

## VEHICLE REPAIR AND MAINTENANCE SERVICES

The Town of Franklin is seeking proposals for the provision of repair and maintenance services for its fleet of vehicles effective July 1, 2025.

Proposals will be received at the Town Hall, Attn: Town Manager, Town of Franklin, 95 East Main Street, Franklin, NC 28734 until 3:00 p.m. EST on Thursday, June 5, 2025, at which time they will be opened and publicly read. Any proposals received after the time specified will not be accepted.

The proposals shall be based on the furnishing of all material, labor and equipment in connection with vehicle repair and maintenance services for the Town of Franklin in complete and strict accordance with specifications in the Request for Proposals Packet.

The Town of Franklin reserves the right to delete any proposal item in the project or extend the project within the limits of the work involved. The Town of Franklin reserves the right to accept or reject any or all proposals.

Release Date: March 31, 2025

Due Date: Friday, June 5, 2025 at 3:00 p.m. EST

Contact: Amie Owens, Town Manager [aowens@franklinnc.com](mailto:aowens@franklinnc.com)

## **SECTION 1 - INTRODUCTION**

### **1.1 BACKGROUND**

The Town of Franklin (the “Town”) is a municipal corporation of the State of North Carolina, Macon County.

The Town has a fleet of 52 vehicles, including trucks, SUVs and patrol cars, which serve various departments. A complete list of Town vehicles is attached as Exhibit A. The Town currently utilizes outside vendors for vehicle repairs and maintenance.

### **1.2 INFORMATION AND CLARIFICATION**

The Town of Franklin, North Carolina is inviting the submission of proposals from qualified vendors to furnish all material, labor, and equipment in performing all operations necessary in connection with the repair and maintenance of Town of Franklin vehicles.

All requests for information or clarification should be addressed to the Town Manager, Amie Owens, at [aowens@franklinnc.com](mailto:aowens@franklinnc.com).

### **1.3 ELIGIBILITY**

To be eligible to respond to this RFP, the Proposer must have a valid occupational license and any other required licenses to perform vehicle repairs in Macon County and the State of North Carolina. Interested facilities must have all of their mechanics with ASE (Automotive Service Excellence) Certification.

### **1.4 CERTIFICATION**

By offering a submission to this Request for Proposal the proposer certifies the proposer has not divulged to, discussed or compared his proposal with other proposals and has not colluded with any other proposer or parties to this proposal whatever. Also, proposer certifies, and in the case of a joint proposal each party thereto certifies as to his own organization, in connection with this proposal:

A. Any prices and/or cost data submitted have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices and/or cost data, with any other proposer or with any competitor;

B. Any prices and/or cost data quoted for this proposal have not been knowingly disclosed by the proposer and will not knowingly be disclosed by the proposer prior to the scheduled opening, directly or indirectly to any other proposer or to any competitor;

C. No attempt has been made or will be made by the proposer to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition;

D. The only person or persons interested in this bid as principal or principals is/are named therein and that no person other than therein mentioned has any interest in this bid or in the contract to be entered into; and brokerage, or contingent fee excepting bona fide employees or established commercial agencies maintained by the purchaser for the purpose of doing business.

## 1.5 PUBLIC RECORDS

North Carolina law provides that municipal records shall at all times be open for inspection by any person under NC GS § Chapter 132 - Public Records, as amended from time to time. Information and materials received by the Town in connection with responses shall be deemed to be public records subject to public inspection.

## 1.6 RETENTION OF PROPOSALS

The Town reserves the right to retain all Proposals submitted and to use any ideas contained in a Proposal, regardless of whether that firm is selected.

## 1.7 IRREVOCABLE OFFER

Any proposal may be withdrawn up until 10:00 a.m., Wednesday, June 4, 2025. Any proposals not so withdrawn before the opening date shall constitute an irrevocable offer for a period of ninety (90) days to provide the services set forth in the proposal.

## 1.8 MAILING INSTRUCTIONS AND SUBMITTAL DEADLINE

Proposals must be received no later than 3:00 p.m. local time on Thursday, June 5, 2025 at 95 East Main Street. Each proposal should be clearly marked and identified as follows:

Town of Franklin

95 East Main Street

Franklin, NC 28734

"VEHICLE REPAIR & MAINTENANCE SERVICES"

Each proposer shall submit four (4) copies of the proposal.

