

EXHIBIT 1 - SPECIFICATIONS
SOLICITATION NO. 0900000520
SW0767 – VEHICLE REPAIR AND MAINTENANCE

A. BACKGROUND

The Office of Management and Enterprise Services (OMES) has the primary responsibility and oversight of developing statewide contracts for efficiency of providing services to state agencies. State agencies own vehicles used for conducting state business that require maintenance and services. Vehicles are located throughout the State of Oklahoma.

The state-owned vehicles may be comprised of Chrysler/Dodge, Chevrolet, Ford, General Motors and Honda brands of various models and age.

The state-owned medium duty trucks between 25,500 to 66,000 lbs. and heavy-duty trucks may be comprised of International, Kenworth, Mack, Sterling, Volvo, Freightliner, GMC, Ford, Chevrolet, Peterbilt, Crane, Western Star and other brands that may not be listed of various models and age.

B. ADDITIONAL PROVISIONS

This shall be a multiple award contract that allows state agencies to obtain vehicle repair services from any contractor issued an award resulting from this solicitation and subsequent contract.

This shall be a firm fixed price contract for diagnostic charges, labor cost with a percentage discount off list price for vehicle parts.

Services outlined in this contract shall be performed on an as needed basis.

The state does not guarantee any dollar value or specify quantity of vehicle for repairs. Service requirement shall be determined by actual need.

State agencies shall pay for repair work performed on vehicles owned by the State of Oklahoma.

C. SCOPE OF WORK

The State of Oklahoma is seeking responsible contractors to provide vehicle repair services.

Vehicle repair services are needed in various areas of the State. Included is a map of the State of Oklahoma divided into 8 zones with each zone consisting of several counties.

This map will be used in the evaluation process for identifying the geographic location of vehicle repair facilities.

Contract shall be established with vehicle repair facilities capable of performing both warranty and non-warranty vehicle repair work.

D. TYPE OF SERVICES

The State is issuing this Request for Proposal for the following Automotive Services:

Automotive repair for Ford, Dodge/Chrysler/Plymouth, GM, and Honda Brands

Medium and Heavy-Duty Truck repair and maintenance services

Vehicle Glass / Windshield Service / Replacement / Repair

Transmission Service / Installation / Repair

Car Detail Service / Repair

Paint and Body Repair

Upholstering

E. CONTRACTOR'S RESPONSIBILITIES (ALL SERVICES):

Authorization

No work shall be performed without prior authorization from the agency contact person. Work performed without prior authorization shall be done at no cost to the State.

All vehicle repair services shall be authorized by the Agency contacts provided in the contract.

Prior to Repair

Before actual repair work begins, ownership of the vehicle(s) shall be established.

The contractor shall ensure the vehicles in need of repair belongs to the agency requesting the service.

The following information shall be provided in order to determine ownership of vehicle(s) requiring repair services:

Name of Driver.

Name of agency and division in which the driver is employed.

Make, model and VIN of vehicle.

Agency vehicle control number

Estimate

Once vehicle ownership has been established, the contractor shall provide a written estimate of the repair work to the attention of the agency contact person.

The written estimate shall be itemized to include all cost associated with the repair of the vehicle.

The contractor shall obtain authorization from the agency contact person prior to performing any work. Vehicle drivers are not authorized to approve any repair work to be performed.

Work performed shall not exceed the original estimate without the prior approval of agency contact person.

The contract shall not perform warranty repairs unless the facility is certified by the vehicle manufacturer. Repairs made which are covered by a warranty will not be paid by the state agency.

Subcontracting

Contractor shall retain total responsibility of all vehicle repair work performed. If the contractor elects to sub-contract, the state agency shall only communicate with and make payment to the party awarded the contract.

Storage

Vehicles that remain in the contractor's possession overnight and for an extended period shall be stored in a safe and secure location for protection from theft and environmental dangers.

Care of State Property

The contractor shall be responsible for the proper care and custody of any state-owned vehicle in their possession.

The contractor shall assume full responsibility for damage to state owned property caused by the contractor's employees or equipment.

The contract shall reimburse the State for any property loss or damage cause by the contractor in a timely matter.

Invoices

Invoices shall include a detailed breakdown of all charges to be paid.

