

**CITY OF AUSTIN
PURCHASING OFFICE
SCOPE OF WORK FOR
OEM PARTS AND REPAIR SERVICES
FOR CRANE CARRIER CAB CHASSIS**

1. PURPOSE

- 1.1. This Invitation for Bid (IFB) is to establish a Contract with a single Vendor able to provide Crane Carrier Original Equipment Manufacturer (“OEM”) parts and repair services for City of Austin (“City”) vehicles and equipment. A Contract will be awarded to provide Crane Carrier OEM 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, 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.

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. Expedited Services is a term used 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.
- 2.7. 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

- 3.1. The Contractor shall be a manufacturer’s authorized representative for parts and shall have an operational repair facility regularly engaged in the business of providing Crane Carrier parts and repair services for a minimum of three (3) consecutive years within the last five (5) years.
- 3.2. 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 within five (5) calendar days after written request by the City. 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.

**CITY OF AUSTIN
PURCHASING OFFICE
SCOPE OF WORK FOR
OEM PARTS AND REPAIR SERVICES
FOR CRANE CARRIER CAB CHASSIS**

- 3.3. The Contractor shall 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 Crane Carrier Cab Chassis. In order to minimize downtime of City units, said facility shall be located within 30 miles of the Texas State Capitol.
- 3.4. The Contractor shall have a facility with adequate warehouse space and equipped with parts, supplies and equipment necessary to satisfy the requirements of the contract.
- 3.5. 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.
- 3.6. The Contractor shall have a minimum of two (2) service technicians, fully qualified to work on Crane Carrier Cab Chassis. 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 Crane Carrier Cab Chassis. Training certificates and/or documentation shall be submitted with 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. Contractor shall perform all services according to the manufacturer's 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 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 Contractor shall transport (pick up and/or return) all drivable City units to and/or from the Contractor's premises 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).
- 4.6. The City may on occasion 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).
- 4.7. 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:

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)

**CITY OF AUSTIN
PURCHASING OFFICE
SCOPE OF WORK FOR
OEM PARTS AND REPAIR SERVICES
FOR CRANE CARRIER CAB CHASSIS**

- 4.8. 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.
- 4.9. 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 their designee for written (e.g. email) approval for the hidden damage repairs.
- 4.10. The Contractor shall complete the repairs within the timeframe indicated in the estimate, after receipt of the Fleet Service Center Manager or their 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 their designee must approve the Contractor's request for extension in writing (e.g. email).
- 4.11. 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 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 their designee in writing (e.g. email).
- 4.12. 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.
- 4.13. 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.
- 4.14. 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 their designee.
- 4.15. 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)

**CITY OF AUSTIN
PURCHASING OFFICE
SCOPE OF WORK FOR
OEM PARTS AND REPAIR SERVICES
FOR CRANE CARRIER CAB CHASSIS**

- 4.16. 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.
- 4.17. 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.
- 4.18. 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.
- 4.19. The Contractor shall comply with all health, safety and environmental laws (see Paragraph 11. in Section 0300).
- 4.20. 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.
- 4.21. 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.
- 4.22. 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 designee with each delivery.
- 4.23. 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).
- 4.24. The Contractor shall complete "Expedited Services" as specified in the order. A fee may be assessed for any orders for 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.

**CITY OF AUSTIN
PURCHASING OFFICE
SCOPE OF WORK FOR
OEM PARTS AND REPAIR SERVICES
FOR CRANE CARRIER CAB CHASSIS**

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 Scope of Work. The stock level required shall be a two-week supply of inventory, which will be determined by the City after Contract award. The City will provide the Contractor with a list of parts for the two-week supply. 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 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.
- 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 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. 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 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.

**CITY OF AUSTIN
PURCHASING OFFICE
SCOPE OF WORK FOR
OEM PARTS AND REPAIR SERVICES
FOR CRANE CARRIER CAB CHASSIS**

- 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 or email 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.
- 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 based on the distance of the Contractor's premises from the Texas State Capitol as indicated below:
- | | |
|--|---|
| 5.16.1. <u>Distance from the Texas State Capitol</u> | <u>Required Delivery Time after the order is sent</u> |
| Less than or equal to 150 miles | Four (4) Business Hours |
- 5.16.2. 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.
- 5.18. 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

**CITY OF AUSTIN
PURCHASING OFFICE
SCOPE OF WORK FOR
OEM PARTS AND REPAIR SERVICES
FOR CRANE CARRIER CAB CHASSIS**

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 Code Red deliveries when requested by the City and for pickup and delivery of units being repaired on Contractor's premises.

9. CONTRACTOR'S TRAINING RESPONSIBILITIES

- 9.1. The Contractor, as a courtesy to the City, shall provide a qualified factory-authorized service representative to provide technical training for Fleet Services automotive technicians.
- 9.2. The training shall consist of a combination of classroom discussion and/or audio-visual aids and/or other training modules.
- 9.3. The training shall also include safety instructions, operation, maintenance, and lubrication requirements, any special adjustments and minor repair procedures. Fleet Services automotive technicians, supervisors, and parts room personnel shall also receive procedures for ordering parts, along with repair manual and parts book orientation.
- 9.4. The training shall be up to 8-hours a day, or longer if the Contractor deems necessary.
- 9.5. The date of the training shall be coordinated between the Contractor and a Fleet Service Center Manager or their designee.
- 9.6. Equipment training will be held at one of the Fleet Service Centers (see Section 0505 for locations) and the classroom training will be held at a designated location arranged by a Fleet Service Center Manager or their designee.

10. EMERGENCY CONTRACTOR SUPPORT

- 10.1. 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.
- 10.2. 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 parts are delivered when and where the City requires them and that repairs are made when the City requires them.
- 10.3. 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.