The responsibility for submitting this proposal and its receipt on or before the stated time and date will be solely and strictly the responsibility of the proposer. The Town is in no way responsible for delays caused by any delivery system or caused by any other occurrence. Proposals received after the exact time and date stipulated above shall be considered non-responsive.

#### 1.9 TOWN OPTIONS

The Town reserves and holds at its sole discretion the right and option to award a Contract(s) for the provision of vehicle repair and maintenance services. The Town Manager will report to the Town Council whether or not a contract award(s) is/are recommended.

The Town also reserves and holds at its sole discretion the following rights and options:

- To issue addenda/clarification to this RFP.
- To reject or accept any and all proposals.
- To issue subsequent RFP.
- To enter into contract negotiations.
- To wave technicalities.

#### 1.10 AWARD OF CONTRACT

The Town intends to select and make a recommendation for award of a contract to the Town Council. There is no obligation on the part of the Town to award the contract to the lowest proposer (least cost to the Town). The Town further reserves the right to award the contract to the most responsible proposer submitting a proposal which is most advantageous and in the best interest of the Town, and/or to divide the work of the contract between multiple proposers. The Town shall be the sole judge of the proposal that is/are in its best interest, and its decision is final. The term of the contract shall be in accordance with the time requirements as set forth in this RFP Section 2.4 TERM.

#### 1.11 WRITTEN NOTICE TO PROPOSERS

All proposers will be e-mailed, at the time of tentative successful proposal selection, a notification of said selection.

#### 1.12 NON-ASSIGNMENT

The contractor shall not assign, transfer, convey, or otherwise hypothecate any interest, rights, duties, or obligations it will have under the contract to be awarded, without the prior written consent of the Town. The Town may, at its option, terminate the Agreement immediately upon notice of such action by the contractor.

### 1.13 INDEMNIFICATION AND HOLD HARMLESS

The contractor shall indemnify and hold harmless the Town, its agents and employees from and against all claims, damages, losses, and expenses arising out of or resulting from the proposer's performance of the contract. The contractor shall also indemnify and hold harmless the Town, its agents and employees from and against all claims, damages, losses and expenses arising from action of contractor's employees on Town property or in the course of carrying out any business related to the contract.

### 1.14 DEFAULT

Failure of the proposer to comply with any covenant of the contract to be awarded shall constitute a default, and the Town may at its option terminate the contract thirty days after receipt by the proposer of written notice, unless said default is cured within such period.

## **SECTION 2 –SPECIFICATIONS**

### 2.1 SCOPE OF WORK

The work covered by this specification consists of furnishing all material, labor and equipment necessary in performing all operations necessary in connection with the repair and maintenance of Town of Franklin vehicles. A complete list of Town vehicles is attached to this RFP as Exhibit A.

### 2.2 SERVICE AVAILABILITY

The selected firm shall provide vehicle repair services a minimum of five (5) days a week, from at least 8:00 am to 5:00 pm on normal business weekdays. The service hours and days of your firm should be specified in the Qualification Questionnaire attached to this RFP as Exhibit B.

### 2.3 SERVICE LEVEL

The selected firm is required to provide service according to the vehicle manufacturer's recommended service levels.

#### 2.3.1 SPECIAL SERVICE

Special service shall be given to expedite the maintenance and repairs of police vehicles. Police vehicles at the shop for routine maintenance should be given some priority over all other vehicles,

and the work on these vehicles must be completed within 48 hours. Police vehicles at the shop for other maintenance or repairs should also be given reasonable priority when possible.

The priority service, pick-up and delivery, etc. shall be specified in the Qualification Questionnaire attached to this RFP as Exhibit B.

### 2.3.2 FEES FOR SERVICE

Interested firms must submit the Schedule of Fees attached to this RFP as Exhibit C.

### 2.3.3 PARTS & MATERIAL

All parts and material required in the performance of this specification shall be charged on the basis of the manufacturer or jobber's list price less a fixed discount percentage rate that the firm must identify in his proposal submission. The Town reserves the right, should it deem necessary, to inspect the bidders discount procedure, either prior to or after the contract has been awarded. The contractor will be required to show the discount rate allowed on each and every invoice

### 2.4 TERM

The term of the agreement shall commence upon final execution of the agreement by the Town and continue for a period of one (1) year, with one two-year option upon the same terms if agreed to by both parties.

