Caveats and Limitations

No questions or comments at this time.

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Appendix G- Proposed Services Requirements Worksheet

MaineDOT has no work data collected on transit vehicles. (#13)
Bright red color is a good requirement. (#18)
Highlighting inconsistency is a good requirement. (#20)

Appendix H- Proposed Services IT Policy Form

No questions or comments at this time.

SLA and Uptime and Unplanned Outage Report

No questions or comments at this time.

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Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.

Strength: The company has over 50 years of experience and now has a software group for the past 20 years or so.

Appendix C- Litigation

None.

Appendix C- Subcontractors

None

Appendix C- References

Strength: Transit/Public Transportation of three State Dots.

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PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed

Asset inventory Module of their Asset Cloud System is proposed. This module is transit specific.

MaineDOT collects data on each transit agency's fleet including procurement information as well as data relating to overall oversight in a number of different areas as shown for the condition of the transit vehicles. The current data is contained in Access database and Excel data sheets.

MaineDOT does not require software for work orders or budgets or everyday maintenance or upkeep.

Q. How would this software meet our oversight transit needs?
Q. Does the asset inventory module meet all MaineDOT's needs?
Q. If not, does this make it more complex?
Q. Does the software have the capability to group each transit provider's assets separately?

2 External User Management

No comments or questions.

3 Asset Management

MaineDOT collects data on each subrecipient transit agency's fleet including procurement information as well as data relating to overall oversight in a number of different areas as shown for the condition of the transit vehicles. The current data is contained in Access database and Excel data sheets.

The only data that the transit provider has the ability to change are some of the fields contained within the PTMS report that relates to the asset inventory.

Q. Does the software have the ability to lock down certain fields and only allow certain fields to be edited by the transit provider?

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MaineDOT collects only certain data for the Direct Recipients and requests mileage updates twice per year as well as status of vehicles (still in service or disposed).

Q. Would the software accommodate this difference in asset tracking?

Asset Tracking (3.1)
Subrecipients are allowed to review and not edit their organization's asset inventory data.

Q. Can all the fields required including the formulas be used between the vehicle inventory portion and the PTMS portion?

Asset Acquistion (3.3)
Q. What would be auto populated for fields or provided for data recommendations?

MaineDOT has any number of different categories relating to useful life (Van, LDB, SMDB, SHDB).

Q. Does the software have the capability to have drop down boxes and the associated useful life attached to each designation?

Asset Disposal (3.4):
MaineDOT ==currently has an application== and disposal process for federal and state funded vehicles to follow that includes selling, transferring, taking out of service or an accident. Certain information is also recorded at the time of final disposal to include date of disposal, winning bidder (if sale), new transferee (if transferred), amount of funds (if sold or negotiated sale, if transfer). MaineDOT has final responsibility and rights to mark any vehicle as disposed.

Q. How does the vendor propose that this could work within their system for locally purchased vehicles as stated in their answer.

Q. How does the vendor propose that this could work within their system for federal and state vehicles using our application process?

Q. Is there an additional fee to broaden the information captured?

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Q. Is there a reporting mechanism to track vehicles disposed within each year?

4 PTMS Form

MaineDOT has oversight and gathers information once per year for the PTMS report and not throughout any particular year.

MaineDOT has formulas for the SGR rankings embedded into their PTMS charts.
Q. Does the vendor's form allow for formulas to be embedded for the automatic calculation of each scenario included in our current PTMS chart?

Q. How does the Vendor envision that the PTMS information is integrated with the procurement information in the asset inventory or is it seen as two separate functions?

- If so, how would that work if they are separate?

PTMS form (4.1)
Asset inventory will provide support for the PTMS form. The PTMS data stored in the PTMS form will edit the data in the asset inventory.
Q. How does that work?
Q. What does it mean "workflows, workflow tools or edit access controls below the granularity of an individual agency?
Q. Manual workflow means what based on our current needs?

Lockdown of PTMS form (4.2)
Comment: More discussion of the importance or priority of this option and whether it warrants more professional services work.

December mileage updates (4.3)
Q. What does it mean to create a new asset event?

Comment: More discussion of the importance or priority of this option and whether it warrants more professional services work**.**

5 State of Good Repair (SGR)

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Policy-driven calculation for SGR based on years and miles. The condition assessment is not included.

Comment: MaineDOT would have to consider whether to revise their policy to include the condition assessment tool to only be based on years and mileage.

6 Other Automation

NTD Reporting (6.1)
Asset Cloud does not support this feature. The TransAm had this as an option but is not available.

Comment: More discussion of the importance or priority of this option is needed.

Replacement Cost (6.2)
A replacement cost could be supported.
Q. What is the additional cost for this professional service?
Q. A one-time fee?

7 Reporting

No limits on reporting of historical data. (7.1)
Q. Is it easy or complex to run or form queries?
Comment: Are examples available?

Standard Reports (7.2)
Q. What would a customization look like or entail?
Q. Does it include all our data points in either the Asset Inventory and/or the PTMS Report?

Future Reports (7.3)
Questions or Queries.
Q. Is this easy or complex to run or form queries?
Comment: Are examples available?

8 Systems Maturity

What is available for one client is available to all clients.

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9 IT Hosting Provision

No comments or questions at this time.

10 Implementation Services

Implementation Plan (10.1)
An implementation plan will be issued three weeks from Notice to Proceed.

This plan will outline the tasks to be performed during the study effort, the consultant to be responsible for those tasks, the project schedule and project quality assurance strategies.

Q. Is there a projected timeline?

Customization (10.2)
About 45 fields outlined in Appendices J and K are not currently included in the Asset Inventory. They will need to be included in the four schema files describing asset tributes.
Q. What fields are currently in the Asset Inventory?
Q. What are the 45 fields cited above?

The Asset inventory does not include the equivalent of a PTMS form and would need to be created.

Comment: If the State of Good Repair is limited to only years and miles, then the remaining condition assessment formulas and columns may be eliminated.

Training (10.3)
Training is an important component. MaineDOT transit staff is small. There are no other internal users outside of MaineDOT transit staff at this time with the possible exception of other internal reviewers of PTMS reports. Other external users include subrecipients with their own staff.

Q. Does the Vendor foresee these training sessions for MaineDOT staff only or would it also include users from each transit provider?

Q. Only one session? Is that enough?

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Training Pilot:
Q. Does the testing include MaineDOT's current data and data points/categories?
Q. Does this include a pilot project/test with MaineDOT and one of its transit providers?

11 Customer Support

No comments or questions at this time.

12 Caveats and Limitations

No comments or questions at this time.

Appendix G- Proposed Services Requirements Worksheet

Line #11 – Will not meet requirements.
Q. What does this mean?

Appendix H- Proposed Services IT Policy Form

No comments or questions at this time.

SLA and Uptime and Unplanned Outage Report

No comments or questions at this time.

Part III Cost Proposal   (scored by formula, but note questions)

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Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.

Strength: The company has 27 years of experience including public entities. Some familiarity with state and municipal governments. It is unclear if this includes oversight of the small FTA-funded transit agencies with small transit buses, vans and service vehicles.

Consultation option with on-site visits for at least one customer.

Appendix C- Litigation

None.

Appendix C- Subcontractors

None.

Appendix C- References

While at least one of the references has buses and service vehicles, the data collected for on-going maintenance and work orders does not correspond with the data that MaineDOT collects from its subrecipients. Inventory Management may or may not apply.

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PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed

Collective Fleet is the name of the software.

The software is scalable.

2 External User Management

Extensive detail on external user management.

No questions or comments at this time.

3 Asset Management

MaineDOT collects data on each subrecipient transit agency's fleet including procurement information as well as data relating to overall oversight in a number of different areas as shown for the condition of the transit vehicles. The current data is contained in Access database and Excel data sheets.

MaineDOT does not require software for Preventative Maintenance or work schedules for everyday maintenance or upkeep.

The only data that the transit provider has the ability to change are some of the fields contained within the PTMS report that relates to the asset inventory.

Q. Does the software have the ability to lock down certain fields and only allow certain fields to be edited by the transit provider?

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MaineDOT collects only certain data for the Direct Recipients and requests mileage updates twice per year as well as status of vehicles (still in service or disposed).

Q. Would the software accommodate this difference in asset tracking?

Comprehensive Asset Tracking (3.1.1)
Q. Does this software have all the fields contained within our current Asset Inventory?
Q. Is there an opportunity to add more fields?
Q. Does this additional feature increase costs?

Barcode and RFID Technology (3.1.1)
Buses, vans and services vehicles in fleets.
Q. Please explain why this would be necessary for the type of items that MaineDOT tracks within their subrecipients inventory.

Inventory and Condition Management (3.1.2)
Comment: MaineDOT does not perform maintenance or inspections on any of the subrecipients vehicles.

MaineDOT requests aggregate numbers on condition of assets and has formulas attached as part of the State of Good Repair.

Q. Can the software be modified to create new fields for data input with associated formulas similar to our SGR in our PTMS report?
Q. Any other options to consider?

Asset Life Cycle Management (3.1.4)
MaineDOT procures the vehicles and inputs the data in our asset inventory but does not complete inspections nor maintenance. However, MaineDOT does have oversight of the vehicles and has a process for disposal.

Customization (3.1.5)
Users can create custom reports.
Comment: This ability is important.
Q. How easy is it for a non-technical person to create new reports?

Asset Types (3.2.1)
The software allows for custom definitions is a strength.

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Reporting Analytics (3.2.3)
Extensive Reporting functionalities.
Q. How would this function work if we do not track maintenance schedules?

Asset Acquisition (3.3.1)
Extensive details on this subject.
Comment: Customized data fields is important.

Q. MaineDOT has any number of different categories relating to useful life (Van, LDB, SMDB, SHDB). Able to have drop down boxes and the associated useful life attached to each designation?

Reporting and Documentation (3.3.5)
The ability to upload applicable documentation for each vehicle is a strength if a determination is made that this would be a beneficial feature.

Asset Disposal (3.4):
MaineDOT currently has an application and disposal process for federal and state funded vehicles to follow that includes selling, transferring, taking out of service or an accident. Certain information is also recorded at the time of final disposal to include date of disposal, winning bidder (if sale), new transferee (if transferred), amount of funds (if sold or negotiated sale, if transfer). MaineDOT has final responsibility and rights to mark any vehicle as disposed.

Q. How does the vendor propose that this could work within their system for locally purchased vehicles as stated in their answer?

Q. How does the vendor propose that this could work within their system for federal and state vehicles using our application process?

Disposal Data (3.4.1.)
Detailed information for data is a strength.

Disposal Information Capture (3.4.1)
Documentation and Evidence is a strength if a determination is made that this would be beneficial feature.

Approval Process (3.4.2)

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An added benefit if desired.

Reporting and Accessibility (3.4.3)
Disposal reports are a strength.

4 PTMS Form

MaineDOT has oversight and gathers information once per year for the PTMS report and not throughout any particular year.

Q. How does the Vendor envision that the PTMS information is integrated with the procurement information in the asset inventory or is it seen as two separate functions?

- If so, how would that work if they are separate?

Customizable Web forms (4.1.1)
Web-based forms that are fully customizable is a strength.

Data Collection Process (4.1.2)
MaineDOT has formulas for the SGR rankings embedded into their PTMS charts.
Q. Does the vendor's form allow for formulas to be embedded for the automatic calculation of each scenario included in our current PTMS chart?

Field Level Controls (4.2.)
Very detail oriented.

PTMS form in June (4.1) versus Mileage Form in December (4.3).
The software allows for the creation of customized forms to collect mileage every December.
Q. How does the Vendor envision how this mileage request would work?
- Is there a separate tab/link for mileage updates?
- Does the current vehicle information (such as year, make, model and latest mileage) move into a new form?
- Is there a mechanism to show if the mileage is lower than the last one reported or any other inconsistencies?
- Does the updated mileage automatically update in the Asset Inventory if the Department approves the change?

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Notifications (4.3.2)
Notifications to interested parties with deadlines is a strength.
Q. Is there a process if an extension is requested?

Complex requirements (4.3.4)
Q. What does the Vendor foresee as a complex requirement based on the data that MaineDOT currently tracks or requests?
Q. What is considered for an additional professional service work fee?

Additional functionality (4.3.4)
MaineDOT does not track utilization rates or maintenance schedules. However, reports to determine useful life used or remaining would be useful along with other reports such as estimated replacement costs.

5 State of Good Repair (SGR)

MaineDOT does not track work orders, downtime or repair costs as part of its condition assessment except aggregate data.

MaineDOT currently uses formulas for age, miles and condition for many of the SGR scale/ratings for 1 to 5.
Q. Can this system accommodate these formulas and work within this software?

Assessment and Tracking of Asset Condition (5.1)
Q. Can the software be modified to the criteria outlined in our PTMS report?
Q. Is this an extra charge?

Automated Replacement Scheduling (5.2)
FTA requires that vehicles remain in service at least until their minimum useful life in years and/or miles.
Q. Will the software track the useful life remaining in years and miles as well as percentage beyond its useful life?

6 Other Automation

Replacement Cost Calculation (6.2)

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EVALUATOR NAME: Kelly Arata
EVALUATOR DEPARTMENT: OIT

MaineDOT is interested in understanding vehicle replacement costs based on what it could be projected each year based on a formula or other factors relating to the original purchase price.

MaineDOT collects aggregate data each year regarding their condition assessment requests in the PTMS but not actual maintenance records, usage logs or market data.

The remaining useful life is the measure that is used and whether we can replace the vehicle.

Q. What is the cost adjustment factor discussed in this proposal? How does it work?

Q. Are there any other features that would work based on what MaineDOT does collect for internal reporting purposes?

7 Reporting

MaineDOT does not collect any employee information or work orders or day-to-day usage and costs on vehicles. MaineDOT collects aggregate data each year on vehicles as cited in the PTMS report.

No predefined limit for data storage is a strength. (7.1)

Standard Reports (7.2)
Asset Replacement 10-Year Outlook and Replacement Forecast sounds like a useful report.

Q. Can this calculation also be done to include useful life meaningful data?

Q. Can these be adjusted to less years out such as aa 5-year outlook?

Customized Reports (7.3)
The software allows for customized reports and queries.

Q. Is this easy for a non-technical person to create our own reports based on our data?

Reports that can be saved as well as templates that can be created is a strength.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Collective Data
DATE: 08/12/2024
EVALUATOR NAME: Kelly Arata
EVALUATOR DEPARTMENT: OIT

8 Systems Maturity

No questions or comments at this time.

9 IT Hosting Provision

No questions or comments at this time.

10 Implementation Services

Implementation schedule (10.1)

Discovery stage, planning stage, development and data entry, executing and closing stage.

Implementation schedule over 14 weeks.

Customization Required (10.2)
The software will be customized to create a few additional and create/modify potentially 2 views/forms.

Q. Please clarify what this means. Provide examples.

Training (10.3)
Training is an important component. MaineDOT transit staff is small. There are no other internal users outside of MaineDOT transit staff at this time with the possible exception of other internal reviewers of PTMS reports. Other external users include subrecipients with their own staff.

On-Site Training – 2 weeks
Q. Is this adjusted to the amount of time based on MaineDOT's criteria for this software?
Q. 2 weeks is really 5 days? On-site and Go-Live – See 10.3.

Web training – 5 weeks
Q. What is the difference between web training and on-site training?

Q. Does this project contain a pilot project/testing group that would include MaineDOT data and data points/categories?

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Collective Data
DATE: 08/12/2024
EVALUATOR NAME: Kelly Arata
EVALUATOR DEPARTMENT: OIT

11 Customer Support

No comments or questions at this time.

12 Caveats and Limitations

None.

Appendix G- Proposed Services Requirements Worksheet

No comments or questions at this time.

Appendix H- Proposed Services IT Policy Form

No comments or questions at this time.

SLA and Uptime and Unplanned Outage Report

No comments or questions at this time.

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STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

</div>

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Faster Asset Solutions
DATE: 08/12/2024
EVALUATOR NAME: Kelly Arata
EVALUATOR DEPARTMENT: OIT

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Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.

