

## Questions for RFP #251-23-536 – Service Contract for Operation of WCPSS Bus Garage Parts Store and Related Inventory and Parts-Ordering Services

Reference	Vendor Question	Answers
Work Orders	What FMIS does the Wake County School mechanics use to process work/repair orders?	EKOS (Energy Knowledge Operating System).
N/A	Who has the current contract today?	Carolina Thomas, LLC
RFP - pages 6-7	What is the current parts store staffing?	1 Manager, 1 Administrative Assistant, 3 Parts Counter Representatives, and 1 Delivery Driver.
RFP Boiler Plate, Page 1	Will award be announced at opening or at a later date? If award is to be announced at a later date, when will the awardees be notified?	No, bid award will not be announced during the bid opening and the award will be made as soon as possible.
RFP Section 2, Page 6 & 10	Please clarify the difference between a Bus Landing and a Satellite Site. Is a Satellite Site owned by WCPSS or the Provider? In the section regarding Satellite Sites on page 10, if Satellite Sites are owned by WCPSS, would vendor be responsible for “care, maintenance, and upkeep of Satellite Sites, including without limitation lease or mortgage payments; compensation for employees, casualty, theft and fire insurance; routine and emergency maintenance and repairs; utilities, alterations and improvements; provision of furniture, shelving and office equipment.”	Satellite site will be at a location, owned by Wake County Public School System, where there will need to be a “parts store”/counter present. Wake County Public School System will own or lease the satellite site and be responsible for the upkeep, care, and maintenance of such site.  Bus landing site is where school buses are parked.
RFP Section 2, Page 7	RFP states that in the event that an employee needs to be replaced at the behest of WCPSS, it must be done so in 5 business days. Given today’s tight labor market, 5 days may not be a suitable amount of time to provide an acceptable replacement. Furthermore, it is impossible to know if the job market will tighten or relax within the potential 8 year term of this contract. Would WCPSS consider amending language to read, “employee will be replaced as quickly as possible, subject to job market conditions at the time.”	WCPSS will consider amending language to read as follows: “Employee will be replaced as quickly as possible, subject to the job market conditions at the time.”

Mailing Instructions, Page 3	Could you confirm hand delivery to the listed address before the deadline is acceptable?	Yes
Distribution to Bus Landing or Satellite Sites, Page 6	Could you describe how the current stocking and fulfillment process works? Is stock currently maintained at any Bus Landing or Satellite Sites? Does maintenance work occur at all the Bus Landing Sites? Is there a primary location, such as 1551 Rock Quarry Road, where most of the maintenance occurs? ? If the type of maintenance varies at each Bus Landing Site varies, could you describe the type of maintenance that is done at each of the landing sites? If available, could you describe the volume of maintenance occurs at each Bus Landing Site so we could understand the relative volume of parts usage at each Bus Landing Site? If parts usage or other maintenance metrics are not available, perhaps you can tell us approximately how many buses are kept at each of the Bus Landing Sites as a proxy.	Mechanics place parts orders electronically through EKOS system. The parts ordered today are delivered to the landing sites tomorrow. There is also a parts counter at 1551 Rock Quarry at which mechanics may “buy” parts. Currently, there is no stock at the landing sites. The stock delivered daily to the landing sites ordered and used daily by the on-site mechanic. Heavy repair work and preventative maintenance is completed at 1551 Rock Quarry Road. Brakes, DPI inspections, radiator replacement, seat cushions and other minor repairs are completed at landing sites. Each landing site may have 6-40+ buses.
Personnel, Page 6 & 7	What is WCPSS’s current and historic staffing to manage and operate the parts store, the related inventory, and parts ordering? How many drivers, if any, are dedicated to delivering parts to Bus Landing Sites and if applicable Satellite Sites? Does WCPSS anticipate retaining these parts room employees or would WCPSS wish for the new Provider to consider employing these individuals? Could you describe how staffing levels are covered throughout the day? Is there a peak level of activity that requires higher coverage at some point in the day?	The current Provider has 6 employees which includes 1 delivery person. The personnel working in the parts store are employees of the provider. The store is open from 6AM-5PM with peak activity from 7AM-10AM and Noon-2PM. Provider can stagger employee coverage to maintain prompt service to WCPSS mechanics.
Issuance of Parts	For parts that are left for pickup at a Satellite Site, how is WCPSS envisioning the requisition to be given to Provider? Will this be digitally communicated (e.g., emailed) to the Parts Room based on the request at Bus Landing Site?	Parts will be ordered electronically to the Provider.
Parts Store Premises, Page 7	The first word in this section is missing. Could you confirm that it should be “WCPSS”?	WCPSS shall own and maintain the real property.....
Evaluation of Initial Inventory, Page 11	Could you provide an estimated value of current or historic inventory held at 1551 Rock Quarry Road?	Approximately, \$700,000 and is 100% owned by provider.

Computer Hardware and Software, Page 11	<p>What software package does WCPSS currently use to track and issue inventory? Is this the same software package that tracks maintenance? Is part issuance to each bus tracked by this software package? Does each Bus Landing Site have online access to the maintenance software package?</p> <p>(We understand that Provider will furnish its own hardware and software but understanding WCPSS system will help us consider whatever interface possibilities exist.)</p>	EKOS and BSIP is used by WCPSS mechanics to order and track parts issued to buses. Mechanics have a laptop that can be utilized for ordering parts in the field.
Ordering Parts and Supplies, Page 11	<p>Are there existing contracts obligating WCPSS to buy specific parts from particular vendors? If so, what percent of the parts are under this type of contract? Also, what is the duration of those contracts? Any explanation for how the current process works would be helpful.</p>	WCPSS bids out high volume and high-cost parts annually and the Provider must purchase these parts from the awarded vendor based on WCPSS instructions. Approximately 400 different parts are covered by this process.
Ordering Parts and Suppliers, Page 11	<p>Could you identify the top 5-10 parts vendors currently used by WCPSS? Do any of these vendors have "blanket" contracts covering any and all parts?</p>	Carolina Thomas, Whites IC, Fleetpride, MHC, Velocity, JR Kennedy and Lilley are some of the top vendors the Provider currently use. No vendor has a "blanket" contract.
Billing and Reimbursement, Page 13	<p>In this section it is stated that "WCPSS shall not be responsible for any freight charges or other costs or expenses for parts or supplies provided, except as expressly provided in Section 2 of this Contract." Where is the "Section 2" description? We could not find a Section 2 that addressed this topic in the RFP.</p>	This is referring to section 2 of the actual contract which the awarded Provider will be required to sign. Basically, WCPSS is only responsible for paying the lessor of (1) the cost negotiated by WCPSS directly with the specified parts supplier or (2) the cost actually paid by Provider for parts and supplies.
Warranty Records, Page 13	<p>How are warranty records currently maintained? We ask because management of warranty by the Provider at the outset will need consideration of prior part issuance activity and access to related records.</p>	The Provider is responsible for maintaining warranty records. WCPSS will assist with prior activity.

Turnaround Time, Page 12	This paragraph contains a reference to “Provider’s Surcharge” in the context of a different point in the section. We did not find a discussion on Provider’s surcharge elsewhere in the document. Can a Provider propose a surcharge for freight or perhaps a cost-plus markup on the parts?	Yes, Provider may propose a surcharge for freight and/or cost-plus markup on parts.
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