



**REQUEST FOR PROPOSAL
FOR
CITY OF PACIFIC
2023-24 POLICE FLEET MAINTENANCE**

*City of Pacific
Police Department*

Mailing Address:

*City of Pacific
100 3rd Ave SE
Pacific, WA 98047
RFP for 2023-24 Police Fleet Maintenance*

I. PURPOSE OF REQUEST

The City of Pacific ("City") is requesting proposals for the purpose of selecting a primary contractor for providing maintenance and repair services, including labor, parts and materials necessary for the various classifications, types, and makes/models of vehicles. This may not be an exclusive maintenance contract. A list of existing city and police vehicles is attached as examples only. The number, make/model and composition may change without prior notice. The City's needs are outlined in the following Request for Proposal ("RFP").

II. TIME SCHEDULE

The City will follow the following timetable:

Issue RFP	November 10, 2023
Deadline for Submittal of Proposals at 4:00 PM	November 22, 2023 4pm
Interviews / Application Review (if needed)	Nov. 27th – Nov 30th
Notify Firm Chosen	Approx. November 30, 2023

III. INSTRUCTIONS TO PROPOSERS

A. All proposals should be sent via email to:

Robert Hendrickson, Chief of Police
City of Pacific | Police Department
133 3rd Ave SE
Pacific, WA 98047
(253) 929-1131
rhendrickson@pacificwa.gov

The email shall identify the contents as: "RFP 2023-24 FLEET MAINTENANCE."

B. All proposals must include the following information:

- The names of individuals from those firms who will be working on the project and their areas of responsibility.
- Specific experience of individuals relative to the proposed project.
- A proposed outline of tasks, products and project schedule, including the number of hours required to complete each task or product.
- A proposed budget based on the above outline of tasks, products and schedules.
- References.

SELECTION CRITERIA

<u>Factor</u>	<u>Weight Given</u>
Experience and Qualifications	(25%)
Service Approach	(25%)
Pricing	(20%)
References	(15%)
Compliance and Insurance	(15%)
<u>Total Criteria Weight</u>	100%

Each proposal will be independently evaluated on factors one through three.

IV. TERMS AND CONDITIONS

- A. The City reserves the right to reject any and all proposals, and to waive minor irregularities in any proposal.
- B. The City reserves the right to request clarification of information submitted, and to request additional information from any proposer.
- C. The contract resulting from acceptance of a proposal by the City shall be in a form supplied or approved by the City and shall reflect the specifications in this RFP. A copy of the contract is available for review and shall include requirements to comply with ADA, Civil Rights Act, and EEO requirements. The City reserves the right to reject any proposed agreement or contract that does not conform to the specifications contained in this RFP, and which is not approved by the City Attorney’s office.
- D. The City, as a recipient of federal funding, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises as defined at 49 CFR Part 26 will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, national origin, or sex in consideration for an award.
- E. The City shall not be responsible for any costs incurred by the firm in preparing, submitting, or presenting its response to the RFP.

V. SCOPE OF SERVICES

The scope of service, operating procedures, and vehicles to be covered are attached herein as Exhibit A, B, and D, respectively.

VI. COMPENSATION

- A. Please present detailed information on the firm's proposed fee schedule for the specifications proposed and for any variation for non-routine services, inclusive of Washington state sales tax and any other applicable governmental charges. Please provide specifics as to definitions of routine versus non-routine tasks, what is fixed as opposed to variable, and how costs are adjusted according to that classification.
- B. Payment by the City for the services will only be made after the services have been performed, an itemized billing statement is submitted in the form specified by the City and approved by the appropriate City representative, which shall specifically set forth the services performed, the name of the person performing such services, and the hourly labor charge rate for such person. Payment shall be made on a monthly basis, thirty (30) days after receipt of such billing statement.

VII. PUBLICATION

Name of Publication:

Dates:

EXHIBIT A

SCOPE OF SERVICE GENERAL PROVISIONS

The successful Contractor(s) must be able to perform general and preventative maintenance and common repair services on vehicles and equipment that include, but are not limited to: brakes, suspension, heat/air conditioning systems, electrical systems, engine, etc. The City's preference is to have a primary Contractor that has the ability to perform all required services if possible; however, work may be sub-contracted or the City may select more than one contractor. When sub-contractors are used, the primary Contractor is responsible for performance, including, but not limited to: billing, reporting, scheduling, delivery, work quality, and warranty.

