

STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION

FUEL MANAGEMENT SYSTEM
NHDOT RFP 2020-033

12 October 2020

ADDENDUM NO. 2

Bidders are hereby advised to the following response to question from bidders:

This Addendum consists of 20 pages and NO drawings:

The following are answers to Bidder's questions at the mandatory vendor teleconference held on 11 September 2020 (some questions are paraphrased or modified slightly for clarity and flow):

1. Question: *Are hard copy submissions required or will there be an electronic submission?*

Answer: **Yes we require hard copies and an electronic copy. Please refer to section 4.1 on pages 6 & 7 of the RFP and follow the requirements laid out in a) thru d).**

2. Question: *Is the State processing retail transactions at the State sites? Aka credit cards or other fuel cards?*

Answer: **No, we currently do not accept credit cards or fuel cards as a form pf payment. Transactions are initiated by using a Mifare RFID tag. However, we are looking at the possibility of cards being used at the sites, e.g. WEX, not necessarily for payment, but more for identification and we do require that the optional items in Appendix C-Table C-2 are answered which addresses credit cards for monthly invoice payment.**

3. Question: *Are site visits allowed?*

Answer: **Yes. If anyone wishes to visit, we can schedule several sites, while socially distancing and adhering to safety protocols. If more than one vendor wishes to visit, it would be best to schedule a joint visit in order to minimize the time taken and interruption of the site personnel's day.**

4. Question: *Does the State currently utilize any RFID hardware on their vehicles as part of their current fuel system?*

Answer: **No with a caveat. We tried a pilot program with a half-dozen vehicles and at one site, but the rest of the fleet does not currently use that form of ID. This RFP does call out, (refer to Appendix C Table-C2, section B13) the ability to provide, install, and make**

available the data from RFID hardware installed on vehicles (State fleet and outside customers that wish to take advantage of this technology).

5. Question: *What is the purpose or intent in having a supplier developed website for Fuel management as described under Business Requirements B27.1 (line 320)?*

Answer: **The intent is to allow our customers to access their transactional information whenever they wish and have the ability to download this data for their use, along with reporting, that will help them manage their fleet. This site will also allow customers to request changes to their vehicles, drivers, and contact information by submitting this information for approval to the Fuel Distribution personnel.**

6. Question: *Can it (the website in Q 5) be contained in a single website? i.e. The fuel management system would be the website they accessed, with Fleet / Department restricted access to only their data.*

Answer: **Yes, we are looking for one website that has role based access and functionality.**

7. Question: *You mentioned the existing system is using Mifare cards (actually tags); Q1: Are those cards tied to users or to vehicles? Q2: Do you want to reuse those existing cards if possible? Q3: How many such cards are currently active??*

Answer: **Q1-Tags are linked/attached (within the system, not literally) to the vehicle, we invoice customers based on Department and the actual vehicle being fueled. Q2-Yes we wish to reuse the current supply if at all possible. Q3-Currently we have 7,551 tags (vehicles) and 7,922 driver PINs, the number varies frequently.**

8. Question: *Tags meaning a key fob or is it attached to the vehicle?*

Answer: **Yes for a common term a key fob. We highly recommend and stress to the customers that the tag/fob be attached to the vehicle's key ring for security and loss prevention.**

9. Question: *For drivers, you have a PIN code or another tag or card?*

Answer: **We have been issuing PINs for about 8 to 9 years on business cards for the drivers to keep with them. Some longer tenured employees may still have an active magnetic strip card that identifies the driver, which in essence is the PIN. Our intent is to explore other ID means, e.g. using a building access ID card (ex. Honeywell) to avoid the data entry by drivers to minimize data entry mistakes.**

10. Question: *Are all DOT staff using the same type of employee card?*

Answer: **There are multiple styles and types of potential driver ID devices. How many different types are unknown at this time.**

11. Question: *One more question about existing Mifare tags, do you have technical information about how they are encoded? Can we get a sample one?*

Answer: **The tags are standard Mifare Plus S tags that have been in use for many years, you can find information on the tags at <https://www.mifare.net/en/products/chip-card-ics/mifare-plus/> and technical information at <https://www.nxp.com/docs/en/application-note/AN1304.pdf> . Samples will be made available when it is appropriate.**

12. Question: *And, same question (Q 11) about those existing employee cards?*

Answer: **As said in Q 10 there are more than one type of card that agencies use. We can give the successful vendor either samples or the formats of the employee ID cards if that is an approved device at the time they need the information to make it work.**

13. Question: *About B9.7 (line 152) and electronically odometer readings: Do you have existing telematics devices on DOT vehicles (e.g. GPS tracking devices)? If yes, can we interface with them for odometer reading?*

Answer: **Some DOT vehicles and other State Agency vehicles have various telemetric devices, but the large majority (DOT and our customer base) do not have such devices installed. Most vehicles in our system are ODB II and J1708/J1939 protocol viable, but we do have some that are not. Interfacing with existing telemetric devices is unknown at this time and will need research to determine if that is possible (we will need to contact other agencies and all customers for that information). Assume for the moment that interfacing is not possible, and alternative workarounds may be necessary.**

14. Question: *are the current TLS's networked communication now?*

Answer: **Yes they are in the network. Each TLS has its own IP address and is integrated through our current FMS so we can "see" the tanks in one system, i.e. we do not have a separate website or use a manufacture's website to see the tanks via the TLS.**

