

IFB 24-002 Vehicle Modification Services

Is the purpose to help modify vehicles to make it possible for us to get to work?

ACCES-VR RESPONSE: *The purpose of this Invitation for Bids is to solicit proposals from potential vendors interested in providing vehicle modification services to ACCES-VR for our customers who may require modification of their vehicle to drive safely or ride as a passenger safely.*

Transportation - It is indicated the vehicles need to be picked up and delivered for the 1st year and be covered under warranty.

a. Transportation - It is indicated the vehicles need to be picked up and delivered for the 1st year and be covered under warranty.

i. Is this an accurate understanding of the requirement?

ACCES-VR RESPONSE: *Yes, the installation of the adaptive equipment must be covered under warranty for a period of one year, including pick up and delivery costs. ACCES-VR will consider contributing to transportation costs if there are extenuating circumstances.*

ii. Is it only for warranty covered items?

ACCES-VR RESPONSE: *Yes, pick up and delivery is required when the issue relates to warranty covered items. If there is equipment failure, ACCES-VR will work with the modifier to determine the cause of the failure to identify who will be responsible for the transportation cost.*

iii. What is the expected method of pick-up and delivery?

1. Tow
2. Drive

ACCES-VR RESPONSE: *Both towing and driving the vehicle are acceptable methods for transporting the vehicle. A decision on which method to use must consider the needs of our customer when possible.*

iv. Having a dealer drive a vehicle could be dangerous when the car has high tech modifications.

ACCES-VR RESPONSE: *If driving the vehicle could be dangerous, alternative methods of transporting the vehicle, such as towing, should be considered and discussed with ACCES-VR.*

v. If the vehicle is not in mechanical working order, and the dealer is not notified the dealer's drivers could be at risk

ACCES-VR RESPONSE: *See response above. A vehicle modifier/dealer should confirm the condition of the vehicle prior to arranging to transport a vehicle.*

vi. Is the dealer expected to absorb all fees associated with towing/driving a van?

ACCES-VR RESPONSE: *Yes, when this occurs during the warranty period. ACCES-VR will consider contributing to transportation costs if there are extenuating circumstances.*

b. Coverage in general

i. The paragraph does not take into consideration the cause of the problem.

- 1. Very often, the lowered floor exterior panels get damaged during use well within the first year of use.**

ACCES-VR RESPONSE: *If any adaptive equipment, such as the lowered floor exterior, is not covered under warranty and damage is due to normal wear & tear, ACCES-VR will work with the vehicle modifier to make a determination who will be responsible for costs.*

- 2. This not something we can determine or are informed of prior to seeing the van.**

ACCES-VR RESPONSE: *Upon review of the vehicle, the vendor should contact ACCES-VR regarding their findings and request a determination.*

ii. The paragraph calls out the inspection of the failure to determine if it is faulty parts or installation. Please specify what is expected of the dealer if the repair required during the warranty period is not warranty.

ACCES-VR RESPONSE: *If the repair is needed due to faulty work or installation by the vehicle modifier, ACCES-VR would expect the vehicle modifier to repair it. If ACCES-VR determines that the failure was not due to faulty parts or faulty installation, then ACCES-VR will work with the vehicle modifier to determine who is responsible for costs.*