

**RFP 25-83140: Vehicle Parts and Accessories**  
**Attachment L: Scope of Work**  
**Indiana Department of Administration**

**1. Introduction**

The State of Indiana (“the State”) is seeking proposals for a Statewide Contract for Vehicle Parts and Accessories. The Indiana Department of Administration (IDOA), on behalf of All State Agencies and other governmental bodies, is establishing a quantity purchase agreement (QPA) for Vehicle Parts and Accessories. The State is also interested in offerings that exceed the requirements stipulated in the RFP.

Furthermore, other governmental bodies of the State may utilize the QPA negotiated by the State. Although participation in this contract by the other governmental bodies is not mandatory, the State intends to encourage all other governmental bodies of the State to use the price agreement(s) resulting from the RFP. Increased utilization by these entities significantly enhances the business opportunity for the Awarded Respondent(s) without having to participate in additional RFP processes individually with these entities.

The State, however, is not responsible for the transactions between the Awarded Respondent(s) and these entities. All other governmental bodies using State contracts and QPAs are expected to follow the contractual terms and conditions specified in those agreements and within local purchasing requirements. The Awarded Respondent(s) is required to provide and extend pricing and discounts for Vehicle Parts and Accessories to other governmental bodies of the State.

The State may award all or part of this RFP based on the best interests of the State. The State also reserves the right to award multiple vendors. To maximize your company’s chances of success in this process and to have the opportunity to acquire a substantial portion of the State’s business, it is strongly encouraged to provide an aggressive response to this RFP. The pricing, quality, and service levels obtained through this process are expected to be significantly more aggressive than those that any State, K12, or local entity may currently have with your company. Service level thresholds will be discussed and agreed upon during contract finalization with the Awarded Respondent(s).

**2. Product Categories**

This RFP covers the purchase and delivery of, and provision of warranty services for, all Vehicle Parts and Accessories required by the State and other governmental bodies. This RFP is not inclusive of services to install or repair (outside of what is ensured by warranty) any vehicle parts or accessories, nor is it inclusive of any vehicle diagnostics or maintenance services.

Vehicle Parts and Accessories purchased by the State are grouped according to the following ten product categories:

1. **Batteries** - Includes Commercial, Non-commercial, Powersport/Utility, Marine, and Tractor batteries.
2. **Brakes** - Includes Brake Rotors, Brake Pads, Hydraulics, Spring Brakes, Air Brakes, Brake Drums, and Brake Calipers.
3. **Chemicals and Cleaners** - Includes Exhaust Fluids, Fuel Additives, Parts Cleaners, Windshield Washer Fluid, Penetrants, Lubricants, Coolants and Antifreeze, Car Wash/Detailing, Sealants, Undercoating, Starter Fluids, and Refrigerants.
4. **Electrical and Lighting** - Includes Head and Taillights, Mounted lights, Sensors, Wires, Connectors, Cables, Circuitry, Alarms and Work Lights.
5. **Engine and Driveline** – Includes Ignition, Starter Motors, Engine Management, Complete Engines, Transmissions, Alternators, Fuel Injectors, Fuel Pumps, Emissions Control, Turbocharger Kits, Engine Belts and Pulleys, Engine and Exhaust Sensors, Intake Manifolds, Thermostats, and Water Pumps.
6. **HVAC** – Includes AC units, Fans, Coolant Reservoirs, Radiators, Blower Motors, HVAC Tools, A/C Compressors, HVAC Sensors, A/C Compressors, AC Kits, A/C Filter-Driers, and Engine Heaters.
7. **Interior and Exterior** - Includes Wiper Blades, Running Boards and Steps, Covers and Guards, Markers, Vehicle Storage, Hitch Parts and Accessories, Towing and Tie-Downs, Door Parts and Handles, Seat Covers and Floor Liners.
8. **Oils, Fluids and Filters** - Includes Synthetic, Synthetic Blend, and Conventional Motor Oil, Hydraulic Fluid, Transmission Fluid, Oil Filters, Air Filters, Fuel Filters, Diesel Engine Oil, Engineered Fuel, Grease, and Gear Oil.
9. **Shop Supplies and Tools** - Includes Heavy Duty Shop Tools, Absorbents, Wipes and Towels, Jacks, Work Lights, Pumps and Nozzles, Tool Sets/Kits, Hand Tools, Diagnostic Tools, Jump Starters and Chargers, Protective Wear, Tire Tools and Supplies, Cleaning Tools, Power Tools, Shop Supplies, Shop Storage, Shop Power, Welding Tools, and Shop Safety.
10. **Steering, Suspension and Wheels** - Includes Struts, Axles and Shafts, Bearings and Hubs, Wheel Fasteners, Shocks and Shock Absorbers, Suspension Links, Joints, Wheel Seals, Steering, Wheel Weights, and Suspension Springs.