Payment will be in arrears. The State agency shall not make advance payments or advance deposits.

Payment made by State agencies may be made by the procurement card that is issued by the State Fleet credit card (Comdata) in order to provide for tracking of maintenance. You may review information about this program at:

<https://www.ok.gov/dcs/solicit/app/solicitationDetail.php?conID=3336>

Capability

The contractor shall have a full-service automotive maintenance repair facility where vehicle repair work will be performed. Provide the physical address where vehicle repair work will be performed. (See Exhibit 2 – Business Response)

The vendors selected to perform the services outlined in this solicitation shall furnish all necessary supervision, labor, equipment, tools, parts, materials, and supplies needed for vehicle repair work.

Calculating Labor Rates / Hours

Supplier shall provide the price list / time guide to be used when calculating the labor rates and the number of hours required to make repairs in your response.

Personnel

Performance of this contract shall be employees of the contractor and be fully qualified to perform the work required. Vehicle repair work shall be performed by ASE certified or factory trained automotive service technicians.

Vehicle repair facilities shall be certified by the Vehicle manufacturer to perform warranty work for vehicles covered under a manufacturer warranty.

All Personnel employed by the Supplier shall be identifiable by uniform and proper identification.

Warranty

All services performed and parts/materials supplied shall meet or exceed original equipment manufacturer (OEM) warranty requirements. Equivalent substitutions must be approved by the agency contact person prior to installation.

All parts and labor shall be guaranteed for at least 12 months or 12,000 miles, even if the contract has expired or been cancelled less than 30 days after completion of work.

Work performed not meeting specifications, or found to be defective, shall not be accepted. The contractor shall be required to make repairs or corrections at no additional cost to the state agency.

Certifications / Licenses

The contract certifies, at the time of entering into this contract, it has currently in effect all necessary licenses, certifications, approvals, permits and all requisite documentation required by the State of Oklahoma to perform the services covered by this contract.

The supplier shall be responsible for complying with all OSHA regulations. The supplier shall bear full responsibility for personnel training and safety.

Insurance

As referenced in Section 8. of Attachment B – State General Terms insurance requirements are listed.

In addition to above reference insurance requirements, additional insurance for this contract include:

- Premises Operations
- Product/Completed Operations
- Fire Damage
- Garage Keepers Liability Insurance
- Commercial Property Coverage

F. TYPE OF SERVICES - SOLICITATION SPECIFICATIONS

Services and repairs may include, but not be limited to the following:

Level “A” Service

- Replace engine oil and filter.
- Lubricate chassis and universal joints, and CV joints, if applicable.
- Check and fill all fluids to proper levels, to include: transmission, differentials, power steering, brake, windshield washer, radiator coolant, battery and 4-wheel drive transfer case;
- Check tire condition and pressure rotate and balance, if necessary, and check spare.
- Check for proper operation of the following: windshield wiper and washer, all lights and reflectors, horn, heater and air conditioner, emergency brake and radio;
- Check for fluid leaks

Level “B” Service

- . All Level A services.
- . Minor tune and filters to include replace PCV valve and clean/protect battery terminal ends, replace air filter and breather elements, replace fuel filter.
- . Check engine.
- . Check brakes.
- . Check shocks;

. For rear drive vehicles, check front wheel bearings and for front drive vehicle check drive axle boots.

Level “C: Service

All Level A services.

Service transmission.

Replace all belts.

Additional Services

Inspect for wear, proper operation, leaks and note defects on service report and report defects to OMES Fleet Management Service Management to include: engine, air filter, breather element, drive belts (including serpentine), undercarriage, exhaust system, lights and turn signals;

Engine Diagnostic, drive ability problems, and repairs.

Drive train problems, transmission, differential, and repairs.

Brakes, Steering and suspension problems and repairs.

Air conditioning and related problems, and repairs.

Electrical problems and repairs.

Front end and 4-wheel alignment.

G. VEHICLE GLASS/WINDSHIELD SERVICE/REPLACEMENT/REPAIR

This contract shall cover automotive and truck glass replacement services for vehicles owned by the State of Oklahoma.

The contractor shall have trained personnel, glass inventory, facilities, and equipment/materials/supplies necessary to perform services specified in this contract.

