



# Supplier Information Sheet

|  |   |                              |                             |
|--|---|------------------------------|-----------------------------|
| <b>Statewide Contract Number</b>       | SWC90816  | <b>NIGP Code</b>             | 92800, 92827                |
| <b>Name of Contract</b>                | Motor Vehicle Maintenance & Inventory Management Services |                              |                             |
| <b>Effective Date</b>                  | October 5, 2009   | <b>Expiration Date</b>       | December 31, 2025           |
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| <b>Contract Information for Vendor</b> |   |                              | <b>Page Number</b>          |
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| <b>Contract Information</b>  |  |
|--|--|
| <b>Statewide Contract Number</b>   | SWC90816   |
| <b>PeopleSoft Vendor Number</b>  | 0000037024   |
| <b>Vendor Name &amp; Address</b>   |  |
| Automotive Rentals, Inc.<br>4001 Leadenhall Rd<br>Mt Laurel, NJ 08054  |  |
| <b>Contract Administrator</b>  |  |
| Chad Armstrong<br>District Sales Manager<br>609-760-2847<br><a href="mailto:chad.armstrong@holman.com">chad.armstrong@holman.com</a> |  |
| <b>Contact Details</b>   |  |
| <b>Program Information</b>   | Michael Marsh<br>DOAS Office of Fleet Management<br>404-656-6295<br><a href="mailto:Michael.marsh@doas.ga.gov">Michael.marsh@doas.ga.gov</a> |
| <b>Remitting Information</b>   | <b>4001 Leadenhall Rd<br/>Mount Laurel, NJ 08054</b>   |
| <b>Discounts</b>   | <u>N/A</u>   |
| <b>Payment Terms</b>   | Net 30 Days  |
| <b>Bid Offer includes</b>  | State and Local Government   |
| <b>Acceptable payment method</b>   | Vendor will accept Purchase Orders, agency billing and the Purchasing Card   |

# General Contract Information

## Description of Services

The Motor Vehicle Contract Maintenance Program provides a total fleet management solution to state and local governments. The program, offered through Automotive Resources International (ARI) dba Holman, provides a cost-effective method of handling and tracking motor vehicle operational expenses. By utilizing the vehicle maintenance program, state and local governments have access to over 4,750 Georgia vendors that offer quality services at discounted prices. When repairs are needed, drivers can call a **toll-free number (1-800-Care-Care)** for referral to the nearest vendor. ARI's service offerings include a call center, emergency roadside assistance and other vehicle maintenance services.

## Other Service Information

In partnership with customers, ARI combines business insight and optimal lifecycle analysis, diverse services and high-powered technology to drive fleet efficiency up and costs down by:

- Providing access to their nationwide network of ASE certified repair vendors and offering repair discounts up to 10%
- Offering services returns more in per vehicle savings than the State pays for ARI services
- Providing online "real time" data via its web enabled Holman Insights program with customized reporting available to each agency
- Offering online access to their fleet management portal called "Holman Insights" that offers agencies repair and historical accident data with analysis, reporting, and industry benchmarking capabilities
- Reducing vehicle maintenance costs through ARI's expert field adjustments, warranty and post warranty recovery efforts and its preapproval of repair maintenance services
- Providing agencies accurate statistical information with benchmark comparisons to other state agency fleet operations nationwide
- Reducing program costs in administrative activities like invoice processing activities, repair scheduling, and reducing procurement cycle times
- Servicing customers 24 hours a day, 7 days per week, 365 days a year with agency access to a repair network call center staffed with ASE certified technicians
- Offering additional cost savings on maintenance services through negotiated discounts provided by national account vendors
- Assuring agencies use established statewide contracts, i.e. tires
- Assisting agencies in avoiding the payment of state sales taxes on repair service transactions.

## **DATABASE MANAGEMENT**

Holman provides a database management program, which allows assets that are not enrolled in programs to be accessible within Holman Insights.

## **POOL VEHICLE RESERVATION MANAGEMENT SYSTEM**

Holman offers a Vehicle Reservation System Program that allows the State of Georgia to create, reserve, and manage pools of vehicles. Using this tool, your drivers can easily see what pool vehicles are available to them and reserve vehicles, while fleet managers can build pools, move vehicles, charge back reservations to the driver's cost center, and view reports showing allocated assets, utilization, and open reservations.

