



ORIGINAL

Town of Davie  
RFP No. B-16-137



### Vehicle Maintenance Services



November 2016





## Tailored Fleet Maintenance Solutions

Reduced  
Maintenance  
Costs

Improved  
Vehicle  
Availability

World-Class  
Customer  
Service

Enhanced  
Service  
Quality

## Introduction

We are pleased to submit our Vehicle Maintenance Services Proposal to the Town of Davie, Florida. **Serving the Town of Davie since 1992, First Vehicle Services is the only contractor that fully understands your unique diverse fleet and user requirements.**

Every day, we are focused on the delivery of world-class fleet services through our tailored preventive maintenance program, yielding increased fleet safety and availability, reduced fleet costs, and extended vehicle lifecycles. We continue to stand by our commitment to quality and customer service that's second to none in the industry.

In the new contract, we will continue to operate with our wide array of innovative technology including **Paperless Shops, our proprietary First Source MIS, and our Management Information Dashboard** for the Town's fleet services operation. Our technology provides real-time information to our staff to make better informed decisions and improves communications, reporting, and efficiencies across all maintenance functions.

## Diverse Fleet Maintenance Experience

**LIGHT, MEDIUM & HEAVY DUTY** OVER 10,300 UNITS

Vans, SUVs, pick ups, dump trucks, tractor trucks, etc.

**AUTOMOBILES** OVER 1,450 UNITS

Compact, intermediate, and full-size sedans

**LAW ENFORCEMENT** OVER 6,800 UNITS

Patrol and take-home law enforcement units

**FIRE APPARATUS & EMERGENCY RESCUE** OVER 800 UNITS

Pumpers, aerial-equipped units, medical response units & tankers

**CONSTRUCTION** OVER 1,050 UNITS

Backhoe, pavers, excavator, bulldozer, grader, earth mover, etc.

**LANDFILL & SANITATION** OVER 400 UNITS

Side & front loaders, rear loaders, compactors, roll-offs, etc.

**TRANSIT BUSES (FGA & FVS)** OVER 9,000 UNITS

Fixed route and paratransit buses

**AERIAL TRUCK EQUIPMENT** OVER 330 UNITS

Bucket trucks, digger trucks, lift trucks, line trucks, pole trucks

**FORKLIFTS, GOLF CARTS & TRAILERS** OVER 2,750 UNITS

Flat bed and dump box-type, trailers for animal and boat transport

**SCHOOL BUSES (FGA & FVS)** OVER 52,000 UNITS

Front and rear engine school buses

**OFF ROAD EQUIPMENT** OVER 14,300 UNITS

Lawn mowers, trimmers, generators, etc.



## *In Public-Private Partnership Since 1992*

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### Exceeding the Town of Davie's Expectations

As the preferred fleet management contractor to the Town of Davie since 1992, our commitment to vehicle safety and reliability through cost-efficient fleet repairs and world-class customer service is unparalleled in the industry. As we prepare to continue this public-private partnership through this solicitation process, we would like to highlight our exceptional service performance throughout the current contract term, as follows:

- We have produced cost savings for the Town every year since the inception of our partnership through our tailored preventive maintenance program, ASE/ EVT certified technicians, corporate purchasing agreements, trademarked First Quality Management program, and industry-leading safety program.
- We support the Town of Davie during hurricane preparation and recovery.
  - During the preparation stage, we perform services that include servicing, checking fluids, ensuring all fuel tanks are topped off on essential Town first-responder equipment required during and after a storm, such as generator sets and clean-up equipment.
  - We also increase our inventory levels of tires and hydraulic hoses necessary to support all Town emergency equipment.
  - We also have six locations all less than a two-hour drive to provide emergency support, as well as over 70 additional client locations that can be mobilized in less than 24 hours.
- We have responded to the current economy situation by implementing tighter cost controls for Town's fleet services operation, such as performing more extensive repairs in-house in lieu of outsourcing repair work.
- We have specially trained, on-site Emergency Vehicle Technicians (EVTs) whose responsibility is more than routine vehicle maintenance. The EVT's are trained to perform vehicle installations and repair on every working piece of the Town's emergency response units to strict quality standards.
- We proudly achieved 2017 ASE Blue Seal of Excellence for the Town's fleet maintenance facility.
- First Vehicle Services and the Town of Davie Fleet Services have received "Top 100 Fleets in North America" for three consecutive years for the Town's fleet services operation.

