



Solicitation Information
19 April 06

RFP # B06250

TITLE: Fleet Maintenance, Repair, Roadside Assistance Services, Accident Management/Subrogation

Submission Deadline: 16 May 06 @ 2:00 PM (ET)

Questions concerning this solicitation may be e-mailed to the Division of Purchases at questions@purchasing.state.ri.us no later than **1 May 06 @ at 12:00 Noon (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP / LOI # on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

Jerome D. Moynihan, C.P.M., CPPO
Administrator of Purchasing Systems

Vendors must register on-line at the State Purchasing Website at www.purchasing.ri.gov.

NOTE TO VENDORS:

Offers received without the entire completed three-page RIVP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

I. OVERVIEW

The purpose of this request for proposal is to enter into a contract with a qualified firm for automobile fleet maintenance/repair, emergency roadside assistance services as well as accident management including subrogation, in accordance with the terms of this solicitation and the State's General Conditions of Purchase (available at www.purchasing.ri.gov). It is anticipated that this RFP may result in a contract award to a single vendor.

This RFP is designed to provide interested offerors with sufficient basic information to submit proposals meeting minimum requirements, but is not intended to limit a proposal's content or exclude any relevant or essential data. Offerors are at liberty and are encouraged to expand upon the information and raise questions to evidence service capability under any agreement.

A. INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

- Potential offerors are advised to review all sections of this Request carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
- Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.
- All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content shall be borne by the offeror. The State assumes no responsibility for these costs.
- Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
- All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
- Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases at the time of opening for any cause will be determined to be late and may not be considered. The "Official" time clock is in the reception area of the Division of Purchases.

In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This will be a requirement only of the successful bidder (s).

Offerors are advised that all materials submitted to the State of Rhode Island for consideration in response to this Request for Proposals will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request, once an award has been made.

It is intended that an award pursuant to this Request will be made to a prime contractor, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered, but subcontracts are permitted, provided that their use is clearly indicated in the offeror's proposal, and the subcontractor(s) proposed to be used are identified in the proposal.

The State of Rhode Island has a goal of ten per cent (10%) participation by MBE's in all State procurements. For further information, visit the web site www.rimbe.org. To speak with an M.B.E. Officer, call (401) 222-6253.

Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP / LOI

Equal Employment Opportunity (RIGL 28-5.1)

§ 28-5.1-1 Declaration of policy. – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies in all areas where the state dollar is spent, in employment, public service, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090

B. CONTRACT IMPLEMENTATION

Full implementation of the maintenance/repair, roadside assistance services and accident management is expected to begin approximately September 1, 2006.

C. LENGTH OF CONTRACT

The Contract resulting from this RFP will be for a period of three (3) years.

The Contract may be extended beyond the original contract period for two (2) three (3) year extensions at the State's discretion and by mutual agreement. Accordingly, the contract term has a maximum potential of nine years

D. PRICE GUARANTEE PERIOD

All pricing must be guaranteed for three (3) years. Following the guarantee period, any request for price adjustment must be for an equal guarantee period and must be made at least ninety (90) days prior to the effective date. Requests for price adjustment must include sufficient documentation supporting the request. Any adjustment or amendment to the contract will not be effective unless approved by the State of Rhode Island Director of Purchasing. The State will be given the immediate benefit of any decrease in the market or allowable discount.

E. DISCUSSIONS WITH OFFERORS (ORAL PRESENTATION)

An oral presentation by an offeror to clarify a proposal may be required at the sole discretion of the State. However, the State may award a contract based on the initial proposals received. If oral presentations are required, they will be scheduled after the submission of proposals. Oral presentations will be made at the offeror's expense.

F. PROPOSAL FORMAT

Five (5) copies of your response to this RFP must be provided in a three-ring binder with the following tabbed sections.

In addition to the multiple hard copies, respondents are requested to provide their proposal in electronic format (CDRom or Diskette). Microsoft Word/Excel or PDF format is preferable. Only one electronic copy is requested.

<u>TAB#/LABEL</u>	<u>CONTENT</u>	<u>PAGE #</u>
1. RIVIP/W9	Completed & Signed: RIVIP Certification Form, and W9 downloadable at www.purchasing.state.ri.us	n/a
2. EXECUTIVE SUMMARY	A one page summary to briefly describe your proposal. This summary should highlight the major features of proposal. It must indicate any requirements that cannot be met by the offeror. The reader should be able to determine the essence of the proposal by reading the executive summary. Proprietary information requests should be identified in this section.	n/a
3. COST	Attachment A	25,26
4. CAPABILITY	Detailed Scope of Work Technical Questions Management Questions Performance Standards	5-7 9-11 11-21 23-24
5. Q & E	Company Requirements & Qualifications Company Background & Experience Vendor Section	8-9 21-22 22
6. SAVINGS	Attachment A-1	27-29
7. PLAN	Implementation Plan	23

G. PROPOSAL EVALUATION CRITERIA

A committee will evaluate proposals against the following weighted criteria. Each area of the evaluation criteria must be addressed in detail in proposal.

