

<b>CITY OF GAINESVILLE</b>			
<b>GENERAL GOVERNMENT PURCHASING DIVISION</b>		* BIDS OPENED BY: <u>Pattie Dorr</u>	
<b>BID RECORD</b>		* BIDS WRITTEN BY: <u>Diane Felder</u>	
<b>BID #: FMDX-140025-PJ</b>		* This is to certify that I (staff listed above) <u>  </u> have / <u>X</u> do not have actual or potential conflict of interest with any of the responsive proposers.	
<b>BID NAME: Annual Contract for Vehicle Accident Management Services</b>			
		<b>LEGEND:</b> X = Received      Y = Yes      (blank) = nothing received/acknowledged	
<b>DUE DATE: March 6, 2014</b>		A = Acknowledged      N = No	
<b>USER DEPARTMENT: General Services / Fleet Management</b>			
<b>NO. PLAN HOLDERS: 6</b>			
<b>VENDORS RESPONDING</b>		<b>RESPONSE</b>	
The CEI Group Inc		X	
BID RECORD <input checked="" type="checkbox"/> HAND DELIVERED / <u>  </u> SENT TO USER DEPARTMENT <u>3/10/2014</u> (DATE) BIDS <input checked="" type="checkbox"/> HAND DELIVERED / <u>  </u> SENT TO USER DEPARTMENT <u>3/10/2014</u> (DATE) <input checked="" type="checkbox"/> BIDS TO BE EVALUATED BY USER DEPARTMENT			
<b>Local Preference: impact \$</b>			
<b>NOTES</b>			
<b>WITNESSES:</b>		<b>WITNESSES:</b>	

**DEPARTMENT RECOMMENDATION OF  
 BID (ITB, RFP, BEB, RFQ) INTENDED AWARD**

To: **Purchasing, Box 32**

Attn: Patti Jo Davis (Buyer)

Bid #: FMDX-140025-PJ

Bid Due Date: March 6, 2014

Bid Title: REQUEST FOR PROPOSAL FOR VEHICLE ACCIDENT MANAGEMENT SERVICES

**NO AWARD – REJECT ALL BIDS**

Justification for No Award:

- Bids over budget
- Only one bid received
- Other (provide detailed explanation: \_\_\_\_\_)

**RECOMMENDATION FOR INTENDED AWARD**

If straight low bid (no evaluation – i.e. construction, materials):

Recommended Bidder: \_\_\_\_\_

Bid award amount:\$ \_\_\_\_\_

Justification for the Recommendation: \_\_\_\_\_

**OR**

If BEB/RFP/RFQ (turn in evaluation notes, comments points, etc.). Recommended Ranking:

<u>Vendor</u>	<u>Ranking</u>
CEI	1
_____	2
_____	3
_____	4
_____	5
_____	6
_____	7

Bid award amount: \$ Estimated \$ 112,000.00 annually

Justification for the Recommendation:

Pursuant to the City of Gainesville Purchasing Policy 41-550 and State Statute 287-057 we request to the Purchasing Manager to move towards contract negotiations with CEI. Vendor is the only bidder and the past performance service with the vendor has been satisfactory. Contact was made with the vendors on bid list to determine the reason for lack of response. The bid holders who did not bid were not able to deliver the service requested due to lack of technology.

I hereby certify the recommended bidder/vendor ranked No. 1 is the most responsive and responsible bidder meeting all requirements certifications, forms, and/or minimum criteria/qualifications listed below (include qualifications/requirements directly from ITB, RFP, BEB, RFQ document):

**30 Year Experience (14 year Government)** \_\_\_\_\_  **Providing 19 Govt Entities Accident Mgmt. Services** \_\_\_\_\_

**40% Light Vehicles Govt Claims 10-15% Heavy Vehicles** \_\_\_\_\_  \_\_\_\_\_

Recommended by: William G. Massey \_\_\_\_\_ Phone: 52858

SIGNATURE

PRINTED NAME

Title: Fleet Operations Manager \_\_\_\_\_ Date: \_\_\_\_\_

City Commission required:  Yes City Commission meeting on TBD-May 15, 2014 (date confirmed of approved agenda item).  
 No City Commission approval is not required: \_\_\_\_\_ (Indicate Policy exemption section (i.e. Sec 7.1(c)))

Vendor is active in the Advantage Financial System – **Department is responsible to obtain appropriate documentation to activate vendor.**

CITY OF FINANCIAL SERVICES  
GAINESVILLE PROCEDURES MANUAL

CHAPTER: 41-000 Purchasing

EFFECTIVE DATE: January 1, 2007 (revised 05/07/2013)

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*Note:*

*If less than two responsive bids, proposals, or replies for commodity or contractual services purchases are received, the City may negotiate on the best terms and conditions.*

*The Department shall document the reasons that such action is in the best interest of the City in lieu of resoliciting competitive sealed bids, proposals, or replies and shall forward to the Purchasing Manager the collected documentation with a written request to negotiate. The Purchasing Manager or designee shall make a determination to whether or not resoliciting competitive sealed bids, proposals, or replies are warranted. (Reference State Statute 287.057(6)).*

41-550 NO BIDS

On occasion, the Invitation to Bid will receive no responses. In those cases, proceed as follows:

- Contact all those vendors on bid list to determine reason for lack of response.
- Contact the Ordering Department to determine if rebid is desired, using information obtained from vendor survey.

