



# West Virginia Purchasing Division

2019 Washington Street, East  
Charleston, WV 25305  
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The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

## Header @ 3

List View

**General Information** | [Contact](#) | [Default Values](#) | [Discount](#) | [Document Information](#)

Procurement Folder: 338837

Procurement Type: Central Master Agreement

Vendor ID: 000000115021

Legal Name: AUTOMOTIVE RENTALS INC

Alias/DBA:

Total Bid: \$0.00

Response Date: 06/12/2017

Response Time: 12:03

SO Doc Code: CRFQ

SO Dept: 0215

SO Doc ID: FLT1700000006

Published Date: 6/7/17

Close Date: 6/13/17

Close Time: 13:30

Status: Closed

Solicitation Description: Addendum 1 - Vehicle Maintenance and Repair

Total of Header Attachments: 3

Total of All Attachments: 3



Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

**State of West Virginia  
 Solicitation Response**

**Proc Folder :** 338837

**Solicitation Description :** Addendum 1 - Vehicle Maintenance and Repair Management Serv.

**Proc Type :** Central Master Agreement

Date issued	Solicitation Closes	Solicitation Response	Version
	2017-06-13 13:30:00	SR 0215 ESR06121700000006243	1

VENDOR
000000115021 AUTOMOTIVE RENTALS INC

**Solicitation Number:** CRFQ 0215 FLT1700000006

**Total Bid :** \$0.00                      **Response Date:** 2017-06-12                      **Response Time:** 12:03:16

**Comments:**

**FOR INFORMATION CONTACT THE BUYER**  
 Linda B Harper  
 (304) 558-0468  
 linda.b.harper@wv.gov

<b>Signature on File</b>	<b>FEIN #</b>	<b>DATE</b>
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All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	See Section 4.2.2	1.00000	EA		

Comm Code	Manufacturer	Specification	Model #
78181507			

**Extended Description :** VENDOR MUST FILL OUT EXHIBIT A PRICING PAGE AND SUBMIT IT WITH THIS BID

**Comments:** ARI has included our bid quotes in Exhibit A of the attachments.



Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

State of West Virginia  
 Request for Quotation  
 36 – Vehicles

Proc Folder: 338837

Doc Description: Addendum 1 - Vehicle Maintenance and Repair Management Serv.

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2017-06-07	2017-06-13 13:30:00	CRFQ 0215 FLT1700000006	2

**BID RECEIVING LOCATION**

BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

**VENDOR**

Vendor Name, Address and Telephone Number:

ARI  
 001 Eden Road  
 Moore, NJ 08855  
 771 00

**FOR INFORMATION CONTACT THE BUYER**

Linda B Harper  
 (304) 558-0468  
 linda.b.harper@wv.gov

Signature X

FEIN # 2102227

DATE 06/13/2017

All offers subject to all terms and conditions contained in this solicitation

**ADDITIONAL INFORMATION:**

Addendum # 1 issued for the following reasons:

1. To publish a copy of the vendor questions with responses.

No other changes.

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION FLEET MANAGEMENT OFFICE 2101 WASHINGTON ST E CHARLESTON WV25305 US	DEPARTMENT OF ADMINISTRATION FLEET MANAGEMENT OFFICE 2101 WASHINGTON ST E CHARLESTON WV 25305 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	See Section 4.2.2	1.00000	EA		

Comm Code	Manufacturer	Specification	Model #
78181507			

**Extended Description :**

VENDOR MUST FILL OUT EXHIBIT A PRICING PAGE AND SUBMIT IT WITH THIS BID

**SCHEDULE OF EVENTS**

Line	Event	Event Date
1	Vendor Question Deadline 5:00 p.m.	2017-06-06

**SOLICITATION NUMBER: FLT1700000006**  
**Addendum Number: 1**

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The purpose of this addendum is to modify the solicitation identified as (“Solicitation”) to reflect the change(s) identified and described below.

**Applicable Addendum Category:**

- | Modify bid opening date and time
- | Modify specifications of product or service being sought
- | Attachment of vendor questions and responses
- | Attachment of pre-bid sign-in sheet
- | Correction of error
- | Other

**Description of Modification to Solicitation:**

Addendum # 1 issued for the following reasons:

1. To publish a copy of the vendor questions with responses.

No other changes.

**Additional Documentation:** Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

**Terms and Conditions:**

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

# ATTACHMENT A

**CRFQ FLT1700000006**

**Vendor Questions**

**Q.1. In regard to Section 3.2.21.1, we have specific Non-Disclosure Agreements in place with our clients that prohibit us from using their names in a public fashion. Would respondent be able to include this question and response on a single page and marked as confidential, so it is not included in the public record?**

**A.1. The Fleet Management Office does not require the name of the client. The Vendor can list the type of client and size as examples.**

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: FLT1700000006**

**Instructions:** Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

**Addendum Numbers Received:**

(Check the box next to each addendum received)

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6  |
| <input type="checkbox"/> Addendum No. 2            | <input type="checkbox"/> Addendum No. 7  |
| <input type="checkbox"/> Addendum No. 3            | <input type="checkbox"/> Addendum No. 8  |
| <input type="checkbox"/> Addendum No. 4            | <input type="checkbox"/> Addendum No. 9  |
| <input type="checkbox"/> Addendum No. 5            | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

ARI

\_\_\_\_\_  
Company



\_\_\_\_\_  
Authorized Signature

June 13, 2017

\_\_\_\_\_  
Date

**NOTE:** This addendum acknowledgement should be submitted with the bid to expedite document processing.  
Revised 6/8/2012



Automotive Resources International

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## SEALED BID

**BUYER: LINDA B HARPER**

**RFQ. NO.: FLT1700000006 - Vehicle  
Maintenance and Repair Management  
Services**

**BID OPENING DATE: 6/13/2017, 1:30 PM**

Submitted by:  
Pete Gnatowski  
District Sales Manager  
C (513) 288-2287  
[pgnatowski@arifleet.com](mailto:pgnatowski@arifleet.com)



Driven.





## Executive Summary

The ARI team thanks the State of West Virginia for the opportunity to respond to RFQ FLT1700000005 Vehicle Maintenance and Repair Management Services. ARI is proud of the 11-year current partnership we have in place with the State and looks forward to the opportunity to continue this partnership.

Evaluating RFQs can be a daunting task and we are detailing below what we believe are true differentiators for ARI. We hope that this will help you with your “apples to apples” price comparisons when evaluating your responses.

