Supplier Information Sheet

Contract Description	Motor Vehicle Maintenance & Inventory Management Services		
Statewide Contract Number	SWC90816		
Supplier ID Number	0000037024		
Supplier Name	Automotive Rentals, Inc. dba Holman		
Effective Date	10/5/2009	**Expiration Date**	12/31/2026
Number of Suppliers Awarded	1	**Contract Type:**	**Convenience**

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 vehicle 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 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 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 non-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.

Supplier and Contract Information

Supplier Name & Address

Automotive Rentals, Inc. dba Holman
4001 Leadenhall Rd
Mt Laurel, NJ 08054

Contract Administrator

Chad Armstrong
District Sales Manager
609-760-2847
chad.armstrong@holman.com

Contract Details

Remittance Information	4001 Leadenhall Rd Mt Laurel, NJ 08054
Program Information	Michael Marsh DOAS Office of Fleet Management 404-656-6295 Michael.marsh@doas.ga.gov
Payment Terms	N30
Authorized Users	State and Local Government
Acceptable Payment Method	Purchase Orders, Purchasing Card, ACH, Check

Ordering Instructions

State Agencies Contact
Name: Michael Marsh
DOAS Office of Fleet Management
Phone: 404-656-6295
Email: Michael.Marsh@doas.ga.gov

Municipalities
Name: Janet Muse
Office: 856-444-5972 x 55972
Cell:
Email: Janet.Muse@holman.com

Where to Find Additional Contract Documents

All additional contract documents may be found under the "Attachments" dropdown when viewing the contract in TGM, including, but not limited to:

- Pricing (current)
- Original Contract/Terms and Conditions
- Attachment A (original solicitation document)
- Mandatory Questions
- Mandatory Scored Questions
- Additional Scored Questions
- Certificate of Insurance
- E-Verify Affidavit
- Renewals/Extensions/Amendments
- Notice of Intent to Award (NOIA)
- Notice of Award (NOA)

Figure 1: May vary by contract

Display Order	Attachment
1	Supplier Information Sheet
2	Pricing
3	Original Contract
4	Contract Terms & Conditions
5	Attachment A
6	Mandatory Questions
7	Certificate of Insurance
8	E-Verify
9	Addendum 1
10	Addendum 2

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
Amendment 3: Adds Garage Maintenance Program
Renewal 2: 10/5/2012 – 10/4/2013
Amendment 5: Admin Fee change to 2%
Renewal 3: 10/5/2013 – 10/4/2014
Extension 1: 10/5/2014 – 4/4/2015
Extension 2: 4/5/2015 – 10/4/2015
Amendment 9: Add Telematics Data Capture
Amendment 10: Virtual Payables Language
Amendment 11: Add Maintenance Management for Equipment
Extension 3: 10/5/2015 – 10/4/2016
Extension 4: 10/5/2016 – 10/4/2017
Amendment 14: Repair Facility Vetting, Repair Approval When Estimate Exceeds Book Value, Modification to GMS monthly cost, Maintenance Management Program cost, and fees to Georgia
Extension 5: 10/5/2017 – 12/4/2018
Extension 6: 12/5/2018 – 12/31/2019
Extension 7: 1/1/2020 – 12/31/2020
Amendment 18: Modify Auto Physical Damage (ADP) Form
Amendment 19: Modify MV1 Request Form
Extension 8: 1/1/2021 – 12/31/2021
Amendment 21: Modify Vehicle Request Form
Extension 9: 1/1/2022 – 12/31/2022
Extension 10: 1/1/2023 – 12/31/2023
Extension 11: 1/1/2024 – 12/31/2024
Extension 12: 1/1/2025 – 12/31/2025
Extension 13: 1/1/2026 – 12/31/2026

NIGP Codes

92800	Automotive Maintenance and Repair Services
92827	Dynamometer Testing Services, Automotive
06021	Brakes, Repairs, and Replacements (Not Electric Controller)
92810	Alignment and Wheel Balancing (Including Front-End Repair)
92815	Automobile and Other Passenger Vehicles Maintenance and Repair (Not Otherwise Classified)
92819	Body and Framework (Including Undercoating)
92823	Brake Maintenance and Repair
92830	Cooling System (A/C System, Hoses, Water Pump, Radiator, Heater and Accessories, etc.) Maintenance and Repair
92830	Drive Train (Clutch Assembly, Flywheel, etc.) Maintenance and Repair
92835	Electrical (Alternator/Generator, Battery, Ignition System, Lights, etc.) Maintenance and Repair
92838	Exhaust System Maintenance and Repair
92840	Fuel System Maintenance and Repair
92844	Glass Replacement and Repair Services, Windshield and Window (Auto), (Including Window Tinting Services)
92846	General Maintenance and Repair, Vehicle (Not Otherwise Classified), to Include Oil Changes, Lubrication, Guaranteed Maintenance Programs, etc.
92847	Hydraulics (Pump, Hydraulic Motor, Valves, Gauges, etc.) Maintenance and Repair
92849	Suspension (Axles, Springs, Steering, etc.) Maintenance and Repair
92876	Tire and Tube Mounting, Repair and Retreading (Including Tire Foam Filling Services
92882	Transmission (Main, Transfer Case, Chain and Final Drives) Maintenance and Repair
92885	Truck and Van Maintenance and Repair (Not Otherwise Classified)
92886	Tune-ups
92888	Wheel Maintenance and Repair
92894	Fleet Management Services
95841	Brakes, Repairs, and Replacements (Not Electric Controller)

DOAS CONTACT INFORMATION

DOAS Contract Manager

View **Contract Summary** Page in **Team Georgia Marketplace ("TGM")** to see the current contract manager and contact information.

➢ Please CC contract.management@doas.ga.gov on **all communications** to the contract manager, in the case that the contract manager in unavailable to respond.

Procurement Help Desk

Telephone: 404-657-6000
Email: doas.prochelpmain@doas.ga.gov