

**CITY OF AUSTIN  
PURCHASING STATEMENT OF WORK FOR  
PARTS AND REPAIR SERVICES  
FOR  
TRAILER HITCHES AND SUPPLIES**

**1. PURPOSE**

- 1.1. This Invitation for Bid (IFB)-Best Value is to establish a set of contracts for trailer hitches, parts and repair services for City of Austin ("City") vehicles, boats, trailers and heavy-duty equipment. The City anticipates awarding multiple contracts for two (2) vehicle groups: Group 1 Vehicles - cars, light trucks, and medium duty vehicles; Group 2 Vehicles – trailers, boats, heavy-duty trucks. A Contract will be awarded to provide parts and repair services on an as-needed basis as stipulated in this solicitation. While this contract is intended to provide non-warranty repair services, with the resultant Contractor must also be authorized by manufacturer to provide warranty repair services.
- 1.2. The Contract will be utilized by the Fleet Services Department. The City reserves the right to allow other City Departments to utilize the Contract.
- 1.3. The City intends to solicit bids in response to this IFB-Best Value and reserves the right to compare those bids to established cooperative purchasing organization contracts operating within the State of Texas and authorized by the Austin City Council. Examples of City authorized cooperative purchasing organizations include, but are not limited to, the following: U.S. Communities, Houston-Galveston Area Council of Governments (HGAC), Texas Procurement and Support Services, Texas Local Government Purchasing Cooperative (BuyBoard), and The Cooperative Purchasing Network (TCPN).
- 1.4. It is the City's preference to award a single contract for the trailer hitches and supply needs of Fleet Services; however, if the cooperative purchasing prices are lower than the bid prices received, the City reserves the right to reject all bids entirely and make multiple contract awards between a cooperative and the best-evaluated, responsive and responsible bidder. Award may be based on individual or groups of specific line items, cost, convenience, or any criteria deemed by the City to be most advantageous. The City also reserves the right to refrain from awarding any lines or group of specific line items as a result of this solicitation and, instead, award the entire contract to a supplier available through a cooperative purchasing agreement.
- 1.5. A Successful Bidder may be awarded either the entire contract, the majority of the contract, or select line items.

**2. DEFINITIONS**

- 2.1. Stock Parts are defined as high turnover parts that are most commonly needed by the City.
- 2.2. Non-Stock Parts are defined as low usage, high dollar parts that are not kept in inventory.
- 2.3. Back-ordered (or Out-of-Stock) Parts are defined as parts that are not currently in stock but have been ordered or will be ordered.
- 2.4. Code Red is a term used by the City to designate that the parts are critical to providing services to the public to the extent that the City is willing to pay express shipping charges. The Contractor shall include the term "Code Red" on invoices when the delivery orders so stipulates.
- 2.5. Fleet Service Center is a term used to designate any City facility where vehicles and equipment are repaired or serviced.
- 2.6. Repairs means to return or restore a broken, damaged, or failed part, vehicle, or piece of equipment to an acceptable operating or usable condition or state.

**3. CONTRACTOR QUALIFICATIONS**

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- 3.1. The Contractor shall accept payment by credit card, check, or Electronic Funds Transfer (“EFT”) for all parts and repair services provided under the Contract, as indicated in the Invoices and Payment Provision in Section 0400. The Contractor shall factor the cost of processing credit card payments into the Offer. There shall be no additional charges, surcharges, or penalties to the City for payments made by credit card.
- 3.2. The Contractor must be a manufacturer authorized representative for parts, repair services and must have an operational repair facility regularly engaged in the business of providing hitches, trailer hitches parts and repair services for a minimum of three (3) consecutive years within the last five (5) years.
- 3.3. The Contractor shall furnish customer references as required in Section 0700 of the solicitation. In addition, the Contractor shall furnish a minimum of three (3) professional references from current parts suppliers. Professional references shall be on suppliers’ letterhead and shall provide pertinent information regarding the relationship, such as the length of time the Contractor has worked with the supplier.
- 3.4. The Contractor must be a manufacturer authorized representative warranty repair facility equipped with all tools, diagnostic equipment, and supplies necessary to repair and provide warranty services (when requested by the City) for vehicles, boats, trailers, and heavy-duty equipment hitches. In order to minimize downtime of City units, said facility shall be located within 30 miles of the Texas State Capitol.
- 3.5. The Contractor must have a facility with adequate warehouse space and equipped with supplies and equipment necessary to satisfy the requirements of the contract.
- 3.6. The Contractor shall maintain a storage area that is secure from vandalism or theft, for all City units and equipment at the Contractor’s location.
- 3.7. The Contractor shall have a minimum of two (2) service technicians, fully qualified to work on hitches for vehicles, boats, trailers, and heavy-duty equipment. The Contractor shall be able to verify that all service technicians have had sufficient training with a minimum of three (3) years hands-on experience within the last five (5) years working on hitches for vehicles, boats, trailers, and heavy-duty equipment hitches. Training certificated and/or documentation shall be provided to the City, upon request, prior to the contract award.

