

## **ATTACHMENT A – SCOPE OF WORK & REQUIREMENTS**

Note: As used herein, the term “Contractor” shall mean the Offeror awarded a contract.

### **I. PURPOSE**

The purpose of this solicitation is to establish contracts for the provision of Original Equipment Manufacturer (OEM) Parts, Services and Warranty Work for the City’s fleet of cars and light-medium duty trucks. The vehicles may be used by various City departments for activities associated with their responsibilities and the requirements listed in this solicitation on an as needed basis.

The City reserves the right to award multiple contracts as a result of this solicitation.

### **II. SCOPE OF WORK & REQUIREMENTS)**

#### **A. GENERAL**

Proposals should address the following categories:

1. Original Equipment Manufacturer (OEM) Parts  
and/or
2. Repair, Warranty and Other Vehicle Services

Offerors are required to include at a minimum, the following with their Proposal.

1. Completed Cover page with legal authorized signature.
2. Completed Forms in Attachment B.

Offerors may submit proposals for either or both categories above.

The Contractor shall have secured and/or gated garage to ensure the safekeeping of City property. The Contractor’s facility shall be equipped with the latest diagnostic tools and equipment.

The City may make such reasonable investigations as deemed proper and necessary to determine the ability of the Offeror to perform the services/furnish the goods and the Offeror shall furnish to the City all such information and data for this purpose as may be requested. The City reserves the right to inspect Offeror’s physical facilities prior to award to satisfy questions regarding the Offeror’s capabilities. The City further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such Offeror fails to satisfy the City that such Offeror is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.

**See Attachment B for Additional Proposal Submittal Details**

#### **B. - OEM PARTS**

1. Contractor must provide a way for the City to access the Manufacturer’s Parts List and Pricing List. Electronic access is recommended and should allow for multiple users to access at the same time.
2. All parts used or furnished under this Contract shall be new and genuine manufacturer’s recommended or authorized replacement parts. Use of rummage or used parts is

prohibited. Manufacturer rebuilt parts and components may be authorized by the applicable City Fleet Manager, provided such parts and components carry the same warranty as the new parts and or components. Prior written approval of the City Fleet Manager is required when rebuilt parts are proposed for use.

3. Deliveries will be made to the Falls Church City Operations Yard, as detailed below, between the hours of 6 AM to 2:30 PM on regular business days unless other arrangements have been made. Contractor or Carrier is responsible for unloading all merchandise and placing at ground level.

City of Falls Church  
Robert L. Goff Operations Yard  
7100 Gordon Rd.  
Falls Church, VA 22046

4. The City may pick up orders from the Contractor when it is in the best interest of the City. In these instances, the Contractor shall release the materials only to the designated representatives of the Fleet Maintenance Division authorized to place and pick up orders.
5. The City requires that delivery be made at the destination within the shortest time frame possible. Delivery is required within one (1) business day after receipt of order (ARO) for stock items, unless the City is notified in advance and other arrangements are authorized. Stock items are to be defined as items that Offerors keep in their local facility.
6. For non-stock items, Contractor shall provide a definitive date at the time the order is placed or inquiry made. Indefinite terms such as "promptly," "without delay," etc. will not be accepted.
7. Should any order for parts take longer than the stated delivery time of one (1) business day ARO for stock items, or the delivery time for nonstock and special order items communicated and agreed to by the City representative, notification must be provided before the original window has expired so that City staff can pursue other options to procure the item in an acceptable timeframe.
8. The City may authorize the Contractor to expedite parts deliveries through air freight, UPS, or other method for speedy delivery of critical parts. This authorization will only be granted on an exception basis. The City will pay the cost of special shipping.
9. Return of New and Unused Parts: Contractor will assist the City in ordering the proper products. If items must be returned there will be no restocking fee on stock items provided they are in original cartons and in resalable condition. Non-stock, special order, and obsolete items will be returned based on the applicable pricing schedule to be provided by short listed firms.

**C. SERVICES – REPAIR, WARRANTY AND MISCELLANEOUS:**

1. General
  - a. The Contractor shall inspect all City Vehicles for body damage at time of arrival at the Contractor's site documenting any existing damages and at the time work is complete and the vehicle returned. All repairs performed are to be inspected by the Contractor's shop supervisor prior to returning the vehicle to the City.
  - b. All work will be performed at the Contractor's facility. The City will deliver and pickup vehicles from Contractor's facility.
  - c. In the event of failure of any vehicles that were previously worked on, under this Contract, the Contractor shall perform all necessary repairs within five (5) days of receipt of disabled vehicle. The Contractor shall notify the applicable City Fleet Manager immediately upon receipt of the vehicle if the repair services would take more than five (5) days. The City reserves the right to retain other contractors to

perform the service, if doing so is in the best interest of the City. If the Contractor is unable to or fails to fulfill such requests within the required timeframe on two (2) or more occasions during Contract term, then the City may take action to remedy the performance failure.

2. Repairs and Routine/Miscellaneous Services.

- a. A repair/service order (or invoice) must be provided upon pickup of a vehicle stating what work was completed, any parts used and itemized cost. The City may request detailed information on the above repair order (or invoice) to be provided to the City within three business days.
- b. All repairs, maintenance, warranty or other services requested and authorized by the City shall be performed within the shortest timeframe possible. For minor/routine services (oil change, state inspection, etc.) the time for completion and cost shall be provided at the time the vehicle is delivered to the facility or an appointment is made. The Contractor shall provide the City with a written cost estimate and estimated time required to complete the service request if the services are expected to be longer than one (1) day from the date the vehicle arrives at the Contractor's facility. The Contractor shall submit a written request for a time frame longer than five (5) days and provide justification for such delays, when a vehicle diagnosis indicates that more time is needed for service/repair. The City will review the Contractor's request and will either authorize or reject such request in its sole discretion.
- c. Offerors shall furnish copies of warranties for all installed parts.
- d. The City may contact the Contractor to make an appointment for services.

3. Warranty Services

- a. Warranties shall be manufacturer's standard and shall be inclusive of any other warranty requirements which may be stipulated elsewhere herein.
- b. Contractors shall be responsible for the execution and effectiveness of all product warranty and services and shall be the sole source for solutions to problems arising from warranty claims. Offerors agree to respond directly to correct warranty claims and to ensure reconciliation of warranty claims that have been assigned to a third party.
- c. Warranty claims shall be processed in a timely manner, not to exceed 10 business days after vehicle pickup from Offerors site. If any issues arise that would exceed this limit, Contractor must inform the City before the 10 days expire.
- d. Contractors shall furnish copies of warranties for all installed parts.
- e. The City will not pay any deductible for warranty work.