

COMPTROLLER OF PUBLIC ACCOUNTS



TEXAS PROCUREMENT AND SUPPORT SERVICES DIVISION

REQUEST FOR INFORMATION (RFI)

Fleet Management Services

RFI No. 304-958

NIGP CLASS ITEMS
958-41

Response Due Date and Time (Central Time in Austin, Texas):
January 20th, 2012, 4:00 p.m.

Posting Date: December 16, 2011

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1. RFI OVERVIEW

The Texas Procurement and Support Services (TPASS), a division of the Texas Comptroller of Public Accounts (CPA) is requesting information to develop a Fleet Management strategy(s) for State owned vehicles used by State of Texas Agencies.

This request for information is intended to:

- a. Solicit technical information for possible requirements and options from Vendors who are Leaders in the fleet management industry.
- b. Share with the Vendor community a high level overview of the State of Texas current state of the fleet management.
- c. Provide TPASS with an opportunity to ask questions which will help in defining and developing future statewide fleet management strategies.
- d. Provide the Vendor community with an opportunity to provide comments and recommendations on fleet management; business, technical and administrative requirements.

The results of this RFI will assist TPASS in defining a business case, modeling potential savings and defining a Statewide Fleet Management Strategy, while fostering Agency Executive sponsorship. Should responses show sufficient opportunity for savings to the State of Texas, a Request for Proposals (RFP) will be developed and issued by CPA/TPASS.

Currently, several State Agencies “in source” fleet management and maintenance services. Future fleet management and maintenance strategies will allow optional Agency participation, thereby allowing optimization of existing capital assets.

Responses to this RFI may be utilized in the future development of a RFP for utilization in the Solicitation for these products and/or services; however, it does not guarantee a future RFP will be posted.

Respondents should reply to outlined requirements for which they have demonstrated successful experience and or expertise, and provide any additional relevant information they believe will assist CPA in this regard. Responses should, at a minimum, address the outlined requirements. However, Respondents should offer any other relevant information they think the state should consider for managing its fleet.

No compensation shall be provided to Respondents for submitting information as requested by this request for information, and Respondents will not be given any benefit or favorable treatment under any resulting RFP because they responded to this RFI. Cost of developing the information package, oral presentations, software and hardware demonstrations, site visits, or any other such cost are entirely the responsibility of the Respondent and shall not be reimbursed in any manner by the State of Texas. The State of Texas is not liable for any cost incurred by the Respondent.

The CPA is a government agency subject to the Texas Public Information Act (PIA), Chapter 552, Gov't Code. The Proposal and other information submitted to the CPA by the Respondent are subject to release as public information. The Proposal and other submitted information shall be presumed to be subject to disclosure unless a specific exception to disclosure under the PIA applies. If it is necessary for the Respondent to include proprietary or otherwise confidential information in its Proposal or other submitted information, the Respondent must clearly label that proprietary or confidential information and identify the specific exception to disclosure in the PIA. Merely making a blanket claim that the entire response is protected from disclosure because it contains some proprietary information is not acceptable, and shall make the entire response subject to release under the PIA. In order to trigger the process of seeking an Attorney General opinion on the release of proprietary or confidential information, the specific provisions of the response that are considered by the Respondent to be proprietary or confidential must be clearly labeled as described above. Any information which is not clearly identified as proprietary or confidential shall be deemed to be subject to disclosure pursuant to the PIA.

The Respondent, by submitting a Proposal, shall thereby be irrevocably deemed to have fully indemnified and agreed to defend the CPA from any claim of infringement in the intellectual rights of Respondent or any third party for any materials appearing in the response.

2. RFI REQUIREMENTS

CPA is interested in Respondents' recommendations, suggestions, and ideas for defining best in class and industry acceptable fleet management requirements. CPA is interested in Respondents' input into the possibilities of other technologies and/or services that are not specifically mentioned in this RFI. This may include an implementation plan that you would suggest including your approach/strategy, budget, deliverables, and schedule to reduce overall costs to manage, and/or maintain a state wide vehicle fleet program to achieve the objectives outlined in this RFI.

Respondents are encouraged to provide detailed information, and specification recommendations for any of the following areas.

