

New York State Office of General Services
New York State Procurement
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Albany, New York 12242
<http://www.ogs.ny.gov>

PURCHASING MEMORANDUM

BID SOLICITATION INFORMATION UPDATE #1

PR NUMBER: 22752

DATE: August 1, 2014

GROUP: 72002 – Fleet Maintenance Services

PLEASE ADDRESS INQUIRIES TO:

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BID OPENING: August 12, 2014, 11:00 AM EST

SUBJECT: Response to Bidder Inquiries and RFP Amendments

TO PROSPECTIVE BIDDERS:

The above referenced solicitation has been amended to include the changes outlined below.

All Bidders must acknowledge receipt and agreement to all solicitation amendments by answering “Yes” to question #4.3 on Attachment 2: *Administrative Submittal (Electronic)*, Section A: *Bid Submittal Checklist*.

RESPONSE TO BIDDER INQUIRIES:

OGS has given careful consideration to the inquiries received in regards to Request for Proposals #22752, *Fleet Maintenance Services*, during the inquiry period that ended on July 29, 2014 at 5:00 PM ET. Responses to all inquiries can be found beginning on page 3 of this document.

RFP AMENDMENTS:

The RFP has been amended to include the changes outlined below. The amended RFP, with changes highlighted in red, can be found at the following link: <http://www.ogs.ny.gov/purchase/biddocument/22752Bid.asp>. **Please note: Attachment 3: *Technical Submittal*, has not been amended to reflect the changes outlined below. Please refer to the amended RFP language when entering responses on Attachment 3: *Technical Submittal*.**

1. Section I.5 *Estimated Quantities*, has been amended to change the number “12,300” cited in the first bullet to “11,300.”
2. Section I.6 *Inquiries/Issuing Office/Designated Contacts*, has been amended to add the following sentence to the third paragraph: “OGS reserves the right to also consider questions and requests for changes received after the official question and answer period has ended.”
3. Section I.10 *Qualification of Bidder*, first paragraph, has been amended to change the fifth sentence to read as follows: “A general response to any mandatory RFP requirement that is merely a non-specific statement that the requirement can be met (e.g., “will meet requirement”) may subject the Bidder to disqualification of its proposal.”
4. Section II.1 *Automotive Repair Shops (Mandatory)*, Paragraph A, has been amended to read “A list of Automotive Repair Shops in New York State available for use with the Contract, to be maintained by the Contractor and

available on the Contractor's website in a database searchable by ZIP code, and available to Authorized Users via download in Excel format (Microsoft Excel 2003, or newer), and/or via email from the Contractor when requested."

5. Section II.1 *Automotive Repair Shops (Mandatory)*, Paragraph E3, has been amended to remove the word "auditing" from the first sentence, and to replace the first sentence of Subparagraph 3 with the following sentence: "An audit process to review Automotive Repair Shop costs utilizing a nationally recognized guide, (e.g., Chilton Labor Time Guide Manual and Mitchell Mechanical Labor Estimating Guide), and verification that all Automotive Repair Shops are using a nationally recognized guide in estimating repair costs.
6. RFP Section II.1 *Automotive Repair Shops (Mandatory)*, Paragraph E4, has been amended to read as follows: "Any Automotive Repair Shop rebates, discounts or rewards that will be applied to Authorized User costs shall be disclosed by the Bidder on Attachment 4: *Financial Submittal*, Section E: *Price Sheet (Other)*." The first sentence that previously appeared in that section has been deleted.
7. Section II.2 *Monthly Enrollment plans*, Paragraph A, first sentence, has been amended to read as follows: "Ongoing Fleet Maintenance Services, for each Vehicle enrolled, for one (1) flat administrative fee, invoiced monthly in arrears, or as otherwise agreed upon by OGS."
8. Section II.2 *Monthly Enrollment plans*, Paragraph J, has been amended so the second sentence reads "The standardized pricing must include a method for determining, for each Vehicle glass part number available from the vendor, a flat rate for glass replacement that includes the price of the glass, the labor charges for the removal of the old glass, the installation of the new glass, glass cleanup and any sealants needed for the replacement.
9. Section III.2.1 *Appendix B Modifications*, has been amended to add a new Paragraph B. Refer to the amended RFP for the additional language.
10. Section III.28 *Contractor's Ability to Conduct Credit Evaluations*, set forth below, has been added to Section III *General Terms and Conditions*.

