DEPARTMENTAL INPUT
CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION

☑ New  ☑ OTR  ☑ Sole Source  ☑ Bid Waiver  ☑ Emergency  Previous Contract/Project No.
☑ Re-Bid  ☑ Other

Requisition No./Project No.: RQID1400061  TERM OF CONTRACT: FIVE (5) YEAR(S) WITH 0 YEAR(S) OTR

Requisition/Project Title: Warranty Claim Filing Service for Vehicles

Description: To purchase Warranty Claim Filing Service for vehicles maintained by Miami-Dade County’s Internal Services Department/Fleet Management Division.

Issuing Department: ISD/Fleet Mgmt.  Contact Person: Lourdes Farley  Phone: (305) 375-3045

Estimate Cost: $100,000.00

GENERAL  FEDERAL  OTHER

Funding Source:  Internal Services Fund

ANALYSIS

Commodity Codes: 958-41, 961-16

Contract/Project History of previous purchases three (3) years

Check here if this is a new contract/purchase with no previous history.

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<th>3RD YEAR</th>
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<td>Cascor, Inc.</td>
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Comments:
Continued on another page(s): ☑ YES  ☑ NO

RECOMMENDATIONS

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<th>SBE</th>
<th>Set-aside</th>
<th>Sub-contractor goal</th>
<th>Bid preference</th>
<th>Selection factor</th>
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</table>

Basis of recommendation:

Signed: Lourdes Farley  Date sent to SBD: 3/14/14

Date returned to DPM:
ITB-Solicitation Overview - General TC

BID NO.: 
OPENING: 6:00 P.M.
WARRANTY CLAIM FILING SERVICE FOR VEHICLES

MIAMI-DADE COUNTY, FLORIDA

INVITATION TO BID

TITLE: WARRANTY CLAIM FILING SERVICE FOR VEHICLES

BIDS WILL BE ACCEPTED UNTIL 6:00:00 PM EST ON

FOR INFORMATION CONTACT:
Lourdes Farley, 305-375-3045, farley@miamidade.gov

IMPORTANT NOTICE TO BIDDERS/PROPOSERS:

- READ THE ENTIRE SOLICITATION DOCUMENT, THE GENERAL TERMS AND CONDITIONS, AND HANDLE ALL QUESTIONS IN ACCORDANCE WITH THE TERMS OUTLINED IN PARAGRAPH 1.2(D) OF THE GENERAL TERMS AND CONDITIONS.
- THE SOLICITATION SUBMITTAL FORM CONTAINS IMPORTANT INFORMATION THAT REQUIRES REVIEW AND COMPLETION BY ANY BIDDER/PROPOSER Responding to this Solicitation.
- FAILURE TO COMPLETE AND SIGN THE SOLICITATION SUBMITTAL FORM WILL RENDER YOUR PROPOSAL NON-RESPONSIVE.

https://www.bidsync.com/DPXViewer/ITB-Solicitation_Overview__General_TC.htm?ac... 2/13/2014
GENERAL TERMS AND CONDITIONS:

All general terms and conditions of Miami-Dade County Procurement Contracts are posted online. Bidders/Proposers that receive an award from Miami-Dade County through Miami-Dade County's competitive procurement process must anticipate the inclusion of these requirements in the resultant Contract. These standard general terms and conditions are considered non-negotiable subject to the County's final approval.

All applicable terms and conditions pertaining to this solicitation and resultant contract may be viewed online at the Miami-Dade County Procurement Management website by clicking on the below link:


NOTICE TO ALL BIDDERS/PROPOSERS:

Electronic bids are to be submitted through a secure mailbox at BidSync (www.bidsync.com) until the date and time as indicated in this Solicitation document. It is the sole responsibility of the Bidder/Proposer to ensure their proposal reaches BidSync before the Solicitation closing date and time. There is no cost to the Bidder/Proposer to submit a proposal in response to a Miami-Dade County solicitation via BidSync. Electronic proposal submissions may require the uploading of electronic attachments. The submission of attachments containing embedded documents or proprietary file extensions is prohibited. All documents should be attached as separate files.

For information concerning technical specifications please utilize the question/answer feature provided by BidSync at www.bidsync.com within the solicitation. Questions of a material nature must be received prior to the cut-off date specified in the solicitation. Material changes, if any, to the solicitation terms, scope of services, or bidding procedures will only be transmitted by written addendum. (See addendum section of BidSync site).

