



**Specifications for**

**Statewide Contract #207 Fleet Maintenance**

**Event #32110-12897**

**State of Tennessee**

**Department of General Services,**

**Central Procurement Office**

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The purpose of this solicitation is for the State of Tennessee to secure a statewide contract ("SWC") for Preventative and Full-Service vehicle maintenance across the State. This contract will be available for use for all Tennessee State Agencies and other Authorized Users. The goal of this solicitation is to drive cost savings and provide quality maintenance and repair to the State of Tennessee's vehicle fleet while reducing downtime of vehicles in need of maintenance and repair.

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## **Section One: General Solicitation Information**

### **1.1 Definition of Terms and Acronyms**

| <b>Term/ Acronym</b>                    | <b>Definition</b>   |
|---|---|
| <b>ASE</b>                              | National Institute for Automotive Service Excellence  |
| <b>Authorized User</b>                  | The various departments, institutions, boards, commissions, and agencies of the executive branch of the government of the State of Tennessee with exceptions as addressed in Tenn. Comp. R. & Regs. 0690-03-01-.01. |
| <b>Class 1 Truck</b>                    | A truck with GVWR of 0 to 6,000 pounds  |
| <b>Class 2 Truck</b>                    | A truck with GVWR of 6,000 to 10,000 pounds   |
| <b>Class 3 Truck</b>                    | A truck with GVWR of 10,001 to 14,000 pounds  |
| <b>Class 4 Truck</b>                    | A truck with GVWR of 14,001 to 16,000 pounds  |
| <b>Contractor(s)</b>                    | Any successful Respondent(s) to whom a Contract has been awarded by the Central Procurement Office (CPO).   |
| <b>GVWR</b>                             | Gross Vehicle Weight Rating   |
| <b>OEM</b>                              | Original Equipment Manufacturer   |
| <b>THP</b>                              | Tennessee Highway Patrol  |
| <b>VAM</b>                              | Vehicle & Asset Management Division of the Tennessee Department of General Services   |
| <b>Statewide Contract Administrator</b> | The Contractor's main point of contact at Central Procurement Office.   |

**1.2** Contractors responding to this ITB must be able to provide services in one or both of the following service categories for State fleet vehicles including small, midsize, and full-size sedans, police pursuit vehicles, Class 1 through Class 4 Trucks, vans up to 1 ton, and SUVs:

Category 1 - Preventive Maintenance

Category 2 - Full-Service Maintenance

Contractors interested in responding to this ITB may provide a proposal for a single service category or both service categories in accordance with requirements. Contractors may propose services in one single or multiple State Regions (as defined in Attachment A) in accordance with requirements. Contractors must be able to service all vehicle makes and models.

**1.3** The State intends to award a contract to the lowest responsive and responsible respondent in each category within all regions detailed in Attachment A. The State will award Category 1 and 2 to the lowest responsive and responsive respondents. This will be determined by calculating the evaluation score of each category and each region.

**1.4 Current Environment**

In calendar year 2022, the State of Tennessee spent approximately \$584,819.00 on Preventative Maintenance and Full-Service Maintenance.

The State vehicle fleet managed by VAM consists of approximately 4,564 State owned vehicles. The table below provides additional details regarding the number and age of vehicles in the fleet.

| Vehicle Age        | Number of Vehicles |
|--------------------|--------------------|
| Year 2007 or older | 222                |
| Year 2008-2012     | 281                |
| Year 2013-2018     | 2099               |
| Year 2019-2023     | 1962               |

**Section Two: General Requirements** – these requirements are to be followed by all awarded Contractors for SWC 207 – Fleet Maintenance.

**2.1 Contract Manager**

The Contractor shall designate a contract manager and a secondary contact for the contract. The contract manager will be a single point of contact for the State Contract Administrator and be responsible for addressing broad contract issues and requests brought to them by the State Contract Administrator. The contract manager should have the authority and competence to address and correct any issues related to the contract. The Contractor shall notify the State Contract Administrator in writing within three (3) business days of assigning a new contract manager. Contact information shall be provided for each Contractor location awarded under SWC 207. Authorized Users must be able to reach out to each location with questions including, but not limited to the following: scheduling, billing, invoices, estimates, and service.

## 2.2 Escalation Tree

An agreed upon escalation tree of employees and contact information shall be provided by each awarded Contractor within 30 days after the contract award. This document will provide contact information to be used when either party has questions or concerns regarding the contract, specifically if an issue with the contract must be escalated. The “tree” must include employee names, titles, phone numbers, and email addresses and must be listed in ascending order by position. The document may not be abused by either party to reach the highest-ranking employee with questions or issues that may be addressed by a lower position. Contact information must be provided starting with the Contractor’s contract administrator or administrative position and ending with a position that has high-level decision-making power for the party. The number of positions may differ for each party.

## 2.3 Required Reports

These reports are in addition to quarterly reports collected by the State Contract Administrator. Any individual vehicle report and invoice must clearly display the service time of each vehicle. All reports must be electronic, searchable, and must not include vehicles serviced from SWC 222 – Vehicle Leasing. The State will work with awarded Contractors to ensure the data is received in an acceptable format

- Weekly Billing Report: an electronic billing statement must be sent to VAM on the same mutually agreed upon day each week (excluding State holidays) and must include individual, itemized invoices of vehicles serviced the previous week and the total dollar amount of all invoices. The report should contain minimal/zero errors. In conjunction with this electronic statement, the supplier must send a detailed transactional file via SFTP of all previous week transactions to be interfaced into the State of Tennessee’s system of record for work order, purchase order, and voucher tracking. It will be the responsibility of the supplier to provide their system file layout and be available for interface development support to State of Tennessee technical staff for interface development.
  
