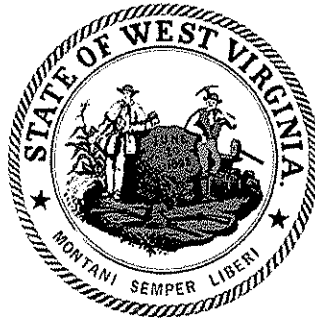


# Response To

## THE STATE OF WEST VIRGINIA



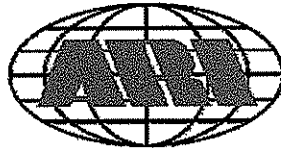
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### SEALED BID

#### SECTIONS I-V TECHNICAL PROPOSAL

Fleet Maintenance and Repair Services  
BUYER: KRISTA FERRELL-FILE 21  
RFP No.: FLT094801  
RFP Opening Date: April 2, 2009  
RFP Opening Time: 1:30 PM

RECEIVED



2009 MAR 31 A 10:19

PROCUREMENT DIVISION  
STATE OF WV

Submitted by:

Automotive Rentals, Inc.  
9000 Midlantic Avenue  
Mt. Laurel, NJ 08054

Philip H. Fitzgerald  
Government Business Development Manager  
856-439-7443  
FAX: 856-787-5827

[pfitzgerald@arrent.com](mailto:pfitzgerald@arrent.com)

Signature/Date

Handwritten signature of Philip H. Fitzgerald over a horizontal line.



April 2, 2009

The State of West Virginia  
Attn: Krista Ferrell  
Purchasing Division  
Fleet Management Unit  
2019 Washington Street East  
Charleston, WV 25305-0130

Dear Ms. Ferrell,

Automotive Rentals, Inc. (ARI) is pleased to respond to RFQ - FLT094801 for Fleet Maintenance and Repair services for the State of West Virginia's fleet. ARI has been in the fleet management business for more than 60 years. During that time period, we have provided various services to the following States and Federal Government Agencies: West Virginia, Maryland, Utah, Georgia, New Jersey, New Mexico, New York, Wisconsin, the Tennessee Valley Authority (TVA), and Customs and Boarder Protection (HLS). Currently, the State of Utah has renewed with ARI for fleet management services for an additional 6 years.

All of the States specifically on our fleet management services have experienced significant reductions in overall operating costs. As examples: the State of Utah, who has been on our programs for more than 6 years and has renewed as a customer, has experienced year-to-year savings of more than \$1 million in part due to ARI's programs; the State of Wisconsin, in its first year on our program, experienced a 40% overall reduction in maintenance cost. These are really remarkable savings when one realizes that in both cases the fleets got older and had higher mileage, which usually indicates higher repair costs.

With most States looking for ways to manage and cut costs, ARI sincerely believes that our fleet maintenance program will continue to provide the basis from which the State of West Virginia will experience similar cost savings. Over the last 3 years, the State of West Virginia has saved over \$414,000 in Post Warranty Claims and Field Adjustments. ARI is confident that we can continue to provide the same level of fleet maintenance and fuel programs, the customer service, and the cost savings that you are currently experiencing. But don't rely on what we say – we recommend you call our customers to get a real insight into our abilities to continue to service the State of West Virginia.

If any further information or questions need to be answered, please get a hold of me or Heather Odean in our Charlotte office (704-556-2630).

Sincerely,

Philip H. Fitzgerald  
Government Business Development Manager  
856-439-7443  
[pfitzgerald@arifleet.com](mailto:pfitzgerald@arifleet.com)



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### Technical Proposal

Section I – Maintenance Program: Specifications 3.2.1 – 3.2.1.10

Section II – Reporting: Specifications 3.2.2.1 – 3.2.2.5

Section III – Management/Administration: Specifications 3.2.3.1 – 3.2.3.5

Section IV – Vendor Capability and Stability: Specifications 3.2.4.1 – 3.2.4.4

Section V – Optional Services: Specifications 3.2.5.1 – 3.2.5.5

### Attachments

Affidavit

Addendum Acknowledgement

Addendum No. 1

Exhibit 3.2.1.5 & 3.2.1.6 - State of West Virginia – Intellifleet Parameter Screen

Exhibit 3.2.1.1 (on disk inside the Master Copy of this RFP response)





### **3.2.1 Maintenance Program**

Furnish maintenance and repair management services for each vehicle in the fleet.

#### **3.2.1.1 Provide a number, list of names, and locations of maintenance and repair service providers in West Virginia, Virginia, Kentucky, Ohio, Maryland, Pennsylvania.**

ARI's service network includes over 1,000 national and independent service providers in the State of West Virginia and more than 17,000 service providers for all of the above States.

☉ Please see Exhibit 3.2.1.1 (on disk inside the Master Copy of ARI's RFP response) for a complete listing.

#### **3.2.1.2 Vehicle mileage information must be captured at the time service is provided for reporting purposes.**

ARI currently collects and compares mileage data from several sources, including repair purchase orders, fuel station fill-ups, accident claims, and personal mileage.

#### **3.2.1.3 Vendor must have the ability to invoice individual agencies as designated by the Fleet Management Office. 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 currently audits and pays all invoices, net taxes from all service providers for the State. In addition, ARI prepares a consolidated bill net taxes for all maintenance related repair expenses on a monthly basis. ARI bills the State agencies directly on a monthly basis. Complete flexibility is available. We are confident in our ability to adapt to any billing requirements, having currently demonstrated this ability with the State of West Virginia fleet.

