Running a Successful
Request for Proposal (RFP) for Telematics

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Geotab

Introduction

While an RFP is the key method to efficiently gather information for a bid, fleet managers need to make sure they are asking the right questions and getting the right information so they can make an informed decision to pick the right solution/supplier.

This session will look at the things you need to know before you go to the market.
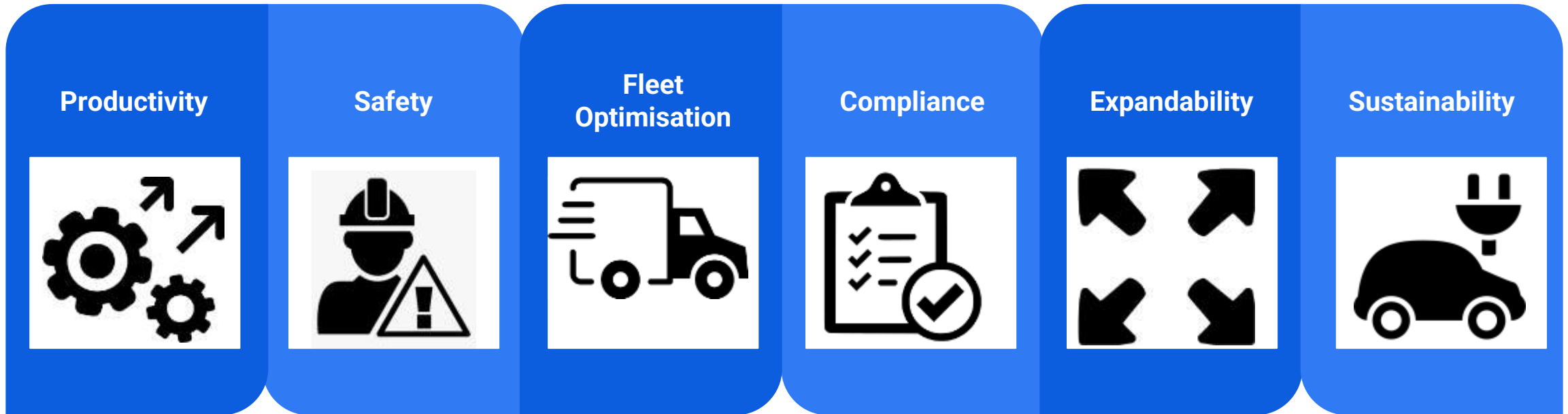
Personal experience

RFP - right for the supplier, right for the fleet?

What to include in your RFP

When defining your fleet goals, it may be helpful to consider your needs in the following areas:

Productivity	Safety	Fleet Optimisation	Compliance	Expandability	Sustainability

Driving standards and safety

Driver ID

One of many options and the standard in resource sector operations

Management of Safe Driving

Driver ID

Driving without seatbelts

Speeding

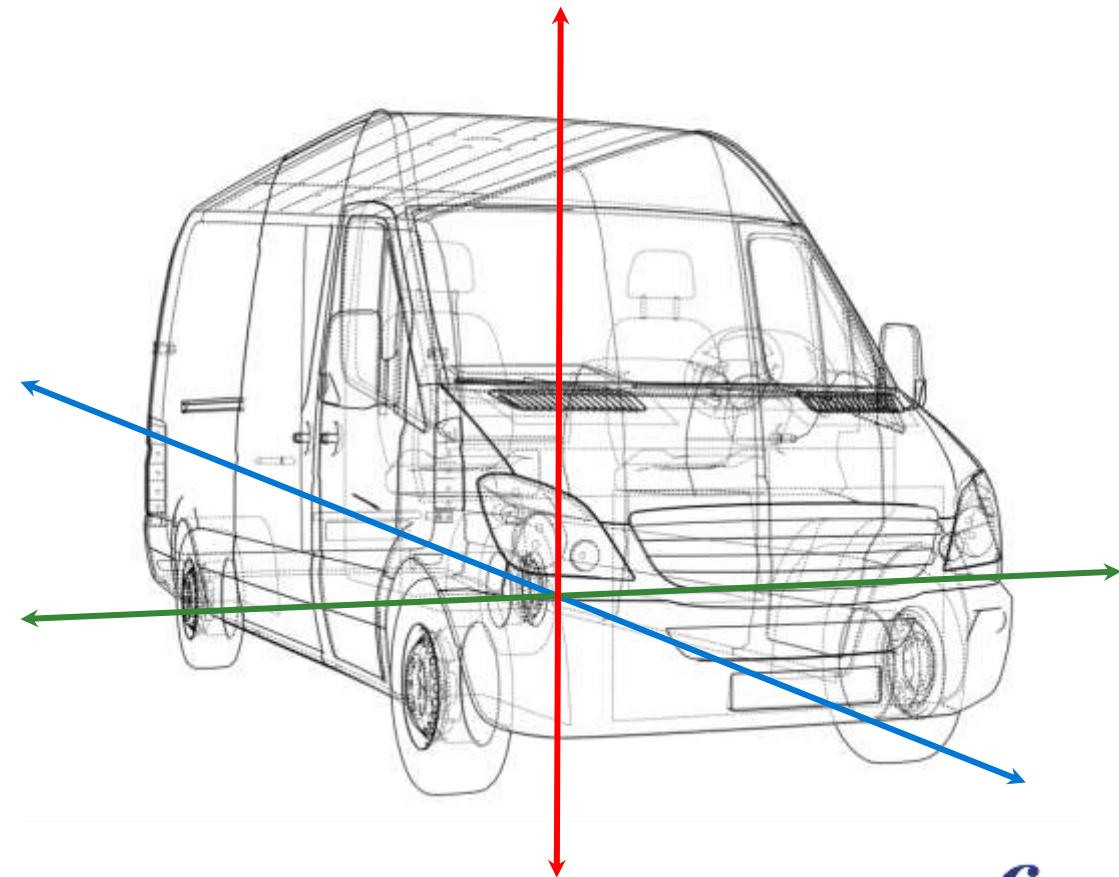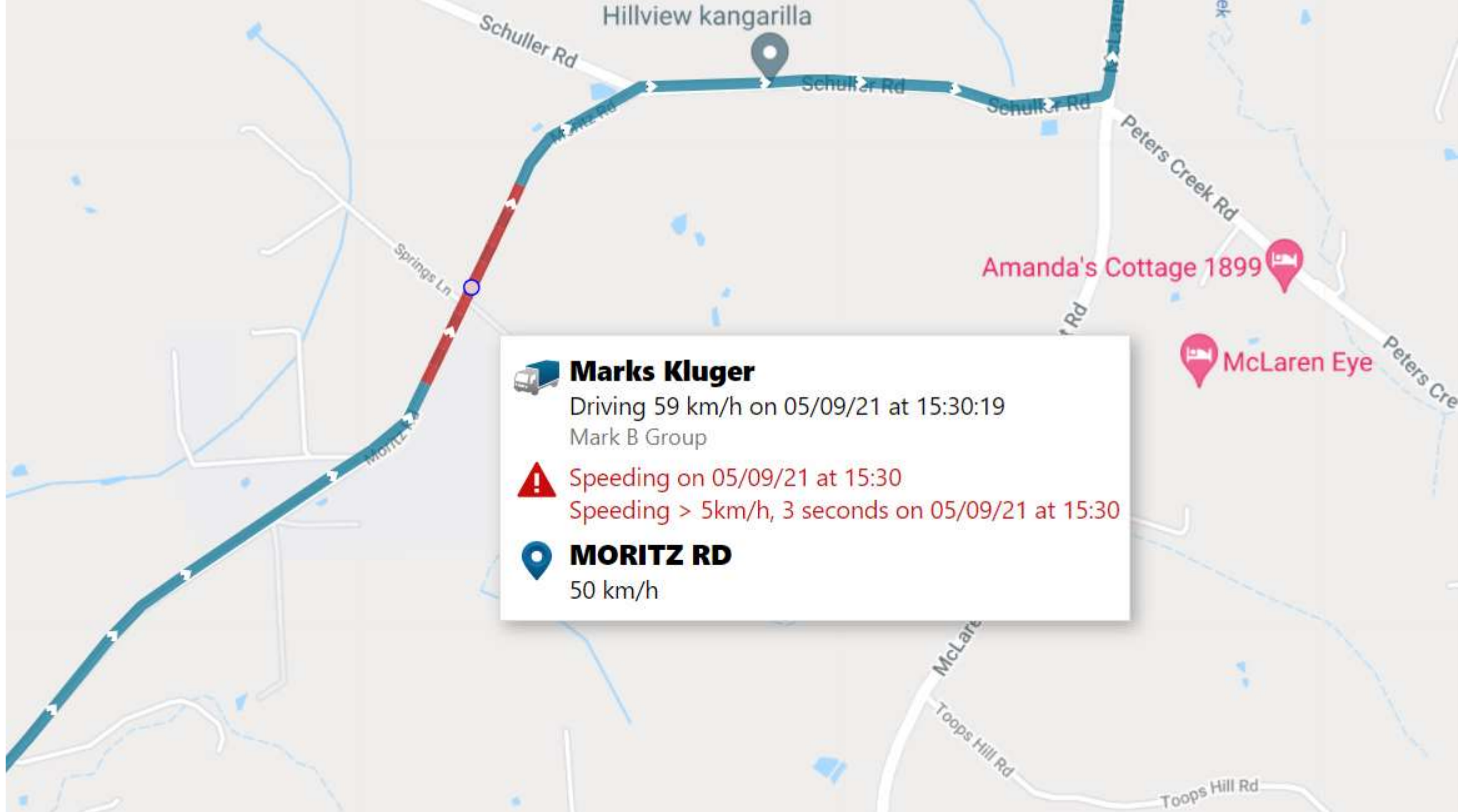Harsh cornering