<u>WEIGHT (Pts.)</u>	<u>EVALUATION CRITERIA</u>
40	Cost (See Attachment A)
10	Demonstrated ability to meet scope of work (Mgmt. Questions) Demonstrated technical capability (Technical Questions)
10	Qualifications and expertise of firm & staff proposed for project Performance references for similar projects
30	Maintenance and Repair Savings (See Attachment A-1)
10	Implementation Plan
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100 Maximum	

The Technical Review Committee's final selection recommendation will be presented to the State's Architectural/ Engineering Consultant Services Selection Committee for consideration. Upon receipt of final selection approval from the Director of Administration, a web posting will indicate that a final selection has been made.

Notwithstanding the above, the State reserves the right to accept or reject any or all options, bids, proposals, to award on the basis of cost alone, and to act in its best interest.

At any point during the review process, any proposal found to be substantially non-responsive will be dropped from further consideration.

The State may, at its sole option, elect to require presentation(s) by respondents clearly in consideration for award. Other submissions, certifications, or affirmations may be required, as appropriate.

II. DETAILED SCOPE OF WORK

The successful vendor will provide fleet maintenance/repair authorization, emergency roadside assistance services, accident management/subrogation nationwide that can be assessed by a toll-free telephone number.

The preventative maintenance (PM) program will include written instructions to the vehicle operators concerning what services should be completed on the vehicle at directed intervals. Services would be provided by the network of facilities managed by

the vendor. The repair program will include authorization and management of all repairs and replacement parts for the State of Rhode Island vehicles.

The emergency roadside assistance program will include provisions for towing services, driver services that would include, but not be limited to, phone and/or transportation to a safe location.

All services must have the information about the vehicle recorded to three levels of the Vehicle Maintenance Reporting Standards (VMRS) coding structure. In addition, the data gathered must be available to download at least monthly to the State of Rhode Island's current system or an Oracle system in the future. The State will also consider as an alternative to downloading data, the availability of a separate web based reporting system managed by the vendor selected.

The established contract will service approximately 2,773 vehicles as follows:

Vehicle Class	Quantity	Annual Maintenance/Repair Costs
Passenger Cars	638	\$ 920,064.00
Pkps, Vans, SUVs	786	\$1,017,624.00
Heavy Trucks	586	\$2,035,593.00
Buses/Ambulances	35	\$ 115,549.00
Motor Homes/Trailers/Boats	378	\$ 30,292.00
Off-Road Equipment	341	\$ 499,947.00
Cycles/Scooters	9	\$ 3,517.00

Included in the above totals is the Rhode Island State Police vehicle fleet which consists of 328 vehicles; including Ford Crown Victoria, Ford Taurus, Ford Explorer, Chevrolet Tahoe, other light trucks and vans, several different models of undercover vehicles, as well as several specialty vehicles and trailers.

Also, included in the above totals are 327 alternative fueled vehicles consisting of 254 compressed natural gas (dedicated & bi-fuel); 63 ethanol; and 10 electric vehicles.

Inventory of vehicles will be made available to any interested bidder.

Please note that over the three (3) year contract, the volume and mix of State vehicles may change somewhat from the totals listed above.

Because the State fleet is dispersed across the State, it is necessary that repair facilities be located in close proximity to the facility they service to reduce the time and distance traveled to have vehicles serviced.

Facility locations include, but are not limited to:

- Pastore Center, Cranston
- Zambarano Hospital, Burrillville
- Veterans Home, Bristol
- Veterans Cemetery, Exeter
- University of Rhode Island, Kingston

- State Police Barracks: Exeter, Wyoming, Lincoln, Portsmouth, North Kingstown, Chepachet, North Scituate
- Dept. of Transportation Facilities: East Providence, Portsmouth, Gloucester, Johnston, Lincoln, Scituate, Hope Valley, East Greenwich, Charlestown, Westerly, Little Compton, Middletown, Warren, North Kingstown, Coventry

It is expected and required that emergency and law enforcement vehicles will be given priority and that in any event, an appointment will be made for a date not to exceed two (2) days following the request.

In such cases where the required work cannot be accomplished in the same day, an anticipated completion date must be provided.

In order to maintain the highest level of quality, the State reserves the right to, and periodically may, conduct re-inspections of any vehicle to which repairs have been made or periodic maintenance has been performed. This re-inspection shall be conducted by such personnel and at a location that is deemed appropriate by the State.

All employees of any facility performing work on any State Police vehicle must successfully pass a criminal records investigation. Where sub-contracting work is necessary, all sub-contractors shall also be subject to the required background and criminal history checks. All facilities must provide a list of employees complete with home address, social security number, and date of birth. The same information will also be required from any business performing sub-contracting work on State Police vehicles. Facilities will be required to update employee lists whenever new employees are hired.

Facilities may be disqualified from performing work on State Police vehicles if any employee is found to have a background, which makes him/her unsuitable to perform the required service on State Police vehicles. The State Police shall determine what constitutes an unsuitable background investigation. Failure to update employee lists shall also disqualify a facility from performing work on State Police vehicles. Background investigations must also be performed on any management or clerical personnel that have access to information regarding State Police vehicles.

All facilities must have a locked and secure facility. State Police vehicles may not be left outside overnight in unsecured areas. State Police vehicles shall not be left in unsecured areas where members of the general public may have access to them.

Due to the sensitive nature of undercover operations and the use of undercover vehicles, the State Police may refuse to use a particular facility due to its location or other circumstances that may compromise undercover operations.

No facility, business, or sub-contractor may in any way adversely have any negative effect on the reputation or integrity of the Rhode Island State Police or any State agency.