15. Question: *Do you want us to use the existing connectivity methods?*

Answer: **Since communications shall be provided by the successful vendor for the FMS, we will leave it to the vendor to decide how they would like to connect the tank monitoring systems to the FMS. That said, we do state within the RFP to reuse the existing infrastructure as much as possible, e.g. wire, conduit, etc. It is the vendors' discretion to determine suitability of the equipment, the State assumes no responsibility.**

16. Question: *Can you provide a list of which sites are connected vs modem, RS232, and/or Ethernet?*

Answer: **Yes, see further in this addendum**

17. Question: *Do you plan on posting these questions with the answers in a released addendum?*

Answer: **Yes**

18. Question: *For the credit card processing, that's marked as O (optional), but it could have a significant impact on pricing, how do you want us to handle it?*

Answer: **Please use the optional tabs in Appendix F- Pricing Worksheets, F-6 and F-7 breaking out hardware and software as separate items.**

19. Question: *Okay, so appendix F "optional cost" is directly linked to O's (optional) specs?*

Answer: **Yes, but if you have some other equipment or software that you wish to include, but is not spelled out in the RFP, it would be included here as well being an option you wish to offer. If you do offer an optional item of hardware and/or software, please identify it as such so we are aware it is not part of the optional items required to be included by the RFP.**

The following are answers to Bidder's questions received by e-mail to date:

20. Question: *Please confirm that hard copies are required for this RFP and if consideration can be given due to the pandemic for electronic responses?*

Answer: **Please see question #1 above.**

21. Question: *Please confirm the last date that questions may be submitted?*

Answer: **Please see section 2, page 5A (from Addendum #1) for the latest schedule of events. At this time the date and time is 25 September 2020 at 14:00.**

22. Question: *Please clarify commence work date? Stated in one area as July and another as October.*

Answer: **The October date should have been changed to July 2021, this was an oversight, see update in Addendum 3 forthcoming.**

23. Question: *In Attachment 1, Business Requirement Tab, B1.1 – Q1 - When will we be given the chance to provide this? Q2 - Are you expecting this as a line item on the quote?*

Answer: **If desired the bidder can perform the inspections during site visits, refer to question #3. No additional line item necessary, this costing will be part of the bid.**

24. Question: *In Attachment 1, Business Requirement Tab, B1.3 – Q1 - Would State of NH consider self-implementation like State of Maine, State of Washington and State of Oregon has done (FYI NJDOT and TXDOT chose turnkey)? Q2 - Does the State have a contractor of choice? Q3 - Can we reuse existing wiring? Q4 - The most we would need is to install either a RS232 or a Ethernet card into existing TLS if it is not there already. Why are you requesting calibrations?*

Answer: **Q1 – New Hampshire DOT would be open to this possibility, refer to Addendum 3 for details. Q2 – No, this is bidder option. Q3 – Yes, please see question #15 above. Q4 – If the information from the TLS is not accurately displayed within the FMS, e.g. gallons, ullage, inches, etc., then there needs to be some kind of reconciling/calibration between the FMS display values and the TLS readings.**

25. Question: *In Attachment 1, Business Requirement Tab, B9.4 - Must support existing NHDOT vehicle RFID tags and driver pins. Please supply make and model of current system RFID tags for testing?*

Answer: **Please see question #7 & 11 above.**

26. Question: *In Attachment 1, Business Requirement Tab, B9.9 - Have capability of supporting radio frequency (RF) communication between the fuel island controller and the vehicles' OBD systems... Does the State use any of these now and if so make and model?*

Answer: **Please see question #4 above, we have very little experience with this.**

27. Question: *The Site List shows 90 sites, including Loudon which it says may not be active, however, it is included in case that changes plus 3 CNG sites not on list and not owned by NHDOT. Q1 - Is it a requirement to get data from these CNG sites? Q2 - Is there a file available now from this system electronically? Q3 - If so, can you provide a sample of the file layout??*

Answer: **Q1 - It would be beneficial if the FMS could accept a download from the CNG vendors, but not required. Q2 - No. Q3 - No, if and when this becomes a reality, we can work with each CNG vendor to acquire the file/format.**

28. Question: *Q1 - How are current fuel management systems (fuel terminal controllers) connected today? Q2 - Ethernet? Q3 - If yes, can we reuse existing connection method?*

Answer: **Q1 – Each site is a standalone and connected to our server via a VPN with internet service provided by the locations available ISP vendor. Q2 – Yes. Q3 - Yes, see question #15 above.**

29. Question: *Q1 - Are current tank monitoring data captured in existing system and if so in what application? Q2 - How are they connected? Q3 - Ethernet or RS232?*

Answer: **Q1 – Yes, our current FMS originally supplied by Orpak, now through Gasboy. Q2 – They are assigned a unique static IP and integrated into the FMS. Q3 – It depends on the make and model of the tank monitoring system, please see question #16.**

30. Question: *D2.6 OPTIONAL – Credit Card ACH Processing. Who is State contracted acquirer?*

Answer: **Currently there are 3 Merchant Card Processing contracts with the SONH, all expiring on or before 30 June 2022. The contractors are JP Morgan, VeriFone, and Bank of America.**

31. Question: *Please describe the intended purpose of the credit card website. Q1 - Is this for charge approvals? Q2 - Is this for all transactions against existing State cards?*

Answer: **The purpose is to allow our customers to pay their monthly invoice utilizing credit cards. Our customers are state agencies and/or political subdivisions and are now able to take advantage of purchasing card programs, this would be a logical use for those cards and quicker secured payments to Fuel Distribution. Q1 – No. Q2 – As was said earlier it would be for paying monthly invoices only, not a transaction by transaction basis.**

