

PACKAGE A:

VEHICLE MAINTENANCE

SCOPE OF SERVICES

This Scope of Services will become an integral part of the contract between the County of Durham and the Vendor. The Vendor 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 Maintenance 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 off 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 maintenance performed with itemized list of all charges applicable to the service, 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 Vendor(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 Vendor. Any contract cancellation shall not relieve the Vendor(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 hybrid cars, standard sedans, SUV's, compact pickup trucks and regular pickup trucks. Of this total, 289 are Sheriff Vehicles which will require expedited vehicle maintenance services.
- 7.0 **WORK REQUIREMENTS:** The County seeks a qualified provider(s) to establish a cost-effective agreement to provide maintenance on the County's vehicles. The County is requesting pricing for the maintenance services listed below (but not limited to) and hourly labor rates for other extended vehicle maintenance services.

The awarded Vendor 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 Vendor can provide services promptly, within the time specified, without delay or interference. All work completed under a scheduled PM shall be completed within two hour. 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.

a. **Preventative Maintenance (PM):**

The County has the responsibility of PM scheduling, and will be done per manufacturers recommendations (Except Sheriff's Vehicles).

PM

Sheriff Emergency Response Vehicles (every 3,000 miles, 3 months, whichever comes first)

Other Department Vehicles (manufacturer's recommendation)

1. Safety Check Inspection
 - a. Tires-record tread depth of all tires; a minimum of 3/32 tread depth shall be maintained
 - b. Lights & Gauges- exterior and interior lights and gauges
 - c. Windshield Wipers (front and back)
 - d. Battery & Charging System; also clean terminals and check cables
 - e. Heating/AC System
 - f. Exhaust System & Exhaust Hangers and Clamps
 - g. Steering & Suspension System
 - h. Frame, Cross Members and Body Joints
 - i. Drive Shaft/U-Joints
2. Inspect Critical Components (Hoses, Belts, etc.)
3. Inspect Vehicle Appearance (Look for body damage, rust, interior conditions, etc.)
4. Inspect Emission Control System
5. Inspect Brakes-Record remaining life
6. Inspect Cooling System
7. Inspect Starter/Charging System
8. Inspect Air Cleaner Element
9. Inspect and Rotate Tires
10. Lubricate Chassis, Hinges, Locks, etc. (lubricant included)

11. Inspect and fill/top off vehicle fluids (fluids included)
 - a. Engine (oil in the crank case)
 - b. Transmission fluid
 - c. Radiator/cooling system fluid
 - d. Brake fluid
 - e. Battery (unless maintenance free style)
 - f. Window washer fluid (front and back)
 - g. Air conditioner fluid
12. Inspect towing system (on vehicle that have them)
13. Change Engine Oil (Includes up to 5 quarts of oil (standard or synthetic), filter, associated gaskets, O-rings or seals and cost of disposing used oil. (It is recognized that labor for an oil change will not be charged in the same manner for other service work). Some new Dodge vehicles require 7 quarts of oil.)

Notes:

1. Labor cost is included in PM
2. Parts not noted under PM are not included are invoiced at agreed mark up
3. Oil Changes on some vehicles require more than 5 quarts of oil. The cost of oil above 5 quarts are invoiced at agreed markup
4. Additional or suggested service work as a result of diagnostic evaluation requires department authorization. Parts invoiced at agreed markup. Labor invoiced at industry standard.

b. **Annual NCDOT On Board Diagnosis (OBD) Emissions Testing & Safety Inspection:**

Vendor must have available the necessary specialized diagnostic equipment to diagnose OBD, ABS Brake Systems and body control computers for all makes and models of vehicles. Service personnel must be fully trained in the operation of the diagnostic equipment used.
(EMS Vehicles receive this service elsewhere)

1. Emissions Testing-Conducted on vehicles to determine adherence to emissions guidelines set by State.
2. Safety Inspection-Check headlights, parking lights, tail lamps, beam indicator light, license plate light, brake light, signal lights, horn, windshield wipers (not rear wipers), rear view mirrors, foot brake, and emergency brake, including brake linings. Other items on the checklist are steering mechanism, tires, exhaust system, clearance lights, reflectors and window tinting (certain manufacturer tinting is allowed).

c. **Parts:**

The Vendor 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 Vendor's pre-determined markup which is conveyed to the County on the Proposal Form, Attachment K.

d. **Written Estimate:**

If a maintenance issue or service recommendation is discovered during routine maintenance, or if requested by County representative, a written estimate shall be provided. No work shall be completed nor any County costs incurred prior to approval being provided by (one of) the Departmental Administrators. Email and faxed approvals will suffice, as shall actual signatures. No verbal approvals given over the phone shall be accepted.

Written estimate must include what work will be done, the price of parts (at agreed markup), the number of labor hours and cost of labor (at industry standards) and an estimate of time to perform the repair.

e. **Warranties/Guarantees:**

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

f. **Safety:**

Vendor shall be solely responsible for initiating, maintaining, and supervision of all safety precautions and programs in connection with the work. Vendor 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.

g. **Errors/Deficiencies:**

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

h. **Recordkeeping:**

Vendor must maintain all receipts and invoices for parts and supplies on file at the garage for the duration of the contract and make available to the County for inspection. The Vendor 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, Vendor agrees to make available to the County within 72 hours:

- a. Overall summary of vehicle expenses county-wide by fiscal year
- b. Summary of vehicle expenses by department
- c. Summary of vehicle expense for a particular vehicle number and/or by VIN
- d. A listing of North Carolina Certified Vehicle Inspections performed
- e. A listing of North Carolina Emissions performed

i. **Mechanical Certifications:**

Awarded Vendor 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.

j. **Subcontracting:**

The Vendor 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 Fleet Coordinator. It is understood that the Vendor will be fully liable and responsible for the satisfactory accomplishment of the service or activities included in a subcontract.

k. **Behavior of Vendor'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 Vendors 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 Vendor 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.