



State of New Jersey

DEPARTMENT OF THE TREASURY
DIVISION OF PURCHASE AND PROPERTY
PROCUREMENT BUREAU
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June 1, 2026

To: All Interested Bidders

**Re: Bid Solicitation # 26DPP01309
T0084 – Automotive Glass Parts and Windshield Repair/Replacement**

Quote Submission Due Date: June 24, 2026 (2:00 p.m. Eastern Time)

Bid Amendment #1

The following constitutes Bid Amendment #1 to the above referenced Bid Solicitation:

- This Bid Amendment includes answers to questions.

It is the sole responsibility of the Bidder to be knowledgeable of all of the additions, deletions, clarifications, and modifications to the Bid Solicitation and/or the New Jersey Standard Terms and Conditions relative to this Bid Solicitation as set forth in all Bid Amendments.

All other instructions, terms, and conditions of the Bid Solicitation shall remain the same.

Bid Solicitation #26DPP01309
T0084 – Automotive Glass Parts and Windshield Repair/Replacement
Answers to Questions

Where applicable, each question references the appropriate Bid Solicitation section.

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
1	Quote Submission	Please confirm a Bidder may deliver a hardcopy quote instead of submitting a response electronically. Please be advised that all Quotes shall be submitted electronically through NJSTART.
2	Quote Submission	Should I check that I have properly completed and attached all of the required documents with my submitted Quote? Yes. Prior to the Quote Opening Deadline, a Bidder should review the documents comprising the submitted Quote to ensure that all of the required documents have been completed and attached. Oftentimes a Quote is deemed non-responsive because a Bidder fails to attach a required form or attaches a blank form. To review a submitted Quote, a Bidder should log into NJSTART and review each document attached to the Quote submission. Instructions on how to review a submitted Quote can be found in the Quick Reference Guide entitled How to Review a Submitted Quote, which is available on the NJSTART Vendor Support Page under Vendor Reference Guides.
3	PDF Documents	When trying to open a Portable Document Format (PDF), I am receiving an error message and am unable to access the PDF. How should I proceed? It is recommended that users utilize Microsoft Edge to view PDFs. Certain PDF forms cannot be opened in the Chrome or Firefox built in PDF viewers that are enabled by default. If using Chrome or Firefox it is recommended that the file is downloaded instead by clicking the download button in the upper right-hand corner of the browser after an error message is received. An alternative option is to disable the built in PDF viewers in Chrome or Firefox.
4	Exceptions	Will the State allow Bidders to take exception to any of the Standard Terms and Conditions? As stated in Bid Solicitation Section 2.2, Exceptions to the State of NJ Standard Terms and Conditions (SSTC): "Questions regarding the State of New Jersey Standard Terms and Conditions and exceptions to mandatory requirements MUST be posed during the Electronic Question and Answer period and shall contain the Bidder's suggested changes and the reason(s) for the suggested change(s)." Moreover, as stated in Bid Solicitation Section 3.11, Bidder proposed terms or conditions that conflict with those contained in the State of New Jersey Standard Terms and Conditions may render a Quote non-responsive.
5	1.1 Purpose, and Intent and Background	Q: Will vendors be required to provide ADAS recalibration services following windshield replacement, and if so, should pricing for static and dynamic recalibration be included separately?

#	Bid Solicitation Section Reference	Question (Bolded) and Answer
		A: ADAS recalibration services are out of scope for this Contract. If Agencies require ADAS recalibration, they will procure this service separately.
6	1.1 Purpose, and Intent and Background / 4.9 Repair/Replacement of Auto Glass Parts and Windshields at Using Agency Location or Field Location: Mobile Services	Q: Can the State clarify whether mobile service capability is mandatory in all counties or only in designated service regions? A: As stated in Bid Solicitation Section 1.1, <i>Purpose, and Intent and Background</i>, all counties within a Region must be serviced upon award of Contracts for that Region. Therefore, the Bidder must be able to provide mobile services for all automotive glass parts and windshield repairs/replacements at the Using Agency's location, or in the field, if required, by the Using Agency as stated in Bid Solicitation Section 4.9, <i>Repair/Replacement of Auto Glass Parts and Windshields at Using Agency Location or Field Location: Mobile Services</i>.
7	1.1 Purpose, and Intent and Background	Q: Will partial awards be considered by geographic region, or does the State intend to make a single statewide award? A: As stated in Bid Solicitation Section 1.1, <i>Purpose, and Intent and Background</i>, the State intends to award to multiple Contractors per Region/Agency with a minimum of 1 SBE per Region/Agency.
8	3.1 Quote Submission	Q: My current NJSTART page has most of these items already uploaded. I renew every 6 months as a non contract vendor for NJSP. Is that how to submit my quote? by uploading all current documents and the price sheet to my current page? A: No, Bidders cannot submit a Quote by merely uploading documents to their NJSTART Vendor page. In order to avoid Quote rejections, Bidders are advised to review the "Vendor Quick Reference Guides" at the following link: www.nj.gov/treasury/purchase/vendor.shtml . Specifically, see the "Submit a Quote" tab under Vendor Bidding Opportunities, which provides a .pdf Quick Reference Guide with step-by-step instructions for properly submitting a Quote via NJSTART.
9	3.1 Quote Submission	Q: Can the overall bid documents be uploaded as a ZIP file/compressed file? Or, is it preferred to upload each document individually? I appreciate your help in advance. A: As stated in Bid Solicitation Section 3.1, <i>Quote Submission</i>, Bidders must submit their Quotes electronically to the Division's Proposal Review Unit through NJSTART, by the required date and time. The format in which the Bidder submits their Quote electronically is left to the Bidder's own discretion.
10	3.13.8 Subcontractor Utilization Plan	Q: Please confirm whether the awarded contractor may utilize subcontracted automotive glass service providers to perform repair and replacement services under this contract. If permitted, please clarify any subcontractor disclosure, approval, insurance, certification, or participation requirements applicable during the contract term. A: Subcontracting is permitted. As stated in Bid Solicitation Section 3.13.8 <i>Subcontractor Utilization Plan</i>, Bidders shall list all Subcontractors on the