III.28 CONTRACTOR'S ABILITY TO CONDUCT CREDIT EVALUATIONS

- A. State Agency. The Contractor is precluded from conducting credit evaluations for State Agencies.
 - B. Non-State Agency. The Contractor may conduct credit evaluations for Non-State Agencies intending to use the Contract and deny services to Non-State Agencies that do not meet the Bidder's standard commercial risk qualifications. The successful Contractor shall notify the Non-State Agency in writing that their use of the Contract has been denied based on an unsatisfactory credit rating.
9. Section IV.5 *Cost Proposal Revision*, has been amended to change the word "lowest" in the second sentence of the first paragraph to "highest."
 10. Section V.5 *Part 1: Administrative*, Paragraph A, has been amended to add the following subparagraph 11. This additional form is required for a complete bid submission.
 11. Form MWBE 100, as described in Section III.19 *Contractor Requirements and Procedures for Equal Employment and Business Participation Opportunities for Minority Group Members and New York State Certified Minority- and Women-Owned Business Enterprises*, completed and with original ink signature, and notarized. The form is available for download from the OGS website here:
<http://www.ogs.ny.gov/MWBE/Docs/MWBE100.docx>.

Q#	RFP Document Name	Document Section (Name or number)	Bidder Question	OGS Response
1	RFP Main Document	General	Are Bidders able to propose changes to the Terms and Conditions?	<p>Requests for changes are accepted during the question and answer period (See RFP Section I.6 <i>Inquiries/Issuing Office/Designated Contacts</i>, and Section I.7 <i>Key Events/Dates</i>). Bid deviations may also be submitted with the bid in accordance with RFP Section V.8 <i>Bid Deviations/Minor Technicality</i>.</p> <p>Section I.6 <i>Inquiries/Issuing Office/Designated Contacts</i>, has been amended to add the following sentence to the third paragraph: “OGS reserves the right to also consider questions and requests for changes received after the official question and answer period has ended.”</p>
2	RFP Main Document	General	When will all question responses be available?	<p>Answers to all questions of a substantive nature submitted during the inquiry period that ended on July 29, 2014 at 5:00 PM ET will be provided to all registered vendors in the form of a question and answer document which will be posted and released through the New York State Contract Reporter site” on August 1, 2014. See RFP Section I.6 <i>Inquiries/Issuing Office/Designated Contacts</i> and RFP Section I.7 <i>Key Events/Dates</i>.</p>
3	RFP Main Document	I.1 <i>Overview</i>	Since the state is allowing local government to use this agreement, does the Contractor/Bidder have the option exclude a local government from the program due to credit issues?	<p>Section III.28 <i>Contractor’s Ability to Conduct Credit Evaluations</i>, set forth below, has been added to RFP Section III <i>General Terms and Conditions</i>.</p> <p>III.28 CONTRACTOR’S ABILITY TO CONDUCT CREDIT EVALUATIONS</p> <p>A. <u>State Agency</u>. The Contractor is precluded from conducting credit evaluations for State Agencies.</p> <p>B. <u>Non-State Agency</u>. The Contractor may conduct credit evaluations for Non-State Agencies intending to use the Contract and deny services to Non-State Agencies that do not meet the Bidder’s standard commercial risk qualifications. The successful Contractor shall notify the Non-State Agency in writing that their use of the Contract has been denied based on an unsatisfactory credit rating.</p>