### Pricing methodology

ARI believes in full disclosure pricing. When pricing our maintenance program, we offer two methods of pricing, taking into consideration the type of 3PV vendor used. There are two types of vendors: National Account Vendors and Independent Vendors. National Account vendors, such as the national chain stores, will remit a rebate to the fleet management company. An independent vendor, such as an individually owned garage, provides no revenue stream to the fleet management company. Therefore, to cover our administrative costs in issuing purchase orders and staffing a call center, we apply a small markup to the repair charge when an independent vendor is used. It has been brought to our attention that the agencies utilizing the fleet management program raised concerns about the markup. Therefore, you will see in our pricing sheet that we have offered an all-in monthly fee, but have eliminated the independent vendor fee.

### Vendor Relations

Another thing to take into consideration when comparing the pricing in this RFQ is the way in which vendors are paid. The WV agencies are currently using independent vendors for 80% of their repairs. The relationship the agencies have with these vendors is extremely important. **We pay our vendor 100% of the purchase order, with no short payment, and we pay them within 48 hours.** Some fleet management companies will make up for the lack of revenue from independent vendors by short paying them by as much as 15% of the repair. We have found that this results in higher costs to the end user, because the vendor will mark up his purchase order to that fleet management company to cover the short payment.

We use an open vendor network, rather than a preferred vendor network used by most companies within the fleet management industry. An open vendor network allows the State of West Virginia to utilize the vendors of your choice, without restriction. Currently, our network consists of over 105 National Account shops, and more than 966 independent shops within the State. Additionally, we can add any facilities that your agencies might be utilizing. This will be especially important as the State looks to increase participation with other state agencies. We want your agencies to initially utilize the vendor that is most convenient to them. After we work with the vendor we will provide the agencies a vendor optimization analysis which will identify regional vendors that illustrate their current vendor has the lowest labor rates, etc. or advise other vendors that may be more cost effective in the area.





## Intellifleet Enhancements

ARI invests twenty cents on every dollar earned into technology. As an example of this, we have made significant investment into our internal technician reporting tool, Intellifleet. The design behind our enhancements came down to two areas – cost savings for our clients and technician efficiency. Our new system will use business intelligence and forecasting, marketing intelligence, and real-time supplemental data to provide the ASE-certified technicians in our Technical Resource Centers with the knowledge and tools they need to bring even more value to the repair process. We are highlighting two of the biggest pieces of phase one of our system enhancements.

### Parts Sourcing

Repair vendors source parts themselves and then charge their own retail prices, which can be as much as 10 to 40 percent higher than wholesale prices. Under our new maintenance program, ARI will source some parts directly from national accounts suppliers (wholesale), leveraging purchasing volume to get discounts. The parts would be sourced in the same manner as when the shop does it directly; except that the parts will now be purchased by ARI and the shop would not have the opportunity to mark up prices. This new parts sourcing strategy will benefit our clients by:

- Lowering the cost of parts
- Creating a possible opportunity for upgraded parts at discounted prices
- Reducing vehicle downtime by procuring parts faster

## ASE Certified Technicians

ARI staffs our three Technical Resource Centers with 343 of the highest caliber technicians that can best meet our clients' maintenance needs. Our service technicians are certified by the Institute for Automotive Service Excellence (ASE), averaging eight certifications each.

ARI employs more World Class technicians than anyone else in the industry at 41 and several more are preparing to reach the same level. By mastering the ASE exams, our technicians exercise the skills required to assist drivers quickly and accurately.

Our technicians control your repair costs by scrutinizing estimates according to published price guidelines. ARI staffs ASE technicians at every level: specializing in car, light duty; medium and heavy duty to ensure the technician with the appropriate expertise is handling the repair. When one of your drivers calls our technical resource center, there is a prompt that directs them according to their type of vehicle. This prompt ensures light duty trucks calls are handled by a light duty truck technician.

One of ARI's Partners in Excellence program goals for the technical resource center is to have our technicians maintain a yearly average of 60% of calls answered within 60 seconds or less.

## WEX Fuel Cards

ARI's fuel cards capture detailed level-III electronic information on 99 percent of the transactions—including vehicle number, mileage, PIN, date, time, location, gallons, and more. This information feeds into ARI *insights*, our reporting platform, where it is combined with the rest of your fleet data for a comprehensive look into your total cost of ownership. Through this system, you can view reports, KPIs,





and alerts on your fuel spend so you can distill all of this transaction data into actionable information to help you control your costs.

## WEX Millennium

ARI will be the first fleet management company to transition to the WEX Millennium fuel card platform. This new platform offers several enhancements over the previous one, including:

- More flexible card profiles so you can set multiple velocity controls across the fleet.
- Fuel cards can be transferred across card profiles without requiring you to request new cards.
- Greater control over how the card can be used; you can set the cards to allow for fuel only, general merchandise, oil and fluids, etc. You can also set velocity controls for each one of these buckets or product class.
- Additional product codes so you can have greater transparency into your fuel expenses. For example, the previous WEX platform coded DEF as “fuel other.” Now, it will have its own product code.
- The ability to shut off the fuel pump at a certain dollar amount, assuming the merchant adopts the new WEX specifications.
- Restrictions to outside payment terminals. This puts limits non-fuel purchases, but does not allow for in store support,
- Cards will expire every four years instead of every three.
- The option to request a third prompt at the pump in addition to odometer and PIN. This prompt can be any numerical entry, including job number, employee ID, cost center, etc. However, the card does not validate the number before the driver purchases fuel.

ARI plans to start transitioning clients to WEX Millennium in the second quarter of 2017.





## **3. Contract Items and Mandatory Requirements**

### **3.1 Maintenance and Repair Services Program.**

**3.1.1 Vendor must furnish maintenance and repair services program for each vehicle designated in the fleet. These services must follow manufacturers recommendation**

ARI complies with this requirement.

**3.1.2 Vendor must deal directly with any maintenance and repair service providers concerning the cost and need for any repair. The pre-approval level for repairs will be provided to the successful vendor.**

ARI complies with this requirement.

**3.1.3 Vendor must furnish a maintenance program for each vehicle that includes an explanations of emergency repairs, towing and services available. Vendor will be provided a list of current vehicles for which the vendor will supply a maintenance mechanism within ten business days after contract is finalized. Vendor will supply a maintenance mechanism within five calendar days for new vehicles or for replacement packets.**

ARI complies with this requirement.

**3.1.4 Vendor must facilitate, at no additional cost, the acquisition for tires through the State of West Virginia Statewide Contract.**

ARI complies with this requirement.

**3.1.5 Vendor must provide the State of West Virginia, the capabilities to manually enter maintenance invoices into the vendor database and/or accept other maintenance events that can be uploaded into the vendor database.**

ARI complies with this requirement.

**3.1.6 Vendor must capture vehicle odometer reading from the service provider at the time service is provided for reporting purposes.**

ARI complies with this requirement.





## **3.1.7 Maintenance and Repair Services Program – Data Management.**

**3.1.7.1 All data and reports must be available to be exported into Microsoft Excel 2016 or later version.**

ARI complies with this requirement.