Excessive braking

Aggressive acceleration

Zone based activity

Reverse parking

Marks Kluger
Driving 59 km/h on 05/09/21 at 15:30:19
Mark B Group

⚠ Speeding on 05/09/21 at 15:30
Speeding > 5km/h, 3 seconds on 05/09/21 at 15:30

📍 **MORITZ RD**
50 km/h

myGEOTAB

- ② Getting Started & Help
- 🍰 Dashboard
- 🗺 Map
- 🚚 Vehicles
- 📈 Activity
- 🎥 Engine & Maintenance
- ✺ Zones & Messages
- 🚫 Rules & Groups
- ⚙ Administration
- 📍 Marketplace

- 🏠 Home
- **my** Add-Ins
- 💾 Hardware Add-Ons
- 📱 Mobile Apps
- 🎁 Software Solutions
- 🎯 Custom Reports
- Categories... ▶

Accident Reconstruction Document

Device Information:

Time of Accident: 2016-04-21 02:21:11.957000 UTC

Point of Impact
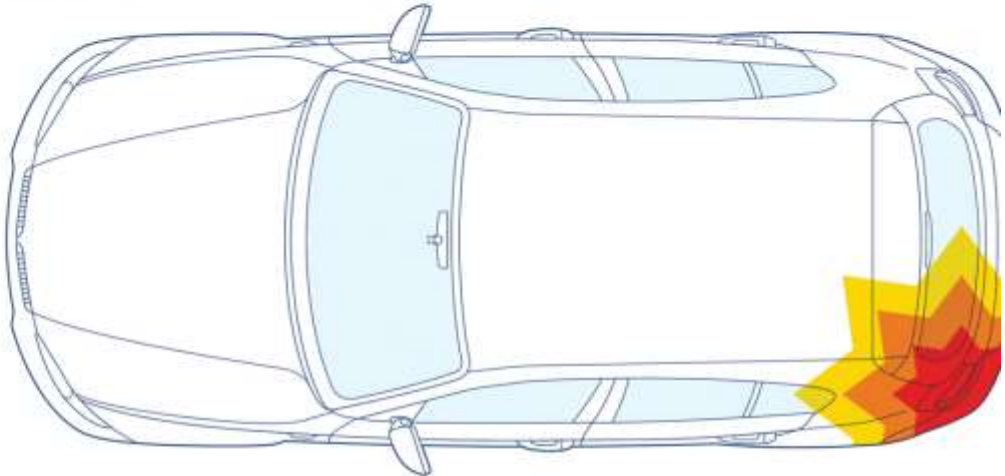
Map View

Trip History

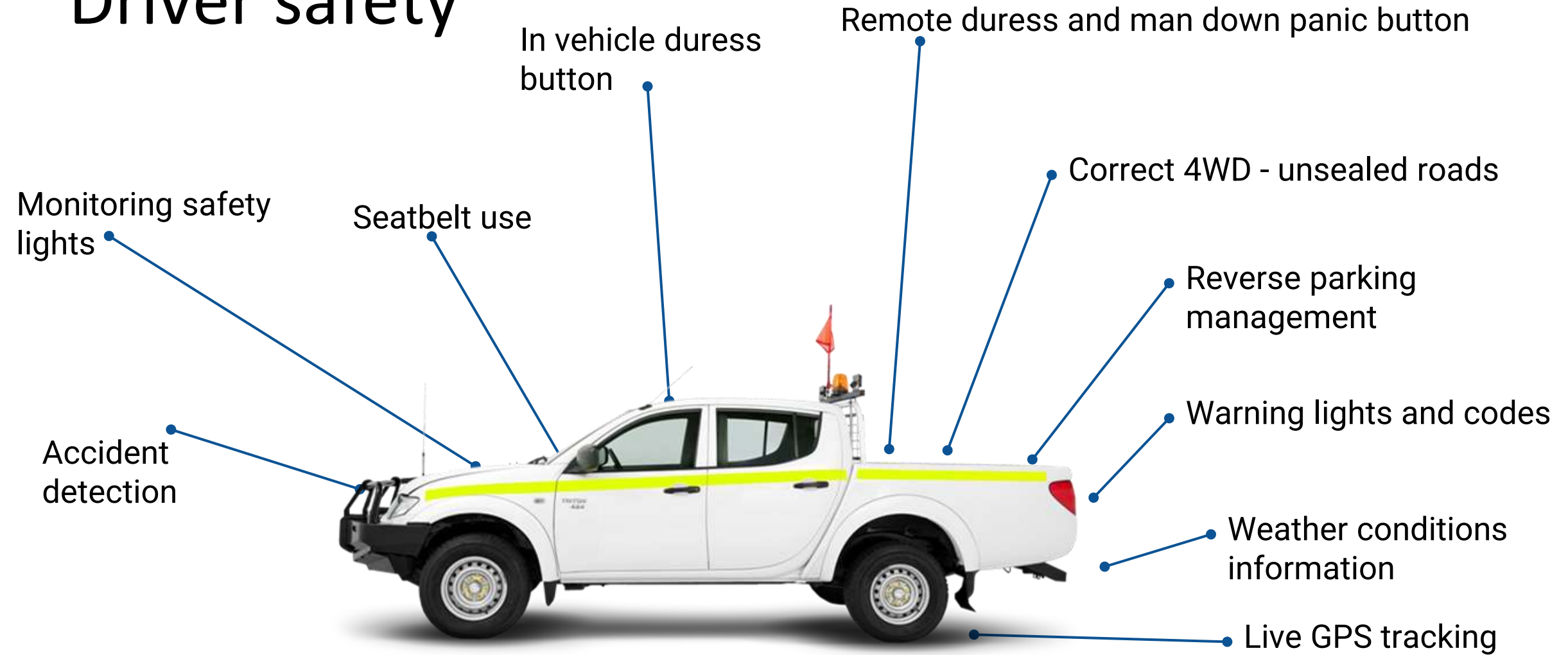Speed at Accident: 81 Km/h

Speed Profile

RPM Data

RPM Graph

Accelerometer Data

Accelerometer Forward and Braking: 14.82765
Accelerometer Side to Side: -35.30394

