

**CITY OF AUSTIN
PURCHASING OFFICE
SCOPE OF WORK FOR
VEHICLE TIRE REPAIR & REPLACEMENT SERVICES**

1. PURPOSE

- 1.1. This Invitation for Bid (IFB) is to establish a Contract with a single Vendor able to provide vehicle tire repair and replacement services for City of Austin ("City") vehicles and equipment. A Contract will be awarded to provide tire repair and replacement services on an as-needed basis as stipulated in this solicitation.
- 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. Fleet Service Center is a term used to designate any City facility where vehicles and equipment are repaired or serviced.
- 2.2. Emergency Vehicle is a term used to designate vehicles as marked or unmarked police sedans, ambulances, fire response vehicles, and other vehicles specified by the City as an emergency vehicle during an emergency.
- 2.3. Non-Emergency Vehicle is a term used to designate vehicles not considered Emergency Vehicles.
- 2.4. Regular Business Hours – When the Contractor provides tire repair/replacement services during the Weekday between the hours of 7:00 A.M. and 7:00 P.M.
- 2.5. Non-Regular Business Hours – When the Contractor provides tire repair/replacement services during the weekday between the hours of 7:00 P.M. and 7:00 A.M, any time on the weekend, or official City holiday.
- 2.6. Repair means to return or restore a damaged or flat tire to an acceptable operating or usable condition or state.
- 2.7. Replace means to remove the damaged or failed tire from the existing rim and replace it with a new tire and mount the new tire on the existing rim.

3. CONTRACTOR QUALIFICATIONS

- 3.1. The Contractor shall be an established tire repair and replacement vendor and shall have an operational repair facility regularly engaged in the business of providing tire repair and replacement 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.
- 3.3. The Contractor shall have a tire repair and replacement facility equipped with all tools, diagnostic equipment, and supplies necessary for tire repair and replacement services. In order to minimize downtime of City units, said facility shall be located within 25 miles of the Texas State Capitol. Approximately 200 square feet of the Contractor's facility shall be reserved exclusively as a storage area for the City's tire bank. These City-owned tires will be used in the event that a tire is unreparable and must be replaced during Non-Regular working hours.
- 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.

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- 3.5. The Contractor shall have a minimum of three (3) service technicians, fully qualified to work on tire repair and replacements on vehicles specified below. 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 tire repairs and replacements for these type vehicles. Training certificates and/or documentation shall be provided to the City within five (5) calendar days after written request.
- 3.6. The Contractor shall repair and replace tires for the entire City's fleet of vehicles ranging from sedans, light and medium-duty trucks and vans, heavy-duty trucks, truck-mounted cranes, refuse haulers, aerial devices, motor graders, fire equipment, ambulances and other emergency vehicles.
- 3.7. The Contractor shall provide and maintain a telephone dispatch system that is operational 24 hours per day, seven (7) days per week, 365 days per year (including holidays). Telephone answering machines do not meet the requirements of this paragraph.
- 3.8. The Contractor shall maintain a fleet of well-stocked mobile service trucks adequate to handle vehicle volume. The service trucks shall be equipped to make tire repairs on vehicles up to 80,000 GVWR, with tire sizes up to 24R21.

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 and City-owned tire inventory sufficient to complete needed repairs within the timeframe stipulated in this Scope of Work.
- 4.3. The Contractor shall provide tire repair services for any City fleet vehicle that may be disabled and located within the City of Austin or greater Austin area including but not limited to Austin, San Marcos, Bastrop, or Round Rock. In addition, the Contractor is expected to complete tire repair services as specified below, regardless of the location of the City's disabled vehicle.
- 4.4. The City reserves the option of receiving tire repair and replacement services at the Contractor's premises using tires from the City's tire bank. In some cases, the City's vehicle operator may wait for tire repair and replacement services to be completed.
- 4.5. Emergency: The Contractor shall respond to service calls within one (1) hour of notification by the City for any location served by City vehicles. The repair and replacement services shall be completed immediately after arrival but not more than one (1) additional hour after arrival.
- 4.6. If services cannot be completed in the given time, Contractor shall contact a designated City representative.
- 4.7. If vehicle is unattended by a City representative, Contractor's technician shall immediately notify the Service Center that originated the repair request.
- 4.8. 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.

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- 4.9. 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.
- 4.10. The Contractor shall be responsible for any damage by the Contractor or any Subcontractors to City vehicles and equipment. Any damage shall be repaired at the Contractor's expense.
- 4.11. 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.
- 4.12. The Contractor shall provide an itemized electronic or hard copy invoice and Work Order form to the Fleet Service Center Manager, or their designee, within three (3) business days after completion of each repair. The City representative will retain a copy of the form. The Work Order form and invoice shall include the following information:

Work order number and City assigned delivery order number
Time/date/location the vehicle was serviced. (Time: called in/arrival at vehicle/completion). NOTE: City representative shall note arrival and completion times.
List of repairs made
Itemized list of parts and other products used for the repairs
The flat repair/replacement bid rates and travel fee, if applicable
The total cost for parts and services provided
The name of the City individual and Vehicle Service Center responsible for placing order for services
Repaired unit identification (either unit number, license plate, or VIN)
The disposition of the used tire (s) if any were changed out, and whether or not casing was returned to the City.