**3.1.7.2 Vendor must implement data analytical service management using integrated, browser client-server applications for the following core fleet processes:**

### **3.1.7.2.1 Fleet utilization management**

ARI complies with this requirement.

### **3.1.7.2.2 Maintenance management**

ARI complies with this requirement.

### **3.1.7.2.3 Fleet cycling (replacement management)**

ARI complies with this requirement.

### **3.1.7.2.4 Total cost of ownership analytics**

ARI complies with this requirement.

### **3.1.7.2.5 Cost management and cost containment**

ARI complies with this requirement.

### **3.1.7.2.6 Industry best practice modeling**

ARI complies with this requirement.





**3.1.7.3 Vendor must capture, integrate, and provide National Highway Transportation Safety Administration (NHTSA) safety data and vehicle recall information to driver and spending unit fleet coordinator using a browser client-server application. Vendor must have a web based forum that would house and make available safety information from the NHTSA and/or internal vendor data that can track maintenance trends on certain makes and models of vehicles.**

ARI complies with this requirement.

**3.1.7.4 Vendor must implement a payment mechanism for vehicle maintenance and repair and the costs associated with these activities.**

ARI complies with this requirement.

**3.1.7.5 Vendor must implement a preventive maintenance management to establish parameters that follow manufacturer recommendations.**

ARI complies with this requirement.

**3.1.7.6 Vendor must implement a browser client-service preventive maintenance application that is driver-centric and can produce maintenance reminders using email or SMS and notify spending unit fleet coordinators when established thresholds are pending or have been exceeded.**

ARI complies with this requirement.

**3.1.7.7 Vendor must implement a browser client-server maintenance management and repair application that provides real-time, line item visibility of maintenance and repair outcomes (invoices, work orders, or work requests), including narrative comments (if applicable) which contain documented savings in reduced labor rate charges, reduced parts charges, reduced core charges, and any warranty recovery savings. Metrics will be agreed upon with the successful vendor.**

ARI complies with this requirement.





**3.1.7.8 Vendor must implement repair service management based on established thresholds.**

ARI complies with this requirement.

**3.1.7.9 Vendor must implement management of third-party vendors (3PV) includes:**

**3.1.7.9.1 3PV provides the lowest repair cost to the state based off The Mechanics Flat Labor Rate Guide or an agreed upon equivalent.**

ARI complies with this requirement.

**3.1.7.9.2 3PV executes real-time odometer entry and accounts receivable processing.**

ARI complies with this requirement.

**3.1.7.9.3 3PV is within reasonable proximity to vehicle location – five (5) miles.**

ARI complies with this requirement.

**3.1.7.9.4 3PV uses Original Equipment Manufacturer (OEM) or equivalent, warrantied parts during vehicle warranty period. Post OEM warranty coverage period, the 3PV uses OEM or equivalent after-market parts whichever is most cost-effective.**

ARI complies with this requirement.

**3.1.7.9.5 3PV payment credit or reimbursement of one hundred (100%) percent of the manufacturer part's warranty value with "Warranty recovery" clearly identified on spending unit invoice or reimbursement check detail if payment is made by check.**

ARI complies with this requirement.





**3.1.7.10 Vendor must implement and manage a maintenance management contact center available to drivers and fleet coordinators 24/7/365.**

ARI complies with this requirement.

**3.1.7.11 Vendor must implement and manage a 24-hour roadside assistance program with the following core functions:**

**3.1.7.11.1 Toll-free assistance line.**

ARI complies with this requirement.

**3.1.7.11.2 Emergency towing service.**

ARI complies with this requirement.

**3.1.7.11.3 Tire-changing service.**

ARI complies with this requirement.

**3.1.7.11.4 Battery jump service.**

ARI complies with this requirement.

**3.1.7.11.5 Lockout service.**

ARI complies with this requirement.

**3.1.7.12 Vendor must implement email notification to Independent vendors after 72 hours of no activity to approved purchase orders. The same email notification must also be sent to an FMO designated email.**

ARI complies with this requirement.

**3.1.7.13 Vendor must provide, manage, and integrate a browser client-server asset management application with inventory and multi-criteria replacement methodologies, e.g., vehicle age, accrued mileage, life-to-date maintenance costs, predictive maintenance costs by automotive systems, manufacturer, VIN make, and VIN model.**

ARI complies with this requirement.





**3.1.17.14 Vendor must provide ability to communicate and interface requested information via data feeds to the consolidated ERP Board.**

ARI complies with this requirement.

**3.1.5.15 Vendor must provide the ability to record spending unit fleet coordinator name, address, phone number and email associated with each vehicle.**

ARI complies with this requirement.

**3.1.5.16 Vendor must provide the ability to record the driver first name, last name, and the physical address for each vehicle.**

ARI complies with this requirement.

## **3.1.8 Maintenance and Repair Services Program - Reporting**

**3.1.8.1 Vendor must distribute standardized reports (i.e.: maintenance by VIN, by 3PV, by vehicle make/model, by maintenance type, by department, etc.) to designated agencies as determined necessary without additional charges. Additionally, the vendor will develop specialized reports unique to each agency's needs.**

ARI complies with this requirement.

**3.1.8.2 Vendor must provide a quarterly report to FMO detailing savings recovered by efforts of the Vendor.**

ARI complies with this requirement.

**3.1.8.3 Vendor must ensure that all reports are mathematically correct. Rounding of individual costs is not acceptable.**

ARI complies with this requirement.

**3.1.8.4 Vendor must provide on-line computer access (viewing only) to vehicle maintenance and/or repair expense information. Estimated number of view-only users is approximately 200.**

ARI complies with this requirement.





**3.1.8.5 Vendor must furnish recall notification and other warranty / service information received from any source.**

ARI complies with this requirement.

**3.1.8.6 Vendor must create and maintain all data records for each vehicle in the database system. The FMO requires that the vendor keep automated maintenance and repair records for as long as the vehicle is enrolled in the vendor's maintenance and repair program and three (3) years after vehicle becomes retired. The vendor must also keep records and supporting documentation that may be needed to satisfy any and all manufacturer's claims or other disputed maintenance and repair issues. Records shall be surrendered to FMO or designated Vendor upon the end of each vehicle's life and upon contract termination or at FMO's request.**

ARI complies with this requirement.

**3.1.8.7 Vendor must track and report to FMO the vehicles being driven less than a specified number of miles monthly. FMO will provide the specified number of miles for this event to the Vendor upon award.**

ARI complies with this requirement.

**3.1.9 Maintenance and Repair Services Program - Management and Administration**

**3.1.9.1 Vendor must send a minimum of one key person as identified by FMO at no additional cost to visit designed agency representatives upon request. No more than four (4) half day visits will be required yearly.**

ARI complies with this requirement.





