



June 18, 2004

Dear Vendor/Customers:

GSA Automotive recently reviewed the ordering procedures for medium and heavy vehicles to determine if the current process could be improved. As a result of the analysis, GSA determined that the current process was cumbersome, inefficient and required a more structured process. Most orders for medium and heavy vehicles require confirmation from a vendor that the required vehicle configuration is buildable.

Effective immediately, the following procedures will be implemented:

1. When GSA Automotive receives an order designating a particular vendor, GSA will forward the customer's requirements to the specified vendor within three working days.
2. The vendor will have five working days to respond notating whether:
 - a) the desired vehicle configuration is buildable as ordered or;
 - b) modifications to achieve the required configuration are necessary
3. Any changes that are required will be immediately communicated to the customer.
4. Customers will have three business days to respond indicating acceptance, rejection and providing additional funds if necessary.
5. GSA Engineering will have two business days to review vendor responses if optional equipment not under contract is required.
6. **NOTE: GSA will make three attempts to receive guidance from a customer. If no response is received after the third attempt the order will be cancelled and returned to the customer.**
7. When an order is received without a designated vendor, GSA will determine which vendor can provide the required vehicle at the lowest price.
8. GSA Engineering will have two days to review incoming orders requesting equipment not under contract before sending the order to the designated vendor for confirmation. Any issues/concerns arising from the engineering review will be immediately communicated to the customer prior to submission to the vendor.
9. In the event that a vendor fails to respond in five working days, that vendor will no longer be considered and the customer will be notified and requested to authorize the transmission of the requirement to another vendor.

In the near future all **non-multiple award schedule vendors** will be required to advise GSA of those widely or commonly ordered equipment options that can not be ordered together. This information will be communicated through the GSA AutoChoice program.

The goal is to place orders that do not require modifications after placement in no more than ten working days. If you have any questions/concerns about the process please contact Denise Banks at 703-308-4576 or at denise.banks@gsa.gov.

Sincerely,

/s/ Robert Blackstone
Robert Blackstone
Director, GSA Automotive