Q#	RFP Document	Section	Bidder Question	OGS Response
4	RFP Main Document	1.2 RFP <i>Scope and Objectives</i>	Since the Contractor/Bidder will pay for the work, would the State's tax exemption be applicable?	As stated in the RFP Section II.9 <i>Billing and Payments (Mandatory)</i> , Paragraph A <i>Tax Deduction</i> , "The Contractor shall deduct all applicable federal, state and local government taxes for Fleet Maintenance Services administrative fees and associated Vehicle maintenance and repair costs prior to invoicing the Authorized User, if the Authorized User is a tax exempt organization. The Authorized User shall certify tax exempt status, if required by the Contractor."
5	RFP Main Document	1.3 <i>Definitions</i>	Please provide a listing of light duty vehicles to include year, make, model, VIN and current odometer reading.	A complete listing of Authorized User light duty vehicles (to include year, make, model, VIN and current odometer reading) is unavailable and therefore cannot be provided to Bidders. See also RFP Section I.5 <i>Estimated Quantities</i> .
6	RFP Main Document	1.3 <i>Definitions</i>	Please provide a listing of off road equipment.	A complete listing of Authorized User off road equipment is unavailable and therefore cannot be provided to Bidders. See also RFP Section I.5 <i>Estimated Quantities</i> .
7	RFP Main Document	1.3 <i>Definitions</i>	Please provide a listing of medium to heavy duty vehicles to include year, make, model, VIN and current odometer reading.	A complete listing of Authorized User medium to heavy duty vehicles (to include year, make, model, VIN and current odometer reading) is unavailable and therefore cannot be provided to Bidders. See also RFP Section I.5 <i>Estimated Quantities</i> .
8	RFP Main Document	1.4 <i>Background</i>	What is your breakout of national account spend vs. dealer/independents shops for maintenance transactions? Or how was the \$19,700,000 in total maintenance spend broke out between national account maintenance spend vs. dealer/independents?	National Account Vendor spend under the current Fleet Maintenance Services contract represented approximately 11% of the \$19,700,000 total Authorized User spend for all Fleet Maintenance Services provided by Automotive Repair Shops during the time period from April 1, 2012 to March 31, 2013. The remaining 89% of total spend during that time period was with Independent Vendors. See also RFP Section I.5 <i>Estimated Quantities</i> .
9	RFP Main Document	1.7 <i>Key Events/Dates</i>	Do you anticipate pushing back the bid opening date?	No. OGS does not anticipate pushing back the bid opening date.

Q#	RFP Document	Section	Bidder Question	OGS Response
10	RFP Main Document	I.7 Key Events/Dates	Do you anticipate another pre-bid conference?	No. OGS does not anticipate an additional pre-bid conference.
11	RFP Main Document	I.7 Key Events/Dates	If the State's response to the vendor inquiries is delayed beyond the anticipated 8/1/2014 distribution, would consideration be given to extending the submission deadline? The State's response to the inquiries will be critical in shaping the response to the RFP and in order to provide the State with a thorough and accurate response the fleet management company requests adequate time to review this information before submitting our response.	No. OGS does not anticipate pushing back the bid opening date.
12	RFP Main Document	I.10 Qualification of Bidder, Paragraph A Executive Summary (Mandatory)	Please clarify what you mean by "preferably including diagrams."	"Preferably including diagrams" is intended to mean that it is preferred, but not mandatory, that a Bidder includes a visual representation of the Bidder's approach to providing Fleet Maintenance Services with the bid submission.
13	RFP Main Document	I.10 Qualification of Bidder, Paragraph C Relevant Work Experience (Mandatory)	Can this requirement be changed to desired instead of mandatory or alternatively can the fleet size be modified to a fleet equaling 750 or more vehicles?	OGS declines to change the requirement stated in the RFP.

Q#	RFP Document	Section	Bidder Question	OGS Response
14	RFP Main Document	II.1 <i>Automotive Repair Shops (Mandatory)</i> , (5) <i>Aftermarket Product Additions</i>	Please provide details or samples of the types of aftermarket product additions that would be required under the contract. It is important to understand the type of equipment that will need to be serviced in order to ensure that our vendor network is qualified and inclusive of facilities that are equipped to provide service. If we don't know what kind of equipment could be included, we are unable to verify that our network is able to provide adequate service.	<p>The requirement is that the Contractor provides, for the life of the Contract, Automotive Repair Shops that provide Aftermarket Product Additions. See RFP Section I.3 <i>Definitions</i>.</p> <p>While no specific details are available, examples of the types of Aftermarket Product Additions that may be requested include, but are not limited to, diesel oxidation catalysts and particulate filters, safety and/or emergency lighting, tow hitches, truck bed liners and caps, electric/hydraulic tailgates, vehicle tracking, navigational, or communication devices, interior furnishing (e.g., seat alteration or storage unit), fuel tanks with pumps, cargo screens, plow equipment, and road temperature sensors. See also RFP Section I.5 <i>Estimated Quantities</i>.</p>
15	RFP Main Document	II.1 <i>Automotive Repair Shops (Mandatory)</i> , Paragraph A	Is it necessary for the list of shops to be downloadable in Excel format or can this component be considered desirable? Would a zip code locator tool (without export functionality) be acceptable?	RFP Section II.1 <i>Automotive Repair Shops (Mandatory)</i> , Paragraph A, has been amended to read "A list of Automotive Repair Shops in New York State available for use with the Contract, to be maintained by the Contractor and available on the Contractor's website in a database searchable by ZIP code, and available to Authorized Users via download in Excel format (Microsoft Excel 2003, or newer), and/or via email from the Contractor when requested."
16	RFP Main Document	II.1 <i>Automotive Repair Shops (Mandatory)</i> , Paragraph D	During a preventative maintenance service, the fleet management company's call center typically does not validate/authorize the PM service therefore may not capture an updated odometer reading at that time. It is likely to be included on the purchase order for the service but this is not guaranteed. Please advise as to how you expect the fleet management company to address odometer readings during typical PM services.	<p>As stated in RFP Section II.1 <i>Automotive Repair Shops (Mandatory)</i>, Paragraph D, the Contractor must provide, "A process for collecting a valid odometer reading for each Vehicle at the time of service with an Automotive Repair Shop, and for verifying that the odometer reading is obtained by the Automotive Repair Shop through a visual check of the Vehicle rather than one reported by the vehicle driver." OGS declines to change this requirement.</p> <p>If Bidder has a proposed process that meets the spirit of the requirement, but deviates from it, Bidder may submit same in accordance with RFP Section V.8 <i>Bid Deviations/Minor Technicality</i>.</p>

