

DEPARTMENTAL INPUT
CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION

Rev 1

<input checked="checked" type="checkbox"/> New contract	<input type="checkbox"/> OTR	<input type="checkbox"/> CO	<input type="checkbox"/> SS	<input type="checkbox"/> BW	<input type="checkbox"/> Emergency	Previous Contract/Project No: FB-00028
<input type="checkbox"/> Re-Bid						
<input type="checkbox"/> Other - Access						

LIVING WAGE APPLIES: ____YES ____NO

Requisition/Project No: RQID1900065

TERM OF CONTRACT: Five years

Requisition/Project Title: Warranty Claims services

Description: The purpose of this solicitation is to establish a contract for Miami-Dade County for the Warranty Claims services for various types of vehicles maintained by Miami-Dade County's Internal Services Department, Fleet Division.

User Department(s): Various County Departments

Issuing Department: ISD
Estimated Cost: \$100,000.00

Contact Person: Hendry Lopez Phone: 305-375-3803
Funding Source: Internal Services Funds

ANALYSIS

Commodity/Service No: 961-37			
Trade/Commodity/Service Opportunities			
Contract/Project History of Previous Purchases For Previous Three (3) Years Check Here if this is a New Contract/Purchase with no Previous History			
EXISTING		2ND YEAR	3RD YEAR
Contractor:			
Small Business Enterprise:			
Contract Value:			
Comments:			
Continued on another page (s): ____ Yes ____ No			

RECOMMENDATIONS

SBE	Set-Aside	Sub-Contractor Goal	Bid Preference	Selection Factor
		%		
		%		
		%		
		%		

Basis of Recommendation:

Signed: Hendry Lopez

Date to SBD: 03/08/19

Date Returned to DPM: _____

SECTION 2 – SPECIAL CONDITIONS**2.1 PURPOSE**

The purpose of this solicitation is to establish a contract for Miami-Dade County for the Warranty Claims services for various types of vehicles maintained by Miami-Dade County's Internal Services Department, Fleet Division.

2.2 TERM OF CONTRACT

This contract shall commence on the first (1st) calendar day of the month succeeding approval of the contract by the Board of County Commissioners, or designee, unless otherwise stipulated in the Notice of Award Letter which is distributed by the County's Internal Services Department, Strategic Procurement Division, and contingent upon the completion and submittal of all required bid documents. The contract shall expire on the last day of the sixtieth (60th) month of the contract term.

2.3 METHOD OF AWARD

Award of this group will be made to the responsive, responsible Bidder who submits the lowest percentage charged per claim, and who meets the minimum qualifications listed below:

Minimum Qualifications

- A. The vendor must be able to demonstrate a good record of performance by providing the County with three reference letters issued within 30 days of the solicitation closing date.
- B. The vendor must demonstrate they are regularly engaged in the business of providing the services by providing with their submission a local business tax receipt.

2.4 PERCENTAGE RATE

Percentage rate offered by the awarded bidder for this contract shall remain fixed and firm for the term of the contract.

2.6 INSURANCE

Section 1.22, Insurance Requirements, is not applicable to this solicitation.

2.7 INVOICING

In addition to section 1.35 of this solicitation, the awarded Bidder shall invoice the County on a monthly basis and the billing amount shall be calculated by multiplying the (total dollar obtained in claims that were reimbursed and received by the County during the billing period by the percentage rate). Please see example below:

<u>Column A</u>	<u>Column B</u>	<u>Column C</u>
Reimbursement received for January 2019	Percentage charged for claims	Total Cost to the County for January 2019
\$5,000	10%	\$500

2.9 ADDITIONAL GROUPS AND/OR SERVICES

The County reserves the right to add additional groups, and/or Services (with applicable qualification criteria) to the contract, which are not listed within this solicitation. The Internal Services Department, Strategic Procurement Division will solicit the industry and award said group on a competitive basis.

2.10 RELATED EXPENSES/TRAVEL EXPENSES

The Bidder's firm fixed costs requested in this solicitation and submitted by a Bidder shall be inclusive of any costs for travel and miscellaneous expenses. No additional costs will be accepted by the County.

2.11 AVAILABILITY OF CONTRACT TO OTHER COUNTY DEPARTMENTS

Although this Solicitation identifies some County Departments, it is hereby agreed and understood that any County department or agency may avail itself of this contract and purchase any and all items specified herein from the awarded Bidder(s) at the contract price(s) established herein. Under these circumstances, a separate purchase order shall be issued by the County, which identifies the requirements of the additional County departments.

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 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 **VEHICLE FLEET VOLUME**

ISD Fleet is the primary but not exclusive maintenance organization for vehicles 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.

ISD Fleet currently maintains the following type of vehicles:

- 8000 light automotive vehicles
- 1800 heavy vehicles
- Approximately 200 construction type vehicles on behalf of several 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.

ISD Fleet 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**

ISD Fleet 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 Fleet Focus 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:

- Light Brands: Ford, Chevrolet, GMC, Chrysler, Dodge, Jeep, Honda, Nissan and Toyota.
- Heavy Brands: Peterbilt, Sterling, Freightliner, International, Altec, Caterpillar, Labrie, Leach, Heil, Autocar, Warren Trailer, Steco, Allison.

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 chargebacks 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.

DRAFT

SECTION 4 – BID SUBMITTAL FORM

Bidder's Name: _____

<u>Item</u>	<u>Description</u>	<u>Percentage Charge</u>
1	Percentage charge per warranty claim	

Item 2.3	Description	Check / Submitted
A	The vendor must be able to demonstrate a good record of performance by providing the County with three reference letters issued within 30 days of the solicitation closing date.	<input type="checkbox"/>
B	The vendor must demonstrate they are regularly engaged in the business of providing the services by providing with their submission a local business tax receipt.	<input type="checkbox"/>