**3.1.9.2 Vendor must provide FMO with a list of principal service personnel. List shall include contact names, phone numbers, and email addresses.**

ARI complies with this requirement.

The persons dedicated to the State of West Virginia's account will be:

- Pete Gnatowski, District Manager;
  - (513) 288-2287, pgnatowski@arifleet.com
- Dontrell Churchill, Account Executive;
  - (856) 533-9811, dchurchill@arifleet.com
- Nicole Tuohey, Client Administrator
  - (856) 533-9390, ntuohey@arifleet.com

**3.1.9.3 Vendor must participate, at FMO's request, at seminars to educate drivers / FMO customers on program requirements in West Virginia at no additional cost to the state. FMO will notify vendor of request a minimum of two weeks prior to the engagement. A maximum of two (2) seminars will be required yearly. Vendor must provide training, as required, for full understanding and utilization of reports and analysis of operating costs and cost trends at no additional cost to the agency.**

ARI complies with this requirement.

**3.1.9.4 Vendor must provide capability for FMO and designee to interact online with vendor for ordering, inquiry, information, updating and reporting purposes. The estimated number of interactive users is a minimum of two hundred (200).**

ARI complies with this requirement.

**3.1.9.5 Vendor must provide information concerning changes in industry practices, policies, regulations, and/or other related information to FMO. For example: periodic publications for review by the FMO concerning 1) suggestions for prompt and effective maintenance; and 2): national fleet information from manufacturers, consultants, etc.**

ARI complies with this requirement.





**3.1.9.6 Vendor must allow FMO to periodically visit the vendor to verify / review the program in operation.**

ARI complies with this requirement.

**3.1.9.7 Upon award, Vendor must make available upon request, a quantity, list of names and locations of maintenance and repair service providers in West Virginia, Virginia, Kentucky, Ohio, Maryland, and Pennsylvania.**

ARI complies with this requirement.

**3.1.9.8 Vendor must have a toll-free line which includes Automotive Service Excellence (ASE) Certified Technicians, 365 days a year, 7 days a week, 24 hours a day to monitor all maintenance and repair requests. If applicable, nights and weekends may be reserved for limited emergency services and handled by the vendor's subcontractor. The primary vendor, however, retains all contractual responsibilities.**

ARI complies with this requirement.

**3.1.9.9 Vendor must implement narrative and graphical performance reviews for the FMO (consolidated) and state spending units (by spending unit billing code), no less than annually to demonstrate achieved cost savings based upon agreed metrics for the state and spending units as well as identifying other service areas with the potential to achieve increased cost savings or cost containment for the state and spending units.**

ARI complies with this requirement.

## **3.1.10 Maintenance and Repair Services Program - Invoicing**

**3.1.10.1 Vendor must have the ability to invoice individual agencies as designated by the FMO or accept P-card payment. Agency must designate payment on agency release order. The vendor will pay directly to maintenance and repair service providers all charges, except any assessed taxes, made by drivers and invoice the designated agency on a monthly basis.**

ARI complies with this requirement.





**3.1.10.2 Vendor must ensure that any assessed taxes are not passed along to the FMO or its designated agency for payment.**

ARI complies with this requirement.

**3.1.10.3 Vendor must reimburse the State of West Virginia for all discounts, rebates, and warranty recovery.**

ARI complies with this requirement.

**3.1.10.4 Vendor must monitor warranty repairs and seek automobile manufacturer reimbursement. These charges are not to be passed along to the FMO or its designee.**

ARI complies with this requirement.

## **3.1.11 Maintenance and Repair Services Program – VIN Decoder**

**3.1.11.1 Vendor must provide a browser client-service VIN decoder application to the FMO. The information must, at a minimum, define year, make and model of the vehicle.**

ARI complies with this requirement.

## **3.1.12 Maintenance and Repair Services Program – Odometer Readings**

**3.1.12.1 Vendor system must allow odometer readings to be entered manually, by interface from other software, or by data upload per each VIN as needed at no additional cost.**

ARI complies with this requirement.





### 3.1.13 Maintenance and Repair Services Program – Miscellaneous

**3.1.13.1 Vendor is solely responsible for all work performed under the contract and shall assume prime contractor responsibility for all services offered and products to be delivered under the terms of this contract. The State shall consider the Vendor to be the sole point of contact regarding all contractual matters. The Vendor may, with the prior written consent of the State, enter into written subcontracts for performance of work under this contract, however, the Vendor is totally responsible for the payment of all subcontractors.**

ARI complies with this requirement.

### 3.1.14 Maintenance and Repair Services Program - Qualifications and Experience

**3.1.14.1 Vendor must provide three jobs of similar size and scope to demonstrate recent experience providing and implementing fleet management programs and services for governmental entities.**

In the public sector, ARI customizes solutions for the specialized requirements of over 15 federal, state and municipal entities representing more than 75,000 vehicles. In addition to the State of West Virginia, in the table below, we have illustrated a sampling of the clients we have worked with in the past five years with requirements similar to those of The State of West Virginia:

Government Entity	Number of Vehicles	Programs
State of Wisconsin	5,600 vehicles	Maintenance Management, Roadside Assistance and Accident Management
State of Minnesota	2,330 vehicles	Maintenance Management and Roadside Assistance
City of New York	6,900 vehicles	Maintenance Management and Roadside Assistance
State of New York	16,200 vehicles	Maintenance Management, Accident Management, Roadside Assistance and Leasing
State of Georgia	22,800 vehicles	Maintenance Management, Roadside Assistance and Data Integration





## 3.1.15 Maintenance and Repair Services Program – Pricing Page

**3.1.15.1 Vendor must complete the Exhibit A Pricing Page by quoting one or both of the described scenarios: 1) a per month per vehicle fixed price and then a percentage additional markup if Independent Vendors are used for maintenance services. 2) a per month per vehicle fixed price that includes any markups or fees in this all-inclusive monthly price.**

ARI has completed Exhibit A.

**3.1.15.2 Please note that only one of the two scenarios will be chosen for this award.**

ARI has read and understands.

## 3.1.16 Maintenance and Repair Services Program – Fleet Data

**3.1.15.1 For the purpose of bidding, the following is data relating to the State of West Virginia's Fleet:**

<b>Total # of units for records and data listing</b>	<b>7600</b>
<b>Average # of active units with maintenance</b>	<b>2700</b>
<b>Average # of transactions per month</b>	<b>750</b>
<b>Average \$ spent per month</b>	<b>\$156,000.00</b>

<b><u>Vehicle Type</u></b>	<b><u>Total # of Units</u></b>
<b>Bus</b>	<b>2</b>
<b>Car</b>	<b>595</b>
<b>Motorcycle</b>	<b>5</b>
<b>SUV</b>	<b>1090</b>
<b>Truck HD</b>	<b>34</b>
<b>Truck LD</b>	<b>671</b>
<b>Truck MD</b>	<b>29</b>
<b>Van</b>	<b>500</b>

ARI has read and understands.