32. Question: *On B9.3 of attachment 1 you say, "Must support existing NHDOT vehicle RFID tags", what RFID technology are you referring to?*

Answer: **Please see question #11.**

33. Question: *Are those tags vehicle mounted or handheld?*

Answer: **Handheld.**

34. Question: *Are you presently using fuel rings / nozzle tags readers?*

Answer: **Please see question #4.**

35. Question: *Do you have a precise vehicle identification method in mind?*

Answer: **No, we need a flexible solution that can be adapted to multiple methods of identifying vehicles.**

36. Question: *Do you have telematics systems on your vehicles and if yes, from what vendor(s)?*

Answer: **Please see question #13.**

37. Question: *How many vehicles are meant to be identified?*

Answer: **Please see question #7.**

38. Question: *Q1 - Do you have employee identification already in place to access buildings, yards, etc.? Q2 - What technology? Q3 - If so, would you be interested in re-using these IDs on the FMS systems?*

Answer: **Q1 – Yes for the State Agencies, but not all employees have badges, nor do we know if all customers have ID devices for their employees. Q2 – RFID type devices. Unknown for all possible customers, but for the state it is RFID. Q3 – Yes, it is requested in Appendix C-Table C-2 B9.5**

39. Question: *What FMS system(s) are you presently using on your sites?*

Answer: **Please see question #29.**

40. Question: *What identifications methods are presently used for vehicles and drivers?*

Answer: Assuming this question means physical devices, please questions #7 thru 9 & 11.

41. Question: *APPENDIX C: SYSTEM REQUIREMENTS AND DELIVERABLES C-1 SCOPE OF WORK page 28 – Q1 - Interface with existing third-party software systems and hardware configurations. - Please indicate the third parties and software and hardware that you are referring to (except COTS Software)? Q2 - Provide for current and/or future wireless capabilities to collect vehicle data (maintenance information, auxiliary devices, location, and odometer readings, etc.) and authorize vehicle fueling wirelessly. Is this requirement (hardware & software) should be included in the present proposal or it is a future phase of the project?*

Answer: Q1 – Will determine specifics of the interface at implementation time. Q2 – Yes both hardware and software, and it should be considered current proposal.

42. Question: *Terms and Conditions System Acceptance (page 73 of 96) seems to be a discrepancy; H-25.10.2 SYSTEM ACCEPTANCE mentioned, “Upon completion of the Warranty Period, the State will issue a Letter of Final System Acceptance.”, and H-25.11.1 WARRANTY PERIOD mentioned, “The Warranty Period will initially commence upon the State issuance of a Letter of Acceptance for UAT and will continue for at least one (1) year.”. Please clarify?*

Answer: No discrepancy. We will issue a letter of acceptance for completion of UAT (user acceptance testing) in which the warranty will commence for one year. After that year of operation with no significant issues that resets the warranty, we will issue a second letter of full and complete acceptance of the system. Once the system is completely accepted the support and maintenance period begins.

43. Question: *H-25.21 PROJECT HOLDBACK page 86 - The State will withhold 10% of the agreed Deliverables pricing on every invoice, or at the end of the project?*

Answer: The holdback is throughout the period ending with the successful completion of the warranty period. The Warranty period is defined as one year after successful signoff on UAT. For accountability and simplicity 10% holdback will be deducted per submitted invoice, when the warranty period is complete a final invoice for payment of the holdback would be proper to submit.

44. Question: *A-2.1 TECHNICAL ARCHITECTURE - Will the State supply to the FMS components business class internet with static IPs?*

Answer: No, the vendor will supply all communications, please see question #15.

45. Question: *E-1.1.5 SUBCONTRACTOR INFORMATION - What are (if any) restrictions on contractors (background checks, work history in state, etc.)?*

Answer: The State of New Hampshire DOT reserves the right to reject sub-contractors. There are no specific guidelines detailed in the RFP.

46. Question: *Can electrical contractor temporarily store things on site IF NECESSARY such as container or tools?*

Answer: **Yes, with prior permission and coordination.**

47. Question: *Site List tab - This will be useful to understand the layout of each of the fuel sites. For each site, can we get ground level pictures of fuel islands and the closest building with Internet access?*

Answer: **No, we cannot provide this information at this time.**

48. Question: *B9.1 - For the pumps, do they currently have a pulser that provide the FMS with volume dispensed?*

Answer: **Yes, all dispensers have a pulser. The great majority are 100:1, but we still have some 10:1 pulsers in the older dispensers.**

49. Question: *Site List tab - At the Loudon Patrol Shed and Durham CNG, it says that the Automatic gauging system is a Veeder-Root but the model is not listed, please clarify?*

Answer: **The CNG site has no tank gauging equipment that is connected to our current FMS, nor would we expect the next system to connect a TLS to that particular site. Loudon is a small 450 gallon AST that has an ILS, but is noted that this site is not considered for automation, i.e. a fuel controller or any hardware inclusion in the FMS. Other than the site, all we need is the availability were we can manually input transactions from that site into the FMS.**

50. Question: *B11.1 – Q1 - For the gauging system can we have what type of output is available for external communication, RS-232, RS-422, RS-485 or TCP/IP? Q2 - And how many of these ports are available? Q3 - How are gauging consoles connected to the current FMS? Q4 - If they are not connected to the FMS system, how is the information is currently entered into the FMS?*

Answer: **Q1 – Please see question #16. Q2 – one per unit. Q3 – Please see question #29. Q4 – They are.**