- Monthly Service Report: an electronic total services report must be sent to VAM each month. This report is to include the total times each line-item service was performed. The report must not include any errors and must be submitted in a template provided by the State.

- Monthly Job Code Report: job codes must be sent to VAM once a month. This report, in the first month of starting the contract, will initially include all job codes offered by the Contractor. Each month following, the report will only need to include discontinued job codes with their replacement job codes or new job codes that have been added. The report must not include any errors and must be submitted in a template provided by the State.

If Contractor job codes included on reports are changed or added during the contract term, the State must be notified seven (7) calendar days before the change goes into effect on reports.

## **2.4 Service Locations**

Contractors must have an established network of multiple service locations within the regions in which they have bid (three (3) or more per region for Preventive Maintenance or Full-Service Maintenance Services). All locations must provide the full range of services in the category or categories for which the Contractor has bid. The Contractor must complete and submit Attachment C to this Solicitation with their bid response, outlining the physical location and contact information of all service facilities in each region.

## **2.5 Service Requirements**

All work must be performed by qualified service personnel who are trained and authorized to do the work. Mechanics must be ASE or factory certified or equal and be qualified to perform maintenance and repairs to all vehicle components. The State may request certification proof at any time. The Contractor is responsible for ensuring each mechanic has the proper certifications and training before performing any services on State vehicles. The Contractor is responsible for proper disposal of all old fluids and parts in accordance with State, Local, and Federal guidelines. The State reserves the right to request the Contractor return all parts removed from a State Vehicle during repair to the State for inspection upon delivery or pickup of the vehicle. At that time, the State will determine whether to retain the old part or return the part to the Contractor for proper disposal. All Tennessee Highway Patrol vehicles require the use of OEM brake parts; aftermarket brake parts on THP vehicles will not be acceptable.

## **2.6 Service Timeframe**

The State expects that Contractors work to minimize fleet downtime for State fleet

vehicles and must give State fleet vehicles the highest possible priority in scheduling and performance of services. All preventive maintenance services must begin within 30 minutes of a scheduled appointment time. When appointments are made for service, the State will make every effort to make and keep appointments. If the scheduled appointment time cannot be met, the Contractor must contact the State authorized representative.

## **2.7 Prior Approval of Services**

All service and repairs for State owned vehicles exceeding \$200.00 will require approval by an authorized representative of VAM. The agency end user will not approve of additional work needed over \$200.00 that is discovered while the Contractor is performing other scheduled services on a vehicle. Prior approval must be provided through transmission of a purchase order number that will be used by the Contractor when invoicing for the services. The Contractor must provide a detailed estimate of the work to be performed and will be held to the estimate unless it is found that additional work is required to maintenance the vehicle properly.

## **2.8 Securing State Vehicles**

The Contractor will take reasonable precautions to ensure the State vehicles and equipment are protected from foreseeable harm.

## **2.9 General Inspection Requirements**

Contractor(s) performing services on State fleet vehicles must perform a safety inspection at no cost including but not limited to the following items:

- Brakes
- Tires
- Fluid levels
- Battery
- Filters
- Belts
- Hoses
- Wipers
- Lights
- Fuses
- Steering
- Suspension
- Shocks/Struts
- CV joints/boots

Contractor(s) must provide a checklist of the inspection with notes as to any defects noted during the inspection to the vehicle user when vehicle is picked up upon completion of service.

### **2.10 Diagnostics**

A diagnosis fee of necessary vehicle repairs will not be charged to the State if the repairs are directly remedied as a result of the diagnosis performed. In some instances, VAM may consent to diagnosis fees if the labor required to diagnose the repairs takes an unusual amount of time.

### **2.11 Maintenance Guide**

Contractors must utilize a standard maintenance and repair guide in development of estimates for work. It is preferred that Contractors utilize nationally recognized maintenance and repair guides such as Chilton, Mitchell, All Data, etc. Other maintenance and repair guides will be considered by the State. Contractors utilizing guides that are not considered to be nationally recognized maintenance guides must provide an example of their guide and acknowledge in their bid that the guide is used uniformly across all service locations. The State will determine the acceptability of the guide provided.

### **2.12 Cost of Parts**

For Full-Service Maintenance services all parts used in the provision of service will be invoiced to the State at a percent discount issued from a Contractor's catalog or list pricing. Contractors will be asked to bid a percent discount that will then be applied to the items and service bid by the Contractor where applicable within the solicitation. Contractors may be required and asked to submit evidence acceptable to the State for the cost of all parts used in servicing a vehicle when submitting their invoice to the State, upon request.

## **Section Three: Preventative Service Requirements**

**3.1 Preventative Service Provision** - Contractors must be able to provide all the following preventative maintenance services for all fleet vehicles in scope.

- Lube, Oil, & Filter
- Tire Rotation
- Replace Air Filter



- Replace Wiper Blades
- Air Conditioning (evacuate and recharge)
- Radiator Flush and Fill
- Transmission Fluid

#### **Section Four: Full-Service Requirements**

**4.1 Full-Service Provision** - Contractor must provide Full-Service Maintenance services and other approved repairs for all fleet vehicles in scope. Examples of services in scope for this bid include, but are not limited to:

- Wheel Balance
- Wheel Alignments
- Flat Tire Repair
- Brake Inspections
- Brake Service
- Replace Spark Plugs
- Engine Diagnostics
- Radiator Service
- Battery Service
- Fuel System Service
- Safety Inspections
- Emissions Testing
- Air Conditioner Service

Contractors providing Full-Service Maintenance services who also wish to be considered for award for Preventive Maintenance Services must bid both categories in their response.