#### **3.2.1.4 Vendor must ensure that any assessed taxes are not passed along to the Fleet Management Office or its designated agency for payment.**

ARI currently ensures that the State and its agencies do not pay any assessed taxes. In addition, ARI manages numerous State, Federal, and municipal agencies with thousands of vehicles that are exempt from taxes and provides each with bills which are net taxes.





**3.2.1.5 Vendor must deal directly with any participating maintenance and repair service provider concerning the cost and need for any repair. The level of repair requiring Fleet Management Office approval prior to repair authorization will be confirmed after contract award with the successful vendor.**

When the State's driver calls an ARI Technical Resource Center for unscheduled maintenance, the ARI technician looks up the vehicle and client code in our Intellifleet® system to verify that the vehicle is on a maintenance plan and in service. Additionally, the ARI technician will document the current odometer and compare to the in-service date of the vehicle in order to determine warranty status.

The ARI technician will direct the driver to a conveniently located shop with a good rating in Intellifleet. ARI's technicians scrutinize all repairs requested by the servicing vendor, verifying time to complete the repairs, parts pricing, and labor rates as compared to published national guidelines. The technician also examines your specific program parameters and vehicle history to verify the appropriateness of the repair. ARI authorizes purchase orders up to your pre-determined \$1000 amount and/or \$500 [for vehicles over 60 months and/or 120,000 miles] and contacts Barry Gunnoe or Janice Hartman for authorization on any repairs that exceed these limits.

This process ensures that parts prices and labor rates are within acceptable and competitive price ranges for the geographic area and eliminates unnecessary repairs, which translates into an overall reduction in operating expenses for the State.

The savings for field adjustments (negotiated savings) and post-warranty recovery have averaged \$138,000 per year or over \$6.57 per vehicle per month.

☞ Please see Exhibit 3.2.1.5 & 6\_State of West Virginia Intellifleet Parameters Screen for tire purchase restrictions.

**3.2.1.6 Allow the purchase of tires in emergency situations only. As a general rule, tires will be obtained outside of this contract.**

The State's custom maintenance parameters, including tire purchase restrictions, are currently being utilized by ARI's technicians and are consulted on every call. Currently the ARI technician directs the driver to a tire facility that honors the State's contracted tire pricing.

☞ Please see Exhibit 3.2.1.5 & 6\_State of West Virginia Intellifleet Parameters Screen for tire purchase restrictions.





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**3.2.1.7 Furnish a maintenance control kit for each vehicle that includes program explanations of emergency repairs and services available.**

As part of ARI's maintenance management program, each the State driver currently receives the following with his/her driver packet at the time of vehicle delivery or enrollment in the program:

- Standard driver letter
- Coupon book tailored to the vehicle
- ARI/WEX fuel card
- Informational pull out regarding how to use the program, communicate with ARI, etc.

**Information pertaining to the State's maintenance program is also available online.** ARI can customize and maintain a central, on-line Fleet Resource website for State drivers. Standard features include a contact directory, program descriptions, State policy, driver's manual content and secure pages for administrator-only information, and even the location of repair vendors with mapping. There is no fee for this service.

This website can also be used as a tool for disseminating and enforcing the State's fleet policy among drivers. We post the State's fleet policy on this website. When a driver clicks the "I agree" button associated with the policy page, our system sends an email to a designated the State fleet contact who will retain the acknowledgement as a record of the driver's acceptance of the policy.

ARI can develop departmental forms and additional programming at additional charge. Any Fleet Resource site can be made available through the internet or reside behind the State's firewall for intranet-only access.

**3.2.1.8 Have a toll-free line managed by vendor personnel 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 does not outsource this service.** ARI is the only fleet management company that staffs two Technical Resource Centers – in Maple Shade, NJ and Grapevine, TX – operating 24/7/365 and staffed with ARI's ASE-certified technicians who interact with fleet personnel and drivers for maintenance, breakdown and claims issues and with vendors to negotiate pricing and provide approvals. Our state-of-the-art call center system integrates the two centers seamlessly, fielding calls according to the next available service technician regardless of his/her location.





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**3.2.1.9 Create and maintain all maintenance and repair records for each vehicle and screen all maintenance and repair requests. The Fleet Management Office 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. 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 the State upon the end of each vehicle's life and upon contract termination.**

Intellifleet is ARI's server-based maintenance management system that provides our service and claims technicians with the ability to manage costs, provides administrative relief to our clients, increases productivity, and offers extensive reporting capabilities.

ARI codes client-specific parameters, vehicle maintenance history, dollar approval limits, vendor and parts exceptions, and component warranty information into the system. When any of these pre-established thresholds are breached, Intellifleet interactively warns the ARI technician via a "pop-up" window.

ARI's technicians screen all repairs requested by the servicing vendor, verifying time to complete the repairs, parts pricing, and labor rates as compared to published national guidelines. The technician also examines your specific program parameters and vehicle history to verify the appropriateness of the repair. ARI authorizes purchase orders up to your pre-determined \$1000 and/or \$500 [for vehicles over 60 months in services and/or 120,000 miles] and contacts you for authorization on any repairs that exceed your limit.

ARI maintains a history of documentation on each vehicle categorized by ATA coding. ARI meets monthly with the OEMs (Ford, GM and Chrysler) and reviews all warranty and post-warranty claims. The OEMs pay particular attention to PMs conducted and review all relevant vehicle history before making a claim decision. Over the last three years, ARI has averaged over \$17,000 in post-warranty claims and retrieved \$44,695 in recovery or 87% for the State of West Virginia.

ARI's standard procedure is that sold or terminated vehicles are available to the customer an additional 12 months. After that, we "purge" the vehicle from the customer's on-line profile, but we do **not** remove it from the database. The State can receive this information upon request. ARI will surrender records to the State upon the end of each vehicle's life and upon contract termination.