Q#	RFP Document	Section	Bidder Question	OGS Response
17	RFP Main Document	II.1 <i>Automotive Repair Shops (Mandatory)</i> , Paragraph E3	Is this a mandatory requirement for all repairs? It is standard to review this for all non-preventative work for both parts and labor. But preventative maintenance repairs typically do not require comparisons against a labor guide due to the fact that rates for this work is contracted upfront with National Account vendors and for independent facilities is traditionally aligned with nationally competitive pricing. Too, our technicians typically have a great general sense of appropriate and fair pricing for this type of work and therefore do not need to review against a guide to adequately negotiate this pricing.	As stated in amended RFP Section II.1 <i>Automotive Repair Shops (Mandatory)</i> , Paragraph E3, the resultant Contractor is required to have “[a]n audit process to review Automotive Repair Shop costs utilizing a nationally recognized guide, (e.g., Chilton Labor Time Guide Manual and Mitchell Mechanical Labor Estimating Guide), and [to verify] that all Automotive Repair Shops are using a nationally recognized guide in estimating repair costs.” This requirement does not state that each individual invoice must be reviewed against a nationally recognized guide when service is requested.
18	RFP Main Document	II.1 <i>Automotive Repair Shops (Mandatory)</i> , Paragraph E4	Please describe in greater detail what is meant by "potential service concerns" in relation to rebates, discounts and rewards.	RFP Section II.1 <i>Automotive Repair Shops (Mandatory)</i> , Paragraph E4, has been amended to read as follows: “Any Automotive Repair Shop rebates, discounts or rewards that will be applied to Authorized User costs shall be disclosed by the Bidder on Attachment 4: <i>Financial Submittal</i> , Section E: <i>Price Sheet (Other)</i> .” The first sentence that previously appeared in that section has been deleted.
19	RFP Main Document	II.1 <i>Automotive Repair Shops (Mandatory)</i> , Paragraph E4	Most fleet management companies have specific rebate amounts in place with national account vendors including Firestone, Michelin, Uniroyal, Goodrich, Gerber National Glass, Jiffy Lube, Valvoline, Goodyear, Pep Boys, Les Schwab, and Sears Auto Center. Disclosing these agreements may be restricted by these national account vendors due to confidentiality agreements currently in place. These agreements have no bearing on how the fleet management company executes its maintenance program. The State of New York, its agencies and their drivers will dictate the repair location in most instances, allowing them to visit a facility of their choosing. Please advise as to whether or not disclosing these agreements is mandatory.	Section II.1 <i>Automotive Repair Shops (Mandatory)</i> , Paragraph E4, has been amended to read as follows: “Any Automotive Repair Shop rebates, discounts or rewards that will be applied to Authorized User costs shall be disclosed by the Bidder on Attachment 4: <i>Financial Submittal</i> , Section E: <i>Price Sheet (Other)</i> .” The first sentence that previously appeared in that section has been deleted.