A. RESPONDENT REQUIREMENTS

1. Recommendations regarding: Asset based, lease or subcontractor requirements or exclusions;
2. Required government licensing or permits;
3. Recommended association memberships;
4. Required employee licenses, training or certifications;
5. Applicable Federal, DOT regulations guidelines or standards and strategies for compliance;
6. Identify necessary Customer provided information for future RFP's;
7. Recommended contract terms. Identify possible contractual line items that Vendors will require to be successful in Contract execution
8. Comparable past projects, i.e.; past experience with large organizations, or State and Federal contracts;
9. In-State presence including tech centers, corporate offices and/or locations;
10. Services limitations or equipment exclusions, i.e., heavy/non-road equipment, motorcycles, aircraft or boats;
11. Capable utilizing all applicable vendors, including local small independent service shops.
12. Necessary Agency or Customer provided resources, information etc.; and,
13. Recommended or required insurance coverage and/or bonds.

B. INFORMATION AND REPORTING SYSTEMS

1. Proposed dedicated online Customer service and user training;
2. Recommended Online/web-based tools and real time data analysis capable of downloading to other software applications for further analysis;
3. Technical support, NHTSA safety data and recall information;
4. Possible integration with other ERP systems; and,
5. CRM – Customer Relationship Management capabilities required to capture all customer encounters.

C. CUSTOMER SUPPORT

1. Capable of Agency-level focus;
2. Single point Account Management;
3. Required resolutions guaranteed processes;
4. Necessary problem escalation overview and mechanisms;
5. Proposed Account reviews (overviews, frequency and value);
6. Roadside Assistance with 24x7 coverage including towing service, flat repair, lock out service, battery jump and other emergency services; and
7. Repair cycle time.

D. CONTRACT ROLL OUT AND IMPLEMENTATION

1. Proposed, necessary or dedicated account implementation team makeup;
2. Necessary project management tools;
3. Vendor preference to pilot programs, by agency or territory roll out;
4. Possible project time lines, by month;
5. Agency communications strategies and training schedules;
6. Closed loop corrective action to allow for seamless transition and Agency interface; and,
7. Required state or agency cost center or billing and reporting formats.

E. AGENCY FLEET MANAGEMENT

1. "One size fits all" or allow Agency tailoring;
2. Identify critical fleet factors or metrics and frequency;
3. Identify areas for greatest potential improvements and potential savings;
4. Provide a typical repair process map from notification to invoice;
5. Possible Subcontracting with subject matter experts or providers i.e., Quick change oil services;
6. Possible fleet utilization metrics;
7. Expected fleet policy recommendations;
8. Environmental footprint benchmarking;
9. Maintenance analysis;
10. Fleet cycling analysis;
11. Fleet acquisition analysis;
12. Accident and safety analysis;
13. Replacement analysis;
14. Pool vehicle analysis;
15. Total cost of ownership;
16. Possible pricing structures;
17. Recommended service levels; and,
18. Necessary Customer provided equipment or facilities.

F. AGENCY FLEET ADMINISTRATION

1. Single point account manager;
2. Day to day administrative support;
3. Warranty ;
4. Cycle time;
5. Loaner service;
6. Assistance in defining fleet policies and objectives;
7. Vehicle replacement parameters;
8. Initiate cost improvement parameters; and,
9. Fuel study or recommendations.

G. MAINTENANCE MANAGEMENT

1. Toll free number with 24X7 coverage;
2. Customized periodic maintenance coupon book;
3. In house 24 X 7 X 365 operation;
4. Monitor repairs through completion;
5. 100% return on post warranty recovery;
6. Web-based reporting;
7. Repeat repairs flagging;
8. Email reminders; and,
9. Scrutinize repairs for competitive pricing, warranty coverage and necessity.

H. FUEL MANAGEMENT

1. Fuel Management, including bulk fuel;
2. Fuel Cards;
3. Data Integration;
4. Fraud Protection;
5. Consolidated billing; and,
6. Fuel pricing.

I. COST

1. Industry recognized fee structures;
2. Fairness and reasonableness methodology;
3. Billing methodology;
4. Possible cost modeling;
5. Cost incentives or volume discounts to be considered;
6. Optimization of existing General Services Administration (GSA) or Texas vendor contracts;
7. Cost trade-offs to be considered; and,
8. Expected Savings, capable of offsetting cost with savings.