The Contractor may submit a proposal for: Police Vehicles.

This Request for Proposal is divided into service items and sub-items to allow the award of more than one contract, if it is deemed to be in the City's best interest. The City of Pacific reserves the right to award all items and sub-items to one or more vendors in any manner deemed to be most advantageous to the City.

The Contractor must have the ability to provide required preventative maintenance and repair service listed in Section E (below) for the fleet listed on Exhibit D. Any exception including subcontracting must be noted in the response.

A. Preventative Maintenance

The City's vehicles are routinely driven in short distance; frequent start/stop; and long idle periods. The attached Schedule A outlines preventative maintenance requirements due to the use conditions. The average annual usage is normally around 10,000 miles for Police vehicles.

B. Repairs and Maintenance

Provide service/repairs to all common mechanical and electrical systems as needed.

C. Transport of Vehicles for Service

- Contractor may be responsible for transport (pickup and delivery) of police vehicles for preventative and scheduled services from the following location:
Pacific Police Department – 133 3rd Ave
- For non-scheduled emergency service, courtesy transportation for customer to and from City facilities.
- For vehicles not drivable, additional towing charge may be billed upon approval of authorized City staff.

D. Conditions on Required Services

- 24-hour turn-around on common repairs (including brakes, etc.) and routine

maintenance without prior scheduling. When a prior appointment has been made for routine maintenance, the turn- around time should be four (4) hours.

- Provide adequate inventory on special parts to ensure minimum turn-around on non-common repairs.

E. Repair Order Content and Procedure

The Contractor shall provide repair orders for all services provided containing the following information:

- Repair estimates with anticipated work to be performed, estimated completion time, and estimated cost signed by the City staff upon pick-up/drop-off. A confirming copy with final cost shall be mailed to City upon completion, and a billing copy shall be sent to the City with the monthly statement.
- Actual work/cost above written estimate requires City approval prior to work start.
- Authorization of work by designated City Fleet Coordinator or designee is required for all repair orders.
- Individual vehicle charges shall be submitted on separate repair orders for each service visit. The repair order must include:
 - Date work performed
 - Vehicle and/or license #, make/model
 - Vehicle mileage and engine hours at time of service/repair
 - Date in / date out / time completed
 - Detail type of service, hours, material used, and cost associated with each
 - Subcontracted repair orders containing same information shall be attached to contractor repair order
 - Copies of all invoices related to the repair
- The Contractor guarantees and warrants that all material furnished and all services performed under said contract will be free from defects in material and workmanship and will conform to the requirements of this contract for a period of 12 months or 12,000 miles, whichever occurs first. The Contractor shall remedy all such defects at his/her own expense within one (1) working day after notification by the City.
- Warranty and subcontracted repair orders need to be provided by the Contractor. Contractor is prime contractor; however, subcontractors may be used by Contractor. Contractor assumes responsibility for work of subcontractors. The charges for such services to the City shall be the amount of the subcontractor's invoice for services performed, or the contract price, whichever is less.

F. Hours of Operation

The City has a number of services that are active on a 24/7 basis and desires the most comprehensive hour coverage possible. Please identify normal business hours and emergency business hours if available.

Schedule A		Police
1	Change Engine Oil*	X
2	Change Engine Oil Filter	X
3	Reset Intelligent Oil Life Monitor System (if equipped)	X
4	Rotate Tires (4 Wheel – Front to Rear)	X
5	Check Tire Wear, Tread Depth and Proper Pressure	X
6	Check Accessory Drive Belts and Tensioner	X
7	Check Half-Shaft Dust Boots Drive Axle Fluid Level (if equipped)	X
	Check Battery Performance and Corrosion Free Connections. Add water as	
8	needed	X
9	Check Horn Operation	X
10	Check Engine and Cabin Air Filters	X
11	Check Suspension and Shock Components for Wear, Leaks or Damage	X
	Check and Lubricate Chassis, Steering Linkage, Ball Joints, Suspension, Tie-Rod Ends, Driveshaft and U-Joints.	
12	Inspect Undercarriage for Damage.	X
	Check Engine Component Fluid Levels including Brake, Coolant Recovery Reservoir, Manual and Automatic	
	Transmission with an Under-Hood Dipstick, Power Steering and Window Washer. Fill as needed	
13		X
14	Check Windshield for Cracks, Chips or Pits	X
15	Check Washer Spray, Wiper Operation, and Condition of Wiper Blades	X
	Inspect Brake Pads, Shoes, Rotors, Drums, Calipers, Brake Linings, Hoses, Wheel Cylinders, and Parking Brake	
16		X
	Inspect Wheel and Related Components for Abnormal Noise, Wear, Looseness,	
17	or Drag	X
18	Inspect Engine Cooling System, Heater and A/C Strength, and Hoses	X
19	Inspect Exhaust System and Heat Shields	X
	Inspect Front & Rear Axles and U-Joints; Lubricate if Equipped with Grease	
20	Fittings (AWD Vehicles)	X
	Inspect Exterior and Interior Lights and Other Electrical Items for Correct Operation including Hazard Warning	
21	System Operation (if equipped)	X
22	Lubricate Door Latches, Locks and Hinges	X