Please allow sufficient time to complete the online forms and upload of all proposal documents. Bidders/Proposers should not wait until the last minute to submit a proposal. The deadline for submitting information and documents will end at the closing time indicated in the solicitation. All information and documents must be fully entered, uploaded, acknowledged (Confirm) and recorded into BidSync before the closing time or the system will stop the process and the response will be considered late and will not be accepted.

PLEASE NOTE THE FOLLOWING:

No part of your proposal can be submitted via HARDCOPY, EMAIL, OR FAX. No variation in price or conditions shall be permitted based upon a claim of ignorance. Submission of a proposal will be considered evidence that the Bidder/Proposer has familiarized themselves with the nature and extent of the work, and the equipment, materials, and labor required. The entire proposal response must be submitted in accordance with all specifications contained in the solicitation electronically.
SECTION 2 - SPECIAL TERMS AND CONDITIONS

2.1 PURPOSE

The purpose of this solicitation is to establish a contract for the purchase of Warranty Claim Filing Service for vehicles maintained by Miami-Dade County's Internal Services Department/Fleet Management Division (ISD/FMD).

2.2 TERM OF CONTRACT

This contract shall commence on the first calendar day of the month succeeding approval of the contract by the Board of County Commissioners, or designee, unless otherwise stipulated in the Blanket Purchase Order issued by the County's Internal Services Department, Procurement Management Division, and contingent upon the completion and submittal of all required bid documents. The contract shall expire on the last day of the sixtieth month period.

2.3 OPTION TO RENEW

Intentionally Omitted

2.4 METHOD OF AWARD

Award of this contract will be made to the lowest responsive and responsible bidder who offers the lowest percentage rate on monthly volume received by the County through a blanket awarded bidder's warranty claim filing services and who meets the requirement below:

The Bidder shall be regularly engaged in the business of providing warranty claim filing services. The (2) references shall be listed in the Bidder's submitting. The references listed shall consist of customers that are currently receiving or have received from the Bidder in the past five years the services described in this solicitation. The references must include:

- Customer's name
- Customer's address, e-mail, and telephone number of the contact person who can verify that the Bidder has successfully provided the services that the Bidder is offering under this solicitation and brands
- List of brands for which the Bidder provided the warranty claim filing services

These references shall ascertain to the County's satisfaction that the Bidder has sufficient experience and expertise in the industry.

2.5 PERCENTAGE RATE

Percentage rate proposed by the bidder shall remain fixed and firm during the term of contract.

2.6 INSPECTOR GENERAL AND USER ACCESS PROGRAM (UAP)

See paragraphs 1.27 and 1.35 of the Section 1, General Terms and Conditions.
2.7 BILLING

The awarded Bidder shall invoice the County on a monthly basis in accordance with Section 1, paragraph 1.34. The monthly billing amount shall be calculated by multiplying the total dollar value of reimbursement claims actually received by the County during the billing period by the percentage rate. The awarded Bidder agrees that the resultant billing amount reflects the full consideration owed for provision of the required services.
SECTION 3 - TECHNICAL SPECIFICATIONS

3.1 SCOPE OF WORK

The awarded Bidder will work with the County's Internal Services Department, Fleet Management Division (ISD/FMD) to generate and file warranty claims for vehicles. The awarded Bidder will interface with the County's mainframe system (Equipment Management System-EMS) to review and monitor every Repair Order written by the FMD for warranty reimbursable claims, and file those claims in the manner prescribed by the applicable equipment's manufacturer. After claim filing, the awarded bidder shall follow-up on claims payments, pursue unpaid items and negotiate whenever possible, goodwill payments, policy adjustments and all other industry standard methods for collecting the maximum amount of warranty reimbursements possible under varying manufacturer's policies and best commercial practices. The County currently has several "in-house" warranty certifications covering several manufacturers of both light and heavy equipment. The awarded Bidder's shall negotiate additional agreements on behalf of the County for warranty rate revisions, policy adjustments, goodwill payments and all other aspects of warranty collection services for both light and heavy equipment.

