



RFP 25-06 – Charge Management and Fleet Operations

Addenda 3

MUTD Responses are indicated in bold text below.

The deadline for submissions is November 19, 2025.

Questions

Q. What is the anticipated go live date?

A. We are targeting the end of January.

Q. What existing/planned charging infrastructure does MUTD have? i.e. charger makes, models, quantities

A. Addressed in previous Addendum, see charger map.

Q. Do you have an existing CMS in place that we will need to transition from?

A. We currently have ChargePoint to shave peaks, however we are not running any charge management system. That contract is ending and the software we select will replace our current contract.

Q. How many facilities are in scope? Is this RFQ just for new facilities or existing also

A. The initial 3 year contract term will be for the current facility, while the two option years will be for the new facility. Since there is no way to accurately quote out the new facility, please just provide pricing for the current facility.

Q. When is the new facility expected to go live? If it is within the timeframe of this contract, how do you want us to price it? How many chargers will it have? Can you share any design documentation to support the quote for hardware installation? Will we need to install hardware at the existing site first and then move it/reinstall at the new site?

A. 33 dispensers, portable chargers in maintenance bays. Hardware will need to be moved from one site to the other by either Mountain Line staff or the contractor. The initial 3 year contract term will be for the current facility, while the two option years will be for the new facility. Since there is no way to accurately quote out the new facility, please just provide pricing for the current facility.

Q. How much capacity is available at each site?

A. There will be adequate power at the new facility, currently we are dealing with a limited on supply at our base.

Q. What vehicles do you have?

A. For BEB's we have Gillig buses, New Flyer buses, and Proterra buses

Q. Do all vehicles have telematics?

A. All electric vehicles have telematics

Q. Can you please clarify if vendors are expected to install their own hardware, or if this is to be completed by existing MUTD contractors and tenderers are to only supply the hardware?

A. We are open to vendors installing their own hardware, however we also have maintenance and IT staff that could perform installation.

Q. If we propose to install an on-site controller, can it be connected to the existing site LAN connection?

A. Yes

Q. In IT Functions it states "Provide regular over the air (OTA) software updates and diagnostics.". Can you please expand on the requirement for diagnostics? i.e. is this related to the charging hardware, software, vehicles, or otherwise?

A. This would pertain to any equipment provided by the vendor. If they add hardware to a vehicle or charger to get telematics of any kind, we want the vendor to support that with software updates and diagnostics support. We do not expect this vendor to provide charger or vehicle support outside of their product being used with it.

Q. What level of support is desired? i.e. is remote, software-only support sufficient, or do you also want on-site support? Business hours or 24/7 coverage? If we have different support levels/options, can we provide these as optional pricing items?

A. Remote, software-only support at minimum. Showing different options available as optional pricing items would be ideal.

Q. For items that are listed as “desired but not required”, should they be quoted within the annual lump sum, or should these be listed separately as optional items?

A. Optional items should be separate and itemized.

Q. You have asked for API integration:

Telematics – ChargePoint ViriCiti (confirmed)

Scheduling – Remix (desired)

CAD/AVL – Clever Devices (desired)

Fleet – RTA (desired)

Although this is only listed as desired, it is important to understand if these APIs are available and what features you would require to be implemented. Telematics is clear, however scheduling, CAD/AVL and Fleet are open to interpretation. Are you requiring an actual quote for this work, or just to understand what we can do already and that we are able to do this generally? If you want specifics can you provide more detail into the functionality you need (ie dispatch integrated charging etc).

A. APIs are critical for intra-software communication, dashboards, and KPI reporting. We desire a cohesive suite of tools that interact, communicate, share data, etc. as much as possible. In short, our data staff would like command-line access to the platform’s data, to pull it at will and transform it into any format desired.

Q. Can you share any API documentation that you have available today so that versions and nuances are understood

A. We do not actively use any API currently, but we would like to for live data monitoring and automations in and outside of proprietary software solutions.