III. COMPANY REQUIREMENTS AND QUALIFICATIONS

Minimum Qualifications:

At least three years experience in fleet management with a fleet over 1,000 vehicles

YES NO

At least three years experience in maintenance of a heavy duty truck fleet over 300 vehicles (heavy duty trucks over 8500 gvw)

YES NO

Describe your experience and provide references.

In order to respond to this RFP, offerors must also agree to the following:

- (1) Be able to provide maintenance/repair approval, roadside assistance services, towing and accident management services, including subrogation and must process, audit and pay for all vendor charges associated with these services for program vehicles less taxes from which state and local agencies are exempt.
- (2) Be able to provide call center services 24 hours a day, 7 days a week, and 365 days a year for all program vehicles. All personnel responding to maintenance and repair calls must have a minimum of three years experience in the automotive industry as a technician or service writer.
- (3) Be willing to accept State of Rhode Island owned and operated service locations on your vendor network, including quasi-public agency locations at no fee to them.
- (4) Be able to export service data to an agency electronically or provide access to a web-based reporting system.
- (5) Be willing to accept a “Net 30” invoice payment arrangement.
- (6) Be willing to perform, at a minimum, quarterly reviews with agency staff as to the performance of your company according to the established contract guidelines.
- (7) Be willing to accept agency hierarchy approval limits for repair services. No approval over a designated dollar amount will be allowed by your company until primary approval is granted by designated agency staff.
- (8) Be able to provide management reporting – both standard reports and ad hoc reporting as needed.
- (9) Be able to provide warranty services and obtain warranty reimbursement for warranty repairs.

- (10) Be able to provide monthly electronic invoicing with ability to charge individual departmental accounts.
- (11) Be able to provide notification of all OEM recalls for program vehicles.
- (12) Be able to provide a clearly defined process to reduce or minimize vehicle repair costs.
- (13) Be able to monitor the quality of service performed by the vendors with whom you do business and resolve any discrepancies where noted. Quarterly performance reports are to be provided to the State.
- (14) Be able to mandate sufficient internal controls to ensure only required work is done on program vehicles and completed within industry standards.
- (15) Any contract resulting from this RFP must be made available to all political subdivisions of the State of Rhode Island, including local governments at the same price levels.

IV. TECHNICAL QUESTIONS

The successful firm must have the technical expertise to receive, store and export the maintenance/repair information from agency vehicles at a satisfactory level. Please respond to all the technical questions below relating to your company's ability to meet our service level expectations. Where appropriate please elaborate in your responses to the "yes/no" questions to help the evaluation committee understand your experience level and customer service qualifications.

- (1) Describe your experience exporting data from your fleet management system to your client's fleet management systems.
- (2) How often could you export PM, repair, roadside assistance/towing, accident management data from your fleet management system to the designated agency fleet management system? Or, do you provide web access to data held within your fleet management system?
- (3) If needed, are you willing to provide (or have agency staff provide) programming support at your cost during implementation to set up the transfer of data from your company's fleet management system to the State Fleet Operations' fleet management system?
- (4) Do you have a payment process in place that allows vendors on your service network to be paid electronically? Describe how you would pay a vendor for services completed if not electronically (including a reference to the average turn around time for payment once an invoice is received).
- (5) Do you have a call center monitoring program?

- (6) What is your average call center hold time during peak business hours for all of your call centers (7:00 a.m. - 4:00 p.m. Eastern Standard Time)? Please provide a quarterly average for the past three (3) years.
- (7) What is your average response time for roadside assistance calls? (On average how long does it take your call center technician to have a tow truck arrive at the driver's location from the time the driver notifies you for help?)
- (8) What services do you provide during roadside assistance? (I.e. flat repair, battery replacement, wiper replacement, etc.)
- (9) How familiar is your company with the geography in the Rhode Island area? Do you have an operation and/or vendor network in Rhode Island currently?
- (10) Do you provide on-line services for your customers and vendors to look up information that has been documented by your company? How soon is this information posted to your system?
- (11) Describe in detail your maintenance/repair record retention system; i.e., is it totally or partially computerized, microfilm, manual, timeline, etc.
- (12) Describe the support process in the event that a vehicle has undergone repetitive or excessive repairs.
- (13) What controls do you have in place to ensure that only necessary maintenance and repairs are performed on our vehicles and are completed within industry standards?
- (14) What controls do you have in place that insures competitive pricing on maintenance/repair rates, roadside assistance/towing rates, accident management/body work rates from your vendor network?
- (15) Describe your Rhode Island network of vendors and describe how you screen vendors for service quality and cost containment. If no network in place, how would you establish one?
- (16) How do you select vendors for your network and how will you ensure against conflict of interest between vendors and State officials.
- (17) What controls do you have in place to prevent unauthorized use of services, such as a lost or stolen maintenance books? Do you or could you offer a secured "real-time" approval process (i.e. PIN#, live PO, etc.)?
- (18) How do you handle vehicle recall notices from manufacturers?
- (19) If an agency has already paid for services associated with a recall, what would you do to help the agency recapture dollars already paid out?

