

Q#	IFB Document	Section	Bidder Question	OGS Response
1	RFP Main Document	Section 1.1 Overview	"OGS intends to award one (1) centralized contract as a result of this RFP for Fleet Maintenance Services." Does these mean the state is only looking for 1 single source (vendor) to service the entire fleet of vehicles, or does it refer to the state just maintaining 1 single contract, but having potentially several vendors? Please clarify.	Pursuant to Revised RFP 23168, Section 1.1 <i>Overview</i> , the Contract will be awarded to a single vendor. Such Contractor shall provide Fleet Maintenance Services, as defined in Revised RFP 23168, Section 1.12 <i>Definitions</i> . Please note, however, that the actual maintenance and repair services to be performed on Authorized User vehicles under the contract shall be provided by Automotive Repair Shops that the Contractor establishes a formal business relationship with as part of Contractor's provision of Fleet Maintenance Services. See revised definitions of "Fleet Maintenance Services" under Revised RFP 23168, Section 1.12 <i>Definitions</i> .
2	RFP Main Document	Section 1.1 Overview	Could you please identify and specify where Zone 1, Zone 2, Zone 3, Metro and Major Metro areas are in the 23168 Fleet Maintenance Service contract? They reason I ask we want to open Fleet Services Centers with mobile dispatch support for exclusively for you. Furthermore I would want to internally prepare my Fleet Managers to service your specific areas.	No, the concept of Zone 1, Zone 2, Zone 3, Metro and Major Metro areas does not exist in the Revised RFP 23168. Please refer to the Revised RFP 23168, Section 1.3 <i>Scope which states</i> : "The scope of this RFP is the provision of Fleet Maintenance Services, as defined in Section 1.12 <i>Definitions</i> , to Authorized Users from a qualified provider, for Vehicles operated in NYS and nationwide."
3	RFP Main Document	Section 1.2 Background	We are able to open up Fleet Service Centers (auto repair shops) right on, or in close proximity of your high quantity fleet areas. Furthermore, these Fleet Service Centers will not be open to the public. They will be prioritized to New York State Authorized Users. In the Main RFP Document, section 1.2, it states 18,800 estimated lite duty and medium duty vehicles requested to be serviced. We tailor our services to each individual clients' needs and we want to do the same for New York State. In order for us to provide competitive pricing and tailor a solution, we will need a general fleet list that segments the 18,800 statewide lite to medium duty vehicles. Could OGS please provide a fleet list? In this fleet list we would only need, the fleet list YEAR, MAKE, MODEL, LOCATION ADDRESS, and QUANTITY AT LOCATION.	OGS cannot provide the requested information because such a list does not exist. As stated in Revised RFP 23168 Section 1.1 <i>Overview</i> , this solicitation is to provide Fleet Maintenance Services to all Authorized Users, as defined in Section 2(a) of Appendix B – General Specifications (April 2016), which includes, but is not limited to, New York State Agencies, political subdivisions, local governments, public authorities, public school and fire districts, public and nonprofit libraries, and certain other nonpublic/nonprofit organizations.
4	RFP Main Document	Section 1.2 Background	For the lower fleet quantity areas, we have Mobile Service Centers (Service Trucks) That are able to perform 90% of routine maintenance and repair needs. One Mobile Service Center has a 20 to 30 mile radius in service coverage. This is a great for versatility for vehicles in the field that need maintenance. Furthermore, we can perform preventative maintenance at any shift with the our MSC. Authorized Users will only need to provide us with "service checkpoints" that we could be authorized to perform these services. (For example, Police Station Parking Lots). By Filling out the fleet list on the next tab, will be able to tailor the most optimal solutions. We can combine all of our services to tailor you needs. Could you please fill out the fleet list to identify areas of high and low fleet quantities?	OGS respectfully declines the request. Also, please note that pursuant to Revised RFP 23168, Section 1.1 <i>Overview</i> , the Contract will be awarded to a single vendor. Such Contractor shall provide Fleet Maintenance Services, as defined in Revised RFP 23168, Section 1.12 <i>Definitions</i> .
5	RFP Main Document	Section 1.2 Background	In addition to custom built Fleet Service Centers and Mobile Service Centers, we can provide mechanical support right on site if an Authorized User has a garage already at their location. We could provide skilled mechanics tailored to your fleet needs during any shift. Would you be interested in receiving on-site direct services to your existing onsite garages? Could you provide a list of the Authorized User Locations that have their own garages?	1. On-site Direct Services: Yes. The Scope of the Revised RFP 23168 allows for on-site Fleet Maintenance Services to be provided by Automotive Repair Shops at the Authorized User location(s). See Revised RFP 23168, Section 1.3 <i>Scope</i> , Paragraph A, Bullet 9. However, the contract excludes Staff Augmentation Services per Revised RFP 23168, Section 1.3 <i>Scope</i> , Paragraph B, <i>Staff Augmentation Services</i> . 2. List of Authorized User Locations that have their own garages: OGS declines this request. A list of Authorized Users locations that have their own garages is unavailable.
6	RFP Main Document	Section 1.2 Background	What fleet preventive maintenance software are you using to track and report your preventative maintenance and repairs?	Authorized Users who are currently receiving Fleet Maintenance Services may either be utilizing the online platform provided by the current Contractor under OGS Award 22752 to track and report preventative maintenance and repairs, or they may be utilizing some other software or method to track and report. Details of such other software and methods are unavailable.