**3.2.1.10 Monitor warranty repairs and seek automobile manufacturer reimbursement. These charges are not to be passed along to the Fleet Management Office or its designee.**

As part of our managed maintenance program, ARI's technicians review all published manufacturer's campaigns, recalls, and known problems when coordinating vehicle repairs. If a vehicle is eligible for up-front warranty, the technician will direct the driver to the dealership accordingly.

If ARI recognizes a pattern of failure, we will negotiate with the various manufacturers or national accounts on items even if they have exceeded their stated warranty period. We submit claims to the manufacturer's warranty representative for review. Through the use of ATA coding, ARI can identify failure trends across all client fleets, putting us in a better negotiating position with manufacturers.

ARI is successful in recovering dollars in this area due to the large number of repairs we process, our ability to build a strong case, and our long-standing relationships with our vendors. Please see below for our success rate over the past four years:

*ARI Universe*

Year of Recovered Date	Number Of Claims	Amount Pursued	Amount Recovered	Percentage of Recovery
2005	8,959	\$5,420,363	\$2,026,588	37.30%
2006	8,760	\$5,415,073	\$1,818,072	33.57%
2007	9,027	\$6,229,938	\$2,132,530	34.23%
2008	5,380	\$3,520,354	\$2,278,464	64.70%

*State of West Virginia*

Year of Recovered Date	Amount Pursued	Amount Recovered	Percentage of Recovery
2006	\$22,725	\$19,444	86%
2007	\$18,193	\$17,141	94%
2008	\$10,082	\$8,110	80%

Illustrated above, ARI's recovery rate for the State of West Virginia is averaging \$17,000 per year with an 87% recovery rate, far superior to ARI's average fleet of 65%. ARI passes back all recovered dollars via a credit on the monthly invoice.







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### **3.2.2 Reporting**

#### **3.2.2.1 Standardized reports will be distributed to designated agencies as determined necessary without additional charge. Additionally, the vendor will develop specialized reports unique to each agency's needs.**

ARI's secure, web-based FleetStats® is a series of reports that offers a comprehensive fleet performance profile. Generated monthly, ARI can customize the reports based on the State's requirements. Presented in PDF format, fleet personnel can view, save or print the files. Reports include:

- Maintenance Expense Summary
- Vendor Usage Summary
- Vehicle Expense Summary
- Savings Analysis

ARI uses standard 8-digit ATA coding to identify the different types of maintenance (i.e. Oil change, transmission service) and we can report on each of the different codes and/or services.

The State currently accesses detailed, real-time maintenance repair information on-line via ARI's web-based system fleet management and reporting system, *ARI insights*®, for every repair performed on each enrolled vehicle. This data includes an itemized breakdown of parts and labor for each purchase order including any technician notes and messages related to the repairs.

Authorized fleet personnel have customized their *ARI insights* "dashboard" to view the following maintenance-related Key Performance Indicators (KPIs) and Alerts:

- Repairs By Vendor Type – Lists repairs by independent or national account vendors. It will display the vendor name, how many POs submitted and the amounts paid.
- Overdue PMs - Displays vehicles with overdue maintenance. The information is gathered from current odometer readings or coupons last used.
- Vehicle Maintenance Exceptions – Displays Vehicles' Maintenance Cost (Life of Vehicle) exceeding \$5000. If items are available it will display a link that opens a spreadsheet with further details.

### **Custom Reporting**

Custom web reporting is available. ARI's technical reporting team first outlines the required information and formats and then engineers the report through Business Objects Enterprise Server. Once published on *ARI insights*, fleet personnel can view, save or print them. We can refresh these reports on demand or reschedule them for





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daily, weekly or monthly production in Excel, PDF or CSV formats. ARI can also email the reports directly to multiple recipients – even those without access to ARI *insights*. the State fleet personnel can customize their personal ARI *insights* dashboard to include a Key Performance Indicator (KPI) for Unread Reports.

We can deliver a wide array of reports via the Internet on-demand or on a scheduled basis, simultaneously e-mailing copies to specified individuals. Currently we are providing the State of West Virginia with the following reports:

- 2001 or older 125,000 miles or more
- 4+ years old / 100,000 miles or more
- Custom fuel exception reports
- Division 20 Prx LO01 P.O. detail
- Fuel Gallons by vehicle division

In addition to the above, ARI conducts annual reviews with the State's fleet management team. Over the last 3 years, the State has been successful in cutting its overall spend. The spend per car is \$58.15 per vehicle per month (pvpm) and light trucks is \$87.94 pvpm, while ARI's average state customer is at \$73.05 pvpm for cars and \$90.52 pvpm for trucks for FY '08.





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**3.2.2.2 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 provides a dedicated team specifically for training clients on our system. Our Customer Information Systems staff supports each user with individualized support and training; telephone support to answer questions and resolve technical hardware/software issues, and ongoing support, development and enhancement of CIS products. ARI provides unlimited training to client personnel on our systems and reports at no cost. Training sessions have been conducted at ARI's corporate office, at the State's offices, and via web cast.