Contractor’s Responsibility

The contractor shall furnish all necessary supervision, labor, tools, equipment, parts, materials, supplies, and transportation required to perform the services specified in this contract.

The contractor shall provide only qualified personnel, certified and trained in the performance of automotive glass repair/replacement services.

Technicians performing automotive glass repair/replacement services on State vehicles shall be certified with the National Glass Association (NGA) as an Auto Glass Technician (CAGT) and/or Master Auto Glass Technician (CMAGT).

Documentation must be provided with proposal response that will validate the glass technicians performing repairs on state vehicles are currently certified with the NGA.

Removal of Broken / Cracked glass

The contractor shall be responsible for removing and disposing as debris resulting from glassrepair/replacement services.

All disposals shall be carried out in accordance with all applicable local, state and federal regulations.

The contractor shall not utilize owner's on-site trash bin for disposal of debris resulting from glassrepair/replacement services.

After the completion of each new automotive glass installation, the new glass shall be free ofleaks, cracks, chips, wind noise and be air and watertight.

All door glass replacement shall be capable of being easily rolled up and down by its mechanism.

The cost for glass replacement service including requirement of special tools, installation kits andspecial materials necessary to perform service shall be included in the glass replacement solicitation price.

Broken glass and related debris shall be vacuumed from vehicle interior. Windows shall becleaned, and excess sealer shall be removed.

The contractor shall maintain mobile units capable of providing on-site glass repair and replacementservices.

All glass repair/replacement services shall be performed during business hours of 7:30am – 4:30 pm on-site within24 hours of telephone notification at state locations.

Any person on-site performing automotive glass repair/replacement services shall have an identifiable uniform, proper identification, and a marked vehicle.

Glass Requirements

Automotive glass furnished under this contract should be original factory installed glass. If available and acceptable to the end user Aftermarket glass is acceptable.

Glass products shall meet the requirement of ANSI/SAE Z26.1 as required by Federal Motor Vehicle Safety Standards No. 205.

Curved laminated glass shall be used for all other replacement(s).

Tempered automotive glass shall be used for all other replacement(s).

Full cut urethane insulation shall be used to prevent glass fallouts during roll overs and airbag discharges.

Storage

Vehicles that remain in the contractor's possession overnight or for extended periods shall be stored in a safe and secure location for protection from theft and other environmental dangers.

H. TRANSMISSION SERVICE / REPLACEMENT / REPAIR

Work Requirements

The contract shall be for complete installation including the transmission, torque converter, fluids, and labor.

Transmissions shall include converters.

Re-Manufactured or rebuilt transmissions will include all manufacturer updates and modifications for that transmission.

Re-Manufactured transmissions will perform to OEM specifications and contain all new OEM or equivalent parts. The transmission housing may be used.

Rebuilt transmissions will contain a new rebuild kit and other new or used parts as necessary to repair the transmission to OEM specifications.

The vendor must be able to provide accurate diagnostic service and repair for all component parts as needed including any testing and repairs to any electronic system or component associated with the transmission or exchange transmissions including removing old transmission from vehicle and installing and adjustment of rebuilt transmission.

Vendor Responsibility

The Vendor shall provide trained, certified personnel, supervision, tools, equipment, parts, materials, supplies and necessary transportation required to perform the services specified in this contract. Documentation must be provided with solicitation response that will validate certification.

The Vendor certifies that, at the time of entering into the contract, it has currently in effect all necessary licenses, certifications, approvals and permits as required by the State of Oklahoma to properly perform the services covered by this contract.

The Vendor shall be responsible for complying with all OSHA regulations. The Vendor shall bear full responsibility for personnel training and safety.

All Personnel employed by the Vendor shall be identifiable by uniform and proper identification.

Inspection and Quality Reporting

The vendor shall provide all warranties covering transmission, parts, removal, and labor.

Warranties shall include mileage and age limits and specify any exceptions or limitations.

The minimum warranty for re-manufactured transmissions shall be one (1) year or 12,000 miles.

The minimum warranty for rebuilt transmissions shall be six (6) months or 6,000 miles.