### 2.5 TERMS OF PAYMENT

The contractor will issue an invoice once a month of the work which has been completed. If the work specified in the invoice has been performed according to the job specifications, the Town shall pay such invoice within 30 days.

### 2.6 INSURANCE REQUIREMENTS

During the term of the agreement, the selected firm will be required to maintain the following insurance coverage:

- A. Commercial General Liability Insurance. Commercial general liability coverage with limits of liability of not less than \$1,000,000 per Occurrence combined single limit for Bodily Injury and Property Damage. The liability insurance shall include Completed Operations and Product Liability coverages and eliminate the exclusion with respect to property under the care, custody and control of Contractor. The General Aggregate

Liability limit and the Products/Completed Operations Liability Aggregate limit shall be in the amount of \$2,000,000 each.

- B. Worker's Compensation and Employer's Liability Insurance. Worker's compensation and employer's liability insurance, to apply for all employees for statutory limits as required by applicable State and Federal laws. The policy(ies) must include Employer's Liability with minimum limits of \$1,000,000.00 each accident.
- C. Business Automobile Liability Insurance. Business automobile liability insurance with minimum limits of \$1,000,000 per Occurrence combined single limit for Bodily Injury and Property Damage.
- D. Professional Liability Insurance. Professional liability insurance in an amount of not less than \$1,000,000.00 per Occurrence, single limit.
- E. Other Coverages. Such additional insurance coverages as may be reasonably required by the Town.

## 2.7 PERFORMANCE REQUIREMENTS

During the term of the agreement, the selected firm shall be required to:

- Guarantee all work for one (1) year from the time the work is completed.
- Maintain accessibility to the maintenance facility pursuant to the requirements of the agreement and this RFP
- Maintain the same level of performance as stated in the proposal throughout the term of the agreement.
- Maintain all vehicles per manufacturer's suggested service intervals using only factory recommended parts and products.
- Have ASE (Automotive Service Excellence) Certified mechanics.

## **SECTION 3 - REQUIREMENTS OF THE RESPONSE**

### 3.1 GENERAL REQUIREMENTS

The purpose of the response is to demonstrate the qualifications, competence and capacity of the firm seeking to provide vehicle maintenance and repair services for the Town of Franklin in conformity with the requirements of this Request for Proposals. As such, the substance of the Request for Proposal and qualifications will carry more weight than their form or manner

of presentation. The technical response should demonstrate the qualifications of the individual or firm and of the particular staff to be assigned to this engagement.

The Proposal should respond to all the points outlined in the Request for Proposal. The Proposal should be prepared simply and economically, providing a straightforward, concise description of the individual's or firm's capabilities to satisfy the requirements of the Request for Proposal. Please provide as much information as possible regarding qualifications and experience.

### 3.2 SUBMISSION REQUIREMENTS

The following information must be included as part of the proposal:

- A. Name, contact, address, telephone and fax number, and email of your firm.
- B. Type of organization (i.e., individual, partnership, corporation, joint venture, etc.), year established, and address of home office if different than above.
- C. Qualifications of firm, including but not limited to: firm's history and number of years in business.
- D. Provide all necessary licenses, permits and certifications relating to vehicle repair and maintenance.
- E. Completed Qualification Questionnaire attached to this RFP as Exhibit B.
- F. Completed and signed Schedule of Fees form attached to this RFP as Exhibit C.
- G. Proof of insurance as detailed in Section 2.6, INSURANCE REQUIREMENTS
- H. Completed Public Entity Crimes and Conflicts of Interest form attached to this RFP as Exhibit D.
- I. References - All qualified firms must submit a list of at least three (3) firms, organizations, or major customers to whom they have provided services within the past five years. Along with this information should be supplied the name, address and phone number of each reference listed. Letters of recommendation and references from other municipalities or public agencies are preferred.
- J. Information on any pending litigation against the firm or any of its principals as it relates to the services provided by the firm.
- K. Any other information you feel is appropriate to assist in the selection process.