Strength: The company has 42 years of experience but primarily with municipal governments.

Appendix C- Litigation

None.

Appendix C- Subcontractors

None

Appendix C- References

References include two state government agencies and one municipal government but no state transportation department experience.

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Faster Asset Solutions
DATE: 08/12/2024
EVALUATOR NAME: Kelly Arata
EVALUATOR DEPARTMENT: OIT

PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed

Faster Web is a cloud-based solution has seven modules: inventory, maintenance, fuel, accounting, reports, vendor, dashboard and setup.

2 External User Management

No comments or questions at this time.

3 Asset Management

MaineDOT collects data on each subrecipient transit agency's fleet including procurement information as well as data relating to overall oversight in a number of different areas as shown for the condition of the transit vehicles. The current data is contained in Access database and Excel data sheets.

The only data that the transit provider has the ability to change are some of the fields contained within the PTMS report that relates to the asset inventory.

Q. Does the software have the ability to lock down certain fields and only allow certain fields to be edited by the transit provider?

MaineDOT collects only certain data for the Direct Recipients and requests mileage updates twice per year as well as status of vehicles (still in service or disposed).

Q. Would the software accommodate this difference in asset tracking?

Asset Management (3.1)

MaineDOT enters all the data for the asset inventory including the procurement information.

Updates happen when the User clicks Save. There is not the ability to review and accept changes.

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BIDDER NAME: Faster Asset Solutions
DATE: 08/12/2024
EVALUATOR NAME: Kelly Arata
EVALUATOR DEPARTMENT: OIT

Q. Is it correct that MaineDOT will be able to review the changes but will not be able to reject or correct any changes?

Q. Is this the case for Asset Inventory and for the PTMS report?

Asset Types (3.3)
Q. MaineDOT has any number of different categories relating to useful life (Van, LDB, SMDB, SHDB). Able to have drop down boxes and the associated useful life attached to each designation?

Q. Does this software have all the fields contained within our current Asset Inventory?
Q. Is there an opportunity to add more fields?

Asset Disposal (3.4):
MaineDOT currently has an application and disposal process for federal and state funded vehicles to follow that includes selling, transferring, taking out of service or an accident. Certain information is also recorded at the time of final disposal to include date of disposal, winning bidder (if sale), new transferee (if transferred), amount of funds (if sold or negotiated sale, if transfer). MaineDOT has final responsibility and rights to mark any vehicle as disposed.

Q. How does the vendor propose that this could work within their system for locally funded vehicles as stated in their answer?

Q. How does the vendor propose that this could work within their system for federal and state vehicles using our application process?

4 PTMS Form

PTMS Form (4.1)

The PTMS form will be Excel based on the new software system. MaineDOT would review the information and then update the Asset Master record.

It appears as though this would be two separate systems.

Q. How does this work with the Asset Inventory information?

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INDIVIDUAL EVALUATION NOTES

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EVALUATOR DEPARTMENT: OIT

Dropdown Boxes and Data Fields/Numeric/Date (4.2)
The software contains all of the data fields listed in Appendix J.

MaineDOT has formulas for the SGR rankings embedded into their PTMS charts.

Q. Does the vendor's form allow for formulas to be embedded for the automatic calculation of each scenario included in our current PTMS chart?

MaineDOT has oversight and gathers information once per year for the PTMS report and not throughout any particular year.

Q. How does the Vendor envision that the PTMS information is integrated with the procurement information in the asset inventory or is it seen as two separate functions?

- If so, how would that work if they are separate?

Q. Could some of the information from asset inventory be transferred into the PTMS form so it is not entered twice?

PTMS form in June (4.1) versus Mileage Form in December (4.3).
The software has the ability to update the mileage that is similar to updating meter readings. The Master Record would be updated at the time of submission.

No option for MaineDOT review and approval for updated mileage reports.
Q. Are there any triggers if the mileage appears inconsistent with the last mileage entered?

The PTMS form data is populated when the PTMS report is run.
Q. What does this mean? Does it mean after the transit provider has input the new data?

Q. What type of modifications does the Vendor foresee as a modification that MaineDOT could undertake or that they would bill as a professional service?

- How much is the professional service fee?

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BIDDER NAME: Faster Asset Solutions
DATE: 08/12/2024
EVALUATOR NAME: Kelly Arata
EVALUATOR DEPARTMENT: OIT

5 State of Good Repair (SGR)

MaineDOT does not track work orders, downtime or repair costs as part of its condition assessment except aggregate data.

MaineDOT currently uses formulas for age, miles and condition for many of the SGR scale/ratings for 1 to 5.
Q. Can this system accommodate these formulas and work within this software?
Q. Can the software be modified to the criteria outlined in our PTMS report?

FTA requires that vehicles remain in service at least until their minimum useful life in years and/or miles.
Q. Will the software track the useful life remaining in years and miles as well as percentage beyond its useful life?

6 Other Automation

NTD Reporting (6.1)
The software allows MaineDOT to create or modify any number of different reports.

Q. What does it mean by "writing services for an hourly fee" entail? Does that mean the Vendor would create new reports?

Replacement Cost (6.2)

MaineDOT has access to aggregate data for each vehicle in active service for the annual PTMS report. MaineDOT only has oversight and requests information through the PTMS for these purposes discussed here.

The transit providers conduct maintenance of these vehicles. MaineDOT does not have electronic access to or have any detailed information of maintenance records.

The useful life of each vehicle is tracked by years and miles in accordance with FTA guidance.

Q. Would the point system work if there is not access to maintenance costs from life to date?

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Q. Does the point system work to let MaineDOT know when it is time to replace a vehicle, or does it somehow calculate the cost?
Q. Does it use the original price to calculate the replacement cost?

7 Reporting

Standardized Reports (7.2)
Faster Web has more than 100 standard reports built using MS Reporting Services.

Multiple parameters for date range selection as well as dynamic groups and sorting appear to be a strength.

Comment: Does this depend on the standard reports available?

Is there a list of standard reports provided?

Customization of Reports (7.3)
Q. Is this easy for a non-technical person to create our own reports based on our data?

8 Systems Maturity

No comments or questions right now.

9 IT Hosting Provision

No comments or questions right now.

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
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DATE: 08/12/2024
EVALUATOR NAME: Kelly Arata
EVALUATOR DEPARTMENT: OIT

10 Implementation Services

Implementation Approach (10.1.)

Project initiation, client onboarding, client Go-Live and project closeout.
3-month implementation period.

The project will be phased in over time. It is a market ready product and not a custom-built system. Soft Go-Live experience prior to Go-Live.

Customer Project Staff and Skill Set
MaineDOT transit staff is small. There are no other internal users outside of MaineDOT transit staff at this time with the possible exception of other internal reviewers of PTMS reports. Other external users include subrecipients with their own staff.

MaineDOT has oversight of transit agency's fleets but has no actual fleet operations. No IT staff available on an on-going basis.

Q. Is the training for MaineDOT and the transit providers?

Testing:
Q. Does the testing include MaineDOT's current data and data points/categories?
Q. Does this include a pilot project/test with one of the transit providers?

11 Customer Support

No comments or questions at this time.

12 Caveats and Limitations

None

Appendix G- Proposed Services Requirements Worksheet

No comments or questions at this time.

Appendix H- Proposed Services IT Policy Form

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Faster Asset Solutions
DATE: 08/12/2024
EVALUATOR NAME: Kelly Arata
EVALUATOR DEPARTMENT: OIT

No comments or questions at this time.

SLA and Uptime and Unplanned Outage Report

No comments or questions at this time.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: GBCS Group Ltd.
DATE: 08/12/24
EVALUATOR NAME: Kelly Arata
EVALUATOR DEPARTMENT: OIT

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****

<u>**Individual Evaluator Comments**</u>:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.

Strength: The company has over 30 years of experience with a unique and holistic end-to-end asset management system.

Appendix C- Litigation

None.

Appendix C- Subcontractors

None.

Appendix C- References

None of the references are state DOTs or transit agencies for general public transportation.

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: GBCS Group Ltd.
DATE: 08/12/24
EVALUATOR NAME: Kelly Arata
EVALUATOR DEPARTMENT: OIT

PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed

Lokomotive – Smart Transit Asset Management Solution is a cloud-based system.

2 External User Management

No questions or comments at this time.

3 Asset Management

MaineDOT collects data on each subrecipient transit agency's fleet including procurement information as well as data relating to overall oversight in a number of different areas as shown for the condition of the transit vehicles. The current data is contained in Access database and Excel data sheets.

MaineDOT does not require software for Preventative Maintenance or work schedules for everyday maintenance or upkeep.

The only data that the transit provider has the ability to change are some of the fields contained within the PTMS report that relates to the asset inventory.

Q. Does the software have the ability to lock down certain fields and only allow certain fields to be edited by the transit provider?

MaineDOT collects only certain data for the Direct Recipients and requests mileage updates twice per year as well as status of vehicles (still in service or disposed).

Q. Would the software accommodate this difference in asset tracking?

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: GBCS Group Ltd.
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EVALUATOR NAME: Kelly Arata
EVALUATOR DEPARTMENT: OIT

Asset Acquisition (3.3)
Delivery costs are not tracked.

Q. What type of insurance/registration information does this entail?
- Does MaineDOT have any of these items in their Access Database or the PTMS sheet in Excel.

Q. What does Auto-fault-detection input fields mean?

Some other items can be added after the vehicle is placed into service.
Q. Can other fields from our current Access Database be created for each vehicle?

Asset Disposal (3.4):
MaineDOT currently ==has an application== and disposal process for federal and state funded vehicles to follow that includes selling, transferring, taking out of service or an accident. Certain information is also recorded at the time of final disposal to include date of disposal, winning bidder (if sale), new transferee (if transferred), amount of funds (if sold or negotiated sale, if transfer). MaineDOT has final responsibility and rights to mark any vehicle as disposed.

The software includes disposal date, asset condition (text and pictures) and disposal type.

Q. How does the vendor propose that this could work within their system for locally funded vehicles as stated in their answer?

Q. How does the vendor propose that this could work within their system for federal and state vehicles using our application process?

Q. Can other disposal types be added with various information gathered?

MaineDOT approves all disposals and issues letters within the process.

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BIDDER NAME: GBCS Group Ltd.
DATE: 08/12/24
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EVALUATOR DEPARTMENT: OIT

4 PTMS Form

MaineDOT has oversight and gathers information once per year for the PTMS report and not throughout any particular year.

Q. How does the Vendor envision that the PTMS information is integrated with the procurement information in the asset inventory or is it seen as two separate functions?

- If so, how would that work if they are separate?

State User Workflow (4.1)
The forms are fully customizable and is a strength.

The PTMS information is currently contained within an Excel document with all the appropriate fields and formulas contained therein. MaineDOT originally enters similar information in their Asset Inventory contained in an Access Database or entered directly at the time that the vehicle was entered into the PTMS chart.

When filling out the PTMS report, each transit agency inputs their own data about their vehicles that shows the condition of the vehicle, age and miles at the time of the report. It subsequently calculates the State of Good Repair ranking with a formula depending upon the information being gathered.

False input detection function - Reducing human errors is a good function.

Field Level Controls (4.2)
The ability to lock data inputs to protect integrity is important.

PTMS form in June (4.1) versus Mileage Form in December (4.3).
The software allows for the creation of customized forms to collect mileage every December.
Q. How does the Vendor envision how this mileage request would work?
- Is there a separate tab/link for mileage updates?
- Does the current vehicle information (such as year, make, model and latest mileage) move into a new form?
- Is there a mechanism to show if the mileage is lower than the last one reported or any other inconsistencies?
- Does the updated mileage automatically update in the Asset Inventory if the Department approves the change?

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EVALUATOR DEPARTMENT: OIT

5 State of Good Repair (SGR)

MaineDOT has oversight and gathers information once per year for the PTMS report and not throughout any particular year.

Q. How does the Vendor envision that the PTMS information is integrated with the procurement information in the asset inventory or is it seen as two separate functions?

- How would that work if they are separate?

State of Good Repair (5.1)

MaineDOT does not create work orders or conduct repairs to generate such orders. The transit provider maintains the vehicles and provides aggregate data in its PTMS report. Therefore, the condition assessment would not be determined through any work orders. It is currently based on several formulas within our PTMS reports depending on the category.

MaineDOT currently uses formulas for age, miles and condition for many of the SGR scale/ratings for 1 to 5.
Q. Can this system accommodate these formulas and work within this software?

6 Other Automation

NTD. (6.1)
No comment or questions at this time.

Replacement/identification of Assets (6.2.1)
MaineDOT is interested in understanding vehicle replacement costs based on what could be projected each year based on a formula or other factors relating to the original purchase price.

MaineDOT collects aggregate data each year regarding their condition assessment requests in the PTMS but not actual maintenance records, usage/breakdowns, operational costs etc.

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EVALUATOR DEPARTMENT: OIT

Q. Is there anything in the algorithm that MaineDOT tracks now?

Replacement Cost Calculation (6.2.2)
Q. Does the comprehensive data-driven approach contain any elements of what MaineDOT tracks now?

Note: MaineDOT does not own these vehicles but has oversight relating to disposal of the vehicles. This means no funds flow back to the state.

7 Reporting

Standard Reports (7.2)
MaineDOT does not maintain these vehicles and only requests aggregate data each year including mileage (twice a year). Therefore, none of the eight pre-built reports mentioned appear to be based on either the Asset Inventory information or the PTMS report variables.

Customized Reports (7.3)
The software allows for ad-hoc reporting capabilities that can be tailored to meet MaineDOT's needs.

Q. Is this easy for a non-technical person to create our own reports based on our data?

8 Systems Maturity

No comments or questions at this time.

9 IT Hosting Provision

No comments or questions at this time.

10 Implementation Services

Implementation Schedule (10.1)
A three-stage implementation process is recommended.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: GBCS Group Ltd.
DATE: 08/12/24
EVALUATOR NAME: Kelly Arata
EVALUATOR DEPARTMENT: OIT

Discovery stage: 1.5 to 2 months.
Implementation stage: 2.5 months.
- Note: Any delays that impact the timeline or the cost of the project may incur additional costs that will be billed.
- Note: Any additional scope items to be focused on may result in an extension of the duration.
- Reevaluate the budget, scope and scheduled

Deliverables and Project closure (1 week)

Customization Required (10.2)
Given the comprehensive capabilities, a majority of the configurations necessary to fulfil MaineDOT's requirements will involve minor adjustments to existing processes and workflows.

Comment: It is unclear if this statement is accurate.

Training (10.3)
MaineDOT transit staff is small and will have no advanced OIT experience. The number of MaineDOT employees will most likely be limited to maybe a few people that will be hands on. The external users will be transit subrecipients and not from any MaineDOT outlying regions since this has no impact on MaineDOT's fleet.

Q. Does the training include MaineDOT staff and other non-state users (our transit providers)?

Q. Does this project contain a pilot project/testing group that would include MaineDOT data and data points/categories?

RFP #: 202402044
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BIDDER NAME: GBCS Group Ltd.
DATE: 08/12/24
EVALUATOR NAME: Kelly Arata
EVALUATOR DEPARTMENT: OIT

11 Customer Support

No comments or questions at this time.

12 Caveats and Limitations

None.

Appendix G- Proposed Services Requirements Worksheet

No questions or comments at this time.

Appendix H- Proposed Services IT Policy Form

No questions or comments at this time.

SLA and Uptime and Unplanned Outage Report

No questions or comments at this time.

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Mayvue LLC
DATE: 08/12/2024
EVALUATOR NAME: Kelly Arata
EVALUATOR DEPARTMENT: OIT

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Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.

Strength: Even though the company was founded over 5 years ago, the team has expertise for over 15 years with clients in nearly every state, including seven DOTs and various other agencies.

Appendix C- Litigation

None.

Appendix C- Subcontractors

None

Appendix C- References

All references are with state DOTs, but it is unclear if any of them are transit-specific or just DOT vehicles only.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Mayvue LLC
DATE: 08/12/2024
EVALUATOR NAME: Kelly Arata
EVALUATOR DEPARTMENT: OIT

PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed

Mayvue Inspection Platform is a comprehensive, cloud-based system for managing inventory and inspection data.

