

# **REQUEST FOR PROPOSALS**

## **Fleet Management Services**

Issued By

**NORTH COUNTRY COMMUNITY MENTAL HEALTH**



**1420 Plaza Drive**  
**Petoskey, MI 49770**  
**231-439-1244**  
[www.norcocmh.org](http://www.norcocmh.org)

**Proposal Due Date: November 6, 2020**  
**by 5:00 p.m. Eastern Time**

## **OVERVIEW**

### **Vision and Mission and Values of North Country Community Mental Health:**

#### Vision:

All community members will have responsive high-quality integrated healthcare leading to a fulfilled life.

#### Mission:

To provide behavioral health services that inspire hope and promote recovery, resilience, and wellness to eligible residents.

#### **Values:**

Respect - We treat everyone—clients, providers, fellow staff members, and community partners—with the highest level of dignity, honor and respect.

Integrity - We will consistently do the right thing by maintaining an ethical culture and unified workplace.

Client-Centered - Our care will be delivered by respecting individuals' preferences. Every decision will consider the value it adds to client services.

Excellence in Practice - Excellence will be apparent in all that we do. We provide the highest level of service to promote recovery and quality of life through evidence-based and innovative practices. We produce outcomes that exceed expectations.

#### **Summary:**

North Country Community Mental Health (NCCMH) is requesting proposals from professionally qualified fleet management firms for acquisition, lease financing, title & registration, after market customization, maintenance, and vehicle resale for approximately 49 vehicles as defined in the Request for Proposal.

#### **Background:**

North Country Community Mental Health (NCCMH) operates as a Community Mental Health Authority under the provisions of Act 258 of the Michigan Public Acts of 1974, as amended. *“The purpose of a community mental health services program [is] to provide a comprehensive array of mental health services... including crisis stabilization and response including a 24-hour, 7-day per week, crisis emergency service... and the provision of inpatient or other protective environment for treatment.” (MCL 330.1206).* NCCMH is a tax-exempt governmental agency.

NCCMH serves six rural counties in northern Michigan—Antrim, Charlevoix, Cheboygan, Emmet, Kalkaska, and Otsego—covering 3000+ square miles with a population of 151,000, including 36,000 Medicaid beneficiaries. It is expected that the proposal to provide these services is compliant with all applicable State and Federal laws, standards, and guidelines. This RFP establishes criteria and requirements that have been designed to cover important aspects of these services.

## **PROJECT INFORMATION AND AGENCY REQUIREMENTS**

### **Purpose and Scope of the Project:**

NCCMH currently owns and operates a fleet of 49 fleet vehicles which includes 8 full-size vans 3 of which are equipped with wheelchair lifts. These vehicles are primarily used by staff for client transportation related to services provided by NCCMH. When not in use for client transport, employees may request use of vehicles for other business-related purposes. NCCMH utilizes multiple repair shops throughout our six-county region for fleet maintenance. NCCMH utilizes a PIN enabled fleet gas card program for fuel.

Please see Attachment A for a complete listing of vehicles, current mileage, VINs, Etc. Key factors include:

Average age – 6.5 years  
Average Mileage – 112,211  
FY18 Maintenance expense - \$73,237  
FY19 Maintenance expense – \$95,117

**Scope of Services:**

NCCMH requires vehicles on a lease basis satisfying the specifications described in this section and may potentially require additional services described in this section on an “as needed” basis. Bidders are expected to submit proposals that address all portions of this section. If a Bidder is unable to satisfy every element of this section but chooses to submit a proposal anyway, it must clearly identify the element(s) it is unable to satisfy and the reason it cannot meet the requirement. NCCMH will review any exceptions taken but, at its sole discretion, may determine the proposal not responsive to NCCMH’s requirements and remove it from further consideration.