## 3.2 Fuel-Only Credit Cards.

**3.2.1 Vendor must provide a secure, fuel-only credit card that must be “universal” and honored by multiple retail franchises, i.e. Exxon Mobil™, BP™, 7-Eleven™, GoMart™, Sheetz®, Shell™, Marathon™ Pilot™, and Speedway™ throughout the continental United States including Hawaii and Alaska.**

ARI complies with this requirement.

**3.2.2 Vendor must furnish a secure fuel card for each vehicle, specialty vehicle, ancillary equipment, rental, or in some cases as designated by FMO-established program or event; administer and assign unique, secured individual Personal Identification Numbers (PIN) for each driver, operator, location, or event as well.**

ARI complies with this requirement.

**3.2.3 Vendor must capture point of sale information at the fuel dispenser. Personal identification number (PIN) and odometers, hours, or power take off (PTO) reading must be entered. Verify that an authorized, valid, active PIN has been entered prior to fuel being dispensed. Reported transaction data must include: the amount of the expenditure, the identity of the driver or operator (PIN), the odometer, hour, or power take off (PTO) reading, fuel type (unleaded, diesel, ethanol [E-85], CNG, LNG, LPG, and hydrogen), grade or composition (regular unleaded, mid-grade, unleaded, premium unleaded, biodiesel [B-5], and biodiesel [B-20]), quantify dispensed, the time of purchase, location of purchase, the identity of the fuel provider, the action and the action codes (accept/decline and reasons).**

ARI complies with this requirement.

**3.2.4 Vendor must be able to group specific hierarchy organizations so that one driver PIN will be active across the entire hierarchy level. (Prompt Accounts)**

ARI complies with this requirement.





**3.2.5 Vendor must create master, central, separate account, subordinate division, subdivision, or location-specific hierarchical organization (chart of accounts) for viewing, reporting, and administration as designated by FMO.**

ARI complies with this requirement.

**3.2.6 Vendor must create dynamic application filtering between hierarchical organizations and robust user administration to ensure user roles or application permissions can be adjusted by FMO or hierarchical designees.**

ARI complies with this requirement.

**3.2.7 Vendor must time-phased initial secure, fuel-only credit card issue as designated by FMO.**

ARI complies with this requirement.

**3.2.8 Vendor must provide client-defined data fields to accommodate a combination of vehicle/equipment/rental type, location, assigned spending unit, etc. as designated by FMO.**

ARI complies with this requirement.

**3.2.9 Vendor must provide color-differentiated plastic card stocks to easily separate.**

**3.2.9.1 Vehicle**

**3.2.9.2 Undercover Vehicle.**

**3.2.9.3 Equipment**

**3.2.9.4 Rental**

ARI complies with these requirements.

**3.2.10 All fuel-only cards must have an expiration date that extends for the life of the contract. A 90-day notice must be given to FMO prior to any card renewals or expirations.**

ARI complies with these requirements.





**3.2.11 The card program must be a closed-loop proprietary network that can capture Level III data with a minimum of 99.8% accuracy.**

ARI complies with this requirement.

**3.2.12 The State of West Virginia can accept and encourages discounts, rebates, and incentives offered by the vendor.**

ARI complies with this requirement.

**3.2.13 The State of West Virginia intends for historical data to be maintained and subsequently transferred in the event of a vendor change.**

ARI complies with this requirement.

**3.2.14 Vendor logo may be displayed on the secure, fuel-only credit card in addition to the card manufacturer.**

ARI complies with this requirement.

**3.2.15 Vendor must include any costs such as initial set-up-fees, software licensing, and annual software maintenance fees in the monthly, fixed price fee per card.**

ARI complies with this requirement.

### **3.2.16 Fuel Only Credit Cards – Data Management**

**3.2.17.1 All data and reports must be available to be exported into Microsoft Excel 2016 or later version.**

ARI complies with this requirement.

**3.2.17.2 All data must be maintained by the Vendor for a minimum of 3 years after the vehicle becomes retired. Vendor must provide access to data and assist in transitioning the data to another Vendor should this contract be terminated for any reason.**

ARI complies with this requirement.





## 3.2.17 Fuel Only Credit Cards – Reporting

**3.2.17.1 Vendor must provide a browser client-server application for real-time exception reporting based on user-selected criteria such as odometer, transactional, fuel quantity, fuel expenditure, and fuel type or grade thresholds or selections.**

ARI complies with this requirement.

**3.2.17.2 Vendor must provide standardized and customizable reports that will be available through a browser-client application to state agencies without additional charge. Reports should be exportable in comma-separated-value or “.csv” format.**

ARI complies with this requirement.

**3.2.17.3 Reports must be mathematically correct. Rounding individual transactions and/or other totals are not acceptable.**

ARI complies with this requirement.

**3.2.17.4 Vendor must provide a browser client-server application for drivers and operators that identify the name, physical address, telephone number, and hours of operations for each participating fuel-only fuel card program authorized retailer. The browser client-server application must be searchable by single or multiple data points, e.g., country, city, state, zip code, or distance from an inputted zip code.**

ARI complies with this requirement.

**3.2.17.5 Vendor must provide the Contract Administrator with usage reports including a summary of all secure, fuel-only credit cards (regardless of dollar amount) sold under this contract including FMO or designee name, model/part number, item description, date received, order ship-date, and total amount or equal to this. These reports must be provided using a browser client-server application.**

ARI complies with this requirement.





**3.2.17.6 Vendor must provide to FMO a Monthly Summary Transaction report that must include but is not limited to: vehicle year, vehicle make, vehicle model, license plate, asset type, account number, department, unit, dollars, gallons/units, miles driven, CPM, MPG, and transaction count or a report equal to this.**

ARI complies with this requirement.

**3.2.17.7 Vendors must provide to FMO a monthly Gallons and Dollars Summary report that must include but is not limited to: account number, transaction count, gross amount, and active card count or a report equal to this.**

ARI complies with this requirement.

**3.2.17.8 Vendor must provide to FMO monthly Exemption reports that must include but are not limited to: over tank capacity transactions, delinquent accounts, odometer entry errors, and supreme grade fuel transactions or a report equal to this.**

ARI complies with this requirement.

**3.2.17.9 Vendor must provide to FMO Monthly Equipment Card and Monthly Rental Card reports that must include but are not limited to: transaction date and time, account number, card number, gallons purchased, transaction count and dollars, or a report equal to this.**

ARI complies with this requirement.

**3.2.17.10 Vendor must provide to FMO Yearly Review of Accounts and Suggestions.**

ARI complies with this requirement.





