NOTICE TO PROPOSERS

NOTICE IS HEREBY GIVEN THAT THE CHAMPAIGN-URBANA MASS TRANSIT DISTRICT (MTD) will be receiving proposals in accordance with Request For Proposals #2025-008 for the successful deployment of an Enterprise Asset Management (EAM) software solution and relevant implementation services until 2:00 PM (CST) on Monday, February 2, 2026.

Proposals should be submitted electronically to procurement@mtd.org. Any proposals received after the time and date noted herein will not be considered for award. MTD reserves the right to accept any or any part or parts thereof or to reject any and all proposals.

Any contract resulting from these proposals is subject to financial assistance contracts between MTD and the Illinois Department of Transportation (IDOT).

The full RFP document may be obtained by contacting Victoria Carrington at procurement@mtd.org or (217) 384-8188.

Date: Friday, January 16, 2026

To: Prospective Proposers

From: Champaign-Urbana Mass Transit District (MTD)

Subject: RFP #2025-008: EAM Solution & Implementation Services - Addendum #1

Addendum #1 becomes part of solicitation documents and modifies the original RFP.

RESPONSES TO WRITTEN QUESTIONS/CLARIFICATIONS RECEIVED

Addendum #1 provides responses to the written questions/clarifications submitted by prospective proposers.

Q1. (Section 1.1) Please describe MTD's decision-making criteria that needs to be present in the proposed solution or developed in the solution.

A1. As described in Section 1.1 of the RFP and discussed during the pre-proposal conference, MTD is seeking an EAM solution that supports informed, data-driven decision-making across the full lifecycle of its transit assets. Decision-making criteria are not limited to a single feature or module, but rather the system's overall ability to provide accurate, timely, and actionable information to support operational, tactical, and strategic decisions. At a minimum, the proposed solution should enable decision-making through capabilities such as:

- Reliable asset lifecycle data, including condition, usage, maintenance history, and cost

- Work management and preventive maintenance data to support maintenance planning and resource prioritization

- Inventory visibility to support purchasing decisions, parts availability, and cost control

- Asset performance and reliability insights to inform repair-versus-replace decisions

- Data and reporting that can support capital planning, funding justification, and long-term asset strategies

- Secure, scalable architecture that ensures data integrity and accessibility across departments

- Integration or interoperability with MTD's ERP and related business systems to support financial and operational alignment

MTD anticipates the selected EAM solution will effectively enable better decision-making through improved data quality, usability, and transparency.

Q2. (Section 1.2.1) Please provide a comprehensive breakdown of the 890 assets.

A2.

Category	# of Assets
Buildings	131
Computer Equipment/Software	56
Garage Equipment	44
Intangible	1
Land	13
Land Improvements	7
Leasehold Improvements	1
Miscellaneous Equipment	36
Non-Revenue Vehicles	13
Office Equipment & Furniture	68
Passenger Shelters	266
Revenue Collection Equipment	1
Revenue Vehicle Radio Equipment	28
Revenue Vehicles	157

Q3. (Section 1.2.1) Does MTD have electric buses and if so, does the OEM of the buses have a software system that pulls data from the buses and an API to enable ingestion to the EAM? If not, does MTD plan to have electric buses delivered and in-service during this project?

A3. MTD does not currently have battery-electric buses but does have Hydrogen Fuel Cell Electric buses which utilize New Flyer Connect for telematics reporting. Currently, New Flyer Connect is not tied into the current software, myAvail. MTD's long-range fleet plan does anticipate introducing battery-electric buses into the fleet near the year 2035. Attachment 7 includes systems currently used by MTD for critical business functions and assumes all listed systems are in scope for interface or replacement as part of the proposed EAM solution.

Q4. (Section 1.2.1) Please confirm which information technology service management (ITSM) or ticketing solution MTD currently uses to support incident reporting, helpdesk functions, and work order processes.

A4. MTD currently uses the FleetNet/myAvail/ETMS platform for incident reporting and work order processes within the Maintenance and Facilities Department. For internal IT Help Desk, service requests, and incident reporting functions, MTD uses the JitBit Helpdesk and Ticketing System, which is assessed via a plug-in on MTD's intranet, MTDweb. Some of these functions are also covered by MTD's ITCS through INIT MOBILEforms for vehicle and radio issues. MTD uses Snipe-IT for IT asset tracking. MTD does not currently utilize a comprehensive ITSM platform and does not formally follow an ITIL framework.

Q5. (Section 1.2.1) How many users are expected to use the system and what are the roles of those users?

A5. MTD anticipates up to approximately 60 total users of the EAM system. This includes administrative and supervisory staff (approximately 11 users) and field users such as maintenance technicians, service workers, and custodial staff (approximately 50 users). Users will primarily come from the Maintenance & Facilities, Finance, and Technology Services departments. User counts and roles may be refined during implementation based on final configuration and operational needs.

Q6. (Section 1.2.1) Are there specific user role categories (e.g., technicians, supervisors, administrators) with different access requirements that should be priced separately?

A6. Yes, MTD anticipates multiple user role categories, including technicians, supervisors, and administrators, with differing access and functionality requirements. The system is expected to support role-based access control (RBAC) in accordance with Attachment 2B, System Requirement #68, including the ability to restrict access to specific datasets, modules, or administrative functions. If user roles, access levels, or licensing structures require different pricing models, proposers should clearly identify and delineate any associated cost variations in their proposal.

Q7. (Section 1.2.1) Of the 60 total users, will all 60 users need access to the chosen EAM desktop application or will some only utilize a mobile application through a phone or tablet? If all need access to the desktop application, will all also need access to a mobile application or is there only a select number of users that will utilize the mobile application?

A7. MTD anticipates that not all sixty (60) users will require full desktop access. At a minimum, technicians will require access to a mobile-capable application to perform work orders, inspections, and related field activities. Depending on the capabilities of the proposed solution, mobile access may be extended to additional job classifications. Proposers should

clearly describe their desktop and mobile access options and any associated licensing or cost implications.

Q8. (Section 1.2.1) Should proposers base pricing on named users (60), concurrent users (15), or enterprise-wide access?

