



Office of Purchasing/Contracting*324 W. Evans Street*Florence, South Carolina 29501

REQUEST FOR PROPOSALS NO. 2025-66
FLEET MAINTENANCE SOFTWARE SOLUTION
SUBMISSION DEADLINE: September 15, 2025, 10:00 am

The City of Florence, SC is soliciting proposals from qualified vendors to provide a **Fleet Maintenance Software Solution** that will assist in managing the City's fleet of vehicles and equipment. Responses should be submitted based on the information and guidelines provided in this Request for Proposals (RFP).

This RFP is being publicly advertised. The City will make the selection based on the responses submitted and interviews and then negotiate a final agreement with the selected firm. Responders are welcome to establish consortiums or teams of firms in connection with this RFP. The final selection of the firm will be based on the criteria set forth in this RFP.

All responses must be sealed and have "**RFP 2025-66 Fleet Maintenance**" clearly marked on the outside for ease of identification by the City. Responses may be hand-delivered prior to the submission deadline at the address listed above. The City does not accept electronic/emailed responses. Directions may be obtained by calling (843) 665-3165. Any response received later than the submission deadline will not be accepted or considered.

Responses submitted by mail should be addressed to: **City of Florence, Attn: Lynwood F. Givens, Purchasing Agent, 324 W. Evans Street, Florence, SC 29501**. The City will not be responsible for late submission caused by the postal service, other carriers, or any other delivery problems regardless of the reason.

This solicitation does not commit the City of Florence to award a contract, to pay any costs incurred in the preparation of a response, or to procure or contract for services. The City of Florence reserves the right to accept or reject any or all submissions received as a result of this Request for Proposals, or to cancel it in part or in its entirety if it is in the best interest of the City of Florence.

Lynwood F. Givens
Purchasing Agent

MINORITY, WOMAN, AND VETERAN OWNED BUSINESS

Minority Business Owners (minority, woman or Veteran owned businesses) will be afforded full opportunity to submit a response to the Request for Proposals and will not be discriminated against on the grounds of race, color, creed, sex, or national origin in consideration for an award. It is the policy of the City that minority business and women owned business and veteran owned enterprises (MBE/WBE/VBE) have an opportunity to participate at all levels of contracting in the performance of City contracts to the extent practical and consistent with the efficient performance of the contract. Please indicate that you are a minority or woman owned business with your proposal submission.

The successful contractor(s) must ensure that all subcontractors, agents, personnel assigned by, or employees of prime company and subcontractors are not discriminated against because of their race, color, religion, sex, or national origin. The successful contractor(s) must make positive efforts to provide equal employment opportunity for minority, women, and veteran owned businesses.

All submitted materials shall become the sole property of the City of Florence. Contractors will relinquish claim for return of submitted material. The City shall have sole discretion in evaluating the responses. The City reserves the right to reject any and all responses and is not bound to accept any response if it is contrary to the best interest of the City.

INSTRUCTIONS

Responses to the Request for Proposals will be accepted from only responsible and responsive companies that have established qualifications and a reputation in the field of fleet maintenance software.

No response may be withdrawn for a period of ninety (90) days after the submission date.

A responsible company is defined as one that has the capability in all respects to perform fully the requirements mentioned in the RFP document and the integrity and reliability which will assure good faith performance.

A responsive company is defined as one that has submitted a response which conforms in all respects to the RFP requirements.

PROTEST PERIOD: Any actual or prospective company that is aggrieved in connection with the solicitation or award of a contract/purchase order may formally protest in writing to the Chief Financial Officer. The protest may be submitted at any time during the procurement process. However, if a prospective company wishes to protest, the formal protest must be submitted in writing and must be received by the City no later than seven (7) days from the date that the aggrieved actual or prospective company has been informed of the proposal results by the Purchasing Agent. Protests received by the City after the expiration of the seven (7) day protest period will not be considered by the City.

DISPUTES: In cases of disputes as to whether or not an item or service quoted or delivered meets scope of work, the decision of the City of Florence shall be final and binding on all parties. The Purchasing Agent may request in writing, the recommendation of the head of the department of the end user or other objective sources.

DEVIATIONS: Any deviations from the scope of services contained herein must be stated in the response for the City of Florence's consideration.

CHANGES: Any changes in this Request for Proposals after a contract agreement has been awarded must be with the written consent of the Purchasing Agent or the City Manager; otherwise, the responsibility for such changes lies with the company. Any changes to the scope of services in this Request for Proposals package shall be in writing and an addendum will go out to all prospective respondents so each respondent can compete equitably.

OWNERSHIP OF MATERIAL: Ownership of all data, material and documentation originated and prepared for the City of Florence pursuant to this contract shall belong exclusively to the City of Florence.

QUESTIONS AND INQUIRIES: The deadline for the submission of any and all questions and inquiries concerning this RFP is September 5, 2025 at 5:00 pm. All questions must be directed to Lynwood F. Givens, Purchasing Agent in written format and e-mailed to lgivens@cityofflorence.com. Please do not attempt to contact members of the Selection Committee.