Accelerometer Graph

Driver safety

In vehicle duress button

Remote duress and man down panic button

Correct 4WD - unsealed roads

Monitoring safety lights

Seatbelt use

Reverse parking management

Warning lights and codes

Accident detection

Weather conditions information

Live GPS tracking

In vehicle and remote duress options

In vehicle duress option

- Press button panic alert
- Press to activate
- Rotate to disengage duress, helps manage accidental incidents
- Standard on many mine site application for over 10 years
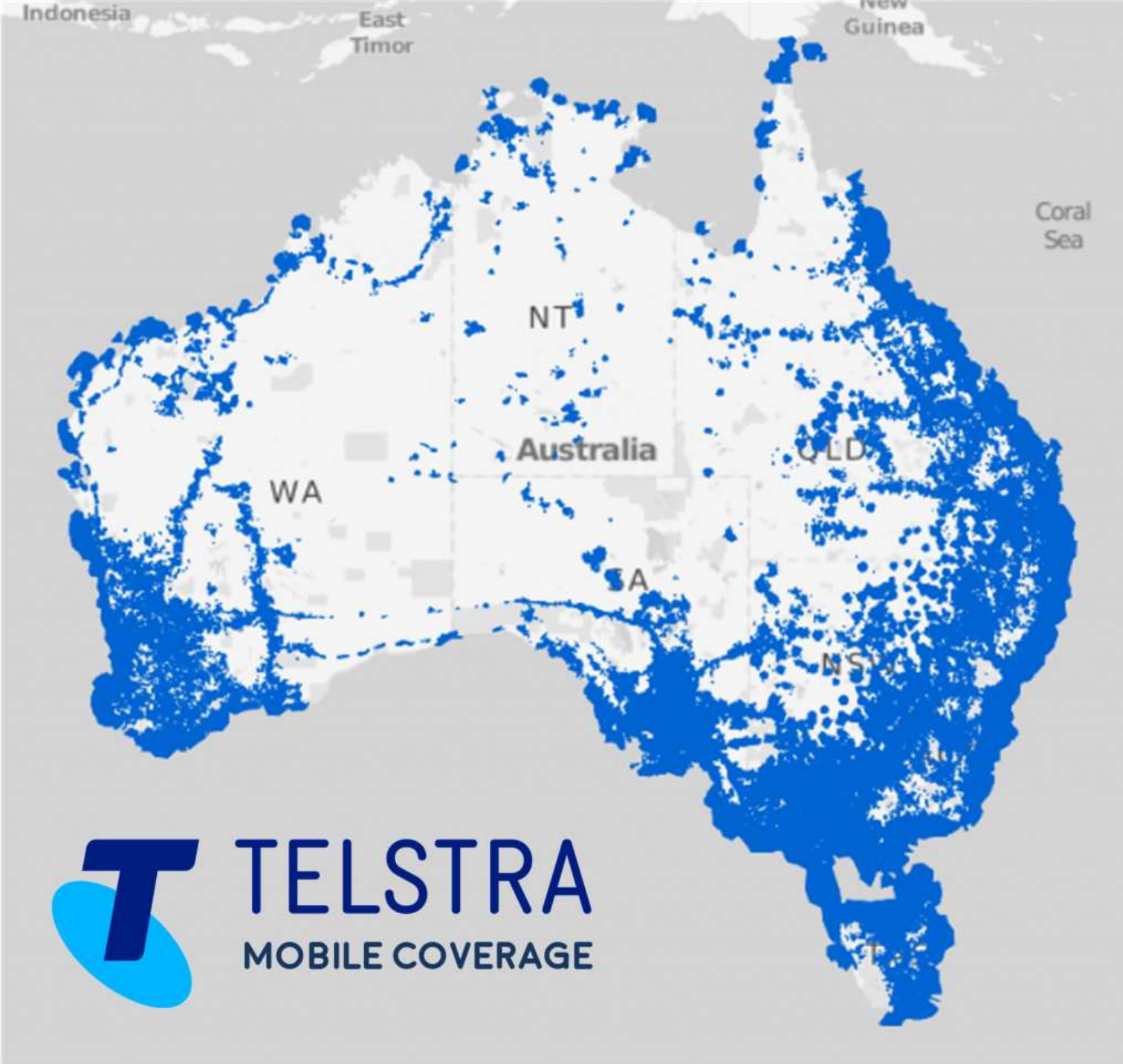- Minimum standard for remote OHS

Remote duress option

- Robust and shock resistant
- Personal alarm
- 2 push-buttons for configurable alarms
- Safety Pull-cord alarm
- Man-down and no-movement alarm (option)
- Battery check function
- Internal antenna
- Vibrator alert
- Drop test to 1.5 m
- Operating temp -10 to 70°C
- Hinge-type (standard) or swivel-type
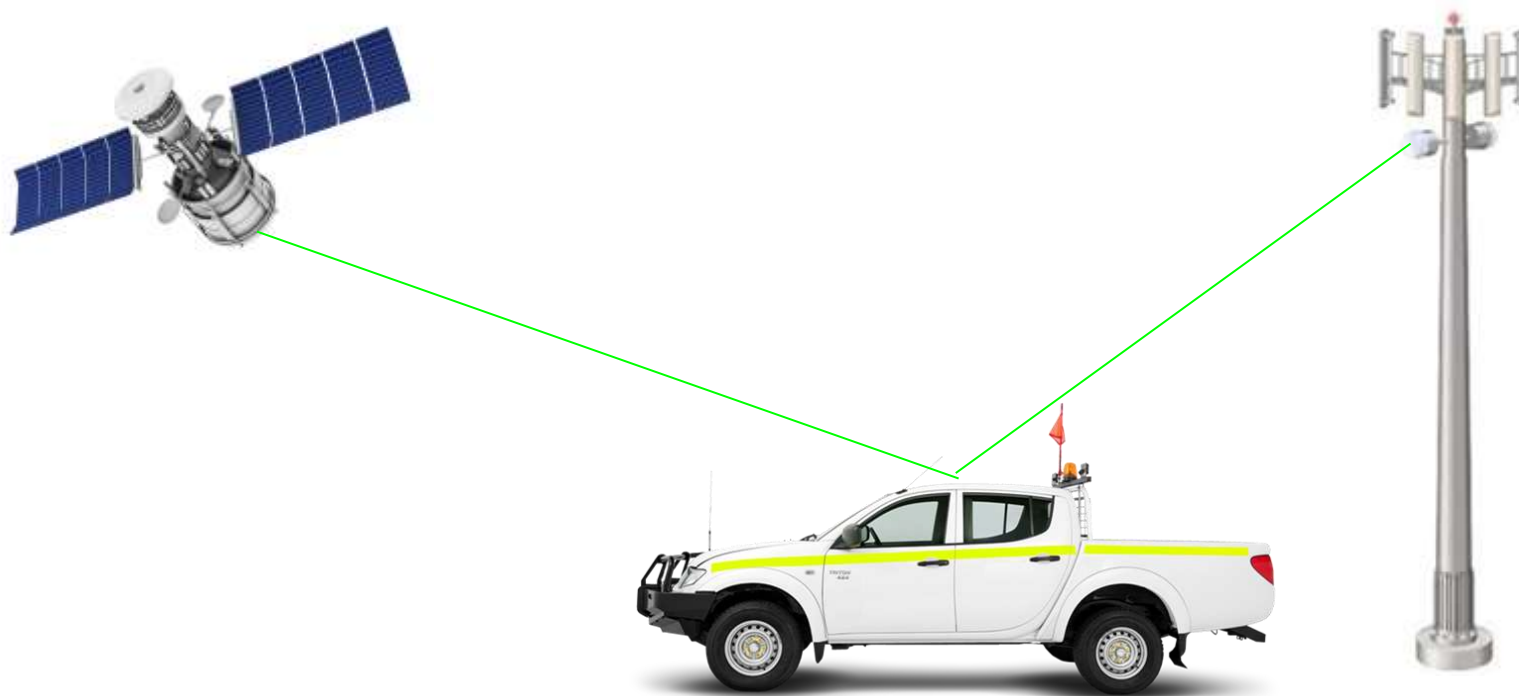
Cellular coverage

Telematics typically run on cellular networks, transmitting data from the vehicle to the office.

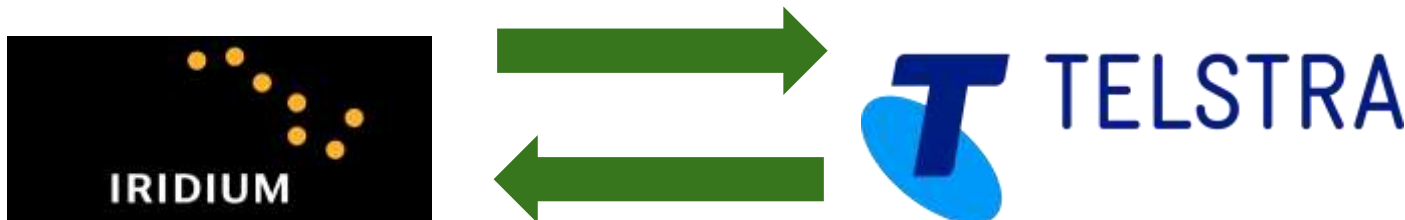Some fleets operate outside of cellular coverage

Points to include:
- Choose a partner sufficient memory to backfill any data when vehicles return to coverage.

- Consider a smart switching technology allowing satellite communications to feature in your specification.

Cellular/Sat Com smart switching

Automatic smart switching

Iridium option

- Data will be transmitted via Telstra whilst in coverage.

- Once cellular connection is lost, Iridium will take over transmitting safety critical data i.e. duress, location.

