

**Automotive and Truck Warranty Claim Filing Service**

**RQID1400001 - Verification of Availability**

Find attached the “**Scopes of Work**” and “**Special Requirements**” for an upcoming **Invitation to Bid (ITB)**. Please review to determine if you would be able to **satisfy the requirements** (as applicable), and **interested in responding**; if so, please check the appropriate areas below and respond to this email confirming the same. Please pay “**CLOSE**” attention to the various sections and the “**SPECIAL/MINIMUM**” requirements for each, and confirm your **ability** and **availability** to satisfy “**ALL**” sections/scopes.

See Sections **3.1 through 3.6** – Paying very close attention to all Sections listed and the requirements of each. (While you are **not** quoting at this time, be mindful your response strongly influences SBD’s determination as it relates to a potential **SBE Measure**). So please be diligent in your review of the information and respond accordingly, based on your ability to meet **ALL** the applicable requirements.

**Are you able to satisfy the requirements of the attached documents (ITB)?**  
YES  NO

**Do you have prior experience consistent with the requirements of this (ITB)?**  
YES  NO

**Are you able to meet the “Scope of Work” requirements of Section 3.1?**  
YES  NO

**Are you able to meet the “Size & Volume” requirements of Section 3.2?**  
YES  NO

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**Are you able to meet the requirements under “Equipment Brands” of Section 3.4?**  
YES  NO

**Will you be able to meet the certification requirements (also) under “Equipment Brands” of Section 3.4? (90 and 180 days respectively, from notice of contract award)**  
YES  NO

**Do you have experience consistent with the requirements as it relates to “Returns” (of failed parts) as listed under “Parts” of Section 3.5?**  
YES  NO

**\*\*\*Please provide three (3) references, consistent with the deliveries of these “Scopes of Services” (see attached document - reference form)**

I am “NOT” interested in this solicitation.

Name of Firm: \_\_\_\_\_ SBE Exp. Date: \_\_\_\_\_

Owner's Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Contact #: \_\_\_\_\_

Please respond by **2:00pm, Wednesday October 9, 2013.**

Any questions, feel free to contact me at the number below.

(Respond to the "**Verification**" whether you are interested or not (choosing "**Yes**" or "**No**"), as this helps SBD in the determination of measures).

Regards,

**Vivian O. Walters, Jr.**

Contract Development Specialist II  
Regulatory and Economic Resources Department  
Small Business Development Division  
111 NW 1st Street #19 Floor, Miami, FL 33128  
walterv@miamidade.gov

☎ Office (305) 375-3138 | 📠 Fax (305) 375-3160

*"Delivering Excellence Every Day"*

**Please provide three client references below:**

**Project Title:**

**Client Name:**

**Contact Number:**

**Scope Description:**

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**Project Title:**

**Client Name:**

**Contact Number:**

**Scope Description:**

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**Project Title:**

**Client Name:**

**Contact Number:**

**Scope Description:**

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**SECTION 3**  
**TECHNICAL SPECIFICATIONS**

**AUTOMOTIVE AND TRUCK WARRANTY CLAIM FILING SERVICE**

**3.1 SCOPE OF WORK**

These are the minimum requirements for an Automotive and Truck Warranty Claim Filing Service that will work with Miami-Dade County's (MDC) Internal Services Department, Fleet Management Division (ISD/FMD), to generate and file warranty claims which will be reimbursable to MDC's ISD/FMD, for MDC owned and operated vehicles. The successful bidder will be required to interface with the County's computer systems to review and monitor every Repair Order written by the Fleet Management Division for warranty reimbursable claims, and file those claims in the manner prescribed by the applicable equipment's manufacturer. After claim filing the successful bidder will be required to 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 presently has several "in-house" warranty certifications covering several manufacturers of both light and heavy equipment and it is expected that the successful bidder's service will negotiate additional agreements for the County as needed with mutual consent and warranty rate revisions, policy adjustments, goodwill payments and all other aspects of warranty collections services for both light and heavy equipment as expected of a full service warranty claim service and administration organization to maximize the benefits obtained under this contract to the County.

**3.2 SIZE AND VOLUME**

The Internal Services Department Fleet Management Division is the primary but not exclusive maintenance organization for mobile equipment within Miami-Dade County. Other small 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. Vehicle fleets are not mixed and a vehicle is rarely transferred from one fleet maintenance organization to another. Any agency or organization other than the ISD/FMD, whether or not named herein, may use any or all services obtained through this solicitation only under the terms and conditions listed in paragraph 3.5. The ISD/FMD presently maintains 8000 light automotive vehicles and 1800 heavy vehicles in addition to approximately 200 construction type vehicles on behalf of several user departments within the County. The fleet varies from police patrol vehicles, varied manufacturer's sedans to include hybrid sedans, SUV's, pickup trucks, vans, box body trucks, aerial devices, trash collection trucks, dump trucks, refuse collection trucks, transfer trailers on to landfill and construction equipment. The ISD/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.

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**TECHNICAL SPECIFICATIONS**

**AUTOMOTIVE AND TRUCK WARRANTY CLAIM FILING SERVICE**

**3.3 REPAIR ORDER ACCESS**

The ISD/FMD presently uses an electronic repair order system called EMS which resides within the County's mainframe. EMS can be accessed via the internet with appropriate passwords and clearances. In the future the repair order system will be changed or migrating to Asset Works M5 Fleet Focus which can also be accessed via the internet with appropriate passwords and clearances.

**3.4 EQUIPMENT BRANDS**

Warranty Claim Service providers must have a minimum of one year experience in all of the light equipment brands named and four of the heavy equipment brands named, to be eligible for award. Providers must have the ability to become certified in two of the remaining heavy brands within 90 days and at least one of the remaining heavy brands within 180 days from notice of contract award.

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

**3.4.2** Heavy Brands: Peterbilt, Sterling, Freightliner, International, Altec, Caterpillar, Labrie, Leach, Heil, Autocar, Warren Trailer, Steco, Allison.

**3.5 PARTS**

The successful bidder will work with the individual Light Equipment and Heavy Equipment Service Managers and Facility Supervisors to effect the returns of failed parts when needed 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.