1. **SCOPE OF WORK**

Provide for a clean, complete, and modern facility with machinery and equipment necessary to perform auto body and paint repair services for various types and sizes of vehicles. Contractor shall provide for towing and storing of vehicles. Services shall include but not limited to repair, replacement, adjustment and/or overhaul of minor and major components such as safety equipment, suspension, steering, electrical, and other areas damaged in a collision. Contractor shall provide services normally performed on passenger vehicles, as well as light, medium and heavy-duty commercial vehicles.

This is an indefinite quantity contract with no guarantee that services will be required. The County does not guarantee a minimum or maximum dollar amount to be expended on any contract(s) resulting from this solicitation. The scope of work represents the minimum standards required. All work performed shall be in strict compliance with the latest codes, standards, and practices and in accordance with Federal, State, and Local laws.

1. **CONTRACTOR RESPONSIBILITIES**

Contractor shall:

* 1. Submittals shall only be accepted from vendors which have a repair/service facility located within Lake County, Florida or within a thirty (30) mile radius of the Lake County Fleet Maintenance Facility located at 20423 Independence Blvd., Groveland, FL 34736.
     1. Service facilities are defined as facilities that can provide a full range of parts and repairs as specified herein.
  2. Provide for clean, complete modern facilities with machinery and equipment necessary to perform auto body repair services.
  3. Be licensed and fully competent in all aspects of auto body repair and paint services in a safe manner.
  4. Employ only qualified auto body mechanics with experience in all aspects of auto body repairs.
  5. Provide all-inclusive quotes (labor, equipment, materials, and any incidentals) to provide 100% turnkey projects.
  6. Obtain licenses, permits, and fees (including inspection fees) as required to comply with all laws, ordinances, regulations, and code requirements applicable to complete projects.
  7. Be responsible for damages caused as the result of completing projects.

1. **COUNTY RESPONSIBILITIES**

County will:

* 1. Reserves the right to award to one or more vendors.
  2. Reserves the right to inspect goods and services for contract compliance.
  3. Reserves the right to perform an inspection of the service facilities during the evaluation period and after for determining contract award.
     1. Acceptability of the service facility size, location, level of security, and overall functionality shall be determined in consideration of the contract specifications.
     2. The County’s best interest shall prevail, and the decision of the County shall be final.
  4. Reserves the right to retain an independent appraiser to audit Contractor’s estimates at the County’s expense.
     1. Discrepancies found from such an audit will be sent to the Contractor for written justification/response to the findings.
  5. Will not be responsible for payment of any product or service that does not conform to the specifications.

1. **DELIVERY REQUIREMENTS AND ACCEPTANCE.**
   1. Contractor shall provide services for regular and emergency towing, delivery, and storing of vehicles.
   2. Regular towing services shall include the pickup of vehicles during normal business hours (8:00AM – 5:00PM) from the Fleet Maintenance Shop.
   3. Emergency towing services for vehicles which are deemed undrivable shall be available twenty-four (24) hours a day, seven (7) days a week, at any location within the County.
   4. All vehicles shall be towed directly to the Contractor’s repair shop.
   5. Vehicles shall be stored in a safe and secure location at no charge to the County while the vehicle is awaiting or being repaired.
   6. Contractor may be requested to deliver the vehicles upon completion of services.
   7. Deliveries shall be made to the County’s Fleet Maintenance Shop during normal business hours (8:00AM – 5:00PM).
   8. Vehicles returned after repair to the County shall be thoroughly cleaned (exterior and interior) to allow a proper inspection and acceptance of the vehicle.
   9. Services shall be completed according to industry standards.
      1. Improperly repaired vehicle(s) shall be returned at the Contractor’s expense.
   10. If needed, after the vehicle has been repaired the vehicle will be buffed to assure paint uniformity.
2. **QUOTE PRICING**
   1. Provide all-inclusive quotes (labor, equipment, materials, and any incidentals) to provide 100% turnkey projects.
   2. Quotes are preferred to be prepared to “I-CAR” certified standards or equivalent, using “CCC” or “ADP” estimating software.
   3. Quote shall include VIN number, start and completion times, labor price per hour, and itemized listing of replacement parts with retail price and discount percentage.
   4. Quotes shall be accompanied with a minimum of two digital photos showing the vehicle damage within twenty-four (24) hours after receiving the vehicle.
   5. Should hidden damage be discovered, the Contractor shall contact County and shall confirm the need for work and provide an amended written price quote and completion schedule prior to the Contractor proceeding with the work.
3. **REPAIR SERVICES**
   1. Contractor shall use parts which meet or exceed O.E.M. (Original Equipment Manufacturer) standards.
   2. The use of remanufactured, aftermarket, or fabricated parts is permitted with prior approval from the County. Any remanufactured, aftermarket, or fabricated parts shall meet or exceed O.E.M. warranty standards.
   3. Damaged parts shall be kept for a minimum of fourteen (14) days for inspection by the County.
   4. If disposal prior to the fourteen (14) day period is desired, the Contractor shall contact the County and request permission in writing for early disposal.
   5. Contractor shall use paint equal to the manufacturer’s original finish per Original Equipment Manufacturers (OEM) system where applicable.
      1. Services shall include but not be limited to prime, paint, and clear coat.
      2. Primers shall be used on all body work reduced to base metal.
   6. Provide and replace factory OEM graphics, stripping, stenciling, etc as needed.
   7. County will be responsible for the replacement of non-factory graphics, stripping, stenciling, etc.
4. **TIME AND EXTENSIONS**
   1. Contractor shall provide an estimated repair time for completion of work.
   2. Contractor shall request time extensions from the County for any known delay.
   3. Request for time extensions shall be in writing and shall include the reason and backup documentation for the delay and new time of completion.
   4. Time extensions shall only be granted for delivery delays in parts or changes in scope of work by the County.
   5. Contractor shall be assessed $50 per day delay damages for unexcused delays for each business day that is past the estimated completion date.
   6. The total of such damages will be deducted from the Contractor’s final invoice.
5. **WARRANTY**
   1. Contractor shall guarantee goods and services against all defects in workmanship or materials.
   2. Product(s) delivered shall remain the property of the Contractor until the County inspects and accepts the goods and services.
   3. Non-compliant goods shall be returned at the Contractor’s expense, requiring the Contractor to either provide a direct replacement for the item, or a full credit for the returned item.
   4. Work performed shall be subject to an unconditional repair warranty of one (1) year on labor and the repair parts shall have the standard manufacturer’s warranty.
   5. Painting shall be guaranteed against fading or peeling for a period of three (3) years from the date of acceptance of the work by the County.
   6. All warranties shall be enforced and honored by the Contractor.
   7. Contractor shall guarantee that all structural procedures and repairs performed will return the vehicle to manufacturer’s specifications.
      1. Failure to comply with this requirement shall result in immediate return of the vehicle at the Contractor’s expense for prompt repair.
   8. Contractor agrees to perform any repairs according to the vehicle’s factory recommended repair techniques.
      1. If no repair techniques are recommended, then Inter-Industry Conference on Automotive Collision Repair (I-CAR) repair procedures are to be used.

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