Once the pool is created, fleet managers can set their own reservation parameters, including:

- The times the vehicles can be reserved
- Minimum and maximum number of hours the vehicle can be used
- Hourly rate for usage
- The lead time required for a reservation
- Once the pool is created, fleet managers can easily add or remove vehicles through Holman Insights

State of Georgia has full control over who can reserve pool vehicles, including which pools your drivers can access. Fleet managers can go into Holman Insights to see a list of all potential drivers, their employee ID numbers, billing codes, email addresses, passwords, and other information, and which pools they can use.

Drivers reserve an asset by logging into the system and then searching through assets in their assigned pool(s). Once they have found a vehicle, they can check its availability and then reserve it. Drivers can also see all of their reservations through a calendar function.

## **GMS – GARAGE MANAGEMENT SYSTEM**

Fleet managers working with onsite garages and outside repair vendors face the challenge of integrating data from internal and external maintenance sources.

Complex and time-consuming, the process typically results in process inefficiencies and inaccurate reporting that drive maintenance costs higher. Adding other types of fleet information, such as licensing, acquisition, and

inspection data, complicates the process even further and makes it difficult to reduce expenses.

Holman is the only fleet management company to offer an all-inclusive solution for fleets that use outside vendors and operate their own internal garages. Our Garage Management System (GMS) allows you to do the following:

- Track vehicle inventory
- View vehicle maintenance history for equipment, chassis and body
- Manage mechanic and shop time
- Manage parts inventory, including consumption and re-ordering summaries
- Log equipment hours and chassis odometer readings
- Maintain compliance with ANSI requirements
- Track adherence to DOT and client specific PM schedules
- Measure mechanic productivity

It also simultaneously consolidates all of the work done by your internal garages with repairs and maintenance performed by third-party vendors.

### **Work Orders Made Easy**

Holman's Garage Management System automatically populates each work order with inventory-related, job-specific information based on client specific PM schedules. When the technician scans the barcode on parts packaging for an open work order, the parts inventory database updates instantly, for real-time tracking of all parts.

When inventory reaches a preset reorder point, GMS allows the user to create part replenishment orders to push to the preferred vendor.

Holman's Garage Management System also helps your shop supervisors better manage resources by assigning work orders to available in-house technicians, Holman's Technical Resource Center can also process vendor-out repairs.

### **Warranty and Recall Tracking**

GMS displays manufacture recalls as Trouble Tickets if the VIN is populated in Holman's system. It's a flag to advise the client that a potential open recall exist for the asset.

## **Hassle-Free Reporting**

GMS uses American Trucking Association (ATA) codes, making it easy to identify trends and cost-saving opportunities. It also provides custom reports you need to manage your fleet.

## **Simple, Budget-Friendly Pricing**

GMS is significantly more economical than standalone products, and is simple to maintain. Holman hosts the application on your behalf, performing all upgrades and modifications from our global headquarters at no cost. Our Commercial Service Desk (aka the CSD, formerly called the CIS Help Desk) also provides no-cost customer training and technical help for all Holman systems.

## **How GMS Can Improve Your Productivity**

The below captures how GMS can improve productivity and lower operating costs:

- Consolidated, comprehensive vehicle maintenance history eliminates unnecessary repairs and assists in identifying repairs under warranty.
- Customized reporting allows for proactive identification of cost reduction opportunities and repair trends.
- Barcode scanning allows technicians to enter parts and labor data into the system quickly and effortlessly.
- Customized PM notification lowers repair costs and increases compliance.
- Productivity measures offer better time management and control.
- Benchmarking capabilities allow you to analyze performance and results both internally and externally.
- Vendor-out repairs undergo controlled authorization through Holman's technicians at our toll-free 24/7/365 Technical Resource Center.

## **ACCIDENT MANAGEMENT**

Holman's Accident Management program manages all aspects of recording and reporting of accident data—reporting bodily injury or fatalities, taking third-party information for claims reporting, and notifying State of Georgia's liability carrier, arranging for towing if necessary, notifying the State if substance abuse is suspected of any party, and making recommendations on vehicles determined as a total loss. This program is managed in-house, with ASE-certified claims coordinators handling the process.