Q#	RFP Document	Section	Bidder Question	OGS Response
20	RFP Main Document	II.1 <i>Automotive Repair Shops (Mandatory)</i> , Paragraph E4	Is the expectation that if the Fleet gets rebates then the State should get it as well?	Assuming that the reference to “the Fleet” is referring to the Contractor, it is not a mandatory requirement that rebates, discounts or rewards received by the Contractor be applied to Authorized User costs. Any such rebates, discounts or rewards that will be applied to Authorized User costs shall be disclosed by the Bidder on Attachment 4: <i>Financial Submittal</i> , Section E: <i>Price Sheet (Other)</i> .
21	RFP Main Document	II.1 <i>Automotive Repair Shops (Mandatory)</i> , Paragraph E5	If the maintenance repair facility agrees to accept credit card payment and/or EFT payment which includes a processing fee in order to expedite payment, is that acceptable?	The process described is not included under the State’s intended meaning of “short paying.” See RFP Section II.1 <i>Automotive Repair Shops (Mandatory)</i> , Paragraph E5.
22	RFP Main Document	II.2 <i>Monthly Enrollment plans (Mandatory)</i> , Paragraph A	While pass through charges are assessed to the State in arrears, administrative fees are charged for the current month. Please advise as to whether or not this is acceptable.	OGS will work with the successful Bidder to establish a mutually agreed-upon billing cycle for the Contract. The first sentence of Section II.2 <i>Monthly Enrollment plans</i> , has been amended to read as follows: “Ongoing Fleet Maintenance Services, for each Vehicle enrolled, for one (1) flat administrative fee, invoiced monthly in arrears, or as otherwise agreed upon by OGS.”
23	RFP Main Document	II.2 <i>Monthly Enrollment Plans (Mandatory)</i> , Paragraph B.	How many individual New York contacts would there be for maintenance transactions that required approval above the \$750 card limit?	The number of individual New York contacts there would be for maintenance transactions that require approval above the \$750 card limit is not available. Each authorization limit may vary by Authorized User, and also by individual accounts within each agency. See also RFP Section I.5 <i>Estimated Quantities</i> .
24	RFP Main Document	Section II.2 <i>Monthly Enrollment Plans (Mandatory)</i> , Paragraph B	Are other forms of approval acceptable (such as verbal and/or text messaging)? These methods may be more convenient for The State.	As stated in RFP Section II.2, <i>Monthly Enrollment Plans</i> , Paragraph B, “the Contractor shall obtain written, (including, but not limited to mailed letter, facsimile, email, or electronic entry at the Contract website), approval from the Fleet Manager. “Written” does not include a text message. OGS further declines to amend the RFP to include “verbal” as an acceptable form of approval.
25	RFP Main Document	II.2 <i>Monthly Enrollment Plans (Mandatory)</i> , Paragraph H	Is it necessary for enrollment and removal of vehicles from the plan to be done online or can that be considered desired?	As stated in RFP Section II.2, <i>Monthly Enrollment Plans</i> , Paragraph H, the Contractor shall provide the “ability for Authorized Users to enroll or remove Vehicles from a Monthly Enrollment Plan at any time during a Monthly Enrollment Plan period, online, via email, and via phone.” OGS declines to change this requirement from mandatory to desired.