## 3.2.18 Fuel Only Credit Cards – Management and Administration

**3.2.18.1 Vendor must provide on-site user training in West Virginia as required demonstrating a functional understanding of the browser client-server application by the user; utilization of reports; analysis of operating costs; and costing trends at no additional cost. No more than four (4) day visits will be required during annual contract periods.**

ARI complies with this requirement.

**3.2.18.2 Vendor must participate, at FMO's request, (with a 30-day advance notice) at seminars in West Virginia to educate drivers or operators on program requirements at no additional cost to the state. No more than two (2) days visits will be required per annual contract period.**

ARI complies with this requirement.

**3.2.18.3 Vendor must provide a browser client-server application for FMO and designees (approximately 300-400 users) to interact online for credit card ordering; report lost or stole credit card; information updating and reporting; and requesting personal identification number (PIN).**

ARI complies with this requirement.

**3.2.18.4 PIN's must be no less than six numeric digits and unique for each fuel-only credit card. No duplicate PIN numbers are authorized either with client code, business unit, or billing code- no blanket PIN's.**

ARI complies with this requirement.

**3.2.18.5 PIN's must not be made available to or maintained by client, business unit, or billing code designees unless approved by FMO.**

ARI complies with this requirement.





**3.2.19.6 FMO must be the only user approved to order new cards, replace damaged or lost cards unless otherwise designated by FMO.**

ARI complies with this requirement.

## **3.2.19 Fuel Only Credit Cards – Invoicing**

**3.2.19.1 The costs quoted must match the invoice to insure timely payment.**

ARI complies with this requirement.

**3.2.19.2 Vendor must invoice clients, business units, billing code, etc. as designated by FMO monthly for fuel-only charges made by assigned drivers or operators.**

ARI complies with this requirement.

**3.2.19.3 Vendor must invoice FMO directly for any management, shipping, report fees that are incurred.**

ARI complies with this requirement.

**3.2.19.4 Vendor must pay directly to the Fuel-Only Card Provider:**

**3.2.19.4.1 All charges except Federal Excise Tax and State tax as un “ultimate vendor” or.**

ARI complies with this requirement.

**3.2.19.4.2 Credit (preferred method) or reimburse the Federal Excise Tax and State tax collected to the invoiced agencies monthly. Invoices for transactions originating outside the continental United States, Alaska, and Hawaii must in U.S. dollars.**

ARI complies with this requirement.





**3.2.19.5 Any vendor rebates, incentives, and discounts must be itemized and contained on client, business unit, billing code, etc. monthly invoice or on the monthly invoice following the period for which the rebate, incentive, or discount is offered by the vendor.**

ARI complies with this requirement.

## **3.2.20 Fuel Only Credit Cards – Miscellaneous**

### **3.2.20.1 Additional Requirements**

**3.2.20.1.1 Vendor is solely responsible for all work performed under the contract and shall assume prime contractor responsibility for all services offered and products to be delivered under the terms of this contract. The State shall consider the Vendor to be the sole point of contact regarding all contractual matters. The Vendor may, with the prior written consent of the State, enter into written subcontracts for performance of work under this contract, however, the Vendor is totally responsible for the payment of all subcontractors.**

ARI complies with this requirement.

### **3.2.20.2 Uninterrupted Fuel Service**

**3.2.20.2.1 The Vendor must provide secure, fuel-only credit cards for temporary use during card replacement cycles to FMO or designee to ensure uninterrupted fuel service for drivers or operators. The Vendor must describe the procedure on how and when the inventory of temporary-use, secure, fuel-only cards will be restocked.**

ARI complies with this requirement.





## 3.2.20.3 Support

**3.2.20.3.1 The Vendor must maintain a toll-free technical support telephone number, staffed 24/7, and accessible to all agencies who have received secure, fuel-only credit cards from the Vendor under this contract. Personnel staffing the Vendor's support line must be able to give technical assistance to agencies for all products and services purchased under this contract for the fuel-only credit cards.**

ARI complies with this requirement.

**3.2.20.3.2 No separate reimbursement will be made to the Vendor for travel or any other expense or service.**

ARI has read and understands.





## 3.2.21 Fuel Only Credit Cards – Qualifications and Experience

**3.2.21.1 Vendor must provide three jobs of similar size and scope to demonstrate recent experience providing and implementing fleet management programs and services to governmental entities.**

Client	Number of Units	Program
ARI is privately held and cannot disclose specific client names. However this client is a Large Cable and Internet Provider	35,700	Fuel Card Program
ARI is privately held and cannot disclose specific client names. However this client is a Large Cable and Internet Provider	11,775	Fuel Card Program
ARI is privately held and cannot disclose specific client names. However this client is a Large Rental Organization	8,650	Fuel Card Program





## 3.2.22 Fuel Only Credit Cards – Pricing Pages:

**3.2.22.1 Vendor must complete the Exhibit A Pricing Page by quoting a monthly, fixed price fee per card for all required products and services per Section 3.0. The monthly, per card fee must be all-inclusive. If no fee will be imposed on the FMO, the Vendor must indicate by entering “\$0.00” in the appropriate space provided.**

ARI has completed Exhibit A.

**3.2.22.2 The Exhibit A Pricing Page contains a list of Contract Items and estimated purchase volume. The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.**

ARI complies with this requirement.

**3.2.22.2.1 The following criteria will be used to evaluate annual cost:**

**3.2.22.2.1.1 Cost frequency for evaluation will be monthly**

ARI complies with this requirement.

**3.2.22.2.1.2 Cost will be calculated using 10,000 active, secure, fuel-only credit cards for domestic use.**

ARI complies with this requirement.

**3.2.22.2.1.3 Cost will be calculated per annum to ensure an “apples-apples” comparison**

ARI complies with this requirement.

**3.2.22.2.1.4 Cost will be calculated as of the first day of the first billing cycle after an agreement becomes effective.**

ARI complies with this requirement.





**3.2.22.3 Example: \$1 per card per month x 10,000 cards per month = \$10,000 per month x 12 months = \$120,000 total annual cost**

ARI has read and understands.

**3.2.22.3.1 The following criteria will be used to evaluate volume rebate:**

**3.2.22.3.1.1 Rebate frequency for evaluation will be monthly.**

ARI complies with this requirement.

**3.2.22.3.1.2 Rebate will be calculated using basis points to ensure “apples-to-apples” comparison.**

ARI complies with this requirement.

**3.2.22.3.1.3 One basis point is equal to 1/100<sup>th</sup> of 1%, or 0.01% (0.0001).**

ARI complies with this requirement.

**3.2.22.3.1.4 Rebate will be calculated as of the first day of the first billing cycle after an agreement becomes effective.**

ARI complies with this requirement.