MaineDOT collects data on each transit agency's fleet including procurement information as well as data relating to overall oversight in a number of different areas as shown for the condition of the transit vehicles. The current data is contained in Access database and Excel data sheets.

MaineDOT does not require software for regular inspections or maintenance reports.

Q. How would this software meet our oversight transit needs?
Q. Does the asset module meet all MaineDOT's needs?
Q. If not, does this make it more complex?
Q. Does the software have the capability to group each transit provider's assets separately?

2 External User Management

No questions or comments at this time.

3 Asset Management

MaineDOT collects data on each transit agency's fleet including procurement information as well as data relating to overall oversight in a number of different areas as shown for the condition of the transit vehicles. The current data is contained in Access database and Excel data sheets.

The only data that the transit provider has the ability to change are some of the fields contained within the PTMS report that relates to the asset inventory.

Q. Does the software have the ability to lock down certain fields and only allow certain fields to be edited by the transit provider?

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STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

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RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Mayvue LLC
DATE: 08/12/2024
EVALUATOR NAME: Kelly Arata
EVALUATOR DEPARTMENT: OIT

MaineDOT collects only certain data for the Direct Recipients and requests mileage updates twice per year as well as status of vehicles (still in service or disposed).

Q. Would the software accommodate this difference in asset tracking?

Asset Management (3.1)
The software has a Page Builder function to allow Users to define the page including what fields are required, where the fields are located and other related attributes.

Asset Acquisition (3.3)
Page builder function to create a page specific to asset acquisition.

MaineDOT has any number of different categories relating to useful life (Van, LDB, SMDB, SHDB).

Q. Does the software have the capability to have drop down boxes and the associated useful life attached to each designation?

Asset Disposal (3.4):
MaineDOT currently has an application and disposal process for federal and state funded vehicles to follow for that includes selling, transferring, taking out of service or an accident. Certain information is also recorded at the time of final disposal to include date of disposal, winning bidder (if sale), new transferee (if transferred), amount of funds (if sold or negotiated sale, if transfer). MaineDOT has final responsibility and rights to mark any vehicle as disposed.

Q. How does the vendor propose that this could work within their system for locally funded vehicles as stated in their answer.

Q. How does the vendor propose that this could work within their system for federal and state vehicles using our application process?

Q. Is there a reporting mechanism to track vehicles disposed within each year?

Q. Is this what it means when it says that "the system allows the Department to capture disposals on all assets while also capturing data such as disposal date, asset condition and disposal type"?

4 PTMS Form

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Mayvue LLC
DATE: 08/12/2024
EVALUATOR NAME: Kelly Arata
EVALUATOR DEPARTMENT: OIT

MaineDOT has oversight and gathers information once per year for the PTMS report and not throughout any particular year.

The Page Builder functionality will be used to configure a web PTMS form with MIP to mirror the current paper form. This is a strength.

MaineDOT has formulas for the SGR rankings embedded into their PTMS charts.
Q. Does the vendor's form allow for formulas to be embedded for the automatic calculation of each scenario included in our current PTMS chart?

Q. How does the Vendor envision that the PTMS information is integrated with the procurement information in the asset inventory or is it seen as two separate functions?

- If so, how would that work if they are separate?

Q. Within the PTMS form, will there be an ability for MaineDOT to have certain functions locked down so that the transit provider cannot edit and leave the other cells blank to be filled in?

MaineDOT has formulas for the SGR rankings embedded into their PTMS charts.
Q. Does the vendor's form allow for formulas to be embedded for the automatic calculation of each scenario included in our current PTMS chart?

PTMS form in June (4.1) versus Mileage Form in December (4.3).
The software allows for the creation of customized forms to collect mileage every December.
Q. How does the Vendor envision how this mileage request would work?
- Is there a separate tab/link for mileage updates?
- Does the current vehicle information (such as year, make, model and latest mileage) move into a new form?
- Is there a mechanism to show if the mileage is lower than the last one reported or any other inconsistencies?
- Does the updated mileage automatically update in the Asset Inventory if the Department approves the change?

If requested, Mayvue complete the configurations on behalf of the Department, but this is not required. This type of support would be considered professional services work.

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Q.   Does this mean that if MaineDOT is not able to create this configuration in the system ourselves, then the Vendor will complete the configuration to receive the updated mileage in December each year?

Q. If so, does this mean that the price will increase to add professional services work on a one-time basis?

5 State of Good Repair (SGR)

Condition Assessment (5.1.1)
MaineDOT does not track regular inspections or maintenance reports as part of its condition assessment except aggregate data.

Multi-Factor Analysis (5.1.2)
MaineDOT currently uses formulas for age, miles and condition for many of the SGR scale/ratings for 1 to 5.

The multi-factor analysis criteria needs further evaluation to determine if it can be used to accommodate MaineDOT's requirements.

MaineDOT does not conduct inspections and only collects aggregate data on repairs and costs, as well as an appearance scoring based on poor, fair, good and excellent. A ranking is attached to each condition then averaged with the mileage score and the age score.

Weighting Factors (5.1.3)
MaineDOT's PTMS report contains a (1) condition assessment scale (maintenance average based on number of repairs, vehicle appearance interior and exterior), (2) useful life in age scale (based on the type of vehicle type), (3) useful life in miles (based on the type of vehicle). All three are then combined into an average for each vehicle.

Q. How would this be weighed in a 1-5 ranking and work in this software?

Q. Can this system accommodate each of our characteristics in the PTMS report with formulas and work within this software?

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

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EVALUATOR DEPARTMENT: OIT

6 Other Automation

NTD Reporting (6.1)

No comments at this time.

Replacement Cost Calculation (6.2)
The software can figure base costs plus adjusted for inflation.

Q. If a 5-year or 10-year projection was requested, could the software be set up to automatically calculate the replacement cost on each type of vehicle and/or by each vehicle depending on any criteria requested?

7 Reporting

Standard Reports (7.2)
No standard reports are available because there is flexibility for users to generate configurable reports.

Ad hoc reporting and query tools (7.3)
These types of reporting and queries are available with no limitations. Export to Excel or JSON.

Q. Is this easy for a non-technical person to create our own reports based on our data?

Q. If assistance is needed, what would the increase in the budget entail and/or impact on the schedule?

8 Systems Maturity

No comments or questions at this time.

9 IT Hosting Provision

No comments or questions at this time.

REV 4/4/2023

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Mayvue LLC
DATE: 08/12/2024
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EVALUATOR DEPARTMENT: OIT

10 Implementation Services

The implementation schedule is about 5 months.

> Planning, Analys & Design, Implementation, Testing, Deployment and
> Maintenance categories.

Training (10.3)
Training is an important component. MaineDOT transit staff is small. There are no other internal users outside of MaineDOT transit staff at this time with the possible exception of other internal reviewers of PTMS reports. Other external users include subrecipients with their own staff.

Q. Does the Vendor foresee these training sessions for MaineDOT staff only or would it also include users from each transit provider?

Training Pilot:
Q. Does the testing include MaineDOT's current data and data points/categories?
Q. Does this include a pilot project/test with MaineDOT and one of its transit providers?

11 Customer Support

No comments or questions at this time.

12 Caveats and Limitations

None.

Appendix G- Proposed Services Requirements Worksheet

No questions or comments at this time.

Appendix H- Proposed Services IT Policy Form

No comments or questions at this time.

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Online 24X7 Inc.
DATE: 08/12/2024
EVALUATOR NAME: Kelly Arata
EVALUATOR DEPARTMENT: OIT

****

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Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.

Strength: The company has 13 years of experience in implementing Transit Asset Management Software.

Appendix C- Litigation

None.

Appendix C- Subcontractors

None.

Appendix C- References

None of the references are state DOTs or transit businesses for general public transportation.

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STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

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RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Online 24X7 Inc.
DATE: 08/12/2024
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EVALUATOR DEPARTMENT: OIT

PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed

Dynamics 365 has two module names (one for Finance & Operations and one for asset management additional assets).

Active vehicle count (1.2)
Vehicle count limited to 100 asset/tenant/month for each module.

Q. Does this translate to up to 100 per transit provider and not 100 vehicles over all in the software?

Limitation on Dataverse storage.
Q. Not clear.

Q. What is the separate charge?

Architecture Design (1.6)
MaineDOT has oversight over the vehicles and does not maintain vehicles.

2 External User Management

No comments or questions at this time.

3 Asset Management

MaineDOT collects data on each subrecipient transit agency's fleet including procurement information as well as data relating to overall oversight in a number of different areas as shown for the condition of the transit vehicles. The current data is contained in Access database and Excel data sheets.

The only data that the transit provider has the ability to change are some of the fields contained within the PTMS report that relates to the asset inventory.

Q. Does the software have the ability to lock down certain fields and only allow certain fields to be edited by the transit provider?

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EVALUATOR DEPARTMENT: OIT

MaineDOT collects only certain data for the Direct Recipients and requests mileage updates twice per year as well as status of vehicles (still in service or disposed).

Q. Would the software accommodate this difference in asset tracking?

Direct Recipients (3.1.1)
Q. What specific type of limitations are identified?
Q. Manual versus integration?
- Does the system only allow the ability to collect data from the Direct Recipient and does not have the ability to verify or upload data into the Asset Inventory?

Subrecipients (3.1.1)
Q. What specific type of limitations are identified?

Asset Acquisition (3.3)
An asset record is created with each acquisition.

MaineDOT has any number of different categories relating to useful life (Van, LDB, SMDB, SHDB).

Q. Does the software have the capability to have drop down boxes and the associated useful life attached to each designation?

Asset Disposal (3.4):
MaineDOT currently has an application and disposal process for federal and state funded vehicles to follow that includes selling, transferring, taking out of service or an accident. Certain information is also recorded at the time of final disposal to include date of disposal, winning bidder (if sale), new transferee (if transferred), amount of funds (if sold or negotiated sale, if transfer). MaineDOT has final responsibility and rights to mark any vehicle as disposed.

Q. How does the vendor propose that this could work within their system for locally purchased vehicles as stated in their answer?

Q. How does the vendor propose that this could work within their system for federal and state vehicles using our application process?

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Q. Is there a reporting mechanism to track vehicles disposed within each year?
- Is this within the validation and audit trail as well as the visibility and reporting sections?

4 PTMS Form

The software has a web-based interface. The transit providers will access the form through a secure web portal. Very detailed processes contained within proposal.

MaineDOT has oversight and gathers information once per year for the PTMS report and not throughout any particular year.

MaineDOT has formulas for the SGR rankings embedded into their PTMS charts.
Q. Does the vendor's form allow for formulas to be embedded for the automatic calculation of each scenario included in our current PTMS chart?

Q. How does the Vendor envision that the PTMS information is integrated with the procurement information in the asset inventory or is it seen as two separate functions?

- If so, how would that work if they are separate?
- Or is this integrated with Dynamics 365 F&O through its default mechanism

Q. Within the PTMS form, will there be an ability for MaineDOT to have certain functions locked down so that the transit provider cannot edit and leave the other cells blank to be filled in?

MaineDOT has formulas for the SGR rankings embedded into their PTMS charts.
Q. Does the vendor's form allow for formulas to be embedded for the automatic calculation of each scenario included in our current PTMS chart?

PTMS form in June (4.1) versus Mileage Form in December (4.3).
The software allows for the creation of customized forms to collect mileage every December.
Q. How does the Vendor envision how this mileage request would work?
- Is there a separate tab/link for mileage updates?
- Does the current vehicle information (such as year, make, model and latest mileage) move into a new form?

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- Is there a mechanism to show if the mileage is lower than the last one reported or any other inconsistencies?
- Does the updated mileage automatically update in the Asset Inventory if the Department approves the change?
  - Is this what it means to "seamlessly integrate with Dynamics 365 F&O through its default mechanism?'

Transit Agency Assets Only – Additional features (4.4.3)

MaineDOT does not collect maintenance data except in aggregate format for the PTMS report during any given year. Therefore, no maintenance reports, inspection results or condition assessments outside what is requested in the PTMS report will be available.

The system facilitates communication and collaboration between TPRs and staff with messaging features, notifications and task assignments.

Q. Does this hold true if it is for just the PTMS reporting deadline or the mileage deadline?

Training and support for Transit Providers is a good feature.

5 State of Good Repair (SGR)

Multi-Factor Analysis (5.1.2)
MaineDOT currently uses formulas for age, miles and condition for many of the SGR scale/ratings for 1 to 5.

The multi-factor analysis criteria needs further evaluation to determine if it can be used to accommodate MaineDOT's requirements.

6 Other Automation

Replacement Cost Calculation (6.2)

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STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

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EVALUATOR DEPARTMENT: OIT

MaineDOT does not collect maintenance history, usage, operational costs outside of repairs for each year but does collect repair costs in the aggregate for each vehicle with the mileage for each and total accumulated miles with the original procurement information.

Q. How would the calculation of replacement cost work with our limited data compared to what is listed?

7 Reporting

Reporting – Performance Considerations (7.1.4)
Performance considerations may arise when querying and analyzing extensive datasets.

Q. For Example?

Standard Reports (7.2.)

Fixed Asset Reports listed. It is unclear what this list means exactly or if it would meet MaineDOT's requirements.

Customized Reports (7.3.)

Ad hoc reporting and query tools are available to meet specific needs. Data can be exported for adhoc reporting and analysis outside the system. Export to Excel, CSV or other file formats.

SQL Access (7.3.5).

Q. Is this easy for a non-technical person to create our own reports based on our data?

Q. Are advanced users required for what MaineDOT needs are now?

8 Systems Maturity

No comments or questions at this time.

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DATE: 08/12/2024
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EVALUATOR DEPARTMENT: OIT

9 IT Hosting Provision

No comments or questions at this time.

10 Implementation Services

Implementation Schedule (10.1)

Analysis, design, development, training and UAT, deployment and operation phase over 29 weeks.

Q. Is this time period correct?

Customizations (10.2)
Following the fit gap analysis, the Vendor will provide precise details regarding the required efforts.

Training (10.3)
Training is an important component. MaineDOT transit staff is small. There are no other internal users outside of MaineDOT transit staff at this time with the possible exception of other internal reviewers of PTMS reports. Other external users include subrecipients with their own staff.

Q. Does the Vendor foresee these training sessions for MaineDOT staff only or would it also include users from each transit provider?

- Does the Vendor mean that MaineDOT would be given "train-the-trainer" training, then MaineDOT would train the transit providers?

Training Pilot:
Q. Does the testing include MaineDOT's current data and data points/categories?
Q. Does this include a pilot project/test with MaineDOT and one of its transit providers?

11 Customer Support

No comments or questions at this time.

RFP #: 202402044
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EVALUATOR DEPARTMENT: OIT

12 Caveats and Limitations

Complexity of Customizations, compatibility issues, resource constraints, data migration risks.

Cost implications.

Appendix G- Proposed Services Requirements Worksheet

No comments or questions at this time.

Appendix H- Proposed Services IT Policy Form

No comments or questions at this time.

SLA and Uptime and Unplanned Outage Report

No comments or questions at this time.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Railyard Management
DATE: 08/12/2024
EVALUATOR NAME: Kelly Arata
EVALUATOR DEPARTMENT: OIT

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****

Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.

Strength: The company has over 10 years of experience in implementing asset management software.

FRA compliant.

Note: FTA transit buses compliant?

Appendix C- Litigation

None.

Appendix C- Subcontractors

None

Appendix C- References

Transit references but geared more towards rail and not subrecipients of transit buses and on the road transportation.

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PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed

Track Asset is an enterprise level asset inspection management software designed to simplify and increase the efficiency of completing regulatory and regular inspections.

2 External User Management

No comments or questions at this time.

3 Asset Management

Asset Management (3.1)
MaineDOT collects data on each transit agency's fleet including procurement information as well as data relating to overall oversight in a number of different areas as shown for the condition of the transit vehicles. The current data is contained in Access database and Excel data sheets.

MaineDOT does not inspect these vehicles and only requests aggregate data in its PTMS reports.