Q#	RFP Document	Section	Bidder Question	OGS Response
26	RFP Main Document	II.2 <i>Monthly Enrollment Plans (Mandatory)</i> , Paragraph I	Is it necessary for the VIN decoder program to be available online or can this be considered desired?	As stated in RFP Section II.2, <i>Monthly Enrollment Plans</i> , Paragraph I, the Contractor must provide “an online VIN decoder program.” OGS declines to change this requirement from mandatory to desired.
27	RFP Main Document	II.2 <i>Monthly Enrollment plans (Mandatory)</i> , Paragraph J	In regards to the standardized price for glass replacement and repair, is the vehicle glass part number required? Developing and maintaining a part number list for each piece of glass for every vehicle in the State's fleet would be nearly impossible. The fleet management company can negotiate and provide standardized pricing but cannot provide/maintain a list of part numbers for each piece of glass.	The second sentence of RFP Section II.2 <i>Monthly Enrollment plans</i> , Paragraph J, has been amended to read “The standardized pricing must include a method for determining, for each Vehicle glass part number available from the vendor, a flat rate for glass replacement that includes the price of the glass, the labor charges for the removal of the old glass, the installation of the new glass, glass cleanup and any sealants needed for the replacement.”
28	RFP Main Document	II.2 <i>Monthly Enrollment Plans (Mandatory)</i> , Paragraph K	We understand you are looking for vendor to negotiate with shops a flat storage rate. If we negotiate to establish that baseline fee may cause vendors that don't normally charge storage fees to begin charging.	The RFP does not require a uniform storage rate across all Automotive Repair Shops. The storage rate for an Authorized User Vehicle may be negotiated at any time prior to approval of the storage of the Vehicle, including when a need for storage is identified. Prior negotiation with every Automotive Repair Shop at the beginning of the resultant Contract term is not required.
29	RFP Main Document	II.3 <i>Per Occurrence Plans (Mandatory)</i> , Paragraph A	Is there a reason there would be an occurrence fee rather than a monthly fee?	The resultant contract is intended to provide options to cover the needs of all Authorized Users.
30	RFP Main Document	II.3 <i>Per Occurrence Plans (Mandatory)</i> , Paragraph B <i>Accident Management</i>	How many total incident and accidents were there in 2013?	Under the current Fleet Maintenance Services contract, from April 2013 through February 2014, there were the following number of incidents reported for Per Occurrence Plans: 505 Accident Repair, 346 Roadside Assistance, and 10,477 Towing. See also RFP Section I.4, <i>Background</i> and RFP Section I.5 <i>Estimated Quantities</i> (amended to change the number “12,300” cited in the first bullet to “11,300”).

Q#	RFP Document	Section	Bidder Question	OGS Response
31	RFP Main Document	II.3 Per <i>Occurrence Plans (Mandatory), Paragraph B Accident Management</i>	What was total repair damage spend due to vehicle accidents in 2013?	The total repair damage spend amount for accidents in 2013 is not available.
32	RFP Main Document	II.3 Per <i>Occurrence Plans (Mandatory), Paragraph B Accident Management</i>	What was total subrogation recovery in 2013 and what percentage of subrogatable dollars did that equate to?	The total subrogation recovery in 2013 will not be provided to Bidders.
33	RFP Main Document	II.3 Per <i>Occurrence Plans (Mandatory), Paragraph B Accident Management, #2 Documentation Only</i>	If the fleet management company is only documenting the accident, we likely will not have access to the vehicle for the purposes of obtaining pictures. If pictures are mandatory for the documentation process, please advise as to how the State expects the photos to be procured. Would a State representative and/or repair facility be allowed to capture the photos for upload and storage in the online fleet management database?	A State representative claims adjuster or repair facility, as directed by the Authorized User, would be allowed to capture the photos, for upload and storage in the online fleet management database.

Q#	RFP Document	Section	Bidder Question	OGS Response
34	RFP Main Document	II.4. <i>Customer Service Support Center (Mandatory)</i> , Paragraph C	ASE Certified - how rigid is this requirement for every single repair? All technicians have held hand-on experience as well as ASE certifications at some point in the past, however it is possible that some of the certifications may have expired. Renewal of the certifications can be accomplished if awarded this bid. Also, we occasionally use an after-hours and overflow call center to assist with locating repair facilities and authorizing preventative maintenance work. These agents do not currently hold certifications and we do not feel this is necessary as they are not authorized to issue any approvals or authorizations to vendors for anything other than PM work. If repair authorization is required for a repair, it is escalated to our on-call technical team who do have the certifications. Would this be an acceptable means of meeting this mandatory requirement?	<p>This is a mandatory requirement. Per RFP Section II.4, <i>Customer Service Support Center</i>, Paragraph C, the Contractor shall provide “[p]ersonnel responding to maintenance and repair calls that have a minimum of three (3) years’ experience in the automotive industry as a technician or service writer, and are ASE Certified Mechanics and/or ASE Certified Master Mechanics.” It is acceptable for non-certified personnel to field calls, however the call must be escalated to ASE Certified Mechanics and/or ASE Certified Master Mechanics for maintenance and repairs that require authorization.</p> <p>Further, as stated in Section II <i>Fleet Maintenance Services</i>, “If a Bidder does not currently have an established process that meets a mandatory requirement, the Bidder may submit a plan for how that requirement will be met under the resultant contract, that includes a timeframe for implementation of no longer than three (3) calendar weeks after notice of tentative award. Upon notice of tentative award, a Bidder must implement such plan(s), and provide evidence that the required process is in place and fully functional prior to Contract execution by OGS.” A Bidder who does not currently have personnel with the required certifications may submit a plan to obtain them and do so prior to Contract execution.</p>
35	RFP Main Document	II.6 <i>Reporting (Mandatory)</i>	Please define the term "ad hoc".	“Ad-hoc,” for the purposes of this solicitation, refers to a customized Fleet Maintenance Services report that contains data fields identified and required for a specific purpose by the Authorized User.
36	RFP Main Document	II.9 <i>Billing and Payments (Mandatory)</i>	How many separate bills would need to be sent out based on the numerous entities and locations under the State of New York umbrella?	This cannot be predicted with certainty. As of February 4, 2014, New York State Authorized Users held 139 separate accounts under the current Fleet Maintenance Services contract. However, OGS has on record 8,467 registered Authorized Users that may potentially use the contract. See also RFP Section I.5 <i>Estimated Quantities</i> .
37	RFP Main Document	II.9 <i>Billing and Payments (Mandatory)</i> , Paragraph H, <i>Original Invoicing</i> .	The requirement to maintain original invoices or is invoice recovery a viable option? Speaks to us maintaining the repair shop’s invoice.	As stated in RFP Section II.9 <i>Billing and Payments</i> , Paragraph H, <i>Original Invoicing</i> , “the original Automotive Repair Shop invoice that corresponds with each Vehicle repair or service provided under the Contract must be available and provided to OGS or the applicable Authorized User upon written request.” It is the Contractor’s responsibility to ensure the production of such invoice(s) upon request from OGS or an Authorized User; however, such invoices may be maintained in their original form electronically if the Contractor desires.