**A. VEHICLE REPLACEMENT SCHEDULE**

Bidders will propose a replacement schedule not to exceed 5yrs that will optimize the cost effectiveness to NCCMH using the following assumptions:

- All passenger sedans scheduled for replacement will be replaced with AWD compact SUVs (similar to Ford Escape or Chevy Equinox).
- All other vehicle types will be replaced with like vehicles.
- Include aftermarket modifications in the lease proposal.

The number of vehicles leased, and additional services secured shall be at the sole discretion of NCCMH.

**B. LEASE REQUIREMENTS**

NCCMH is requiring all Bidders to indicate the following lease parameters to be used for the initial acquisition after award and assumptions for future years:

- Five (5) year Open-Ended Lease with no mileage restrictions.
- Interest Rate (select one)

Prime      10 yr.      Treasury Bonds      LIBOR      3 yr. Treasury      Other\_\_\_\_\_

It is the intent of NCCMH to identify a fixed margin against the above selected index to ensure interest rate integrity throughout the term of the proposed replacement schedule. Please indicate below the basis points above the selected index to be locked during the term of the replacement schedule.

Basis Points\_\_\_\_\_

- List all other applicable fees and charges.
- Define reporting capabilities including monthly management reports, comprehensive invoicing, maintenance notification, and electronic tracking capabilities.

**C. SERVICE AND MAINTENANCE REQUIREMENTS**

- NCCMH requires a maintenance program in which the maintenance costs (oil changes, tire rotations, brakes, wipers, etc.) both scheduled and unscheduled are fixed and guaranteed during the life of the lease.

- Bidder's submission must minimally include:
  - Ability to incorporate both NCCMH currently owned vehicles and vehicles to be leased under this proposal.
  - Location of facilities that will perform services in the six-county region specified in the background information above.
  - Monitoring, tracking, and service needed notification capabilities and procedures.
  - Included and excluded items/coverage.
  - Compatibility with manufacturer's warranty.
  - Monthly maintenance cost per vehicle class.

#### D. DESCRIPTION/WORK STATEMENT

- **Project Organization and Management**  
The Bidder shall establish and maintain an appropriate organizational structure to enable local management of this contract. Documentation supporting the Bidder's ability to service the contract (including but not limited to office locations) should be included with the proposal submission. All ordering will originate directly from NCCMH offices located at 1420 Plaza Drive, Petoskey, MI 49770.
- **Vehicle Quantities and Locations**  
NCCMH's fleet consists of 49 vehicles. This is not a guaranteed number; NCCMH reserves the right to order any number of leased vehicles and additional services it deems in their best interest. The Bidder shall be able to support vehicle delivery, return, and replacement at each location specified in Attachment A.
- **Vehicle Mileage and Term**  
The awarded Bidder may propose, and NCCMH may consent to, a desired timeframe or mileage interval different than levels specified in the bid, if such intervals provide advantages to the Bidder, NCCMH, or both, such as lower lease prices due to better vehicle resale potential.
- **Condition of Leased Vehicles**  
Each vehicle furnished shall be defined as manufacturer's "new". NCCMH shall accept or reject the vehicles promptly after receipt. If NCCMH determines that any vehicle is defective or unsafe at delivery, NCCMH shall promptly inform the Bidder in writing.

#### **Submitting Questions:**

All questions should be submitted to [aholeman@norcocmh.org](mailto:aholeman@norcocmh.org) by October 26, 2020. Responses will be posted on NCCMH's website [www.norcocmh.org](http://www.norcocmh.org). It is the responsibility of the applicant to check the NCCMH website for updates. Applicants may not contact NCCMH staff members, or its partner entities, directly with questions regarding this RFP. Contacting staff directly with questions could result in disqualification of a proposal.

#### **Bidder's Conference:**

A bidder's conference will be held on **November 2, 2020 from 1:00-2:00 PM** (eastern time) virtually via Zoom <https://norcocmh.zoom.us/j/92929166067?pwd=MVpPQmcyV1ZiZEUzOXNRQys0UytNZz09>. The contents of the RFP will be reviewed at that time and questions submitted via email will be addressed.