A8. Proposers may base pricing on their recommended user model (e.g., named users, concurrent users, or enterprise-wide access). MTD currently anticipates approximately sixty (60) users, including administrative staff, technicians, and other personnel, but does not require a specific pricing structure. Proposers should clearly describe the approach and any associated cost implications in their proposal.

Q9. (Section 1.2.1) Should proposers anticipate user growth over the contract term, and if so, what growth rate should be assumed?

A9. Yes, but minimal growth, likely no greater than one (1) to five (5) users each year.

Q10. (Section 1.2.1) Please provide a perspective/forecast of how/if fleet assets will grow over the proposed term of the contract.

A10. At this time, MTD does not anticipate significant growth in its fleet over the proposed contract term. While future service needs or funding availability could result in limited fleet expansion, any growth is expected to be minimal (potentially up to approximately five vehicles). Proposers should assume the current fleet size as the baseline, with the understanding that modest changes may occur over time.

Q11. (Section 1.2.1) Currently, what is MTD's asset system of record, Excel or myAvail?

A11. MTD currently maintains asset records in both Excel and myAvail. Each system contains a combination of unique and overlapping information, with asset data approximately evenly split between the two sources.

Q12. (Section 1.2.1) Please clarify the name and functionality of existing solutions (e.g., ERP, HR, Financial, etc.) to be integrated with and/or replaced by the proposed EAM solution.

A12. As described in Section 1.2, MTD currently uses both myAvail (FleetNet) and Excel spreadsheets for fleet and EAM-related functions, including asset tracking and operations. The proposed EAM solution is expected to assume responsibility for MTD's EAM functions currently managed in myAvail and Excel, while financial functions will be supported by Microsoft Dynamics 365. Paycom is used for HR and payroll functions.

As noted in Sections 2.2.2 and 4.2.7 (Attachment 7), proposers are expected to address integrations with all systems listed in Attachment 7, indicating whether each system should be retained, integrated, or supplemented.

Q13. **(Section 1.2.1) Is the incumbent software provider eligible to submit a proposal in response to this RFP?**

A13. Yes, all vendors that can meet the requirements outlined in the RFP and are eligible to perform on public works projects in the State of Illinois are encouraged to submit a proposal in response to the RFP.

Q14. **(Section 1.2.2) Did MTD engage an outside partner to develop this RFP?**

A14. As described in Section 1.2.2 of the RFP, MTD contracted with the Government Finance Officers Association (GFOA) to review their current financial and asset management processes. Together, MTD and GFOA identified areas for improvement, and GFOA recommended business process changes across all evaluated functions. These discussions with GFOA included organizational and functional scope leading to the development of functional requirements for an EAM solution. Based on these recommendations, MTD has determined future business process and policy improvements that will be relevant to system selection and implementation. GFOA will continue to assist throughout the selection process.

Q15. **(Section 1.2.2) To assist proposers in accurately scoping the integration with Microsoft Dynamics 365, please clarify which Dynamics 365 modules are being implemented (e.g., Finance, Supply Chain Management, Field Service, etc.).**

A15. The table below reflects the modules and functionality to be implemented in the Microsoft Dynamics 365 solution for MTD:

Module	Functionality for MTD
Finance & Operations	Accounts Payable, Accounts Receivable, Budgeting, Cash & Bank Management, Fixed Assets (Capital Assets), General Ledger, Project Management & Accounting (Projects & Grants)
Supply Chain	Procurement & Sourcing (limited to need-only features)
Customer Engagement	Customer Portal (limited to need-only features)

Q16. **(Section 1.2.2) What is the expected go-live date for the Microsoft Dynamics 365 implementation?**

A16. Currently, February 2027.

Q17. (Section 1.2.2) Given the ERP implementation beginning January 2026, should vendors assume parallel implementation with the EAM system?

A17. Yes, there will be some months of parallel implementations assuming implementation of the EAM begins before February 2027.

Q18. (Section 1.2.2) What level of MTD staff availability can proposers assume given the concurrent Microsoft Dynamics 365 implementation?

A18. The Microsoft Dynamics 365 implementation will primarily involve a different set of MTD staff than the EAM implementation, although some overlap is expected. MTD will utilize the same internal Project Manager for both projects. The MTD Project Manager will be responsible for coordinating schedules, managing staff availability, and ensuring workloads remain manageable while staff balance day-to-day responsibilities with the ERP and subsequent EAM implementation efforts.

Q19. (Section 1.3) Can MTD provide an extension to the proposal due date?

A19. MTD is not able to accommodate an extension to the proposal due date at this time.

Q20. (Section 1.3.1) Can MTD provide the pre-proposal conference recording if it was recorded?

A20. MTD has included all questions and responses discussed during the pre-proposal conference within this addendum. The slide deck presented at the conference is attached as [Exhibit B](#).

Q21. (Section 1.3.5) After the implementation begins, is there a hard date when the EAM implementation needs to be complete?

A21. As noted in Section 1.3.5 of the RFP, MTD has identified a project timeline of one (1) calendar year from beginning implementation to achieving go-live, with the understanding that the final schedule will be refined during implementation discussions. There is no hard deadline for completion; MTD understands the process may take longer and does not intend to rush implementation.

Q22. (Section 1.3.5) The RFP identifies a target implementation timeline of June 2026 – June 2027 (12 months). However, Attachments 11A & 11B reflect a 16-month duration to allow proposers flexibility in their proposed implementation plan. Please clarify if the 12-month timeline is a firm requirement, or if MTD is open to longer implementation timelines if justified by scope complexity or phased deployment.

A22. The 12-month implementation timeline identified in the RFP represents MTD's minimum target. However, MTD recognizes the level of effort required to implement an EAM solution

effectively and does not intend to rush implementation at the expense of quality or long-term success. Proposers may recommend a longer implementation timeline if it is justified by scope complexity, phased deployment, or other reasonable considerations. MTD is open to discussing extended implementation timelines beyond 12 months where the proposed approach demonstrates clear benefits and alignment with MTD's operational needs.