- (20) Would you allow agency programmers and analysts ODBC access to data on their vehicles? If no, how would data be made available to State?
- (21) Describe your vehicle manufacturer warranty/post warranty recovery process and documentation process. How much on average are you receiving back from vendors and manufacturers per vehicle per year on post warranty recovery issues within your current clients? How do you document zero dollar warranty and recall repairs on your system?
- (22) How do you assist your clients with rogue spending on vehicle repair and maintenance?
- (23) How will you provide maintenance and repair services for alternative fueled vehicles within the boundaries of the State of Rhode Island? (The State operates compressed natural gas, ethanol, electric and hybrid vehicles)

V. MANAGEMENT QUESTIONS

While it is important that your company can meet the technical requirements of this contract, it is also important for the State of Rhode Island to have confidence you can adequately provide the service level expected and provide optimal management of all aspects of this contract. Please respond to the maintenance/repair, roadside assistance/towing and accident management questions below. Where appropriate, please elaborate in your responses to yes/no questions to help the evaluation committee understand your experience level and customer service qualifications.

Vendor Network:

- (1) Describe how you will provide a listing of participating repair vendors available for the maintenance and repair program vehicles throughout the State of Rhode Island and surrounding States each month.
- (2) Provide a sample listing of participating repair vendors with a description of services each provide; including those certified by the manufacturer for alternative fuel vehicle repair.
- (3) Describe your ability to negotiate discounted pricing for common repair tasks with all network vendors. Please provide examples from other clients.
- (4) Describe the process by which you will enroll state-owned maintenance facilities as commercial vendors for inclusion on the vendor listings for referrals and billing.
- (5) Provide instructions for the state to remove vendors from the vendor network based on poor performance.
- (6) Do you have a vendor network of car wash vendors? If so, please describe how it works.

Maintenance/Repair Section:

- (1) Describe your company's experience in fleet management specifically relating to maintenance/repair authorization services.
- (2) How many of your clients use each of the following programs?
 - Preventative Maintenance Services
 - Vehicle Repair Services
 - Roadside Assistance Services
 - Accident Management Services
- (3) How many clients do you provide maintenance/repair services that have more than 1,000 vehicles? Please list these clients and how many vehicles you service for them.
- (4) Describe the process for a customer to use your maintenance/repair program.
- (5) What is the average number of calls your maintenance/repair call center receives each day?
- (6) What or who determines where State of Rhode Island drivers are directed for maintenance and repairs when they call a technician at your call center?
- (7) What ongoing or specialized training do you provide for your employees – both managerial and staff?
- (8) What is your call center technician to vehicle count ratio? (How many technicians per program vehicles do you have?)
- (9) Describe your procedure for factory intervention and assistance on repair problems, chronic mechanical problems, etc., for vehicles in the field having difficulty obtaining satisfactory local dealer handling?
- (10) If you provide a maintenance coupon book, what is your guaranteed delivery? time from the point you are notified of a new vehicle or a replacement book for an existing vehicle?
- (11) Provide a sample preventative maintenance schedule for a similar program currently being used by another client.
- (12) Describe your ability to provide email notification to State Fleet Operations and agencies of due and overdue preventative maintenance services for each program vehicle.
- (13) Describe how you will ensure preventative maintenance activities include, at a minimum, oil and filter changes, tire service, cooling system inspection and service, brake system inspections and transmission inspection and service.

- (14) Describe how you will ensure that compressed natural gas vehicles will be serviced by manufacturer certified technicians.

Recall and Warranty:

- (1) Describe how you will provide notification to State Fleet Operations and create work orders to ensure inclusion and compliance of identified vehicles.
- (2) Describe how you will identify OEM warranty repair opportunities for vehicles enrolled in the program and notify the customer of same.
- (3) Describe how you will monitor repair activities and provide for post-warranty adjustments, notifying agencies of repairs eligible for warranty reimbursement.

Inspections:

- (1) Describe your ability to coordinate, authorize and make payment for motor vehicle emissions inspections for program vehicles within areas required by state government regulations.
- (2) Describe your ability to coordinate, authorize and make payment for motor vehicle inspections as required by federal government regulations.

Roadside Assistance/Towing Section:

- (1) Describe your company's experience in fleet management specifically relating to roadside assistance services.
- (2) How many of your clients use your roadside assistance/towing programs.
- (3) How many clients do you provide roadside assistance/towing services that have more than 1,000 vehicles? Please list these clients and how many vehicles you service for them.
- (4) Describe the process for a customer to use your roadside assistance/towing services.
- (5) Are your roadside assistance/towing phone number the same as the maintenance/repair number?
- (6) Describe your ability to provide towing services for the State of Rhode Island within negotiated response times. Response times must take into consideration various conditions such as geographical, day of week and time of day.
- (7) Describe how you will provide for the administration of roadside repair services to include: battery service, jumpstarts, flat tire assistance, gasoline/oil/engine fluids and water service and driver lock out service for the State of Rhode Island within negotiated response times. Response times must take into consideration various conditions such as geographical, day of week and time of day.

- (8) Provide a matrix of the types of repairs and circumstances under which roadside repair would be recommended or authorized.
- (9) Would roadside assistance be available 24 hours a day, 7 days a week for all or a portion of the State's vehicle fleet?