- All non essential data will be stored in extensive memories until cellular connectivity is restored allowing data to be back filled.
- The system will switch automatically to Iridium if cellular coverage is lost and back again to Telstra when restored

Driving control over different conditions

Seatbelt

4WD Active

Lights Active
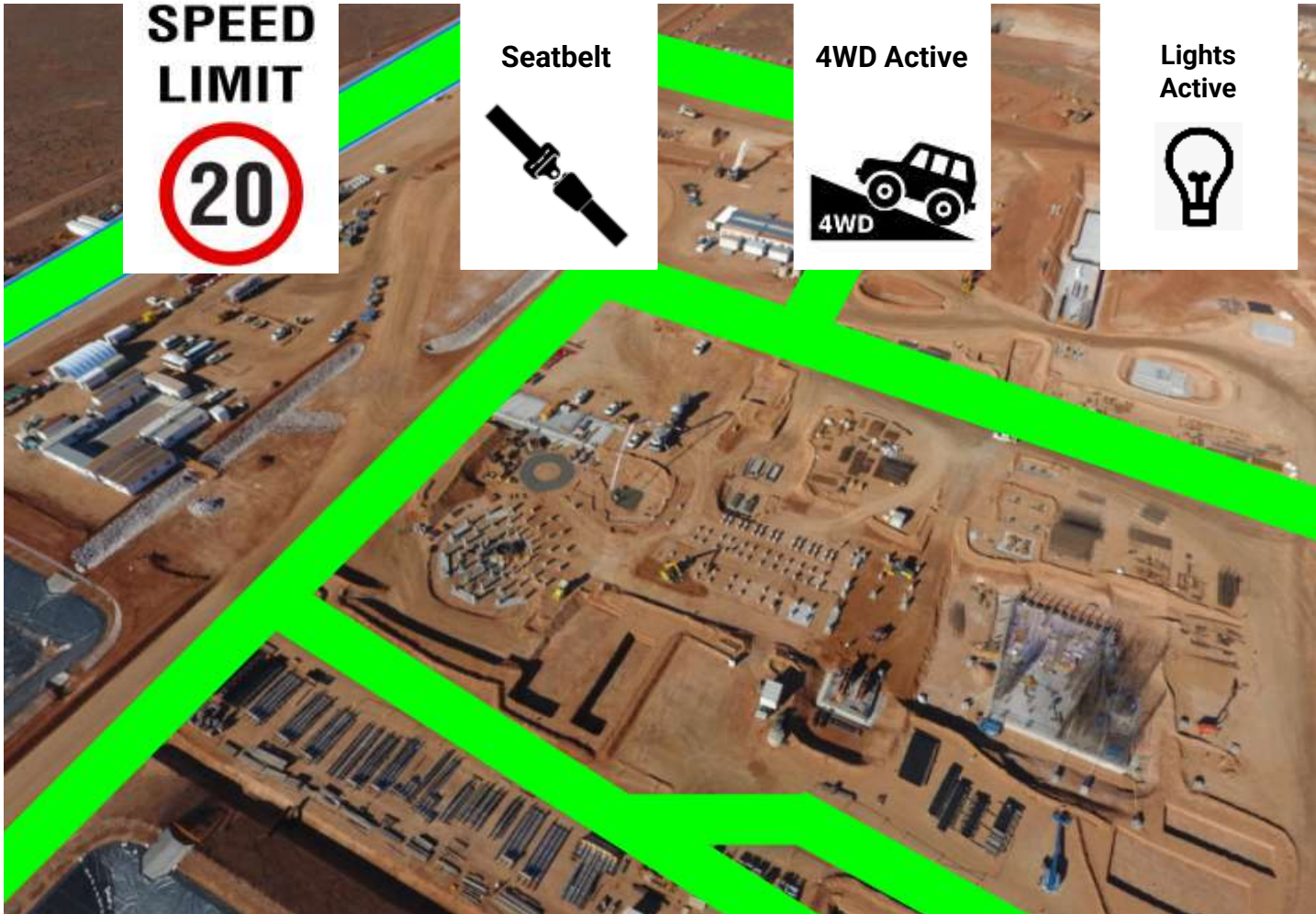
Populated site
- 20 kms speed limit
- Seat belt must be used
- 4WD engaged
- Flashing lights

Unsealed roads
- 60 kms speed limit
- Seat belt must be used
- 4WD engaged
- Flashing lights

Populated site
- 120 kms speed limit
- Seat belt must be used
- 2WD engaged

Walk around pre-trip inspection

Safety

Common dangerous behaviors, like speeding and distracted driving, can be monitored, driver's coached, and manager escalations automated. Prioritizing safety in your RFP will support your organization's goals for employee health and safety, while also helping reduce the impacts of harsh driving, like costly wear and tear on vehicles.

Points to include:
- Pre and Post Trip Vehicle Inspection Reporting with centralized data for management record keeping
- Safe driving reporting leading to more advanced driver coaching
- Identification of a driver matched to a vehicle's daily use
- In-vehicle driver alert options ranging from audible sounds to pre-designated verbal coaching
- Risk management summary or detailed reports of driver and vehicle performance
- Include seat belt use safety policy in driver risk summaries
- Include driving in reverse (backing into a parking space) in driver risk summaries
- Include aggressive driving acceleration, braking and swerving in driver risk summaries
- Collision notifications

Fleet Optimisation

Telematics - three wire versus OBD

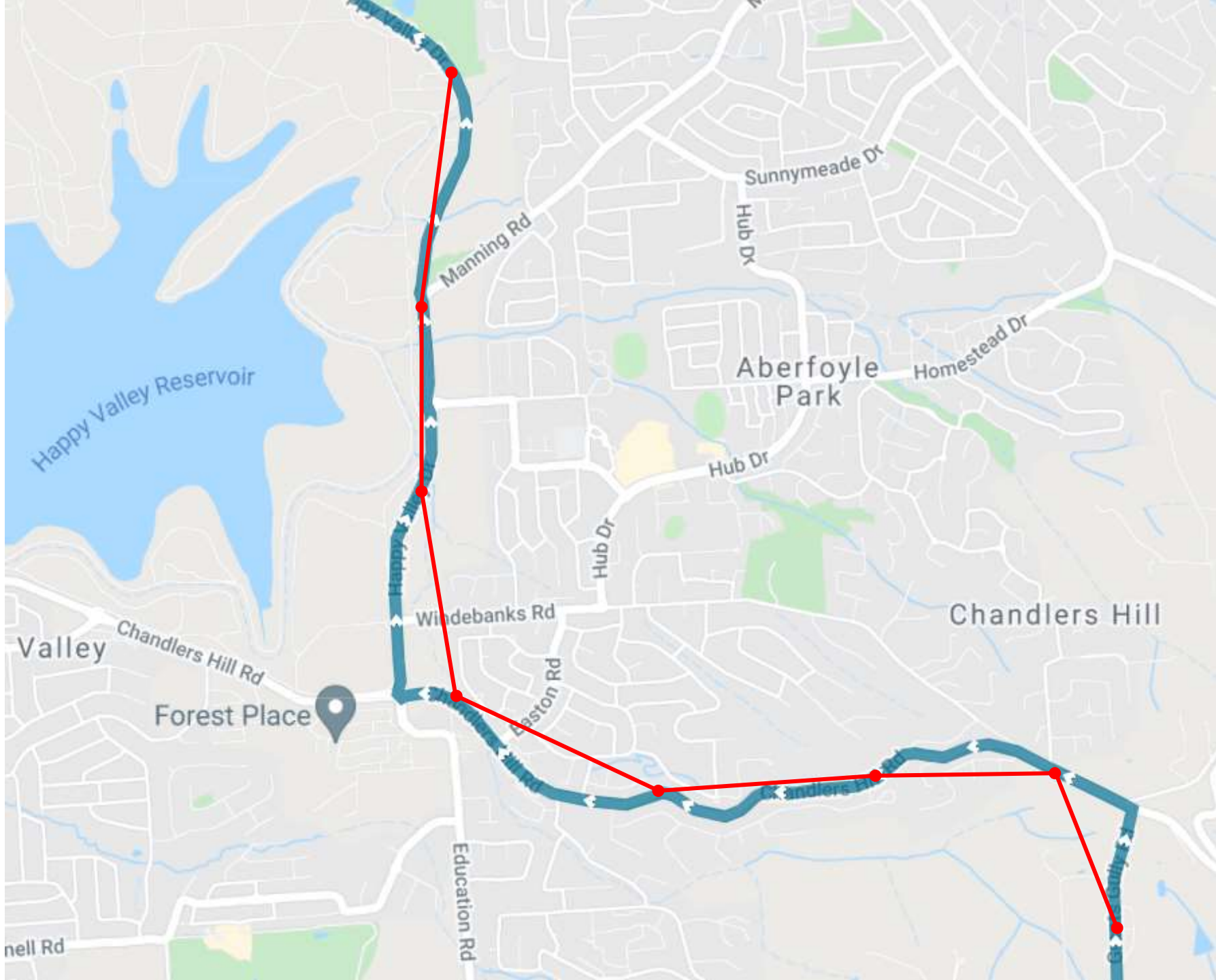Go2 - Three wire install (2002)

Go9 - OBD install (2020)