Q23. (Section 1.3.5) If a proposer recommends a timeline exceeding 12 months, how will this impact evaluation scoring?

A23. Recommending an implementation timeline exceeding 12 months will not, by itself, negatively impact evaluation scoring. Proposals will be evaluated under the *Implementation Methodology & Approach* criterion based on the clarity, feasibility, and effectiveness of the proposed plan, including how well the timeline is justified, structured, and aligned with MTD's requirements.

MTD anticipates a target implementation timeline of approximately 12 months; however, longer timelines may be considered acceptable if they are well-supported by scope complexity, phased deployment, risk mitigation, data migration needs, or other relevant factors, and if they demonstrate a thoughtful approach to delivering a high-quality, minimally disruptive implementation. Proposers should clearly explain the rationale for their proposed timeline and how it supports successful project delivery.

Q24. (Section 1.3.5) The RFP states, "MTD anticipates that Year 1 of the subscription will begin only after the system is live and fully operational." If go-live is delayed due to factors outside the vendor's control, how will subscription start dates and any associated implementation cost overruns be addressed?

A24. These items will be addressed through a mutually agreed upon change management process during contract negotiations.

Q25. (Section 1.3.5) How does MTD define "go-live" for purposes of subscription start and project completion (e.g., full scope versus phased functionality)?

A25. For the purposes of this RFP, MTD defines "go-live" as the point at which the EAM system is fully implemented, configured, tested, and operational, supporting the complete scope of functionality required to manage assets, work orders, inspections, inventory, and related processes as described in the RFP. Year 1 of the subscription will commence upon system go-live. Proposers may propose alternative subscription start dates (e.g., at project kickoff) if needed but shall clearly describe the approach and any associated cost implications in their proposal.

Q26. (Section 1.4.4) Please provide guidance on how software solutions will be evaluated in their ability to meet the requirements.

A26. Evaluation of functional requirements will be conducted holistically rather than as a strict percentage-based scoring exercise. A proposal will not be ranked solely based on the total number of "Yes" responses. Instead, the Evaluation Committee will consider which requirements are partially or not met, the operational significance of those requirements to MTD, and the context provided by the proposer (including workarounds, configuration options, integrations, or planned availability).

Functional requirement responses will be evaluated primarily under the Software Functionality criterion and in conjunction with the other evaluation factors identified in Section 1.4.4 of the RFP. Proposers are encouraged to be transparent and precise in their responses so that MTD can fully assess overall solution fit, maturity, and alignment with operational needs.

Q27. (Section 1.4.4.2) The RFP states "MTD expects the proposer's project manager and key implementation personnel to attend and actively participate in the demonstration to address questions, explain configuration approaches, and demonstrate alignment with MTD's goals and requirements." If proposers cannot commit to project resources being able to participate in the demonstration portion of the RFP process, is the proposal still eligible for award? We will make every effort to achieve this requirement, but given our experience, cannot commit to named project resources attending the solicitation process.

A27. Yes, proposals will still be considered eligible for award even if the proposer cannot fully commit named project resources to attend the demonstration phase. MTD will make reasonable efforts to accommodate proposer schedules, and demonstration dates may be adjusted as needed to support participation by key project personnel. Proposers should clearly note any limitations regarding staff availability for this evaluation phase when submitting their proposal.

Q28. (Section 1.4.4.3) The RFP states " MTD requires that the proposer's project manager and all key personnel proposed for the project attend and actively participate in this session." If proposers cannot commit to project resources being able to participate in the demonstration portion of the RFP process, is the proposal still eligible for award? We will make every effort to achieve this requirement, but given our experience, cannot commit to named project resources attending the solicitation process.

A28. Yes, proposals will still be considered eligible for award even if the proposer cannot fully commit named project resources to attend the discovery phase. MTD will make reasonable efforts to accommodate proposer schedules, and discovery session dates may be adjusted as needed to support participation by key project personnel. Proposers should clearly note

any limitations regarding staff availability for this evaluation phase when submitting their proposal.

Q29. (Section 2.1) What processes and personnel are currently responsible for the manual placement of inventory, including deliveries and returns, and what controls are in place to prevent inventory discrepancies?

A29. Inventory placement activities, including deliveries and returns, are currently handled by multiple staff with defined roles and varying levels of responsibility. Two (2) positions directly oversee the receipt and return of inventory items, while invoice review and approval are performed by an additional staff member to provide oversight and separation of duties. Inventory controls include regular cycle counts and two (2) comprehensive physical inventory counts conducted periodically to identify and correct discrepancies.

Q30. (Section 2.1) Is reporting beyond standard delivered reports (e.g., TAM/NTD or executive dashboards) expected to be included in base implementation pricing or proposed as optional professional services?

A30. Proposers should include all standard delivered reporting, including regulatory reporting such as TAM/NTD, within the base implementation and pricing. Any additional custom or executive-level dashboards beyond these standard reports may be proposed as optional professional services/other costs with associated pricing, as appropriate.

Q31. (Section 2.2) Please confirm whether MTD is looking for a ready-made (commercial-off-the-shelf) EAM solution to configure and implement, or a custom-built solution developed specifically for MTD.

A31. MTD anticipates that proposers will offer commercial off-the-shelf (COTS) solutions that can be configured to meet MTD's requirements with minimal customization. However, MTD will evaluate all proposed solutions and will select the option that provides the best overall fit, whether it is a configurable off-the-shelf product or a custom-built solution.

Q32. (Section 2.2.1) Does MTD anticipate migrating all existing data or only active assets to the new system?

A32. MTD anticipates migrating all active existing data to the new system. Additional details regarding the data required for migration can be found in Section 2.2.1 and Attachment 8.

Q33. (Section 2.2.1) Is data collection and validation included in the scope for this project?

A33. Yes, Section 2.2.1 outlines the responsibilities of the selected vendor regarding data collection, validation, and conversion as part of the project scope.

Q34. (Section 2.2.1) In reference to the vendor responsibilities outlined in Section 2.2.1 for Data Conversion, does MTD expect the proposer to build Extract, Transform, Load (ETL) scripts within myAvail? If so, that would require the proposer to have deep expertise in the myAvail solution and its table structure.

