



Town of Orono

Request for Proposals

Fire Department Fleet Services

The Town of Orono is seeking proposals for a qualified contractor to provide **Fire Department Fleet Services**. Services will include preventative maintenance, vehicle repairs, state inspections, and other mechanical services as they relate to maintaining a fleet of fire apparatus. The scope of work includes repairs and service to vehicle electrical systems, fire pumps, aerial ladders, and other components associated with firefighting vehicles. When necessary, the Town of Orono will make training available for these components.

A copy of the full request for proposals and the official bid form can be found at www.orono.org, or hard copies will be available upon request at the Orono Town Office, 59 Main Street, Orono, ME 04473. Sealed proposals delivered to the Town Office are **due March 15th, 2019 at 2:00 PM**, at which time there will be a public opening of the proposals. Proof of Worker's Compensation and General Liability insurance is required.

No fax or e-mail proposals will be accepted. The Town of Orono reserves the right to reject any proposals and waive any irregularities.

Offers shall be clearly labeled "**Fire Department Fleet Services**" and submitted to:

Town of Orono
Fire Department Fleet Services
Attn: Geoff Low, Fire Chief
59 Main Street
Orono, ME 04473

Sealed proposals delivered to the Town Office are **March 15, 2019 at 2:00 PM**

A. Introduction

The Town of Orono is soliciting proposals to establish a vehicle service contract for an active fleet of 10 fire department vehicles which are typically housed at the Orono Fire Station. These vehicles include diesel powered fire trucks, ambulances, and gasoline-powered passenger type vehicles including pickups, SUV's, and sedans.

The RFP awardee of may have the option of additionally providing fire department fleet services to the Towns of Old Town, Veazie, and Glenburn. Those agencies have similar vehicle types and numbers as Orono.

Vehicles are assigned to specific areas based on needs, efficiency, and other considerations as determined. The profile of vehicles currently by year, make, and mileage may change as needs and work requirements change.

Contractor(s) must have the ability to work collaboratively with fire staff to meet the following key components of our vehicle maintenance program.

- Comprehensive and preventative maintenance schedule
- Full utilization of standard warranty coverage
- Customer service responsiveness to maximize cost efficiencies, minimize unscheduled repairs and downtime
- Courteous quality service while providing mechanically sound, safe, and reliable emergency response vehicles

B. Scope of Work and Stated Deliverables

Successful proposers shall demonstrate the ability to provide preventative maintenance (PM) and repair service. Contractors shall perform routine repair service that includes, but not limited to, oil change & lube; tire rotation; work on brakes; suspension; heat/air conditioning systems; electrical systems; minor engine repair; and other repairs normal and customary for maintenance of a public safety fleet.

Specialized training for some repairs may be required and will be provided by the contracting organizations with certain side agreements applying.

C. Service Facility Locations

Only fixed locations will be considered for contract award. Evaluation of the service locations will include hours of operation; consideration of travel time to the facility from local fire stations; and the ease of access to the facility.

D. Preventative Maintenance Service

Preventative maintenance (PM) service will follow the manufacturer's recommendations. Specific components of apparatus such as washing and greasing of aerial ladders will be considered as part of the PM process. A checklist will be developed by the vendor, based on those recommendations, and completed with each PM service to properly record the PM and identify items inspected. Checklists should mirror those recommended by the National Fire Protection Association, National Volunteer Fire Council, or another appropriate guiding body. The technician should include observations and explanations for any further needed repairs that are not part of the standard PM.

E. Unscheduled Repair Service

As a result of the PM service, the contractor may make recommendations for further repair service. Contractor shall support their recommendations for such repair work by using diagnostic statistics, accepted performance standards, vehicle history records, mileage, and other customary means. The contractor shall obtain prior authorization before completing any further repair work that is identified as a result of the PM service. Appropriate fire department contact information will be provided upon award of the contract.

The required turnaround time for PM service plus routine repair services done as a result of the PM inspection shall not exceed two (2) business days unless; the contractor has notified the fire department contact and advised of the delay in anticipated completion time.

While not an item that would eliminate a candidate, contractors that can provide field fleet services in the event of a breakdown during an emergency incident would be preferred, for example, a pumper truck breaks down during a large fire.

F. "Tag Out" of vehicle

If during any PM or unscheduled repair service the contractor observes an issue or defect that could compromise the safe operation of the vehicle, the contractor will "tag out" the vehicle "do not operate" and advise department contact of the situation.

SECTION III. PROPOSAL QUESTIONS

A. General

This section contains the proposal questions. Proposers shall address the questions in the order presented; responses must be identified by section and number, to correspond with the RFQ questions.

Proposals need to be specific, detailed and straightforward, using clear, concise, easily understood language. The proposal must be typed; no handwritten responses will be accepted.

The answers to questions in this section will be evaluated and scored to determine the contractor's ability to provide quality service at fair and reasonable prices while maintaining high standards of customer satisfaction.

Proposers are encouraged to make any comment and/or attach any information that may assist in evaluating their ability to perform this contract.

B. Shop Operations

1. Business name and address:
2. Number of years in business:
3. How many years has the shop been at the current location?
4. Telephone (landline and cell):
5. Fax:
6. Email:
7. Shop owner' name:
8. How many years has the shop been under current ownership?
9. Shop manager' name:
10. Briefly describe the managers' experience, including history and experience with this firm and current staff at the shop?
11. Number of employees:
12. Briefly describe experience and training shop mechanics have.
13. Does this experience include working on specific fire apparatus components such as pumps?
14. Will the vendor permit the technician(s) to receive factory training, either at the factory or through other means, in the repair of these items?
15. Describe the experience your shop has providing fleet and government service.
16. Describe how your shop will provide secured parking for emergency vehicles left overnight
17. Do you provide towing services for small and large vehicles? If not do you have a dedicated vendor that provides that service for you?
18. Describe after hours drop off/pick up method.
19. Please list hours of operation including pick-up and drop off if different.