EXHIBIT B
OPERATING PROCEDURES
FOR VEHICLE MAINTENANCE SERVICES

This section sets forth the operating policy and procedures for servicing City vehicles and equipment.

Contracted maintenance facilities are expected to provide prompt, courteous and competent service. Garage staff must be knowledgeable about service procedures, and initiate the service transaction within 15 minutes of their arrival and/or service call is placed. The service desk shall be staffed adequately to provide efficient customer service in a timely manner.

To assist the Contractor with the maintenance program, the City will provide:

1. Listing of covered vehicles by vehicle number, updated periodically as necessary.
2. Repair orders and billing invoices must refer to the vehicles by their vehicle number.
3. City preventative maintenance schedule.
4. Designated staff contacts.

A. Safety Check

The Contractor shall perform a safety check in conjunction with all maintenance requirements listed within this Request For Proposal. These safety checks shall be performed every time a vehicle is brought in for service:

- Tires – Visually check condition.
- Lights – Check directional signaling devices and emergency light systems for proper operation.
- Windshield Wipers and Washers – Check condition of wiper arms and blades. Check aim and flow of washer spray. Fill washer reservoir with washer solvent.
- Fluid Levels – Check and replenish fluid levels in transmission, differential, steering sector or power steering pump, and master cylinder. Inspect all units for leakage and clogging.
- Battery – Check condition of heat-shield, hold-down clamps and cable ends, top off electrolyte level, and clean top and terminals as necessary.
- Heater-Defroster-Air Conditioner System and Wiper Controls – Check switches, valves, and ducting doors for proper operation.
- Exhaust System – Visually inspect complete exhaust system including catalytic converter and heat- shielding. Check for broken, damaged, missing, or poorly positioned parts. Inspect for open seams, holes, or any condition that could allow exhaust fumes to enter the vehicle.
- Steering and Suspension Components – Conduct a “look and “shake” inspection.
- Frame/Sub-Frame and Cross Member – Visually check for “drive-over” and/or vehicular damage and fatiguing.

- Drive Shaft U-Joints / CV Joints – Conduct a “look” and “shake” inspection for seal leakage and joint failure.
- Critical Components – Check condition of all under-hood heat-shields, and the routing of all hoses and wiring to ensure maximum protection from radiated exhaust heat. Inspect all coolant hoses, fuel line hoses, power steering hoses, engine accessory drive belts, and other under-hood plastic or rubber components.
- Brakes – Inspect all brake line hoses and master cylinder for signs of leaks or damage. Inspect front brake pads, rear brake linings, wheels cylinders, and parking brake cables and linkage. Report estimate of remaining life of pads and shoes.
- Cooling System – Visually inspect entire system for leaks, damage or others signs of needed repair.

B. Scheduling of Maintenance and Service Procedures. The agency reserves the right to modify this schedule and service procedures.

1. City will designate a specific Service Representative (“SR”) for police vehicles. Although the garage will have contact with other City operations staff, the SRs are your primary contact with the City.
2. The contractor shall identify a single individual by name to serve as the responsible contact for daily communication with the City regarding vehicle scheduling and vehicle status update(s).
3. The SRs will contact the designated representative between 7:30 a.m. and 5:00 p.m., weekdays to determine the status of vehicles and/or equipment being serviced. The contractor contact should provide accurate and timely information to the SR on vehicle status including, but not limited to:
 - What vehicles/equipment are ready by vehicle number.
 - What vehicles/equipment are being serviced/require repair.
 - Estimated completion of vehicles/equipment under repair.
 - Description of repairs and costs.
4. For other services, the vehicle driver will deliver the vehicle to your facility, and provide a description of problem of the vehicle.
 - a. Contractor to shuttle driver back to city facility within 30 minutes.
5. After the service is completed:
 - a. Complete Vehicle Service Order ready for SR or designee to sign.
 - b. Place service reminder label on the driver’s side windshield stating the next maintenance Mileage, Date and Engine Hours for routine preventative maintenance.
 - c. Contact SR to provide time that vehicle is ready for transporting back to the

original location. If the SR is not available, leave a voicemail message.

