

Supplier is required to provide detailed procedures for roadside assistance.

- A. Example: vehicle breaks down what is the procedure for vehicle repair and/or towing service and maintenance issues i.e. oil change, tire repair, etc.? In event of tire repair/blow-out, who is responsible for cost?
- B. Supplier is to identify service company(ies) and provide telephone number(s) of contact person responsible for roadside assistance. What is the response time expected for roadside service?
- C. In the event that the vehicle is towed, how or who will provide transportation for the WNEC personnel to get their destination? Will another vehicle be provided to the WNEC personnel and what is the turnaround time?
- D. In event of lost keys, what is the procedure and how is a new set delivered to WNEC personnel. Who is responsible for the cost and what is the cost?

#### 5. Vehicle Replacement

- A. In the event a vehicle needs to be replaced due to any circumstance, what are the procedures that the WNEC personnel need to follow?
- B. How soon will the vehicle be replaced and will it be delivered to where the WNEC personnel had the initial vehicle removed/towed?

#### **Billing**

WNEC prefers monthly billing.

- A. Who is responsible and pays for oil changes?
- B. If WNEC pays and is not responsible for charges, how are we reimbursed?
- C. Who is responsible for windshield and when is considered to be replaced?
- D. Who is responsible for tires?
- E. What is considered natural wear and tear? Please be specific, i.e. door ding, road chip, shopping cart ding, scratch on bumper, etc. Who is responsible for items mentioned and others?
- F. What is the vehicle exchange policy on a vehicle that exhibits problems? Is there an exchange fee should the vehicle be examined by owner and show that no problem exists?

designated high mileage vehicles. In the event of high mileage vehicles, WNEC will ask that these vehicles are a different color than the rest.

C. Rate/Mileage Spreadsheet: See attached Rate/Mileage spreadsheet listing the three ways the vehicles can be priced out for mileage and a separate column for mileage overage. Also included in the spreadsheet is column for pick-up and drop-off fees should there be any.

### 3. Management

A. Western New England College's Management: David Kruger, V.P. of Finance and Administration will sign off on all contracts. Charles Pollock, V.P. of Enrollment Management and/or Michael Horan, Senior Associate Director of Admissions, will sign off on the condition of vehicles delivered and picked up to note any body damage or operational malfunctions. In the absence of Charles Pollock or Michael Horan, Arlene Rock, Director of Procurement Services will accept the vehicles after inspection.

Telephone numbers for the above-listed are:

David Kruger - Deliso Hall 413-782-1288  
Charles Pollock – Welcome Center 413-782-1562  
Michael Horan – Welcome Center 413-782-1730  
Arlene Rock – Campus Utilities Bldg 413-782-1538

Michael Horan will ensure that the Admission's personnel maintain logs for each vehicle. The logs will include the date the vehicle goes out and returns, mileage in and out, and any noted damage done to the vehicle (door dings, scratches, etc.).

The vehicle keys will be locked in a filing cabinet once the vehicle is returned and signed in and out by the person taking the car.

Vehicles are restricted to WNEC business only.

All drivers are over the age of 21 and are employees of WNEC.

B. Rental Vehicle's Management: WNEC request a point of contact person for all contract related issues. Please provide everyone's name, telephone number and email address for issues that can range from billing, accident, mechanical issues (to report), etc and all policies and procedures that need to be followed by the WNEC personnel.

### 4. Roadside Assistance

2. Names of any affiliates, divisions, and subsidiaries or outside firms that will take part in the performance of service or product as outlined in this Request for Proposal. Supplier shall list the names of offices that will provide requested vehicles in Maryland, Massachusetts, Vermont, New Hampshire, Connecticut, Rhode Island, New York, New Jersey and Pennsylvania.
3. Provide year and state of incorporation and tax I.D. number.
4. Specify business classification (large, small, minority-owned, woman-owned).

## **Specifications**

### 1. Automobiles

- A. WNEC requires a full-size automobile (i.e. Taurus, Sable, Camry, etc.) mechanically sound and road worthy. All vehicles to be four door, V6 engines, 4-speed electronic overdrive automatic transmissions equipped with air conditioning, air bags, cruise control (an option), power windows and lock, AM/FM stereo with cassette player. Two sets of keys must be provided at time of delivery. It is preferred that all vehicles are the same model and the same color. The aggregate mileage for all vehicles should not exceed 42, 000 miles and approximately 7,000 miles per vehicle.
  1. See attachment rate/mileage spreadsheet noting pricing on an intermediate size vehicle. Please be specific on the model.
- B. Delivery Requirements: Vehicles to be delivered and picked up in Public Safety's parking lot in the marked designated parking spaces.
  1. Normal delivery is defined as next business day by 8:30 a.m.
  2. Rush delivery is defined within 2 hours of order request.
  3. Weekend delivery is defined as delivery after 3:00 p.m. Friday through Sunday with vehicle pick up on Monday morning.
- C. Delivery Schedule: See attached schedule for dates with the number of vehicles to be delivered and picked up.

Please provide your vehicle delivery and pick up procedures and the ability to meet the above requests. Supplier will provide procedures and necessary paperwork for checking in and out vehicles to assure the safety of the vehicle with a copy to remain in the possession of the Admissions's Office for referral.

### 2. Pricing

- A. Provide pricing per vehicle on a daily or monthly basis.
- B. Provide mileage allowance per vehicle. Discussion can take place prior to commitment by either party in regards to mileage allowance. There can be

**Request for Proposal for Rental Cars for the Admissions Office Staff**  
**Delivery Date: September 12, 2003**  
**Pick-Up Date for Remaining Cars: November 24, 2003**

**Purpose**

Request for Proposal – Rental Car Program for Admissions Office Staff for Maryland, the New England states, New York, New Jersey and limited Pennsylvania areas.

**Scope**

Western New England College (WNEC) is in the process of obtaining information and pricing for a vehicle rental program with an aggregate of 45,000 miles. The areas the WNEC staff will be covering are Maryland, New England states, New York, New Jersey and limited areas in Pennsylvania.

**Schedule**

Issue of RFP	August 20, 2003
RFP Response By	August 27, 2003
RFP Awarded	September 3, 2003
Delivery Date	September 12, 2003

**Instructions to Bidders**

Printed copy of your response to be submitted no later than 2 p.m. Wednesday, August 27, 2003 to:

Arlene M. Rock  
Western New England College  
1215 Wilbraham Road  
Springfield, MA 01119

Response may be faxed to 413-796-2020 or mailed to the above address.

**Business Profile**

The Business must provide the following information:

1. Name and headquarters location including the name and headquarters location of parent company.