**On a regularly scheduled basis, ARI provides the State with analyses pertaining to operating costs and trends.** Led by ARI Government Business Development Manager, Phil Fitzgerald, the State's ARI Account Management team conducts quarterly, semi-annual and annual fleet performance reviews at no additional cost. Performance reviews involve a thorough review of all aspects of your fleet account, including benchmarking, industry averages, trending and other measurements that identify fixed and variable expense reduction opportunities for establishing best-in-class practices and procedures:

- Best practices cycling history
- Maintenance savings resulting from post-warranty recovery and repair negotiations
- Savings achieved by unleaded vs. premium fuel purchases
- Recommendations for implementing best practices and why

The most recent State performance review, in June 2008, showed the following savings:

- Post-Warranty Claims & Field Adjustments: \$414,359 for Fiscal 06, 07, 08 combined.
- The State of West Virginia spend per car, at \$58.15 per vehicle per month (pvpm), and light trucks, at \$87.94 pvpm, was well below ARI's average state customer at \$73.05 pvpm for cars and \$90.52 pvpm for trucks for FY '08.

☉ Please see chart of the State's post-warranty claims and field adjustment savings under Section 3.2.1.10.





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**3.2.2.3 All reports must be mathematically correct. Rounding of individual costs is not acceptable.**

ARI's reporting systems have been designed to provide the State with useful and accurate information. System edits and controls have been built in to our system to preclude errors. In addition, the reporting parameters can be setup to eliminate rounding to conform to the State requirements.

Most of the current custom reports are fuel information which we receive directly from Wright Express and involve no rounding. For the existing PO report, information comes directly from the invoices that are sent and also contain no rounding.

**3.2.2.4 Provide on-line computer access (viewing only) to vehicle maintenance and/or repair expense information. Estimated number of view-only users is a maximum of 100.**

Fleet managers can authorize use of ARI *insights*<sup>®</sup> by others in the State and tightly control what users can see and do within the system. The system is available on-line 24/7/365 to the State.

Currently the State has 72 enrolled users on our *insights* program. All have "read only" ability except for Janice Hartman who can edit as well.

**3.2.2.5 Vendor must provide a reporting tool for in-house maintenance and repair facilities to report maintenance and repair issues for record keeping purposes.**

ARI is currently providing two scenarios. The first is to incorporate the State's in-house maintenance and repair facilities as vendors in our network. In this case, we pay the State agency conducting the repair and bill the agency that owns the vehicle. All repair history is captured on our system by vehicle.

The second scenario is when the State garages utilize ARI's PO entry system. This process requires the garage to enter POs directly into ARI's *insights* system. The program is pre-formatted for easy use. All data is integrated into our vehicle history for each vehicle.





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### **3.2.3 Management/Administration**

**3.2.3.1 The vendor shall send key personnel as identified by Fleet Management Office at no additional cost to visit designated agency representatives upon request. No more than four (4) half day visits will be required during the contract period.**

ARI regularly performs on-site visits of fleet operations as part of our fleet consulting process. These visits assist us in identifying best possible fleet equipment and practices.

Since ARI and the State initiated our partnership in 2004, Government Business Manager Phil Fitzgerald has enjoyed several visits to the State, including the Public Safety Department as well as various locations during the Implementation phase.

ARI can commit to at least four such visits during the contract period at no cost to the State.

**3.2.3.2 Participate, at Fleet Management Office's request, (with proper advance notice) at seminars to educate drivers/Fleet customers on program requirements in West Virginia at no additional cost to the state. A maximum of two seminars will be required during the contract period.**

ARI will participate in informational and training seminars and other meetings at the State's request. In addition, ARI was pleased to host our inaugural Government Fleet Seminar in the spring of 2008 with the State of West Virginia in attendance. This month we held a Government Fleet Webinar for all of our governmental customers and prospects. In addition, we can offer weekly webinars to help educate users of our ARI *insights* system.

**3.2.3.3 Provide capability for Fleet Management and designee to interact online with vendor for ordering, inquiry, information updating and reporting purposes. The estimated number of interactive users is approximately ten (10).**

All of the above functions are available through ARI's on-line systems. Fleet managers have the option of authorizing as many users as they wish, and have the ability to tightly control what those users can see and do within the system. Currently, the State has 72 users on our ARI *insights* system.





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**3.2.3.4 Provide periodic publications for review by the Fleet Management Office concerning 1) suggestions for prompt and effective maintenance; and, 2) national fleet information from manufacturers, consultants, etc.**

ARI's website features *Fleet News and Tools* including:

- Industry news
- Industry Articles
- ARI Industry Outlook
- Fuel Projection Report
- ARI White Papers
- Lifecycle Costs Calculator
- Fuel Management Calculator
- Fleet Statistics
- Gas/Diesel Prices
- ARI's quarterly Resource Magazine

We invite you to visit [arifleet.com](http://arifleet.com) to review these tools at your convenience.

In addition, ARI consultants hold regional seminars from time to time across the country. For example, our EnviroFleet consultants have held seminars to help educate companies on the benefits of "green" fleet practices. Other ARI education efforts include webinars, white papers, case histories, vehicle-specific alternate-fuel training, the EnviroFleet newsletter, and a detailed reference library that includes manufacturers' hybrids, government ratings, and alternate fuels; information on industry trends, regulatory, and other relevant issues; and client initiatives and industry-wide best practices.

ARI receives the "Weekly Constraint Bulletin" from GM. We also pull information from the "Ford DNB" and "Chrysler Fleet Facts" found on their websites. These bulletins advise us of all of the manufacturing constraints that have an impact on lead times. ARI communicates these production delays and constraints in the Production News section of the Fleet Library on the ARI *insights* website. We also push an e-mail bulletin called "FleetWire" to clients that are signed up to receive this publication.

ARI *insights* also contains information on manufacturer recalls, hybrid vehicles and alternative fuel, and NHTSA Safety info.

➡ Please also see our response to section 3.2.2.2, fleet performance reviews.

**3.2.3.5 Allow Fleet Management Office to periodically visit the vendor to verify/review the program in operation.**

ARI has been pleased to welcome the State of West Virginia once over the course of our existing partnership since 2004; this was in March of 2008 as our guest at ARI's inaugural governmental seminar.

