555 Lakeshore Blvd. Painesville Twp., OH 44077
www.laketran.com

Request for Proposals #2607 – Fleet Management Software

Questions and Answers

November 5, 2026

Q1. Can you please confirm if additional documents will be added for this bud such as a technical compliance matrix?
A1. A technical compliance matrix is not going to be provided.

Q2. Could you assist by providing the form mentioned in **1.14 Clarifications, Approved Equals, Supplements** *All requests for clarification of these specifications and for an approved equal (RFCAE) must be in writing on the form provided in Section 4 and must be received by the time specified in Section 1.3 above.*
A2. There is no equipment specified in the scope of work that would require an submission and evaluation of an approved equal.

Q3. We plan to attend the October 28 pre-proposal conference. Would a 15-minute call before then be useful?
A3. We are unable to discuss the project via call because it would violate the tenant of "open" competition. Please attend the pre-proposal meeting to learn more about the project. Any and all questions regarding the scope of work should be addressed to Laketran_procurement@laketran.com. All questions and answers will be published to the available list of proposers and posted to the Doing Business page of Laketran.com.

Q4. Would Laketran confirm the current method and file format for daily FLEETWATCH data transfers (for example, CSV export or direct integration)?
A4. CSV is the file format exported from FLEETWATCH

Q5. Is the Veeder-Root ATG data available through a cloud API, and how will the selected vendor obtain access credentials?
A5. It is accessible via a web browser on our local network. We will create user access credentials for the selected vendor to access the system.

Q6. Could Laketran confirm the selected vendor will receive database access for migration, and note any known end-of-support date?
A6. Yes. Laketran will provide access needed to migrate data from current on-premise software to new solution. The data is stored locally in a MS-SQL database. There is no current software support agreement for the on-premise Dossier system

Q7. Does the 14-day modification turnaround apply to configuration changes, with timelines for new feature development agreed on a per-request basis?
A7. Yes. Laketran can work with the vendor on mutually approved timeline for complex modifications.

Q8. May proposers attach the draft SLA and other legal documents as appendices at the end of the technical proposal PDF?
A8. Yes. Per Section 3.9 of the RFP, SLA, mandatory forms, legal documents are not included in the 25 page limit.

Q9. Would Laketran consider a one-week extension to November 18, 2026 at 12:00 PM, so proposers can incorporate Laketran's answers on integration and migration approach?
A9. At this time, Laketran has not received sufficient evidence that an extension is warranted. Questions at the pre-proposal meeting were minimal. Laketran has received only 10 questions to date (Nov 3) and only 30% are technical in nature.

Q10. Given the scope covers three integrations, data migration, implementation, training, staffing, SLAs and references, would Laketran consider increasing the page limit from 25 to 40 pages?
A10. No. Per Section 3.9 of the RFP, SLA, mandatory forms, legal documents are not included in the 25 page limit.

Q11. How many users will be accessing the system, broken out by role?
A11. 25 total

- Director of Maintenance – 1
- Fleet Manager – 1
- Parts Clerk – 1
- Mechanic Supervisor – 4
- Mechanic – 13
- Mechanic Apprentice – 3
- IT administrator - 2

Q12. How many work orders are processed per day/week/month?
A12. Nearly 700 per month

Q13. Can you describe the numbers and types of assets and facilities that would be included in your Facilities Asset Management requirement in 3.2.8?
A13. This is not a requirement; this is optional. If your system has a module for facilities asset management, Laketran would be interested in learning more. Laketran tracks all of its non-vehicle tangible assets in a facilities management software – including 625+ individual fixed assets, 10 locations, retired/decommissioned assets.

Q14. In what file format(s) would the Historical Records be provided for the Legacy Data Migration in 3.3.1?
A14. Microsoft SQL is the current format. There are multiple formats available for us to transfer the data. Specify in your proposal what formats your system can accept.