Accident Management Section:

- (1) Provide a sample of your driver claim reporting procedures.
- (2) Describe how you will administer all collision and other than collision (glass breakage, theft, vandalism, etc.) claims and repairs on program vehicles to include:
 - a) Reporting claims on-line through the vendor's website
 - b) Receiving reports of accidents
 - c) Transmitting reports to the Division of Motor Vehicles and State's liability insurance agent electronically (email is the preferred method)
 - d) Viewing claims on-line through the vendor's website
 - e) Creating claim files for each accident
 - f) Obtaining agency authorization for repair
 - g) Obtaining and evaluating every damage repair estimate for accuracy and consistency with industry standards and recommendation for repair or disposal
 - h) Ensuring repairs are timely, of high quality and performed at the least cost to the State of Rhode Island

Accident Subrogation:

- (1) Describe how you will review all accident and vandalism claims for the opportunity to collect damages from a responsible (negligent) third party.
- (2) Describe the process you will use to file documentation for recovery of losses due to accident or vandalism against third-parties and/or their insurance carriers.
- (3) Provide your success rate on recovery of losses due to accident or vandalism against third parties for calendar year 2004 and 2005.
- (4) Describe how you will track and follow-up subrogation claims to ensure timely resolution.
- (5) Describe how you will provide quarterly status reports of all subrogation activity to include resolved and outstanding claims for the current fiscal year.
- (6) Provide a sample quarterly accident subrogation status report for a similar program currently being used by another client.

Technical Support Center:

- (1) Describe the capabilities of your technical support center to include how you :
 - (a) Ensure vehicles are serviced by the most efficient vendor considering cost, location, downtime and driver needs.
 - (b) Provide technical assistance to obtain advice and instruction regarding program requirements and participating service providers.
 - (c) Create work orders, monitors and provides payment of invoices associated with purchase orders created for repairs of program vehicles.
 - (d) Manage emergency repairs for vehicles including specialized equipment to minimize down time.
 - (e) Review vehicle and repair history to determine if repairs are subject to warranty recovery.
 - (f) Act as liaison between the maintenance network vendors (including state-owned maintenance facilities), the drivers of program vehicles and State Fleet Operations concerning the cost and justification of any repair.
 - (g) Identify certain vehicles requiring special handling and the fastest return to service (i.e. executive vehicles, law enforcement and rescue vehicles, compressed natural gas vehicles) as “critical use” and closely monitors status of repairs in progress.

Customer Service Center:

Describe how you will provide a customer service center for administrative support of agency fleet coordinators and accounting staff for account maintenance, billing and general problem resolution with toll-free phone number access.

Account Maintenance:

Describe how you will provide account maintenance services through an on-line information system to include:

- (1) addition and removal of vehicles from the program
- (2) agency account changes
- (2) ordering and tracking replacement coupon books, instructional material, etc.

Billing:

- (1) Describe how you will ensure all repair charges are exempt from taxes as provided by Rhode Island law.
- (2) Describe how you will include a summary of all work performed on each vehicle to include the cost of labor, materials, credits, discounts and other associated fees with the monthly invoice.
- (3) Provide a sample invoice summary report for a similar program currently being used by another client.

- (4) Describe how you will provide a detailed repair activity report by vehicle to include the cost of labor, materials and other associated fees.
- (5) Provide a sample monthly detailed repair activity report for a similar program currently being used by another client.
- (6) Describe how you will maintain billing and payment histories for each vehicle in the program for a period of no less than three (3) years.
- (7) Describe your means of making prompt payment to vendors for services performed.
- (8) Describe your capability to set up electronic interface with the State of Rhode Island for billing.

Information Technology:

- (1) Describe your on-line information technology solution to include descriptions of the following capabilities and features:
 - (a) A website to provide assistance to drivers and state employees
 - (b) Real-time access to view vehicle repair history and maintain accounts (with authorization), 24 hours a day, 7 days a week.
 - (c) Customer service to be available 24 hours a day, 7 days a week with access to be available through a toll-free number and through email.
 - (d) Tutorials for use of the offeror's on-line solution.
 - (e) State-owned maintenance facility remote access to a garage component of the offeror's software solution to create work orders, monitor job status and provide for payment of invoices associated with purchase orders for repairs of program vehicles.
 - (f) Security features allowing enrollment to individuals based upon their need to know. Account access must be limited to the account holder, State Fleet Operations and designated contract administrators.
- (2) Describe your ability to provide a software solution to import vehicle history from current State Fleet Operations database for access to lifetime history of vehicle repair activity.

Data and Reporting:

- (1) Describe your capabilities to capture all data to include:
 - (a) How your software utilizes transaction codes to identify services.
 - (b) Provide, on a timely basis, individuals knowledgeable in the data storage process to support data transfer to and from the State of Rhode Island. Data to be available in a paper version with the same contents at an agency's request.

- (c) Assist the State in creating and maintaining interfaces for data transfer, as needed. (reporting, billing, etc.)
- (d) Upon cessation of the contract, the contractor must provide to the State all vehicle data in a mutually agreeable format and media.
- (e) Provide details of applicable coding structures, such as an update task code list with codes and descriptions, where applicable.
- (f) Each month, provide a tab delimited or similar text file (preferably not fixed width), or Microsoft Office compatible file format, such as can be imported directly to MS Excel or MS Access or Oracle with the following mandatory information included, but not limited to:
 - 1) Contractor's name
 - 2) Contractor's invoice number
 - 3) Vehicle assignment number and description
 - 4) Entity account number or other ID of the State agency receiving services.
 - 5) Billing date range, begin and end dates
 - 6) Invoice creation date
 - 7) Number of records, number of work orders contained in the file
 - 8) Commodity codes
 - 9) Total dollar amount due
 - 10) Details of any fees, credits or other adjustments other than regular work orders for vehicle repairs or services including description, dollar amount, quantity and any other relevant detail.