Exhibit A

**TOWN VEHICLES**

Department	Year	Description	Department	Year	Description
Administration	2021	Jeep Grand Cherokee	Public Works	1996	Ford F-800
Facilities	2010	Ford Transit Connect	Public Works	1997	Ford F-800
Facilities	2013	Dodge Ram 1500	Public Works	1999	Chevy Kodiak
Code/Planning	2024	Ford Maverick	Public Works	1999	Bucket Truck
Fire	2018	Dodge Ram	Public Works	2001	Chevy Silverado
Fire	2021	Dodge Ram	Public Works	2003	Freightliner Sewer Jet Truck
Police	2004	Ford F-150	Public Works	2003	Chevy Silverado - dump
Police	2012	Chevy Caprice	Public Works	2000	Chevy Silverado
Police	2015	Ford Taurus	Public Works	2007	Chevy Silverado
Police	2015	Ford Explorer	Public Works	2008	International Dump Truck
Police	2016	Ford Taurus	Public Works	2014	Ford F-150
Police	2016	Ford Taurus	Public Works	2014	Ford F-150
Police	2016	Ford Taurus	Public Works	2016	Ford F-150
Police	2018	Ford Explorer	Public Works	2016	Ford F-150
Police	2019	Dodge Charger	Public Works	2016	Ford F-150
Police	2020	Dodge Durango	Public Works	2017	Dodge Ram 1500
Police	2020	Dodge Durango	Public Works	2018	Dodge 3500 - Flatbed
Police	2021	Dodge Ram 1500	Public Works	2019	Chevy Silverado
Police	2021	Jeep Grand Cherokee	Public Works	2019	Chevy Silverado
Police	2021	Dodge Durango	Public Works	2019	Dodge Ram 1500
Police	2021	Dodge Charger	Public Works	2020	Dodge Ram 1500
Police	2022	Dodge Durango	Public Works	2021	Dodge Ram 1500
Police	2023	Dodge Durango	Public Works	2021	Ford F-350 Dump
Police	2023	Dodge Durango	Public Works	2021	Freightliner Street Sweeper
Police	2023	Dodge Durango	Public Works	2022	Dodge Ram 1500
			Public Works	2023	Dodge Ram 1500
			Public Works	2024	Dodge Ram 3500

This list may be updated periodically to include new vehicles added to the fleet.

Exhibit B

**QUALIFICATION QUESTIONNAIRE**

All vendors must complete this questionnaire in order to be included in the evaluation of the proposals. The information supplied will enable the Town to determine whether or not the vendor has adequate personnel and facilities to properly perform the work.

1. Facility Name and Physical Address: \_\_\_\_\_  
\_\_\_\_\_
2. Normal Operating Hours: Weekdays \_\_\_\_am to \_\_\_\_\_pm
3. Number of employees on your regular payroll:
4. Number of ASE Certified employees:
5. Do any of your employees have any other special certifications or ratings? If so, specify: \_  
\_\_\_\_\_  
\_\_\_\_\_
6. Do you have any special equipment that is available to service Town Vehicles? If so, specify: \_\_\_\_\_  
\_\_\_\_\_
7. How many working bays does your facility have?
8. What is the overall size of your facility?
9. Do you have a locked, fenced and secured storage area? Yes / No
10. How far in advance must appointments be scheduled?
11. In case of an emergency, will you accommodate the Town with same day repair services when possible? Yes / No
12. List the largest vehicles by weight that you can accommodate on your lifts. \_\_\_\_\_  
\_\_\_\_\_
13. Specify any special service provided to expedite the maintenance of repairs of police vehicles such as priority service, pickup and delivery, etc: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

EXHIBIT C

**SCHEDULE OF FEES**

The vendor agrees that the following schedule of fees shall be the maximum amount which they may charge for Vehicle Repair and Maintenance Services. Include any and all shop supply fees.

1. OIL CHANGE       \$ \_\_\_\_\_

Must include:

- Change the vehicle's oil with up to five (5) quarts of top-quality motor oil\*
- Replace the oil filter with top quality filter\*
- Inspect the wiper blades and replace, if needed (do not include price of parts)
- Vacuum the interior floors
- Clean the exterior windows
- Lubricate all grease fittings (if needed)
- Check & fill (if needed) brake fluid
- Check & fill (if needed) transmission / transaxle fluid
- Check & fill (if needed) differential and coolant fluid
- Check & fill (if needed) power steering fluid
- Check & fill (if needed) windshield wash fluid
- Check & fill (if needed) battery water
- Check & inflate the tires to proper pressure and condition
- Check all exterior lights

\*Both must meet manufacturer recommendations. Specify product details in bid. This bid will include all disposal and environmental fees.

