

ADDENDUM 2

QUESTIONS AND ANSWERS:

Note: Spelling, grammar, and punctuation of the questions are shown exactly as submitted by the potential respondents.

No.	Question	Answer
1.	Can a bidder choose to bid on the sale of O.E. PARTS ONLY and not service?	No.
2.	Are Chapman Chevrolet and Sanderson Chevrolet current contractors for this service? If so, how would we find a copy of their initial solicitation from the prior contract?	No.
3.	If am a repair facility capable of doing the work do I just fill out the sheet with this title (Select if offeror has full capability and desires to provide parts (OEM and aftermarket) and service and mark no bid on this sheet title (Select if offeror is an authorized warranty vendor and desires to provide OEM parts and service.))	The Excel file under Group 1-OEM Authorized Repair Center is for vendors who are authorized dealers for specific manufacturers. The Group 2-NON OEM Authorized Repair Center is for vendors capable of providing repair (i.e. independent repair shops), but are not designated by the manufacturer as an authorized dealer (parts and service).
4.	Is there a list of vehicle lines we are bidding on? Ford/GM/CDJR... imports, etc	Each Excel file has manufacturers available for selection. Under the Group 1-OEM Authorized Repair Center spreadsheet, the vendor should select all manufacturers for which they are authorized by the manufacturer to provide OEM parts and service. Under the Group 2-NON OEM Authorized Repair Center spreadsheet, the vendor should select manufacturers for which they can provide parts and service. Group 2 would typically be for independent repair shops.
5.	On the bid proposal under the Non-OEM there is a section, "manufacturers" where the statement "For the manufacturers below, please select those covered for whom the offeror is an authorized warranty vendor." However, this is for the Non-OEM portion of the bid. Are we supposed to select manufacturers that we perform work on or only if we are an authorized warranty vendor for?	A review of the Group 1 (OEM Authorized Repair Center) and Group 2 (NON OEM Authorized Repair Center) was completed. We did not see the verbiage presented in the question. Please advise the procurement officer with a screen print of the area(s) in question.
6.	Pickup / Delivery: is this expected as a flat rate	Yes.

7.	Current published industry labor guide: is this specific what the industry is charging per hour to repair these types of vehicles? or can we skip that	No. We are seeking what guides will be used to determine labor repair times for specific repairs. Examples include, but are not limited to, OEM repair sources, Mitchell ProDemand, Alldata, etc.
8.	Published Date: what does that mean	If there is not an online labor guide available, and only a static copy exists (i.e. paper labor guide, PDF with a published date), this would be filled in with that date.
9.	Shop hourly labor rate to determine low bid: what does this mean?	This is how the offers will be evaluated.
10.	Please confirm that this solicitation allows for chassis only and body only submittals.	Yes, there are chassis and body manufacturer only selections. However, if you select a chassis manufacturer (i.e. Chevrolet/Ford), this will not automatically allow you to work on the body attached to that chassis, and vice versa.
11.	Page 13 Item J reads "All requests for service will be performed at various City service center locations. Please refer to the location listed below."	See Section 3.19, Service Locations.
12.	Item K reads "The Contractor will evaluate (diagnose) the request for services and provide a written estimate of all necessary work activities to return the equipment to an in-service status." Please clarify "requests for service" as an action by the City or Contractor.	This would be a city action.
13.	Page 14 Item O "If the repair(s) require new part(s), the replacement part(s) must be available locally or delivered within forty-eight (48) hours at no additional cost to the City." With the breadth of scope of this RFP, there will at times be parts not available locally or within the timeframe, how should this be handled or communicated?	Parts that are not locally available are still available and still fall within the vendors' ability to have delivery. If the delay of a part within the 48-hour window is beyond the control of the vendor, documentation shall be sent to the city (i.e. forwarded email from supply vendor explaining delay).
14.	Page 14 Item Q "The City anticipates that the majority of services performed under this contract will take place during regular business hours. Regular Business Hours will be from 6:00 AM to 5:00 PM (Monday through Friday). On occasion, work may be required on weekends, holidays, and hours outside of regular business hours. There will be no additional rate adjustments (parts or labor) for work performed outside of normal business hours." We request clarification of	The new bid price schedules align with page 14, item Q.

	<p>this language to align with the Bid Price Schedules which requests pricing for On-Site and Shop Hourly Labor Rates for Normal Business Hours and After Normal Business Hours.</p>	
15.	<p>Page 15 Item A "The contractor understands that the vehicles covered under this specification are critical to the City's fleet operations. Therefore, the Contractor will give priority service to the City and proceed with authorized work in an expeditious manner to ensure that all work is completed within the agreed schedule." Please clarify intention / definition of "Priority Service"</p>	<p>Various time frames are provided in the scope. As it relates to service, section 3.4, item B, provides the intent of priority service.</p>
16.	<p>Page 17 Item G "All warranty work shall be completed within four (4) business days." While we are able to meet this time table in many cases and complete repairs as expeditiously as possible, there are repairs that are too involved to meet this timeline," we request/suggest reconsideration of this item.</p>	<p>The time frame for warranty times will remain. However, this will be amended as follows:</p> <p><i>All warranty work shall be completed within four (4) business days. Repairs requiring more than four (4) business days will be brought to the attention of the City authorized representative, including an estimated date/time of completion.</i></p>
17.	<p>Page 17 Item 3.8 C "The labor rate shall include any after-hours service needs." Please clarify how this relates to question RE Page 14 Item Q and the After Normal Business Hours pricing.</p>	<p>The new bid price schedules align with page 14, item Q.</p>
18.	<p>Page 19 Item 3.12 We suggest revision to strike "All warranty work to be completed within 24 hours" as a blanket statement. This is not realistic in some cases. How would you propose to deal with or communicate resolving issues that fall outside of meeting this standard? Also, given previous item stating delivery of parts within forty-eight hours the statement is not feasible.</p>	<p>3.12 to be revised as follows: <i>All warranty work will be completed within four (4) business days. The Contractor will warranty all labor and installation for the length of the OEM warranty or twelve (12) months/, or 24,000 miles (800 Hours), whichever occurs first. A "NO CHARGE" invoice will be provided for all warranty repairs detailing failure, possible cause, parts descriptions, and a detailed description of labor performed. Repairs requiring more than four (4) business days will be brought to the attention of the City authorized representative, including an estimated date/time of completion.</i></p>

CHANGES

Change 1 – Section 3, Scope of Work, Subsection 3.7, Repair, Replacement and Rebuilt Parts, item C, is amended:

All warranty work shall be completed within four (4) business days. Repairs requiring more than four (4) business days will be brought to the attention of the City authorized representative, including an estimated date/time of completion.

Change 2- Section 3, Scope of Work, Subsection 3.12, Warranty, is amended:

All warranty work will be completed within four (4) business days. The Contractor will warranty all labor and installation for the length of the OEM warranty or twelve (12) months/, or 24,000 miles (800 Hours), whichever occurs first. A “NO CHARGE” invoice will be provided for all warranty repairs detailing: failure, possible cause, parts descriptions, and a detailed description of labor performed. Repairs requiring more than four (4) business days will be brought to the attention of the City authorized representative, including an estimated date/time of completion.

The balance of the specifications and instructions remain the same. Bidder must acknowledge receipt and acceptance of this addendum by signing below and returning the entire addendum with the bid or proposal submittal.

Name of Company: _____

Address: _____

Authorized Signature: _____

Print Name and Title: _____