(3) Describe your reporting capabilities to include:

- (a) Ability to provide report outputs to requestor via email.
- (b) Ability to perform ad hoc queries against all data fields and subsequent downloads to MS Excel or MS Access or Oracle.
- (c) Ability to schedule report distribution to requestor at a specified time or interval.
- (d) Capable of developing detail, exception and performance reports with parameter settings based on State of Rhode Island requirements.
- (e) Capable of emailing exception and performance report notifications to supervisors and State Fleet representatives of vehicles not performing the required maintenance when due.
- (f) Maintain a database with a level of detail that will satisfy State, Legislative and agency audit requirements. All data will become the sole property of the State of Rhode Island.
- (g) Analyze vendor utilization and cost data to identify preferred vendors. Preferred vendors are those providing the best value to the State based upon the cost of labor and parts; return work; warranty work; and customer service.
- (h) Single source total database system with vehicle history from the time of enrollment to vehicle termination to monitor and improve fleet performance.
- (i) Provide standard monthly reports comparing actual costs (parts & labor) to:
 - 1) contracted discounts and
 - 2) actual time on repairs to industry standard times for repairs.

- (j) Provide a list of standard reports available.

Training:

- (1) Describe the process which drivers of program vehicles must follow to have a repair completed, together with its proposed requirement for pre-authorization of repairs.
- (2) Describe your ability to provide an instructional booklet for vehicle operators on how the program works to include what services are available and how each is used.
- (3) Describe your ability to distribute training materials to drivers throughout the State, instead of to a central location.
- (4) Describe your ability to provide on-going training for drivers in the use of your program.

Controls:

- (1) Describe your process to minimize vehicle repair costs for the State of Rhode Island motor vehicle fleet, to include:
 - (a) Describe the process you will utilize to review repair requests such that unnecessary or excessive repairs and maintenance are avoided but that routine maintenance is authorized with a minimum disruption to vehicle operators.
 - (b) Describe your process for establishing pre-approval authorization requirements. Parameters should include a no-call level, a level for contractor authorization and a level for State authorization.
 - (c) Describe the process you will utilize to review all estimates and negotiate competitive prices necessary for repair.
 - (d) Describe how you will perform in-process monitoring of repairs to ensure they are completed quickly and properly to include providing an expected completion date/time of the repair to the agency.
 - (e) Describe the process you will utilize to review all vendor invoices to ensure cost is consistent with approved repair estimates.
 - (f) Describe the process you will utilize to direct customers to preferred vendors.

Vehicle Replacement Projection:

Describe your ability to project vehicles qualifying for replacement using State of Rhode Island replacement criteria determined by State Fleet Operations and user agencies.

General Management Section:

- (1) What is the average fleet size among your clients?
- (2) What type of emergency response program does your company employ that would enable you to continue to provide the services needed in the event of an emergency or disaster at your call center location?
- (3) Describe your review process when a customer complaint is received from an agency customer for poor or inadequate service or technical support? Do you employ a rating or customer satisfaction survey or rebate program?
- (4) Describe your review procedures when there is a complaint made against a shop on your vendor network. Will you cut off a vendor from being allowed to work on our vehicles if requested by the agency?
- (5) What in-house publications or reports could you provide to us on a monthly, quarterly or annual basis? Please provide samples.
- (6) Describe how you would conduct a performance review of your company with agency staff every three (3) months.
- (7) How do you insure the quality of your programs and services?
- (8) Do you have national or regional pricing contracts or government contracts with brand name national vendors? If yes, list the vendors you have contracts with.
- (9) Please indicate if you have a “preferred” vendor list. If yes, please list the names of the preferred vendors currently located in the State of Rhode Island. Please also outline your selection process for preferred vendors.
- (10) Do you charge any additional fees for repair and maintenance services when a vehicle receives services from a vendor off your preferred list?
- (11) Is there a cost to vendors to be on your vendor network?
- (12) Describe how a local Rhode Island maintenance and repair shop could join your vendor network.
- (13) What are your rates for any on-line services available to the State of Rhode Island customers? Include any connection fees, monthly fees, training, etc. (Do you charge for the creation of customized web reports?)

- (14) Can you provide an electronic invoice? What formats are available? Please explain.
- (15) How do you insure the accuracy of your billing invoices, supporting documentation, and management reports to your clients?
- (16) Can you provide an accounting breakdown on your invoicing? By separate cost centers? By division?
- (17) Do you have the capability to provide summary totals within the bill? What options are available as to the data contained on the invoice? Also, discuss format options.
- (18) Is there a fee to order lost or stolen maintenance books?
- (19) Do you charge back the client for mailing materials by overnight or express mail, or is this absorbed as a cost of doing business for your company?
- (20) How does your firm compare maintenance or repair costs to industry standards. What happens if labor rates, parts pricing or costs for standard repairs exceed industry standards?
- (21) What is the typical turn around time for vendors to be paid once an invoice for services is submitted to your company notifying you that repair/maintenance services are completed?
- (22) Do you have any incentive for invoices or billing information designating completed work by a shop to be submitted to you within 72 hours?
- (23) Describe your response to a vendor that submitted an invoice with unauthorized repair charges?
- (24) Does your company offer any additional discounts to the contract rates as the number of vehicles added to the network grows? Would you be willing to lower the per vehicle per month price if more vehicles are added to the maintenance/repair; roadside assistance/towing; accident management programs beyond the initial 2,797 vehicle estimated to participate in the proposed contract? Describe the structure of a price reduction, if applicable. How and when does your company pass on the saving related to “economy-of-scale” savings? Is this something your company is willing to discuss as the amount of vehicles increases? What growth interval would you consider?
- (25) Is your company willing to pay any costs associated with a conversion or interface to convert the data exported to State Fleet Operations from your fleet management system? What are you willing to pay in reference to these costs?
- (26) Is your company willing to adjust billing associated with brand name national account vendors whose national account pricing is higher than the price for the

general public at the national account location in Rhode Island? What are you willing to do if this situation comes up?