A34. As noted in Section 2.2.1, MTD will assist the selected vendor in identifying data sources, providing data extracts, and reviewing converted data for accuracy and completeness.

Q35. (Section 3.6) Can MTD establish a formal change order process for scope modifications?

A35. MTD will establish a formal change management and change order process during contract negotiations with the selected proposer. Any clarifications or non-material changes identified during the procurement process will be issued via addendum to all proposers.

Q36. (Section 4.1) Can proposers submit proposals via email?

A36. Yes, per Sections 1.3 and 4.1 of the RFP, proposals shall be submitted electronically via email to procurement@mtd.org. Proposals submitted by any other method will not be considered.

Q37. (Section 4.1) Would MTD accept a Dropbox link if the file size is too large for an attachment?

A37. Yes, MTD will accept a Dropbox link if a file is too large to attach. The link must provide easy and reliable access, and files must be available for download in the formats specified in Section 4.1 of the RFP. MTD is not responsible for any technical issues, including corrupt files, that prevent access to the documents.

Q38. (Attachment 2A) Which of the functional requirements listed in Attachment 2A has MTD prioritized as mandatory, important, good-to-have, etc.?

A38. MTD has not assigned priority levels to individual functional requirements in Attachment 2A. The requirements listed in this attachment are those which MTD believes will support optimal system functionality. Proposers are expected to respond to all requirements as fully and accurately as possible, providing explanatory detail where requirements are partially met or not met.

MTD recognizes that no single solution may meet every listed requirement out of the box. Some requirements may be satisfied through configuration, optional modules, third-party components, or future product roadmap items. Proposers are encouraged to clearly disclose any limitations, dependencies, or planned enhancements associated with their responses.

Q39. (Attachment 2A) System Requirement #16: Does MTD currently use Esri for GIS, and is this the GIS system referenced for potential EAM integration in Attachment 2A?

A39. Yes, MTD uses Esri for GIS. System Requirement #16 in Attachment 2A is intended to capture the ability of the proposed EAM solution to support asset location information. At this time, MTD has not determined which system (EAM or ERP) will serve as the system of record for asset location data, nor has a specific operational use case requiring real-time GIS integration been defined.

This requirement may be satisfied via a data export to a standard data format such as Shapefile or GeoJSON. If the proposed EAM solution relies on Esri for asset location information, proposers shall include Esri as an interfaced system in Attachment 7 and describe the proposed interface type and approach for exchanging asset location data.

Q40. (Attachment 2A) System Requirement #28: Please clarify if MTD has an in-house purchase order (PO) system or are looking for one to come with the proposed EAM solution.

A40. MTD anticipates that the EAM solution will integrate with Dynamics 365 to allow purchase requests originating in the EAM to flow into Dynamics 365 for approval and conversion to a purchase order.

Q41. (Attachment 2A) System Requirements #51, 57-63: Why is depreciation included in Attachment 2A when it should be handled by Microsoft Dynamics 365 ERP? Or is it still an EAM function?

A41. MTD anticipates using Microsoft Dynamics 365 for depreciation but have included these requirements in Attachment 2A to remain open to understanding what EAM solutions offer in terms of asset management and any integrations that may enhance overall functionality. If the proposed EAM solution provides unique capabilities or proven integrations related to depreciation or asset lifecycle management, please highlight those in the proposal.

Q42. (Attachment 2A) System Requirement #80: In regards to online parts ordering, does MTD have an anticipated number of vendors and/or preferred vendor types in scope? Please identify specific vendors currently used or planned to be used for this requirement.

A42. MTD works with multiple parts vendors, and the vendor mix may change over time as fleet composition and operational needs evolve. Currently, MTD utilizes approximately eight (8) to ten (10) vendors that offer online parts ordering portals. No specific vendors or vendor types are required; the proposed solution should be flexible enough to support integration or interaction with multiple and changing vendor portals.

Q43. (Attachment 2A) System Requirement #102-105 & 164: Does MTD have a preferred inventory costing method (e.g., FIFO, LIFO, standard cost, weighted average), or should proposers assume flexibility in this area?

A43. MTD currently uses a weighted average inventory costing method. The proposed EAM solution should support multiple costing methods, including actual cost, weighted average, FIFO, and LIFO, and be able to calculate and allocate inventory costs by warehouse and department. Proposers should assume flexibility in this area to accommodate MTD's current and future reporting and accounting needs.

Q44. (Attachment 2A) System Requirement #116 & 167: At what point in the maintenance or work order process does MTD expect an inventory "freeze" to occur (e.g., at request creation, planning/approval, work order start)? Are there specific inventory control risks or challenges this requirement is intended to address?

A44. System Requirement #116 - Inventory "freeze" is expected to occur at the point when inventory actions need to be temporarily restricted within the facility to prevent changes that could affect accuracy or accountability. This may include periods of physical inventory counts, reconciliation, or other controlled processes. The purpose is to mitigate risks such as unrecorded withdrawals, duplicative transactions, or discrepancies during inventory-sensitive activities. Typically, this occurs twice a year.

System Requirement #167 - Quantity or balance freeze for cycle counting is intended to ensure that inventory levels remain stable while counts are performed, supporting accurate verification and reporting.

In general, the "freeze" functionality should allow MTD to temporarily restrict additions, withdrawals, or adjustments for selected items during defined periods without impacting unrelated inventory activities.

Q45. (Attachment 2A) System Requirement #117: Please clarify the intended purpose of the inventory printing requirement identified. Specifically, what types of inventory-related documents are expected to be printed (e.g., pick lists, bin labels, issue/return slips, receiving documents), and what information or content should be included in these printed outputs?

A45. This requirement is intended to support operational reporting, reconciliation, and inventory management tasks. Printed outputs may include, but are not limited to:

- Inventory count worksheets for physical inventory audits

- Pick lists for parts or materials

- Issue/return slips for tracking inventory movements

- Receiving or transfer documents

The system should allow users to filter or select criteria such as excluding zero-quantity items, specific locations, item categories, or other relevant attributes. Printed outputs should include key inventory information such as item number, description, quantity on hand, location, and any other fields relevant to the selected criteria. This functionality is intended to streamline inventory management processes and ensure staff can access actionable, accurate inventory information in a format suitable for operational use. Proposers may suggest digital or automated solutions that achieve the objectives outlined above.