The database set up has all the inspection tests and forms required for a user to meet federal compliance standards.

MaineDOT has any number of different categories relating to useful life (Van, LDB, SMDB, SHDB).

Q. Does the software have the capability to have drop down boxes and the associated useful life attached to each designation?

Asset Disposal (3.4):
MaineDOT currently has an application and disposal process for federal and state funded vehicles to follow that includes selling, transferring, taking out of service or an accident. Certain information is also recorded at the time of final disposal to include date of disposal, winning bidder (if sale), new transferee (if transferred), amount of funds (if sold or negotiated sale, if transfer). MaineDOT has final responsibility and rights to mark any vehicle as disposed.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

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EVALUATOR DEPARTMENT: OIT

Q. How does the vendor propose that this could work within their system for locally purchased vehicles as stated in their answer?

Q. How does the vendor propose that this could work within their system for federal and state vehicles using our application process?

Q. Is there a reporting mechanism to track vehicles disposed within each year?
- Is this within the validation and audit trail as well as the visibility and reporting sections?

4 PTMS Form

MaineDOT has oversight and gathers information once per year for the PTMS report and not throughout any particular year.

MaineDOT has formulas for the SGR rankings embedded into their PTMS charts.

Q. Does the vendor's form allow for formulas to be embedded for the automatic calculation of each scenario included in our current PTMS chart?

Q. How does the Vendor envision that the PTMS information is integrated with the procurement information in the asset inventory or is it seen as two separate functions?

- If so, how would that work if they are separate?

Q. Within the PTMS form, will there be an ability for MaineDOT to have certain functions locked down so that the transit provider cannot edit and leave the other cells blank to be filled in?

MaineDOT has formulas for the SGR rankings embedded into their PTMS charts.
Q. Does the vendor's form allow for formulas to be embedded for the automatic calculation of each scenario included in our current PTMS chart?

PTMS form (4.1)

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The PTMS form or "Inspection" will be built and tailored based on the specific data collection needs of the department. The form can be scheduled on an as needed basis or annually.

Automatic prompts will notify transit providers when it is time to complete the form.

PTMS form in June (4.1) versus Mileage Form in December (4.3).
The software allows for the creation of customized forms to collect mileage every December.
Q. How does the Vendor envision how this mileage request would work?

- Is there a separate tab/link for mileage updates?
- Does the current vehicle information (such as year, make, model and latest mileage) move into a new form?
- Is there a mechanism to show if the mileage is lower than the last one reported or any other inconsistencies?
- Does the updated mileage automatically update in the Asset Inventory if the Department approves the change?

Workflow modifications would be categorized a professional service work.

Q. Would this fee apply for creating a form for mileage reporting outside of the PTMS report for the transit providers?

Q. Would this fee similarly apply if a similar report form is needed for Direct Recipients who provide mileage only updates twice per year?

5 State of Good Repair (SGR)

MaineDOT currently uses formulas for age, miles and condition for many of the SGR scale/ratings for 1 to 5.

Track Asset has all asset records set-up with an SGR score or condition rating and then creates a report that would tell the Department their overall SGR score.

Note: No details provided.

Q. Would this SGR meet MaineDOT's needs based on current data and formulas? If different, MaineDOT would have to consider whether to revise their policy to include another SGR tool.

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6 Other Automation

Replacement Cost Calculation (6.2)

The software does not offer this function.

7 Reporting

MaineDOT does not create or collect work orders on vehicles and only collects data in aggregate on maintenance areas in the PTMS reports.

Standard Reports (7.2)
None listed.

Customization (7.3)
Reports can be created by clicking on the fields and develop the parameters.

8 Systems Maturity

No questions or comments at this time.

9 IT Hosting Provision

No questions or comments at this time.

10 Implementation Services

Implementation Plan (10.1)
Not included.

Training (10.3)
Training is an important component. MaineDOT transit staff is small. There are no other internal users outside of MaineDOT transit staff at this time with the possible

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exception of other internal reviewers of PTMS reports. Other external users include subrecipients with their own staff.

Q. Does the Vendor foresee these training sessions for MaineDOT staff only or would it also include users from each transit provider?

- Does the Vendor mean that MaineDOT would be given "train-the-trainer" training, then MaineDOT would train the transit providers?

Training Pilot:
Q. Will testing include MaineDOT's current data and data points/categories?
Q. Does this include a pilot project/test with MaineDOT and one of its transit providers?

11 Customer Support

No comments or questions at this time.

12 Caveats and Limitations

None

Appendix G- Proposed Services Requirements Worksheet

Data errors (Line #20)
What does configurable by form mean?

Appendix H- Proposed Services IT Policy Form

No comments or questions at this time.

SLA and Uptime and Unplanned Outage Report

No comments or questions at this time.

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: AtkinsRealis
DATE: 7/15/24
EVALUATOR NAME: Ryan Neale
EVALUATOR DEPARTMENT: OIT

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Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.

- 30 years of experience
- Proprietary Commercial-Off-the-Shelf software used by hundreds of transit agencies and state DOTs
- End-to-end services
- Software used by more than 140 city, county, state governments for 20 years
- Active user community of software

Appendix C- Litigation
- Vast majority third parties against multiple defendants
- None affect ability to perform work
- No current against subsidiary Data Transfer Solutions

Appendix C- Subcontractors
- N/A

Appendix C- References
- One state DOT, one regional transit authority, one transit provider

STATE OF MAINE
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BIDDER NAME: AtkinsRealis
DATE: 7/15/24
EVALUATOR NAME: Ryan Neale
EVALUATOR DEPARTMENT: OIT

PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed
- VUEWorks Enterprise Asset Management Software v2023.3
- Currently used by 140 agencies in U.S. and Canada
- SaaS with no state server installations required

2 External User Management
- State employees can access, transit providers can address directly without State SSO
- Transit Providers can input directly, The Department can control who can access

3 Asset Management
- Customizable, asset agnostic so can code as revenue-generating or non-revenue generating

4 PTMS Form
- Seems acceptable, treating as data management with sequencing

5 State of Good Repair (SGR)
- SGR – based on indexed condition score combined with unique failure probabilities such as mileage, run hours, down time, etc. Not suggesting any other factors.

6 Other Automation
- NTD – software can pull multiple reports into single report
- Vehicle replacement cost based on future projection of initial acquisition cost and annual inflation over expected life, updated when repairs extend useful life

7 Reporting
- Transit Providers can access robust reporting, Department can configure or adjust reports w/o Atkins Realis
- Long list of standard reports, TPRs can create their own

8 Systems Maturity
- Began implementing VUEWorks in 2006, acquired VW software in 2012, has been licensing software since
- Customizable, changes can be included in new release applied to State's instance

STATE OF MAINE
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EVALUATOR DEPARTMENT: OIT

9 IT Hosting Provision
- 2024 accreditation

10 Implementation Services
- Proven implementation process for long-term success
  - Project kickoff, installation, business analysis
  - Configuration
  - Data migration
  - Reporting
  - Testing
  - Training
  - Go-Live and support transition
- Proposed 6 step training process

11 Customer Support
- Customer support 8 a.m. to 8 p.m.
- Standards for response based on priority of issue

12 Caveats and Limitations
- N/A

Appendix G- Proposed Services Requirements Worksheet
- Will meet all requirements as stated

Appendix H- Proposed Services IT Policy Form
- Aligning with WCAG 2.00 AA parameters
- No issues with Remote Hosting Policy
- Splash screen image can be customized

SLA and Uptime and Unplanned Outage Report
- Hosted by third party, lots of exclusions for which they are not responsible

STATE OF MAINE
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Part III Cost Proposal   (scored by formula, but note questions)

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RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: AtomAISolutions
DATE: 7/16/24
EVALUATOR NAME: Ryan Neale
EVALUATOR DEPARTMENT: OIT

****

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****

Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.
- Since 2014
- Helps city, county, state DOTs manage infrastructure such as roads, bridges, facilities
- Modern mobile-first, cloud-based platform to compete against underperforming legacy applications
- Intuitive, easy to use
- Easy for clients to maintain and improve to their specs
- Attributes
    - Simple configurability
    - Engineered for mobile
    - Customizable dashboards
- Used by several state DOTs
- Tool for building application rather than application itself

Appendix C- Litigation
- None

Appendix C- Subcontractors
- None

Appendix C- References
- Alabama DOT – roads, bridges, drainages, signs
- Utah DOT

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- Chicago DOT

RFP #: 202402044
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EVALUATOR NAME: Ryan Neale
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PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed
- Atom
- No code needed
- Several different portals: Team, Asset, Work, Schedule, Budget, Analytics, Maps, Dashboard
- License quotas
- 24 customers currently, mostly state DOTs and public works departments in large cities
- Everything in RFP supported with Atom Software license including free version of Google Looker

2 External User Management
- Can be configured for multiple types of users, state and others can access different ways
- With demo, meets requirements

3 Asset Management
- None of listed requirements require any code by Atom; can be easily configured without code
- Can include any number of fields, tags (VIN, make/model, year, etc.)
- Meets asset disposal requirement (changing from "active" to "retired")

4 PTMS Form
- Protections and forms available
- All data is discrete data points do not update the existing data; could be more complicated to look at current data
- Training for MaineDOT administrators to create and customize forms
- TPR's can access their own data

5 State of Good Repair (SGR)
- Atom Team would have to work with MaineDOT to understand specifics of algorithm
- No suggestions for additional metrics; not a transit platform

6 Other Automation
- Looker Analytics platform suited for automatic creation and distribution of reports

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- From RFP: "The Department is interested in exploring the possibilities of automation of NTD reporting." Would we be expected to gather and input data ourselves or could agencies do it directly?
- Vehicle Replacement Cost Calculation – Atom does not come with a "make vs. buy" module, provides customized reports that show decision-makers areas in which upkeep is more expensive than buying new
- Can do it but nothing is pre-built

7 Reporting
- 2 TB of storage
- Minimal "standard" reports, Atom team can build out reports as needed during implementation
- Saving reports – Looker known for reporting capabilities, training involved, can download reports to CSV or print to PDF

8 Systems Maturity
- Atom software is 8 years old (did it say developed in 2014 elsewhere?)
- Updated every 2 weeks, no "version 3.1"
- No one off code customizations that are hard to maintain over time

9 IT Hosting Provision
- Google Cloud
- RPO: 4 hours
- RTO: 4 hours
- Uptime: 99.9%

10 Implementation Services
- Exhibit C with project timeline is helpful
- How much, if any, applies to us?
- Only code is customization for third party system integration
- Thorough software training process and approach
- ADKAR change model – Awareness, Desire, Knowledge, Ability, Reinforcement
- Support 9 to 5 eastern time
- Specialize and push mobile; may not be useful for us and transit providers

11 Customer Support
- 9 to 9 live support
- Tiers of support

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: AtomAISolutions
DATE: 7/16/24
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EVALUATOR DEPARTMENT: OIT

- Prioritized response times
- Proposal includes Customer Relationship Manager

12 Caveats and Limitations
- None

Appendix G- Proposed Services Requirements Worksheet
- Yes on all

Appendix H- Proposed Services IT Policy Form
- No comments

SLA and Uptime and Unplanned Outage Report
- No comments

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: AtomAISolutions
DATE: 7/16/24
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EVALUATOR DEPARTMENT: OIT

Part III Cost Proposal   (scored by formula, but note questions)

8/30/24 Demo
- Spinoff of another company
- 100% focused on asset management
- MaineDOT can create permissions w/o going through Atom
- We would receive a couple of notifications if changes have been made that need to be approved
- PTMS – lots of dropdowns that can be created, minimizing manual entry – some will have to be entered manually, VIN numbers, etc.
- Atom has some pre-created templates, but will build out first set up with MaineDOT, which attributes will trigger what response, etc.
- RBAC – role-based asset control
- Low turnover with engineers
- 10,000 users, growing at over 50% per year
- Have not lost a client yet
- Proposal cost based on estimated number of users; no increase during contract term if new users added; unlimited assets and use during term, would be adjusted for a future term
- Separate terms of service agreement for Atom software; it's their intellectual property that MaineDOT would be licensing; both sides are held accountable; would be included as a rider in contract
- SOGR value can be stored itself
- Product can meet needs today and grow with you without needing significant re-writing/re-coding
- No running of reports, dashboards are live and active
- Update every 2 weeks; every user would be able to use any new additions
- Generally use train the trainer model but can do education of transit providers through various delivery methods as needed
- Based on application design that people use frequently
- Transit provider staff would be considered end users and involved in training program
- Key points
  - Configurability is easy without coding
  - Reporting is easy and customizable
  - Mobile platform (not sure if this is important now); built for mobile from day one

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Cambridge
DATE: 7/30/24
EVALUATOR NAME: Ryan Neale
EVALUATOR DEPARTMENT: OIT

****

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****

<u>**Individual Evaluator Comments**</u>:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.
- 50 years of experience
- Software group formed in 2004
- Transit-specific platform Asset Cloud
    - Centralized
    - Modularized – pay only for features you need
    - Collaborative
    - Cloud-hosted
    - Transit-focused – built by transit experts for transit agencies; partnered with MassDOT to build first module
- Resumes included
    - Laura O'Neill
        - TransAM
        - PennDOT
        - Virginia DRPT
    - Sheldon Brown
        - WMATA
        - MTA
        - Metro Council/Metro Transit
        - Sound Transit Regional Data Services
        - MTA transit trip planning
    - Jennifer Whittingham
        - Asset Cloud
        - TransAM APM Platform
        - Minnesota DOT MaaS

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Cambridge
DATE: 7/30/24
EVALUATOR NAME: Ryan Neale
EVALUATOR DEPARTMENT: OIT

- Alex Andrade
  - CS Asset Cloud
  - TransAM
  - MinnDOT MaaS
  - DART Big Data Predictive Analytic Services
- Scott Meeks
  - Asset Cloud
  - TransAM
  - CDOT
  - York City
  - WMATA
- Rebecca Brown
  - TransAM
  - Permit Service workflow management
  - NYC DOT traffic management

Team has assisted in writing national guides to performance-based planning and programming, TAM implementation, ISO 55000 standard on AM, developed TransAM

Appendix C- Litigation

None

Appendix C- Subcontractors

None

Appendix C- References

- MassDOT - TransAM
- PennDOT Bureau of Public Transportation – TransAM
- Virginia Department of Rail and Public Transportation – TransAM

Question: Have they done anything other than TransAM? They are proposing to use Asset Cloud, how is that different, is there a track record of use?

RFP #: 202402044
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PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed

- Asset Cloud

- No limit for user seats or active vehicle count

- Asset Cloud in use by MassDOT, 8 Regional Transit Authorities

- No licenses for any third-party software

- No AC components require client installation

- CS would negotiate a single agreement with MaineDOT; no additional agreements required

- Very new

- Only one customer using it (MA)

- COTS but many customizations for our use case

2 External User Management

- Various levels of use/access

3 Asset Management

- Parent (access to edit and view all subrecipient data) – Child (subrecipients limited to their own data) relationship

- Excel-like interface with user-friendly functionality for easy data capture

- AC captures basic disposal info; notification when asset is disposed does not exist but could be developed

4 PTMS Form

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Cambridge
DATE: 7/30/24
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EVALUATOR DEPARTMENT: OIT

- Not sure what is meant here: "Asset Inventory will be extended to provide the fields needed to support the PTMS form, and a form will be provided as a subset of the full Asset Inventory grid, but data entered in this form will directly edit the data stored for the given asset. Asset Inventory does not currently support workflows, workflow tools, or edit access controls below the granularity of an individual agency. A manual workflow process would need to be imposed over the data entry component."
Asset Inventory does not provide ability to lock forms but this could be developed by Provider

- Changes automatically create new asset events

- TPR automatically restricted to viewing only their assets

- They are saying they can build based on our requirements; should have proposed what they can offer based on our requirements

- PTMS form does not exist, would have to be created

5 State of Good Repair (SGR)

- Policy-driven calculation to determine SGR (age + mileage) for revenue vehicles, age for other asset classes

6 Other Automation

- NTD – Asset Cloud does not include NTD reporting, to be built out in future; would require built out before that

7 Reporting

- No limit on years that can be reported on, can include all asset profile data as well as historical lifecycle changes

- Standard asset inventory reports: age, condition, event lifecycle by month, events by asset type

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- Reporting function administered through Metabase, third-party reporting software. Not clear what we would be getting here

8 Systems Maturity

- Asset Cloud – 2021, Asset Inventory module deployed Feb 2023; AC update to TransAM; TransAM developed 2014, production release 2015

- Two releases since Feb 2023: Jan and April 2024, Trapeze API integration, improved data validation, self-service functionality, client requested enhancements

- List of major improvements over last 5 years: what was reason for?