2. REPLACEMENT OF PVC VALVE       \$ \_\_\_\_\_

3. REPLACEMENT OF FUEL FILTER       \$ \_\_\_\_\_

4. REPLACEMENT OF BRAKES/BRAKE PARTS

a) Front Slotted Disc Brakes (full - all parts and labor)       \$ \_\_\_\_\_

- b) Rear Disc Brakes (full - all parts and labor) \$\_\_\_\_\_
  - c) Rear Drum Brakes (full: - all parts and labor) \$\_\_\_\_\_
  - d) Turn Brake Drums (per pair) \$\_\_\_\_\_
  - e) Turn/Cut Rotors (per pair) \$\_\_\_\_\_
  - f) Replace Rotors (per pair; full: - all parts and labor) \$\_\_\_\_\_
  - g) Rebuild Wheel Cylinders (each) \$\_\_\_\_\_
  - h) Rebuild Master Cylinder \$\_\_\_\_\_
  - i) Flush Brake Fluid \$\_\_\_\_\_
5. REPLACEMENT OF AIR FILTER \$\_\_\_\_\_
6. RADIATOR FLUSH (Include Fluid) \$\_\_\_\_\_
7. AIR CONDITIONING SERVICE (Include 1lb of Freon) \$\_\_\_\_\_
8. SERPENTINE BELT REPLACEMENT \$\_\_\_\_\_
9. TRANSMISSION (Drain/Replace Fluid/Clean Filter) \$\_\_\_\_\_
10. INTAKE MANIFOLD GASKET REPLACEMENT (Including Labor) \$\_\_\_\_\_
11. TUNE-UP Including Plugs (Specify price when bidding for each)
- a) Four cylinder \$\_\_\_\_\_
  - b) Six cylinder \$\_\_\_\_\_
  - c) Eight cylinder \$\_\_\_\_\_
12. JUMP-START VEHICLE \$\_\_\_\_\_
13. BATTERY (HD)
- a) Replacement (must meet manufacturer AMP specifications for vehicle) \$\_\_\_\_\_
  - b) On-board diagnostic inspections \$\_\_\_\_\_
14. ALTERNATOR REPLACED \$\_\_\_\_\_
15. ALIGNMENTS
- a) Front Pair (2 Wheel) \$\_\_\_\_\_
  - b) Rear Pair (2 Wheel) \$\_\_\_\_\_
  - c) Front and Rear (4 Wheel) \$\_\_\_\_\_

16. SHOCKS

a) Front \$\_\_\_\_\_

b) Rear \$\_\_\_\_\_

17. TIRES

a) Repair \$\_\_\_\_\_

Specify type of repair (interior patch or equivalent):

b) Remove & Replace \$\_\_\_\_\_

c) Balance \$\_\_\_\_\_

d) Rotate (with inspection of brakes) \$\_\_\_\_\_

18. COMPUTER DIAGNOSTIC ASSESSMENT \$\_\_\_\_\_

19. LABOR RATE/HOUR FOR NON-LISTED REPAIRS \$\_\_\_\_\_

20. EMERGENCY TOWING CHARGE \$\_\_\_\_\_

21. PERCENTAGE DISCOUNT OFF LIST PRICE OF PARTS \_\_\_\_\_%

In submitting this proposal, it is understood that the unrestricted right is reserved by the Town in making the award to reject any and all proposals or parts thereof, or to waive any informalities or technicalities in said bids. The undersigned hereby certifies that this bid is genuine, and not a sham or collusive, or made in the interest or in behalf of any person, firm or corporation not herein named; that the undersigned has not directly or indirectly induced or solicited any bidder to refrain from bidding, and that the undersigned has it, in any manner, sought by collusion to secure for himself and advantage over any other bidder.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

State of \_\_\_\_\_

County of \_\_\_\_\_

I, \_\_\_\_\_, Notary Public, do hereby certify that \_\_\_\_\_  
[Name of Individual(s) Whose Acknowledgment is Being Taken] personally appeared before me  
this day and acknowledged the due execution of the foregoing instrument.

Witness my hand and official seal this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

(Official Seal)

\_\_\_\_\_  
Official Signature of Notary

\_\_\_\_\_  
Notary's Printed or Typed Name

My Commission Expires: \_\_\_\_\_