**3.2.22.3.1.5 For purposes of evaluation, volume rebate basis points will be calculated using 10,000 active, secure, fuel-only credit cards for use domestically.**

ARI complies with this requirement.

**3.2.22.4 Example: 10,000 cards = volume rebate of 135 basis points x \$1,000,000 domestic retail transactions = \$13,500 monthly volume rebate x 12 months = \$162,000 total annual volume rebate.**

ARI has read and understands.





## 3.3 Pool Car Reservation and Kiosk

**3.3.1 Vendor must implement a browser client-server application, either the Vendors or a 3PV, that allows users to create, reserve, and manage a pool of vehicles.**

ARI complies with this requirement.

**3.3.2 Vendor must allow reservation parameters to be set based on specific fleet needs such as reservation times, maximum and minimum hours vehicle can be served, and hourly rate.**

ARI complies with this requirement.

**3.3.3 Program must be able to email confirmations of reservation.**

ARI complies with this requirement.

**3.3.4 Vendor must have the capabilities to supply or integrate reservation information from a 3PV Kiosk system for vehicle key retrieval.**

ARI complies with this requirement.

**3.3.5 Vendor must provide reports based on vehicle occupancy, billing charges and other custom reports as defined.**

ARI complies with this requirement.

**3.3.6 Program must allow end-users to make reservations and receive email confirmations.**

ARI complies with this requirement.

### 3.3.7 Pool Car Reservation and Kiosk – Reporting

**3.3.7.1 Vendor must provide a browser client-server application for real-time reporting based on user-selected criteria upon request.**

ARI complies with this requirement.





## 3.4 Mileage Entry and Ending Odometer

**3.4.1 Vendor must provide a browser client-server application for real-time mileage entry and calculation functionality for official business use, and personal use miles. Total miles and ending odometer readings must be calculated.**

ARI complies with this requirement.

### 3.4.2 Mileage Entry and Ending Odometer – Data Management

**3.4.2.1 All data and reports must be available to be exported into Microsoft Excel 2016 or later version.**

ARI complies with this requirement.

### 3.4.3 Mileage Entry and Ending Odometer – Reporting

**3.4.3.1 Vendor must provide a browser client-server application for real-time reporting based on user-selected criteria upon request.**

ARI complies with this requirement.

**3.4.3.2 At a minimum, the Mileage Log must contain the following fields: Driver ID#, Driver First Name, Driver Last Name, Reporting Period, Vehicle #, Starting Odometer, Ending Odometer, Business Miles, Personal Miles, Total Miles.**

ARI complies with this requirement.

### 3.4.4 Pool Car Reservation and Kiosk – Invoicing

**3.4.4.1 Vendor must have the ability to invoice individual agencies as designated by the FMO or accept P-card payment.**

ARI complies with this requirement.





## 4. Contract Award

- 4.1 Contract Award: The Contract is intended to provide FMO with a purchase price on all Contract Items. The Contract shall be awarded to the Vendor that provides the Contract Items meeting the required specifications for the lowest overall total cost as shown on the Pricing Pages.**

ARI complies with this requirement.

- 4.2 Pricing Pages: Vendor should complete the Pricing Pages by listing a price for the mandatory items they can provide. Vendor should complete the Pricing Pages in their entirety as failure to do so may result in Vendor's bid being disqualified.**

ARI complies with this requirement.

- 4.2.1 The Pricing Pages contain a list of the Contract Items and estimated purchase volume. The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.**

ARI complies with this requirement.

- 4.2.2 Vendor should electronically enter the information into the Excel version of the Exhibit A – Pricing Pages attached to the solicitation and submit a copy with their bid. Vendor should complete the Exhibit A – Pricing Pages in entirety as failure to complete all areas may result in the Vendor's bid being disqualified.**

**If Vendor is submitting their bid through wvOASIS, Vendor is to enter \$0.00 on the commodity line in wvOASIS and must complete the Exhibit A – Pricing Pages and upload into wvOASIS as an attachment. Only pricing submitted via the Exhibit A – Pricing Pages will be evaluated for award.**

ARI complies with this requirement and has completed Exhibit A.





## 5. Ordering and Payment

**5.1 Ordering: Vendor shall accept orders through wvOASIS, regular mail, facsimile, e-mail, or any other written form of communication. Vendor may, but is not required to, accept on-line orders through a secure internet ordering portal / website. If vendor can accept on-line orders, it should include in its response a brief description of how FMO may utilize the on-line ordering system. Vendor shall ensure that its on-line ordering system is properly secured prior to processing Agency orders on-line.**

In terms of this bid response, the State can “order” maintenance repairs by using their mobile app. For fuel, your fleet personnel can either call ARI for a replacement fuel card or order a replacement online through ARI *insights*.

**5.2 Payment: Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.**

ARI has read and understands.

## 6. Delivery and Return Payment

**6.1 Delivery Time: Vendor shall deliver standard orders within 10 calendar days after orders are received. Vendor shall deliver emergency orders within 5 calendar day(s) after orders are received. Vendor shall ship all orders in accordance with the above schedule and shall not hold orders until a minimum delivery quantity is met.**

ARI complies with this requirement.

**6.2 Late Delivery: FMO must be notified in writing if orders will be delayed for any reason. Any delay in delivery that could cause harm to an Agency of the State of West Virginia will be grounds for cancellation of the delayed order, and/or obtaining the items ordered from a third party.**

ARI has read and understands.

**6.2.1 If FMO seeks to obtain items from a third party under this provision, they must first obtain approval of the Purchasing Division.**

ARI has read and understands.





**6.3 Delivery Payment/Risk of Loss: Standard order delivery shall be F.O.B. destination to FMO's location. Vendor shall include the cost of standard order delivery charges in its bid pricing/discount and is not permitted to charge the State of West Virginia separately for such delivery. FMO will pay delivery charges on all emergency orders provided that Vendor invoices those delivery costs as a separate charge with the original freight bill attached to the invoice.**

ARI's maintenance management and fuel card management programs are charged as a per vehicle per month charge. All other charges are pass through.

**6.4 Return of Unacceptable Items: If FMO deems the Contract Items to be unacceptable, the Contract Items shall be returned to Vendor at Vendor's expense and with no restocking charge. Vendor shall make arrangements for the return within five (5) days of being notified that items are unacceptable. If the original packaging cannot be utilized for the return, Vendor will supply FMO with appropriate return packaging upon request. All returns of unacceptable items shall be F.O.B. FMO's locations. The returned product shall either be replaced, or FMO shall receive a full credit or refund for the purchase price, at FMO's discretion.**

This is not applicable to ARI's maintenance and fuel programs.