51. Question: *Site List tab - For each site we need to know how the fuel Island equipment is currently communicating with the FMS (Radio, Wi-Fi, Wired, cellular, other)?*

Answer: **Depends, but most sites are directly connected via Ethernet cable to the building with internet. We do have some sites that use a wireless Ethernet bridge to communicate from the island to the building housing the internet connections. Where the successful vendor will be supplying the communications it will be up the vendor to decide how they wish to connect the islands to the internet, i.e. use the existing physical infrastructure or install their own connections.**

52. Question: *Site List tab – Q1 - Are there LAN drops at FIT enclosures? Q2 - At all sites? Q3 - What is the current model of FIT? Q4 - Is it the same at all sites? Q5 - Will it be possible for our electrical / engineering contractor to visit the sites?*

Answer: **Q1 – Yes and no, please see question #51. Q2 - Yes and no, please see question #51. Q3 – Orpak Islander Plus. Q4 – We use the full terminal and the OrTop 2 which is a smaller sized version of the full terminal built for NHDOT. Q5 – Yes, with coordination.**

53. Question: *B8.5 – How many people would require the technician training?*

Answer: **5.**

54. Question: *B9.4 – Q1 - How many characters in the user driver PIN #? Q2 - What format is used for the existing RFID Tags?*

Answer: **Q1 - 6. Q2 – Please see question #16**

55. Question: *B9.5 - Do we need to provide the ability to read magnetic card at all FIT?*

Answer: **Yes.**

56. Question: *B9.16 - Does power provided to the FMS equipment have adequate surge protection?*

Answer: **We have UPS's at our sites for the island terminals and the tank monitoring units, which includes surge protection. The vendor is responsible for conditioning power to meet their requirements.**

57. Question: *Attachment 1 -transaction field requirements tab - in regards to fuel transaction fields, what is the difference between pump number and nozzle number?*

Answer: **Most of our dispensers have one pump per nozzle, but there are some sites that do have one pump with 2 nozzles.**

58. Question: *Does the DOT want the ability to order fuel through the fuel management system?*

Answer: **Absolutely, please see Appendix C Table C-2, section B14. All aspects of the order and delivery process shall be incorporated through the FMS except for processing the fuel vendor's invoices.**

59. Question: *Q1 - In regards to bulk fuel - How are you currently storing paperwork? Q2 - Would it be preferred to store all paperwork electronically within the fuel management system?*

Answer: **Q1 – We store hard copies in a file system with some information that is stored electronically. Q2 – Yes, provided if possible and reasonable.**

60. Question: *Appendix C Page 28 says to “automate areas where there is currently little automation”. What areas currently have little automation?*

Answer: **The goals for the system, which you mention this specific one, was created before all the sites were automated dating back before and to the original RFI we sent out over a year-and-a-half ago. Since that time we have automated all the sites in-house to where this goal has been met.**

61. Question: *Q1 - Does the State currently have a Fleet Maintenance Software? Q2 - If yes, which software?*

Answer: **Q1 - Yes. Q2 – AssetWorks M5**

62. Question: *Does the state want the option of accepting retail credit cards at the 92 locations (Visa, MC, etc.)?*

Answer: **No, only through the website, please see questions #2 and 31.**

63. Question: *Does the state want the option to process a Fuel card (such as WEX) at the sites?*

Answer: **Not as payment, but rather used as vehicle identification.**

64. Question: *What is the state's current and/or future motor fuel credit card vendor?*

Answer: **Please see question #30.**

65. Question: *For connection to the Cloud hosted software, is the intent to use vendor provided cellular modems or the state's existing connection?*

Answer: **Please see questions # 15 and 44.**

66. Question: *Is NHDOT going to reuse existing Network cable wiring and connections?*

Answer: **We highly encourage the successful vendor to reuse whatever infrastructure that is available which will integrate with their system. We have no intent on reusing any cables and connections for our own use at this time. If the cable and connections are not used by the successful vendor, and later that infrastructure is available and useful to the State, then yes we will reuse. The vendor is responsible for determining the suitability of existing Network cable wiring and connections, the State assumes no responsibility for suitability.**

67. Question: *Can a list be provided of the Pre bid meeting attendees?*

Answer: **No, the list of attendees cannot be shared. New Hampshire Revised Statutes Annotated - RSA 21-G:37 specifies what information can be disclosed and when. All other information, including the attendee list, cannot be disclosed until the resulting contract is approved by the Governor & Council.**

68. Question: *Attachment 1 - 2 Application - Software- items A2.4/A2.6 - Please provide NHDOT'S policy for review to verify compliance?*

Answer: **No use the following:**

Minimum password length	Nine (9) characters
Password Format	<p>Passwords must contain at least one:</p> <ul style="list-style-type: none"> • Uppercase character • Lowercase character • Number <p>Password may contain non-alphabetic characters such as @, &, %, !</p> <p>Passwords may not contain</p> <ul style="list-style-type: none"> • Any part of the user name • Dictionary words • Keyboard sequences
Maximum password age	Not to exceed 360 days
Minimum password age	Not to be less than zero (0) days
Enforce password history	Not to be less than one (1)
Account Lockout Threshold	Not to be more than five (5)
A lockout duration	Not to be less than five (5) minutes

69. Question: *Attachment 1 - 2 Application - Software item A2.7 - does this refer to changing user role within the software?*

Answer: **Refers to administrator type role.**

70. Question: *Page: 14 of 96 - The Vendor must provide a glossary of all terms, acronyms, and abbreviations used in its Proposal. Please elaborate on what the State wants in a glossary of all terms, acronyms, and abbreviations? Please provide a sample if possible.*