Agency shall inspect the completed process. If the work performed does not meet specifications or is found to be defective, the Agency shall not accept the work as performed and the Vendor shall be required to make repairs or corrections at no additional cost to the State.

Delivery

The Agency will deliver vehicles to the Vendor's location and pick them up when the service is completed.

The cost of the repair work will include Transmission, Torque Converter, Fluids, Labor, and installation. Transmissions and converters will be priced as one unit.

I. PAINT AND BODY

Work Requirements

All phases of body repair, including frame straightening, re-upholstering and repair, painting, and alignment

Repair major and minor wrecks.

Recondition equipment.

Dent, scrape, and scratch removal

Frame and body component repair

Re-priming and painting

Undercarriage and suspension rebuilding

Painting of vehicles

Upholstering

Supplemental repairs not originally identified on work estimates must be approved by the agency prior to the actual work being performed.

The vendor may subcontract repairs performed under this contract.

All parts used to repair the vehicles covered under the contract shall equal the original equipment manufacturers specifications. The agency reserves the right to supply their own parts or specify a specific brand or type of repair parts.

Vendor Responsibility

The Vendor shall provide trained, certified personnel, supervision, tools, equipment, parts, materials, and supplies required to perform the services specified in this contract. Documentation must be provided with the response that will validate certification.

Warranties shall include length of coverage for serviceability, paint, and assembly and shall specify any exceptions or limitations.

Delivery

The vendor shall pick up all vehicles from agency locations and deliver to the vendor repair location. Upon completion of the repair the vendor will deliver the vehicle back to agency location.

J. Vehicle Detail

Complete Detail

Complete detail shall include waxing and/or compounding the exterior of the vehicle. The appearance of the vehicle shall be returned as close as possible to the original factory condition.

Exterior surface detailing shall include all outer parts of the vehicle. This includes windows surfaces hood top, sides, rear deck, tires, wheels, rims, and fenders. Clean and dress wheels, paint wheels as necessary. Clean undercarriage. Excess water shall be removed from vehicle. Remove all road tar and oils residue. Interior cleaning shall include the dashboard, console, steering wheel, back and front seats, door panels, window surfaces, ashtrays, mirror, plexiglass partition (where applicable), vacuuming of interior floor (to include under seats and cleaning of floor mats), shampoo and dressing, including carpets, seats, and headliner, remove all spots, stains, and dirt from front and rear seats and remove any trash or litter. Interior cleaning of vans and wagons includes rear storage portion of vehicle. Clean trunk area. Clean engine and paint when necessary.

Exterior Detail

Exterior detail shall include waxing and/or compounding the outer parts of the vehicle. The appearance of vehicle shall be returned as close as possible to the original factory condition. This includes window surfaces, hood, top, sides, rear deck, tires, wheels, rims, and fenders. Clean and dress wheels, paint wheels as necessary. Clean undercarriage. Excess water shall be removed from vehicle. Remove all road tar and oil residue.

Interior Detail

Interior cleaning shall include the dashboard, console, steering wheel, back and front seats, door panels, window surfaces, ashtrays, mirror, plexiglass partition (where applicable), vacuuming of interior floor (to include under seats and cleaning of floor mats), shampoo and dressing, including carpets, seats, and headliner, remove all spots, stains and dirt from front and rear seats and remove any trash or litter. Interior cleaning of vans and wagons including rear storage portion of vehicle. Clean trunk area. Clean engine and paint when necessary.

Shampoo Carpet Only

Removal of Decals

This is for the removal of State applied decal. Do not remove original factory decal. Contractor shall be notified which decals to be removed.

Quality and Acceptability of Work

Vehicle detailing services shall be completed within a twenty-four (24) hour turn-around time.

The pick-up and delivery of vehicles for detailing shall be determined by the Agency.

Vehicle detailing services not meeting specifications or found to be unsatisfactory, shall not be accepted.

The contractor shall be required to make corrections and/or repeat performance of detailing services, at no additional cost to the State.

Delivery

Only individuals with a valid driver's license to operate a vehicle in the State of Oklahoma shall be permitted to transport vehicles owned and/or maintained by the State.

Contractor's personnel are required to possess identification cards. Upon the request of the agency the contractor's personnel shall be able to present their identification card showing they are an employee of the contractor.