Q46. (Attachment 2A) System Requirement #154: Please explain "Ability to accommodate blocking inventory requisitions based on user-defined characteristics."

A46. This requirement is intended to mean that the system should allow MTD to prevent or hold certain inventory requests from being processed based on configurable rules or attributes. Examples of user-defined characteristics could include asset type, part criticality, cost thresholds, location, or approval level. This functionality enables MTD to enforce business rules, prioritize inventory usage, and ensure that high-value or critical items are managed according to internal policies before requisition fulfillment.

Q47. (Attachment 2A) System Requirement #192: Please explain "Ability to reserve/allocate items to a specific order."

A47. This requirement refers to the system's ability to reserve or allocate specific inventory items for a designated work order, project, or job before the items are physically issued. This ensures that critical parts or materials are available when needed, prevents over-issuance or stock conflicts, and supports accurate inventory planning and control.

Q48. (Attachment 2A) System Requirement #199: Please explain describe the intended use cases for drop shipping of inventory items and if there are specific functional or reporting requirements associated with drop-shipped items.

A48. This requirement refers to the ability to have inventory items shipped directly from a supplier to a work site, project location, or end user without first being received into MTD's central inventory. Drop shipping supports efficient procurement of high-value, bulky, or time-sensitive items. Functional expectations include tracking drop-shipped items in the system, linking them to the appropriate work order or project, and capturing associated costs and delivery status for reporting and audit purposes.

Q49. (Attachment 2B) Which of the functional requirements listed in Attachment 2B has MTD prioritized as mandatory, important, good-to-have, etc.?

A49. MTD has not assigned priority levels to individual functional requirements in Attachment 2B. The requirements listed in this attachment are those which MTD believes will support optimal system functionality. Proposers are expected to respond to all requirements as fully and accurately as possible, providing explanatory detail where requirements are partially met or not met.

MTD recognizes that no single solution may meet every listed requirement out of the box. Some requirements may be satisfied through configuration, optional modules, third-party components, or future product roadmap items. Proposers are encouraged to clearly disclose any limitations, dependencies, or planned enhancements associated with their responses.

Q50. (Attachment 2B) System Requirement #20: Is MTD referring primarily to mobile/tablet usage, or does this also include peripheral devices such as barcode scanners, RFID readers, or other hardware?

A50. This requirement refers primarily to mobile and tablet devices used by technicians for completing work orders, recording inventory transfers, closing out tasks, and viewing component history. The system should also have the capability to integrate with peripheral devices such as barcode scanners, RFID readers, or other hardware to support efficient data capture and workflow automation as needed.

Q51. (Attachment 2B) System Requirement #21: Is a mobile application also needed as part of the EAM solution and if so, should it support both iOS and Android?

A51. Yes, mobile functionality is included as part of the EAM system requirements. MTD envisions using mobile-capable devices to perform work orders, inspections, and related field activities, transitioning away from paper-based processes. The solution should support mobile use on tablets or similar devices and may be delivered through either a native mobile application or a web-based application, provided full functionality is available on both iOS and Android operating systems.

Q52. (Attachment 2B) System Requirements #289-290: The requirements reference integration with a Supervisory Control & Data Acquisition (SCADA) system, but a SCADA system is not listed in Attachment 7. Does MTD currently use any SCADA systems, and if so, which systems and should integration with these systems be included in pricing? Could MTD provide additional details regarding its objectives for integrating the EAM system with a SCADA system and clarify the specific expectations for this integration?

A52. MTD currently uses FuelMaster (provided by Syntech) for mileage tracking and fuel transactions for both diesel and hydrogen powered vehicles. Integration with FuelMaster is

included in Attachment 7 and should be included in pricing. Currently, FuelMaster data is downloaded and uploaded into myAvail to update vehicle milage and fuel quantities, which supports PM forecasting, cost-per-mile tracking, and for fuel inventory reconciliation. MTD anticipates future use may expand to gasoline and DEF transactions.

The objective of this integration is to ensure accurate and automated updates of vehicle mileage and fuel data to support maintenance scheduling, asset management, and cost tracking.

Q53. (Attachment 2B) Does MTD expect the EAM solution and work order types to include heavy maintenance/overhaul activities or just front-line maintenance?

A53. MTD anticipates the future EAM solution will support all maintenance activities, including front-line repairs, preventive maintenance inspections, and heavy maintenance or overhaul work. This may also include remanufactured parts and other major repair activities across MTD's various fleet types.

Q54. (Attachment 7) Does MTD currently use telematics, sensors, barcode, or RFID systems beyond FuelMaster that vendors should plan to integrate with?

A54. In addition to FuelMaster, MTD utilizes New Flyer Connect on hydrogen powered vehicles for telematics; this system currently operates independently and is not integrated with myAvail. Proposers should not assume existing integration with New Flyer Connect but may propose integration approaches if available. MTD does use barcode readers for parts inventory, which are linked to myAvail. No additional telematics, sensors, or RFID systems are currently in use for EAM purposes.

Q55. (Attachment 7) Should proposers assume integration with existing MTD hardware only, with no requirement to provide new devices?

A55. Proposers should assume integration with existing MTD hardware only; providing new devices is not required. If a proposer believes new devices are necessary to achieve full functionality, recommendations and associated optional costs should be included in Attachment 13, Schedule 3 for MTD's consideration.

Q56. (Attachment 7) Will the EAM integration be developed against a production Microsoft 365 environment or a sandbox/test environment as the two implementation periods are anticipated to overlap?

A56. MTD anticipates permanent integration with the Microsoft Dynamics 365 environment, including both production and testing, to allow for testing of the integration as the ERP is updated in the future.

Q57. (Attachment 7) What are the intended integration points for the myAvail integration with Microsoft Dynamics 365?