3.2 SIZE AND VOLUME

FMD is the primary but not exclusive maintenance organization for mobile equipment within the County. Other pools of vehicles are operated and maintained by the Water and Sewer Department, Parks Recreation and Open Spaces Department, Miami-Dade Fire Rescue Department, Miami-Dade Aviation Department, and other departments. Any County agency or organization other than FMD, whether fixed or mobile, may use any or all services under this Contract. FMD currently maintains 3000 light vehicles and 1800 heavy vehicles in addition to approximately 220 construction type vehicles on behalf of several departments within the County. The fleet varies from police squad vehicles, to manufacturer's sedans to include hybrid sedans, SUV's, pickup trucks, vans, tow-body trucks, street vehicles, trash collection trucks, dump trucks, refuse collection trucks, transfer trucks on to landfill and construction equipment. FMD opens approximately 800 heavy equipment repair orders and 1100 light equipment repair orders a week. Repair orders generally average 2.5 line items each. At the present time, new vehicle orders are minimal but the purchase of vehicles is expected to increase in future years.

3.3 REPAIR ORDER ACCESS

FMD currently uses an electronic repair order system called EMS which resides within the County's mainframe system. EMS can be accessed via the internet with appropriate passwords and clearances. The County is in the process of migrating from EMS to FleetFocus M5 which can also be accessed via the internet with appropriate passwords and clearances.

3.4 EQUIPMENT BRANDS

The awarded Bidder will work on warranty claims for light and heavy equipment brands which may include but not limited to the following:

3.4.1 Light Brands: Ford, Chevrolet, GMC, Chrysler, Dodge, Jeep, Honda, Nissan and Toyota.

3.5 PARTS

The awarded Bidder shall work with the Individual Light Equipment and Heavy Equipment Service Managers and Facility Supervisors to effect the returns of failed parts as efficiently and practically as possible.

3.6 CHARGEBACK

When charge backs to payments are made by a manufacturer as a result of audits or of any other reason there will be a corresponding percentage chargeback to the awarded Bidder for the failed claims regardless of the reason they failed for.
### Miami-Dade County Procurement Management Services

**Solicitation No. PB-00011**

**Solicitation Title:** WARRANTY CLAIM FILING SERVICE FOR VEHICLES

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Pursuant to Miami-Dade County Ordinance 94-34, any individual corporation, partnership, joint venture or other legal entity having an officer, director, or executive who has been convicted of a felony during the past ten (10) years shall disclose this information prior to entering into a contract with or receiving funding from the County.

- [ ] Place a check mark here only if Bidder/Proposer has such conviction or fails to comply with this requirement.

**LOCAL PREFERENCE CERTIFICATION:** For the purpose of this certification, a "local business" is a business located within the limits of Miami-Dade County (or Broward County in accordance with the Interlocal Agreement between the two counties) that has a valid Local Business Tax Receipt, issued by Miami-Dade County, has a physical business address located within the limits of Miami-Dade County from which business is performed, and contributes to the economic development of the community in a verifiable and measurable way. This may include, but not be limited to, the retention and expansion of employment opportunities and the support and increase to the County's tax base.

- [ ] Place a check mark here only if affirming Bidder/Proposer meets requirements for Local Preference. Failure to complete this certification at this time (by checking the box above) may render the vendor ineligible for Local Preference.

**LOCAL-HEADQUARTERED BUSINESS CERTIFICATION:** For the purpose of this certification, a "locally-headquartered business" is a Local Business whose "principal place of business" is in Miami-Dade County.

- [ ] Place a check mark here only if affirming Bidder/Proposer meets requirements for the Locally-Headquartered Preference (LHP). Failure to complete this certification at this time (by checking the box) may render the vendor ineligible for the LHP. LHP is not applicable to qualitative solicitations issued, including but not limited to, Requests for Proposals and Request for Qualifications.

The address of the Locally-headquartered office is:

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**LOCAL CERTIFIED SERVICE-DISABLED VETERAN BUSINESS ENTERPRISE CERTIFICATION:** A Local Certified Service-Disabled Veteran Business Enterprise is a firm that is (a) a local business pursuant to Section 2-39.5 of the Code of Miami-Dade County and (b) prior to bid submission is certified by the State of Florida Department of Management Services as a service-disabled veteran business enterprise pursuant to Section 295.167 of the Florida Statutes.

- [ ] Place a check mark here only if affirming Bidder/Proposer is a Local Certified Service-Disabled Veteran Business Enterprise. A copy of the certification must be submitted with this proposal.