*Note:*

*If less than two responsive bids, proposals, or replies for commodity or contractual services purchases are received, the City may negotiate on the best terms and conditions.*

*The Department shall document the reasons that such action is in the best interest of the City in lieu of resoliciting competitive sealed bids, proposals, or replies and shall forward to the Purchasing Manager the collected documentation with a written request to negotiate. The Purchasing Manager or designee shall make a determination to whether or not resoliciting competitive sealed bids, proposals, or replies are warranted. (Reference State Statute 287.057(6)).*

If decision is made to rebid:

- Review specifications and bid list.
- Revise bid documents where appropriate.
- Determine date of desired bid opening.
- Initiate the bidding process per Procedures 41-400.

**Dukes, Sheryl D.**

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**From:** Cozart, Aleta  
**Sent:** Monday, March 24, 2014 9:26 AM  
**To:** Dukes, Sheryl D.  
**Subject:** FW: Bid: CEI

Aleta Cozart  
Purchasing Manager  
200 East University Ave.  
P.O. Box 490 Station 32  
Gainesville, Fl. 32602  
352-334-5021

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**From:** Murry, Fredrick J.  
**Sent:** Thursday, March 20, 2014 3:38 PM  
**To:** Cozart, Aleta  
**Cc:** Massey, William G.; Rountree, Becky L.  
**Subject:** Re: Bid: CEI

Let's negotiate the contract with CEI.

Sent from my iPad

On Mar 20, 2014, at 8:40 AM, "Cozart, Aleta" <[cozarta@cityofgainesville.org](mailto:cozarta@cityofgainesville.org)> wrote:

Will and Fred: We need to let CEI know our intentions. We need to send them an intended award, rejection or notice to negotiate. Please advise.

Aleta Cozart  
Purchasing Manager  
200 East University Ave.  
P.O. Box 490 Station 32  
Gainesville, Fl. 32602  
352-334-5021

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**From:** Cozart, Aleta  
**Sent:** Tuesday, March 18, 2014 2:25 PM  
**To:** Murry, Fredrick J.; Massey, William G.  
**Cc:** Benton, Mark S.  
**Subject:** FW: Bid: CEI

Fred and Will: Please find below your questions and answers. You can negotiate your contract. Please advise of your intentions. Aleta

**From:** Cozart, Aleta [<mailto:cozarta@cityofgainesville.org>]  
**Sent:** Tuesday, March 18, 2014 8:10 AM

**To:** Kathi Croze  
**Subject:** RE: Bid

Kathi: We have a couple more questions. Time is of the essence, apologize for all the questions. Please expedite responses for below.

- What process did CEI follow for selection of the small vehicle fleet vendors

*CEI always follows the same qualifying process for every body shop repair vendor on our network as outlined in the RFP response on page 18.*

*When a new fleet customer is established we look to see what network shops we have in the area to support the customer.*

*In Gainesville we already had a very good shop with a proven track record that has been on the network since 2001 and does quality work so there was no need to solicit additional shops. Most corporate fleets have an accident rate of 20+%. Cities have an average accident rate of 5 – 10%. City of Gainesville's rate is 3% so there isn't the kind of activity that would justify the use of multiple body shops.*

*CEI's model is to drive more volume to a fewer number of repair shops in order to get the process consistency, service, leverage, quality and control that the client deserves. CEI's unique offering of in house licensed appraisers ensure that the estimates are written correctly and to proper industry standard eliminating the need for multiple estimates that sacrifice an employee's valuable time.*

*At the request of the City, Gator Paint and Body was added as an authorized shop and was set up for the City use only. On 5-4-2005 they received their first claim from CEI and the City was not happy with the repairs.*

- How many were local that responded to the small vehicle fleet vendors piece

*If additional shops are necessary we first go to the customer for their recommendations. They generally have history with the shops in the area. In the City's case they were already using University Collision which is our primary shop in the Gainesville area so there was no need to solicit other shops. However, as indicated above, we did add Gator paint and body only because the city requested they be added.*

*CEI does have additional shops available if the City would like to use them or if the volume warrants additional coverage at any point.*