- (27) Describe your customer dispute process. Would your company be willing to participate in an alternative resolution dispute process?

VI. COMPANY BACKGROUND AND EXPERIENCE

Provide the names, titles, phone numbers and email addresses of three of your current clients with similar fleet sizes (at least 1,000 vehicles) who can provide a reference to the quality of your services as it relates to maintenance/repair, roadside assistance/towing, accident management services.

Describe your firm's background, relevant experience and qualifications including, but not limited to the following:

- (1) A description of your firm's background and history to include principals of the firm and their background; ownership structure and other relevant information, including any affiliation with State of Rhode Island officials.
- (2) A list of corporate offices, indicating which office will service this account.
- (3) A broad overview of your firm, including any parent, affiliated or subsidiary company, and any business partners.
- (4) Provide an organization chart of your firm and describe the relationship between each component of your firm.
- (5) Disclose whether, within the last five (5) years, your organization or an officer or principal has been involved in any business litigation or other legal proceedings. If so, please provide an explanation and indicate the current status or disposition.
- (6) A description of the level of coverage of professional liability insurance your firm carries. List the insurance carrier(s) supplying coverage.
- (7) Provide financial information for the evaluators to ascertain the financial stability of your firm. If a public company, please provide your most recent audited annual report. If a private company, provide a letter from your financial institution, on their letterhead, stating the financial stability or credit level of your firm.
- (8) Offeror's experience in providing these services for private and public fleets. Provide a list of governmental clients that you perform similar services for.
- (9) Provide evidence that your staff has the technical skills and resources to meet or exceed the expectations associated with this proposed contract. Do you have minimum qualifications or certifications for your call center technicians? What percentage of your call center technicians are ASE certified? If technicians are not ASE certified, what are the general experience levels of your call center technicians?

- (10) Are your call center technicians ASE certified for alternative fueled vehicles? (compressed natural gas)? How will your company be sure that alternative fueled vehicles are serviced according to manufacturer's specifications?
- (11) Provide at least three (3) references of public or private clients who receive similar fleet management services. Provide all contact information and dates of contract term.

VII. VENDOR SECTION

Discuss any relevant information about your company that is necessary but was not specifically requested in this RFP document. For example, please provide information about any additional services your company offers that is outside the scope of the RFP but may be considered as a benefit or of potential relevance to the State of Rhode Island. Also, any exceptions to the state's contract must be submitted and clearly identified with the offeror's technical proposal.

Discuss any requirements or issues you feel are missing from the RFP. Where appropriate, propose unique solutions that were not anticipated by the State of Rhode Island in this RFP.

VIII. IMPLEMENTATION PLAN

Describe your proposed implementation plan to include:

- (1) A sample project plan which provides detailed and comprehensive timelines for tasks and production of deliverables, resource allocations, milestones and proposed meeting/conference call schedules; including, but not limited to, when vendor network will be selected, when will instructions to agencies/drivers be done; how will initial mileage be captured to accurately monitor going forward, etc.
- (2) Provide an organizational chart for the project.
- (3) Provide the name, address, telephone number and email address of the primary point of contact for this project.
- (4) Address the accessibility (ability to meet the primary point of contact) on 24 hour notice.
- (5) Describe the responsibilities of all assigned staff members.
- (6) Provide the names, resumes and geographical location of proposed staff.

IX. PERFORMANCE STANDARDS

Account Review:

The Offeror must provide quarterly in-person account reviews to include the following:

- a) Vehicle activity by agency, vehicle class and repair code
- b) Cost comparisons with other similar fleets
- c) Repair trends by vendor, agency, region, vehicle type, etc.
- d) Technical Support Center average call response time and duration of call
- e) Aged reconciliation by agency for unpaid purchase orders over 120 days old
- f) Number of vehicles affected by recalls and service bulletins and status of action taken
- g) Number of roadside assistance and tow actions and average response time
- h) Number of repair transactions by agency
- i) Number of accidents, including type, etc. by agency
- j) Summary of discounts obtained through use of the vendor network by agency.
- k) List of overdue scheduled (preventative) maintenance of vehicles by agency.
- l) Subrogation summary to include completed actions and recovery amounts and those over 120 days old.
- m) Other information as may be deemed by the State of Rhode Island.

Customer Satisfaction Survey

The Offeror must develop and distribute customer satisfaction surveys each quarter. The survey must be approved by the State of Rhode Island, with responses to be sent directly to State Fleet Operations.