- AC features and functionalities added by clients made available for all clients

- Still building this out, not clear what we would be getting

- Roadmap does not include basic required features

9 IT Hosting Provision

- AWS, industry-leading cloud services provider

- Hopefully OIT can help with the rest

10 Implementation Services

- Project Implementation Plan within 3 weeks of NTP, 10 days for MaineDOT, etc. comment

- Plan to include:
  Data and resource analysis
  Project schedule
  Quality assurance plan

- Customization

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

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- 45 fields in appendixes J and K that will require customization – is this normal?
    - Intensive QA process
    - 45 days
- Templated spreadsheets to MaineDOT to import asset data – 5 days
- Will need to develop PTMS form equivalent – 25 days
- One training session – is this enough?
- Available 8 to 5, M – F

11 Customer Support

- All seems reasonable

12 Caveats and Limitations

N/A

Appendix G- Proposed Services Requirements Worksheet

- N/A for #2, will not meet #11, will meet with mod #15, 19 – 24

- Anything they can meet with modification should be characterized as not proposed; they would have to do it separately, but costs are not included in proposal

Appendix H- Proposed Services IT Policy Form
- Accessibility not fully evaluated

- Disaster recovery site not included

- Other areas not included

- Under camsys.com website, can be branded for MaineDOT

SLA and Uptime and Unplanned Outage Report

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Collective Data
DATE: 8/12/24
EVALUATOR NAME: Ryan Neale
EVALUATOR DEPARTMENT: OIT

****

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****

Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.

- Founded in 1997

- Hundreds of clients across North America

- Scalable

- Security First

- Proven Track Record with Public Entities

- Innovative Tech Partnerships

- Dedicated Customer Service Teams

- Limited experience in transportation, especially public transportation?

- No code proprietary system: could be skeleton that we have to build

Appendix C- Litigation

None

Appendix C- Subcontractors

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Collective Data
DATE: 8/12/24
EVALUATOR NAME: Ryan Neale
EVALUATOR DEPARTMENT: OIT

None

Appendix C- References

City of Fort Lauderdale
- Very little info on what they actually did

Citizens Energy Group
- Very little info on what they actually did

San Gabriel Transit
- Could be interesting, but what did they actually do?

RFP #: 202402044
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EVALUATOR DEPARTMENT: OIT

PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed

- 1.2- Does not specify max number of users allowed at any given time?

- 1.5- No add-ons

2 External User Management

- Multi-step user authorization and access process for TPRs

3 Asset Management

- 3.2 - Asset and inventory management, assets can be categorized into distinct types, such as revenue and non-revenue

- Seems like this is an asset management system and not a transit asset management system.

4 PTMS Form

5 State of Good Repair (SGR)

- Asset Replacement Module is a specialized component designed to systematically manage and plan the replacement of assts throughout their lifecycle

6 Other Automation

- NTD – can significantly streamline and automate process

7 Reporting

- Long list of stock reports

- Can others be created?

REV 4/4/2023

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Collective Data
DATE: 8/12/24
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EVALUATOR DEPARTMENT: OIT

- Can TPRs generate directly?

8 Systems Maturity

- If new version requiring upgrade is released, Collective Data will migrate client to new with no additional cost; customizations can be brought over at client's request

9 IT Hosting Provision

10 Implementation Services

- A lot of MaineDOT effort

- 2 potential customizations

- How much are we getting before additional costs kick in for customizations?

- Lack of clarity/consistency in proposal and demo on what requires additional costs

11 Customer Support

12 Caveats and Limitations

Appendix G- Proposed Services Requirements Worksheet

- Will meet all

Appendix H- Proposed Services IT Policy Form

- Meets expectations

SLA and Uptime and Unplanned Outage Report

- Meets expectations

<div align="center">

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

</div>

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Faster Asset Solutions
DATE: 8/12/24
EVALUATOR NAME: Ryan Neale
EVALUATOR DEPARTMENT: OIT

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Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.

- Cradle to grave asset management system

- 40 plus years' experience

- Several typos throughout

- Not transit focused

Appendix C- Litigation

Nothing ever

Appendix C- Subcontractors

None

Appendix C- References

Louisiana State Department of Ag & Forestry – similar size fleet to Maine

Montana Fish Wildlife and Parks – similar size fleet to Maine

DeKalb County, GA

REV 4/4/2023

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
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BIDDER NAME: Faster Asset Solutions
DATE: 8/12/24
EVALUATOR NAME: Ryan Neale
EVALUATOR DEPARTMENT: OIT

PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed

- FASTER Web

- Unlimited number of users, licensing model based on #

2 External User Management

- Different types of users administered by Department

3 Asset Management

- Direct and subrecipients can be isolated as distinct entities

- 3.4- Asset Disposal – FASTER Web does not provide the ability to review and accept pending updates

4 PTMS Form

- Current form digitized to Excel for TPRs to complete and submit, form data reviewed by Departmental QA/QC, entered into Asset Master record – sounds like much of this process is manual to MaineDOT?

5 State of Good Repair (SGR)

- FASTER is designed to assist in making informed vehicle replacement decisions. It automatically calculates asset replacement costs based on age, meter usage, and maintenance dollars spent. Decision can be adjusted based on decision factor.

6 Other Automation

- NTD reporting – not sure what is meant here?

7 Reporting

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
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BIDDER NAME: Faster Asset Solutions
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EVALUATOR NAME: Ryan Neale
EVALUATOR DEPARTMENT: OIT

8 Systems Maturity

- Largest provider of fleet management software to municipal government in North America; what about state DOTs?

- Major release every year

9 IT Hosting Provision

10 Implementation Services

- 10.1 – looks like a template

- 10.2 – Question is on customizations, says included in Cost Proposal?

11 Customer Support

- No direct support to TPRs

12 Caveats and Limitations

- None

- Underbid on cost but cost proposal does not include all costs

Appendix G- Proposed Services Requirements Worksheet

- Will meet all requirements

Appendix H- Proposed Services IT Policy Form

SLA and Uptime and Unplanned Outage Report

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: GBCS Group
DATE: 8/13/24
EVALUATOR NAME: Ryan Neale
EVALUATOR DEPARTMENT: OIT

****

****

Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.

- Comprehensive, award-winning fleet management technology solutions for governmental and private sectors

- Fleets from 100 to 2,000 units

- 1.1. All stakeholders involved in Discovery and Implementation phases to facilitate smooth change management process post-implementation – Would they be building this for us?

Appendix C- Litigation

None

Appendix C- Subcontractors

None

Appendix C- References

- WestJet Airlines – 22% cost savings
- Fednay and FMT – 18% cost savings
- Schlumberger Canada – 20% cost savings

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BIDDER NAME: GBCS Group
DATE: 8/13/24
EVALUATOR NAME: Ryan Neale
EVALUATOR DEPARTMENT: OIT

No state DOTs, public sector, or transit

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

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EVALUATOR DEPARTMENT: OIT

PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed

- Lokomotive – Smart Transit Asset Management Solution

- Unlimited number of users and vehicle count

- Used by over four major clients

- No software installations, 100% cloud based

2 External User Management

- TPRs receive unique IDs and passwords

- Public/citizen portal

3 Asset Management

- 3.1 Transit Provider Types – does not mention direct or sub-recipients

- 3.2 – Can separate revenue and non-revenue

- 3.4 – Built-in asset disposal process

4 PTMS Form

- TPRs only able to manage assigned fleet

5 State of Good Repair (SGR)

- Specific steps for each repair work order

6 Other Automation

- NTD reporting – would they be building this?

RFP #: 202402044
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BIDDER NAME: GBCS Group
DATE: 8/13/24
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EVALUATOR DEPARTMENT: OIT

- Algorithm for vehicle replacement process

- Assumptions show they don't understand how we differ from large fleet managers

7 Reporting

- Some existing reports, ability to create more

- Does not require technical skill, but hard to understand if this would meet our needs

8 Systems Maturity

- Lokomotive launched in 2015, consistently optimized since then

- Major software releases planned every 6 months

9 IT Hosting Provision

10 Implementation Services

11 Customer Support

12 Caveats and Limitations

None

Appendix G- Proposed Services Requirements Worksheet

- Will meet all but one

Appendix H- Proposed Services IT Policy Form

- Can comply

SLA and Uptime and Unplanned Outage Report

RFP #: 202402044
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BIDDER NAME: GBCS Group
DATE: 8/13/24
EVALUATOR NAME: Ryan Neale
EVALUATOR DEPARTMENT: OIT

- No issues on either

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Mayvue LLC
DATE: 8/13/24
EVALUATOR NAME: Ryan Neale
EVALUATOR DEPARTMENT: OIT

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Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.

- Founded in 2019

- 40+ state agencies

- Mayvue Inspection Platform

- Highly configurable interface

Appendix C- Litigation

None

Appendix C- Subcontractors

None

Appendix C- References

RIDOT – anything with transit?

Montana DOT – anything with transit?

OKDOT – anything with transit?

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Mayvue LLC
DATE: 8/13/24
EVALUATOR NAME: Ryan Neale
EVALUATOR DEPARTMENT: OIT

PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed

- MIP is a comprehensive, cloud-based system

- Data entry and storage

- Configurable interface?

- 1.2 unlimited number of users

- No license restrictions

- Not a skeleton where everything would have to be built

2 External User Management

- Unique ID for each Transit Provider

- Meets expectations and requirements

3 Asset Management

- 3.1 lots of building of reports

4 PTMS Form

- Web PTMS form will need to be configured

5 State of Good Repair (SGR)

- Default methodology that can be customized based on mileage, age, vehicle condition; just an example of what they can do with formulas

- Multi-Factor Analysis

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6 Other Automation

- Will work with MaineDOT to create a seamless process to ensure it is automated

7 Reporting

- 7.2 – Rather than providing standard reports, MIP includes flexibility for users to generate configurable reports

8 Systems Maturity

- MIP developed in 2019, three major releases in 2022, 2023, 2024

- Healthy practice

- Releases are more than fixing bugs, actually still adding to product

- Aggressive build out of new features

- They test customizations to ensure none are broken by an upgrade

9 IT Hosting Provision

- Excellent

10 Implementation Services

- Reasonable, 4-5 months

- Oklahoma positive review

- Oklahoma - Mayvue stayed on schedule and on budget

11 Customer Support

12 Caveats and Limitations

Appendix G- Proposed Services Requirements Worksheet

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Mayvue LLC
DATE: 8/13/24
EVALUATOR NAME: Ryan Neale
EVALUATOR DEPARTMENT: OIT

- Will meet for all

Appendix H- Proposed Services IT Policy Form

SLA and Uptime and Unplanned Outage Report

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Mayvue LLC
DATE: 8/13/24
EVALUATOR NAME: Ryan Neale
EVALUATOR DEPARTMENT: OIT

Part III Cost Proposal   (scored by formula, but note questions)

$570,000

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Online 24x7 Inc
DATE: 8/13/24
EVALUATOR NAME: Ryan Neale
EVALUATOR DEPARTMENT: OIT

****

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

****

Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.

- 13 years in industry

- 300+ projects

- 250,000 users

- Microsoft Gold partner

- Is this COTS or would it have to be built? Seems like a lot would have to be built out

- Halfway between COTS and custom

Appendix C- Litigation

None

Appendix C- Subcontractors

None

Appendix C- References

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Online 24x7 Inc
DATE: 8/13/24
EVALUATOR NAME: Ryan Neale
EVALUATOR DEPARTMENT: OIT

Flux Solar

Paradise Nutrition
Software One

None in transportation industry

Any work in U.S.?

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

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BIDDER NAME: Online 24x7 Inc
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EVALUATOR DEPARTMENT: OIT

PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed

- Dynamics 365

- 1.4 – no third-party licenses

- 1.5 - no software

2 External User Management

- Limited Transit Provider access

3 Asset Management

- 3.1 distinction between direct and sub-recipients

- 3.2 categorizations for revenue and non-revenue vehicles

- Vehicle disposal process

4 PTMS Form

- Can be designed to MaineDOT specs

- Question about secure web portal provided by Department

- Platform can handle our formulas

5 State of Good Repair (SGR)

- Using pre-built model with SGR factors, built to be in compliance with FTA

- No additional factors proposed

6 Other Automation

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Online 24x7 Inc
DATE: 8/13/24
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EVALUATOR DEPARTMENT: OIT

- Not sure I understand the NTD response

7 Reporting

- Seems adequate

- Users can do simple reporting on their own

8 Systems Maturity

- There's a lot here, not sure I understand all of it

9 IT Hosting Provision

10 Implementation Services

- Some concerns on roles and responsibilities

- Some bad assumptions including on number of MaineDOT staff

11 Customer Support

- Limited support time

12 Caveats and Limitations

- A lot here

- Users of a Microsoft app

Appendix G- Proposed Services Requirements Worksheet

- Will meet across the board

Appendix H- Proposed Services IT Policy Form

SLA and Uptime and Unplanned Outage Report

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Online 24x7 Inc
DATE: 8/13/24
EVALUATOR NAME: Ryan Neale
EVALUATOR DEPARTMENT: OIT

- SLA is not good

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Railyard Management
DATE: 8/13/24
EVALUATOR NAME: Ryan Neale
EVALUATOR DEPARTMENT: OIT

****

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****

Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.

- Leading provider of asset management SaaS software for public transit market

- 10+ years of experience

- Nearly 70 customers, product used by 20+

- 1000s of users

- Track Asset

Appendix C- Litigation

None

Appendix C- Subcontractors

None

Appendix C- References

Brightline Trains Florida

Denver Regional Transit District

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Railyard Management
DATE: 8/13/24
EVALUATOR NAME: Ryan Neale
EVALUATOR DEPARTMENT: OIT

Herzog Contracting and Transit Services

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Railyard Management
DATE: 8/13/24
EVALUATOR NAME: Ryan Neale
EVALUATOR DEPARTMENT: OIT

PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed

- Track Asset

- No limit on users

- 20+ companies/organizations – not a brand-new system

2 External User Management

- Unique ID and password for TPRs

3 Asset Management

- 3.1 – generic response, did not really address direct and sub-recipient question

- 3.2 – generic response, no real distinction between revenue and non-revenue assets

- 3.4 – can manage disposals

- Focus on inspection systems

4 PTMS Form

- To be built and tailored

5 State of Good Repair (SGR)

- Short response, no additional factors suggested

6 Other Automation

- NTD reporting – very short answer

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Railyard Management
DATE: 8/13/24
EVALUATOR NAME: Ryan Neale
EVALUATOR DEPARTMENT: OIT

- 6.2 – do not offer vehicle replacement cost calculation

7 Reporting

- No standard reports, would have to be built as needed (by us?)

8 Systems Maturity

- First offered 11 years ago, several enhancements in last 5 years: actively modernizing their product

9 IT Hosting Provision

10 Implementation Services

- No implementation plan

- Not really built for us and a lot that they would have to customize, and we would have to pay for

11 Customer Support

- Good response time and good hours; no afterhours response time (not a major concern)

- No goal for resolution of issues

12 Caveats and Limitations

None

Appendix G- Proposed Services Requirements Worksheet

- Meets all but one

Appendix H- Proposed Services IT Policy Form

SLA and Uptime and Unplanned Outage Report

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: AtkinsRéalis USA Inc.
DATE: 07/15/2024
EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

****

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****

Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.
- The company has been there for over 30 years
- Subsidiary- Data Transfer Solutions
- Implemented in about 140 government agencies across the US- Transit Agencies and State DOTs

Appendix C- Litigation
- "Has been involved in claims and suits over the years". However, no details provided.