**4. CONTRACTOR’S RESPONSIBILITIES FOR REPAIR SERVICES**

- 4.1. The Contractor shall provide all labor, parts, equipment, materials, tools, supervision, and transportation required to perform the services described herein. Contractor shall perform all services according to manufacturer recommended repair techniques and standards.
- 4.2. The Contractor shall stock or have immediate access to a parts inventory sufficient to complete needed repairs within the timeframe stipulated in this Statement of Work.
- 4.3. The Contractor shall perform all repair services on the Contractor’s premises.
- 4.4. The Contractor shall transport (pick up and/or return) all drivable City units to and/or from the Contractor’s place of business where the repair services will be completed. Unit(s) in need of repair(s) shall be picked up within one (1) working day after notification and returned within one (1) working day after completion of the repair(s). On occasion, the city may transport units to and/or from the Contractor’s place of business for repair services.

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- 4.5. The City will provide transportation for non-drivable units to the Contractor's premises. Upon completion of repairs, the Contractor shall deliver the unit back to the City within one (1) working day after completion of the repair(s).
- 4.6. The Contractor shall diagnose the unit for repairs and provide a written cost estimate to the Fleet Service Center Manager or designee within one (1) working day after taking possession of the unit. The written cost estimate shall include:
- The cause of failure
  - The correction or repair needed
  - Estimated labor hours and cost
  - Description and cost of parts
  - Total cost to complete repair services
  - Total amount of time needed to complete repairs
  - Unit identification (either unit number, license plate, or VIN)
- 4.7. The Fleet Service Center Manager or designee will provide written authorization (e.g. email) to proceed with the repairs after evaluating the estimate. Authorization shall include a unique delivery order number. The Contractor is not authorized to proceed with repairs based on verbal authorizations and assumes all liability and responsibility for repairs performed based on such verbal authorizations.
- 4.8. The Contractor shall submit a new cost estimate if the cost of the necessary repairs increases from the original cost estimate due to hidden damage. The new cost estimate shall list the additional repairs and costs and shall be submitted in advance to the Fleet Service Center Manager or designee for written (e.g. email) approval for the hidden damage repairs.
- 4.9. The Contractor shall complete the repairs within the timeframe indicated in the estimate, after receipt of the Fleet Service Center Manager or designee written approval to proceed with the repairs. If more time is required to complete the necessary repairs, the Contractor shall request an extension in writing (e.g. email) that includes the reason for the extension and the date repairs will be completed. The Fleet Service Center Manager or designee must approve the Contractor's request for extension in writing (e.g. email).
- 4.10. Upon receipt of the repaired unit, the Fleet Service Center Manager or designee will inspect the repairs for compliance with all contract requirements and to ensure repairs were completed in a satisfactory manner. If, upon inspection, deficiencies are detected, the repairs shall be rejected and the Contractor shall be required to make the necessary adjustments or correct the repairs at its own expense. This includes round trip transportation, if applicable. If corrective work is required, the Contractor will arrange for pickup of the unit within one (1) business day of notification. Contractor shall complete corrective work within one (1) business day unless additional time is approved by the Fleet Service Center Manager or designee in writing (e.g. email).
- 4.11. The Contractor shall anticipate that repairs made will be tested and/or inspected by the City during the term of the Contract. Fleet Services reserve the right to conduct any tests or inspections deemed necessary to ensure services or parts conform to the vehicle or equipment manufacturer's specifications. Inspections completed by the City will not relieve the Contractor of its obligation to ensure all repairs, articles, materials, and parts are consistent with the vehicle or equipment manufacturer's specifications, and are fit for their intended use.
- 4.12. The Contractor shall be responsible for any damage by the Contractor or Contractor's Subcontractor to City equipment, buildings, and/or property. Any damage shall be repaired at the Contractor's expense.

