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**Amendment #1 to
Request for Proposals (RFP)
Maintenance and Repair Services for State-Owned Vehicles
050B1400025
October 29, 2010**

This Amendment is being issued to amend and clarify certain information contained in the above named RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below; new language has been double underlined and marked in bold (ex. **new language**) and language deleted has been marked with a strikeout (ex. ~~language deleted~~).

1. **Note:** The first five pages of the solicitation are identified with Roman numerals (i – v). The remaining pages of the solicitation are numbered with Standard numbers (6-62).

2. **Note:** There is no Section 2 in this solicitation.

3. **Revise Section 1.2 (Abbreviations and Definition) on page 6-7, as follows:**

m. **Notice to Proceed (NTP)** – A written notice from the Procurement Officer that specifies when preliminary (start-up) activities under the contract are to begin, and when actual vehicle maintenance and accident repair management ~~repair~~ services required under the contract are to begin. The start date listed in the NTP is the official start date of the contract. However, the Contractor will not be paid for any preliminary (start-up) activity performed prior to the contract services start date.

4. **Revise Key Information Summary Sheet on page iii, as follows:**

Closing Date and Time: ~~November 5, 2010~~ **November 12, 2010** at 2:00 PM (Local Time)

5. **Revise Section 1.10 (Proposals Due (Closing) Date) on page 8, as follows:**

An unbound original and ~~four (4)~~ **five** bound copies of each proposal (technical and financial) must be received by the Procurement Officer, at the address listed in Section 1.5, no later than 2:00 PM (local time) on **November 12, 2010** ~~November 05, 2010~~ in order to be considered. An electronic version (CD) of the Technical Proposal in MS Word format must be enclosed with the original technical proposal. An electronic version (CD) of the Financial Proposal in MS Excel format must be enclosed with the original financial proposal. Ensure that the CDs are labeled

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with the RFP title, RFP number, and Offeror name and packaged with the original copy of the appropriate proposal (technical or financial).

The outside package containing the technical and financial proposal must indicate that it contains a response to RFP 050B1400025. The Package must also identify the offeror, and include the name of a contact person and the email address and/or phone number for this person.

Requests for extension of this date or time will not be granted. Offerors mailing proposals should allow sufficient mail delivery time to ensure timely receipt by the Procurement Officer. Except as provided in COMAR 21.05.03.02, proposals received by the Procurement Officer after the due date, November 12, 2010 ~~November 05, 2010~~ at 2:00 PM (local time) will not be considered.

6. Revise Section 3 (Scope of Work) on page 16 as follows:

3.2.1.5 For vehicle maintenance and repair services under \$100 the contractor shall use a mechanism (such as a contractor provided credit card) to pay for such services. The contractor shall make sure that all expenditures are tracked, recorded and billed to the State as part of the normal billing process.

~~3.2.1.6~~ ~~3.2.1.5~~ Maintain a monitoring system to notify agencies in writing of all original equipment manufacturer (OEM) recalls that affect program vehicles, exercise all existing warranties, and recoup warranty reimbursements for program vehicles.

3.2.1.7 Provide for emergency road services 24-hours a day, 7 days a week, and 365 days a year

7. Revise RFP Section 4.4.3 (Format of Technical Proposal) on page 23 as follows:

Inside a sealed package described in Section 4.3, above, an unbound original, to be so labeled, ~~three~~ **five** copies and the electronic version shall be provided. Section 3 of this RFP provides requirements and Section 4 provides reply instructions. The paragraphs in these RFP sections are numbered for ease of reference. In addition to the instructions below, the Offeror's Technical Proposals should be organized and numbered in the same order as this RFP. This proposal organization will allow State officials and the Evaluation Committee to "map" Offeror responses directly to RFP requirements by paragraph number.

8. Revise RFP Section 4.4.7 (Offer Technical Responses to RFP requirements) on page 27 as follows:

The Offeror shall address each major section in the Technical Proposal and describe how its proposed services will meet the requirements as described in the RFP. The Offeror shall identify the location(s) it proposes to provide the service, any current facilities that it operates at that location, and any required construction to satisfy the State's requirements as outlined in this RFP. ~~If the State is seeking Offeror agreement to a requirement, the Offeror shall state agreement or disagreement.~~

The Offeror shall provide a list of national account and independent vendors in Maryland that will provide maintenance and repair services under this contract. If the Offeror does not have established agreements with national account and independent vendors in

Maryland the Offeror shall explain in detail how it will obtain agreements from such vendors to form an adequate network in Maryland in time to meet requirements of this solicitation by the contract start date.

The Offeror shall describe its procedure for agencies to quickly and efficiently purchase repair services under \$100.00.

If the State is seeking Offeror agreement to a requirement, the Offeror shall state agreement or disagreement.

As stated above, any exception to a term or condition may result in having the proposal deemed unacceptable or classified as not reasonably susceptible of being selected for award. Any paragraph that responds to a work requirement shall include an explanation of how the work will be done.

Note: No pricing information is to be included in the Technical Proposal (Volume 1). Pricing will only be included in the Financial Proposal (Volume II).

9. Revise RFP Section 4.4.9 (Offer Technical Responses to RFP requirements) on page 27 as follows:

The Offeror shall provide a copy of the Offeror's current certificate of insurance, ~~with the prescribed limits set forth in Section 3.5 of this solicitation.~~

10. Revise RFP Section 5.2 (Technical Criteria) on page 27 as follows:

The criteria to be applied in evaluating each Technical Proposal are listed in descending order of importance (any sub-criteria listed will be given equal consideration within each criterion):

- Adequacy of the Management Plan to provide the proposed services, to complete all deliverables required under this RFP, and the ability to complete all deliverables within the required timeframes
 - a. Adequacy of the offeror's maintenance network in properly servicing 5,000 passenger vehicles and light vans and 500 medium to heavy duty trucks throughout the State of Maryland. (Section 3.2.1)
 - b. Adequacy of the offeror's call center availability 24 hours per day, seven days per week to provide maintenance approvals by certified technicians. (Section 3.2.1)
 - c. Adequacy of the offeror's capability to provide accident management services that includes receiving claims and overseeing the repair of and payment of invoices for State vehicles that have been involved in accidents. (Section 3.2.2)
 - d. Adequacy of the offeror's information system for tracking accident and maintenance transactions and expenditure data. Will the system enable

agencies to access their own vehicle information and allow DBM's Fleet Administration Unit to access all agency information? (Section 3.2.3)

- e. Does the offeror have a standardized pricing agreement with a national glass replacement vendor? (Section 3.2.3)
- f. Adequacy of the offeror's capacity to pay national account and independent vendors for all authorized bills in a timely manner. (Section 3.2.4)
- g. Adequacy of the offeror's comprehensive management plan to transition all vehicle data from the current vendor to its information system. Does the offeror's management plan provide details on the payment mechanism agencies will use for all maintenance transactions? Does the offeror's plan also provide for a seamless transitional enrollment process for all agencies? (Section 3.2.5)

Date Issued: October 29, 2010

By <signed> .
Michael Howard
Procurement Officer