Holman will forward loss reports to all specified parties within 60 minutes of taking the report and record all data for online tracking and reporting in the Holman Insights system.

Holman begins the subrogation process when the driver calls to report the incident. If your driver did not cause the accident, Holman's system alerts a subrogation technician to the claim to begin the investigation process immediately.

All accident-related data and reports are available through Holman Insights, including accident, claim, driver details, POs, third-party information, subrogation status, images, and police reports. All information entered into Holman Insights by Holman's Accident Management Team is updated online in real time. You'll be able to see all accident reports and any related KPIs or reporting within Holman Insights.

## Amendments/Renewals/Extensions

|              |   |
|--------------|---|
| Base Term    | 10/5/2009 – 10/4/2011                         |
| Amendment 1  | Added non-program vehicle management services |
| Renewal 1    | 10/5/2011 – 10/4/2012, Pricing Amended        |
| Renewal 2    | 10/5/2012 – 10/4/2013, Pricing Amended        |
| Renewal 3    | 10/5/2013 – 10/4/2014, Pricing Amended        |
| Amendment 5  | Adds ARI's Telematics Data Capture program.   |
| Extension 1  | 10/5/2014 – 4/4/2015, Pricing Amended         |
| Extension 2  | 4/5/2015 – 10/4/2015, Pricing Amended         |
| Extension 3  | 10/5/2015 – 10/4/2016, Pricing Amended        |
| Extension 4  | 10/5/2016 – 10/4/2017, Pricing Amended        |
| Extension 5  | 10/5/2017 – 12/4/2017                         |
| Extension 6  | 12/5/2017 – 12/4/2018                         |
| Extension 7  | 12/5/2018 – 12/31/2019                        |
| Extension 8  | 1/1/2020 – 12/31/2020                         |
| Extension 9  | 1/1/2021 – 12/31/2021                         |
| Extension 10 | 1/1/2022 – 12/31/2022                         |
| Extension 11 | 1/1/2023 – 12/31/2023                         |
| Extension 12 | 1/1/2024 – 12/31/2024                         |
| Extension 13 | 1/1/2025 – 12/31/2025                         |



**Statewide Contract Pricing**  
**Motor Vehicle Maintenance and Inventory**  
**Management Services**  
**SWC90816**

| <b>Item Description</b>                          | <b>Price</b>   |
|--|--|
| <b>Monthly Vehicle Program Cost</b>              | <b>\$4.50 /Vehicle</b>   |
| <b>Non-Program Vehicles (Inventory Services)</b> | <b>\$0.25 / Vehicle</b>  |
| <b>Accidents Processing</b>                      | <b>\$51.50 / Occurrence</b>  |
| <b>Roadside Assistance</b>                       | <b>\$26.75 / Vehicle</b>   |
| <b>Oil Changes</b>                               | <b>Pass Through Cost</b>   |
| <b>Garage Management System (GMS)</b>            | <b>\$.50 per vehicle, per month</b><br><u><b>Tiered Pricing:</b></u><br><b>1 – 5 Garages: \$575 / month</b><br><b>6 – 10 Garages: \$375 / month</b><br><b>11 – 15 Garages: \$264 / month</b><br><b>16 – 20 Garages: \$220 / month</b><br><b>21+ Garages: \$200 / month</b> |

# Ordering Instructions

## **State Agencies**

**Name:** Michael Marsh

DOAS Office of Fleet Management

**Phone:** 404-656-6295

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## **Municipalities**

**Name:** Janet Muse

**Office:** 856-444-5972 x 55972

**Cell:**

**Email:** [Janet.Muse@holman.com](mailto:Janet.Muse@holman.com)

## **DOAS CONTACT INFORMATION**

### **DOAS Contract Manager**

**Name:** Emily Harris

**Phone:** 470-668-2663

**Email:** [emily.harris@doas.ga.gov](mailto:emily.harris@doas.ga.gov)

### **Procurement Help Desk**

**Telephone:** 404-657-6000

**Email:** [procurementhelp@doas.ga.gov](mailto:procurementhelp@doas.ga.gov)