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- 4.13. The Contractor shall be responsible for risk of loss or damage to all items in the care, custody, and control of the Contractor until accepted by the Fleet Service Center Manager or designee.
- 4.14. The Contractor shall provide an itemized invoice to the Fleet Service Center Manager or designee, upon completion of each repair. The invoice shall include the following information.
- Date repairs were authorized
  - List of repairs made
  - Date repairs were completed
  - Itemized list of parts and other products used for the repairs
  - Number of labor hours associated with the repairs
  - Repaired unit identification (either unit number, license plate, or VIN)
- 4.15. The Contractor shall provide the parts removed during repair of the unit, for verification purposes upon request by the Fleet Service Center Manager or designee.
- 4.16. The Contractor shall comply with all health, safety and environmental laws (see Paragraph 11. in Section 0300).
- 4.17. The Contractor shall provide a 12-month labor warranty for all repair services. A copy of the labor warranty shall be provided to the Fleet Service Center Manager or their respective designee with each delivery.
- 4.18. The Contractor warrants that all repair parts are free from manufacturer defects in material and workmanship for a minimum of twelve (12) months or for the standard period as provided by the manufacturer, whichever is for the greatest length of time. The warranty period shall not start until the part is actually installed on a unit as evidenced by the Contractor's invoice for repair services. This warranty shall provide for replacement parts and shall include pick up and return of the unit, removal of the defective part and installation of the replacement part at no additional cost. A copy of the manufacturer's parts warranty shall be provided to the Fleet Service Center Manager or their respective designee within five (5) calendar days of request by the City
- 4.19. The Contractor shall provide, upon request, a monthly and/or yearly total of all repairs performed for Fleet Services. The City prefers that the report be in an electronic format that may be sorted or other City-approved format. The report shall itemize repairs by date, Service Center that placed the order, type of repair, cost for labor (including hours and rates), description and cost for parts, total cost of repair, and repaired unit identification (either unit number, license plate, or VIN).

**5. CONTRACTOR'S RESPONSIBILITIES FOR PARTS**

- 5.1. The Contractor shall stock or have immediate access to a parts inventory sufficient to fill stock orders 95% of the time and to complete needed repairs within the timeframe stipulated in this Statement of Work. The stock level required shall be a two-week supply of inventory, which will be determined by the City after Contract award. All parts will be ordered on an as-needed basis. The City reserves the right to inspect the Contractor's, or the Contractor's Subcontractor's, parts inventory and/or repair facility as specified in the Pre-Award and Post-Award paragraphs in Section 0400.
- 5.2. Within five (5) business days of Contract award, the Contractor shall submit to the Fleet Services Contract Manager specified in Section 0400 two (2) CDs or electronic copies, if available, of the price list(s) upon which the markups are based on the bid sheet. The City will accept a printed copy only if no electronic format is available.
- 5.3. If a price list is no longer available in hard copy or electronic format, the Contractor shall grant the City access to a company website or company-owned local computer to research parts pricing for

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verification purposes. If the Contractor is unable to provide a CD, electronic copies, access to a company website, or a hard copy of the price list with their Offer, the Contractor shall document by written invoice from the supplier the cost for all parts charged to the City. The cost documentation must be submitted with each invoice.