Appendix C- Subcontractors
- None

Appendix C- References- Some experience with Transit Agencies and one State DOT. Their needs are different from ours.
- Atlanta Regional Transit Link Authority
  - Enterprise Asset Management for itself and its Transit Partners.
- LYNX Orlando:
  - Use of Mobile Asset Collection (MAC) vehicle and ArcGIS
  - Computation- Accessibility Score using some criteria
  - Condition module
- MassDOT:
Assets include- Bridges, Roadway assets, Stormwater and Culverts, and Fleet, among others

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: AtkinsRéalis USA Inc.
DATE: 07/15/2024
EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed
- VUEWorks
    - Enterprise Asset Management, Release v2023.3
- Commercial Off the Shelf.
- 50 concurrent users, unlimited number of vehicles.
- In use by 140 agencies across the US and Canada, 7 DOTs, 2 transit agencies
- "EsriGIS licenses are necessary to publish rest services are required as standard"
- Offer mobile functionality that we do not require as of now.

2 External User Management- Weak Response.
- Able to provide external transit providers access to the application without the need of State's SSO.
- Doesn't discuss whether the providers can update their user data directly via the SaaS
- Doesn't discuss whether the Department can restrict users

3 Asset Management
- Can capture basic vehicle info
- Comes with out-of-the-box tools to configure and grow any asset class/type
- Doesn't discuss asset statuses and whether we can get notified and approve any updates
- Allows to code assets as revenue vs. non-revenue

4 PTMS Form - The PTMS discussion is high level, and I don't understand it if can be submitted only via the mobile app.
- PTMS form discussion is vague/high level. Given that it will be completed by external users, how will that be managed? I would've preferred an answer that was broken down into steps.
- We do not have a mobile application requirement. Can TPRs not submit via the web? Don't understand the discussion of mobile app here.

5 State of Good Repair (SGR)
- Couldn't extract much from their response.

6 Other Automation

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: AtkinsRéalis USA Inc.
DATE: 07/15/2024
EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

- Doesn't state whether they can support NTD automation in federally mandated format.
    o Does state that their database reporting engine can pull multiple different datasets into a single report that can be generated.
- An example would have been nice on Vehicle Replacement Cost Calculation.

7 Reporting
- No limit on the amount of historical data that can be stored and reported on or the data type.
    o Report data can be exported to many file formats
- Transit Providers can create their own reports
- Examples of standard reports provided, although they do not meet our needs.
- Standard report writing does not require SQL knowledge.
- Dynamic Reporting training included

8 Systems Maturity
- Major releases listed
- If customizations are necessary, the core application may be enhanced and made available to all customers and included in the new release and will be applied to the State's instance.
- Validation- Testers will be provided with test cases

9 IT Hosting Provision
- Microsoft Windows Server 2019 and Microsoft SQL Server 2019
- Uptime 99.9%
- RPO: 15 min to 4 hours
- RTO: 2 to 4 hours
- Hosting facilities in Florida and Texas
- Ongoing program to maintain compliance with NIST guidelines, including SOC 2 Type 2 audits.

10 Implementation Services
- No project dates listed
- Configuration is confusing to me.
- Key assumptions and risks not provided.
- Even though the State role is embedded in the implementation plan to an extent, a separate list with our responsibilities vs. the vendor would have been nice. 25% of work effort by the state
- Training deliverables listed.

RFP #: 202402044
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BIDDER NAME: AtkinsRéalis USA Inc.
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EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

- o   Roll-out support during the first 30 days of go-live.

11 Customer Support
- 8 am to 8 pm, EST
- Issue priority 0-4, 0 being critical
- Customer Support Portal, monthly webinars, an annual conference, etc. post implementation

12 Caveats and Limitations
- None listed

Appendix G- Proposed Services Requirements Worksheet
- Meets 24/24 as stated

Appendix H- Proposed Services IT Policy Form
- Complies with NIST
- Can replace their image with ours for branding on the splash screen

SLA and Uptime and Unplanned Outage Report
- SLA submitted
- For the period of January 1- December 31, 2023 there were no unplanned outages.

Part III Cost Proposal   (scored by formula, but note questions)
- Costs listed: PM services, configuration services, data conversion services, training, testing, report writing.
- Rate sheet includes roles

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: GBCS Group Ltd.
DATE: 07/01/24
EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

****

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****

Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.
- Fleet and Asset Management SaaS
- Over 30 years of collective experience
- Covers the life cycle of assets- procurement to disposal
- Integration capabilities with State GPS, telematics, financial systems, although this is not our current requirement.
- Highlight their on-time and within budget delivery
- Emphasize the state's involvement in the discovery and implementation phases
- Past two years, 10 SaaS projects implementations done.

Appendix C- Litigation
- None

Appendix C- Subcontractors
- None

Appendix C- References Project dates are not provided. Fleet focused. Different from our needs.
1. WestJet Airlines
2. Fednav and FMT
3. Schlumberger Canada

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: GBCS Group Ltd.
DATE: 07/01/24
EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed
- Lokomotive- Smart Transit Asset Management Solution
- Unlimited number of users and vehicle count
- Being used by <u>4</u> customers in production

2 External User Management
- Transit Providers will receive unique IDs and password for system entry
- "Super-user" can manage users by assigning them to specific providers, units and locations. Transit Provides will not manage their representatives' data

3 Asset Management
- The system can support various asset statuses, types of recipients, asset types, acquisition, and disposal
    o Change in asset status will go through a built-in approval process by the Department. Notifications can be through email and/or within the application.
    o The Department can review and approve disposal request.
    o Disposal data will include Disposal date, Asset Condition, Disposal Type
    o There is no discussion on locally purchased vehicles.

4 PTMS Form
- The workflow is pretty clear.
- Automatic false input detection
    o Supports the data entry using drop-down menus, pictures.
- Monitoring tools available for the Department
- Input data can be modified by the Department.
- Able to lock inputs
- Doesn't discuss whether Transit Providers can make the corrections themselves with TBAs approval.
- Form for vehicle mileage can be part of implementation. The data captured through these web forms can be kept separate from the annual PTMS data submitted. They can add forms up to 4 regular size pages as part of customer service- Would they charge extra?
- Transit Providers can only manage their assigned fleet and can download the data.

REV 4/4/2023

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: GBCS Group Ltd.
DATE: 07/01/24
EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

- The Department Management can decide the specific level of access for all user tiers during the implementation process.

5 State of Good Repair (SGR)
- This is not quite clear to me. This sounds fleet than what we are seeking.

6 Other Automation
- During the implementation process, they will capture the reporting needs and configure the system to provide automated NTD reports.
- Vehicle Replacement Costs
    - Based on State-defined preferences and built-in Lokomotive metrics. Would this work?

7 Reporting
- No limits on storage and reporting on historical data
- Based on Transit Provider permission levels set during implementation, they will be able to access and view any of the reports itemized above for their transit fleets only
- No SQL knowledge required to generate reports

8 Systems Maturity
- First launched in 2015
- Built-in house
- Maintained by local developers, no change in ownership
- Major software release- every 6 months
    - Wish there was more specific on what new features/updates were added

9 IT Hosting Provision
- Microsoft Azure
- RPO→ no more than 10 min, RTO→ 4 hours, uptime→ 99.9%
- External facing forms will comply with the Domain Name Policy & Procedures document

10 Implementation Services
- Clear implementation services, but it does not seem catered to us.
    - Discovery, implementation, and deployment and support services
- State roles and vendor roles distinguished
- Key assumptions and risks provided

RFP #: 202402044
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EVALUATOR DEPARTMENT: OIT

- Virtual training that can be accessed later as well. They can accommodate in-person training as well. Interactive training videos available with the system
- During implementation- 10 am to 7 pm EST via emails, phone calls, meetings

11 Customer Support
- Hours- 8-8 pm MST on weekdays
- 3 ways to contact them
  - In-app support
  - Email
  - Phone
- 4-5 hours response time
  - Critical failure: initial response time of 4 hours
  - Major and minor issues: initial response time of 5 hours
- Resources post implementation
  - GBCS university
  - Built-in knowledge base
  - Built-in video training

12 Caveats and Limitations
- None Listed

Appendix G- Proposed Services Requirements Worksheet
- Meets 23/24 as stated
- 24. Reversing "finalization" of the annual PTMS report -Slight modification to the approval workflow will be required to meet the State's specific workflow needs.

Appendix H- Proposed Services IT Policy Form
- Complies with the requirements.

SLA and Uptime and Unplanned Outage Report
- Scheduled maintenance will be communicated at least 7 days prior to and will not exceed 4 hours
- 99.9% uptime

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: GBCS Group Ltd.
DATE: 07/01/24
EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

Part III Cost Proposal   (scored by formula, but note questions)
Professional services rate included

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Mayvue
DATE: 07/08/2024
EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

****

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****

Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.
- Demo- Asset Management company, have a bridge background but looking to grow. New to the transit space but not DOT.
- Founded in 2019, relatively new
- Cloud hosted, 7 DOTs using MIP
- Currently supporting 40+ state agencies
- Customer service widget to provide continuous feedback to Mayvue
- Demo- Billy Straub (Director of Corporate Services), Josh Lang (Founder), Zach Boyle (Asset Management Expert)
- Team of 40 individuals

Appendix C- Litigation
- None

Appendix C- Subcontractors
- None

Appendix C- References No dates provided
- RIDOT (5 years)- data collection, inspection forms, supported transition from on-prem to a SaaS, ongoing partnership
- Montana DOT (production 2.5 years)- historical data migration, systems integration, configured forms, at present maintenance and support.
- Oklahoma DOT- Data collection module- appreciated simple to use interface

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Mayvue
DATE: 07/08/2024
EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed
- Mayvue Inspection Platform (cloud-based)- Demo- Manages vehicle procurement, inventory condition, mileage, and disposal tracking
- Key features and capabilities look good.
- Unlimited number of users and assets. Users can add additional assets (no limitations)
- AI assistant- Demo- Query information, can ask information about vehicles. Can also ask questions related to PDFs. We ask questions, it will pull answers from multiple PDFs. Good way to quickly find information. Basically, can assist in getting quick information. They train it constantly.
- Utilizes Crystal Reports for generating real-time reports, but we do not have to buy.

2 External User Management
Demo- Roles define what users can do within the software. Groups defines what assets they can access not permissions. This can be modified as we need. Email or in-app notifications available.
- Can issue Transit Providers with personal IDs and passwords
- Transit Providers can update their representative data directly
- The Department can restrict the number of users.

3 Asset Management
- Demo-
    o Will support direct and sub-recipients. Revenue and non-vehicles
    o Admin can set up asset type, fields, etc. Flat fee for unlimited usage.
    o Can create a hierarchy- parent child relationship.
    o Admin can modify as they need.
    o Aspect- allows to track many pieces of info. Could be useful to track funding information.
- Page Builder- As part of implementation they will set up all the fields and pages necessary for asset tracking and categorizing assets.
- Will setup the system so that only TBAs can update asset status.
- What asset statuses and types does it supports? What asset acquisition support information does it support currently?
- What about the notification/alert process for the locally purchased vehicles' disposal? Or notification in general? Demo- Email and in-app notifications.

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Mayvue
DATE: 07/08/2024
EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

- Expand on QA/QC module – Demo- Allows to define what fields we want to have certain level of validation (automated). Validations would have built/manipulated by Mayvue to meet our business needs. Can define what data are QCed throughout the process and the level of control. Can generate snapshots. We can define our workflow. We can add comments as part of QC. Can track who made changes, comments etc., so admins can see what has changed on the dashboard.
- Disposed vehicles – Nothing is permanently deleted, rather archived.
- Allows to capture disposals on all assets. QA/QC review process to review the data to consider it complete and apply to an asset.

4 PTMS Form
- Demo- Accessible via the asset. Any number of different forms available for each asset.
- Page builder to build a form during implementation
- Need more clarity on the additional forms. What would be considered professional services work? Demo- No limitations to the number of forms.
- Transit Providers for their fleet and only their fleet look up the status of a single asset and download a list of status of current assets.

5 State of Good Repair (SGR)
- Can calculate SGR. They have a default methodology, however, it is customizable
- Demo- If we change our SGR computation, we have to define it as a new field to not lose the historical information

6 Other Automation
- Have worked with other agencies to support needs similar to NTD. Demo- Will support automated reporting. Will set up a scheduled task which can automatically generate and send reports to designated recipients at a defined frequency.
- Vehicle Replacement Cost- Has a calculation in place but can modify based on our needs.

7 Reporting
- Demo- Reporting engine- Crystal reports but does not require additional licenses. Working on an in-app report builder. Can define security for the reports. Can export data to Excel or CSV.

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Mayvue
DATE: 07/08/2024
EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

- Demo- Have a data dictionary. While entering data, PDFs about that data can be attached as well.
- Demo- They would create standard reports, then we could create reports as well based on our needs as we would have the license.
- No limitations on the historical data that can be stored or reported on or on the data type
- No standard reports listed
- Transit Providers can generate reports based on the access provided

8 Systems Maturity
- Founded in 2019, 3 major releases after that. Features added/enhancements during each release is discussed.

9 IT Hosting Provision
- AWS SOC 1 & 2 Type II. Applies to the hosting infrastructure.
- RPO: 4 hours
- RTO: 4 hours
- Uptime: 99.9%

10 Implementation Services
- Demo- They prefer to do more configuration, something like validation rules might require customizations. Will test to make sure customizations does not get broken if they make upgrades.
- No customizations required, configurations only
- 3 virtual training sessions + recording as project deliverable, Demo- new updates training would not be additional
- 8-5 pm Est on weekdays

11 Customer Support
- Will assign a Customer Support Lead to the Department
- Incidents or questions are logged in Jira. All support requests that are emailed or are entered by the Customer in the web portal are automatically tracked in Jira
- Service Management. All voicemails received by Mayvue's customer support team are manually logged there as well. Mayvue reviews all issues within 24 hours, Monday through Friday.
- Will additional training for example for new users be part of professional services work? Demo- New user tailored training would be additional cost.

12 Caveats and Limitations

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Mayvue
DATE: 07/08/2024
EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

- None

Appendix G- Proposed Services Requirements Worksheet
- Meets the requirements as stated 24/24

Appendix H- Proposed Services IT Policy Form
- Comply
- Branding available

SLA and Uptime and Unplanned Outage Report
- Will assign PM to oversee support
- Releases will be applied to Test env for our review
- Provided uptime and unplanned outage report

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Online 24x7
DATE: 07/08/2024
EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

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****

Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.
-   Company in business for 13 years.
-   Have delivered MS Dynamic 365 from manufacturing firms to advertising agencies.
-   Build, deploy and manage an array of custom software solutions in SaaS products

Appendix C- Litigation
-   None

Appendix C- Subcontractors
-   None

Appendix C- References- No project dates listed**.** No phone numbers provided.
-   Flux solar, Paradise Nutrition, Software One
    -   The needs are not similar to those of the Department.
    -   Software One- Which client was the solution provided to? Why is the name not listed?

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Online 24x7
DATE: 07/08/2024
EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

PART 2 PROPOSED SERVICES
Appendix F- Proposed Services- The system does not feel intuitive. Let's see.

1 SaaS Proposed
- Dynamics 365: Modules Finance & Operations and Asset Management Additional Assets
- Licensing is not clear.
- What is built or not built is not clear to me
- Global customer base is above 800 and customer base in the United States is above 150.

2 External User Management
- Transit Providers will be able to update their representatives' user data. A self-service portal will be provided to manage representatives' information.
- The Department can restrict the number of Transit Providers

3 Asset Management
- Does not discuss whether the system would support asset statuses and the approval workflow.
- Allows users to classify transit assets based on predefined categories.
    o Able to categorize assets into revenue generating vs. equipment.
- Detailed asset acquisition process outlined.
- Detailed asset disposal process outlined.