- Our Town of Davie fleet services center has maintained an exemplary safety record over our years of service—achieving 6,569 days without a lost-time accident and 3,324 days without a workers' compensation claim.

### Above and Beyond for the Town of Davie

We are pleased to note the value-added services below that we perform outside of normal contract work for Town of Davie:

- We perform up to 90% of non-contract work in house as opposed to utilizing outside vendors. This controls the cost of repairs and lessens fleet downtime.
- We actively participated in a project with the Town—helping to select E-85 compatible vehicles for purchase and assisting with installation of two E-85 tanks to lessen the Town's carbon footprint.
- We are also working with the Town to standardize the fleet with a Ford product to achieve future savings.
- As an authorized testing facility, the Town of Davie and First Vehicle Services help support EVT testing for Broward County.

## Employee Retention through Competitive Wages & Benefits

We recognize that our best resources at the Davie location are our employees who are proudly working there. The stability of the workforce and minimization of turnover over the past several years are key to First Vehicle Services' successful contract operations at the Town of Davie.

**Committed to Our Employees, First Vehicle Services had 100% employee retention at Davie in 2016.** To achieve this, our approach is to pay competitive wages and benefits. In addition, nine (9) years ago, we expanded our commitment to employee retention and the Town of Davie by providing back to the Town 100 percent of labor budget that we didn't spend.



# Accountable for Performance.

## Robert Staff • Region Vice President

Bob is responsible for overseeing the overall performance of this agreement, performance standards, and cost savings initiatives, and reports directly to the Town of Davie and our corporate management. Moreover, Bob monitors the performance of the vehicle maintenance operation to ensure contract requirements are met and exceeded. Bob develops and implements tailored solutions to streamline and improve the service delivery processes. **Bob has more than 25 years of fleet management and maintenance experience.** He has received a Bachelor of Science in Business Administration for Ramapo College in New Jersey.



## Dale Domish • Senior Vice President

Dale is responsible for 100% customer satisfaction with the services delivered for the Town of Davie. Dale is focused on service delivery excellence through continuous process improvements and quality excellence through compliance with ISO/ Lean Six Sigma standards and our trademarked First Quality Management program. He also ensures safety excellence through the OSHA VPP and our safety program. Moreover, he ensures employee excellence through technician training and testing for ASE and EVT certification advancement. **Dale is a fleet management professional with over 30 years of experience.**



Our seasoned corporate management support provides industry expertise and guidance to our project team.

Leadership



**In Public-Private Partnership Since 1992**

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## World-Class Management Team



### Marc Siegel • General Manager

Marc currently serves as the onsite General Manager for the Town of Davie's vehicle maintenance operation and the single point-of-contact to the Town on all fleet-related issues. **He is an accomplished fleet maintenance management professional with 15 years of experience, including 10 years as General Manager at our Town of Davie location.** Marc will continue to be 100% dedicated to this project, ensuring world-class customer service to the Town of Davie and vehicle users.

He has vast expertise in developing policies and operating procedures that contribute to increased vehicle safety and availability, reduced operating expenses, improved services for the Town, enhanced client and user satisfaction, and the delivery of world-class customer service. **Marc is an ASE Certified Automotive Technician in engine performance, front-end suspension, brakes, engine rebuild, electrical systems, and air conditioning systems. He is also Lean Six Sigma Yellow Belt Certified and received an Associate's Degree in Automotive Technology from the Broward County Community College.**



### Kenneth Gibson • Operations Manager

Ken will continue to serve as the onsite Operations Manager of the Town of Davie's fleet services operation. **Ken has 30 years of fleet management experience, with nearly five years of service at Town of Davie. He is Hazmat First Responder Certified.**

With his extensive operations management experience, he is uniquely effective in this role and has a vital part in meeting or exceeding the Town of Davie's expectations — including maintaining maximum vehicle and equipment availability, while overseeing fleet services functions to reduce maintenance and repair costs.

*Committed to Our Customers.*

## Preventive Maintenance Program

Maintaining over 36,500 vehicles and pieces of equipment daily, we have a comprehensive understanding of diverse government fleet operations, including the Town of Davie. We will continue to utilize a tailored fleet maintenance program to meet the Town of Davie's unique fleet user requirements and operating conditions.