A complete copy of the City of Florence Purchasing Policies and Procedures Manual can be downloaded from the City of Florence website at www.cityofflorence.com.

PURPOSE OF THE RFP

The City of Florence, SC is soliciting proposals from qualified vendors to provide a **Fleet Maintenance Software Solution** that will assist in managing the Municipality's fleet of vehicles and equipment. The goal is to improve operational efficiency, track maintenance activities, manage inventory, and reduce downtime through automation and real-time reporting.

BACKGROUND

The Municipality operates a fleet of approximately 900 vehicles and pieces of equipment, including but not limited to:

1. Police and emergency vehicles
2. Public works vehicles (e.g., sanitation trucks, plows)
3. Utility service vehicles
4. Light- and heavy-duty equipment

The City of Florence, SC seeks a modern, cloud-based or on-premise software system that streamlines maintenance operations, improves data accessibility, and integrates with existing systems where necessary.

SCOPE OF WORK

The selected vendor will provide a Fleet Maintenance Software Solution that includes (but is not limited to) the following core components:

1. **Functional Requirements:**
 - a. Work order management (scheduled and unscheduled maintenance)
 - b. Preventative maintenance scheduling and alerts
 - c. Asset lifecycle tracking
 - d. Inventory and parts management
 - e. Fuel tracking and integration with fuel card systems
 - f. Mechanic time tracking
 - g. Inspection checklists and compliance tracking
 - h. Reporting and analytics dashboards
 - i. VIN decoding and vehicle specs retrieval
 - j. Mobile access for field personnel

2. Technical Requirements:

- a. Cloud-based preferred
- b. Role-based user access
- c. Secure data encryption and user authentication
- d. API capabilities for integration with:
 - I. Financial systems ([e.g., Tyler, SAP, etc.])
 - II. Telematics (e.g., Geotab, Samsara)
 - III. Fuel systems
- e. Data import/export features
- f. Scalability for future growth

3. Training and Support:

- a. Initial setup and configuration
- b. User Training (administrative and end-user)
- c. Ongoing technical support (helpdesk, ticketing system)
- d. Software documentation and user manuals

PROPOSAL SUBMISSION REQUIREMENTS

Proposal must include the following information in the order specified

1. Executive Summary

2. Company Overview

- a. Years in business
- b. Relevant experience with public sector clients
- c. Key Personnel and project team bios

3. Proposed Solution

- a. Detailed description of the software
- b. Technical architecture
- c. Compliance with functional and technical requirements
- d. Security protocols

4. Implementation Plan

- a. Project timeline (milestones and deliverables)
- b. Data Migration approach
- c. Training Plan
- d. Risk management strategy

5. Cost Proposal

- a. Software licensing/subscription fees
- b. Implementation and training costs
- c. Annual support and Maintenance cost
- d. Any optional modules or add-ons

6. Reference

- a. Minimum of three (3) current municipal or government clients
- b. Contact name, title phone number, and email

Firms are requested to **submit four (4) copies of the proposal**. Due to time limitations of the Selection Committee members, **proposals should be limited to no more than fifteen (15) pages**. Please include tab dividers for easy access to each section of the proposal (tab dividers do not count toward the 15-page limit). **Additional supplemental information may be submitted, under separate cover, in order to aid in firm selection. This information may include staff resumes, descriptions of similar municipal projects, project references, and a description of the conceptual approach to meeting the project requirements.** The firm may also submit, under separate cover, an example of a project previously completed at another municipality that is similar in size and scope to the work described above.

EVALUATION AND SELECTION PROCESS

The City has formed a Selection Committee to review the proposals and recommend an organization. The Selection Committee will be composed of the following members:

1. Public Works Director
2. Fleet Maintenance Superintendent
3. Public Works Manager
4. Purchasing Agent

The Selection Committee will review all responses in accordance with the Evaluation Criteria outlined herein and make a final selection. All submissions must conform to this RFP. The Selection Committee reserves the right to interview any or all of the respondents if it is determined to be in the best interest of the City.

The submissions will be evaluated based on organization, completeness, and sufficiency of information requested throughout the submission. The factors for award directly correspond to the RFP requirements as previously outlined and have been assigned a point value.

Based upon its review of the evaluation and selection criteria itemized in the content of the proposals section, above, the Selection Committee may short-list three organizations deemed to be best suited to the needs of the City. If selected, these three organizations will then be interviewed by the committee. During the interview process, the short-listed organizations will be given the opportunity to discuss anticipated methods and their approach for furnishing the required services, and to seek further clarification of the project elements.

Based on the proposals and interviews with the short-listed organizations, the Selection Committee will select one organization for contract negotiation. Based upon the organization's price proposal, the Committee will attempt to negotiate a scope of services and contract price that is satisfactory to the City and organization. Upon completion of the negotiations, the committee will make its recommendation to the City Manager.