Not included within these product categories are tires and vehicle glass. These products are not covered by this RFP.

The resulting contract may overlap or compete with other contracts. The State shall make the final determination for contract inclusion or exclusion of specific products within a specific category.

### 3. Current Purchasing Profile

The purchasing profile is reflective of all State agencies, K12, and local entities which have elected to purchase Vehicle Parts and Accessories through the State's current contract. Over the last four calendar years, the State spent an estimated \$13,993,413.95 on Vehicle Parts and Accessories. The table below represents the total spending of State and local entities who made purchases through the State's Vehicle Parts and Accessories contract

**Table 1: Estimated Four-Year Total Spend by Entity**

<b>State Total Spend</b>	\$11,979,044.40
<b>Local Total Spend</b>	\$2,014,369.55
<b>Total</b>	\$13,993,413.95

The following table represents the approximate spend by product category for State and local entities who made purchases through the State's current contract.

**Table 2: Estimated Four-Year Spend by Product Category**

<b>Oils, Fluids and Filters</b>	\$3,631,749.97
<b>Brakes</b>	\$1,699,332.80
<b>Batteries</b>	\$1,564,684.83
<b>Shop Supplies and Tools</b>	\$1,331,066.67
<b>No Category</b>	\$1,081,132.77
<b>Chemicals and Cleaners</b>	\$1,073,967.01
<b>Engine and Driveline</b>	\$1,035,339.73
<b>Steering, Suspension and Wheels</b>	\$893,873.09
<b>Interior and Exterior</b>	\$778,677.20
<b>Electrical and Lighting</b>	\$673,284.99
<b>HVAC</b>	\$230,304.88

These figures are only an estimate and are not to be construed as an amount to be offered under this solicitation. **However, when completing the Minority and Women's Business Enterprises Subcontractor Commitment Form (Attachment A), Indiana Veteran Owned Small Business Contractor Commitment Form (Attachment A1), and the Indiana Economic Impact form (Attachment C) please use the four-year spend total found in the current Purchasing Profile: \$13,993,413.95.**

#### **4. Representative Sample of Items and Percentage-Off Discounts**

Each product category listed in Section 2 of this document is represented in the Cost Proposal by a sample of items that is representative of historical spend. The products included in this representative sample are products which may account for a high percentage of State, K12, and local spend. Respondents are required to provide all-inclusive, publicly available list prices for the items listed in

Attachment D - Cost Proposal Template. Pricing must be inclusive of all delivery, shipping, service, and administrative costs associated with the product. Respondents may offer alternative pricing models within the dedicated tab on Attachment D - Cost Proposal Template, however the State is only interested in alternative pricing models that may provide the State with increased savings.

Respondents are encouraged to provide pricing for all listed items in the Cost Proposal and must provide pricing for at least 95% of the items in each product category in order to be considered responsive. Respondents must provide discount percentages for each product category and its associated subcategories. The State expects the Awarded Respondent to hold product category and subcategory discounts for the life of the contract.

It is the State's intent for all products sold under the contract resulting from this RFP to be competitively discounted. Therefore, products sold under the resulting contract shall be sold at a price which is the product's list price (at the time of sale) less the contracted discount.

Any product exceptions to a discount must be disclosed in the Respondent's cost proposal in the designated section. The State shall make the final determination of acceptable exceptions which shall be memorialized in the resulting contract.

Quarterly percentage off list price reviews shall begin at the first quarterly business review and at every quarterly review for the remainder of the contract. Any modification to the discounts requires mutual agreement of both parties.

## **5. Core Charges**

The State recognizes that at the time of sale for some items the Awarded Respondent(s) may require the exchange of an equivalent used part (a "core"), and the Awarded Respondent(s) may apply an additional fee to the sales price of the item (a "core charge") if a core exchange is required. The State expects that an item's associated core charge can be paid at the time of purchase with the exchange of an equivalent part, or refunded at a later date by returning either the purchased part or an equivalent (a "core credit."). In Section 5 of Attachment F - Technical Proposal, Respondents are asked to detail their core charge policies, including the types of items with an associated core charge, the processes for exchanging cores, and how core charges are monitored, billed, and reported.

The State strongly desires a core charge policy that is transparent and can accommodate the logistical difficulties posed by requiring proper cores at the time of sale. The State expects all core charges to be displayed on the Awarded Respondent(s)'s online catalog and expressed clearly at the time of sale. The State additionally desires the ability to return cores both by mail and at physical retail or wholesale locations. The Awarded Respondent(s)'s customer service team shall be able to assist with the identification and returning of proper cores, and core charge policies shall be made readily available to State employees. The State expects that all purchased parts which require a core exchange will be monitored by the Awarded Respondent(s) and outstanding charges will be reported to the State.

## **6. Supplier Relationships**

The State recognizes that the Awarded Respondent(s) may subcontract with various suppliers to provide the State with Vehicles Parts and Accessories. In the event of supplier changes and/or disruptions (e.g., public health emergencies or supply chain disruptions), the State expects the Awarded Respondent(s) to notify the State of any potential impact on the State's contract.

The State requires that the Awarded Respondent(s) inform the State of supply shortages that may require prioritization of certain orders over others. Awarded Respondent(s) shall defer to the State's preferred prioritization of orders and shall not prioritize orders of one agency or other entity over another without State approval.

The State expects the Awarded Respondent(s) to uphold their category discounts regardless of supplier changes and/or disruptions.

## **7. Catalog and Online Capabilities**

The State requires the ability to purchase products online using punch-out catalogs through PeopleSoft, as well as the OneIndiana, K12Indiana, and Library Indiana portals. Awarded Respondent(s) must also be able to receive orders. There are two catalog options for Respondents. The State strongly prefers a vendor-provided and vendor-hosted punch-out catalog that can integrate with the State's internal purchasing software, PeopleSoft, as well as the OneIndiana, K12Indiana, and LibraryIndiana portals. However, the State will also consider alternatives where product information and pricing are submitted in a format that can be uploaded into a State-hosted catalog. If the Respondent wishes to propose a punch-out catalog alternative, they must demonstrate the value added to the State in Section 7.4 of Attachment F - Technical Proposal. The State shall determine whether to accept an alternative at its own discretion. The format of this information, as well as the frequency at which this information will be updated, will be determined by the State. Awarded Respondent(s) must meet the following eProcurement guidelines to comply with punch-out catalog requirements:

1. Register as a valid bidder for the State.
2. Basic commitment and level of effort in supporting:
  - a. Attend supplier summit meeting to identify State catalog requirements
  - b. Develop catalog (Internal Catalogs)
    - i. Include only items identified on QPA Contract
    - ii. Include only established prices identified on QPA Contract
  - c. Develop catalog (Punch-out)
  - d. Support the specific data elements outlined by the State for PeopleSoft
    - i. Recycled Content
    - ii. US Manufacturer
    - iii. Alternative Fuel Vehicle
    - iv. Case Packs