Answer: **The intention is to prevent any miscommunication due to use of terms that may not have a common understanding. For example, RFP is Request for Proposal.**

71. Question: *Page: 15 of 96 NOTE: Required in original Proposal only. Does the State want the entire RFP (entire 96 pages) and addendums included in the original proposal?*

Answer: **Yes, this ensures that the correct unaltered version was used.**

72. Question: *B9.4 - Must support existing NHDOT vehicle RFID tags and driver PINs. Please expand on "support" of the existing vehicle tags since existing RFID tags may not be able to be supported by many fuel management companies?*

Answer: **Support in this case means that we will be able to continue to utilize the thousands of tags already in use. Please see questions #11, 25, & 32.**

73. Question: *B11.5 - Must have an ability to notify by email, cell phone or pager a pre-defined individual(s) or location(s) of potential leaks, liquid in sump areas, interstitial liquid, high water, and overflow conditions. Pager technology is an antiquated technology and may not be supported by some fuel management companies. Are pagers mandatory?*

Answer: **No, pagers are not mandatory, however, email, phone and cell phone are.**

74. Question: *B27 - Website - Does the State want a custom designed website that contains NH information for their customers?*

Answer: **Yes. Please see questions #5, 6, 31, & 62**

The following are answers to Bidder's questions at the requested vendor site visit held on 1 October 2020 (some questions are paraphrased or modified slightly for clarity and flow):

75. Question: *Do you mark-up the price of gas and diesel that you sell to others?*

Answer: **This fact is critical when calculating the price per/gallon in the tank versus the transaction sale price/gallon. The markup amount needs to be configurable on a customer basis. Refer to Appendix C, Table C-2, Tank Averaging Calculation tab.**

76. Question: *Q1 - You have a network (internet), but you don't want the vendor to use the network? Q2- Is it the State network?*

Answer: **Q2 – (out of order to help answer Q1) Yes, it is the State network, which is for only state devices and business. Q1 – We expect the successful vendor to use the network, but not the State's network. The State's network will be turned off as the successful vendor's network comes on line**

77. Question: *So the vendor cannot use the existing State network, we would have to pull in someone like Comcast?*

Answer: **Correct, the SONH network will be discontinued at each fuel site. The intent is to have the successful vendor host the system and supply the communication, i.e. network through their own accounts via the ISP of their choice. The physical infrastructure will remain and can be used with the new connection to the ISP. See questions #15 and 66.**

78. Question: *Q1 – Can we use cellular? Q2 - What would be a reliable carrier?*

Answer: **Q1 – Yes if that is your choice, the vendor is responsible for determining the suitability of existing Network cable wiring, connections, and ISP; the State assumes no responsibility for suitability. Q2 – That determination would be incumbent upon the successful vendor to decide, we require the communications to be reliable.**

79. Question: *How new is the system?*

Answer: **The current FMS was established by contract in 2008, not to be confused with fuel site reconstruction, which is an ongoing capital replacement program.**

80. Question: *How have you dealt with the disabilities act?*

Answer: **The SONH and our customers are cognizant of the issues facing those with disabilities, and when possible strive to minimize those issues. When it comes to SONH**

supplied vehicles for State business, they are all purchased by contract with no provisions that allow for special accommodations. If there is a need for someone to perform State business that requires a special accommodation to drive a vehicle, every agency has the ability to allow employees to utilize their personal vehicle, and pay them the standard mileage rate as required by IRS rules. It is our understanding that other political subdivisions do the same.

81. Question: *Do all your dispensers have two pumps?*

Answer: **The great majority of two nozzle dispensers do have two pumps, however, we do have some that are single pumping units with two nozzles. Our single product sites obviously do not have two pumping units.**

82. Question: *You have a group of people going around fixing the sites?*

Answer: **Yes, we have a supervisor who is ICC certified and three technicians, which two are master electricians.**

83. Question: *What are some of your problems with your FMS?*

Answer: **We are seeing breakdowns occurring with the electronics due to age.**

84. Question: *Are the tank monitors currently set up to notify you of issues?*

Answer: **No, but the RFP (refer to Appendix C Table C2, section B4.21 & B11.5) requires the ability for that particular attribute, see questions #75.**

85. Question: *The tank monitors have a serial port (Concord and those with TLS 350 & 300), does it go into anything, e.g. is it set up in the network?*

Answer: **Please see questions #14, 15, 29, & 50**

86. Question: *Q1 - You want to have remote activation? Q2 – Do you do that by department/groups?*

Answer: **Yes, we want to be able to activate or block a pump(s) remotely when necessary. And, also the ability to activate/block needs to be available for both drivers and/or vehicles, e.g. by individuals, departments, and/or fleets**

87. Question: *How are you billing (customers), with separate software?*

Answer: **Yes we use a home grown application called Fuel Invoicing that produces two invoices, one in detail and the other as a summary for each customer. Our intent is to invoice our customers via the system of record, NH First (an ERP system), while customers can download their transactional information through the web portal to be established by this RFP, please refer to Appendix C Table C-2, section B27 thru 29.**

88. Question: *Q1 - Are you looking to eliminate the other software? Q2 - Do you want us (vendors) to handle the invoicing?*

Answer: **Q1 – Yes. Q2 – If possible yes, bid as an optional item.**

89. Question: *So, ultimately there is one API from the FMS to a repository where other applications can retrieve the data, e.g. fleet maintenance, financial, etc. and the FMS can pull necessary data from the repository?*