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7	RFP Main Document	Section 1.2 <i>Background</i>	From a scale of 1 to 10 , 1 being lowest and 10 being that highest in satisfactory, how would you rate your current preventative maintenance software and data reporting?	OGS respectfully declines the request.
8	RFP Main Document	Section 1.2 <i>Background</i>	Who is your current Fleet Maintenance Contractor?	OGS currently has a centralized contract with Automotive Rentals Inc for Fleet Maintenance Services, which contract (PS 66689) can be viewed on the OGS public website at https://online.ogs.ny.gov/purchase/snt/awardnotes/7200222752can.htm .
9	RFP Main Document	Section 1.2 <i>Background</i>	From a scale of 1 to 10 , 1 being lowest and 10 being that highest in satisfactory, how would you rate your current Fleet Maintenance Contractor this past year?	OGS respectfully declines the request.
10	RFP Main Document	Section 1.2 <i>Background</i>	Are the automotive repair shops provided via the current Fleet Maintenance Contractor exclusive to your use only?	No. Automotive Repair Shops provided by the current Fleet Maintenance Contractor are not exclusive to use by Authorized Users of the Contract.
11	RFP Main Document	Section 1.2 <i>Background</i>	In regards to your current Fleet Maintenance Contractor, what are some services that you wish they could have done better?	OGS respectfully declines the request.
12	RFP Main Document	Section 1.2 <i>Background</i>	If you rated your current Fleet Maintenance Contractor lower than a 10 in satisfactory , what would you want to see from a Fleet Maintenance company to score a 10 out 10 on your satisfactory scale?	OGS respectfully declines the request.
13	RFP Main Document	Section 1.2 <i>Background</i>	Is there an estimated breakout of manufactures? i.e. 50% Ford...30% Chevy...etc...	OGS declines to provide an estimated breakout of the manufacturers of vehicles that may receive Fleet Maintenance Services under the Contract.
14	RFP Main Document	Section 1.2 <i>Background</i>	Can you provide a list of current vendors on the existing contract?	The Current Fleet Maintenance Contractor is Automotive Rentals Inc, and their Contract (PS66689) can be viewed on the OGS public website at https://online.ogs.ny.gov/purchase/snt/awardnotes/7200222752can.htm . OGS declines to provide a list of Automotive Repair Shops currently available under the Contract with Automotive Rentals Inc.
15	RFP Main Document	Section 1.12 <i>Definitions</i>	In 1.12 Definitions , Fleet Manger is defined as a point person for the authorized user. We would appoint each of our Fleet Managers to work in collaboration with the Authorized User to fully understand the Authroized Users' individual needs. How many authorized users are there? If possible, could you please provide a contact list for Authorized Users with Name, Phone Number, Email, and location? If names are still confidential, the very least we need is quantity of Authorized User and their genral city location. This advantageous for you , because it helps us assign the existing fleet managers in the area to service your Authorized Users.	There are approximately 9300 Authorized Users. Inquiries about a list of Authorized Users may be directed to OGS Customer Services at customer.services@ogs.ny.gov . As a point of clarification, Fleet Manager as defined in Revised RFP 23168 Section 1.12 <i>Definitions</i> means “a designated Authorized User employee”, not a Contractor employee.
16	RFP Main Document	Section 3.0 <i>Specifications</i>	DOES THIS BID PERTAIN TO ANY EMERGENCY LIGHTING REPAIR FOR VEHICLES? WE ARE A EMERGENCY LIGHTING DISTRIBUTOR AND REPAIR CENTER ONLY. WE DO NOT HAVE ACESS TO GENERAL VEHICLE MAINTENANCE SERVICES (OIL CHANGES, ETC) BUT WE CAN MAINTIN ALL POWER AUTHORITY VEHICLES THAT HAVE LIGHTING SYSTEMS OR CENTER CONSOLES ALONG WITH TWO WAY RADIO SYSTEMS, ETC. WE WERE NOT SURE IF EACH VENDOR HAD TO SUPPLY ALL SERVICES OR VENDORS CAN SUPPLY A SPECIFIC SERVICE.	No. This solicitation is not limited to emergency lighting repair for vehicles. This solicitation is for Fleet Maintenance Services as defined in Revised RFP 23168, Section 1.12 <i>Definitions</i> . An Independent Vendor that offers only “emergency lighting repair” may participate in the Contract by contacting the resultant Contractor and requesting that they be listed as an Automotive Repair Shop available to Authorized Users under the Contract. See also, Revised RFP 23168 Section 3.1 <i>Automotive Repair Shops (Mandatory)</i> , Paragraph B.
17	RFP Main Document	Section 3.3 <i>Per Occurrence Plans (Mandatory)</i> , Paragraph D <i>Towing</i>	Are 24 hour towing services required?	Yes, per Revised RFP 23168 Section 3.3 <i>Per Occurrence Plans (Mandatory)</i> , Paragraph D <i>Towing</i> , “A Contractor Shall offer administration of towing service provided by Automotive Repair Shops, 24x7x365, for Light Duty Vehicles and Medium to Heavy Duty Vehicles.”