The State of West Virginia has an open invitation to visit ARI's corporate offices in Mt. Laurel, NJ, for an on-site review of our systems and operating departments that will clearly illustrate both our commitment to service excellence and the quality of the people that deliver the results the State has come to expect from ARI.





### **3.2.4 Vendor Capability and Stability**

#### **3.2.4.1 The vendor must have at least three (3) years of experience providing similar maintenance management services for a wide variety of vehicles at high volume levels (minimum of 1,000 vehicles per fleet).**

ARI is in its 61<sup>st</sup> year of providing reliable fleet management services through the third generation of the same private ownership that created ARI in 1948. Fleet leasing and management has been ARI's sole proprietorship from the beginning. This focused commitment has made ARI the largest privately-held fleet leasing and management company in the United States. With more than 2,000 clients and over 650,000 vehicles under management, ARI has earned the reputation as a customer-service driven company with the flexibility to meet each client's unique requirements.

ARI customizes solutions for the specialized problems and needs of city, county, state and federal fleets ranging from fewer than 1,000 to more than 10,000 vehicles. ARI currently manages over 46,000 governmental vehicles.

#### **3.2.4.2 Vendors must provide five (5) customer references, from private or government organizations for which similar services have been provided. The references must substantiate the requirement listed at 3.2.4.1. The references should contain at a minimum: the names of the organization, mailing address, a contact person and telephone number.**

**The State of West Virginia**  
P.O. Box 50130  
Charleston, WV 25305  
Janice Hartman, Fleet Manager  
(304) 558-0086  
[Janice.C.Hartman@wv.gov](mailto:Janice.C.Hartman@wv.gov)

**The State of Utah**  
Fleet Operations  
4120 State Office Building  
Salt Lake City, UT 84114-1201  
Sam Lee, Assistant Director  
(801) 538-3452  
[SamLee@utah.gov](mailto:SamLee@utah.gov)

**The State of Georgia**  
Department of Administrative Services  
200 Piedmont Avenue  
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West Tower, Atlanta, GA 30334-9010  
Steve Saltzgeber, Director  
(404) 651-7263  
[Steve.Saltzgeber@doas.ga.gov](mailto:Steve.Saltzgeber@doas.ga.gov)

**The State of Wisconsin**  
Department of Transportation  
PO Box 7880  
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Rick Moling, Manager  
(608) 261-0373  
[Richard.Moling@dot.state.wi.us](mailto:Richard.Moling@dot.state.wi.us)





**The State of Maryland**  
45 Calvert St.  
Annapolis, MD 21401  
Larry Williams, Fleet Manager  
(410) 260-7195  
[LarryW@dbm.md.us](mailto:LarryW@dbm.md.us)

**The Tennessee Valley  
Authority**  
**412 E. 10<sup>th</sup> Street**  
Chattanooga, TN 37402  
Bruce Vincent, Fleet Manager  
(423) 751-1007  
[bevincent@tva.gov](mailto:bevincent@tva.gov)

**The City of New York**  
Office of Fleet Administration  
18<sup>th</sup> Floor  
1 Centre Street  
New York, NY 10007  
Steve Weir, Director  
(212) 669-4226  
[SWeir@dcas.nyc.gov](mailto:SWeir@dcas.nyc.gov)

**The State of New York**  
Office of General Services  
38<sup>th</sup> Floor Corning Tower  
Empire State Plaza  
Albany, NY 12242  
Jill McCabe, Purchasing Manager  
(518) 474-1064  
[Jill.McCabe@ogs.state.ny.us](mailto:Jill.McCabe@ogs.state.ny.us)

**3.2.4.3 All use of subcontractors must be specifically identified in the vendor's proposal and the prime contractor must describe the type of contractual arrangement that will exist with all subcontractors. All subcontractors must have at least two (2) years of experience in the services they are providing. (see 3.4.9)**

ARI does not subcontract any of our management services.

We do utilize our "**vendor network**" for services such as maintenance and accident repairs. This network consists of over 30,000 national account facilities, including such recognized names as Pep Boys, Goodyear, Firestone, Jiffy Lube (among others). Also included in our network are approximately 30,000 independent vendors, including manufacturer's dealerships, regional tire centers, gas stations that provide service and locally-owned repair facilities.

An innovation that has provided expeditious service to our government customers is ARI's "Intellipay" program. This program sets up a direct payment with our independent vendors within 72 hours of a completed repair. The program is much like a credit card but deposits the funds directly into a vendor's bank account for a small fee. Because governmental agencies utilize a high level of independent vendors, this program has proven most successful in getting priority repair treatment and quick turn-around time with our independent vendors.