Our comprehensive preventive maintenance program is designed to:

- Identify existing and/or developing maintenance issues in the shop as opposed to a costly maintenance breakdown occurring later on the roadways
- Increase fleet availability for effective delivery of emergency and public services
- Deliver fleet safety and reliability
- Reduce vehicle and equipment repair costs
- Extend lifecycle of the Town's vehicle and equipment fleet
- Improve public image
- Increase vehicle user satisfaction
- Reduce capital expenditures on fleet assets
- Maintain fleet readiness for fleet users
- Ensure PM program compliance with vehicle users
- Reduce fleet downtime with proper types and quantities of parts on hand at the most economical level

Quality

In 2016, First Vehicle Services achieved a Fleet Availability Rate of 99.02%—exceeding the contract KPI goal of 95%.





# Setting the Highest Standard.

## Training and Certification Excellence

We value our employees and are committed to service excellence. Every employee is provided a minimum of 40 hours of training per year to advance skill levels and industry certifications, which includes Cengage Learning/ Delmar virtual training (via website).

### ASE Certification

**Our Town of Davie technicians have a total of 84 ASE Certifications combined.** Today, we employ trained technicians with over 3,500 Automotive Service Excellence (ASE) certifications, and will continue to provide ASE-certified technicians as our guarantee of quality service.



### ASE Blue Seal Recognition

We are the public fleet management Contractor with the greatest number of ASE Blue Seal recognized service centers, **which includes the Town of Davie fleet services operation.** The ASE Blue Seal program recognizes repair shops that have at least 75% of technicians ASE certified.



### EVT Certification

**Our Town of Davie technicians have a total of 40 EVT Certifications combined.**

We employ more than 70 Emergency Vehicle Technicians (EVTs) at our national client locations with over 120 certifications combined in fire apparatus maintenance, law enforcement vehicle installation, and ambulance repair. We require and sponsor our EVT's to attend training sessions administered by the Emergency Vehicle Certification Commission.

**We have on-staff EVT trainers** who are experienced in the maintenance of Fire Apparatus/ EMS/ Ambulance units and provide training sessions throughout the year. This allows EVT candidates the opportunity to achieve four certifications annually upon successful completion of the training sessions.



Delivering quality fleet services through trained technicians with a total of 124 ASE/ EVT Certifications combined for the Town of Davie fleet maintenance services.

Trained Technicians

# Dedicated to Safety.

## Process Excellence

### Safety Program

We have a **Zero-Tolerance Safety Approach** to accidents, and conduct training and inspections to maintain employee safety awareness on a daily basis. We are working to have all of our service centers Voluntary Protection Program (VPP) certified by OSHA, with some locations currently holding VPP Star status (highest safety performance recognition).



### ISO 9001 Certification

Our quality fleet management and maintenance process has been **ISO 9001 certified** by the International Organization of Standardization (ISO), making us the first U.S. fleet maintenance company with this qualification. As an ISO-certified firm, we employ the world's most rigorous processes for quality control management, including our trademarked First Quality Management program.



### Lean Six Sigma

We provide a high-performance employee culture based on the successful principles of Lean Six Sigma (LSS). We offer LSS training to all of its employees in an effort to improve customer service and increase the efficiencies of our operations. Today, we have over 260 employees with Lean Six Sigma certification. **Our Town of Davie contract location is a LSS Yellow Belt certified service center.**



### LEAN Maintenance Practices & 5s Processes

We are introducing LEAN Maintenance Practices and 5s Processes to our national service operations to further improve overall effectiveness and eliminate waste. LEAN processes translate to reduction in maintenance costs by targeting strategic maintenance areas, such as preventive maintenance, road call reduction, overtime, and outside repair costs. A location is recognized with the Bronze, Silver, and Gold award once different levels of LEAN Maintenance Practices are completed and the location complies with the 5s Processes.

Efficiency

Our Town of Davie service center has been without a lost-time accident for the past 6,569 days—or the last 18 years!



# Supportive of Each Other.

## Innovative Technology Solutions

### Paperless Shops Initiative

First Vehicle Services is pleased to have our Town of Davie facility participating in our **Paperless Shop** program. Our technicians utilize tablet computers to receive real-time communications and information including a comprehensive overview of vehicle repair history. This reduces costs and improves the effectiveness of the program—ensuring all elements of the maintenance program are in constant communication. Tablet usage facilitates accurate documentation of repair work and saves the technician time.



### First Source MIS

We will continue to use our proprietary **First Source MIS** fleet management software to track all vehicle maintenance and repair activities, provide customized fleet reporting, manage parts inventory, and monitor technician productivity. First Source MIS is a comprehensive system, allowing for a complete analysis of a wide range of fleet information to improve and accelerate critical management decisions for the Town's diverse fleet.