A57. As noted in Attachment 7, a temporary interface between myAvail and Microsoft Dynamics 365 is required to support continuity of operations. Proposers shall plan for integration with myAvail as part of this interim arrangement, until an EAM solution is implemented, and integrated with Microsoft Dynamics 365.

Q58. (Attachment 7) Please clarify whether some of the fixed-route buses and vehicles have New Flyer Connect and some use Spireon, or if the entire fleet consists of the same system.

A58. New Flyer Connect is only used on MTD's twelve (12) Hydrogen Fuel Cell Electric buses. All paratransit and non-revenue/support vehicles utilize Spireon.

Q59. (Attachment 7) Please provide further details on the requirements and expectations for integration with Microsoft Office 365.

A59. MTD expects the proposed EAM solution to integrate with Microsoft Office 365 using secure, Microsoft-supported methods, including Azure AD (Entra ID) authentication with SSO and MFA, role-based access control, and alignment with Conditional Access and least-privilege principles. MTD anticipates the solution will support integration with SharePoint/OneDrive for document storage and linking to assets and work orders; Outlook for notifications and calendar-related functions; Excel/Word for data export and report generation; and integration with Teams, Power Automate, and Power BI, as available. Proposers shall describe the integration approach, identify any licensing or technical dependencies or limitations, and provide a high-level description of architecture and required permissions.

Q60. (Attachment 7) Please clarify the expected depth of integration with Microsoft Dynamics 365 (financial postings only versus broader bi-directional integration).

A60. MTD anticipates a broader bi-directional integration with Microsoft Dynamics 365.

Q61. (Attachment 7) What specific functionality does MTD expect in the new system regarding integration with Microsoft Office 365?

A61. Proposed EAM solutions shall integrate natively and securely with Microsoft 365 (Office 365) to support authentication, reporting, and governance.

Q62. (Attachment 7) Does MTD expect the EAM solution to support importing/exporting data from Microsoft Office 365 applications (e.g., Word, Excel, etc.) or something else?

A62. Yes, MTD expects the EAM solution to support importing and exporting data to and from Microsoft Office 365 applications, particularly Excel for data analysis and reporting. At a minimum, the solution should allow:

- Export to Excel: Ability to export asset, work order, and inventory data in a structured format with proper column headers and data types for analysis and reporting.

- Import from Excel: Ability to import bulk updates or new records (e.g., assets, locations) from Excel templates, with validation to prevent errors.

- Document Integration: Support linking or attaching Word documents (e.g., manuals, inspection forms) to asset records stored in SharePoint or OneDrive.

Proposers may also describe any additional integration capabilities with other Microsoft 365 applications (e.g., Power BI, Power Automate) that enhance reporting and workflow automation.

Q63. (Attachment 8) Please clarify whether the estimated 15,000 work orders for all current fleet should be migrated into the new EAM system as fully functional records or simply referenced for historical purposes.

A63. MTD retains maintenance records for the life of assets and must be able to produce the records for audits. All historical work orders on all active assets shall be migrated as fully viewable records, including associated data. Closed work orders do not need to be editable but must remain viewable.

Q64. (Attachment 8) Please provide a sample of current data (i.e., preventative & corrective maintenance work orders, inventory completeness) and its data quality to see the level of effort required for migration.

A64. Please see Exhibit A for a sample of preventative and corrective maintenance work orders. MTD is not able to provide a sample of current inventory completeness at this time.

Q65. (Attachment 10) Does MTD have any geographical or location specific requirements for the five (5) references (i.e., Illinois references)?

A65. References are not required to be from Illinois but must be based in the United States. Each reference listed in Attachment 10 should demonstrate relevant proposer experience in delivering an EAM solution and implementation services within the past three (3) years and be of similar size and scope. References from public sector and/or transit agencies in the U.S. operating under FTA regulations are considered most relevant.

Q66. (Attachment 13) Should proposers include hourly rates for potential change order work in Attachment 13 Schedule 3: Other Costs?

A66. Proposers are not required to include hourly rates for potential change order work in Attachment 13, Schedule 3. As noted in Section 4.2.7 and Attachment 13, Schedule 3, proposers shall provide pricing for any optional or recommended components, features, modules, integrations, or services that are not required to meet the RFP specifications but may enhance system capability or implementation outcomes.

Schedule 3 is intended to capture optional or value-added items such as additional users, optional add-ons, advanced analytics modules, extended API packages, additional environments, or similar enhancements. MTD may request hourly rates for potential change order work from the successful proposer as part of the Best and Final Offer (BAFO) or during contract negotiations to support future out-of-scope work. Any such work would be managed through a formal change management process following contract award.

Attachment 13 pricing shall be indicative of the total cost for the scope of work as outlined in the RFP based on the information currently provided. Proposers should submit pricing that reflects their proposed solution and implementation approach, exclusive of any future scope changes or refinements that may result from demonstrations, discovery discussions, or contract negotiations.

Q67. (Attachment 13) The RFP states, "All proposed pricing must be submitted as fixed fees tied to specific milestones, deliverables, or tasks." Please clarify how out-of-scope work or change orders will be handled if requirements evolve during implementation.

A67. MTD intends for pricing submitted in Attachment 13 to reflect fixed fees tied to the scope, milestones, deliverables, and tasks proposed based on the information currently available in the RFP documents. Proposers shall submit pricing reflective of their proposed solution, implementation approach, and assumptions as presented in their response to the RFP.

MTD recognizes that additional information may be identified through the software demonstration and discovery phases of evaluation. As noted in Section 1.4.4.4, following selection of a preferred proposer, MTD will request a BAFO from that proposer prior to making a final award recommendation. The BAFO may include updates or clarifications to pricing based on feedback from demonstrations, implementation discussions, and any refinement of the project scope.

If requirements evolve during implementation or if out-of-scope work is identified after contract execution, such changes will be addressed through a formal change management process requiring mutual agreement by both parties, including clearly defined scope adjustments, schedule impacts, and any associated cost changes.

Q68. (Attachment 13) How will delays or scope changes attributable to MTD (e.g., resource availability, ERP implementation timeline shifts, etc.) be addressed from a cost and schedule perspective?