GPS 10, 20, 30 seconds

GPS curve logic

Fleet Optimisation

Fuel use

True ODO reading

Warning lights and error logs

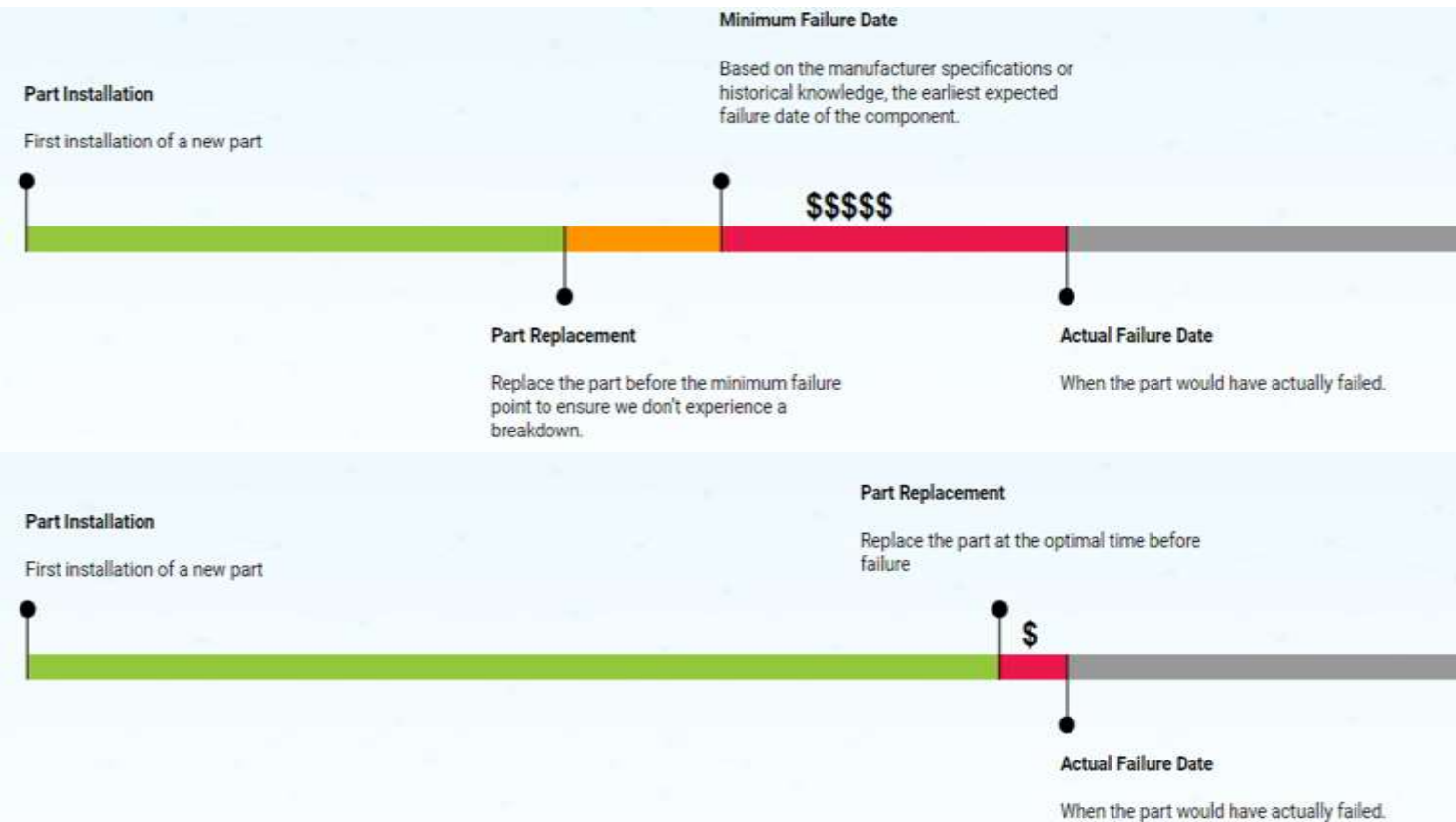Accident notification and reporting

Maintenance management

Engine data
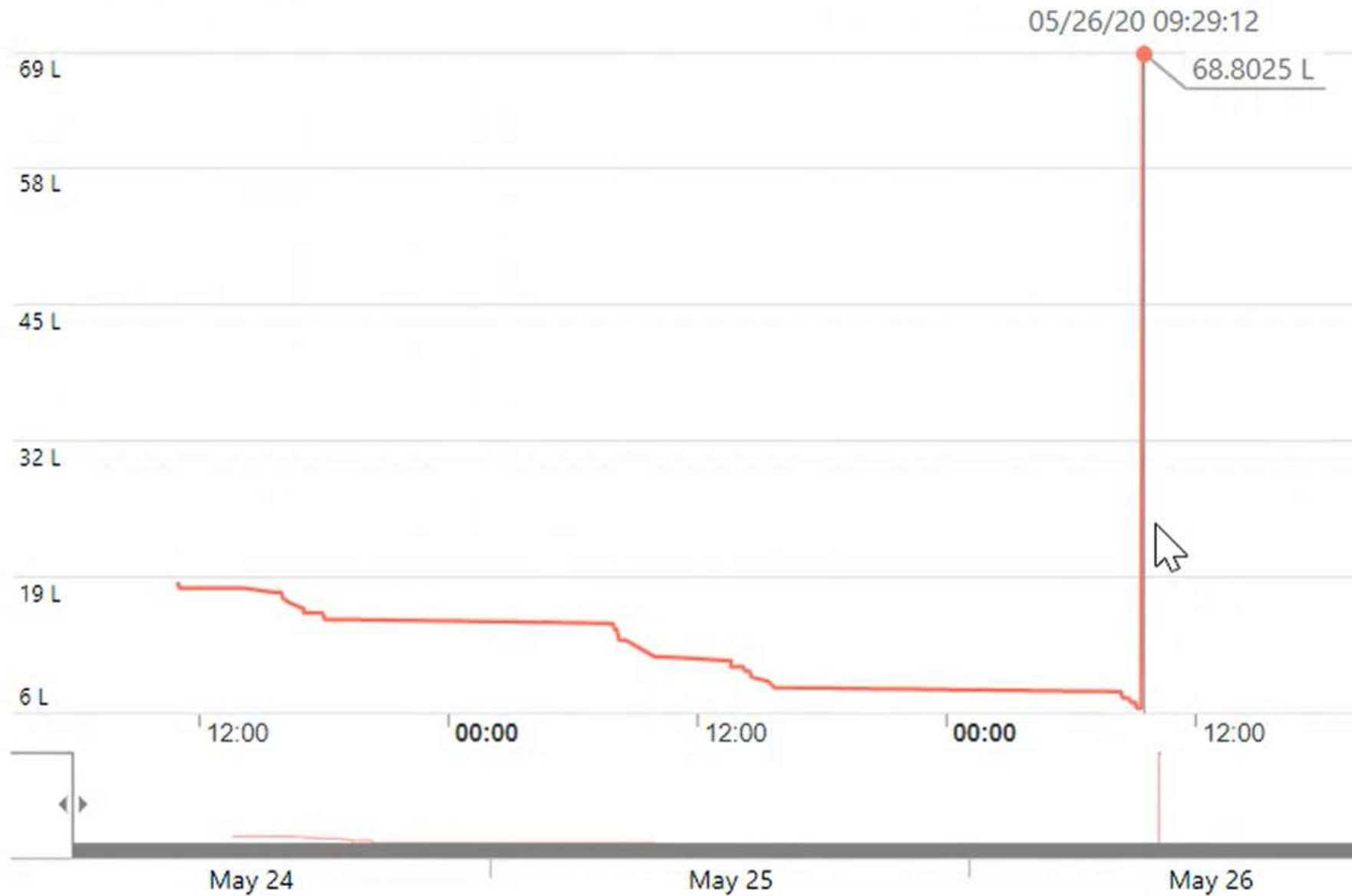
Fleet utilisation optimisation

Predictive Maintenance

Part Installation

First installation of a new part

Minimum Failure Date

Based on the manufacturer specifications or historical knowledge, the earliest expected failure date of the component.

$$$$$

Part Replacement

Replace the part before the minimum failure point to ensure we don't experience a breakdown.

Actual Failure Date

When the part would have actually failed.

Part Installation

First installation of a new part

Part Replacement

Replace the part at the optimal time before failure

$

Actual Failure Date

When the part would have actually failed.

Improved visibility through reporting

Fleet Optimisation

Managing fuel consumption and maintenance can help minimize costs and identify how cost effective different vehicle classes are for their purpose in the field. Keeping track of specific variables, such as idling, electric vehicle suitability and benchmarking them against similar fleets, can help you implement data-driven, cost-saving strategies.