- 5.4. The Contractor shall provide new parts, except for core components on renewed assemblies. Parts must meet all applicable federal, state and local requirements for quality and safety. If new parts are not available, or if Fleet Services requests them in writing (e.g. email), remanufactured or rebuilt parts may be used. Used, factory seconds, remanufactured, shopworn, demonstrator, prototype, and discontinued parts or materials are not acceptable.
- 5.5. The Contractor shall provide OEM parts. If OEM parts are not available, any parts that are not OEM shall be approved by the Fleet Service Center Manager or designee in writing (e.g., email), and shall be equivalent to or better than the manufacturer's parts originally installed on the respective unit.
- 5.6. The Contractor warrants that ALL parts are free from manufacturer defects in material and workmanship for a minimum of twelve (12) months or for the standard period as provided by the manufacturer, whichever is for the greatest length of time. This warranty shall provide for replacement parts and shall include pickup of the defective part and delivery of the replacement part at no additional cost.
- 5.7. The Contractor shall provide a copy of the manufacturer's parts warranty to the Fleet Service Center Manager or their designee within five (5) calendar days of request by the City. The warranty period for all parts shall not start until the part is actually installed on a unit as evidenced by the City's work order or the Contractor's invoice for repair services.
- 5.8. The Contractor further warrants that the parts supplied under this Contract will not void existing vehicle/equipment or manufacturer's warranties.
- 5.9. The Contractor shall notify the Contract Manager and the Fleet Service Center Manager or designee of recall notices, warranty replacements, safety notices, or any applicable notice regarding the parts being sold. Failure to report this within fifteen (15) calendar days after receipt of notice may result in cancellation of the contract.
- 5.10. The Contractor shall provide a point of contact for receiving orders from the City. A City representative from the Fleet Service Center will contact the Contractor by e-mail, fax, or telephone to place an order for parts. The request will include the part number, part description, delivery requirements, and a unique delivery order number.
- 5.11. The Contractor shall confirm the quantity to be shipped to the ordering Fleet Service Center representative by telephone within two (2) hours after the order is sent.
- 5.12. The Contractor shall ship all orders for parts complete unless arrangements for partial shipments are made in advance. The Contractor shall provide, with each delivery, an invoice showing the description of each item, quantity, and unit price.
- 5.13. The Contractor shall deliver Stock Parts to the ordering Fleet Service Center as follows:
  - 5.13.1 Parts ordered before 10:00 AM shall be delivered to the ordering Fleet Service Center no later than noon the next working day. Parts ordered after 10:00 AM shall be delivered within two (2) working days after the order is sent. The City will not pay shipping costs to obtain "stock" parts that the Contractor does not have in inventory at the time the City places the order.

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- 5.14. The Contractor shall deliver Non-Stock Parts to the ordering Fleet Service Center within three (3) working days after the order is sent. All special orders will be honored under the Contract pricing, without any additional markups.
- 5.15. The Contractor shall deliver Back-ordered (or out-of-stock) Parts to the Fleet Service Center within five (5) working days after the order is sent. The Contractor shall advise the ordering Fleet Service Center representative by telephone of when the part(s) will be available. Notification will be within two (2) hours after the order is sent. If the Contractor cannot provide the backordered part within five (5) working days, the City reserves the right to purchase the part on the open market and charge the Contractor the difference between the Contract price and the purchase price in accordance with the Performance paragraph in Section 0400.
- 5.16. The Contractor shall deliver "Code Red" orders **within four (4) business hours after the order is sent**. A delivery fee may be assessed for any "Code Red" orders placed by the City as indicated on the Bid Sheet, Section 0600. "Code Red" must be noted on the invoice when authorized by the City.
- 5.17. The Contractor shall provide, upon request, a monthly and/or yearly total of all parts purchased by Fleet Services. The City prefers that the report be in an electronic format that may be sorted, or other City-approved format. The report shall include date purchased, invoice number, part number, part description, price per part, and the total dollar amount for all parts purchased.

**7. WORK HOURS**

The City will not pay off-shift rates for repairs performed. Off-shift hours are any hours other than Monday through Friday from 7:00 A.M. through 5:00 P.M. local time.

**8. DELIVERY REQUIREMENTS**

Pickup and delivery shall be made as specified herein during normal City business hours Monday through Friday between the hours of 7:00 A.M. through 5:00 P.M. except for City-recognized legal holidays and weekends unless requested by Fleet Services in advance (see paragraph 52 in Section 0300 for City Holidays).

**9. MILEAGE**

Mileage is not reimbursable, and shall not be billed. However, the Contractor may charge one flat fee as indicated on the Bid Sheet for pickup and delivery of units being repaired on Contractor's premises