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		Subcontractor utilization Plan for or may list the Subcontractor(s) on the "Subcontractor" Tab in NJSTART.
11	3.13.8 Subcontractor Utilization Plan	Q: Please confirm whether subcontracting is permitted for remote counties or specialty vehicle services, and if so, what disclosure requirements apply. A: Please see the answer to Question #10.
12	4.1 General Requirements	Q: Are there any anticipated fleet additions, electric vehicle deployments, or specialty vehicle categories expected during the contract term that vendors should account for in pricing? A: The State cannot confirm any anticipated changes to the fleet—including additions, electric vehicle deployments, or specialty vehicle categories—expected during the Contract term. Bidders should account for this variability in their pricing proposals.
13	4.1 General Requirements	Q: Will the State provide historical usage data by agency, including annual spend, service frequency, and most commonly serviced vehicle makes/models for the last 2-3 years? A: The annual spend for 2024 was \$235,954 and for 2025 was \$237,841. Historical usage data by Agency, including most commonly serviced vehicle makes and models, is not available.
14	4.2 Description of Service Categories	Q: There is nothing on the price list regarding calibration. Static, Dynamic or both A: Please see answer to Question #5.
15	4.2 Description of Service Categories	Q: With advancing technology, a majority of modern windshields that have been replaced require their ADAS system be recalibrated (as per all OEM service mandates). Is this service something that has been considered as a bid item? We prefer not to neglect an OEM mandate & therefore offer the service on-site. Also understand you may prefer using dealerships for such. Happy to help educate wherever needed! Thanks for your time. A: ADAS recalibration services are out of scope for this Contract, therefore it is not a required service for this Contract.
16	Section 4.3 Performance Requirements	Q: Can the State clarify whether OEM glass is mandatory for all repairs/replacements, or if equivalent aftermarket glass meeting FMVSS standards will be accepted under certain circumstances? A: As stated in Bid Solicitation Section 4.3(G), <i>Performance Requirements</i>, Bidders will provide all automotive glass parts and windshields that are equivalent to that of the Original Equipment Manufacturer (OEM).
17	4.3 Performance Requirements	Q: When replacing a windshield for the State Police, It bis some time required to tint the top portion, or "tint brow" to conceal the strobe lights on undercover cars.