J. MISCELLANEOUS

1. Additional special provisions not discussed earlier;
2. Accident management strategies;
3. Driver risk assessment programs;
4. Recent Success Stories;
5. Respondents may also chose to show comparable cost information from similar projects or contracts that would assist TPASS in defining potential cost savings and business case evaluations;
6. Guaranteed 24hr fleet availability and access for state; and,
7. Provide customer pick-up/drop-off at agency, home, etc. as needed.

3. STATE OF TEXAS FLEET OVERVIEW

CPA does not guarantee a specific volume of vehicles or services to be purchased throughout the term of any future contract. All quantities indicated for each class of vehicle are based on historical data and are estimates. These shall not be construed as minimums or maximums.

At this time only, we are making high level cost data available for review. Excluding Agency labor and capital expenses, the State historical spend related to fleet management for Fiscal Year 2011 (September 1, 2010 – August 31, 2011) is approximately \$70M.

Additional spend details may be accessed by referring to the State of Texas web base data base “Where the money goes” website. Respondents may follow the following steps to research additional spend data;

1. Follow the link: <http://www.texas transparency.org/moneygoes/index.php?id=pageID>
2. Under the Check Register Search Tools, select spending by category
3. Select Fiscal year 2011 and click on the submit button
4. Select expense category; Repairs and Maintenance, select expense object code 7368 Personal Property-Maintenance and Repair-Motor Vehicles, and
5. Select expense category; Supplies and Materials, and select expense object code 7330 Parts Furnishings and Equipment.

Currently the State of Texas maintains over 28,000 vehicles, ranging in age, type, usage and models. The following tables are provided as reference.

Top 20,000 Vehicles by Models and Makes

Model	Make	Count	Model	Make	Count
F150	FORD	3533	F350	FORD	317
CROWN VICTORIA	FORD	2967	C7H042	CHEV	312
SILVERADO	CHEV	821	C2500	CHEV	302
F250	FORD	783	TAURUS	FORD	299
RAM 1500 TRUCK	DODG	711	Unknown	GMCX	289
E350	FORD	661	B3500	DODG	283
IMPALA	CHEV	630	C15903	CHEV	276
CC15753	CHEV	587	F350SD	FORD	251
TAHOE	CHEV	545	EXPEDITION	FORD	249
RANGER	FORD	427	2574	INTE	247
F250SD	FORD	421	ECONOLINE	FORD	217
F450SD	FORD	418	ESCAPE	FORD	209
LT9500	STER	413	S10	CHEV	205
ASTRO	CHEV	397	K1500	CHEV	197
Unknown	GMCX	365	E150	FORD	186
C1500	CHEV	360	CHEROKEE	JEEP	182
RAM 2500 TRUCK	DODG	347	MALIBU	CHEV	180
EXPRESS	CHEV	341		CHEV	161
F750SD	FORD	336	E250	FORD	158
F800	FORD	318	F550SD	FORD	158

85% of State Vehicles by Agencies

Agency	Vehicles
Texas Dept. of Transportation	9,126
Texas Dept. of Public Safety	3,344
Texas Parks & Wildlife Dept.	2,684
Texas Dept. of Criminal Justice	2,212
Dept. of Aging & Disability Services	957
Texas A&M University	739
Dept. of State Health Services	683
The University of Texas at Austin	584
Texas AgriLife Research	511
Texas Tech University	454
Texas Forest Service	434
Texas Commission on Environmental Quality	397
Texas Agricultural Extension Service	294
Texas Youth Commission	281
Texas Alcoholic Beverage Commission	275
Texas State University San Marcos	263
University of North Texas	262
Railroad Commission of Texas	228
Texas Dept. of Agriculture	227
The University of Texas MD Anderson Cancer Center	209