Answer: **At implementation we will agree on an interface mechanism.**

90. Question: *In terms of the conversion of the 89 sites, what is the time period, expectations?*

Answer: **We state in our schedule that we anticipate Governor & Council approval July 2021 (sign the contract). Our current contract expires 30 June 2022 in which we would like to try and have the new FMS up and running with all sites converted.**

91. Question: *Do you have EV (electric vehicles) now?*

Answer: **Yes there are few in some of the agencies, but the charging stations are not currently in the FMS. We require the new FMS to be flexible such that if the future requires it we can integrate EV charging into the FMS.**

92. Question: *Are you going to offer to the public access to electric charging stations (future)?*

Answer: **Not under consideration at this time. If you have a solution, please bid as an optional item.**

93. Question: *Do all (fuel) staff have smart phones?*

Answer: **Fuel staff are provided with smart phones, and it is anticipated we may soon have iPads. The RFP requires the FMS to be mobile device compatible, please see Appendix C Table C-2, B4.5.**

94. Question: *Does the DOT have one company (vendor) for GPS and other agencies have a different company (vendor)?*

Answer: **Yes it does at this time, and we are aware of one other agency that has a GPS vendor, but it is not the same one as the DOT's.**

95. Question: *Do you want to integrate the key fobs into the new FMS?*

Answer: **Yes, please see questions #7, 11, & 25**

96. Question: *Are you looking to move to an HID identification device?*

Answer: We are looking to be able to use any reasonable standard RFID card/tag/device that the SONH and/or Fuel Distribution's customers have available to be used for driver identification, please see questions #9, 10, 12, & 38.

97. Question: *So automated fueling is your preference (i.e. automatic vehicle recognition & download of data, with a device used to ID the driver for no data entry by people)?*

Answer: Yes

98. Question: *So, there could be a multitude of different authorizations (i.e. various customer ID devices for driver identification)?*

Answer: Yes. We have customers with various interests.

99. Question: *You mention that you enter your stick and totalizer readings into the FMS (at the fuel site, and in the office if necessary), do you have a third party that does your reconciliation?*

Answer: No, all in-house.

100. Question: *Do you plan on posting these questions with the answers in a released addendum?*

Answer: Yes

101. Question: *In terms of the PIN or using RFID/HID, do all the other municipalities use the same thing as the SONH?*

Answer: Vehicles yes since we provide the tags/fobs. As to the drivers we don't know what others use, but highly doubt that everyone uses the same devices, many may not use anything based on their needs and budget.

102. Question: *Q1 - Do all employees have data entry, i.e. PINs or cards? Q2 – Do the towns care who fuels the vehicles?*

Answer: Q1 – All drivers in our current system have a PIN, some “old timers” still have their magnetic strip cards we provided years ago. Q2 – It depends on the town, some do and some do not, or would if they had the need and infrastructure to handle the process to assign drivers PINs. We do have smaller towns with a transient population, e.g. volunteer fire departments and part-time police departments, that do not make the attempt to have individual PINs assigned.

103. Question: *What percent of users would use RFID/HID (drivers)?*

Answer: Unknown.

104. Question: *Which sites have OrTops vs. pedestal terminals vs. pedestal terminals with original EJ Ward enclosures?*

Answer: Please see **further in this addendum**

105. Question: *Maintenance support, what are your expectations for hardware?*

Answer: **From installation through the warranty period it is expected that the successful vendor address any malfunctions and/or deficiencies as laid out in the RFP. Any changes to that arrangement will be a topic during discussions with the successful vendor. Where we are a 24/7/365 operation we need responsive attention when a fuel site goes down, we require provided training for the in-house technicians for this reason. Support during the period after the warranty will be a topic during discussions with the successful vendor with the expectation that the agreement will allow for responsive support that is beneficial to both parties.**

The following is the list requested in question #16 and #104. The “Communications Connectivity Via” and the “Terminal style” column are added to the **Site List tab** in the **Appendix C-Table C-2 General Requirements Vendor Response Checklist**

Site Information				Tank monitor			FMS
Dist.	Patrol Shed	Fuel Site	Name	Make	Model	Communications Connectivity Via	Terminal Style*
1	102	30	Columbia Patrol Shed	Veeder-Root	TLS-350+	RS 232 UDS1100 Lantronix	Orlc
1	112	112	Crawford Patrol Shed	Veeder-Root	TLS-350	RS 232 UDS1100 Lantronix	OrTop
1	103D	1031	Dixville Patrol Shed	Veeder-Root	TLS-350	Pending	Pending
1	103	103	Errol Patrol Shed	Omntec	OEL8000IIIK4P	Direct Connect Ethernet	Orlc
1	124	124	Franconia Patrol Shed	Omntec	OEL8000IIIK4P	Direct Connect Ethernet	OrTop
1	113	1131	Glen Patrol Shed	Veeder-Root	TLS-350	RS 232 UDS1100 Lantronix	Orlc
1	109	28	Gorham Patrol Shed	Veeder-Root	TLS-350+	RS 232 UDS1100 Lantronix	Orlc
1	104	104	Groveton Patrol Shed	Veeder-Root	TLS-350	RS 232 UDS1100 Lantronix	Orlc
1	108	108	Jefferson Patrol Shed	Veeder-Root	TLS-350	RS 232 UDS1100 Lantronix	OrTop
1	107	29	Lancaster Patrol Shed	Veeder-Root	TLS-350	RS 232 UDS1100 Lantronix	Orlc-EJW
1	115	32	Lincoln Patrol Shed	Veeder-Root	TLS-350	RS 232 UDS1100 Lantronix	Orlc-EJW

