

5. SECTION B - SCOPE OF SERVICES:

5.1. Background/Intent

Montgomery County, MD (Government) is soliciting proposals from qualified firms to provide Inspection, Maintenance and Repairs Services and Parts And/Or Fire Apparatus Bodywork for the Montgomery County Fire and Rescue Service's (MCFRS) fire/rescue/EMS and related vehicles.

5.2. Intent

The County intends to award multiple contracts as a result of the RFP in order to meet the County's needs in terms of the required services. Work will be ordered on a rotating basis with the exception that services which include warranty work and/or proprietary components will automatically be issued to the best qualified Contractor as determined by the MCFRS.

5.3. Scope of Services/Specifications/Work Statement

The Contractor shall furnish all necessary supervision, labor, tools, parts, equipment, and facility required to perform inspections, maintenance, repairs and testing and/or bodywork of MCFRS fire/rescue/EMS and related vehicles. All services performed by the Contractor shall meet the current National Fire Protection Association Standard (NFPA) 1911, *Standard for the Inspection, Maintenance, Testing, and Retirement of In-Service Automotive Fire Apparatus*, current edition. In addition, all services provided by the Contractor shall be consistent with industry best practices, meet all applicable federal, state and local standards and follow all manufacturer's recommendations. It is the expectation of the County, as described herein, the Contractor must provide superior customer service and timely maintenance and repair services to correct deficiencies and return the vehicle to an in-service status.

A MCFRS representative shall contact the Contractor to schedule apparatus/vehicles due for services and/or bodywork.

Upon completion of services and/or bodywork, the Contractor shall provide a report of services completed, deficiencies found, deficiencies repaired, deficiencies that require further attention and the status of the apparatus (in-service or out of service).

The Contractor is responsible for the timely inspection and maintenance and/or bodywork of the County's fire apparatus and ambulances, and the return of each unit to an in-service status. With the exception of Priority and Non-Priority Repairs, it is the expectation of the County that the Contractor have readily available any routine parts, fluids, testing equipment, etc. that may be required to complete Quarterly, Semi-Annual and Annual Preventative Maintenance services and/or bodywork at the time service is scheduled in an effort to reduce out of service and down time of the County apparatus. ***It is solely the County's determination as to the type of Inspection and Preventative Maintenance and/or Priority/Non-Priority Repairs and/or Bodywork required. Documentation as to the requirements of each Quarterly, Semi-Annual, and Annual Inspection, Testing, and Preventative Maintenance will be provided after execution of a contract.*** The County's performance standards for completing various work activities are as follows:

- **Quarterly Inspection and Preventative Maintenance:** Performed at the Contractor's facility, services shall be completed within twenty-four (24) hours which includes pick-up and return of the apparatus. If deficiencies are encountered that will require additional time to repair, the Contractor shall notify the MCFRS representative immediately.
- **Semi-Annual Inspection and Preventative Maintenance:** Performed at the Contractor's facility, services shall be completed within three (3) business days. If deficiencies are encountered that will require additional time to repair, the Contractor shall notify the MCFRS representative immediately.

- **Annual Inspection, Testing and Preventative Maintenance:** Performed at the Contractor's facility, services shall be completed within three (3) business days. If deficiencies are encountered that will require additional time to repair, the Contractor shall notify the MCFRS representative immediately.
- **Priority Repairs** shall be completed within two (2) business days. If additional time is needed for repairs the Contractor shall notify the MCFRS representative immediately. Priority repair status indicates that the apparatus has been placed into an out of service status due to mechanical breakdown or component failure. Calls for priority repairs may occur during and/or after normal business hours.
- **Non-Priority Repairs:** Non-priority repairs shall be completed within five (5) business days. If additional time is needed for repairs the Contractor shall notify the MCFRS representative immediately. Non-Priority Repairs indicates a deficiency that needs to be corrected, however does not meet the criteria set forth in NFPA 1911 to warrant the apparatus be placed into an out of service status.
- **Bodywork:** A reasonable estimated time of completion must be submitted to MCFRS representative within ten (10) business days of receipt of vehicle at Contractor's facility. If additional time is needed or if deficiencies are encountered that extended the reasonable time for completion of bodywork, the Contractor shall notify the MCFRS representative immediately.