Note: No payment will be processed until all of the information is received from the Contractor.

- 4.13. The Contractor shall mark non-usable tires with equipment or unit number and return it to the Service Center who requested the repair within three (3) business days after completion of the repair job.
- 4.14. The Contractor shall comply with all health, safety and environmental laws (see Paragraph 11. in Section 0300).
- 4.15. 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.
- 4.16. The Contractor warrants that all repair parts are free from manufacturer defects in material and workmanship for a minimum of thirty (30) days 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 installed on a unit as evidenced by the Contractor's invoice for repair services. The 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.

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- 4.17. 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 able to 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).
- 4.18. The Contractor shall provide tire mounting and dismounting services for City tires and rims that are not associated with a tire repair on a vehicle or equipment.
- 4.19. Tire plugging is considered an unacceptable method of tire repair and will not be allowed.

5. CONTRACTOR'S RESPONSIBILITIES FOR PARTS

- 5.1. The Contractor shall stock or have immediate access to tire repair parts sufficient to complete needed repairs within the timeframe stipulated in this Scope of Work.
- 5.2. The Contractor shall provide new parts. Parts must meet all applicable federal, state and local requirements for quality and safety.
- 5.3. 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 tire repair parts sold. Failure to report this within fifteen (15) calendar days after receipt of notice may result in cancellation of the contract.

6. WORK HOURS

- 6.1. Vehicle tire repair and replacement services shall be provided twenty four (24) hours per day, seven (7) days per week, 365 days per year, including holidays.
- 6.2. Service call rates shall be bid based on regular hours and non-regular hours, including weekends and official City holidays (see Section 0600, Bid Sheet). Regular working hours are defined as 7:00 A.M. to 7:00 P.M. Monday through Friday. Non-regular working hours are 7:00 P.M to 7:00 A.M. Monday through Friday and all day weekends and City holidays. Holidays observed by the City are specified in Section 0300, paragraph 52. If a Contractor performs any work during non-regular or Holiday hours in order to complete a job assignment, the City will pay the regular working hours service call rate unless the City requested work during the non-regular or Holiday hours.

7. TIRE REPLACEMENT PICKUP PROCESS

- 7.1. Weekday During Regular Working Hours – If the City knows that the tire is not repairable, the City will communicate this to the Contractor at the time the City places the order for tire repair service. The Contractor is required to pick up the replacement tire first from the Service Center who placed the order. If the Service Center does not have the tire in stock, the Contractor will pick up the replacement tire from the City's tire inventory located at the Tire Shop, 6301-K Harold Court, Austin, TX 78721. If the Tire Shop does not have the replacement tire in inventory, the Tire Shop personnel will issue a purchase order to the Contractor to purchase the replacement tire.
- 7.2. Weekday During Non-Regular Working Hours/Weekends/Holidays – The City's On-Call personnel at Service Center 5 will be the contact point for tire repair service. If the Contractor must replace the tire, the Contractor is required to pick up the replacement tire from Service Center 5 located at 714 East 8th Street, Austin, TX 78701. If the Service Center does not have the tire in inventory, the City personnel will issue a purchase order to the Contractor to purchase the replacement tire.

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8. PICKUP AND DELIVERY REQUIREMENTS

Pickup and delivery of City-owned tires 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. SAFETY

- 9.1. The Contractor shall deploy suitable warning and marking devices such as hazard warning triangles, traffic cones, flares, or warning lights to communicate the location of the breakdown to other motorists. The use and recovery of these devices is the Contractor's sole risk. In addition, Contractor's employees shall wear high visibility safety vests.
- 9.2. The Contractor shall not start repairs until City employees have exited the vehicle. City employees may not stay in the vehicle while repairs are being performed, even if weather is inclement, so as to reduce the potential for injury if the vehicle slips off lifting or repair equipment used by the Contractor.
- 9.3. The Contractor shall provide safe, tested lifting and repair equipment to minimize the danger to the City and Contractor employees, City equipment, and surrounding property.
- 9.4. The Contractor shall comply with all Federal, State, City, and local codes, rules, regulations and laws concerning safety and the environment pertaining to these services (see Paragraph 11 in Section 0300).
- 9.5. The Contractor shall be responsible for ensuring the safety of Contractor's employees, City employees, and the public during the performance of all services under this Contract.
- 9.6. The Contractor shall ensure that all Contractor employees are fully and properly equipped and trained to perform services promptly and safely without delay.

10. MILEAGE

The Contractor shall not bill mileage. However, the Contractor may charge one flat fee as indicated on the Bid Sheet for pickup and delivery of City tires.

11. EMERGENCY CONTRACTOR SUPPORT

- 11.1. 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.
- 11.2. 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 the Contractor delivered parts when and where the City requires them and that the Contractor made repairs when the City requires them.
- 11.3. 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 Emergency Medical Service.