- d. SR or designee will check work performed, sign off Service Order, and accept the keys from Contractor representative.
6. When repairs cannot be accomplished at your facility or a subcontractor facility identified in the proposal, you must contact the SR for instructions. No repairs shall be made by non-authorized facilities without approval of the SR.
7. Report to the SR any vehicle brought in for service or specific concern with problems caused by driver misuse.
8. The Contractor will be responsible for loss and damage to all City vehicles under its custody and/or control.

C. Preventive Maintenance

The preventative maintenance services will be in accordance with the preventative maintenance schedule. Additionally:

1. If projected brake pad/shoe life is less than 1,500 miles, replace brake pads/shoes.
2. Tires are to be replaced when they reach tread depth of 4/32 of an inch or within 1,500 miles.
3. Turn-around time of 24 hours for routine preventive maintenance is expected when no appointment for service has been made. When a prior appointment has been made for routine maintenance, the turn-around time should be four (4) hours.

D. Non-Preventative Maintenance Service and Emergencies

1. Non-routine maintenance, other than emergencies, will be handled by appointment through the SR or designee. If a driver stops at your facility Monday through Friday between 7:30 a.m. and 5:00 p.m. requesting service without prior notification to you from the City, call the SR/designee for instructions.
2. After Contractor hours, if a vehicle has a breakdown or is involved in an accident and must be towed, the driver will be instructed to have the vehicle towed to your facility. The operator will then provide their own transportation. In such a situation, notify the SR for instructions.
3. In all cases the last set of instructions from the SR will prevail.
4. Turn-around time of 24 hours for non-preventative maintenance service is expected unless otherwise approved on a case by case basis by SR.

EXHIBIT C

PROPOSAL

FORM

I. MANAGEMENT INFORMATION

Proposers and their subcontractors must have prior successful experience performing maintenance and repair services on automobiles, must be licensed to conduct business in the State of Washington, and must possess all permits, licenses, certifications, approvals, equipment, materials, and staff necessary to perform and/or carry out the requirements of the contract.

1. SHOP PROFILE RESPONSIBILITY

SHOP NAME: _____ NAME

OF SHOP OWNER(S): _____

SHOP ADDRESS: _____

PHONE NUMBER: _____

FAX NUMBER: _____

NUMBER OF YEARS IN BUSINESS: ____

NUMBER OF YEARS IN BUSINESS AT THIS LOCATION: _____

2. PROXIMITY TO CITY HALL: _____ MILES

3. NAME OF SHOP MANAGER(S): _____

State the duties and qualifications of shop manager(s)

4. ASSIGNED CONTACT/SERVICE REPRESENTATIVE:

Name: _____

Title/Duties: _____

Qualifications: _____

Years with Contractor: _____

Work Phone: _____

Cell Phone: _____ Other: _____

5. Emergency Contact (365 days/year; 24 hours): _____

Operating Hours – The Contractor shall be currently operating out of a commercial facility, which is open and accessible to City personnel, without prior notice during normal business hours. Facilities shall be available for vehicle service between the hours of 8:00am and 5:00pm, Monday through Friday (excluding holidays).

Please state hours that your facility is open for maintenance service.

Monday	_____ a.m.	to	_____ p.m.
Tuesday	_____ a.m.	to	_____ p.m.
Wednesday	_____ a.m.	to	_____ p.m.
Thursday	_____ a.m.	to	_____ p.m.
Friday	_____ a.m.	to	_____ p.m.
Saturday	_____ a.m.	to	_____ p.m.
Sunday	_____ a.m.	to	_____ p.m.

6. Please provide an experience/qualification profile for each member of your **technical staff** to include the following information. Attach additional sheets if needed.