Surveys must address the following:

- a) The vendor partner for the Motor Vehicle Contract Maintenance Program provides good quality service.
- b) The Motor Vehicle Contract Maintenance Program is effective as a fleet and administrative cost control tool.
- c) Services offered by the vendor network covered under the program are cost competitive.
- d) Billing by the vendor partner is accurate.
- e) The vendor partner is responsive to requests (repair, roadside assistance, accident reporting, etc.)
- f) The vendor partner’s maintenance service technical staff and network providers are courteous, knowledgeable and professional.
- g) Information on the vendor’s partner’s website is useful.
- h) As a result of your experience using the Motor Vehicle Contract Maintenance Program, what comments/recommendations do you have? Provide space for a narrative response.
- i) Other information as may be deemed necessary by the State of Rhode Island.
- j) Scoring should be as follows:

<u>Points</u>	<u>Description</u>
5	Excellent
4	Very Good
3	Satisfactory
2	Fair
1	Unsatisfactory
N/A	Not Applicable

ATTACHMENT A

COST PROPOSAL

Note: Cost will be evaluated independently from the technical proposal. Please enumerate all costs below.

Firm's Name: _____

Please indicate your proposed rates in the following three ways:

(1) Maintenance/Repair Services -- Per Vehicle/Per Month:

PassCar_____Pkp/Van/SUV_____Hvy Truck_____Offrd Equip_____

Bus/Ambulance_____MotorHome/Trailer/Boat_____Cycle/Scooter_____

(2) Roadside Assistance, Towing Services -- Per Vehicle/Per Month:

PassCar_____Pkp/Van/SUV_____Hvy Truck_____Offrd Equip_____

Bus/Ambulance_____MotorHome/Trailer/Boat_____Cycle/Scooter_____

(3) Accident Management Services – Per Vehicle/Per Month:

PassCar_____Pkp/Van/SUV_____Hvy Truck_____Offrd Equip_____

Bus/Ambulance_____MotorHome/Trailer/Boat_____Cycle/Scooter_____

(4) Combined Maintenance, Repair Services, Roadside Assistance Services, Towing Services, Accident Management, including subrogation, Services – Per Vehicle/Per Month:

PassCar_____Pkp/Van/SUV_____Hvy Truck_____Offrd Equip_____

Bus/Ambulance_____MotorHome/Trailer/Boat_____Cycle/Scooter_____

ATTACHMENT A

COST PROPOSAL (CONTINUED)

** If you do not charge per vehicle per month for roadside assistance services, towing services, accident management services, please indicate what you charge **per incident** to use these services.

PassCar_____Pkp/Van/SUV_____Hvy Truck_____Offrd Equip_____

Bus/Ambulance_____MotorHome/Trailer/Boat_____Cycle/Scooter_____

If you use a preferred vendor network, do you charge a percentage to all repair and PM Service charges when a vendor off the preferred network is used?

If so, please indicate the percentage charge _____%

What are your rates for any on-line services available to the State of Rhode Island customers? Include any connection fees, monthly fees, training, etc.

Do you charge for the creation of customized web reports?

List any other charges assessed during or subsequent to implementation.
(i.e information technology charges, consulting, etc.)

Please identify what portion of the monthly fee can be attributed to any and all startup costs.

ATTACHMENT A-1

The State of Rhode Island spends approximately \$4,622,586.00 annually (excluding Department of Transportation surplus vehicles, on maintenance and repairs of State vehicles. The State will provide each offeror a copy of its database for calendar year 2005. Based on the costs of repairs and maintenance currently incurred, the State is seeking an assessment of projected cost savings by outsourcing the repair and maintenance services to an offeror. This is a critical component of the State's ability to award a contract.

Please provide below your projection on annual cost savings by moving these services to your firm.

Passenger Cars:

Repair Cost Savings (over current costs)	_____
Maintenance Cost Savings (over current costs)	_____
Insurance subrogation projections	_____
Warranty reimbursement projections	_____
Total Savings	_____

Pickups, Vans, SUVs:

Repair Cost Savings (over current costs)	_____
Maintenance Cost Savings (over current costs)	_____
Insurance subrogation projections	_____
Warranty reimbursement projections	_____
Total Savings	_____

**ATTACHMENT A-1
(Continued)**

Heavy Trucks:

Repair Cost Savings (over current costs) _____

Maintenance Cost Savings (over current costs) _____

Insurance subrogation projections _____

Warranty reimbursement projections _____

Total Savings _____

Buses; Ambulances:

Repair Cost Savings (over current costs) _____

Maintenance Cost Savings (over current costs) _____

Insurance subrogation projections _____

Warranty reimbursement projections _____

Total Savings _____

Motor Homes; Trailers; Boats:

Repair Cost Savings (over current costs) _____

Maintenance Cost Savings (over current costs) _____

Insurance subrogation projections _____

Warranty reimbursement projections _____

Total Savings _____

**ATTACHMENT A-1
(Continued)**

Off-road Equipment

Repair Cost Savings (over current costs) _____

Maintenance Cost Savings (over current costs) _____

Insurance subrogation projections _____

Warranty reimbursement projections _____

Total Savings _____

Motorcycles; Scooters:

Repair Cost Savings (over current costs) _____

Maintenance Cost Savings (over current costs) _____

Insurance subrogation projections _____

Warranty reimbursement projections _____

Total Savings _____

TOTAL SAVINGS FOR ALL OF THE ABOVE:

Repair Cost Savings (over current costs) _____

Maintenance Cost Savings (over current costs) _____

Insurance subrogation projections _____

Warranty reimbursement projections _____

Total Savings _____