



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

December 3, 2013

TO: ALL OFFERORS

FROM: MARIA FRY
STATE CONTRACT PROCUREMENT OFFICER

SUBJECT: **ADDENDUM TO REQUEST FOR PROPOSAL
CONTRACT NO. GSS13034A-ARMRD_CAR
Armored Car Services**

ADDENDUM #1

This Addendum is issued to answer vendor questions and provide greater contract detail regarding the referenced Request for Proposal. All other terms and conditions remain the same.

Q1 Section 1, Paragraph 2, Page 3 indicates that the State reserves the option to extend its days of operation to include Saturdays.

Please indicate which locations are contemplating Saturday service during the 2014-2015 contract term.

A. Appendix A states, "This contract has been established for use of State Agencies to provide Armored Car Services for the State of Delaware on a seven (7) day per week basis (Sunday through Saturday) and special Holidays for the agencies outlined by EXHIBIT A." Vendors should consider all locations eligible for this seven day service and provide pricing accordingly.

Q2 Section II, Paragraph A, Page 5 indicates the Vendor is to provide all materials to supplement the State of Delaware's need for armored car services.

Please detail what "materials" the armored car vendor is required to provide.

Will the State pay for these materials as a separate line item or should the cost be built into the service cost?

Does this section indicate that the Respondent is required to provide tamper evident bank bags? If so, what size and quantity of bags are required?

A. It is the responsibility of the bidder to determine all materials required to satisfy the services required in the scope of work. Pricing for these materials should be built into the service cost. The Agency is responsible for providing deposits in sealed packages for pick up by the Contractor.

Q3 Section III, Paragraph L, Page 7 states that the Awarded Vendor will be required to provide a 100% Performance Bond. This paragraph further states that the bond amount is to be \$150,000.

Please clarify whether the Awarded Vendor should provide a Performance Bond for 100% of the value or if the Bond should be for \$150,000.

A. Refer to Attachment 11 – The Performance Bond shall be in the amount of One Hundred and Fifty Thousand dollars (\$150,000.00).

Q4 Section III, Paragraph M, Page 7 requires the Respondent to submit an electronic copy on CD or DVD.

Are there any requirements regarding the preparation of the CD? For example will the State accept only two files per disk?

If the required response format is two files per disk does the State wish the Respondent to scan their entire response onto the CD disk as an Adobe file as file one and the Excel spreadsheet as file two?

Are there any other limitations regarding the submission of a CD?

A. Refer to the Proposal Reply Requirements. One (1) electronic copy of the vendor proposal saved to CD or DVD media disk, or USB memory stick. Any copies of the electronic price files shall be included on the same electronic media, but shall be saved separately from. CD or DVD media disk must also contain the completed Appendix B Excel sheets in Excel format.

Q5 Section III, Paragraph M, Page 8 states that the State reserves the right to award the proposed contract to multiple vendors.

Can you provide examples of how the State may divide the RFP Scope of Work among multiple vendors?

A. Refer to RFP Paragraph 4, Page 4. - Government Support Services reserves the right to reject any or all bids in whole or in part, to make multiple awards, partial awards, award by types, item by item, or lump sum total, whichever may be most advantageous to the State of Delaware.

Q6 Paragraph B, Paragraph 4, Page 17 indicates that the prices quoted are those that may be imposed during the period of the contract.

Will the State accept a fuel surcharge that is based on the government tables?

If so, how should the Respondent indicate that a fuel surcharge is applicable?

A. The RFP does not allow for a fuel surcharge for the initial term of the contract.

Q7 Paragraph 14, Page 20 refers to the pricing policy to be used by the Respondent.

If the Respondent accepts Paragraph 16's reference to annual CPI-U adjustment, does this need to be noted in the Vendor's response?

A. No. Price increases may be negotiated if an agreement is reached to extend the contract beyond the initial one (1) year period.

Q8 Paragraph 21, Page 22 – “By submitting a proposal the proposing Vendor agrees that in the event it is awarded a contract it will indemnify and otherwise hold harmless the State of Delaware . . . regardless of whether such suits, actions, claims or liabilities are based upon acts or failures to act attributable in whole or in part to the State its employees or agents.”

Is the State willing to accept responsibility for its own actions under the terms of this agreement?

A. Yes, but the State is legally unable to hold harmless, defend, or indemnify any third party.

Q9 Paragraph 27, Page 23 – “A process has been developed to permit any State employee or Vendor to identify a lower price for material and or services for consideration despite the existence of a central contract. The Director will afford any Vendor on an existing central contract an opportunity to match or to beat the I Found It Cheaper suggestion and if not matched or beaten approve the purchase via a waiver.

How does this Paragraph affect a contract awarded by competitive bid process?