- v. Action
  - vi. Effective Date (of the item)
  - vii. Supplier's Name
  - viii. Supplier's ID#
  - ix. Product Category
  - x. Product Description (Short)
  - xi. Product Description (Long)
  - xii. Supplier Part #
  - xiii. Supplier Part # Extension
  - xiv. UOM
  - xv. List Unit Price
  - xvi. Minimum Quantity
  - xvii. Effective Date (of the price)
  - xviii. Manufacturer Name
  - xix. Manufacturer Part #
  - xx. UNSPSC Segment Description
  - xxi. UNSPSC Family Description
  - xxii. UNSPSC Class Description
  - xxiii. UNSPSC Commodity Description
  - xxiv. UNSPSC Code
  - xxv. ETA (Lead Time)
  - xxvi. Currency Code
  - xxvii. Expiration Date
  - xxviii. Image Filename or URL
  - xxix. Type of Image
- e. Support the specific data elements outlined by the State for OneIndiana, K12Indiana, and Library Indiana
- i. Category
  - ii. Sub-category 1
  - iii. Sub-category 2
  - iv. Item Number
  - v. Unit of Measure
  - vi. Short Description
  - vii. Long Description
  - viii. Manufacturer Name
  - ix. Manufacturer Part #
  - x. Manufacturer Description
  - xi. UPC Code
3. Adhere to UNSPSC mapping requirements. UNSPSC information can be found at the following website. <http://www.unspsc.org>
4. Adhere to UN or ANSI X.12 standard UOMs. UOM information can be found at

the following website. <https://unece.org/trade/uncefact/cl-recommendations>

5. The State reserves the right to use a third party for the management of the Contract catalog. Upon notice by the State, the Contractor agrees to provide a catalog in the cXML format specified by a third-party hosting vendor to a SFTP site. Any price or product information changes shall require an updated file to be submitted to the SFTP site for approval in advance of any anticipated changes and shall be subject to State review and approval.

The State requires that quotes provided through the Awarded Respondent(s)'s online catalog include all charges and fees, including but not limited to shipping, handling, and hazardous material, for all items.

## **8. Ordering and Delivery**

The State requires the ability to purchase products online as well as via email, fax, and telephone.

There are over 2500 sites across the State where delivery may be required. This list changes as the State, K12 entities, and local entities eliminate, add, or move locations. The Technical Proposal asks Respondents to submit their solution for the most cost-effective delivery. The Awarded Respondent(s) shall be able to deliver to all current and potential delivery sites within the State of Indiana and meet specified delivery requirements. This shall include desktop and dock delivery within given State and other governmental body facilities. The Awarded Respondent(s) shall work with the State to identify an acceptable report that provides delivery site updates or new locations.

Except for special orders and circumstances, the Awarded Respondent(s) shall make reasonable best efforts to ensure that orders are dock or desktop delivered, whichever the ordering location prefers, within twenty-four (24) hours. The Awarded Respondent(s) must commit to providing a shipping timeframe upon receipt of a purchase order. If the order cannot be delivered to the State within the timeframe provided, the Awarded Respondent(s) should notify the State within 24 hours of receipt of the purchase order. The State reserves the right to cancel an order without penalty if the original delivery estimate is exceeded, or if the revised delivery estimate does not meet the needs of the State. Respondents are also expected to offer rush delivery on all orders and shall detail this offering in their response.

The State is aware that specific items may not always be available due to backorders or supply shortages. In the event that a desired item is not available, the Awarded Respondent(s) shall work with the State to find functionally equivalent items. Additionally, in the event that the State's desired quantity or unit of measure for a product is not available at the time of order, the Awarded Respondent(s) shall be able to split product orders to meet the State's needs at no additional cost.

The State may have special orders for Vehicle Parts and Accessories and expects Respondents to provide a clear process for the placing of special orders.