A68. Delays or scope changes will be addressed through a mutually agreed change management process, to be finalized during contract negotiations with the selected proposer.

Proposers shall base Attachment 13 pricing on the scope, assumptions, and timelines defined in the RFP and their proposed implementation approach, exclusive of any potential future MTD-initiated changes or delays.

Q69. Can companies outside the USA (i.e., India, Canada) submit a proposal for consideration?

A69. Yes, international companies are eligible to submit a proposal in response to this solicitation as long as they are eligible to perform work in the US. All proposers, regardless of location, shall comply with all applicable requirements, terms, and conditions set forth by the US DOT, State of Illinois, and Illinois Department of Transportation (IDOT).

Q70. Will companies be required to come to MTD for meetings?

A70. MTD anticipates that proposers elevated to the software demonstration phase and the discovery session phase will participate in on-site, in-person meetings. These sessions will be held at MTD's Maintenance Facility, located at 803 E. University Ave., Urbana, IL 61801. However, MTD reserves the right, at its sole discretion, to allow virtual participation for elevated proposers on a case-by-case basis.

Q71. Can companies perform the tasks related to the RFP from outside the US (i.e., India, Canada)?

A71. Yes, tasks may be performed outside of the US. MTD's priority is that the services provided are qualified, reliable, and accessible to ensure MTD's needs are met effectively. Quality and responsiveness of support take precedence over the physical location of the service provider.

Q72. Has MTD identified or shortlisted any specific EAM platforms or products during its prior planning discussions? If so, please provide this information for compatibility and implementation planning purposes?

A72. MTD has not identified or shortlisted any specific EAM platforms or products during prior planning discussions. This is an open solicitation, and any vendors who believe their solution meets the requirements outlined in the RFP are encouraged to submit a proposal response.

Q73. Although we do not directly sell software, we are a certified partner and can assist with procuring the required EAM software licenses. After procurement, our team is fully prepared to deploy and implement the solution according to your requirements. Does this approach work for MTD?

A73. The scope of this solicitation includes both the EAM software and the associated implementation services. If your firm can provide a complete proposal that meets the requirements of the RFP, either directly or through partnerships, you are welcome to submit a proposal in accordance with the instructions provided in the RFP document.

Q74. Has MTD conducted any demonstrations or evaluations of software solutions as part of its research for this procurement?

A74. In 2025, MTD completed a procurement for an Enterprise Resource Planning (ERP) solution. During contract negotiations, MTD learned that an optional Supply Chain Management (SCM) module was available within the ERP as an add-on. To better understand its functionality, MTD conducted demonstrations of the module and also reviewed EAM solutions from Faster Asset, Hexagon, and Trapeze for comparison. These demonstrations were conducted solely to gain insight into available market offerings versus the ERP module's capabilities and were not part of any formal decision-making process. Additionally, the demonstrations did not influence or alter the RFP requirements; the RFP documents and requirements remained unchanged after these sessions. No EAM vendors have been shortlisted, and this solicitation remains fair and open.

Q75. Did any of the EAM vendors that provided demonstrations also submit proposals for the earlier EAM and ERP RFP?

A75. For context: In 2024, MTD issued a combined solicitation for an ERP and EAM software solution, which was subsequently cancelled in February 2025. Following that cancellation, MTD elected to procure the ERP and EAM solutions through separate solicitations.

Neither Crowe, which was later selected for award under the separate ERP solicitation, nor the EAM vendors that provided demonstrations prior to the release of this EAM solicitation submitted proposals in response to the cancelled combined solicitation.

Q76. What is MTD's anticipated budget for this project?

A76. An anticipated budget for this project cannot be provided at this time. Proposers should submit pricing that reflects the effort required to deliver a solution that meets the functional, technical, and performance requirements outlined in the RFP. Proposals should balance cost with practicality, considering factors such as out-of-the-box functionality, necessary customizations, ease of implementation, and ongoing support.

EXHIBIT A

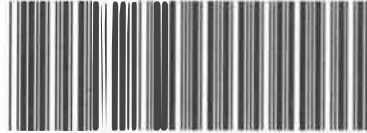**Champaign Urbana Mass Transit District**

Work Order #: 1V01355161

Opened On:	1/13/2026	**Completed:**	
Repair Type:	I		
Class Code:	1	MINOR VEHICLE MAINTENANCE	
Opened By:			
Vandalism:	No		

1V01355161

Vehicle 2261	**Odometer:**	65,864.0
XDE60 NEW FLYER HYBR 2022	**Ltd Mileage:**	65,864.0
Serial #: 5FYH8YU07PB106593		
Assignment: 18000 MILE INSPECTION		

3665- started inspection
3730- assisted with inspection
4162- Continued 18k Inspection

Labor/Outside Labor

Date	Emp/Ven	Op Code	Hours	Comments	
1/14/2026	03665	18000	3.38	JORDAN J	18000 MILE INSPECTION
1/14/2026	03665	18000	0.72	JORDAN J	18000 MILE INSPECTION
1/15/2026	03730	18000	0.42	TRISTEN R	18000 MILE INSPECTION

Materials / Components

Date	Item / Component	Description	Quantity	Unit Cost
1/13/2026	LF14002NN	FILTER, OIL (60')	1.00	39.461667
1/13/2026	FS20081	FILTER, FUEL PRIMARY (XCELSIOR) (17>21)	1.00	57.280714
1/13/2026	FF63041NN	FILTER, FUEL SECONDARY (21)	1.00	38.196667
1/13/2026	HF6057	FILTER, HYD (22 > 23)	1.00	5.768824
1/13/2026	6403568F	FILTER, AIR (13 & 21>23)	1.00	55.452000
1/13/2026	477007F	FILTER, AIR SECONDARY (XCELSIOR) (13 > 24)	1.00	39.170000
1/13/2026	AD-9F	AIR DRYER (NEW)	2.00	35.666667

Champaign Urbana Mass Transit District

Work Order #: 1V01355176

Opened On:	1/14/2026	**Completed:**	1/14/2026
Repair Type:	G		
Class Code:	1	MINOR VEHICLE MAINTENANCE	
Opened By:	00128	ANTHONY H	
Vandalism:	No		