Q15. How many line items are included in the Parts & Inventory Balances that would be included in the Legacy Data Migration in 3.3.1?
A15. 6,000 +

Q16. Is the past integration experience with FleetWatch and Veeder-Root ATG a hard requirement, or can similar integrations be showcased?
A16. Integration with FleetWatch and Veeder-Root is one of the most important outcomes of this software project. Laketran does not necessarily expect every proposer to have direct experience with those specific systems, but proposers need to demonstrate their capacity and capability to integrate with similar systems and a commitment to working with Fleetwatch and VeederRoot should the contract be awarded. Laketran previously attempted to upgrade its fleet management software, but was unable to complete the implementation due to inability of the system to integrate with Fleetwatch.

Q17. Is a recording of the October 28th pre-proposal conference available for those who were unable to attend? If so, can you provide a link?
A17. The meeting was not recorded.

Q18. Please provide a breakdown of the approximately 225 active assets by type (transit buses, paratransit vehicles, non-revenue vehicles/equipment, etc.)
A18.

- Transit Bus – 56
- Paratransit – 128
- Non-revenue/equipment – 41

These numbers will fluctuate as Laketran grows its services

Q19. Does Laketran intend to track facilities, buildings, EV chargers, or shop equipment as assets in the new system? If so, approximately how many?
A19. This is not a requirement; this is optional. If your system has a module for facilities asset management, Laketran would be interested in learning more.

Q20. Will Laketran accept integrations with FLEETWATCH, Veeder-Root ATG, and ABB E-mobility that are configured, built, and validated during the implementation period, provided they meet the acceptance criteria in Section 3.6? Or must these be out of the box existing integrations?
A20. Yes. Laketran will accept configured, built, and validated integrations. We do not expect all vendors to have out of the box existing integrations.

Q21. Would Laketran consider an approach in which the proposer provides access to its documented open API, and the integration is completed by Laketran, the third-party system vendor, or a party of Laketran's choosing?
A21. No, Laketran would want the chosen vendor to be responsible for moving all data and documentation to their platform.

Q22. For each of the three systems, what data exchange method is currently available in Laketran's environment (documented API, scheduled file export, or other), and do any third-party licensing or vendor fees apply to enabling that access?
A22. Our data is in MS-SQL, from there we can export as a database backup, CSV or Excel to fit your import needs.

Q23. For each integration, please describe the primary use cases and the workflows the data must support (for example, PM triggering, fuel cost posting, tank reconciliation, EV charging reporting). What data latency is required for each?
A23. These are currently managed by FLEETWATCH integration with Dossier, Veeder-Root connectivity for fuel tank information and New Flyer cloud-based Connect Application for kWh calculations for electric bus efficiency.

Q24. Which telematics provider(s), if any, does Laketran currently use on its fleet?
A24.

- Fleetwatch
- New Flyer Connect

Q25. Does the fourteen (14) calendar day requirement mean providing a response with scope and schedule within 14 days, or completing the requested change within 14 days?
A25. Providing a response and scope.

Q26. Will Laketran or its current vendor be able to provide structured exports (for example, database, CSV, or Excel) of the Dossier data and related Excel files described in Section 3.3.1? Is the proposer expected to extract data directly from Dossier?
A26. Laketran will provide the exports

Q27. Approximately how many historical work order and PM records, and how many active part records, are expected to be migrated?
A27. 45,000

Q28. What does Laketran expect "zero system downtime" to mean in practice during cutover (for example, a parallel-run period or a scheduled cutover window)?
A28. Parallel-run period

Q29. Does Laketran have a target go-live date, and approximately how many system administrators, technicians, and parts staff will require training?
A29. There is no target go live date. Other information available in Answer 11.

Q30. Does the one-page Executive Summary/Cover Letter count toward the 25-page technical proposal limit? Do staff resumes, sample reports, or other appendices count toward the limit?
A30. Cover letter does not apply to page limit. Staff resumes and reports will apply to the page limit.