The State requires pricing to be inclusive of all fees (shipping, handling, hazard, white glove delivery, etc.) for an item. No additional fees may be assessed after the time of purchase. The Awarded

Respondent(s) may not charge additional fees for samples, returns for defective products, or returns for incorrect orders that are the mistake of the Awarded Respondent(s) such as wrong, damaged, or missing items, incorrect quantities, or delivery of cancelled orders. Restocking fees of any kind may not be charged for these orders as described above.

The State expects Respondents to provide a clear returns process in the case of defective products or incorrect orders. The State expects that the Awarded Respondent(s) shall be responsible for all logistics and costs associated with such returns.

## **9. Physical Retail or Wholesale Locations**

The State recognizes that Respondents may have physical retail or wholesale locations where products covered by the contract resulting from this RFP may be purchased. In Section 9 of Attachment F - Technical Proposal, please detail the ability of State employees to purchase items covered by the resulting QPA in one of these physical locations, including how these in-person purchases will be invoiced to the State, and how they will be included in all reporting to the State. Respondents shall provide a list of all physical locations within Indiana and each location's business hours. The State desires that item availability and stock at physical locations is made available online.

## **10. Quality Assurance and Warranties**

The Awarded Respondent(s) shall use reasonable best efforts to guarantee that their products are free from defects in materials and workmanship, given normal use and care, over the period of the manufacturer warranty. The Awarded Respondent(s) shall repair and/or immediately replace any defective or failed item within the warranty period specified at no expense to the State (including labor, freight both ways, and materials). In the event a product cannot be repaired or replaced to the satisfaction of the State, the Awarded Respondent(s) shall refund any amount paid by the State for the product. When repairing or replacing a warranty product the invoice shall include a description of the reason for the requested repair, warranty coverage and clearly indicate no charge to the State.

The minimum warranty shall be 90 days or manufacturer/industry standard warranty, whichever is greater. The State shall be eligible to receive manufacturers' available warranties, and the Contractor shall honor all manufacturers' warranties and guarantees on the entire catalog of products offered on the contract resulting from this RFP. If the manufacturer offers an on-site warranty, those warranty services shall be passed on to the State. If a product warranty extends beyond the term of the Contract resulting from this RFP, the Awarded Respondent(s) shall be expected to provide warranty services throughout the life of the warranty.

The Awarded Respondent(s) shall provide recall notification, regardless of level, in writing to the State through the most expedient method possible. The notices, at a minimum, shall include an item number, complete product description, delivery order number and disposition instructions. These notices shall be distributed to entities utilizing the services under this contract that most frequently utilize the recalled products.



The Awarded Respondent(s) shall pick up, test, destroy or return recalled products to the manufacturer at no expense to the State. The State expects that the Awarded Respondent(s) will issue a replacement or credit for any product removed or recalled. The State shall have the option of accepting either replacement products or credit in exchange for recalled/removed products.

#### **11. Data Management and Integrity**

The State requires that the Awarded Respondent(s) have processes in place to regularly update their online catalogs and correct errors to the catalogs, whether those errors are pricing or product related. The Awarded Respondent(s) must provide data management portal access to all State agencies and governmental entities, with the Indiana Department of Administration provided a parent account on the portal to track real time data. The State expects Respondents to provide an explanation as to how any changes and corrected errors will be communicated to the State in an expeditious manner.

#### **12. Customer Service and Account Management**

The State expects high quality customer service from the Awarded Respondent(s), and desires detailed information about the account management team that would work with the State during the transition and implementation of the contract resulting from this RFP. The State also expects the quality of customer service to be consistent throughout the life of the resulting contract. The State expects the Awarded Respondent(s) to provide a 24- 48-hour response time window to all State inquiries, regardless of staff vacation, illness, or turnover. Respondents must have the ability to set up multiple accounts with State agencies to account for separate business entities. The State additionally expects Respondents to provide methods of collecting customer feedback and measuring customer satisfaction.