1V01355176

Vehicle 2421	**Odometer:**	47,071.0
NEW FLYER XDE40 HYB 2024	**Ltd Mileage:**	0.0
Serial #: 5FYH8FR02RB110308		
Assignment: drivers foot air vent broken		
found the rotary was broken. Replaced and returned to service		

Labor/Outside Labor

Date	Emp/Ven	Op Code	Hours	Comments	
1/14/2026	00128	H0100	0.02	ANTHONY H	HVAC

Materials / Components

Date	Item / Component	Description	Quantity	Unit Cost
1/14/2026	066268F	CONTROL, ROTARY CABLE (11)	1.00	34.170000

Request for Proposals #2025-008
Enterprise Asset Management Software
& Implementation Services

Pre-Proposal Conference

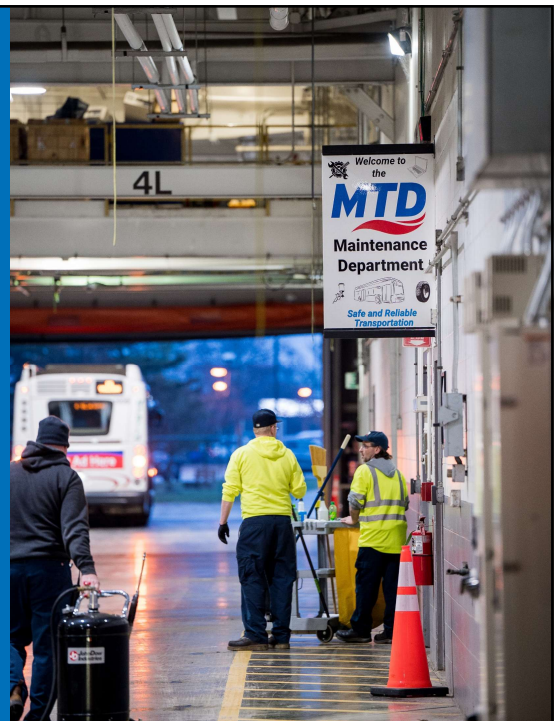**Wednesday, December 17, 2025 @ 2:00 PM (CST)**

MTD thrive

1

Background

MTD is the public transportation agency serving the Champaign-Urbana, Illinois area, managing approximately 900 assets.

MTD currently uses myAvail/ETMS for financial & EAM functions.

MTD relies heavily on Excel spreadsheets to track asset information.

2

Purpose

MTD seeks a modern, secure, & scalable EAM solution – to support comprehensive asset management & the full lifecycle of our transit assets.

3

Scope of Work

EAM Solution

Implementation

Support

4

EAM Solution

- ✓ Asset Acquisition & Set-Up
- ✓ Vehicle Maintenance
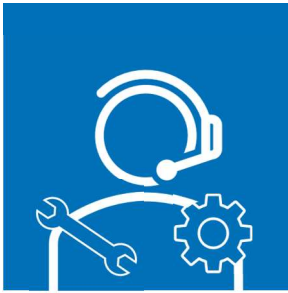- ✓ Work Orders
- ✓ Inventory Tracking

5

Implementation

- ✓ Project Management
- ✓ System Design & Build
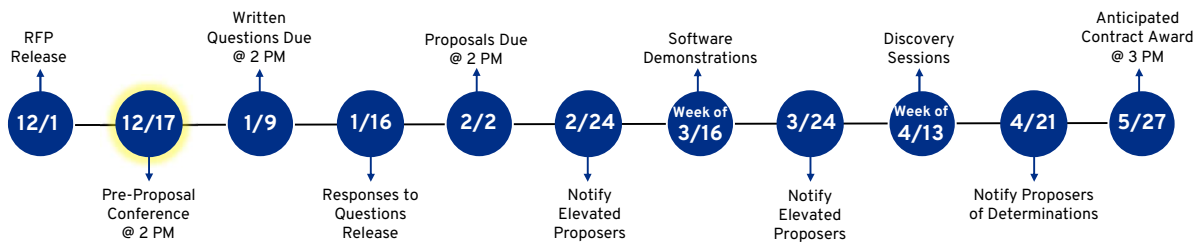- ✓ Knowledge Transfer
- ✓ Testing
- ✓ Go-Live

6

7

8

Procurement Requirements

Proposal Contents	Page Limit	File Format
Cover Letter	2	PDF
Table of Contents	2	PDF
Vendor Information	20	PDF
Proposed Solution	30	PDF
Implementation Methodology, Approach, & Team	10	PDF
Forms A – C	N/A	PDF
Attachments 1 – 13	N/A	Excel
VPATs	N/A	N/A
SLA	N/A	N/A

✔ Required Content

✔ Page Limits

✔ File Formats

✔ Required Forms/Attachments

✔ Emailed to procurement@mtd.org

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Evaluation Criteria

Proposals

Criteria	Max Points
Software Functionality	25
Implementation Approach & Methodology	20
Qualifications & Experience	15
Technology/Architecture	15
Support, Maintenance, & Training	15
Cost	10

Demonstrations

Criteria	Max Points
Functional Demonstration	30
Reporting & Dashboard	20
Usability/User-Experience	20
Integration Proof/Flexibility	10
Proposer Support During Demo	10
References	10

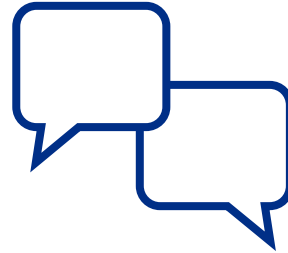**Discovery**

Criteria	Max Points
Implementation Interview, Fit & Culture of Team	40
Responses to RFC	40
Ongoing Support	20

10

Questions & Clarifications

Written questions shall be submitted to procurement@mtd.org by **2 PM (CDT), Friday, September 12, 2025**.

Responses to all questions and request for clarifications received will be issued via addendum.

11

RFP #2025-008

Submissions Due: 2/2/26

procurement@mtd.org

MTD
thrive

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