Points to include:
- Ability to benchmark fleet cost of operating versus alternative fuel and vehicle types
- Engine data monitoring for priority preventative repairs
- True Odometer Readings accessible by API to feed other fleet management systems
- 12V cranking battery Voltage health and notifications to prevent jumpstarts
- Fuel efficiency reports
- Vehicle maintenance reports
- Idling cost
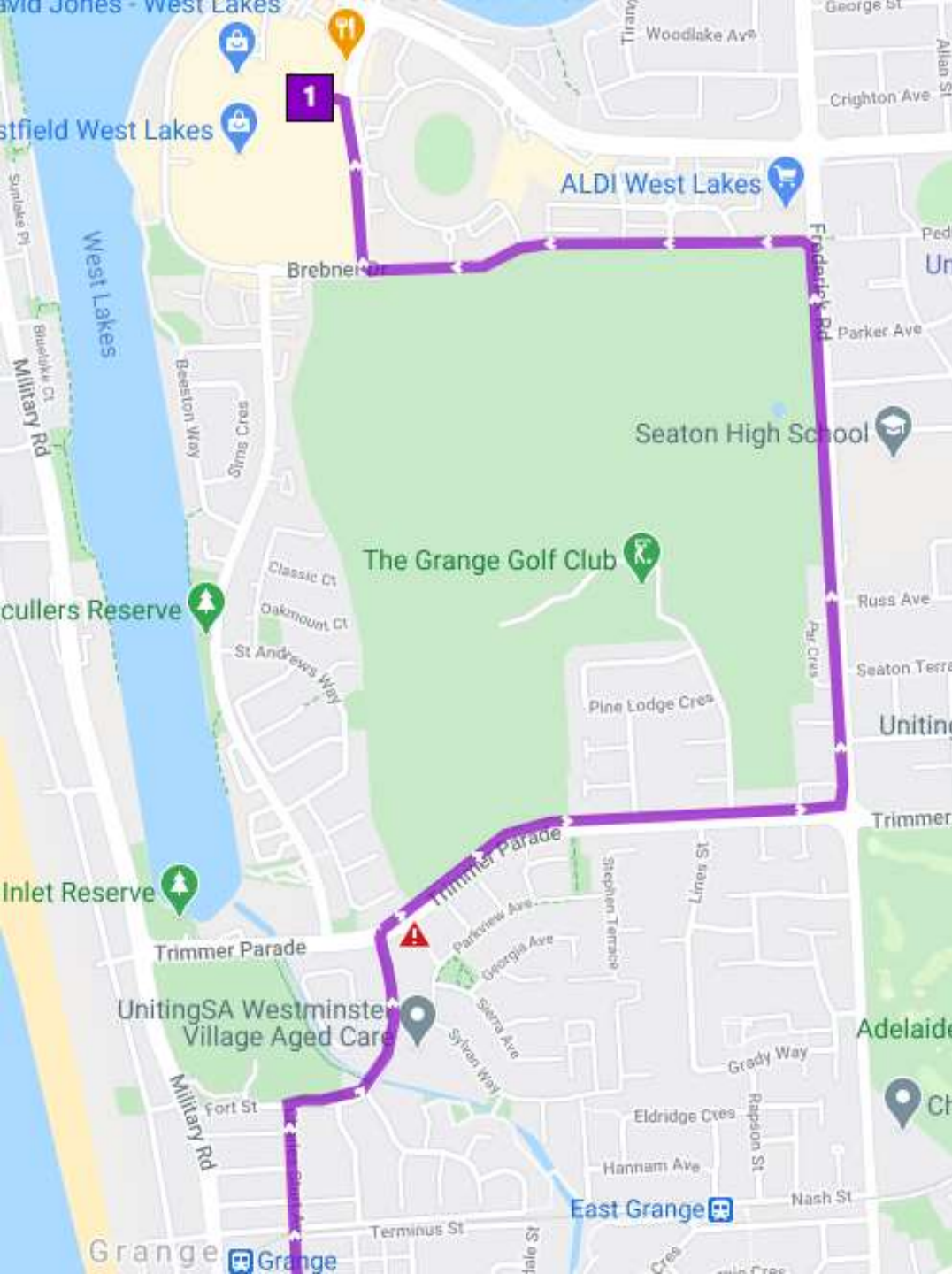
Adding productivity-focused features into your RFP, such as real-time GPS tracking and asset utilization, will ensure you have the tools you need to maximize fleet uptime, balance your field activity with the most cost effective vehicle, asset and people strategies.
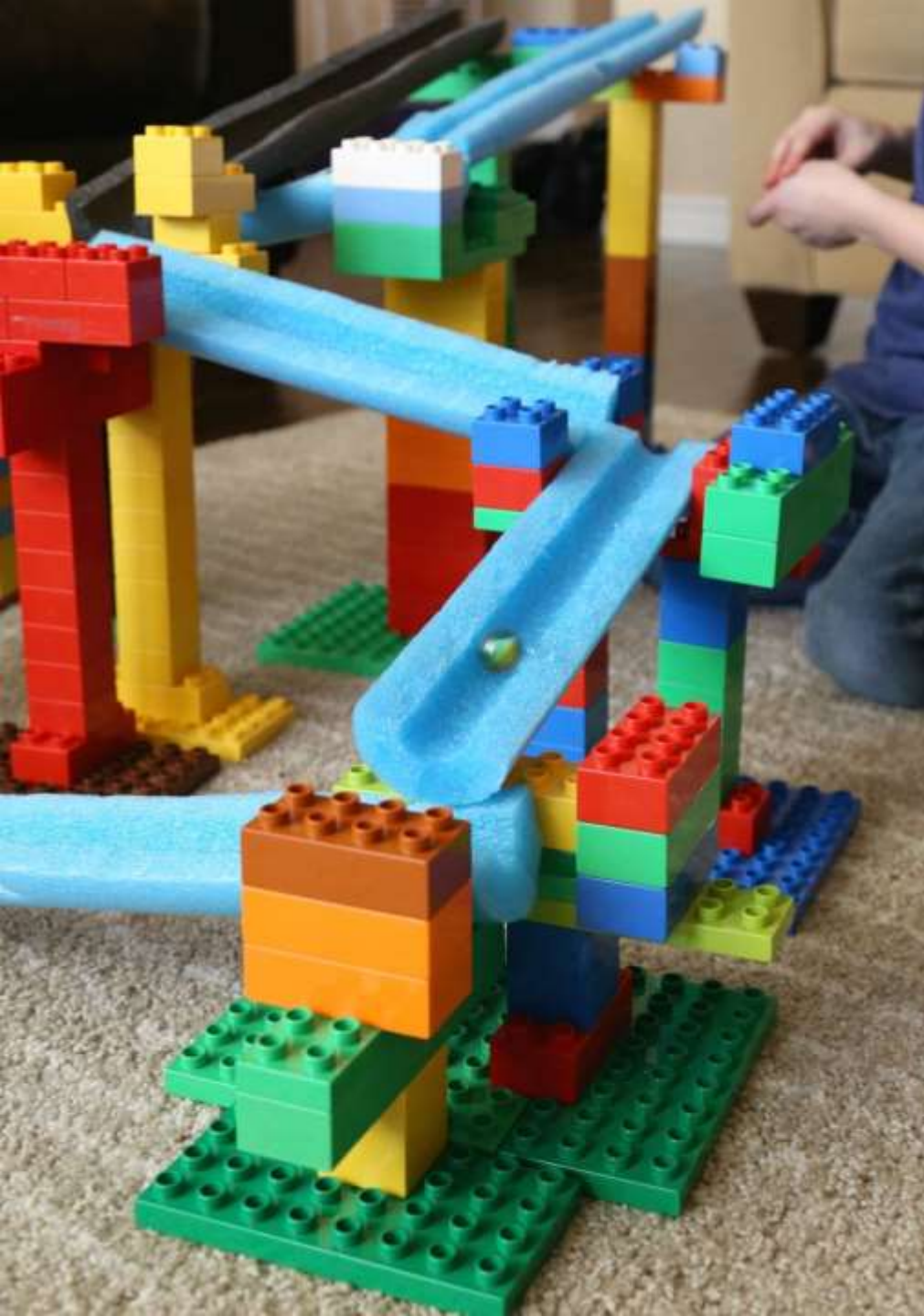
Geo-fence suggestion:
- Create different zone types to reflect where and how assets are used and domiciled
- Associating zones with any privacy concerns for zone labels, individual or group user access