**SMALL BUSINESS ENTERPRISE CONTRACT MEASURES (if applicable):**

An SBE/Micro Business Enterprise must be certified by Small Business Development for the type of goods and/or services the Bidder/Proposer provides in accordance with the applicable Commodity Code(s) for this Solicitation. For certification information contact Small Business Development at (305) 375-2378 or

https://www.bidsync.com/DPXViewer/Solicitation_Submittal_Form.htm?ac=terms&auc=... 2/13/2014
access http://www.miamidade.gov/business/business-certification-programs.asp. The SBE/Micro Business Enterprise must be certified by proposal submission deadline, at contract award, and for the duration of the contract to remain eligible for the preference. Firms that graduate from the SBE program during the contract may remain on the contract.

Is your firm a Miami-Dade County Certified Small Business Enterprise? Yes ☐ No ☐

If yes, please provide your Certification Number: ____________________

SCRUTINIZED COMPANIES WITH ACTIVITIES IN SUDAN LIST OR THE SCRUTINIZED COMPANIES WITH ACTIVITIES IN THE IRAN PETROLEUM ENERGY SECTOR LIST:

By executing this bid through a duly authorized representative, the Bidder/Proposer certifies that the Bidder/Proposer is not on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, as those terms are used and defined in sections 287.135 and 215.473 of the Florida Statutes. In the event that the Bidder/Proposer is unable to provide such certification but still seeks to be considered for award of this solicitation, the Bidder/Proposer shall execute the proposal through a duly authorized representative and shall also initial this space: ________________

In such event, the Bidder/Proposer shall furnish together with its bid response a duly executed written explanation of the facts supporting any exception to the requirement for certification that it claims under Section 287.135 of the Florida Statutes. The Bidder/Proposer agrees to cooperate fully with the County in any investigation undertaken by the County to determine whether the claimed exception would be applicable. The County shall have the right to terminate any contract resulting from this solicitation for default if the Bidder/Proposer is found to have submitted a false certification or to have been placed on the Scrutinized Companies for Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List.

IT IS HEREBY CERTIFIED AND AFFIRMED THAT THE BIDDER/PROPOSER SHALL ACCEPT ANY AWARDS MADE AS A RESULT OF THIS SOLICITATION. BIDDER FURTHER AGREES THAT PRICES QUOTED WILL REMAIN FIXED FOR A PERIOD OF ONE HUNDRED AND EIGHTY (180) DAYS FROM DATE SOLICITATION IS DUE.

Bidder/Proposer's Authorized Representative's Signature: ____________________

Date: ____________________

Type or Print Name: ____________________

THE EXECUTION OF THIS FORM CONSTITUTES THE UNEQUIVOCAL OFFER OF BIDDER/PROPOSER TO BE BOUND BY THE TERMS OF ITS PROPOSAL. FAILURE TO SIGN THIS SOLICITATION WHERE INDICATED ABOVE BY AN AUTHORIZED REPRESENTATIVE SHALL RENDER THE PROPOSAL NON-RESPONSIVE. THE COUNTY MAY, HOWEVER, IN ITS SOLE DISCRETION, ACCEPT ANY PROPOSAL THAT INCLUDES AN EXECUTED DOCUMENT WHICH UNEQUIVOCALLY BINDS THE BIDDER/PROPOSER TO THE TERMS OF ITS OFFER.

https://www.bidsync.com/DPXViewer/Solicitation_Submittal_Form.htm?ac=terms&auc=... 2/13/2014


### Warranty Claim Filing Service for Vehicles

**Offer Details**

1. Bidder’s percentage rate on monies received by the County through awarded bidder’s warranty claim filing services. The monthly billing amount shall be calculated by multiplying the total dollar value of reimbursement claims actually received by the County during the billing period by the percentage rate, as per Section 2, Paragraph 2.5 and 2.7

   \[ \text{Percentage Rate} \]

2. The Bidder shall provide two (2) references for the warranty claim filing services within the five (5) years, as per Section 2, Paragraph 2.4

   **Reference 1:**
   - Customer’s Company Name:
   - Contact Person:
   - Title:
   - Address:
   - Email Address:
   - Telephone No.:

   **Reference 2:**
   - Customer’s Company Name:
   - Contact Person:
   - Title:
   - Address:
   - Email Address:
   - Telephone No.:

3. The Bidder shall provide list of brands for which the Bidder provided the warranty claim filing services within the five (5) years, as per Section 2, Paragraph 2.4

   **List of Brand Names:**
   - 
   - 
   - 

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In compliance with Miami-Dade County Code Section 2-8.8, the Bidder/Proposer shall submit with the proposal a detailed statement of its policies and procedures (use separate sheet if necessary) for awarding subcontractors.