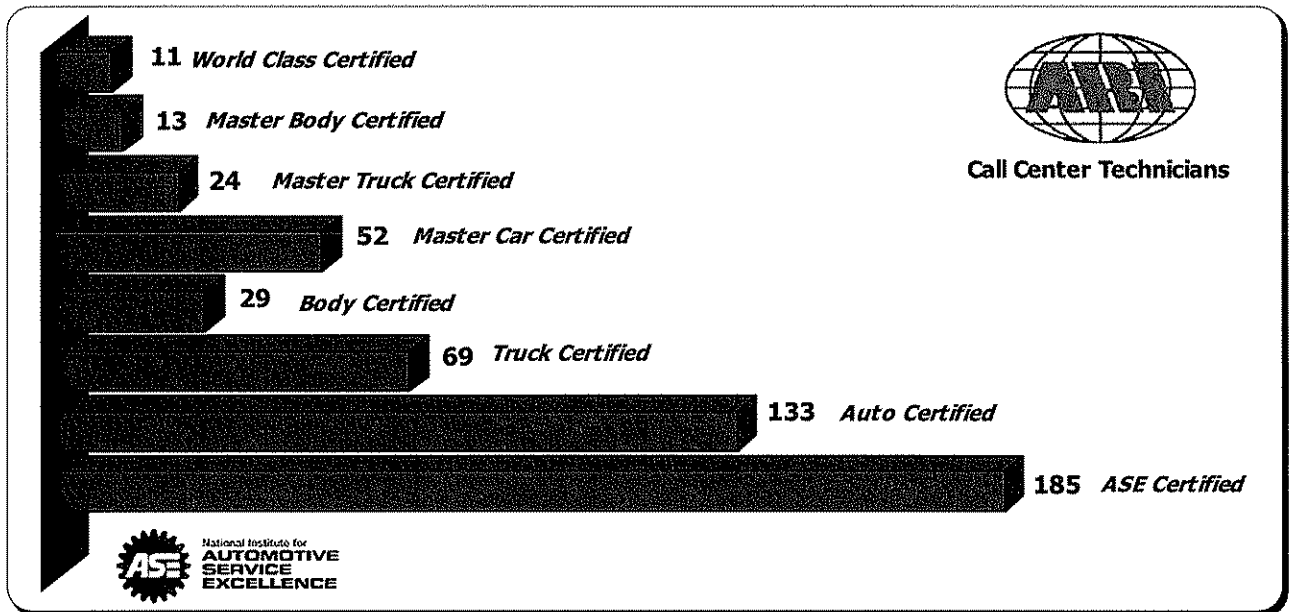


**3.2.4.4 Vendor personnel who deal with maintenance and/or repair facilities must be certified master mechanics. The agency reserves the right to request substantiating documentation at any time during the life of the contract.**

ARI staffs our two Technical Resource Centers with 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 11 total World Class technicians currently certified by the Institute, 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.

ARI will strive to have Master Certified technicians manage the State's maintenance repairs.





### **3.2.5 Optional Services**

Fleet Management reserves the right to add the following optional services at the time of award or at any time during the life of the contract at the cost quoted in the vendor's proposal. The costs for Optional Services shall be separately quoted within the Vendor's separately sealed Cost Proposal, from the costs for the services described in 3.2.1 through 3.2.4, and will not be included in the cost evaluation for award. However, the **ability** to provide the listed options is a part of the technical evaluation criteria.

#### **3.2.5.1 Provide a means for identifying vehicles as "Official State Vehicle" offering a toll-free telephone number for concerned citizens to report situations. Such reports will be forwarded to the Fleet Management Office and/or designee.**

ARI would explore the possibility of providing the decaling of the vehicles so they were identified as an "Official State Vehicle" and providing a toll free telephone number for reporting situations from the citizenry of West Virginia.

#### **3.2.5.2 Provide a mechanism for centralizing accident reporting to the appropriate agency.**

To report an accident, drivers and fleet personnel can reach ASE-certified claims technicians in our toll-free call centers 24/7/365. ARI's accident management program is administered in-house. Our claims coordinators, subrogation technicians and subrogation specialists are ASE-certified, body repair qualified, and/or have hands-on experience and/or experience with insurance companies and appraisal services.

When the driver dials our toll-free number, a claims technician takes a comprehensive accident report. Within minutes of taking the call, the first notice of loss report is delivered electronically as a standard Acord form to your liability carrier, your risk department, fleet manager and anyone else that you stipulate. If the vehicle is inoperable, ARI will arrange for towing and provide temporary, affordable transportation for the driver if necessary. Within hours, your driver is safe, the vehicle is picked up, and the claims process is underway.

The damaged vehicle will be delivered to a convenient, pre-screened repair facility. After an appraisal is performed, ARI will monitor repairs through completion. The assigned body shop will contact ARI to obtain approval for all work. ARI will determine what work is necessary while confirming that the cost of repair is reasonable. This controlled authorization by our technicians can eliminate excessive repairs and significantly reduce your shop bills. Repairs through our collision repair network are guaranteed for as long as your company owns the vehicle.





**3.2.5.3 Provide a Driver's Safety Education Program by 1) supplying driver safety handbooks or 2) conducting driver safety education classes and/or instructional media.**

Partnered with AlertDriving.com, a pioneering leader in global web-based risk management, ARI's driver safety education program ensures your drivers are knowledgeable about your driver safety policy as well as safe driving techniques.

To increase safety policy awareness among drivers, ARI can upload the State's driver safety policy to ARI's system, and trainees review it as part of their on-line training curriculum. We can also create custom lessons covering the key components of your company's driver safety policy, followed by a short quiz. If the State does not have a written, clearly defined driver safety policy, ARI will assist in developing a template to serve as a starting point. We can also compile a safety handbook that incorporates your policy parameters.

In addition to reviewing your company's driver safety policy, ARI recommends the use of safety education training materials that reflect the latest government, police and industry safety information. These modules are multi-media lessons and quizzes that covers a wide array of real-life driving situations. With more than forty standard training modules available, ARI offers the most comprehensive collection of web-based driver safety training in the fleet management industry.