The Awarded Respondent(s)'s account management team shall include (but is not limited to) a dedicated account manager and a customer service team. The Customer Service Team shall be responsible for assisting the State with any issues related to, but not limited to, product information, order status, delivery information, backorder information, contracted pricing, and ensuring service level compliance. The State expects that most daily inquiries such as product deliveries, missing orders, incorrect items, billing errors, and most customer-specific issues will be handled at the customer service level. This team shall remain active throughout the full contract term.

The dedicated account manager shall serve as the central point of contact and have the authority to negotiate the resulting contract between the State and the Awarded Respondent(s). In addition, the dedicated account manager shall assist with account implementation and maintenance throughout the life of the contract resulting from this RFP.

The dedicated account manager will work directly with State Agencies and the Respondent(s)'s representatives to support contract best practices, compliance, training (including customer and employee training), development of customized offerings for individual agencies, business reviews, implementation, disaster recovery leads, process mapping, local reporting, inventory management

(where applicable), issue resolution, and customer satisfaction. Additionally, the dedicated account manager should have access to information, including, but not limited to, order status, delivery information, backorder information, contracted pricing, item availability, and product information. If necessary, daily inquiries such as product deliveries, missing orders, incorrect items, billing errors, and most customer-specific issues should be able to be handled at the account manager level.

The dedicated account manager shall also actively market the products and services of this potential Contract to other governmental bodies and local schools under the OneIndiana, K-12 Indiana, and LibraryIndiana programs. The dedicated account manager shall additionally work with the State Vendor Contract Manager on the details and management of the contract savings model to be developed.

### **13. Reporting**

The Awarded Respondent(s) shall provide a detailed list of all current reporting capabilities, the process by which these reports are generated, and the frequency of report production. Example reports include (but are not limited to) utilization of certified diverse providers, utilization of certified Buy Indiana providers, and detailed State usage and spend reports. The State expects regular and ad hoc reporting to be available online and to be available upon request by the State.

The State expects that regular and ad hoc usage reports include at least, but not limited to, the following fields: the Purchasing Entity, Delivery Location (if delivered), Purchasing Location (if purchased in physical wholesale/retail location), Manufacturer Name, Manufacturer Code, Manufacturer SKU Number, UPC Code, UOM (Unit of Measure), Items per UOM, Product Description, Product Category, List Price, Sale Price, Quantity Purchased, Extended Price Charged, Payment Type (P-Card, etc.), and Order Method (Online, Phone, etc.).

The State expects all regular reports to be provided quarterly at the Quarterly Business Review. Ad-hoc reporting shall be provided within five business days of request unless otherwise agreed to in writing by the State.

### **14. Implementation and Transition**

The Awarded Respondent(s) shall work with the State to integrate their online catalogs with PeopleSoft through a punchout catalog or to provide data to the State in the required format. The State requires that each Respondent provide their plans for implementation that begin from contract award date and include the first date at which the State and other governmental bodies would be able to place orders with the Respondent. These implementation plans should include key dates, milestones and deliverables with clear expectations of the State's level of involvement.

The State is open to any trainings that may be offered by the Awarded Respondent(s) if they are offered at no cost to the State.

The State is interested in seeing how Respondents can be both innovative and cost-effective. In Section 14 of Attachment F – Technical Proposal, Respondents are asked to describe any proposed innovative solutions to drive contract compliance and savings.

#### **15. Billing and Invoicing**

The Awarded Respondent(s) shall accept the following methods of payment: State issued credit cards and pre-assigned billing accounts. The Awarded Respondent(s) shall accept any handling fees associated with the use of credit cards.

Invoices shall be submitted by and payment shall be made to the Awarded Respondent(s). Invoices shall be submitted to (and payment remitted from) individual agencies and departments as determined during contract implementation. The State shall not accept a central billing process (i.e. a single bill issued to IDOA for all State agencies).

At a minimum, the Awarded Respondent(s)'s invoice frequency shall be monthly. The State desires flexibility with increased invoice frequency (biweekly, weekly) as requested by individual agencies or departments. The Awarded Respondent(s) shall coordinate with each agency to customize individual billing and invoicing cycles that align with agency needs.