Expandability

Expandability

Expandability is your opportunity to build what you want

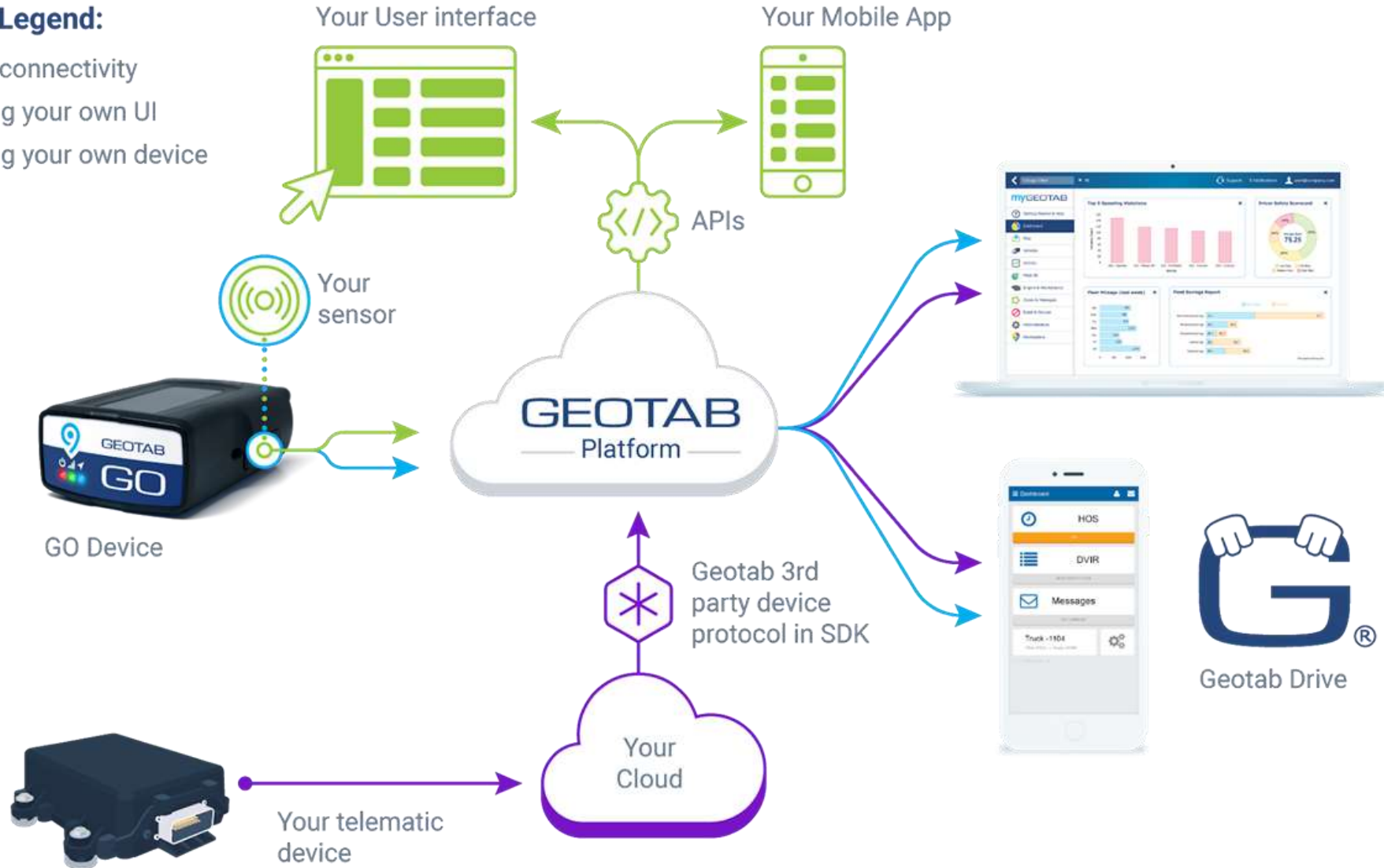After all the issue you are trying to solve is your problem

You don't need a cookie cutter approach

Expandability - software

Expandability - Marketplace

Expandability - Big data

Expandability - OEM Relationships

Expandability - vehicle data

Brush activity

Brushing - excessive speed

Swept area management

Maintenance management

Complaint management

Expandability

An important question to ask in addition to "what can the software do?" is "how can the software help us work better?" Integration or expandability enables fleets to automate and accelerate their operations. For example, will the solution allow you to customize or build a mobile app for workers?

Points to include:
- Is big data important
- APIs and software development kit available for free
- Hardware Add-Ons
- Software Add-Ins
- Third-party device integration
- Integration with OEMs
- Ability to integrate into different systems

Sustainability

Sustainability

EV telematics

EV verses ICE assessment

Cost management

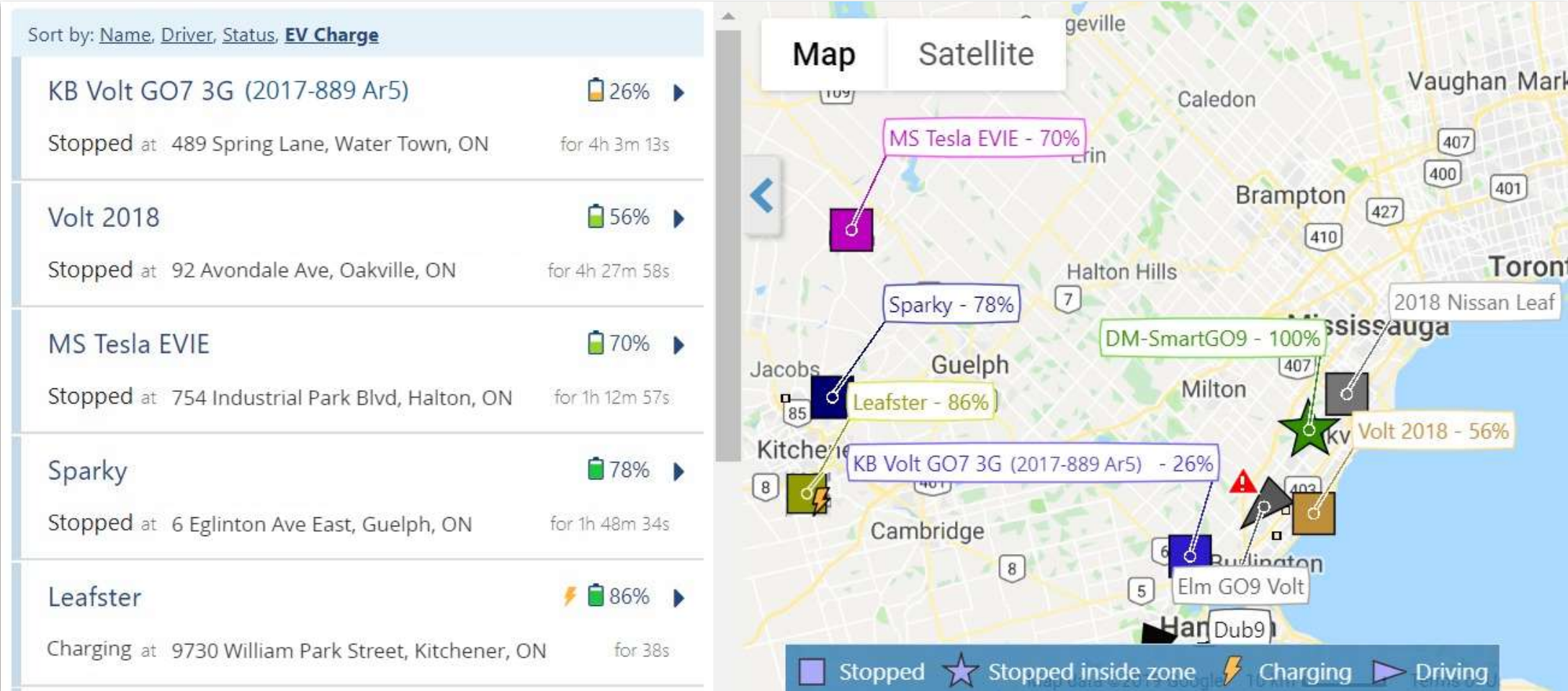Infrastructure planning

Scale through data

Range anxiety

Charge management

Sustainability

Sustainability

Mobility packages are changing: -

- Can your infrastructure cope with EV demand

- Can your staff charge from home

- If charging at home is an option how can you reimburse for out of pocket expenses without getting cheated

Sustainability

Plug in hybrid: -

- Effective fleet option?

- More expensive petrol car?

- Are drivers charging - telematics can help

Sustainability

Management of Fleet EV's: -

- Which one needs charging?

- Do you need to look in every vehicle?