**ARI also offers our Driver Excellence program.** This unique service integrates driver information collected through all ARI programs and empowers fleet managers to easily target non-compliant drivers for better policy enforcement. ARI Driver Excellence addresses all aspects of fleet management, including:

1. Communicating Fleet Policy
2. Driver Risk Assessment
  - First, ARI will obtain and review driver Motor Vehicle Records, applying a standardized points system.
  - Second, we combine your loss data with data from our Claims Management program.
  - Third, our online *Hazard Perception* risk assessment tool identifies driver deficiencies immediately upon completion of the online testing. Data from all three sources is compiled and available for your review and reporting through ARI *Insights*<sup>®</sup>.
3. Online Training
4. Maintenance Scheduling
5. Fuel Use & Restrictions
6. Mileage Reporting
7. Telematics
8. Violations
9. Accident Management
10. Centralized Tracking & Reporting





### *Success Story*

An ARI client's existing driver training program was too costly, disjointed and was no longer reducing accidents per million miles driven. ARI implemented an MVR program which was designed to identify high risk drivers. The client also eliminated their existing driver training program and selected twelve online driver training modules through ARI's partnership with Alert Driving. The modules targeted the client's top 6 crash causes.

As a result, the client saved more than \$200,000 and was able to train more drivers, more often, which lead to a reduction in their accidents per million miles traveled by almost 2 crashes. Softer administrative cost savings were also achieved as the client now completes its annual MVR ordering in 2 minutes and no longer needs to look at every MVR due to ARI's system's ability to automatically identify all violators. One person can manage the entire program online.

#### **3.2.5.4 Furnish recall notification and other warranty/service information received from any source.**

ARI offers an internal recall notification process that supplements the existing manufacturer recall notification process. This service is available for Ford, Chrysler and General Motors vehicles **purchased through ARI**. This service is comprised of three components:

- ARI pushes an email reminder directly to the driver, indicating that there is an open recall on the vehicle, and asking the driver to take the vehicle to the dealer for resolution. These reminders will continue on a monthly basis until the manufacturer closes the recall.
- A tracking mechanism is built into ARI's CRM system, which will mark the vehicle with an "open recall" flag. Whenever a customer representative is speaking with a driver, the flag will remind the representative to verbally let the driver know that there is an open recall on their vehicle, and ask that the driver take the vehicle to a dealer for resolution.
- We provide the State with reports for their entire fleet (or filtered by defined criteria) indicating which vehicles in their fleet have an open recall.

Recall alerts are viewable online via ARI *insights*. Authorized fleet personnel can customize their ARI *insights* "dashboard" to view the following recall-related Key Performance Indicators:

- Open Recalls – Displays your fleet's open recall status and age of recall.
- Open Recalls By Make - Displays your fleet's open recalls by make of vehicles.





**3.2.5.5 Interact with manufacturers and/or maintenance and repair service providers to obtain discounts for out-of-warranty repairs.**

As part of our normal managed maintenance program, ARI's technicians review all published manufacturer's campaigns, recalls, and known problems when coordinating vehicle repairs. If a vehicle is eligible for up-front warranty, the technician will direct the driver to the dealership accordingly. There is no additional charge for this service.

If ARI recognizes a pattern of failure, we will negotiate with the various manufacturers or national accounts on items even if they have exceeded their stated warranty period. We submit claims to the manufacturer's warranty representative for review. Through the use of ATA coding, ARI can identify failure trends across all client fleets, putting us in a better negotiating position with manufacturers.

ARI is often successful in recovering dollars in this area due to the large number of repairs we process, our ability to build a strong case, and our long-standing relationships with our vendors. Please see below for our success rate over the past four years:

*ARI Universe*

Year of Recovered Date	Number Of Claims	Amount Pursued	Amount Recovered	Percentage of Recovery
2005	8,959	\$5,420,363	\$2,026,588	37.30%
2006	8,760	\$5,415,073	\$1,818,072	33.57%
2007	9,027	\$6,229,938	\$2,132,530	34.23%
2008	5,380	\$3,520,354	\$2,278,464	64.70%

*State of West Virginia*

Year of Recovered Date	Amount Pursued	Amount Recovered	Percentage of Recovery
2006	\$22,725	\$19,444	86%
2007	\$18,193	\$17,141	94%
2008	\$10,082	\$8,110	80%

Illustrated above, ARI's recovery rate for the State of West Virginia is averaging \$17,000 per year with an 87% recovery rate, far superior to ARI's average fleet of 65%. ARI passes back all recovered dollars via a credit on the monthly invoice.



STATE OF WEST VIRGINIA  
Purchasing Division**PURCHASING AFFIDAVIT****VENDOR OWING A DEBT TO THE STATE:**

*West Virginia Code* §5A-3-10a provides that: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

**PUBLIC IMPROVEMENT CONTRACTS & DRUG-FREE WORKPLACE ACT:**

If this is a solicitation for a public improvement construction contract, the vendor, by its signature below, affirms that it has a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the *West Virginia Code*. The vendor must make said affirmation with its bid submission. Further, public improvement construction contract may not be awarded to a vendor who does not have a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the *West Virginia Code* and who has not submitted that plan to the appropriate contracting authority in timely fashion. For a vendor who is a subcontractor, compliance with Section 5, Article 1D, Chapter 21 of the *West Virginia Code* may take place before their work on the public improvement is begun.

**ANTITRUST:**

In submitting a bid to any agency for the state of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the state of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the state of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the state of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership or person or entity submitting a bid for the same materials, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

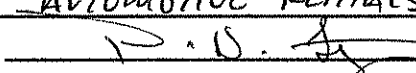
**LICENSING:**

Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agencies or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

**CONFIDENTIALITY:**

The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.