Vehicle Use Categories by Model Year

Year	CON- STRUCTION	EMERGENCY & LAW	MAINT.	CARGO	OTHER	Total
2012		4	18	13	15	50
2011	70	658	284	81	333	1426
2010	10	1188	466	125	646	2435
2009	47	776	321	131	429	1704
2008	121	1026	435	421	824	2827
2007	158	469	614	247	390	1878
2006	310	252	568	223	678	2031
2005	235	255	443	172	310	1415
2004	219	230	644	265	264	1622
2003	176	248	401	106	321	1252
2002	263	243	551	183	440	1680
2001	176	252	379	233	401	1441
2000	37	224	277	268	220	1026
Older than 2000	536	788	2359	2223	1732	7638
Total	2358	6613	7760	4691	7003	28425

4. RFI PROJECT TIMELINE

The process for this RFI will proceed according to the schedule below. The CPA reserves the right to revise this schedule or any portion of this RFI. Respondents shall submit information to the CPA no later than close of business January 20th, 2012.

Event	Date
RFI Posting Date	December 16, 2011
Deadline for submitting questions	January 6, 2012
Response to questions	January 13, 2012
RFI Response Due Date and Time	January 20, 2011
Vendor Discussions and fact finding	February 2012

All inquiries and communications concerning this RFI shall be directed to the Point of Contact listed below. Respondents are requested to make no contact with other CPA personnel regarding this RFI, except as permitted by the CPA point of contact, as listed below. Failure to observe this restriction may disqualify the Respondent. This restriction does not preclude discussions between affected parties for the purpose of conducting business unrelated to this RFI.

CPA Point of Contact:

Rod Bliss CTPM, CTCM, C.P.M.

(512) 475-5643

Rod.bliss@cpa.state.tx.us

5. REVIEW OF RESPONSES

Each response will be reviewed; information submitted will be considered and may be included in a State of Texas Fleet Management Strategy and possible RFP. All recommendations, suggestions and ideas presented by Respondents shall be available for use by the State of Texas without further consideration. Respondents are discouraged from proposing proprietary, patented, copyrighted or trademarked responses that would require the State to seek permissions or licenses to use in a potential solicitation.

CPA will reserve the right to conduct studies and other discussions as necessary to evaluate any aspect of this RFI. Submission of responses confers no legal rights upon any Respondent. The CPA may invite selected Respondents to provide oral presentations of their responses.

Responses will be reviewed by CPA employees and by other non-CPA employees who may be invited to assist. All individuals reviewing respondent information shall execute a confidentiality agreement (Non-Disclosure Affirmation) for this RFI.

CPA shall consider the following factors in evaluating responses and defining a long term strategy:

- (1) Price of the service, to include total cost of ownership and life cycle costs.
- (2) Compliance with the stated specification(s), coupled with the quality and reliability of services, Customers expectations, and the characteristics of the service to meet the stated/implied needs.
- (3) Delivery timeframe.
- (4) Indicators of probable performance to include: past vendor performance, financial resources and ability to perform, experience or demonstrated capability and responsibility, references, and the vendor's ability to provide reliable maintenance agreements and support.
- (5) Other relevant factors, such as the vendor's anticipated economic impact to the state or a subdivision of the state, including potential tax revenue and employment, the effect of a purchase on agency productivity, and the cost of any employee training associated with the purchase.

6. ORGANIZATION OF THE RESPONSE FOR SUBMISSION

To facilitate analysis of all responses, Respondents are encouraged to include all information required by this RFI in the format described herein. Any questions concerning this RFI should be directed to the Point of Contact identified in Section 4. All supporting documentation and information submitted with this RFI will become the property of the State unless requested otherwise by the Respondent at the time of submission.

A. Cover Letter

Submit on company letterhead, with an authorized representative's signature, acknowledging that they agree with all provisions of this RFI. Failure to provide this information may result in the return of the Respondents information. Respondents must include the appropriate point of contact for follow up questions and discussions.

By signing the cover letter, the Respondent affirms that the execution of any agreement between Respondent and the State will not create a conflict of interest or cause an appearance of a conflict of interest. Respondent must disclose any existing or potential conflicts of interest or possible issues that might create appearances of impropriety relative to Respondent's (and its proposed subcontractors') submission of a proposal.

B. Executive Summary (PPT)

An Executive overview summarizing in ten (10) pages or less the Respondents recommendations.

C. Response Details

Recommendations, suggestions and ideas in response to; Section 2. RFI Requirements of this RFI.