SELECTION CRITERIA

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|--------------------------------------|-----|
| 1. Functionality | 30% |
| 2. Experience with Municipal Clients | 15% |
| 3. Implementation & Support Approach | 20% |
| 4. Cost Proposal | 20% |
| 5. Technical Capabilities & Security | 10% |
| 6. References | 5% |

The City shall have sole discretion in evaluating the qualifications of responders and the suitability of their proposals to meet the City's needs. The City reserves the right to select the Proposal that is deemed to be in the best interest of the City. **The City also reserves the right to reject any and all Proposals.**

A complete copy of the City of Florence Purchasing Policies and Procedures Manual can be downloaded from the City of Florence website at [Public Bid Information | City of Florence, SC](#).

TAXES

The City of Florence pays SC Sales Taxes in the amount of 8%. However, the City of Florence is exempt from Federal Excise Taxes and will issue exemption certificates, if requested. **Include all taxes with your response.**

PROFESSIONAL INSURANCE REQUIREMENTS AND INDEMNIFICATION

The successful company shall procure and maintain insurance for protection from claims under workers' compensation acts; claims for damages because of bodily injury including personal injury, sickness or disease, or death of any and all employees or of any person other than such employees; claims for damages because of injury to or destruction of property, including loss of use resulting therefrom; claims caused by professional errors, acts, or omission; and any other insurance prescribed by law. The successful company shall name the City of Florence, South Carolina, its elected and appointed officials, officers, and employees as "Additional Insureds" as their interests may appear, but only with respect to services performed or provided by successful company on behalf of the City under Consultant's commercial general liability insurance policy. The successful company shall, within 10 days of the full execution of any contract resulting from this RFP, provide the City's Purchasing Agent with a certificate(s) of insurance evidencing the coverages required above and containing an endorsement to the effect that any cancellation or non-renewal shall not be until 10 days after the insurer or the selected company gives written notice to the City.

Without limiting the provisions of paragraph above, the selected company shall, during the term of any contract resulting from this purchase, maintain insurance with limits not less than those set forth below:

The successful company shall take out and maintain, during the life of the contract agreement, workers' compensation and employer's liability insurance for all employees to be engaged in services on this project under this agreement in an amount not less than \$1,000,000.00, and in case any such services are sublet, the company shall require all subcontractor(s) also to provide workers' compensation and employer's liability insurance in an amount not less than \$1,000,000.00 for all of the subcontractor's employees to be engaged in such.

Employer's Liability Insurance - \$1,000,000 each accident, \$1,000,000 disease policy limit, \$1,000,000 disease each employee

Commercial General Liability Insurance - \$1,000,000 per occurrence (bodily injury and property damage) / \$1,000,000 general aggregate

Automobile Liability Insurance - \$1,000,000 combined single limit (bodily injury and property damage), each accident

Professional Liability Insurance - \$1,000,000 per claim / \$1,000,000 general aggregate

Professional Services: The selected company shall indemnify and hold the City of Florence, South

Carolina, its elected and appointed officials, officers, and employees, harmless from and against judgments, liabilities, damages, losses, costs, and expenses (including, but not limited to, reasonable attorneys' fees and costs but only to the extent otherwise authorized by law) to the extent caused by any negligent act, error, or omission in the performance and furnishing of the selected company's professional services under any contract resulting from this RFP, including any negligent act, error or omission of any individual or entity directly or indirectly employed by the selected company to perform any of the work or anyone for whose acts, errors, or omissions the selected company may be liable, regardless of whether or not caused in part by a party indemnified hereunder.

Other Than Professional Services: With respect to all acts or omissions of the selected company, or any individual or entity directly or indirectly employed by the selected company to perform any of the work or anyone for whose acts, errors, or omissions the selected company may be liable, which do not arise out of or result from the performance of professional services, and which may be covered by employer's liability insurance, commercial general liability insurance, automobile liability insurance, or other general liability insurance, the selected company shall indemnify and hold the City of Florence, South Carolina, its elected and appointed officials, officers, and employees, harmless from and against judgments, liabilities, damages, losses, costs, and expenses (including, but not limited to, reasonable attorneys' fees and costs but only to the extent otherwise authorized by law) to the extent caused by or arising out of the selected company's negligent acts of commission or omission (or those of or any individual or entity directly or indirectly employed by the selected company to perform any of the work or anyone for whose actions or failure to act the selected company may be liable) during the performance of this Agreement.

The selected company shall require any subconsultants and subcontractors to purchase and maintain insurance with limits not less than those required above to be purchased and maintained by the selected company. In addition, the selected company shall require any subconsultants and subcontractors to assume the selected company's indemnification obligations under any contract resulting from this RFP to the extent they relate to the subconsultant's or subcontractor's obligations under any contract with the selected company.



REQUEST FOR PROPOSAL NO. 2025-66
Contact Information

The following form should be completed and submitted with your proposal.

Company Name:

Address:

City, State, Zip:

Phone Number:

Fax Number:

E-mail Address:

Printed Name of Authorized Agent:

Title:

Date: