



PROPOSAL FORM
PACKAGE B:
VEHICLE REPAIR SERVICES

Scope of Services

This Scope of Services will become an integral part of the contract between the County of Durham and the Contractor. The Contractor hereby agrees to provide services and/or materials to the County pursuant to the provisions set forth below.

- 1.0 **PURPOSE:** The purpose and intent of the Request for Proposals (RFP) is to solicit proposals from qualified firms to provide Vehicle Repair Services. Work to be completed under this scope of services aligns with the Counties Strategic Goals #2 and #3 given below.

Goal #2 Health and Well-being for All

- Improve quality of life through preventive, behavioral and physical care services
- Reduce barriers to access services

Goal #3 Safe and Secure Community

- Partner with the community to prevent and address unsafe conditions, protect life and property response to emergencies

- 2.0 **INVOICE PAYMENT:** Invoices submitted will be paid net 30 days. Invoices shall be forwarded to the County's Designated Representative for review and payment approval. Invoices submitted **MUST** reference the Durham County funds reservation number assigned to this contract and include the Name of the Department, Name of County employee who dropped of the vehicle and the VIN. The County may withhold payment if required information is not received.

Invoices must also include;

- Vehicle year, make, model and license plate number
- Type of repair performed with itemized list of all charges applicable to the repair to include labor hours and pricing for each part.
- The invoice must also include the name of each technician that worked on the vehicle or who inspected and approved repairs to the vehicle.
- The invoice must be signed by the Service Provider or an authorized representative of the Service Provider to certify that the repairs were done properly.

Unless specified differently, the industry standards are utilized for determining labor hours (Refer to Industry Motor Labor Guide Manual-Chilton's, All Data or Mitchells) and an agreed mark up for parts.

- 3.0 **TERMS OF CONTRACT:** The initial term of the contract will be from **Date of Award** through **June 30, 2018** with the option to renew up to four (4) additional terms in one-year increments (July 1st

through June 30th), for a total possible life of five terms (5 years) at the sole discretion of the County. The County shall make notice of such intent to renew approximately sixty (60) days prior to the expiration of the current term. Any renewal shall be based on satisfactory performance by the Contractor(s) during the previous years for the services provided. Price increases may be negotiated only at time of renewal.

- 4.0 **CANCELLATION OF CONTRACT:** The County of Durham reserves the right to cancel and terminate any resulting contract(s), in part or in whole, without penalty, upon 30 days written notice to the Contractor. Any contract cancellation shall not relieve the Contractor(s) of the obligation to deliver and/or perform services on all outstanding orders issued prior to the effective date of cancellation.
- 5.0 **COUNTY DESIGNATED REPRESENTATIVE:** Fleet Coordinator: Brad Willman; (work) 919-560-0052; (mobile) 919-210-0405; (email) fleet@dconc.gov
- 6.0 **BACKGROUND:** The County has approximately 540 vehicles consisting of regular sedans, hybrids, cars, SUV's, compact pickup trucks and standard pickup trucks. Of this total, 289 are Sheriff Vehicles which may require expedited vehicle repair services.
- 7.0 **WORK REQUIREMENTS:** The County seeks a qualified provider(s) to establish a cost-effective agreement to provide repairs on the County's vehicles. The County is requesting pricing for the repair services by hourly labor rates.

***** The awarded Contractor must use their own Maintenance/Repair Facility. *****

The awarded Contractor will have the ability to provide vehicle repairs at a competitive cost, and the capacity to provide the required services outlined. The County will also try to determine whether the Contractor can provide these services promptly, within the time specified, without delay or interference. This shall be true unless additional, unforeseen repairs are recommended and authorized. Sheriff vehicles shall, at all times, receive service priority. Service priority shall include placing Sheriff Vehicle repairs ahead of all other work, including other County vehicles.

l. **Repair Services:**

The Contractor shall perform repair services as recommended and authorized by County departments to correct deficiencies or service conditions. Contractor will road test to confirm issue is fixed. Parts must be invoiced at agreed mark up. Labor invoiced at industry standards.