1	114	114	Lisbon Patrol Shed	Veeder-Root	TLS-350R	RS 232 UDS1100 Lantronix	OrTop
1	125	26	Littleton Patrol Shed	Omntec	OEL8000IIK4P	Direct Connect Ethernet	Orlc
1	106	106	Milan Patrol Shed	Veeder-Root	TLS-350	RS 232 UDS1100 Lantronix	OrTop
1	113P	113	Pinkham Patrol Shed	Omntec	OEL8000IIK4P	Direct Connect Ethernet	OrTop
1	101L	101	Pittsburg Lower Patrol Shed	Veeder-Root	TLS-4i	Direct Connect Ethernet	OrTop
1	101U	1011	Pittsburg Upper Patrol Shed	Veeder-Root	TLS-350	RS 232 UDS1100 Lantronix	Orlc
1	111	27	Twin Mountain Patrol Shed	Veeder-Root	TLS-350+	RS 232 UDS1100 Lantronix	Orlc
1	105	105	West Milan Patrol Shed	Veeder-Root	TLS-350	RS 232 UDS1100 Lantronix	Orlc
2	210	210	Andover Patrol Shed	Omntec	OEL8000IIK4P	Direct Connect Ethernet	OrTop
2	206	206	Bristol Patrol Shed	Veeder-Root	TLS-350	RS 232 UDS1100 Lantronix	OrTop
2	205	205	Canaan Patrol Shed	Veeder-Root	TLS-350	RS 232 UDS1100 Lantronix	OrTop
2	212	212	Cornish Patrol shed	Veeder-Root	TLS-4i	Direct Connect Ethernet	OrTop
2	224	17	Enfield Patrol Shed	Veeder-Root	TLS-350R	RS 232 UDS1100 Lantronix	Orlc
2	211	211	Franklin Patrol Shed	Omntec	OEL8000IIK4P	Direct Connect Ethernet	Orlc
2	215	215	Lempster Patrol Shed	Veeder-Root	TLS-4i	Direct Connect Ethernet	OrTop
2	214	214	New London Patrol Shed	Veeder-Root	TLS-350	RS 232 UDS1100 Lantronix	OrTop
2	204	25	North Haverhill Patrol Shed	Veeder-Root	TLS-350R	RS 232 UDS1100 Lantronix	Orlc-EJW
2	201	201	Orford Patrol Shed	Veeder-Root	TLS-4i	Direct Connect Ethernet	OrTop
2	203	203	Rumney Patrol Shed	Veeder-Root	TLS-4i	Direct Connect Ethernet	OrTop
2	213	15	Sunapee Patrol Shed	Veeder-Root	TLS-350R	RS 232 UDS1100 Lantronix	Orlc-EJW
2	202	22	Wentworth Patrol shed	Veeder-Root	TLS-350R	RS 232 UDS1100 Lantronix	Orlc-EJW
3	315	38	Alton Patrol Shed	Veeder-Root	TLS-350R	RS 232 UDS1100 Lantronix	Orlc-EJW

3	399	399	Center Ossipee Satellite Garage	Veeder-Root	TLS-350	RS 232 UDS1100 Lantronix	Orlc
3	301	23	Conway Patrol Shed	Veeder-Root	TLS-350	RS 232 UDS1100 Lantronix	Orlc
3		318	DOS Marine Patrol	Veeder-Root	TLS-350	RS 232 UDS1100 Lantronix	Orlc
3	303	303	Freedom Patrol Shed	Veeder-Root	TLS-4i	RS 232 UDS1100 Lantronix	OrTop
3	310	18	Gilford Patrol Shed	Veeder-Root	TLS-350	RS 232 UDS1100 Lantronix	Orlc
3	316	316	Loudon Patrol Shed	Veeder-Root		N/A	N/A
3	309	309	Meredith Patrol Shed	Veeder-Root	TLS-300	RS 232 UDS1100 Lantronix	OrTop
3	305	305	Moultonborough Patrol Shed	Veeder-Root	TLS-4i	Direct Connect Ethernet	OrTop
3	324	1	New Hampton Patrol Shed	Veeder-Root	TLS-350+	RS 232 UDS1100 Lantronix	Orlc
3	TRP-E	20	Tamworth-State Police Troop E	Veeder-Root	TLS-350+	RS 232 UDS1100 Lantronix	Orlc
3	325	21	Thornton Patrol Shed	Veeder-Root	TLS-350+	RS 232 UDS1100 Lantronix	Orlc
3	313	313	Tilton Patrol Shed	Veeder-Root	TLS-300	RS 232 UDS1100 Lantronix	OrTop
3	311	311	Tuftonboro Patrol Shed	Veeder-Root	TLS-350	RS 232 UDS1100 Lantronix	OrTop
3	312	312	Wakefield Patrol Shed	Veeder-Root	TLS-350	RS 232 UDS1100 Lantronix	Orlc
4	401	14	Charlestown Patrol Shed	Veeder-Root	TLS-350+	RS 232 UDS1100 Lantronix	Orlc
4	409	409	Greenfield Patrol Shed	Veeder-Root	TLS-4i	Direct Connect Ethernet	OrTop
4	415	415	Greenville Patrol Shed	Veeder-Root	TLS-4i	Direct Connect Ethernet	OrTop
4	408	408	Hancock Patrol Shed	Veeder-Root	TLS-4i	Direct Connect Ethernet	OrTop
4	404	11	Hillsborough Patrol Shed	Veeder-Root	TLS-350+	RS 232 UDS1100 Lantronix	Orlc
4	410	410	Hinsdale Patrol Shed	Veeder-Root	TLS-4i	Direct Connect Ethernet	OrTop
4	412	412	Marlborough Patrol Shed	Veeder-Root	TLS-4i	Direct Connect Ethernet	OrTop
4	403	403	Marlow Patrol Shed	Veeder-Root	TLS-4i	Direct Connect Ethernet	OrTop

