

**CITY OF AUSTIN  
PURCHASING OFFICE  
SCOPE OF WORK FOR  
REPAIR SERVICES WITH ASSOCIATED PARTS  
FOR BOATS AND BOAT ENGINES**

**1. PURPOSE**

- 1.1 This Invitation for Bid (IFB) is to establish a Contract with single or multiple representatives able to provide Repair Services with Associated Parts for City of Austin ("City") boats and boat engines including Evinrude, Mercury and Yamaha. A Contract will be awarded to provide boats and boat engine repair services on an as-needed basis as stipulated in this solicitation. While this contract is intended to provide non-warranty repair services, the resultant Contractor must be authorized by the 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 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 boats and boat engine repair services 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. "Fleet Service Center" is defined as any City facility where vehicles and equipment are repaired or serviced.
- 2.2. "Expedited Services" is defined as when the City requires priority repair services for City-owned vehicles and/or equipment. The Contractor is required to prioritize repairs of City-owned vehicles and/or equipment in front of other vehicles and/or equipment and expedite repair and return of the City's vehicles and/or equipment.
- 2.3. "Repairs" is defined as 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**

- 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's authorized representative and must have an operational repair facility regularly engaged in the business of providing 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.

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- 3.4. The Contractor must be a manufacturer authorized warranty repair facility equipped with all tools, diagnostic equipment, and supplies necessary to repair and provide warranty services (when requested by the City) for boats and boat engines including Yamaha, Mercury, and Evinrude. In order to minimize downtime of City units, said facility shall be located within 100 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 boats and boat engines including Yamaha, Mercury, and Evinrude. 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 boats and boat engine repair services. Training certificates and/or documentation shall be submitted with the bid.

**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. Attachment A includes a list of all boats and engines the Contractor shall be responsible for providing repair services. The City reserves the right to add or remove equipment during the course of the contract. Contractor shall perform all services according to the manufacturer's recommended repair techniques and standards. Below is a sample of the repairs and services the Contractor is to provide:
  - 4.1.1. Boat Engine Service and Repair – All motors listed are outboard motors. The contractor shall be required as needed to provide annual, preventive and other maintenance according to manufacturer's specifications. Maintenance services include 10, 20 and 100-hour service checks as requested and major and minor engine repair. Minor repairs include but are not limited to, engine tune-up, change engine oil and filter, and change transmission oil. Major repairs include but are not limited to engine overhaul, diagnose and repair of engine failure and any engine performance issues.
  - 4.1.2. Auxiliary Services – Include but are not limited to repair of steering cable, bilge pump, electrical system, throttle shifter, rack and pinion steering, fix seat slider.
  - 4.1.3. Boat Hull and Deck Repair- Includes but is not limited to fiberglass, gel coat, acid wash, and aluminum repair
- 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 Scope of Work.
- 4.3. The Contractor shall perform all repair services on the Contractor's premises.
- 4.4. 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 repairs.
- 4.5. The City may on occasion provide transportation for all boats to the Contractor's premises. Upon completion of repairs, the City shall be notified 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 their designee within one (1) working day after taking possession of the unit. The written cost estimate shall include:

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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 their 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 Manger or their 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's or their designee's 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 their 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 their designee will inspect the repairs for compliance with all contract requirements and ensure repairs were completed in a satisfactory manner. If, upon inspection, the City detects deficiencies, the City will reject the repairs 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 the Fleet Service Center Manager or their designee in writing (e.g. email) approves additional time.
- 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 reserves 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.
- 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 their 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)

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- 4.15. The Contractor shall return all non-usable cores to the City upon completion of the repair job, if cores are applicable to the repair. The City will not be charged for usable cores from City units repaired at Contractor's facility.
- 4.16. The Contractor shall provide the parts removed during repair of the unit for verification purposes upon request by the Fleet Service Center Manager or their designee.
- 4.17. The Contractor shall properly recycle and/or dispose of used and contaminated lubricants and/or filters. Costs for recycling or disposal fees shall be factored into the Offer and not charged separately on an invoice. The Contractor shall provide to Fleet Services, upon request, a copy of a standard transportation manifest showing that all used and contaminated lubricants and/or filters were properly recycled and/or disposed.
- 4.18. The Contractor shall comply with all health, safety and environmental laws (see Paragraph 11. in Section 0300).
- 4.19. The Contractor shall submit copies of all documentation related to hazardous waste to both the Fleet Service Center Manager and the City's Occupational Health & Safety Specialist located within Fleet Administration.
- 4.20. 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 designee with each delivery.
- 4.21. 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 the greatest length of time. The warranty period shall not start until the part is 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 designee with each delivery.
- 4.22. 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 can 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).
- 4.23. The Contractor shall complete "Expedited Services" as specified in the order. A fee may be assessed for any "Expedited Services" placed by the City as indicated on the Bid Sheet, Section 0600. "Expedited Services" must be noted on the invoice when authorized by the City.

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

- 5.1. The Contractor shall stock or have immediate access to a parts inventory sufficient to complete needed repairs within the timeframe stipulated in this Scope of Work. 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 percentage discounts or 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 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.

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- 5.4. The Contractor shall install 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 approves 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 install OEM parts. If OEM parts are not available, any parts that are not OEM shall be approved by the Fleet Service Center Manager or their 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.
- 5.7. The Contractor shall provide a copy of the manufacturer's parts warranty to the Fleet Service Center Manager or their designee with each delivery. The warranty period for all parts shall not start until the part is installed on a unit as evidenced by the Contractor's invoice for repair services.
- 5.8. The Contractor further warrants that the parts installed 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 their 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, upon request, a monthly and/or yearly total of all parts associated with repairs 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.
- 5.11. The Contractor shall provide, as a courtesy, manufacturer's diagnostic software to be used on standalone laptop computers located in Fleet Service Centers. If online diagnostic materials are available by subscription, the Contractor shall provide the subscription to Fleet Services as a courtesy.

**6. 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

**7. PICKUP AND 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).

**8. 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 repaired on Contractor's premises.

**9. EMERGENCY CONTRACTOR SUPPORT**

- 9.1. Immediately following contract award, Contractor shall provide the City with an emergency contingency plan that identifies the City as a priority customer in the event of an emergency during the term of the contract and through subsequent renewal periods if the City and the Contractor choose to renew the Contract.

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- 9.2. In the event of an emergency, the contractor and all subcontractors shall agree to follow the direction of the Fleet Director, or their designee, to assure that repairs are made when the City requires them.
- 9.3. Contractor shall consider all City orders as priority and provide preferential treatment to the City throughout the entire contract term. This is a requirement due to the critical nature of much of the City's business, such as Police, Fire, and EMS.