D. Future pricing formats or structure

Identify industry accepted pricing methodology. All pricing provided shall be for informational purposes only.

E. Other Options for Consideration:

Respondents may provide any additional relevant information they believe will assist CPA in evaluating the RFI responses and fulfilling the goals of the RFI.

F. HUB Subcontracting Opportunities

A listing and description of possible HUB subcontracting opportunities that could be made available to HUB subcontractors.

G. Back up information

Respondents may include additional information, marketing data, or industry white papers, and web site links as applicable.

7. SUBMITTING THE RESPONSE

Responses shall be entitled “RFI 304-958 Fleet Management Services” and shall clearly state the Respondent’s name. Responses may be submitted in either electronic or hard copy format. In the event hard copy formats are provided, Respondents shall submit one (1) CD containing a complete copy of Respondent’s Proposal in Portable Document Format (PDF).

If Respondent’s response contains any information, which Respondent claims is confidential and not subject to release under the PIA, Respondent must prepare and deliver to CPA two CDs containing the following information:

1. One CD containing complete copies of all of Respondent’s submissions pursuant to this RFI This CD shall be marked “Complete Response Documents, [Respondent’s Name], CPA RFI 304-958. CONTAINS CONFIDENTIAL INFORMATION.”

2. One CD containing copies of all of Respondent’s submissions with all information claimed as confidential excised, blacked out or otherwise redacted. This CD shall also contain an Appendix which contains clear references to all redacted information including a general description of the redacted information. CD shall be marked “For Public Release: Redacted Version of [Respondents Name], CPA RFI 304-958”

A. RFI Submittal

Use the following e-mail address to submit your response electronically:

TPASS.ebids@cpa.state.tx.us

The e-mail subject line should contain RFI 304-958 Fleet Management Services [Respondent's Name]. The respondent is solely responsible for ensuring that their complete electronic response is sent to, and actually received by, CPA in a timely manner and at the proper destination server.

CPA recommends a limit on the attachments of 10MB each. This may result in the sending multiple e-mails for the submission of all documentation contained in a response.

ALL DOCUMENTS SHOULD BE SUBMITTED IN MICROSOFT OFFICE FORMATS (WORD AND EXCEL) OR IN A FORM THAT MAY BE READ BY MICROSOFT OFFICE SOFTWARE. ANY DOCUMENTS WITH SIGNATURES SHALL BE SUBMITTED AS AN ADOBE PORTABLE DOCUMENT FORMAT (PDF) FILE. CPA IS NOT RESPONSIBLE FOR DOCUMENTS THAT CANNOT BE READ OR CONVERTED. UNREADABLE PROPOSALS MAY BE, IN CPA'S DISCRETION, REJECTED AS NONRESPONSIVE.

Note: Please be aware that your Internet Service Provider may limit file sizes on your outgoing emails, so try to avoid graphics, pictures, letterheads, etc., which consume a lot of space. These typically include *.tif/*.tiff, *.gif, & *.bmp file extensions, but may include others, as well. CPA's firewall virus protection runs at all times, so during times of new active virus alerts, incoming traffic may be delayed while virus software scans emails with attachments.

CPA takes no responsibility for electronic submissions that are captured, blocked, filtered, quarantined or otherwise prevented from reaching the proper destination server by any CPA anti-virus or other security software.

To confirm receipt of all electronic submissions, request a confirmation by e-mail.

The Proposal may also be sent to the following addresses:

By U.S. Mail:

Attn: TPASS, Rod Bliss
Texas Comptroller of Public Accounts
P.O. Box 13186
Austin, TX 78711-3186

By Hand Delivery to (8:00 am - 5:00 pm):

Attn: TPASS, Rod Bliss
*Drop Box – located next to front outside door on San Jacinto Blvd.
Central Services Building
1711 San Jacinto Blvd.
Austin, TX 78701

*Note: The drop box is checked periodically during each day and 4:00 p.m.

By Overnight/Express Mail to (7:45 am - 4:45 pm):

Attn: TPASS, Rod Bliss
Room 174-A (CPA Mailroom, N.E. Back Dock)
1711 San Jacinto Blvd.
Austin, TX 78701