A. A review process will be conducted upon submission of a form. Review the link contained in the RFP for the “I Found It Cheaper” flow chart.

Q10 Paragraph 28, Page 24 refers to required reporting including an Excel Usage Report due on the 15th of each month.

Can the Respondent suggest an alternative to the Excel Usage Report?

If so, how should the Vendor present this alternative in their response?

Is the State open to modifying the format of the Usage Report?

A. No. The Vendor Usage Report format is set and the submission must be in an Excel document.

Q11 Paragraph 28, Page 24 states that the successful Vendor will be required to report on the participation by a minority, woman or veteran owned business.

If the Respondent will not subcontract any portion of the work performed under this RFP will the State grant a full waiver and not require quarterly Supplier Diversity reporting?

Have minority participation goals been established for this RFP and if so, what are those goals?

A. The respondent does not have to submit a Subcontracting (2nd tier) Quarterly Report if they do not have any subcontractors. There are no minority participation goals considered for the award of the contract.

Q12 Paragraph 31, Page 25 requires Vendor invoices to be supported by payroll data and an itemized accounting of reasonable reimbursable direct non-salary costs. A current progress report is required to accompany each billing.

Since the Vendor is required to quote a per month rate, will the State waive the requirement for invoices to be supported by payroll data and progress reports?

A. Yes.

Q13 Paragraph 31, Page 25 states that agencies or school districts using this award will process for payment within thirty days.

Do any agencies or school districts other than those listed on Appendix B utilize the current contract for this service?

A. Other agencies may elect to utilize this contract.

Q14 Paragraph 38 refers to Minimum Wage Rates.

Does the Minimum Wage Rate apply to the current contract?

If so, what is the applicable minimum wage rate utilized by the current vendor?

A. The current vendor is obligated by law to comply with all the terms and conditions of the awarded contract.

Q15 Exhibit A, Pages 51, 52 and 53 provides pickup times for the various locations.

Can the Respondent suggest alternative pickup times?

If so, in what format should the alternative times be presented in the Vendor's bid response?

A. Refer to the price sheet, QUALITATIVE VENDOR INFO tab, items 20 and 24. The bidders proposed plan of operation can be addressed on Attachment 4, Item 3.

Q16 Exhibit A, Pages 51, 52 and 53 provides the locations or collection pickup points.

Please provide the name and complete address including zip codes for all banks/drop off points used by each location or collection point.

A. GSS has provided all information as made available by individual agency users. Please refer to the most current updated list below.

| LOCATION OR COLLECTION POINT | DROP OFF LOCATION | LOCATION OR COLLECTION POINT | DROP OFF LOCATION |
|---|--------------------------|--|--|
| Newark Toll Plaza 1200 Whitaker Road Newark, DE 19702 | M&T Bank | Dover DMV 303 Transportation Circle Dover, DE 19903 | M & T 320 Water St Newport, DE 19720 |
| Biddle's Corner 2111 DuPont Hwy. Middletown, DE | M&T Bank | Minquadale DMV 2230 Hessler Blvd. New Castle, DE 19720 | M & T 320 Water St Newport, DE 19720 |
| Boyd's Corner Middletown, DE Automatic Coin Machines | M&T Bank | New Castle DMV Airport & Churchman Rd. New Castle, DE 19720 | M & T 320 Water St Newport, DE 19720 |

| LOCATION OR COLLECTION POINT | DROP OFF LOCATION | LOCATION OR COLLECTION POINT | DROP OFF LOCATION |
|---|---|---|--|
| Dover Toll Plaza 200 Plaza Drive Dover, DE | M&T Bank | Georgetown DMV South Bedford Street Ext. Georgetown, DE 19947 | M & T 320 Water St Newport, DE 19720 |
| Denny's Road Toll Plaza 100 Penny Lane, Dover, DE Automatic Coin Machines | M&T Bank | Newark Train Station 10 Mopar Drive Newark, DE 19713 | |
| South Smyrna Smyrna, DE Automatic Coin Machines | M&T Bank | DE Transit/Dover 900 Public Safety Blvd. Dover, DE 19901 | M&T Bank Wilmington, DE 19802 |
| Smyrna Rest Area Smyrna, DE | M&T Bank | Wilmington Train Station Martin Luther King Blvd. & Market Street Wilmington, DE 19801 | M&T Bank Wilmington, DE 19802 |
| Division of Revenue 820 N. French Street Wilmington, DE 19801 | 919 Market Street, Wilmington, DE 19801 | DE Transit Corp 718 Market Street Mall Wilmington, DE 19801 | M&T Bank Wilmington, DE 19802 |
| DE Transit/Rehoboth Country Club Road Rehoboth Beach, DE 19971 | M&T Bank Wilmington, DE 19802 | DE Transit / Paratransit 2 N. Monroe Street Wilmington, DE 19801 | M&T Bank Wilmington, DE 19802 |
| DE Transit/Mid County 1423 S. DuPont Highway New Castle, DE | M&T Bank Wilmington, DE 19802 | Hart to Heart Ambulance 7A Medori Boulevard Wilmington, DE 19801 | |
| DE Transit/Georgetown 23737 DuPont Blvd. Georgetown, DE | M&T Bank Wilmington, DE 19802 | Del Transit/THG Transport 1201 Continental Drive Newark, DE 19713 | M&T Bank Wilmington, DE 19802 |
| DE Transit/Monroe Street, 1 S. Monroe Street, Wilmington, DE 19801 | M&T Bank Wilmington, DE 19802 | | |