5.4. Contractor's Qualifications

- 5.4.1 The Contractor must have at least five (5) years of experience as its primary business being the inspection, maintenance, and repairs of fire/rescue apparatus and/or bodywork on fire apparatus or like vehicles.
- 5.4.2 The contractor must have demonstrated ability to inspect fire/rescue apparatus per Federal Motor Vehicle Safety Standards (FMVSS), Code of Maryland Regulations (COMAR), and the NFPA 1911.
- 5.4.3 The Contractor must have documented certifications to work on all OEM components related to the fire/rescue apparatus being assigned to the Contractor for inspection, maintenance, and repairs.
- 5.4.4 The Contractor must have personnel in a supervisory or management capacity perform the quality assurance function of bodywork completed and the inspection, maintenance, and repairs of fire/rescue apparatus, including the road test, fire pump operation, aerial operation, and generator operation. The Contractor's quality assurance procedure must be documented and available for inspection.
- 5.4.5 The contractor must have the ability secure fire/rescue apparatus. Security procedures will be subject to inspection.
- 5.4.6 The Contractor shall have a service truck operation sufficient to support the on-site inspection and maintenance, and emergency road call requirements of the Contract. The truck should be outfitted with tools, equipment and parts sufficient to support the spot repair of fire apparatus or ambulances. The technicians operating the trucks should be certified as required by the Contract, and capable of making repair and logistic decisions in road call and on-site repair call situations.
- 5.4.7 The Contractor's primary inspection, maintenance, and repair facility must be within 100 miles of 14935 Southlawn Lane, Rockville, Maryland 20850.

5.5. Contractor's Responsibilities

The Contractor(s) must perform scheduled preventative, recurring maintenance, repair and replacements, and/or bodywork for the fire apparatus and ambulances included in the Contract as

directed by the MCFRS representative. All maintenance activities for this equipment must comply with the manufacturer's recommendations including warranties unless otherwise directed by the MCFRS Contract Administrator or designee. Maintenance intervals must comply with the manufacturer's recommended service schedule based on mileage, hours of operation, or time in service since the previous maintenance as approved by the MCFRS representative.

5.5.1. **Inspection and Preventative Maintenance**

The objectives of inspection and preventative maintenance service are to ensure that: (a) fire apparatus and ambulances safely operate to the next scheduled service without a failure; and (b) component service life is maximized. All minor deferred repairs will be completed during the inspection and preventative maintenance service. Inspection and preventative maintenance services must include fluid analyses including oil and transmission fluid and, if requested by MCFRS, coolant. Fluid samples must be taken at each oil change interval and tested at a laboratory acceptable to the County.

5.5.2. **Recurring Maintenance**

Recurring maintenance is the act of servicing a fire apparatus, ambulance or a component in order to keep the vehicle and its components in proper operating condition, and to prevent failure or breakdown. Task examples include, but are not limited to, lamp and gauge replacement, scheduled oil changes, coolant and pneumatic hose replacement, belt replacement and adjustment, windshield wiper replacement, brake adjustments, system and component adjustments and calibration, and fastener replacement.

5.5.3. **Repair and Replacement**

Repair is the work necessary to restore a fire apparatus, ambulance, or a component to sound condition after failure or damage. Replacement is the work necessary to remove an unserviceable item and install a serviceable counterpart in its place. OEM parts and supplies must be used on repairs and replacements required on equipment included in the Contract. If the Contractor(s) has a specific situation that warrants a request for a waiver, the provisions of paragraph 6.0 PARTS, below, shall be followed.

5.5.4. **Major Repairs**

All major repairs not performed by the Contractor must be performed by a repair facility authorized by the manufacturer to perform such work. ***Such major repairs must be authorized by the MCFRS representative prior to starting the repairs.***

5.5.5. **Re-Assembly**

The Contractor(s) must ensure that all re-assembly tasks performed after any required vehicle repair maintains the vehicle's OEM configurations as originally received from the manufacturer. System examples include, but are not limited to, the wiring and clamping, pump system pressures and flows, hydraulic system pressures, hose and orifice sizing, ladder table and ladder mounts.