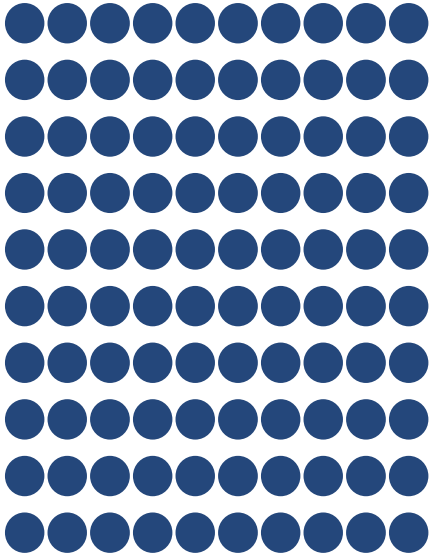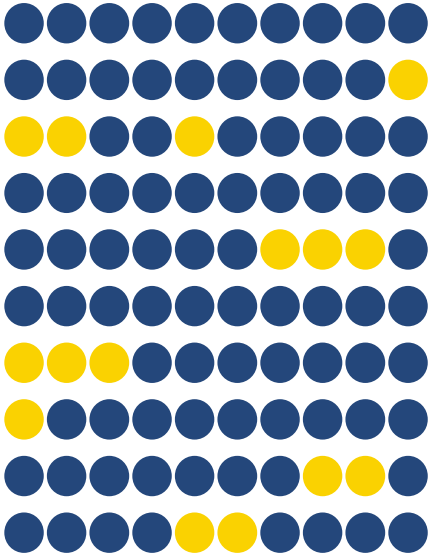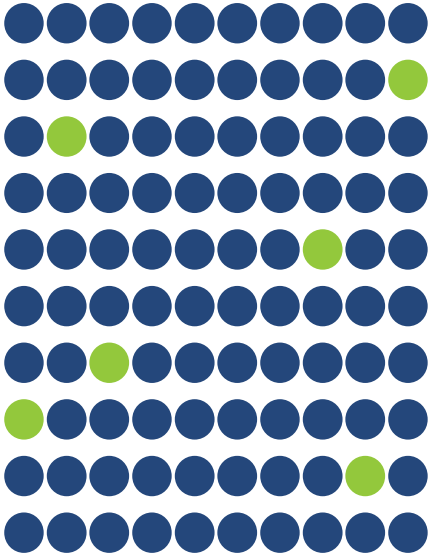- Unsure which needs charging - telematics can help

What can be electrified ?

EV Suitability Assessment

Using telematics data from current vehicles

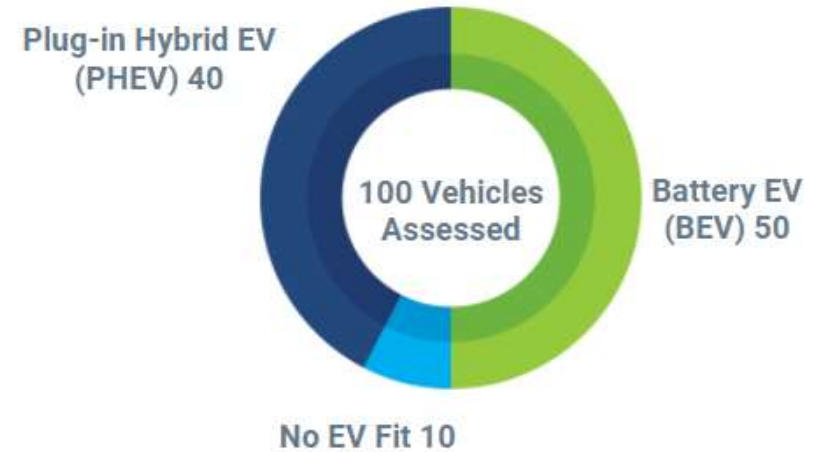**Which vehicles are range capable**

Which vehicles are range capable *and* have lifetime cost savings

What is the EVSA?

Electric Vehicle Suitability Assessment

An EV procurement recommendation
tool for *any* fleet seeking to go electric

**Plug-in Hybrid EV
(PHEV) 40**

**100 Vehicles
Assessed**

**Battery EV
(BEV) 50**

No EV Fit 10

Data-driven recommendations using Geotab telematics driving profiles

Best fit electric vehicles to
replace current vehicles in
your fleet

Recommended electric vehicles
are guaranteed to meet your fleet
vehicles' daily range requirements

Lifetime cost savings based
on our recommendations

We only recommend electric
vehicles that save you more when
compared with procuring
non-electric vehicles for your fleet

Estimated reduced in fuel
consumption and carbon
emission

We compute reasonable
estimates for your reduced carbon
footprint should you decide to
go electric

Successful electric vehicle adoption requires telematics

1. Go Electric - EV Suitability Assessment

2. Operate Electric - MyGeotab EV features

3. Scale Electric - Load Management Integrations

0% electric

100% electric

Geotab supports fleets from 0-100% electric

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Sustainability

Highlighting sustainability on your RFP will help you focus on minimizing harmful emissions or managing electric vehicles. Tools exist which can help you improve routing and reduce idling, as well as calculate the feasibility of switching some or all of your fleet to EVs.

Points to include:
- Track CO_2 emissions
- Fuel consumption reports
- Recycling program for devices

If you have or will be acquiring electric vehicles in your fleet, ask for these features:
- Electric Vehicle Suitability Assessment Tool
- EV model support
- EV basic monitoring such as EV State of Charge reporting and Real-time charging status
- Driving energy data monitoring
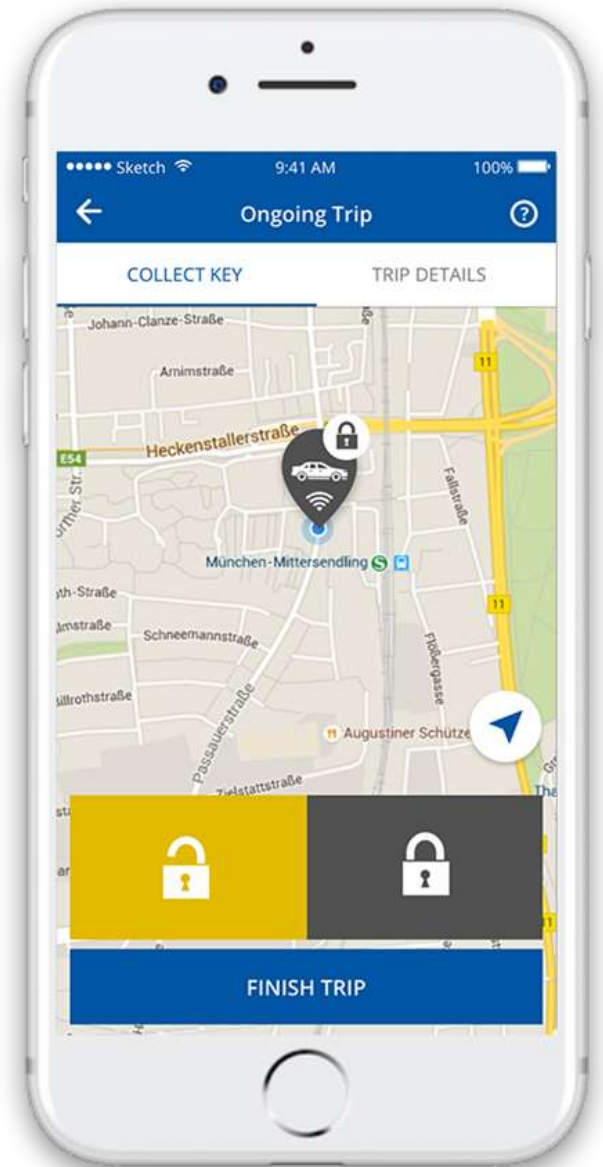- Charging data
- EV alerts and notifications

Mobility

Geotab Keyless

A scalable digital key solution

What to include in your RFP

To help differentiate between provides, other categories to consider adding to the RFP are:

Support	Implementation	Project Management	Security	Supplier stability

Stability - Past/present/future

Where a firm has come from is just as important as where it is going.

Points to include:
- Legacy technology often defines future limitations or forms a foundation for innovation

- Size really does count - when it comes to R&D

- Technology choices impact resources, look for companies that focus on telematics rather than 'me too technologies' - jack of all, master of none

Implementation

Vehicles are the heartbeat of your organisation. Downtime has serious ramifications to organisations and productivity.

Points to include:
- Choose a partner with a certification scheme

- Partners should employ a rapid process for inducting vehicles

- Implantation should use qualified auto electricians

- Is national coverage important

- Is there a plan B if you need to upscale your fleet

Project Management

Vehicles are the heartbeat of your organisation. Downtime has serious ramifications to organisations and productivity.

Points to include:
- Project management to support installation services

- Connection to organisational goals to help support change initiatives

- Good project management support adoption as well as implantation.

Security

- Cybersecurity is an executive responsibility and therefore is the foundation of your foundation and cannot be overlooked for any RFP.

- Do not make any assumptions that all responses to your RFP will be secure

- Security includes:
  - updating firmware in your vehicles over the air
  - encrypting data in the device before and during cellular transmission
  - using best software practices for database user access

- Make sure that you have created a dedicated section to cover cybersecurity standards, testing, data security and database management.

- Global standards include: -
  - FedRAMP Certification
  - FIPS 140-2
  - ISO 27001
  - Two factor authentication (2FA) or multi-factor authentication (MFA)
  - Strong and robust security policies

Support

Acquiring technology is one thing, but maximizing your use of it or getting help, something else.

and getting the most value from your investment requires a robust support system, such as installation or software help, troubleshooting assistance, and training programs.

Points to include:
- Support services from experts
- Community forum
- Videos and Blog articles
- Installation support
- Software help
- Training
- Lifetime device warranty

Thank You

GEOTAB
management by measurement