**6.5 Return Due to Agency Error: Items ordered in error by FMO will be returned for credit within 30 days of receipt, F.O.B. Vendor's location. Vendor shall not charge a restocking fee if returned products are in a resalable condition if they are unused and in the original packaging. Any restocking fee for items not in a resalable condition shall be the lower of the Vendor's customary restocking fee or 5% of the total invoiced value of the returned items.**

This is not applicable to ARI's maintenance and fuel programs.

## **7. Vendor Default**

**7.1 The following shall be considered a vendor default under this Contract.**

**7.1.1 Failure to provide Contract Items in accordance with the requirements contained herein.**

ARI complies with this requirement.





**7.1.2 Failure to comply with other specifications and requirements contained herein.**

ARI complies with this requirement.

**7.1.3 Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.**

ARI complies with this requirement.

**7.1.4 Failure to remedy deficient performance upon request.**

ARI complies with this requirement.

**7.2 The following remedies shall be available to FMO upon default.**

**7.2.1 Immediate Cancellation of the Contract**

ARI complies with this requirement.

**7.2.2 Immediate cancellation of one or more release orders issued under this Contract.**

ARI complies with this requirement.

**7.2.3 Any other remedies available in law or equity.**

ARI complies with this requirement.

## **8. Miscellaneous**

**8.1 No Substitutions: Vendor shall supply only Contract Items submitted in response to the Solicitation unless a contract modification is approved in accordance with the provisions contain in this Contract**

ARI has read and complies.

**8.2 Vendor Supply: Vendor must carry sufficient inventory of the Contract Items being offered to fulfill its obligations under their Contract. By signing its bid, Vendor certifies that it can supply the Contract Items contained in its bid response.**

ARI has read and complies.





- 8.3 Reports: Vendor shall provide quarterly reports and annual summaries to FMO showing FMO's items purchased, quantities of items purchased, and total dollar value of the items purchased. Vendor shall also provide reports, upon request, showing the items purchased during the term of the Contract, the quality purchased for each of those items, and the total value of purchases for each of those items. Failure to supply such reports may be grounds for cancellation of this Contract.**

ARI has read and complies.

- 8.4 Contract Manager: During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.**

**Contract Manager:** Pete Gnatowski, District Sales Manager

**Telephone Number:** (513) 288-2287

**Fax Number:** (856) 283-0370

**Email Address:** [pgnatowski@arifleet.com](mailto:pgnatowski@arifleet.com)





## Pricing Clarifications

ARI has completed Exhibit A Pricing for Maintenance and Fuel.

ARI would like to note other pricing for programs requested earlier in this RFQ.

- ARI's National Account rebate is
  - 2% up to 75% utilization;
  - 3% up to 85% utilization;
  - and 4% for any utilization higher than 85%
- The State of West Virginia currently has 30-day payment terms in place with ARI.





## RFQ Exceptions

### RFQ FLT170000006 Specification Deviations & Clarifications

We would like to clarify the following items:

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#### **Section 15 – Purchasing Card Acceptance**

*“The State of West Virginia currently utilizes a Purchasing Card program, administered under contract by a banking institution, to process payment for goods and services. The Vendor must accept the State of West Virginia’s Purchasing Card for payment of all orders under this Contract unless the box below is checked.*

ARI does not accept purchasing cards for payment.

**Section 37 – Indemnification:** *Except if due to the negligence or willful misconduct of State, the Vendor agrees to indemnify, defend and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any **third party** claims or losses for services rendered by any subcontractor, ~~person, or firm~~ performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws. **Subcontractor, for the purposes of this agreement, shall be defined as an entity that is directly contracted by Vendor to perform a function which would normally be performed by Vendor under this Agreement and shall not be meant to include third party vendors (i.e. vehicle manufacturers or maintenance/fuel outlets). It is agreed that third party vendors such as manufacturers and maintenance/fuel outlets are independent contractors and are neither the subcontractors nor agents of the Vendor.***

Subcontractors are not meant to include repair/maintenance vendors or other third parties providing services under this Agreement. Need to remove reference to “person or firm” in the third line. Claims should be limited to “third party claims”.



## State of West Virginia Fleet Management Office

### Exhibit A - Pricing Page

<b>MAINTENANCE AND REPAIR SERVICES PROGRAM</b>				
	Unit Price	Unit of Measure	Estimated Quantity	Extended Price
Vehicle Maintenance Services All inclusive lump sum cost for all Services as defined in the specifications in sections <b>3.1</b> .	\$3.50	Per Vehicle Per Month	3,000	\$10,500.00
This will include an Independent Vendor fee of:	5	Percent	\$1,500,000.00	\$6,250.00
<b>SUBTOTAL FOR EVALUATION</b>				<b>\$16,750.00</b>
<b>OR</b>				
	Unit Price	Unit of Measure	Estimated Quantity	Extended Price
Vehicle Maintenance Services All inclusive lump sum cost for all Services as defined in the specifications in sections <b>3.1</b> .	\$7.50	Per Vehicle Per Month	3,000	\$22,500.00
<b>This price will include no Independent Vendor Fee</b>				

**Please note that only one of the above will be accepted on this bid.**

<b>FUEL-ONLY CREDIT CARD PROGRAM</b>				
	<b>Unit Price</b>	<b>Unit of Measure</b>	<b>Estimated Quantity</b>	<b>Extended Price</b>
<b>Fuel Only Credit Cards</b> All inclusive lump sum cost for all Services as defined in the specifications in sections 3.2.	\$0.00	Per Card	5,000	\$0.00
	<b>Basis point</b>	<b>Multiplier</b>	<b>Estimated Monthly Retail Transactions</b>	<b>Total Annual Volume Rebate</b>
Domestic Volume Rebate (based on a 12 month time frame)	90	0.0001	\$1,000,000.00	\$108,000.00
	<b>TOTAL BID COST FOR EVALUATION:</b>			<b>\$108,000.00</b>

<b>ADDITIONAL PROGRAMS</b>				
	<b>Unit Price</b>	<b>Unit of Measure</b>	<b>Estimated Quantity</b>	<b>Extended Price</b>
<b>Pool Car Reservation and Kiosk</b> All inclusive lump sum cost for all Services as defined in the specifications in sections 3.3.	\$1.75	Per Vehicle	100	\$175.00
<b>Mileage Entry and Ending Odometer</b> All inclusive lump sum cost for all Services as defined in the specifications in sections 3.4.	\$1.00	Per Vehicle per Month	7,600	\$7,600.00

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**Notes:**

The quantities provided are for bid evaluation purposes only. Actual quantities may be more or less at the discretion of the Agency.

Vendor Name:

ARI

Point of Contact Name:

Pete Gnatowski, District Sales Manager

Point of Contact Phone:

513 288 2287

Point of Contact Fax:

856 283 0370

Point of Contact Email:

[pn@ari.com](mailto:pn@ari.com)