The County reserves the right to award multiple contracts for these services if deemed to be in the best interest of the County. The County is also under separate contract for Towing Services.

m. **Parts:**

The Contractor must use new parts. No re-conditioned, salvaged, yard, quality replacement part (QRP), like kind quality (LQK), after market or used parts may not be used without County authorization.

The County reserves the right to purchase tires through State Contract or other procurement actions.

Part pricing shall be based on the Contractor's pre-determined markup which is conveyed to the County on the Proposal Form, (Attachment K).

n. **Warranties/Guarantees:**

Contractor will coordinate all vehicle warranty work with the appropriate dealership at no additional charge. Contractor shall warranty their repairs for no less than 90 days for workmanship, and for the full manufacturer warranty period on materials.

o. **Safety:**

Contractor shall be solely responsible for initiating, maintaining, and supervision of all safety precautions and programs in connection with the work. Contractor shall take all necessary precautions for the safety of, and shall provide the necessary protections to prevent damage, injury, or loss to (1) all persons on the site or who may be affected by the work and (2) all the work and materials and equipment to be incorporated therein, whether in storage on or off the sites. Strict adherence to the State and Federal OSHA and EPA Regulations shall be required.

p. **Errors/Deficiencies:**

Contractor shall, without additional compensation, make any corrections regarding inferior or incomplete work or materials furnished under this agreement if it is determined that Contractor is responsible for any errors or deficiencies.

q. **Record Keeping/Reports:**

Contractor will provide an annual cost summary report of all Durham County Government vehicles they have worked on by fiscal year. This report should be broken down by Department, labor cost, parts cost and total cost per vehicle for time frame July 1, 2017 thru June 30, 2018, the County's fiscal year. Contractor must maintain all receipts and invoices for parts and supplies on file at their facility for the duration of the contract and make available to the County for inspection. The Contractor will be required to maintain up-to-date data on all costs and charges incurred for each individual vehicle that the County brings in for service/repair. Upon request, throughout the year, the Contractor agrees to make available to the County within 72 hours.

- a. Overall summary of vehicle expenses county-wide (broken down by each department for the fiscal year)
- b. Summary of vehicle expenses by department
- c. Summary of vehicle expense for a particular vehicle number and/or by VIN

r. **Mechanical Certifications:**

Awarded contractor is to provide photo copies of mechanic certificates including any trainee permits. A trainee must work under the supervision of a certified mechanic at all times.

s. **Subcontracting:**

The Contractor shall not subcontract any of the work contemplated hereunder without the prior written consent of the County's Fleet Coordinator. All subcontracts shall incorporate this contract reference and shall require the subcontractor to carry the minimum insurance requirements set forth, unless otherwise agreed in writing by the County's Designated Representative. It is understood that the contractor will be fully liable and responsible for the satisfactory accomplishment of the service or activities included in a subcontract.

t. **Behavior of Contractor's Personnel:**

The County of Durham is committed to creating and maintaining an environment free from harassment and other forms of misconduct that fundamentally compromise the working environment of a County employee. All Contractors performing work/services for the County shall take all necessary steps to ensure that none of its employees engage in harassment or intimidation relating to personal beliefs or characteristics of anyone, including, but not limited to race, religion, color, sex, or national origin, or disabilities. Such harassment is unacceptable and will not be condoned in any form at the County of Durham. If such conduct occurs, the Contractor will take all necessary steps to stop it and prevent its future occurrence, including but not limited to the immediate dismissal of personnel. This policy shall be strictly enforced.

- 8.0 **SCHEDULES/TIMELINES:** Services shall be available to the County Monday thru Friday between normal business hours of 8:00 am to 5:00 pm. Typically vehicles will be dropped off to the service location during these hours.