Q#	RFP Document	Section	Bidder Question	OGS Response
38	RFP Main Document	II.11 Additional Fleet Maintenance Services, Paragraph I <i>Driver Risk Assessment</i>	How many MVR checks were run for drivers in 2013?	This information is not known because MVR (Motor Vehicle Report) checks is not a service available under the current Fleet Maintenance Services contract.
39	RFP Main Document	III.19 <i>Contractor Requirements and Procedures for Equal Employment and Business Participation Opportunities for Minority Group Members and New York State Certified MWBE</i>	In regards to the States MWBE goals, how does the State intend to enact this across all State agencies? It is the fleet management company's understanding that the vendors utilized will be the decision of each agency.	<p>The MWBE goals stated in the RFP apply to the utilization of any combination of MBE and /or WBE participation for subcontracting and supplies acquired by the <u>Contractor</u> under this Contract.</p> <p>Please contact the MWBE designated contacts listed on the first page of the RFP for additional clarification and Contract requirements.</p>
40	RFP Main Document	IV.3 <i>Evaluation Process</i>	Please define the scoring system. Example: We see that the financial submittal carries a total weight of 70%. What do the other sections carry for weighting (ie. technical) and how are points assigned in the evaluation process?	<p>The scoring system is set forth in RFP Section IV.3 Evaluation Process, and is as follows:</p> <ul style="list-style-type: none"> • <u>Administrative</u>, zero (0) points; • <u>Technical</u>, thirty (30) points (1.5 points awarded to a Bidder that is an MWBE or SB); and • <u>Financial</u>, seventy (70) points. <p>Individual point values within the Technical section will be assigned based on the needs of the State, with the exception of the 1.5 points that will be awarded based on a Bidder's MWBE or SB status. See also RFP Sections IV.3.1 <i>Administrative Evaluation</i>, IV.3.2 <i>Technical Evaluation</i> and IV.3.3 <i>Financial Evaluation</i>.</p>
41	Appendix A & B	N/A	Is the fleet management company permitted to provide redlined versions of the State's terms and conditions and/or a sample contract?	Bid deviations may also be submitted with the bid in accordance with RFP Section V.8 <i>Bid Deviations/Minor Technicality</i> .

Q#	RFP Document	Section	Bidder Question	OGS Response
42	Attach 4: Financial Submittal	Tab C <i>Price Sheet (Monthly)</i>	Could you clarify the evaluation amount and the figures used there?	The number listed in the “Evaluation Amount” column will be multiplied by the amounts entered by the Bidder in Columns H through K to create a Total Financial Bid (Monthly) for each Administrative Fee tier. See also Tab B <i>Price Sheet Instructions</i> .