



## Questions and Answers

### Request for Proposals

#### ***Original Equipment Manufacturer (O.E.M.) Fleet Maintenance and Repair Services for City Vehicles***

Date: February 10<sup>th</sup>, 2025

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**Question 1** Regarding pickup and delivery. One of the lines states to pick up a vehicle for maintenance work within 4 hours of being contacted. The other is to then return said vehicle within 3-5 hour of picking that vehicle up.

Answer: For routine preventative maintenance, Service Provider must pick-up vehicles within 4 business hours of the City's request and return the vehicle within three (3) to five (5) business hours after pick-up.

For non-preventative maintenance service and emergencies, Service Provider must pick-up vehicles in accordance with the scheduled appointment time as noted above and return the vehicle within eight (8) to sixteen (16) hours of the appointment time.

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**Question 2** The RFP states billing will be turned in once a month, due to the nature of this type of work we normally turn in billing per repair order, per vehicle. With the verbiage of the RFP, I cannot tell if it is expected that all repair orders be consolidated into just one bill per month?

Answer: Service Providers may provide a description of their preferred invoicing and payment schedule.

It is the preference of the City to receive work order summaries as work is completed on each vehicle and pay Service Provider for a comprehensive invoice on a monthly basis.

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**Question 3 It stated in Bold print about the 25 miles radius deeming your company “Non-Responsive”. We are at 28 miles, and I’m wondering if this means we would not qualify or if it means that we would be considered second to someone closer. Thanks for any clarification.**

Answer: If a Service Provider's facility is located beyond the 25-mile radius, they may still submit a proposal if on-site mobile services are offered and work can be completed at the City’s Corporation Yard Fleet Facility. Please refer to Addendum No. 1 for more information.