



THE CENTER FOR AGING

## Request for Proposal Fleet Maintenance Services

### Request for Proposals

The Southeastern Virginia Areawide Model Program t/a Senior Services of Southeastern Virginia (SSSEVA) is requesting proposals for the selection of a primary location for furnishing maintenance and repair services, including all labor, parts, and material necessary for the various classifications, types, and makes/models of vehicles. Please note that this would not be an exclusive agreement for maintenance. A list of existing Agency vehicles is attached herein as to provide examples only. The selection will be based on overall price, services, performance, and reliability of the proposers. The Agency's needs are outlined in the following Request for Proposal (RFP).

### Time Schedule

It is Senior Services' intent to observe the following process and timetable resulting in the selection of a firm:

- |   |           |
|---|-----------|
| • Questions/Clarifications submitted by . . . . . | 9/19/2018 |
| • Agency response to written questions. . . . .   | 9/26/2018 |
| • Deadline . . . . .                              | 9/28/2018 |
| • Preliminary selection of vendor . . . . .       | 10/4/2018 |
| • Notify firm chosen . . . . .                    | 10/9/2018 |

### Instructions to Contractors:

1. All proposals must be addressed to  
**Senior Services of Southeastern Virginia**  
**Attention Donnie Perry, Director of Transportation**  
**6350 Center Drive, Building 5, Suite 101**  
**Norfolk, VA 23502**  
Email: [dperry@ssseva.org](mailto:dperry@ssseva.org)
2. All proposals must be in a sealed envelope and clearly marked in the lower left hand corner: "Fleet Maintenance Services." The name and address of the proposing business must be shown on the face of the envelope.
3. All proposals must be received by 5:00 p.m. on Sept. 28, 2018.
4. Proposals should be prepared simply and economically, providing a straightforward, concise description of provider capabilities to satisfy the requirements of the request.

Special bindings, colored displays, promotional materials, etc., are not desired. Emphasis should be on completeness and clarity of content.

5. The Director of Transportation at Senior Services of Southeastern Virginia will notify the firm selected near or on the date indicated in the Time Schedule.
6. The proposal will be submitted using the attached forms in this RFP.
7. Selection Criteria
  - a. Responsiveness of the written proposal
  - b. Completeness and clarity of required information
  - c. Any supplemental information provided that will demonstrate quality of service.
  - d. Price
  - e. Maintenance turnaround time
  - f. Ability, experience history of successfully performing similar work
  - g. Must be located within SSSEVA service area for ease of transport and pickup of the vehicles and timeliness of services (Service Area: Isle of Wight, Southampton County, Chesapeake, Franklin, Norfolk, Portsmouth, Suffolk, and Virginia Beach)
8. Scope of Services
  - a. Perform general and preventative maintenance and common repair services on vehicles and equipment that include but are not limited to brakes, suspension, heating and air conditioning systems, electrical systems, engine, wheelchair lifts, flat tires, etc.
  - b. Provide routine maintenance tracking for all vehicles and send reminders in a timely manner to SSSEVA
  - c. Preventive maintenance will be in accordance with that recommended by manufacturer
  - d. Maintain adequate inventory of parts to ensure minimum turnaround on repairs
  - e. Provide towing for stranded vehicles
  - f. Provide repair orders for all services containing the following information:
    - i. Estimates with anticipated work to be performed, estimated completion time, estimated cost.
    - ii. Confirming statement with final cost
    - iii. Date work performed
    - iv. Vehicle number and/or license number, make model, mileage
    - v. Date in/date completed/time completed
    - vi. Detail type of service, hours, material used, and cost associated with each item
    - vii. Subcontracted repair orders containing same information shall be attached to contractor repair order
    - viii. No repairs shall be made by nonauthorized facilities
  - g. Contractor guarantees and warrants that all material furnished and all services performed will be free from defects in material and workmanship. Any such defects shall be remedied by contractor at no expense to SSSEVA
  - h. Warranty and subcontracted repair orders need to be provided by the contractor. Contractor is prime contractor; however, if subcontractor is used, approval must be obtained from authorized SSSEVA staff member. Contractor assumes responsibility for work of approved subcontractor

9. Terms and conditions

- a. This proposal choice shall be for a period of Oct. 1, 2018 through Sept. 30, 2019 and then with annual renewal up to three (3) full additional years.
- b. Senior Services (SSSEVA) reserves the right to reject any and all proposals and to waive minor irregularities in any proposal.
- c. SSSEVA reserves the right to request clarification of information submitted and to request additional information from any proposer.
- d. SSSEVA reserves the right to choose the next most qualified proposer if the successful proposer does not accept the award from SSSEVA within fifteen (15) days after they are notified.
- e. SSSEVA reserves the right to award all or a portion of the required services to more than one qualified contractor at its discretion.
- f. Prior to the contractor being formally notified of the award, SSSEVA will meet with the contractor to review procedures for invoicing, payment, reporting if any, and monitoring performance.
- g. SSSEVA and the contractor will have scheduled semi-annual meetings with the garage's management to review service performance.
- h. SSSEVA shall not be responsible for any costs incurred by the firm in preparing, submitting, or presenting its response to the RFP.
- i. SSSEVA reserves the right to have unannounced site visits.