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		A: This is not in the format of a question, therefore it cannot be answered.
18	4.3 Performance Requirements	Q: Will invoicing require VIN-level reporting, service location tracking, and detailed parts breakdowns for each transaction? A: Contractors are required to follow the written estimate procedures specified in Bid Solicitation Section 4.3(H). Contractors should also communicate with Using Agencies, as each agency may have unique invoicing requirements that need to be addressed.
19	4.7.1 Windshield Repair	Q: Can the State provide estimated annual quantities for chip repair versus full windshield replacement services? A: Estimated annual quantities for chip repair versus full windshield replacement services are not available.
20	4.8 Maintenance of Work Site Areas (All Locations) and Vehicle Condition Upon Completion of Services	Q: Please clarify whether disposal/recycling of damaged automotive glass is the responsibility of the awarded vendor and whether environmental compliance documentation may be required. A: As stated in Bid Solicitation Section 4.8, <i>Maintenance of Work Site Areas (All Locations) and Vehicle Condition Upon Completion of Services</i>, Contractors must follow the following criteria: all broken glass must be vacuumed from the interior of the repaired vehicle and all broken glass must be removed and legally disposed from the exterior of the vehicle. No environmental compliance documentation will be required from the awarded Vendor.
21	4.10 Timely Delivery of Services	Q: Will agencies have the authority to request expedited service outside normal SLA timelines, and if so, how should vendors price such requests? A: If an Agency is requesting services outside of those timeframes outlined in the Bid Solicitation, agreement of such timeline shall be mutually agreed upon between the Agency and the Contractor.
22	4.10.1 Services Performance at Contractor Location	Q: Does the State require the awarded vendor to maintain inventory stocking levels for high-frequency vehicle glass parts within New Jersey? A: As stated in Bid Solicitation Section 4.10.1, <i>Services Performed at Contractor Location</i>, Contractors shall complete auto-glass parts and windshield repair/replacement services performed at their location within two (2) Business Days from the receipt of the vehicle and purchase order for service from the Using Agency. Contractors should take the necessary steps to achieve the aforementioned requirement.
23	4.11 Emergency Services for Auto Glass Parts and Windshield Repair/Replacement and Delivery of Uninstalled Parts	Q: Please confirm the expected response time requirements for emergency windshield replacement services and whether after-hours/weekend service coverage is required statewide. A: As stated in Bid Solicitation Section 4.11, <i>Emergency Services for Auto Glass Parts and Windshield Repair/Replacement and Delivery of Uninstalled Parts</i>, emergency

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		services shall be acknowledged within one (1) hour of receipt of a verbal request. Contractors shall complete emergency services within eight (8) hours (one [1] Business Day) from receipt of the Using Agency's request. After-hours/ weekend service coverage is not required statewide, as the contract only pertains to work done on a business day as defined in Bid Solicitation Section 9.2, <i>Definitions</i>.
24	8.9 Evaluation Criteria	Q: Can the State clarify the evaluation weighting between pricing, response time, geographic coverage, prior government experience, and technical capability? A: As stated in Bid Solicitation Section 8.9, <i>Evaluation Criteria</i>, at subsections 8.9.1, <i>Technical Evaluation Criteria</i>, and 8.9.2, <i>Price Evaluation</i>, Bidder's will certify through signature that their company possesses the experience and qualifications to provide the services referenced in the subject Price Line on the State-Supplied Price Sheet. In terms of price evaluation, Bidders will have their pricing evaluated for reasonableness according to the Bidder's State-Supplied Price Sheet.
25	8.9 Evaluation Criteria	Q: Will references from municipal or other public-sector fleet contracts within New Jersey be considered favorably during evaluation? A: Bid Solicitation Section 8.9, <i>Evaluation Criteria</i>, explains that the State will evaluate Quotes on technical merit (Bidder's certified experience and qualifications to perform the services) and price reasonableness, both as documented on the State-Supplied Price Sheet.
26	6.1 State of New Jersey Standard Terms and Conditions	Q: Please confirm whether pricing escalation/de-escalation provisions will be permitted due to manufacturer glass cost fluctuations during the contract term. A: Please see Section 6.1 of the State of New Jersey Standard Terms and Conditions (SSTC) to see the State's stance on cost fluctuations during the contract term.
27	8-9 State of New Jersey Standard Terms and Conditions	Q: Are there any cybersecurity, insurance, or fleet data access requirements for vendors using digital scheduling or fleet management systems? A: Not all SSTC terms are applicable to all contracts. The State notes that the referenced sections of the SSTCs fall under SSTC Section 8.0, <i>Additions to the Standard Terms and Conditions for all Information Technology Contracts</i>, as well as SSTC Section 9.0, <i>Additions to the Standard Terms and Conditions for all Information Technology Contracts which Includes Software as a Service (SAAS)/Cloud Solution</i>. The subject Bid Solicitation is not primarily an information technology contract. Therefore, the State does not view SSTC Sections 8.0 and 9.0 as applicable to the Contract resulting from this Bid Solicitation. Please note this applicability statement only applies to the referenced section of the SSTCs, and does not apply to related or similar requirements that may be specified elsewhere in the Bid Solicitation. To the extent that SSTC Sections 8.0 and 9.0 are not currently applicable, they shall remain in case the contract is modified in the future pursuant to the processes permitted under the terms of the contract.

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28	Other	Q: Can I change my contact information, and administrative role from “[BLANK]” to myself including the email address during this process without disrupting communication? or is it best to leave it alone until the quote period is over? A: For questions regarding Vendor’s NJSTART profile, please feel free to contact the following NJSTART Vendor support via email at njstart@treas.nj.gov, or via the telephone at 609-341-3500, Monday to Friday 8:30 a.m. To 4:30 p.m.