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QUESTIONS AND RESPONSES
PROJECT NO. 050B940002
Department of Budget & Management
Pilot Vehicle Rental Service Program
June 21, 2019

Ladies/Gentlemen:

This List of Questions and Responses # 1 -Questions #1 through #17, is being issued to clarify certain information contained in the above named IFB.

In most instances the Department's response to the submitted questions merely serves to clarify the existing requirements of the IFB. Sometimes, however, in submitting questions potential Offerors may make statements or express interpretations of contract requirements that may be inconsistent with the Department's intent. To the extent that the Department recognizes such an incorrect interpretation, the provided answer will note that the interpretation is erroneous and either state that the question is moot once the correct interpretation is explained or provide the answer based upon the correct interpretation.

No provided answer to a question may in and of itself change any requirement of the IFB. If it is determined that any portion of the IFB should be changed based upon a submitted question, the actual change may only be implemented via a formal amendment to the IFB. In this situation the answer provided will reference the amendment containing the IFB change.

Questions and Responses # 1

1. *Luxury SUV – Can you please give an example of the type of Make/Model you are referring to? When following the prompts under Appendix 1 to the ACRISS page, the guide does not list an example Luxury SUV.*

Response: An example of a Luxury SUV is a Volvo XC 90 or BMW SUV 5 series or similar.

2. *Premium Passenger Van – Can you please give an example of the type of Make/Model you are referring to? When following the prompts under Appendix 1 to the ACRISS page, the guide does not list an example Premium Passenger Van.*

Response: An example of a Premium Passenger Van is a Toyota Sienna or similar.

- 3. First Section of Bid Form: Under “Estimated Number of Daily Rental Vehicles per Month” are you assuming that each rental is a one day rental? There is no estimated length of rental or number of days listed throughout the IFB. The reason I ask is that most car rental IFBs work on # of days instead of # of rentals. The number of days for each rental can vary.*

Response: A Daily Vehicle Rental (DVR) is defined in Appendix 1 as a vehicle rented for up to 24 hours. Each rental is assumed to be for up to 24 hours. A particular DVR may be used for less than a 24 hour period, but Contractor will receive compensation for the whole DVR as provided on the Bid Form.

- 4. Second Section of Bid Form: Can you please elaborate on the Additional Services section? Are you looking for what the additional cost per rental would be for delivery and pick up/drop off? Again, assuming that each rental is 1 day since no days are mentioned in the IFB?*

Response: Yes, for the Additional Services, the State is asking for a flat rate to add to the DVR rate for the specified Additional Service. For example, the DVR rate times the number of days per rental plus the rate for any Additional Service would determine price of a particular Vehicle rental. (The Additional Service rate is applied only one time during the entire Vehicle rental.)

- 5. State Personnel vehicle pick up & Drop off....is this picking up and dropping off the employee?*

Response: State Personnel- Yes, this is the picking up and dropping off of State Personnel.

- 6. Vehicle Pick up and drop off?.is this referring to delivery and collection of the rental car?*

Response: Vehicle Pick-up and Drop-Off- Yes, this is referring to the delivery and collection of the rental Vehicle.

- 7. Third Section of Bid Form: This is very difficult to track and change throughout the month when you have several open rentals at any given time that could be out for different lengths of time, returning on different dates. For now, under this section, are you also assuming each rental is a 1 day rental?*

Response: In this section of the Bid Form the State desires a count at the end of the month. If the total number of DVRs from the State is within the thresholds for either Tier, then the discount is applied for the particular Tier. The length of the rental is not necessary for this computation. If a rental is started at the end of a month and concludes in the next month, the rental is counted in the month in which it is returned. See also response to Question # 3, about 24 hour rentals and Amendment 1, Item 5.

8. *Section 2.4.1 Vehicle Rentals Would you like to include pickup and box trucks in this bid?*

Response: No.

9. *Section 2.4.3 Vehicle pick up and Return Hours- Return hours on Holidays are possible using a drop box but pick up of a vehicle on Holidays may not be possible if our offices and staff are observing the Statutory Holiday. There are some security issues to work through getting keys to a vehicle when no employee is present. We request this section to be reviewed for possible modifications.*

Response: This Section has been amended. See Amendment 1, Item 1.

10. *Section 2.4.5 After Hours Vehicle Pick up and Return- How many “after hours pickups” are you anticipating? There are some security issues to work through getting keys to a vehicle when no employee is present. We request this section to be reviewed for possible modifications.*

Response: This Section has been amended. See Amendment 1, Item 2.

11. *Section 2.4.6 Reservation Guarantee- Would the State modify this Section to reflect the industry standard? When one vehicle class is reserved and the reserved class is not available, it is common practice for car rental companies to give a free upgrade to a higher priced class at the same price as the reserved class.*

Response: This Section has been amended. Please see Amendment 1, Item 3.

12. *Section 2.4.7 Fuel- Would the State modify this Section to reflect industry standard? Fuel is a variable expense based on the number of miles being driven. Number of miles, length of rental, size of vehicle/fuel tank and price at the pump are all factors that can influence the price of fuel on a car rental invoice*

Response: This Section has been amended. Please see Amendment 1, Item 4.

13. *Section 2.4.8 Volume Discounts - We request this section to be modified to reflect industry standard. This is very difficult to track and change throughout the month when you have several open rentals at any given time that could be out for different lengths of time, returning on different dates.*

Response: The State does not anticipate weekly or monthly rentals. The volume discount is to obtain a percentage off the monthly invoice for Vehicles falling within the Tier for

that month if a certain Tier is achieved. Also see the earlier response to question # 7 and Amendment 1, Item 5.

14. *Section 2.5.1 Disability Accommodations Can you please elaborate on what you are looking for here? Are you asking for a rental with a wheelchair lift or a vehicle that a wheelchair can fit into? I am not aware of any rental car companies that have vehicles with a wheelchair lift installed. Hand Controls can be added to certain vehicles.*

Response: This Section has been amended. See Amendment 1, Item 7.

15. *Section 2.5.2 Insurance Protection Just to confirm, does the State want Liability and Damage Waiver included in the rate?*

A. Loss Damage Waiver - Car rental companies offer coverage with different levels of deductibles. To avoid surprise claims costs, I would recommend putting in the IFB that you want a \$0 deductible coverage.

B. Supplemental liability - The requested amount of \$1,000,000 Supplemental Liability is considerably higher than industry standard for the stated estimated volume of the contract. Industry standard for similar contracts would be 100,000 per person, 300,000 per accident, 50,000 property. Minimum required insurance by Maryland law is \$30,000 for bodily injury, \$60,000 for 2 or more people, \$15,000 property damage. <http://www.mva.maryland.gov/vehicles/insurance/>. We request the limits be more in line with the industry standard.

Response: This Section has been amended. See Amendment 1, Item 8.

16. *Section 4.2.7 - If we decide to do a “No-Bid” do we need to drop off the feedback form in person or would an email response suffice?*

Response: Email would suffice.

17. *Section 5.4.8 - Financial Capability If the Bidder is a privately held company and does not provide financial statements, will the State work with the Bidder to determine alternative data to satisfy the Financial Capability requirement?*

Response: Regardless whether a company is privately owned the State requires a proven, commonly accepted method of proving an offeror’s fiscal integrity. See Section 5.4.8. The State holds offeror submitted financial statements in strict confidence.