10. Compensation

- a. Present detailed information of the firm's proposed fee schedule for the specifications proposed and for any variation for the nonroutine services.
- b. Provide specifics as to definitions of routine versus nonroutine tasks, what is fixed as apposed to variable, and how costs are adjusted according to that classification
- c. Payment by SSSEVA will be made after the services have been performed and accepted by authorized personnel
- d. Itemized estimates shall be submitted for authorization before approval with estimated completion time, and estimated cost
- e. Itemized billings shall be submitted upon completion of work with any warranty information for work and/or parts
  - i. Date work performed
  - ii. Vehicle and/or license #, make/model
  - iii. Vehicle mileage at time of service/repair
  - iv. Date in/date out/time completed
  - v. Detail type of service, hours, material used, and cost
  - vi. Subcontracted repair orders containing same information. All must be attached to contractor repair order

11. Safety Check – The Contractor shall perform a safety check in conjunction with all maintenance requirements listed within this RFP. These safety checks shall be performed every time a vehicle is brought in for service:

- a. Tires – visual check
- b. Lights – directional signaling, emergency
- c. Seat belts – operation
- d. Windshield Wipers/Washers – condition, aim/flow of washer spray, fill reservoir with washer solvent

- e. Fluid Levels – check and replenish, transmission, differential, steering sector/power steering pump, master cylinder. Inspect for leakage and clogging
- f. Battery – condition of heat shield, hold down clamps, cable ends, top off electrolyte level, clean top, and terminals as necessary
- g. Heater-Defroster-Air Conditioner System and Wiper Controls – check switches, valves, ducting doors for proper operation
- h. Exhaust System – visually inspect including catalytic converter, heat-shielding, open seams, holes or any condition that would allow exhaust fumes to enter vehicle
- i. Steering and Suspension Components – conduct a “look and shake” inspection
- j. Frame/Sub-Frame and Cross Member – visually check for damage and fatiguing
- k. Drive Shaft U-Joints/CV Joints – conduct “look and shake” inspect for seal leakage and joint failure, ensure maximum protection from radiated exhaust heat. Inspect coolant hoses, fuel line hoses, power steering hoses, engine accessory drive belts, and other under-hood plastic or rubber components.
- l. Brakes – inspect brake line hoses/master cylinder for signs of leaks or damage, front brake pads, rear brake linings, wheel cylinders, parking brake cable, and linkage. Report estimate of remaining life of pads and shoes
- m. Starter/Charging System – electronically check starter motor cranking speed and current draw. Check alternator charging rate
- n. Cooling System – visually inspect entire system for leaks, damage, or other signs of needed repair
- o. Driver Misuse – report any vehicle brought in for service or specific concern with problems caused by driver misuse

## PROPOSAL FORMS

### 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 Commonwealth of Virginia, and must possess all permits, licenses, certifications, approvals, equipment, materials, and staff necessary to perform maintenance and repairs.

1. Garage Name \_\_\_\_\_
2. Name of Owner(s) \_\_\_\_\_
3. Garage Address \_\_\_\_\_
4. Phone \_\_\_\_\_ Fax \_\_\_\_\_
5. Number of Years in Business \_\_\_\_\_
6. Number of Years at Current Location \_\_\_\_\_

7. Name of Manager \_\_\_\_\_

a. State duties and qualifications of manager(s)

8. Operating Days/Hours

9. Please provide an experience/qualification profile for technical staff:

Name	Job Title	Years	Job-Related Training/Certifications

**References:**

Provide three (3) commercial client references, their size of fleet by vehicle type, years of relationship, type, and frequency of service.

**Supplemental:**

1. Provide normal turnaround time for routine maintenance and repairs.
2. Provide general description of what routine maintenance and repairs cover.
3. Describe the availability of secured parking for vehicles in for repairs.
4. How many bays are available for vehicles?
5. Describe number and type of vehicle lifts in the garage.
6. Do you have certified emissions specialist ?

YES NO

7. Do you have electrical systems specialist? YES NO
8. Do you have experience servicing/maintaining lift-equipped vehicles? YES NO
9. Do you have towing capability for stranded vehicles? YES NO
10. Are you able to provide notification to SSSEVA authorized staff of routine maintenance due for vehicles on attached list? YES NO

**COST AND CONDITIONS**

State labor hourly cost and material cost for routine, manufacturer recommended maintenance schedule for size, and type of vehicles listed on attachment.

<b>Oil Change Additional Pricing Question for Vendor</b>		
<b>Vendor Name</b>	Vehicle	
	Location	
<b>Question</b>		
<b>Price for oil change including labor, oil, filter for following vehicles</b>		<b>Price</b>
<b>2010 Ford Supreme Bus V8 Engine</b>	Norfolk	
<b>Vendor Name</b>	Vehicle	
	Location	
<b>Question</b>		
<b>Price for oil change including labor, oil, filter for following vehicles</b>		<b>Price</b>
<b>2010 Dodge Caravan 3.3 Ltr. 6 Cylinder</b>	Norfolk	
<b>Vendor Name</b>	Vehicle	
	Location	
<b>Question</b>		
<b>Price for oil change including labor, oil, filter for following vehicles</b>	Norfolk	<b>Price</b>
<b>2004 Chevy Cargo Express Van 3500 V8</b>		
<b>Vendor Name</b>	Vehicle	
	Location	
<b>Question</b>		
<b>Price for oil change including labor, oil, filter for following vehicles</b>	Franklin	<b>Price</b>
<b>2002 Ford Cuttaway Commercial 12 Passenger with Wheelchair lift</b>		