<u>Name</u>	<u>Job Title/Years in Job</u>	<u>Years with Contractor</u>	<u>Job-Related Training/Certification/Date</u>

7. Given the size and composition of your current staffing, will it be necessary for you to increase staffing to meet the requirements of this contract? (Explain)
8. Please describe your hiring and continued education/training requirements for mechanics?
9. The City requires bonding for individuals who will perform services on City vehicles at **no additional cost** to the City. Please certify the personnel assigned will be bondable by initialing here ____.
10. Describe your shop's experience providing vehicle maintenance services including the number of years in business, and type of services provided. Use additional sheets if necessary.
11. Approximately what percent of your shop work is currently derived from fleet business?

%

12. Has your shop ever been a subject of Better Business Bureau action?
Yes [] No [] If yes, please describe:

Please describe the 5 most recent customer complaints and how you resolved them.
Use additional sheets if necessary.

13. Please describe your maintenance record system to ensure services provided are consistent with factory scheduled maintenance guidelines.

14. Are you currently or have you ever previously contracted with a municipality to provide vehicle maintenance service? Yes [] No []
If yes, please describe:

15. Are you currently or have you ever previously provided repair services to other government entities? Yes [] No []
If yes, please list the entity names, contract person and phone number:

16. Can you supply the City with tires using pricing based on Washington State Contracts? Yes [] No []

17. The City reserves the right to perform unannounced site visits, interview staff and management, and test repairs prior to selection to determine, among other things:
- the customer service responsiveness
 - the shop organization and operation efficiency
 - the response time

II. COST AND CONDITIONS

POLICE VEHICLE Services/Costs	Chevrolet Tahoe	Ram 1500	Ford Interceptor SUV
	Cost	Cost	Cost
Schedule A	\$	\$	\$
Vehicle delivery for preventative and scheduled services	\$	\$	\$
Cost of Hourly Labor Rate (not included in Schedule A)	\$	\$	\$
Rotate Tire (4-Way Front to Rear)	\$	\$	\$

Replacement Dealer Parts (not included in Schedule A) Cost Plus	%	%	%
Replacement Non-Dealer Parts (not included in Schedule A) Cost Plus	%	%	%
Cost for shop supplies, and other disposal fee as a percentage of total service fee (not included in Schedule A.)	%	%	%
Cost for tire installation and balance per tire	\$	\$	\$

Conditions:

1. Prices for the services listed above must include all labor and material needed to complete the services specified.
2. Prices proposed in this section are fixed prices for the initial period of the contract.
3. All repair parts are to be OEM or equivalent. Exceptions will be individually considered on a case-by-case basis. Price for each service shall include parts, labor, all necessary fluids, and free fluid top off between service intervals.
4. Service reminder sticker is required with each service.
5. All labor hours shall be as listed on ALLDATA Service & Repair Information system. Contractor shall provide the City with an access password to their ALLDATA Service & Repair Information system.
6. Unless otherwise specified and/or agreed to, a standard 12 month or 12,000-mile warranty will be required on all labor and materials.
7. The City is required to pay Washington State sales or use taxes for most goods and services. The City is exempt from Federal excise and transportation taxes. Taxes shall NOT be included in the bid prices. Applicable taxes will be added as a separate item.

III. SIGNATURE SHEET

Receipt of the following Addendum is hereby acknowledged by:

Addendum #	Dated:	Acknowledged By:
Addendum #	Dated:	Acknowledged By:

Addendum #	Dated:	Acknowledged By:

COMPANY	DELIVERY		
	DAYS AFTER		
	GUARANTEED		
	ORDER		
ADDRESS	PROMPT PAYMENT DISCOUNT TERMS:		
CITY	STATE	ZIP CODE	PHONE
AUTHORIZED REPRESENTATIVE (<i>Print</i>)	SIGNATURE		
	TITLE		

Proposals signed by an agent are to be accompanied by evidence of their authority.

EXHIBIT D

EXHIBIT D				
LIST OF CITY POLICE VEHICLES AS OF JULY 2023				
YEAR	MAKE	MODEL	#	MILEAGE
2020	FORD	SUV	P-01	24814
2020	FORD	SUV	P-02	23452
2014	CHEV	TAHOE	P-41	71498
2016	FORD	SUV	P-61	101610
2016	FORD	SUV	P-62	85087
2016	FORD	SUV	P-63	47154
2016	FORD	SUV	P-65	83225
2016	FORD	SUV	P-66	75556
2017	FORD	SUV	P-71	66623
2017	FORD	SUV	P-72	57307
2017	FORD	SUV	P-73	75967
2018	FORD	SUV	P-81	30050
2016	RAM	1500	P-91	50327