Any change to this RFP after its release will be confirmed in writing by North Country Community Mental Health. Any questions after the pre-bid conference must be addressed via email to Anna Holeman,

Administrative Assistant [aholeman@ncccmh.org](mailto:aholeman@ncccmh.org) within 2 days. A written reply will be returned after review and response by the NCCMH RFP Committee.

**Proposal Submission Criteria:**

Bidders are required to respond to this RFP exactly as outlined in the sections below in order for NCCMH to evaluate all proposals on an equal basis. Proposals should be submitted in a format that can be read in Microsoft Word or PDF, or hard copy. Margins should be 1” on all sides. The font should be either Times New Roman or Arial and the text size should be 12-point only. Responses should be in the consecutive section order as specified below (e.g. B, C1, C2, etc.), and should be eight pages or fewer, not including the cover page and relevant attachments. All sections and documentation must be included with the proposal by the deadline or the proposal will not be considered. Failure to adhere to these requirements may result in rejection of the proposal.

Three complete copies of the bid proposal or an electronic copy with all attachments must be submitted. If submitting electronically, it must be in PDF format. The bidder must fill out an RFP Bidder Cover Sheet and attach it to the proposal. Electronic proposals must be emailed to [aholeman@ncccmh.org](mailto:aholeman@ncccmh.org) with subject line “CONFIDENTIAL – RFP Materials Attached.” Hard copy proposals must be submitted in a sealed envelope with “CONFIDENTIAL – RFP Materials Enclosed” noted on the outside of the envelope. Hard-copy proposals must be mailed or hand-delivered to North Country CMH, 1420 Plaza Drive, Petoskey, MI 49770 Attn: Anna Holeman, Administrative Assistant.

Proposals received after the deadline will not be considered. Once submitted, no changes to the RFP will be accepted.

**Notification of Awards:**

Notification of the award will be made during the week of November 23rd, 2020.

**Proposed Timeline (may be modified at NCCMH discretion):**

October 16, 2020	RFP release date
October 26, 2020	Deadline for questions to be submitted via email
October 30, 2020	Deadline to sign up for Bidder’s Conference
November 2, 2020 1:00 PM	Bidder’s Conference
<b>November 6, 2020 5:00 PM</b>	<b>Proposals due</b>
Week of November 9, 2020	Proposal Review and selection
November 19, 2020	Final Approval

**No proposal will be accepted after November 6, 2020 at 5:00 PM (EST)**

**PROPOSAL REVIEW PROCESS**

Award recommendations are contingent upon the successful evaluation of the Bidder's qualifications. All qualified Bidders will then be evaluated to determine successful Bidders.

The evaluation process will determine if a Bidder meets quality standards based on bid specifications and provider requirements. The selection committee will score each proposal using a tabulation grid for each

section of the bid proposal outline. Award of bids will be determined on service delivery quality and cost.

Specific requests for additional information, to assist the evaluators, might be requested of the prospective bidder. This could include access to and potential interviews with bidder's customers, employees, organizations and/or other stakeholders.

## PROPOSAL SECTIONS

- A. Cover Sheet: This must be completed in full and signed by an authorized representative at the agency. Template is on the last page of this RFP.
- B. MBE Status: Specify Minority Business Enterprise (MBE) status, if applicable.
- C. Qualifications: Provide a brief description of your organization. This should include its founding, history, location of offices, number of employees; service areas; and any information pertaining to ability to perform the specified services.
- D. Technical Proposal
  - 1. Project Manager contact information
  - 2. Experience in performing work of a similar nature in governmental agencies
  - 3. Demonstrated competence in the services to be provided
  - 4. General description of the Bidder organization's structure and financial condition
  - 5. Identify any sub-contractors
  - 6. Detailed description of fleet management services offered as described in the Scope of Services including but not limited to:
    - Open Ended Lease
    - Maintenance program
    - Vehicle resale process
    - Ability to sell vehicles in NCCMH's current fleet
  - 7. Vehicle Planning Analysis including the proposed 5-year vehicle replacement timeline, expected value of vehicles being replaced, maintenance costs, fuel costs, and annual fleet budget.
  - 8. Specify lease terms and provide a standard lease agreement and other related contract documents.
- E. **References:**
  - 1. Provide three references.