Under penalty of law for false swearing (*West Virginia Code* §61-5-3), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

Vendor's Name: Automotive Rentals, Inc. (ARI)  
Authorized Signature:  Date: 4-2-09





State of West Virginia  
 Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

# Request for Quotation

RFQ NUMBER  
 FLT094801

PAGE  
 5

ADDRESS CORRESPONDENCE TO ATTENTION OF  
 KRISTA FERRELL  
 304-558-2596

RFQ COPY  
 TYPE NAME/ADDRESS HERE

PURCHASING DIVISION  
 FLEET MANAGEMENT UNIT  
 BOX OFFICE BOX 50130  
 2019 WASHINGTON STREET, EAST  
 CHARLESTON, WV  
 25305-0130 304-558-0086

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
02/27/2009				

BID OPENING DATE: 04/02/2009 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
------	----------	-----	----------	-------------	------------	--------

NO. 3 .....  
 NO. 4 .....  
 NO. 5 .....

I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.

VENDOR MUST CLEARLY 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.

*Pat H. Stewart*  
 .....  
 SIGNATURE

AKI  
 .....  
 COMPANY

4-2-09  
 .....  
 DATE

REV. 11/96

VENDORS ARE ASKED TO SUBMIT THE COST PORTION OF THEIR RFP RESPONSE IN A SEPARATE SEALED ENVELOPE. THE TECHNICAL PORTION OF THE RFP RESPONSE WILL BE OPENED ON THE DATE SHOWN IN THIS RFP. THE COST PORTION WILL BE OPENED AFTER THE TECHNICAL EVALUATION HAS BEEN COMPLETED. ALL VENDORS WILL BE NOTIFIED OF THE

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
-----------	-----------	------

TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
-------	------	-----------------------------------

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'





State of West Virginia  
 Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

**request for  
 Quotation**

RFQ NUMBER:  
 FLT094801

PAGE:  
 1

ADDRESS CORRESPONDENCE TO ATTENTION OF:  
 KRISTA FERRELL  
 304-558-2596

MAY 2009

RFQ COPY  
 TYPE NAME/ADDRESS HERE

MAY 2009

PURCHASING DIVISION  
 FLEET MANAGEMENT UNIT  
 BOX OFFICE BOX 50130  
 2019 WASHINGTON STREET, EAST  
 CHARLESTON, WV  
 25305-0130 304-558-0086

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
03/24/2009				

BID OPENING DATE: 04/02/2009 BID OPENING TIME 01:30PM

LINE	QUANTITY	UCP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1						
THIS ADDENDUM IS ISSUED TO:						
1.) PROVIDE A COPY OF THE MANDATOR PRE-BID ATTENDEE LIST AND						
2.) ANSWER ALL TECHNICAL QUESTIONS SUBMITTED PRIOR TO THE DEADLINE FOR TECHNICAL QUESTIONS.						
BID OPENING DATE REMAINS: 04/02/2009						
BID OPENING TIME REMAINS: 1:30 PM						
***** END ADDENDUM NO. 1 *****						
0001	1	LS		946-35		
FLEET MAINTENANCE AND REPAIR SERVICES						
***** THIS IS THE END OF RFQ FLT094801 ***** TOTAL:						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

**FLT094801—Maintenance**

3.2.1.1 Provide a number, list of names and locations of maintenance and repair service providers in West Virginia, Virginia, Kentucky, Ohio, Maryland and Pennsylvania. ARI has over 1700 vendors in these geographic areas is a disc with the list acceptable versus a paper listing?

**Yes, a disc is acceptable.**

3.2.1.10 Monitor warranty repairs and seek automobile manufacturer reimbursement. These charges are **not** to be passed along to the Fleet Management Office or its designee. I believe this is a typo and should read "These charges are to be...."

**Change to read:**

**These SAVINGS are to be.....**

1.19.5 Indemnification In the last contract in the Q&A section question 9 the State stated "The current contract recognizes this relationship and does not consider the point of purchase service providers as subcontractors of the Vendor. We intend that this contract be treated in the same manner." Does this still stand? ARI treats its maintenance providers as a "vendor network" not as subcontractors which is how the vendors were handled in the last contract.

**The current contract recognizes this relationship and does not consider the point of purchase service providers as subcontractors of the vendor. We intend that this contract be treated in the same manner.**

SIGN IN SHEET

Request for Quotation Number: **FLT094801**

Date: **03/12/2009 @ 10:30 am**

PLEASE PRINT LEGIBLY. THIS INFORMATION IS ESSENTIAL TO CONTACT THE ATTENDEES IN A TIMELY MANNER. FAILURE TO DO SO MAY RESULT IN DELAYS IN YOUR COMPANY GETTING IMPORTANT BID INFORMATION.

Firm Name:	WV Division of Purchasing
Firm Address:	2019 Washington St East Charleston, WV 25305
Representative Attending:	Krista Ferrell, Buyer Supervisor
Phone Number:	304-558-2596
Fax Number:	304-558-4115
Email Address:	krista.s.ferrell@wv.gov

Firm Name:	Fleet
Firm Address:	
Representative Attending:	BARRY GUNNO
Phone Number:	8-2014
Fax Number:	
Email Address:	

Firm Name:	WV Purchasing Div
Firm Address:	
Representative Attending:	Tom Fyfe
Phone Number:	
Fax Number:	
Email Address:	

Firm Name:	AKI
Firm Address:	9000 MIDLAND DR MR. CAWKE, NJ 08054
Representative Attending:	Phil Fitzgerald
Phone Number:	856-439-7443
Fax Number:	856-787-5827
Email Address:	phil.fitzgerald@caushead.com

Firm Name:	WV Dept of Adv Fleet
Firm Address:	
Representative Attending:	Janice Norton
Phone Number:	
Fax Number:	
Email Address:	

Firm Name:	
Firm Address:	
Representative Attending:	
Phone Number:	
Fax Number:	
Email Address:	

