



MARTIN O'MALLEY
Governor

ANTHONY BROWN
Lieutenant Governor

T. ELOISE FOSTER
Secretary

DAVID C. ROMANS
Deputy Secretary

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

Ladies and Gentlemen:

I have received the following questions by e-mail, which are answered for all Offerors to the referenced RFP, below:

- 1. Question:** Will the Contractor have access to vehicle data in the State's fleet information system?

Answer: Yes. The Contractor will have access to data on the State's vehicles, but it will not obtain this information through direct access to the State's fleet information system. Instead, the current contractor will provide a download of historical maintenance and accident data to the winning vendor.
- 2. Question:** Reference: Attachment E, Financial Proposal Instructions, and cost sheets E-1, E-2, and E-3. What is the variable to be costed? Example, one vehicle has 5 repairs made in one month. Are we to cost the anticipated number of vehicles to be repaired (in this case one) or are we to cost the anticipated number of invoices to be processed for payment (in this case five)?

Answer: Variable #1 is a fixed price per vehicle per month to cover any and all occasions of maintenance repairs (inquiries, referral, payment of invoices to network vendors, etc.). Using the example in the question, if a single vehicle had 5 occasions of maintenance repairs (not accidents) in one month, the only charge from the Contractor would be the per vehicle per month fixed charge, regardless of the number of invoices processed for a given vehicle. However, as per the answer in Question 4 below, on average, less than 10 percent of the State vehicles covered by this solicitation (444 out of 5500) have any repairs in a given month.

Variable #2 is payment for each actual occurrence of accident repair services. Variable #3 is each actual occurrence of towing. For both variables #2 and #3 if the same vehicle had multiple occasions in a month of accidents or towing the Contractor could charge for each occasion.

~Effective Resource Management~

45 Calvert Street · Annapolis, MD 21401-1907

Tel: (410) 260-7041 · Fax: (410) 974-2585 · Toll Free: 1 (800) 705-3493 · TTY Users: call via Maryland Relay

<http://www.dbm.maryland.gov>

3. **Question:** What is the average workload of invoices from vendors processed each month by the incumbent contractor?
Answer: 1663 purchase orders each month (4 year average). Each purchase order will result in a unique invoice.
4. **Question:** What is the average number of vehicles repaired each month?
Answer: 433 maintenance repairs, and 106 accident repairs (4 year average).
5. **Question:** Do you expect the winning contractor to propose the continued use of a coupon system for repairs under \$100 which require no prior approval by anyone for the repair?
Answer: Not necessarily. As per section 8 of Amendment #1, Offerors should address as part of their technical submission a mechanism whereby agencies are able to quickly and efficiently purchase repair services under \$100.00.
6. **Question:** Three references cite three different numbers of bound copies to be submitted along with an electronic version. Please clarify the number of bound and unbound copies of the technical and cost volumes that are required to be submitted.
Answer: As per sections 5 and 7 of Amendment #1, each offeror should submit one unbound original and five copies of each volume.
7. **Question:** Supplemental Revenue definition. Does the term "bank handling fee" fit the definition as an Administrative Percentage as part of the Supplemental Revenue definition?
Answer: Yes.
8. **Question:** Of the \$8.2 million spent on maintenance and repair services how much was accounted for by accidents?
Answer: \$2.2 million
9. **Question:** Can you expand on what the expectations of the state agencies are in respect to upfitting? Are we to just provide the installation service through our vendor network or are we to help with the purchasing, engineering, etc.?
Answer: The winning vendor will only be providing installation services through its vendor network under this contract.
10. **Question:** What are the number of POs and dollar amount the State historically issues for the upfit equipment?
Answer: This is the first time that the State has required upfitting services from our maintenance services contractor; we have no historical data to draw from.
11. **Question:** Can you provide the name of the State contact who will be calling our references?
Answer: At this point we have not made a determination. However, at the time references will be checked we will notify Offerors of this information.
12. **Question:** RFP Paragraph 3.2.3.7 establishes the requirement to "Provide standardized pricing with at least one national account glass replacement vendor." Is the intention of this RFP Paragraph to state that the offeror is to provide standardized pricing with a

national vendor throughout the term of the contract, or does the Department of Budget Management desire to see this standardized pricing with the submission of our proposal. If the pricing data is to be submitted with the proposal, where should it be included? In the pricing volume?

Answer: No, DBM is not seeking actual glass pricing. Offerors just need to identify in their proposal how they will satisfy the requirement for glass replacement/repair. Charges for glass replacement/repair will be paid as invoiced. The Contractor's manner of payment for arranging for glass replacement/repair will depend on the reason for the replacement/repair. If due to being struck by a stone, vandalism, etc., the Contractor will make such arrangements as part of its per vehicle, per month activities. If due to an accident, the Contractor will make such arrangements as part of its accident occasion charge.

13. **Question:** Will the Department of Budget Management provide the ACORD forms, or will the contractor be required to join ACORD to access these forms? If the contractor must join ACORD, will we be allowed to join under the umbrella of the State's membership?

Answer: The Department of Budget and Management will provide the Auto Loss Report form or ACORD form to the winning vendor. The form was designed by the State Insurance Division for our accident reporting needs. No action is required by the vendor.

14. **Question:** Ref: page 58, paragraph 13.3: The network of authorized participating vendors could not be located within the web site cited in this paragraph. Can you provide the vendor list in an Excel spreadsheet format via email?

Answer: The information mentioned in this section of RFP is for State of Maryland fleet managers only. We will not make the current vendor list available as part of this RFP.

15. **Question:** Ref: page 15, paragraph 3.1: Please provide any historical workload data for the Technical Support Center such as average monthly telephone requests for service, average cost of routine repairs, average downtime for Preventive Maintenance, number of annual vendor quality assurance evaluations accomplished.

Answer: The average monthly telephone request for preventive and maintenance services is 1,050 (For one year). The average cost of routine repairs is \$82. This data covers the last year of the current contract. We don't have information on average downtime; however, most repairs are completed the same day. There is no vendor quality assurance information available for the services required under this RFP.

16. **Question:** Can an Offeror contract with Maryland Department of Transportation (MDOT) repair shops to meet the work requirements under this solicitation?

Answer: No.

Date Issued: October 29, 2010

By <signed> .
Michael Howard
Procurement Officer