## **ADDITIONAL INFORMATION**

### **Insurance:**

The applicant shall carry liability insurance of the kind and amounts necessary to perform services described in this RFP.

### **Indemnification:**

NCCMH shall not be responsible or liable for any damage resulting from acts of omission by the

applicant, its trustees, officers, employees, agents and contractors, under any theory of imputed negligence or otherwise, and the applicant shall indemnify the NCCMH, its members, officers and employees for, defend them against and hold them harmless from any or all claims relating to acts of omission of the applicant, its trustees, officers, employees, agents, and contractors, and from any costs, attorney fees, expenses, and liabilities incurred by them in connection with such claims or in the defense of any action or proceeding brought thereon. The indemnification rights under the resulting contract with the applicant shall be in addition to any rights or remedies that may be available to the NCCMH under general legal or equitable principles in the absence of an expressed agreement, and the resulting contract shall not be construed to limit any such rights or remedies. These obligations shall continue in effect notwithstanding the termination or expiration of the resulting contract.

**Any entity who responds to this Request for Proposal must comply with all federal and state civil rights, equal employment and affirmative action laws, and regulations.**

**Addendum to Request for Proposals:**

If NCCMH determines that it is necessary to revise or clarify any part of this RFP, an addendum will be provided via email and posted on NCCMH's website. Any clarifications will become an addendum and no other responses are considered valid. It is the responsibility of the applicant to check the NCCMH website for addendums.

**Right to Cancel:**

NCCMH reserves the right to cancel all or any part of this RFP at any time without prior notice. NCCMH also reserves the right to modify the proposal process and timeline as deemed necessary.

**Applicant Responsibility for Proposal Costs:**

The applicant is fully responsible for all costs associated with the development and submission of the proposal. NCCMH assumes no contractual or financial obligation as a result of the issuance of this RFP, the preparation and submission of a proposal by an applicant, the evaluation of an accepted proposal, or the selection of approved proposals.

**Ownership of Proposals:**

All proposals and associated materials become the property of NCCMH.

**Proposal Acceptance/Rejection:**

NCCMH reserves the right to reject any or all proposals, to accept, or reject any or all of the items in the proposals, and/or to award the contract in whole or in part if it is deemed to be in the best interest of NCCMH.

**Applicant's Disclosure:**

Applicants must provide in their response a disclosure of any pending, current, or threatened court actions and/or claims against the applicant, parent company, or subsidiaries. This information will not necessarily be cause for rejection of the proposal; however, withholding information may be cause to reject the proposal or rescind any subsequent contract.

**NCCMH RFP Cover Sheet: Fleet Management**

<b>Applicant</b>	<b>Contact Person</b>
Name of Organization: Address: Ex. Director: Telephone: Fax: Website: Federal tax identification #:	Name: Address: Telephone: Email:

The Bidder certifies to the best of their knowledge and beliefs, the data and information in this proposal are true and correct and this document has been duly authorized by the governing body of the applicant. Further, the applicant certifies that, if the proposal is approved, the project will be conducted in accordance with the project proposal and any special condition included in the Request for Proposal. The applicant certifies that the organization does not discriminate in the provision of project services on the basis of race, color, religion, national origin, gender, gender identity, ethnicity, age, marital status, disability, pregnancy, military/veteran status, genetic information, sexual orientation, creed, human immunodeficiency virus status or other federal, state or local protected classes, and is not in violation of any local, state or federal laws, statutes, ordinances, or resolutions.

**Authorized representative to complete the following:**

Name and Title (print): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_