

9/14/15

City of Sioux Falls

Addendum No. 2

Request 15-0148

RFP for Web Based Fleet Management Information System

Answers to Questions received as of September 11, 2015

Question: From the Sioux Falls Fleet Software Requirements Excel document, 2.0 Product Functionality matrix, Item 16.17: work delays for transfer under user responsibility. Operational requirements and actual availability are monitored internally in terms of unit-minutes, even if presented at the user interface level in units. Please give an example of your expectation for this requirement.

Answer: 16.1 and 16.17 are similar. If a customer has an appointment at 10:00 and does not bring the vehicle until 10:30, this requirement would mean the software is able to show a delay of 30 minutes before the vehicle arrived to be checked in, thus delaying the completion time and availability of the vehicle. This SLA is a promise by the customer that they are going to make the vehicle available for service at the agreed time.

Sign this form and include with your RFP response.

Signature

Company

Date