*Here are all the body shops within the City that are on CEI's network:*

Dave Barbers	310 NW 6 St.	Gainesville
Gerber Collision & Glass (NW 6 St.)	4319 NW 6 St.	Gainesville
Maaco Collision Repair and Auto Painting	3222 N. Main St.	Gainesville
University Collision Center	2601 NW 74th Place	Gainesville

- Does CEI have any other customers in our county

*At this time CEI does not have any other direct government customers in the county. Gainesville was the first government customer in Florida to realize the efficacy of a program such as ours.*

*However, we have multiple corporate and government customers who have drivers throughout the USA and Canada. Our network of body shops support all those customers.*

Aleta Cozart  
 Purchasing Manager  
 200 East University Ave.  
 P.O. Box 490 Station 32  
 Gainesville, Fl. 32602  
 352-334-5021

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**From:** Kathi Croze [<mailto:Kathi.Croze@ceinetwork.com>]  
**Sent:** Tuesday, March 18, 2014 1:44 PM  
**To:** Cozart, Aleta  
**Cc:** Boynton, Frances B.; Chrissi Johnson  
**Subject:** RE: Bid

Aleta,

Please see responses below.

*Kathi Croze*

National Manager, Government Fleet Market  
**The CEI Group, Inc.**  
 P) 918-296-3298  
 C) 215-208-0847  
 E) [kathi.croze@ceinetwork.com](mailto:kathi.croze@ceinetwork.com)

**Cost Evaluation Worksheet**

1). Describe item 13, Salvage Value Report (\$25.00). Also, how does this differ from salvage/remarketing costs or vehicle disposal fees?

- As an alternative to CEI managing the vehicle salvage/disposal CEI will provide a "Salvage Value Report"
- The Salvage Value Report will reflect the market value of the damaged vehicle as determined by CEI's resources
- Account instructions will identify when this service is to be utilized

**Reply to RFP**

1). Item 3c, page 15, refers to towing services only in regards to the question of having the contractor (repair facility) using the City's "preferred vendor" for those services. I think that needs to be clarified to CEI so they can respond accordingly.

- CEI's usual process is to have a vehicle towed directly from the scene of the accident to the body shop. Normally, CEI's claims process of obtaining repair estimates and pushing them to the customer via our web-based claims system, along with the photos, is suffice for a determination on whether to repair or not repair. However, the City wants to see the vehicle first before determining the disposition of it.
- As the rules stand now, the City contacts CEI when the vehicle is at the fleet facility and ready to go to the body shop.

- CEI contacts our body shop who then goes to the vehicle location and tows the vehicle to the repair facility if it is not drivable
- We have never been made aware that there was a “preferred tow vendor”
- Using a separate tow vendor could mean an additional invoice the city needs to process
- How a non-drivable vehicle gets from the accident scene to the city garage is not known to CEI
- While not directly related to towing, indirectly this is: if the City had the driver contact CEI directly from the scene of the accident we could:
  - Take the loss report, which we do not get on a regular basis now and, requires extra work for the fleet admin assistant
  - Have the vehicle towed to the repair facility, driven to the repair facility or direct the driver to take the vehicle to the City garage
  - This would save lots of time and possibly a second tow bill

2). Item 10a, page 32, states unlimited web-based training at no cost to the City. Clarify training costs for on-line training, hands on training, DriverCare web-based training and safety newsletter.

- Unlimited web-based training is included in the DriverCare™Risk Manager (DCRM) program, which is a subscription program based on the number of drivers. The cost is a per driver, per month fee.
- The DCRM program helps to mitigate collisions by monitoring a driver’s activities through motor vehicle record checks (MVR’s) and claims activity. The system can be designed to automatically push driver training to the driver on certain events. The customer can pre-determine which training module is pushed after specific events
- With DCRM CEI will help the city build a safety policy if none exists as part of the program
- CEI is partnered with Driving Dynamics for behind-the-wheel/hands-on training as that is their specialty. “Dedicated classes” is when they go to the customers’ location and train. “Open Enrollment” is where anyone can attend at their scheduled class and location.
- Pricing for our safety service is below:

<b>DriverCare™ Risk Manager subscription service*</b>	\$1.95 per driver per month
<b>*Note: this service requires DriverCare™mvrManager</b>	<ul style="list-style-type: none"> <li>• Unlimited web-based training</li> <li>• Driver risk ranking</li> <li>• Push notification when driver moves to higher risk level</li> <li>• E-newsletter</li> </ul>
<b>Quarterly Safety Newsletter</b>	\$0.90 per driver per quarter
<b>DriverCare™ E-Learning Web-based driver training:</b>	
<b>Passenger vehicle</b>	\$5.00 per module per driver
<b>Heavy Duty vehicle</b>	\$10.00 per module per driver
<b>Mini - Lessons</b>	\$3.50 per module per driver
<b>DriverCare™mvrManager</b>	\$3.45 per record plus, State Fee
<b>Hands-on (behind the wheel) training</b>	See attachment