Q17 Regarding Exhibit A, can each location identify the maker and amount of a check in the event the check is lost or stolen?

A. Yes

Can the Carrier be armed at all times in the performance of their duties?

A. Yes.

Q18 Exhibit A, Page 52 states that penalties will be imposed if the Carrier fails to make a pickup at any location or collection point for any day.

What is the penalty referred to on Page 52?

A. Please refer to Section 23, page 23 Non-Performance. Additionally, if vendors fail to perform on a regular basis, the contract may be subject to termination and the Performance Bond subject to redemption by the State.

Does force majeure apply in the event a pickup is not made?

A. Force majeure will only be applied if the circumstances permit.

Q19 Page 54, Paragraph C indicates that the Contractor must supply 6 copies of their bid. However, Page 7, Paragraph M requires the Respondent to provide 2 paper copies and a CD.

Please clarify the submission requirement with regard to number of copies and/or providing a CD.

A. Two (2) paper copies of the vendor proposal paperwork and one (1) electronic copy of the vendor proposal saved to CD or DVD media disk, or USB memory stick.

Q20 Page 54, Paragraph E states that the Vendor is to furnish services as outlined in the attached Schedule of Locations Appendix A and B.

Is the State open to alternative approaches?

A. The State is open to alternative approaches so long as the services correspond to the scope identified or unless accepted by the agency.

If so, how should these alternatives be presented in the Vendor's response?

A. Refer to Attachment 4, Number 3 and Appendix B, Qualitative Vendor Info No. 20. Any exceptions to the specifications, terms or conditions contained in the RFP shall be noted on Attachment 3.

Q21 Section III, Paragraph E, Page 55 indicates that the Contractor will submit to the State security clearance procedures which the Contractor employees are subject to.

Please explain what security clearance procedures are referred to in this Paragraph.

Since the Vendor's employees have already passed background checks and security clearance as part of their licensing requirements, will the State waive this requirement?

A. In accordance with Delaware Code Title 24 Chapter 13, the agency and all individuals working in the State of Delaware must be licensed through the Professional Licensing Section of the Delaware State Police.

Q22 Section III, Paragraph F, Page 55 states that coin vaults are pulled by the Contractor and delivered to the bank facility.

Please detail the procedure referred to in this paragraph for servicing coin vaults.

- A. Coin vaults will be retrieved at pickup locations and brought to vault processing facility. Re-installation of empty coin vaults may be necessary as circumstances require.

Q23 Section V, Paragraph B, Page 56 indicates that the State will provide a key to the Vendor for opening of bill changers.

Please identify all parties that will have access to the contents of the bill changers.

- A. Identification of parties is not necessary for bid submission, but may be disseminated after contract award as determined by the controlling agency.

Q24 Appendix B indicates that Newark Toll Plaza requires service on Christmas Day and Thanksgiving Day.

Will the location consider waiving this requirement?

- A. Vendors should anticipate this requirement remaining in effect and service is required for these two identified holidays. Vendors may identify separate prices for these specialized pickups.

Q25 Appendix B states if transportation is delayed for any reason, or it armored cars breakdown in route, the Contractor is to notify the Location Manager immediately. Every effort is to be made to pick up items. Penalty will occur if pick up is not made.

Please explain what the penalty is in the event of a delay such as for a vehicle breakdown.

- A. Please refer to the answer to Q18 above.

Will the State agree to waive this requirement if the Vendor agrees to not charge the State for any service that the Vendor fails to perform?

- A. No, the vendor is responsible for all penalties for failure to perform.

Q26 Appendix B states that pick-up times can be negotiated with each Location or Collection Point. The Bidder must avoid pick-ups one hour before or after shift changes. Shift changes are 7:00 A.M., 3:00 P.M., and 11:00 P.M.

How should the Respondent indicate alternative service times?

- A. Refer to Attachment 4, Number 3. Any exceptions to the specifications, terms or conditions contained in the RFP shall be noted on Attachment 3.



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