4 PTMS Form
- The PTMS form will be designed to meet the Department's requirements.
    o Designed as a web-based interface within Dynamics 365 F&O.
    o Transit Providers access the PTMS form through a secure web-based portal provided by the Department. What is a web-based portal?
    o Includes monitoring tools for the Department to track Transit Providers' work progress at individual and group levels.
        ▪ Dashboards and reports available to monitor progress
- We will be able to correct errors and lock the form against any updates.
    o Transit Providers will be able to make corrections with Department's approval.
    o Maintains audit trail of all data modifications
- Vehicle Mileage will be under normal customer support
- Doesn't discuss whether there are limitations on the Transit Provider forms/workflows that can be added.

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DATE: 07/08/2024
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EVALUATOR DEPARTMENT: OIT

- Transit Providers can communicate with the Department via the SaaS

5 State of Good Repair (SGR)
- Provides factors for SGR calculation and calculation methodology.
- Does provide reporting and analysis tools once SGR score is calculated

6 Other Automation
- Can perform NTD automation
  - o Integrates with various data sources and systems used by transit providers to capture relevant information for NTD reporting.
  - o Data can be compiled into the NTD reporting format.
  - o Reporting tools can generate NTD reports- also automates the generation
- Vehicle Replacement Cost calculation
  - o Need to configure the asset management module with the application to include all relevant parameters for vehicle tracking and management and replace policies need to be defined i.e., criteria need to be established.

7 Reporting
- No strict limit on historical data storage.
- Any reports that could be directly generated by the Transit Providers?
- Power BI required to create interactive reports and dashboards
- Advanced Find is a built-in feature.
- Users can export data to external tools or formats for analysis such as Excel or CSV.

8 Systems Maturity
- Not much to say here.

9 IT Hosting Provision
- MS Azure
- No certifications.

10 Implementation Services
- Even though roles stated, key assumptions and risks are included, the plan does not seem catered to us.
- Train the trainer approach
  - o Core team members will train end users
  - o The client's team will develop training documentation for new processes. How will the vendor support us?

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- Would the vendor be available in the time period we mentioned?

11 Customer Support
- 80 support hours/month EST, website, phone, email. Will be managed offsite.
- Response time (4-16 hours based on the severity level with 4 hours for critical issues)
- Post implementation resources
    - Official MS Resources
    - Training Materials including Official and Custom Manuals, Videos, Webinars and Workshops
    - Company Resources including Implementation Training (although the question states post implementation training) and customer Training Programs.

12 Caveats and Limitations
- Long list provided.

Appendix G- Proposed Services Requirements Worksheet
- Meets 24/24 as stated

Appendix H- Proposed Services IT Policy Form
- Simply acknowledge.

SLA and Uptime and Unplanned Outage Report
- No performance metrics (uptime, response time, resolution etc.) included
- No responsibilities, etc. included. Not much to say.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Railyard Management Software LLC
DATE: 6/24/2024
EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

****

Instructions: *The purpose of this form is to record proposal review notes written by __individual__ evaluators for this Request for Proposals (RFP) process. It is <u>required</u> that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

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Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.
- Asset Management SaaS for public transit market.
- Over 10 years in business
- About 70 customers, but TrackAsset being used by over 20
- FRA approved

Appendix C- Litigation
- None

Appendix C- Subcontractors
- None

Appendix C- References (No project dates) but provides testimonials, no state government experience. Needs are different from ours.
- Brightline Trains Florida
  - Need was to develop two primary functions: configuration management and inventory. Unclear to me how the needs were met exactly. Basically, list the challenges. What was the solution?
  - Personal hands-on experience
- Denver Regional Transit District
  - Deployed four solutions to support asset and personnel management that included TrackAsset and TrackInventory
  - Also signed a contract to digitize inspection records, reports, among others.
- Herzog Contracting and Transit Services

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BIDDER NAME: Railyard Management Software LLC
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EVALUATOR DEPARTMENT: OIT

- Asset and Inspection Management- Implemented TrackAsset
- Provided good customer service

PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed
- Track Asset with Track Inventory
- No limit on number of users. No mention of active vehicle count.
- 20 plus companies using Track Asset

2 External User Management. Responded to all sub questions.
- Each Transit Provider with be registered with a unique ID and password
  - We have the flexibility to initiate the registration process either via the Department or the Transit Provider.
  - Strong encryption standards.
- Provides the ability for Transit Provider admins to manage users on their end- add, modify, deactivate users.
- The system supports Role Based Access Control. Would allow us or the Transit Providers to define roles and restrict access.
- The Department can restrict access on the number of Transit Providers. The restrictions are configurable and can be adjusted.

3 Asset Management (offer mobile services but not our need)
- <u>Inspection</u> management software- To complete regulatory and regular inspections of the entire lifecycle of an asset
- Did not respond to our requirement on tracking asset status or Transit Provider types.
- Complies with federal agency compliance data requirements- Couldn't extract much.
- Can the system categorize the assets into revenue vs. non-revenue?
- Asset Acquisition
  - Must customize the form to meet our data collection needs and capture the info
- Asset Disposal
  - It's not clear whether we can approve the asset status after reviewing

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EVALUATOR DEPARTMENT: OIT

- o Did not respond to whether the Department will be notified when the locally purchased vehicles are marked as disposed by the Transit Providers.

4 PTMS Form
- <u>Will be built</u> to meet our needs and to handle vehicle inventory details and conditions assessment.
- The form can be scheduled for completion as needed
    - o Automated prompts will notify the Transit Providers when it's time to complete the form
- Forms can be reviewed and approved
- Field validations and user roles protections included. Only authorized users can edit, approve, and modify data. Workflow stage protection to prevent changes to the form after a certain stage.
- Field-level protections- configurable to restrict access based on user role
- Have not included any discussion on whether the Department can monitor Transit Provider work progress at individual and group levels.
- Field-level controls
    - o Provides dynamic field level controls
- Locking forms
    - o Able to configure user roles with ability to view, edit, or approve changes based on the level of authority.
    - o Able to log the reasons for the changes, timestamp, and the user making the changes.
- Mileage updates
    - o Flexibility to create customized forms for different data collection needs
        - ▪ Is there a limit on this?
        - ▪ Able to set different intervals for data collection
    - o Any modification or new developments would be considered professional services work
    - o How do they differentiate between modifying existing workflows vs. adjusting existing workflows?
    - o Transit Providers can query and look up a single or group of assets

5 State of Good Repair (SGR)
- The discussion around the factors used to calculate SGR is missing.
    - o As SGR is critical for the Department, we need to know in detail how it is calculated in the system they are proposing.

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6 Other Automation
- Incomplete response to NTD Automation.
- Do not offer Vehicle Replacement cost calculation

7 Reporting
- No limit on number of years of historical data. What about the type?
- The list of reports is missing
- Whether or not Transit Providers can directly generate reports for their fleets is also missing
- Reporting tools
    - Non-technical user friendly
- Can build reports on current or historical data
- Configurable to run weekly, monthly, etc.

8 Systems Maturity
- First offered 11 years ago, always offered as a SaaS, no ownership transfers, several releases in the last 5 years. Primary intent of each release provided.
- Customization process
    - Good description of how customization will be addressed if performed.
    - Distinguishes the role of the vendor and the customer
    - Training sessions are offered to confirm that customers are proficient in utilizing the new features

9 IT Hosting Provision
- AWS SOC 2 Type II that applies to the application and the hosting infrastructure
- 99.9% uptime guaranteed. No RTO or RPO provided

10 Implementation Services
- The response to implementation plan and schedule is missing (10.1)
- Train the trainer methodology. Training plan will be developed with the Department's input
    - In person or virtual training offered
    - Training takes place over the course of 4 weeks
- Meets the availability requirement during implementation

11 Customer Support
- Weekdays 7 AM to 5 PM Eastern via email, website and phone support
- Initial Response Time is 1 hour for email requests and 30 minutes for phone calls
- Post implementation support includes users manuals and video tutorials

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12 Caveats and Limitations-
- None Listed

Appendix G- Proposed Services Requirements Worksheet
- Meets 23/24 requirement as stated, 1 with modifications.

Appendix H- Proposed Services IT Policy Form
- No issues complying with our listed policies.

SLA and Uptime and Unplanned Outage Report
- "Historical time entry data will be deleted from the database when it has aged twenty-five (25) months."

Part III Cost Proposal   (scored by formula, but note questions)
Professional Services Rate provided

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: AtomAI Solutions
DATE: 07/17/2024
EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

****

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Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Demo- Followed the agenda. Nice demo. Took the info we had provided in the RFP to buildout basic workflow for the demo.

Email follow up- "One thing I wanted to clarify: the cost proposal we made is all-inclusive. There is no limit on which portals can be used, how many users can have access, number of assets/forms, or any other variable. Our pricing is very straightforward -- one fixed annual price with no gotchas or catches -- as outlined in our response."

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.
-   Built roughly 8 years ago.
-   Atom Transit Asset Management – Asset Management SaaS Solution
-   User-friendly, Intuitive, configurable
-   "No-code" changes can be performed by system admins.
-   Mobile app: not our requirement.
-   Customizable dashboards
-   Experience with state DOTs
-   Experience with Rolling stocks
-   Demo - Team- different time zones- COO, CEO, and Sales Lead. Prior to Atom, worked in the same company together.
    - o   Partnered with Google to create solutions for the public sector.
    - o   Focuses on the DOT space- Asset and Maintenance Management.
    - o   10000 users approx.
    - o   Will probably add 3 states this year.

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BIDDER NAME: AtomAI Solutions
DATE: 07/17/2024
EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

Appendix C- Litigation
- None

Appendix C- Subcontractors
- None

Appendix C- References
- State DOTs references. No project dates provided, although they have continued partnerships looks like. Their needs are different from ours.
- Reference summary: Slightly behind schedule but responsive. One reference mentioned a lot of customization.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: AtomAI Solutions
DATE: 07/17/2024
EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed-
Demo- Focused on the usability and the configurability of the app. Dashboard-consolidate the data that is important for our specific work.
- Atom
- Good description of their proposed SaaS
- Supports physical asset management
- System admins can use drag and drop controls to create interfaces- training will be required
- Eight portals- Users, assets, analytics, and dashboards sound interesting to me. Do we need to have all the portals? Is that part of the package? Or can we just have features we may need? Demo- There is no additional cost for a portal.
- Licensed at user quota level
    - o Demo: unlimited users and assets during the course of the term.
- Google looker for analytics and reporting
- No need to hold any additional licenses
- Currently used by 24 clients

2 External User Management-
Demo- Able to allocate a number of different types of roles for different individuals. RBAC- Role Based Access Controls. Will build out different types of roles during implementation.
- Can support external users
- Wish there was more information on their web-based authentication system. – can they discuss bit more on the process? What method do they use? A brief discussion on that would have been nice.
    - o Demo- Covered in the demo. Will show up as a pending request and the admin approves.
- Also, can Transit Providers they update their representatives user data? Did not respond to the sub-questions
    - o Demo- Would manage their own data based on how we set up their permissions.
- Demo- Admin will create groups and assign roles. Each group will be assigned a folder. PTMS will be for their specific inventory.

3 Asset Management-

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BIDDER NAME: AtomAI Solutions
DATE: 07/17/2024
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EVALUATOR DEPARTMENT: OIT

Demo- Like how they used our info to build a demo environment. Able to configure the Asset Inventory Portal the way we want. Set up to be non-asset specific. Configurable on the front end of the system. Do not overly rely on the coding. Able to see the history on assets. Can require certain attributes while creating new assets. E.g. VIN.
- The response is generic and does not touch on what we have asked. Not happy with the response.
  - o Demo- Covered in the demo. Base level QA/QC. Users with the right permissions will have to approve. There is a notification bar or a pending request as you log in to the system.
- Can capture basis asset info, support asset types
- Asset disposal- changes within certain fields of specific asset types can be configured to require an approval.

4 PTMS Form
Demo– Dropdowns, will be able to handle condition assessment. Showed Form Builder.
- Can support PTMS forms, but no detailed description of the data collection process
- Will develop and configure forms-
  - o Demo- Will work with us to build out. No limits to the number of forms.
- Did not respond to field level controls
- Able to capture data as separate data points
- Will train admins to create forms. If we can't do it for any reason, will charge a professional service fee and customize one for us.
- Any additional functionalities that TPRs can perform?
  - o Demo- Managers or employees within a certain group can only see information pertaining to their group.

5 State of Good Repair (SGR)
Demo – will handle custom formulas. Can add custom formulas as modules. The answers can be stored as data values.
- Does not come with out-of-the-box SGR development currently, although the response does state that it is a common requirement and can work with us.

6 Other Automation
- Generic response to NTD automation.
- Does not support Vehicle Replacement Cost calculation.

7 Reporting
Demo- Analytics Portal

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EVALUATOR DEPARTMENT: OIT

- Standard list of reports not provided. A few e.gs. would have been nice
  o Demo- Will build out the first set of templates as part of implementation
- Will build report dashboards
- Training will be required to start generating reports

8 Systems Maturity
- A new release every two weeks, however, does not provide release number as well as primary intent of those.
  o Demo- All of the releases are part of licensing. No additional costs. No downloads necessary.

9 IT Hosting Provision
- Google Cloud
- RTO: 4 hours
- RPO: 4 hours
- Uptime: 99.9%
- Demo- Every client has their own instance
  o We will have test and prod

10 Implementation Services
- Recommend weekly stakeholder meetings- prioritize communication
- Training- Documentation, screen walkthroughs, tutorials
  o Detailed, but no in-person training
- Two-week sprint cycle
- Project Planning
- Milestones, deliverables provided
- Project Duration estimated: 9 to 12 months
- Will collaborate with the Department to figure out the training plan
- Knowledge Center
- Demo- Customized. Department able to edit it. FAQ available. Feedback form is available to fill out which sends an email to the main group as well as the Atom support team. This has worked well for them.
- Meets the required availability time during implementation
- Demo- Adding attributes, additional fields are not considered change in scope. It can be easily done by the Atom team during implementation. Post go live, admin could possibly do it herself.

11 Customer Support

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: AtomAI Solutions
DATE: 07/17/2024
EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

- Show us how to open a support ticket. How easily can this be done? Demo- JIRA.
- Tiered customer support
- Provides emergency services 24/7
- Will assign a Customer Success Manager

12 Caveats and Limitations
- None listed

Appendix G- Proposed Services Requirements Worksheet
- 20. Report will highlight the inconsistency e.g. low mileage than previously recorded although can't really prevent the user for entering it.

Appendix H- Proposed Services IT Policy Form
- Looks good.
- Remote Hosting Policy- "We will provide as much information on hosting as we possibly can with Google as our vendor. However, we do have limited contact and ability to collect information from them. That being said, we utilize multiple strategies with GCP to ensure that our data is split between multiple regions/zones to maintain a stable and redundant system".
- Digital Accessibility- "Our development team implements ADA standards for accessible design, and we incorporate these principles from the earliest stages of design and development".
- Can brand and customize forms with the Department's logo

SLA and Uptime and Unplanned Outage Report
- No unplanned outages in the last 12 months

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: AtomAI Solutions
DATE: 07/17/2024
EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

Part III Cost Proposal   (scored by formula, but note questions)

- How many users is the cost proposal based on?
- Developing forms is part of implementation

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Collective Data
DATE: 07/15/2024
EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

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****

Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.
- Demo- Nick. Background- About 3 years. Developer for a year and half. Then moved to sales. East coast sales manager role past year managing 31 states. We will work with Implementation coordinator and application developer, if we sign the contract with them.
- Founded in 1997
- Asset and Inventory management
- Experience with public entities
- Highlight their special characteristics
- List and elaborate on their implementations and success stories

Appendix C- Litigation
- None

Appendix C- Subcontractors
- None

Appendix C- References- No project dates included; does not include description of the services they provided although they do discuss Fort Lauderdale effort above in section. For others simply lists items to us.
- Experience in customized reporting, user-roles, inventory and asset management, specialized forms, automated alerts

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Collective Data
DATE: 07/15/2024
EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed
- Demo- No code, web-based platform.
    - Home screen- create dashboards for individual users or everybody.
    - User manager- manage all the users.
- collectiveFleet
- Concurrent licenses, how many?
    - Demo- 25 full users at a time can enter asset information. Unlimited for the "limited users". Direct recipients will be limited users- will only update mileage.
- Over 330 customers using the software in Production.