☐ NO SUBCONTRACTORS WILL BE UTILIZED FOR THIS CONTRACT

[Signature] [Date]
SUBCONTRACTOR/SUPPLIER LISTING
(Neal-Orange County Code Sections 2-8.1, 3-8.3 and 10-04)

Name of Bidder/Proposer: ___________________________ FEIN No. __________________

In accordance with Sections 2-8.1, 3-8.3 and 10-04 of the Miami-Dade County Code, the form must be submitted as a condition of award by all Bidder/Proposers on County contracts for materials or work which involve expenditures of $50,000 or more, and all Proposers on County or Public Contracts with Trust construction contracts which involve expenditures of $300,000 or more. The Bidder/Proposer who is awarded the contract is responsible for submitting this form to the County. The Bidder/Proposer shall under the appropriate heading of this form if no subcontractors or suppliers will be used on the contract award and sign the form below.

In accordance with Ordinance No. 11-08, an entity contracting with the County shall report the race, age, gender and ethnicity of the owners and employees of all first-tier subcontractors. In the event that the report demonstrates to the County prior to award that the new, open, and exclusive opportunities to minority suppliers are not available, the Bidder/Proposer shall be required to provide sufficient efforts to fulfill the requirements and must not be less than ten (10) days after it becomes available and, in any event, prior to final payment unless otherwise noted.

### Business Name and Address of First Tier Subcontractor/Subconsultant

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<tr>
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<th>Scope of Work to be Performed by Subcontractor/Subconsultant</th>
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(If applicable, please note the form if additional space is needed.)

- Enter the number of male and female employees by race/ethnicity.

- Enter the number of male and female employees by race/ethnicity.

☐ Acknowledge that if race, gender and ethnicity information is not available and will be provided at a later date, this data may be submitted to contracting department to ensure the Small Business Development of the Miami-Dade and Orange County Small Business Development Centers. As a condition of entering, Bidder/Proposer shall provide subcontractor information on the Subcontractor/Supplier Report. Go to [www.miamidade.gov/business/business-development-contracts.org](http://www.miamidade.gov/business/business-development-contracts.org) for more information.

I certify that the representations contained in this Subcontractor/Supplier Listing are true to the best of my knowledge and accuracy.

Signature of Bidder/Proposer: ___________________________
Print Name: ___________________________
Print Title: ___________________________
Date: ___________________________

https://www.bidsync.com/DPXViewer/Affidavit__Subcontractor_Listing.htm?ac=terms&... 2/13/2014
Hello Vivian:

Attached please find SSDs input document and ITB for the above referenced requisition for review and recommendation.

Please note fyi regarding Req. # RQID14000001, Item #: 3-41 was reviewed on 2/11/14 and approved for recommendation on 2/18/14.

Much thanks,

Lourdes Farley
Miami-Dade County
Internal Services Department - Procurement Management
Ph: (305) 375-3045 - Fax: (305) 372-6128
e-mail: farley@miamidade.gov
Visit our website at: www.miamidade.gov/dpm

"Delivering Excellence Every Day"

From: Farley, Lourdes (ISD)
Sent: Wednesday, February 12, 2014 12:23 PM
To: Walters, Vivian (ISD)
Subject: RE: RQID14000001 - Warranty Claim Filing Service for Vehicles

Please use the below commodity codes from BidSync
958-41
961-16

Thanks

From: Farley, Lourdes (ISD)
Sent: Tuesday, February 11, 2014 4:51 PM
To: Walters, Vivian (ISD)
Subject: RQID14000001 - Warranty Claim Filing Service for Vehicles

Vivian:

Attached is the revised SBDs input document.

Thank you,

Lourdes Farley
Miami-Dade County
Forwarding per your request.

FAML9580 V5.0
MIAMI-DADE COUNTY 5.1 ONLINE FAMIS SYSTEM 02
LINK TO:
FLEET MANAGEMENT SERVICES

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F1-HELP F2-SELECT F4-PRIOR F5-NEXT
F7-PRIOR PG F8-NEXT PG F9-LINK
G014 - RECORD FOUND

--
From: Farley, Lourdes (ISD)
Sent: Tuesday, February 11, 2014 11:39 AM
To: Walters, Vivian (ISD)
Subject: RQID1400001-Warranty Claim Filing Service for Vehicles

Forwarding per your request.
Hello Vivian:

Attached please find SBDs input document and ITB for referenced requisition # RQID1400001 for Warranty Claim Filing Service for vehicles for SBDs recommendation.

Thank you,

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