4	413	10	Rindge Patrol Shed	Veeder-Root	TLS-350R	RS 232 UDS1100 Lantronix	Orlc
4	406	9	Swanzey Patrol Shed	Veeder-Root	TLS-350R	RS 232 UDS1100 Lantronix	Orlc
4	411	411	Troy (Marlborough) Patrol Shed	Veeder-Root	TLS-4i	Direct Connect Ethernet	OrTop
4	405	405	Westmoreland Patrol Shed	Veeder-Root	TLS-4i	Direct Connect Ethernet	OrTop
5	506	506	Allenstown Patrol Shed	Veeder-Root	TLS-350	RS 232 UDS1100 Lantronix	OrTop
5	511	511	Bedford Patrol Shed	Veeder-Root	TLS-350	RS 232 UDS1100 Lantronix	Orlc
5	509	509	Candia Patrol Shed	Veeder-Root	TLS-4i	Direct Connect Ethernet	OrTop
5	525	525	Canterbury Patrol Shed	Omntec	OEL8000IIK4P	Direct Connect Ethernet	OrTop
5	513	5131	Chester Patrol Shed	Veeder-Root	TLS-4i	Direct Connect Ethernet	OrTop
5	503	503	Chichester Patrol Shed	Veeder-Root	TLS-300C	RS 232 UDS1100 Lantronix	OrTop
5	55	55	Concord - Hazen	Veeder-Root	TLS-350+	RS 232 UDS1100 Lantronix	Orlc
5	528	4	Derry Patrol Shed	Veeder-Root	TLS-350R	RS 232 UDS1100 Lantronix	Orlc-EJW
5	507	507	Goffstown Patrol Shed	Veeder-Root	TLS-4i	Direct Connect Ethernet	OrTop
5	504	504	Henniker Patrol Shed	Veeder-Root	TLS-4c	Direct Connect Ethernet	OrTop
5	515	515	Hollis Patrol Shed	Veeder-Root	TLS-4i	Direct Connect Ethernet	OrTop
5	825	7	Hooksett Turnpike Maintenance	Veeder-Root	TLS-350R	RS 232 UDS1100 Lantronix	Orlc-EJW
5	512	512	Londonderry Patrol Shed	Veeder-Root	TLS-4i	Direct Connect Ethernet	OrTop
5	516	516	Londonderry Patrol Shed	Veeder-Root	TLS-4i	Direct Connect Ethernet	OrTop
5	527	2	Manchester Patrol Shed	Veeder-Root	TLS-350R	RS 232 UDS1100 Lantronix	Orlc-EJW
5	820	31	Merrimack Turnpike Maintenance	Veeder-Root	TLS-350+	RS 232 UDS1100 Lantronix	Orlc
5	510	3	Milford Patrol Shed	Veeder-Root	TLS-350R	RS 232 UDS1100 Lantronix	Orlc
5	514	514	Salem Patrol Shed	Omntec	OEL8000IIK4P	Direct Connect Ethernet	OrTop

5	526	50	Warner Automated Patrol Shed	Veeder-Root	TLS-350R	RS 232 UDS1100 Lantronix	Orlc-EJW
5	501	501	Warner Patrol Shed	Veeder-Root	TLS-350+	RS 232 UDS1100 Lantronix	Orlc
6	835	24	Dover Turnpike Maintenance	Veeder-Root	TLS-350	RS 232 UDS1100 Lantronix	Orlc
6		701	Durham CNG	Veeder-Root	--	Direct Connect Ethernet	Orlc
6		13	Durham Maintenance Garage	Veeder-Root	TLS-350	RS 232 UDS1100 Lantronix	Orlc-EJW
6	608	5	Epping Patrol Shed	Veeder-Root	TLS-350+	RS 232 UDS1100 Lantronix	Orlc
6	607	607	Exeter Patrol Shed	Veeder-Root	TLS-4i	Direct Connect Ethernet	OrTop
6	830	8	Hampton Turnpike Maintenance	Veeder-Root	TLS-350	RS 232 UDS1100 Lantronix	Orlc-EJW
6	611M	6111	Kingston Patrol Shed	Omntec	OEL8000IIIK4P	Direct Connect Ethernet	Orlc
6	609	609	Newfields Patrol Shed	Veeder-Root	TLS-300C	Direct Connect Ethernet	OrTop
6	604	604	Northwood Patrol Shed	Omntec	OEL8000IIIK4P	Direct Connect Ethernet	OrTop
6	840	840	Rochester Turnpike Maintenance	Omntec	OEL8000IIIK4P	Direct Connect Ethernet	Orlc
6	602	602	Strafford Patrol Shed	Omntec	OEL8000IIIK4P	Direct Connect Ethernet	OrTop

*	Orpak Island controller terminal	Orlc
	Orpak Island controller top	OrTop
	Orpak Island controller terminal-EJ Ward Cover	Orlc-EJW

**THE CONTRACTOR SHALL ACKNOWLEDGE
THIS ADDENDUM ELECTRONICALLY
AS PART OF THE BID**