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**Questions & Answers (Q&A) #2 to
Request for Proposals (RFP)
Maintenance and Repair Services for State-Owned Vehicles
050B1400025
November 10, 2010**

Ladies and Gentlemen:

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

17. Question: Re: 4.4.11 Economic Benefits Factors. Can you better define what is meant by "recycled dollars into the Maryland economy"?

Answer: See RFP §4.4.11. These are dollars from the fees that are paid by the State to the Contractor that remain in the State of Maryland. These can be dollars attributable to this Contract paid to employees located in the State of Maryland, sub-contractors and/or suppliers used by the Contractor that are in Maryland, and taxes paid in the State of Maryland by employees/businesses/suppliers that are attributable to this Contract. However this does not include dollars paid to independent or National Account vendors providing services under this contract in Maryland.

18. Question: Re: Section 3.1 – Scope of Work. It is mentioned that the current contractor ..."deals directly with each agency in providing daily service and monthly billing. There are approximately 400 billing accounts..." - we interpret that to mean we would have 50 points of contact (one for each agency) and approximately 400 billing accounts. To us, this means a billing breakdown of 400 cost centers, but contact with approximately 50 points of contact on daily issues. Is that correct?

Answer: The current contractor has a total of 124 separate billing accounts for all maintenance and accident management billing. These 124 billing accounts have a combined total of 400 sub-accounts. The contractor can expect to issue separate invoices each month to each of the 124 accounts.

19. Question: If the package containing our RFP response is addressed as specified, and confirmed delivery (via FEDEX or UPS) to your building takes place prior to the deadline, will that count as an on-time delivery of the proposal? We can track the package until delivery, but won't know when your mail room delivers the package to you.

Answer: Yes, provided that the package is received by the procurement officer or designee prior to the deadline. The procurement officer or designee will receive all packages either personally or will confirm with DBM – Annapolis's mailroom what packages are received prior to the deadline.

~Effective Resource Management~

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The following questions were answered in Q&A 1 but have been revised. All underlined language is part of the revision. The numbering is the original numbering from Q&A 1.

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 Contractor costs (including overhead and profit) associated with any and all occasions of maintenance repair oversight (inquiries, referral, payment of invoices to network vendors, etc.) other than the actual cost of maintenance repairs.

Using the example in the question, if a single vehicle had 5 occasions of maintenance repairs (not accidents) in one month, the only fee payable to the Contractor for coordinating and oversight of the maintenance repairs would be the per vehicle per month fixed charge, regardless of the number of invoices processed for a given vehicle. Actual maintenance costs invoiced by National Account and independent vendors are to be invoiced by the Contractor separately, and are not included in the Contractor's per vehicle per month fee. 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 the fee payment to the Contractor for Contractor activities associated with each actual occurrence of towing. This fee does not include the actual towing cost invoice by the towing vendor which will be invoiced separately by the Contractor. See RFP § 3.2.4.3. Variable #3 is the fee payment to the Contractor for Contractor activities associated with accident reporting for each actual occurrence of an accident that is reported. See RFP § 3.2.4.3. Variable #4 is the fee payment to the Contractor for Contractor activities associated with oversight of accident repairs for only those vehicles that report accidents and have associated repairs. This fee does not include the actual repair costs invoiced by National Account and independent vendors which will be invoiced separately by the Contractor. See RFP §3.2.4.3. . As noted in Questions 3 and 4 below, an average of 85 vehicles are repaired each month; an additional 36 vehicles on average report accidents but do not have repair work done.

For variable #1, if the same vehicle had multiple occasions of repairs in a month, the Contractor could charge only its single monthly fee for that vehicle. For variables #2, #3 and #4 if the same vehicle had multiple occasions in a month of towing or accidents, the Contractor could charge for each occasion

In each case, the variable represents the Contractor's monthly fee per vehicle (Variable 1) or fee per towing incident (Variable #2) or fee per accident reported (Variable #3) or fee per accident repair, for those Contractor activities associated with managing the maintenance and accident reporting and repair program. In all cases the actual maintenance and repair and towing charges invoiced by National Account and independent vendors will not be included in these fees, but rather will be invoiced separately by the Contractor.

3. **Question:** What is the average workload of invoices from vendors processed each month by the incumbent contractor?

Answer: 1423 purchase orders each month (4 year average) for maintenance and repair services. Each purchase order will result in a unique invoice. Additionally, there are an average of 85 vehicle accidents per month that require repair work that will be invoiced.

4. **Question:** What is the average number of vehicles repaired each month?

Answer: 433 maintenance repairs, and 85 accident repairs.

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. Equipment to be installed will be purchased through other State contracts.

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.

However, the network includes approximately 1775 independent vendors and 800 National Account vendors.

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 714 (For one year). The average cost of routine repairs is \$256 for sedans and light-duty trucks, and \$1,215 for heavy-duty trucks. 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.

Date Issued: November 10, 2010

By <signed> .
Michael Howard
Procurement Officer