2 External User Management –
Demo- can be limited to their only portion of the application. Can set that at the "hierarchy level". Organizational hierarchy- can link the external users to the structure.
- Can support external users
- Clear response to how the Transit Providers will be registered
- The Department can set the limit on the number of users
- Allows role-based security
- User management dashboards

3 Asset Management-
Demo- All of the assets can have hierarchy structure as well.
Asset category- customize and make sure that the use cases, as well as the characteristics we want to track, or data points are there. Required fields are asset number, status and category. Can create parent-child relationship. Can upload any docs/pics. No charge for that. Allows to review and approve changes. Can lock fields against changes.
- What statuses and types do they support?
    - Demo- Asset Types/sub types covered in the demo
- Can categorize assets
- Includes standard fields as well as customizable fields for data entry
- Can attach related docs
- Captures disposal data
- Multi-level approval workflow
- What about notification on local vehicle disposals?
    - Demo- Asset disposal form- customizable.

RFP #: 202402044
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EVALUATOR DEPARTMENT: OIT

4 PTMS Form
Demo- Can build out the form as well as the approval process for this and disposal.
- Customizable web form- both PTMS and vehicle mileage
- Automated validation checks upon submission
- Progress dashboard- allows to monitor progress
- Field level controls available, validation rules, lock-unlock-relock functionality
- No limits on types of custom forms
- Transit Providers can look up their assets. Customizable search fields, additional functions to support Transit Providers
- Transit Providers can access only their data.

5 State of Good Repair (SGR)
- Would it support SGR calculation in compliance with the FTA?
  - o Demo- Framework is built out, need to understand our requirements to modify and match our needs.

6 Other Automation
- NTD- Can integrate data from various sources then the system can be configured to generate NTD reports automatically by pulling relevant data from its database in the FTA format.
- Vehicle Replacement Calculation - Customizable.

7 Reporting
- Demo- Stock fields that appear can be deleted. Can use drag and drop to build out reports.
  - o Reports can be scheduled to generate at a certain time interval.
  - o Any extensive reports they will have to build out that can't be build within the report builder will have an additional charge.
- Scalable
- Any that TRPs can generate?
- No SQL knowledge required for report generation

8 Systems Maturity
- 3 major releases in the last 5 years. Web-based since 2020.
- Customizations can be brought over to the new solution, no additional cost to upgrade

9 IT Hosting Provision

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Collective Data
DATE: 07/15/2024
EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

- Microsoft Azure. Soc 2 Type II
- RTO: 4 hours, RPO: 4 hours, Uptime: 99.9%

10 Implementation Services
- Goes through the various phases of implementation but it's generic. Doesn't address deliverables, Provider and State roles, key assumptions and risks.
- Will need to customize the forms we stated in the RFP
- 3 days training on-site after the Department is ready to go-live.
- Meets our requirement for availability during implementation
- Demo- An hour to two a week- DOT's time investment. May not be enough. The initial data dump will automatically create types and sub types. Info can be mass copied into columns.
    o They are responsible to ensure that fields are mapped out correctly.

11 Customer Support
- Will be assigned designated support agent and client success coordinator or a ticketing system
- 24/7 for critical issues

12 Caveats and Limitations
- None listed

Appendix G- Proposed Services Requirements Worksheet
- Meets 24/24 requirements as stated

Appendix H- Proposed Services IT Policy Form
- No issues complying with Digital Accessibility Policy and Remote Hosting
- Branding available

SLA and Uptime and Unplanned Outage Report
- No comments

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Collective Data
DATE: 07/15/2024
EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

Part III Cost Proposal   (scored by formula, but note questions)
- 25 concurrent licenses
- No breakdown of professional services work by role or task.

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Cambridge Systematics
DATE: 6/26/24
EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

****

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****

Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Demo- Transportation specialist. Over 200 staff members across 12 offices. 15 developers, QA designers and PMs.
Included SDLC Process in the demo which should have been in their proposed implementation plan- can do integrations, data cleanup, loading of the data, QA process. Again, I felt that a lot of time was spent discussing SDLC as opposed to the demo of the proposed SaaS.

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.

- Principal focus- federal, state, and local agencies
- CS software group formed in 2004
- Nice that they list the Project Management Team
- Knowledge and experience in Transit
- Asset Cloud's first module Asset Inventory was built in partnership with MassDOT-
    o Demo- First client.
- Experience in providing and implementing the proposed SaaS- Doesn't discuss what the question has asked.
    Demo- Team- Laura- Product Manager, Scott- Principal Software Engineer, Alex, Jen- Quality Assurance test engineer.

Appendix C- Litigation
- None

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: Cambridge Systematics
DATE: 6/26/24
EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

Appendix C- Subcontractors
- None

Appendix C- References- Experience with DOTs. No project dates provided. All the references provided are for TransAM, their legacy system not Asset Cloud.

- Mass DOT Rail and Transit- comprehensive inventory for tracking assets, lifecycle updates-purchase to disposition, automated NTD report generation, TAM performance tracking.
- PennDOT- similar experience as above plus funding management
- Virginia Dept of rail and transportation- supported grant management –
  o Demo- Currently doing the IT Discover Phase for the initial migration.
  o Leaving the choice to the clients on when to migrate to the new system. Anytime from 1-5 years they plan to have all their clients migrate.
- Ongoing work relationship with all the references provided.

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PART 2 PROPOSED SERVICES
Appendix F- Proposed Services

1 SaaS Proposed
- Demo- DRPT helped in writing the requirements for Asset Inventory. E.g., VIN lookup.
- Asset Cloud– Asset Inventory module.
    o Demo- Asset Inventory is live and production. Currently building out needs forecaster- second module.
- Centralized, modularized so we only pay for what we need, cloud hosted, focused on transit
- Hosting, Maintenance, and support
    o Hosted on AWS
- No user and active vehicle limit
    o Users able to create additional user seats and active vehicle count
- Being used by MassDOT and 8 of Mass Regional Transit Authorities- Basically one client.
- Plan to migrate all organizations to Asset Cloud in the upcoming years. Can't say much from this.

2 External User Management
- Able to provide login credentials to Transit Providers, the Department able to restrict views, no restrictions on the number of users. Can the Department restrict the number of users? Can they update their user info?
- What permissions would they have?
- Any prior experience with External User Management?
- Demo- Transit Providers can make changes to any of their data fields. Notifications is not currently supported i.e. we cannot approve the changes as of now.
- Demo- Different level of users- Admin, read-only, manager (only access their data). Transit Providers can generate reports and do exports.
- Parent-child relationship i.e., Transit Providers can only view their organization's data.

3 Asset Management
Demo- Only color coding to show bad data. Do have ways to capture 4 different funding programs. Currently cannot add more additional details when it comes to grant information.

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- Describes how assets can be created and managed in their system, but there is no discussion on whether the Department is notified and can approve status updates. From demo, does not support this yet.
- Asset Types
  - Captures data for rolling stocks, equipment and facilities
- Acquisition
  - VIN lookup from the NHTSA vehicle API- auto populates or provides recommendations and validations
- Disposal
  - Demo- Service status and the disposition date can be changed
  - Notification- Offer to develop as professional services work

4 PTMS Form- Does not seem to support PTMS form as we need
- The form will be a subset of the full Asset Inventory grid- but the data entered will directly edit the data stored in the given asset
- Dropdowns, date pickers- field level controls
- Cannot lock the forms against updates as we want, offer to develop as part of professional services work
  - Demo- Asset Inventory does not currently support workflows, workflow tools, or edit access controls below the granularity of an individual agency. A manual workflow process would need to be imposed over the data entry component.
- Any additional forms would have to be developed by the Provider as PSW.
- Transit Providers restricted to their organizations, able to filter assets and export to csv, excel, or XML formats.

5 State of Good Repair (SGR)
- Age+ mileage calculation for rolling stocks for others only age.
- SGR replacement year is displayed on all asset classes.
- Demo- Age + mileage, except for non-revenue. The additional module, which is not yet built, goes into a much broader policy.

6 Other Automation- Does not support either
- NTD reporting is not included in Asset Cloud. Need to develop an additional scope of work to build and deploy.
- Vehicle replacement- Professional services work

7 Reporting
- Demo- Metabase for reporting or the inventory table
- No limit on the number of years of data or the data type

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- General idea of what standard reports
- Can TPRs directly generate any reports for their fleets?
- Knowledge of SQL is not necessary
- Reports can be visualized as graphs, tables
- Support various attributes and filters

8 Systems Maturity
- Asset Inventory Deployed in 2023- New
- Jan 2024, April 2024 two major releases
- Customizations- added features and functionalities added for one client available to others

9 IT Hosting Provision
- AWS- No certifications.
- RTO 4 hours
- RPO 4 hours
- Uptime 99.9%
- Demo- Separate instance for each client. Each client has a separate AWS account.
    o Open to the Accessibility Assessment Waiver, etc.- anything needed for compliance.

10 Implementation Services
- Project Implementation plan and schedule missing, major milestones missing
- Customization
    o PTMS will require an implementation of new feature
- Training
    o One session after production deployment, in person or virtual
    o Demo- Done as little as one-on-one or large group training.
        ▪ Transit Providers will be trained as well

11 Customer Support
- Business hours provided
- Email or phone, a client success manager will be assigned that will provide individual and group trainings
- Direct email and phone support during normal business hours
- User guides available

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12 Caveats and Limitations
 None listed

Appendix G- Proposed Services Requirements Worksheet
- Does not meet 9/24 requirements as stated

Appendix H- Proposed Services IT Policy Form
- Have not evaluated Asset Inventory's compliance with Accessibility Standards as of now
- Will use the AWS Security Hub to implement security checks aligned with NIST

SLA and Uptime and Unplanned Outage Report
- Met performance target as per 2023 Uptime and Unplanned Outage Report

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Part III Cost Proposal   (scored by formula, but note questions)

Implementation cost- PTMS form, asset fields incorporation, what else?

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 202402044
RFP TITLE: TRANSIT ASSET MANAGEMENT SOFTWARE AS A SERVICE
BIDDER NAME: FasterAsset Solutions
DATE: 07/09/2024
EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

****

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****

Individual Evaluator Comments:
PART 1 ORG QUALIFICATIONS AND EXPERIENCE

Appendix C- Organization Qualifications and Experience Implementing the proposed SaaS.
- Founded in 1982
- In business for a while
- Fleet management solutions
- The proposed software, Faster Web was released in 2012
- 460 implementations

Appendix C- Litigation
- None. About five projects did not complete for reasons unknown

Appendix C- Subcontractors
- None

Appendix C- References
- No project dates provided.
- Fleet management references.
- Experience supporting government agencies
- Louisiana State Department of Agriculture & Forestry and Montana Fish and Wildlife Parks: No description of what needs were met/how the Provider supports or supported these agencies.
- DeKalb County, GA- The Fleet maintenance Division manages 4000 assets and has 4 maintenance shops. However, it's still not clear to me how the provider supports the agency.

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EVALUATOR DEPARTMENT: OIT

PART 2 PROPOSED SERVICES

Appendix F- Proposed Services

1 SaaS Proposed
- Faster web- various modules, released in 2012
    o Do we need to have all the modules listed?
- Unsure what they mean by active assets per unit.
- Supports Unlimited number of users
- The software proposed is utilized by 165 customers

2 External User Management
- Can support external users
    o Transit Providers would be provided Faster
    o The Department can control the number of Transit Provider accounts.

3 Asset Management
- The response does not mention whether the system can support various asset statuses
- Able to separate the Direct and Sub-recipients as distinct entities
- Does not support the ability to review and accept updates, which is what we need. We need the ability to review the changes the Transit Providers have made and approve those. We do not what the changes to be saved as the Transit Providers make them.
- Can categorize assets into revenue vs. non-revenue.
- Can capture basis asset information.
- No clear response to asset disposal requirement.

4 PTMS Form
- The response to PTMS is not clear. I cannot envision how this process will be accomplished using the system. Will the Transit Providers access the form in the system? What is Asset Master Record? How would we enter the record?
- Provides all the fields listed in Appendix J, with majority dropdown lists. Field groups can be permission controlled, and we can allow the Transit Providers to make corrections to the PTMS data.
- No response to whether the forms can be locked against further edits
- Transit Providers will have access to the modules the Department permits. They would be able to view status and other asset attributes and generate lists of current assets.

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EVALUATOR DEPARTMENT: OIT

5 State of Good Repair (SGR)
- The response does not discuss SGR. We need to know whether the system can calculate SGR using multifactor analysis on a 1-5 scale and in compliance with the FTA requirements.

6 Other Automation
- NTD is not clear
- Vehicle replacement program- It utilizes three factors in determining total points assigned to any piece of equipment. Will this work for us?

7 Reporting
- Can store unlimited historical data
- Transit Providers can be given access to the Reports Module. However, will they only see their vehicle information?
- Support ad hoc reports that utilize Report Builder. Reports can be scheduled and sent on a recurring basis.

8 Systems Maturity
- 3-generations of product. Faster Web has been in production since 2012.
- Upgrade/Release 6-12 months

9 IT Hosting Provision
- MS Azure Commercial
- Uptime:99.9%, RTO:4 hours, RPO:30 min

10 Implementation Services
- The plan does not cater to our RFP. It's more general Fleet Management plan.
- 460 implementations in 40 years.
- Implementation project will be phased.
- Project Tasks and Milestones listed.
- Test environment will be promoted to Production upon delivery of the final go live.
- User Training for the Go-live will be done using the Soft go-live database
- A Portfolio Manager will review the project methodology and plan in the Kickoff meeting

11 Customer Support

RFP #: 202402044
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DATE: 07/09/2024
EVALUATOR NAME: Smriti Kattel Dahal
EVALUATOR DEPARTMENT: OIT

- 7am-6 pm EST, along with emergency phone. Described in Software Upgrades and Support Agreement.
- Telephone, email, or through remote data link. Provides toll free number.
- Post implementation, customers will have access to Resource Central that will have tutorials and learning materials
- Training offered during implementation

12 Caveats and Limitations
- None listed

Appendix G- Proposed Services Requirements Worksheet
- 14. FASTER Web's Asset Module includes 21 standard attributes.
  17. Update takes place when the user clicks save

Appendix H- Proposed Services IT Policy Form
- Target for SOC 2 Type II is Q4 2024
- Ongoing VPAT assessment

SLA and Uptime and Unplanned Outage Report
- Uptime and Unplanned Outage Report attached
  o 10 hours downtime in one instance.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

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EVALUATOR DEPARTMENT: OIT

Part III Cost Proposal   (scored by formula, but note questions)
- Professional Services Rate not provided

Janet T. Mills
Governor

Bruce Van Note
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202402044
RFP TITLE: Transit Asset Management Software as a Service

I, Jennifer Chisum, accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Transportation. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the award decision notices for public distribution.

_____   __6/18/2024_____
Signature   **Date**

STATE OF MAINE
DEPARTMENT OF TRANSPORTATION

Janet T. Mills
Governor

Bruce Van Note
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202402044
RFP TITLE: Transit Asset Management Software as a Service

I, Kelly J. Arata, accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Transportation. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

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Kelly J. Arata

07/03/2024

_____   _____
Signature   **Date**

Rev. 4/4/2023

STATE OF MAINE
DEPARTMENT OF TRANSPORTATION

Janet T. Mills
Governor

Bruce Van Note
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202402044
RFP TITLE: Transit Asset Management Software as a Service

I, Ryan Neale accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Transportation. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

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Ryan Neale
_____
Signature

6/18/24
_____
Date

Rev. 4/4/2023

STATE OF MAINE
DEPARTMENT OF TRANSPORTATION

Janet T. Mills
Governor

Bruce Van Note
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202402044
RFP TITLE: Transit Asset Management Software as a Service

I, Smriti Kattel Dahal accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Transportation. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

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_____
Signature

6/20/24

_____
Date