5.5.6. **Repair Approvals**

The Contractor(s) must have approval from the MCFRS representative prior to ***starting*** repairs and/or bodywork. In obtaining approval, the Contractor must advise the MCFRS representative of the estimated cost of the repair work and the estimated time it will take to return the unit to an in-service status. Any repairs performed without documented pre-approval authorization will be at the expense of the Contractor. The estimate must include the following:

- Estimated time
- Parts cost
- Part numbers
- ***County work order number***

It is the County's intent to authorize repairs in a timely manner. Any delay, by the County, for the authorization process will not be detrimental to the required performance time.

The County may consider a pre-approval for certain routine Inspection and Preventative Maintenance services after execution of a contract.

5.5.7. Modifications

No modifications may be made by the Contractor(s) to any component, system or piece of equipment maintained under any resulting Contract unless, and until, specific written authorization is provided by the MCFRS representative. A pre-approved cost estimate and individual work order issued for the modification tasks are also required before County approval.

5.5.8. Apparatus or Equipment Damage

No accident damage may be repaired until the Contractor receives written authorization from the County. Any damage noted by the Contractor during an inspection must be immediately reported to the MCFRS representative. The e-mail or phone report must include the unit identification number, the date, a brief description of the damage, one or more digital photographs documenting the extent of the damage and an estimated cost of repair. The contractor is responsible for all costs of repair for any accident damage incurred while the Contractor has custody of the vehicle.

5.5.9. Repair Facilities for Accident Damage

If the Contractor(s) receives authorization to repair accident damage, the Contractor must ensure that all required repairs are performed by themselves and/or repair facilities capable of restoring the damaged vehicle, its systems and components to its original configuration, appearance and structural integrity, and meeting all OEM specifications for the equipment. The Contractor may be responsible for transporting the vehicle to the repair facility location, including the OEM facility, when required, and for the vehicle's return transport to the operational location of the equipment at no additional cost to the County. The proposed repair facility must be acceptable to MCFRS. A pre-approved cost estimate, schedule and individual work order for the damage repair tasks are also required before County approval.

5.5.10. County Inspections

The Contractor(s) must advise the MCFRS representative within one (1) hour of the completion of repairs or replacements on any fire apparatus or ambulance. MCFRS reserves the right to send a representative to the Contractor to perform a quality control acceptance inspection of all repairs.

5.5.11. Emergency Call Response for Priority Repair Service

A call for Priority Repair Service indicates that the apparatus has been placed in and out of service status due to mechanical breakdown and/or component failure which has rendered the apparatus unsafe to operate. Calls for Priority Repair Service require immediate assistance from the Contractor to evaluate the situation, decide on the best course of action, and/or take the necessary actions to place the apparatus back into an in-service status. Calls for Priority Repair Service may occur at any time.

5.5.12. Emergency Contact

The Contractor(s) must have an individual accessible by pager or telephone available twenty-four (24) hours per day, seven (7) days per week to receive reports of emergency repair requirements. If a pager is used, the Contractor is required to respond by telephone to the reporting agency within fifteen (15) minutes of the initial page. At that time, the Contractor(s) must provide MCFRS with an estimate on-scene response time. The on-scene response time

must not exceed two (2) hours for both road-side repair service requests and break-down requests for equipment at a County facility.

5.5.13. **Non-Response**

In an emergency situation, if the Contractor(s) does not respond to MCFRS within fifteen (15) minutes, the MCFRS shall exercise the option to contact another vendor that is available and can provide the services needed. Any difference in cost will be the responsibility of the Contractor.

5.6 Reports/Deliverables

Anytime services are completed on County apparatus, the results, findings, and actions taken shall be documented by the Contractor in a professional format. The Contractor shall submit, as part of their proposal, copies of the service documentation they will use to inspect, maintain, repair and test County apparatus. This documentation shall demonstrate that the Contractor's procedures meet or exceed the Contract-required levels of service. The original copies of all service documentation shall be submitted along with the invoice for payment. In addition to recording the results, findings and actions taken, the service documentation shall contain the following information:

- A. Date services were performed;
- B. County Work Order Number;
- C. Name of the technician that performed each type of repairs/services;
- D. Location where services were performed;
- E. Unit Designation;
- F. County Vehicle Stock Number;
- G. Apparatus Manufacturer;
- H. Apparatus Make;
- I. Apparatus Model;
- J. Manufacturer Job Number or Serial Number;
- K. Odometer Reading In;
- L. Odometer Reading Out;
- M. Vehicle Identification Number (VIN); and,
- N. Engine Hours, Pump Hours, Aerial Hours, and Generator Hours

A work order, as well as a signed quality assurance form, including the above information must be provided immediately upon completion of the County Apparatus in a legible format. An invoice, including the information above, must be generated within ten (10) business days, and sent to the County representative. All documentation must be supplied in a format that can be cut/paste into other systems, i.e., scanned documentation is not acceptable. It is expected that the Contractor will maintain a repair history of all vehicles serviced for a period of no shorter than five (5) years and reference the repair history prior to performing any service or repair.

5.7. Warranties

The Contractor must ensure that all vehicle warranty work is accomplished to guarantee compliance with warranty requirements. The MCFRS representative will advise the Contractor of required warranty repairs. The Contractor will advise the MCFRS of any found warranty repairs. The MCFRS will not accept a credit memorandum for repairs that should have been warranty-covered.

The minimum required warranty is 90 calendar days and/or the period of not less than the manufacturer's warranty for those parts replaced from the date the vehicle is returned to the County from the contractor, whichever is greater. For major repairs, defined as those costing \$2,500, including labor and parts, the minimum warranty is one (1) year, 12,000 miles, or 750 engine hours, whichever occurs first.

If the Contractor is a dealer or distributor of a part of component being repaired or replaced, the Contractor will, at no cost to the County, recapture the warranty from the part or component manufacturer.

5.8. Work Coordination

The County may require a period meeting with the Contractor's representatives to discuss performance.

6 SECTION C - PERFORMANCE PERIOD

6.1 TERM

The effective date of this Contract begins upon signature by the Director, Office of Procurement. The period in which Contractor must perform all work under the Contract begins on the Contract's effective date and ends after a one (1) year period. Contractor must also perform all work in accordance with time periods stated in the Scope of Work. Before this term for performance ends, the Director at his/her sole option may (but is not required to) renew the term. Contractor's satisfactory performance does not guarantee a renewal of the term. The Director may exercise this option to renew this term two (2) additional times for one (1) year each.

6.2 PRICE ADJUSTMENTS

- 6.2.1 Prices quoted are firm for a period of one (1) year after execution of the contract. Any request for a price adjustment after this one (1)-year period is subject to the following:
 - 6.2.1.1. Approval or rejection by the Director, Office of Procurement or designee
 - 6.2.1.2. Submission in writing to the Director, Office of Procurement and accompanied by supporting documentation justifying the Contractor's request. A request for any price adjustment may not be approved unless the contractor submits to the County sufficient justification to support that the Contractor's request is based on its net increase in costs in delivering the goods/services under the contract.
 - 6.2.1.3. Submission within sixty (60) days prior to contract expiration date, if the contract is being amended.
 - 6.2.1.4. The County will not approve a price adjustment request that exceeds the amount of the annual percentage change of the Consumer Price Index (CPI) for the twelve-month period immediately prior to the date of the request. The request must be based upon the CPI for all urban consumers issued for the Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan area by the United States Department of Labor, Bureau of Labor Statistics for ALL ITEMS.
 - 6.2.1.5. The County will approve only one price adjustment for each contract term, if a price adjustment is approved.
 - 6.2.1.6. The price adjustment, including its effective date, must be incorporated into a written contract amendment.
- 6.2.2. If pricing is based on percentage discounts, the percentage discount is fixed throughout the term of the contract.

7 SECTION D - METHOD OF AWARD/EVALUATION CRITERIA

7.1 PROCEDURES

- 7.1.1. Upon receipt of proposals, the Qualification and Selection Committee (QSC) will review and evaluate all proposals in accordance with the evaluation criteria listed below under Section D.7.1.9.a. The QSC will also review an offeror for responsibility.
- 7.1.2. Vendor interviews will not be conducted.
- 7.1.3. Vendors must receive a minimum score of 60 points to be considered for contract award.