### MI Dashboard

Our proprietary **Management Information Dashboard** provides a centralized repository of operational data and Key Performance Indicators to keep the managers up to date on the current and historical status of the contract operations. This system allows management to address issues quickly and make better and more informed decisions on the day-to-day operations for long-term service improvements.



Providing the latest technology for the Town of Davie fleet services operation to reduce operating costs and increase productivity.

Innovative  
Technology

November 1, 2016

Mr. Brian K. O'Connor  
Procurement Manager  
Town of Davie  
6591 Orange Drive  
Davie, Florida 33314

**RE: Request for Proposals No. B-16-137, Vehicle Maintenance Services for the Town of Davie**

Dear Mr. O'Connor:

First and foremost, thank you for allowing First Vehicle Services to participate in this solicitation to provide Vehicle Maintenance Services. We are pleased to be involved in this opportunity to continue providing these important fleet services to the Town of Davie. We look forward to discussing our submittal with the Evaluation Team.

*Existing Partnership with the Town of Davie*

We have been an established partner with the Town of Davie since 1992, managing and maintaining Davie's diverse vehicle and equipment fleet on a daily basis and consistently meeting and exceeding the performance obligations of this partnership.



Since partnership inception, we have reduced the overall fleet maintenance cost, while improving fleet safety and availability for Davie's vehicle and equipment users.

In the new contract, we will continue to meet and exceed the Town of Davie's expectations through world-class customer service that is second to none.

*Our National Presence*

Founded in 1981 and part of the FirstGroup, plc family (our UK-based parent company), **First Vehicle Services** is the largest provider of fleet maintenance services to the public sector in



IN PUBLIC-PRIVATE PARTNERSHIP SINCE 1992

North America—with 77 client locations and managing more than 36,500 vehicles and pieces of equipment daily.

### *Our Industry Tenure*

We would also like to highlight that **40 of our customers have been with us for 10 or more years including the Town of Davie** and we recently celebrated our 35th anniversary with our City of Fort Lauderdale (FL) customer.



Our tenure with our client base including the Town of Davie is the ultimate measure of our dedication, experience, and ability to deliver exceptional service at the best value.

### *Diverse Fleet Maintenance Experience*

We maintain **over 36,500 diverse types of vehicles and pieces of equipment**, including light duty vehicles, law enforcement vehicles, emergency response equipment, sanitation equipment, public works vehicles, small equipment, and off-road equipment. This unique and broad experience in all types of equipment allows us to offer a comprehensive and all-encompassing approach to every vehicle class that the Town of Davie currently operates.

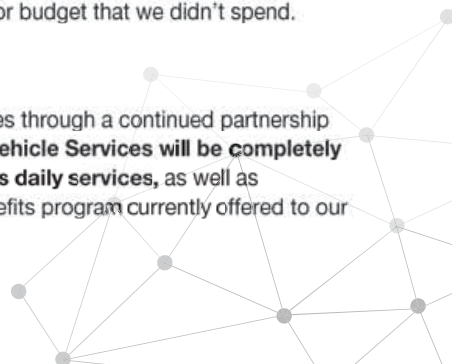
### *Employee Retention through Competitive Wages & Benefits*

**We recognize that our best resources at the Davie location are our employees who are proudly working there. The stability of the workforce and minimization of turnover over the past several years are key to First Vehicle Services' successful contract operations at the Town of Davie.**

**Committed to Our Employees, First Vehicle Services had 100% employee retention at Davie in 2016.** To achieve this, our approach is to pay competitive wages and benefits. In addition, nine (9) years ago, we expanded our commitment to employee retention and the Town of Davie by providing back to the Town 100 percent of labor budget that we didn't spend.

### *Seamless Service Transition*

The Town of Davie will have no exposure to transition issues through a continued partnership with First Vehicle Services. **The new contract with First Vehicle Services will be completely seamless with no interruptions to the delivery of Davie's daily services**, as well as guarantee a competitive employee compensation and benefits program currently offered to our staff at the Town of Davie.



**Process Excellence**

We execute quality, training, and safety processes at our client service centers on a daily basis. The following processes are essential to our ability to provide the best value to our clients by delivering exceptional service and cost savings through the following:

- Tailored Preventive Maintenance Approach based on Davie’s fleet operation, OEM recommendations, and best fleet practices
- Our Trademarked First Quality Management Program
- ISO 9001 Certification in Fleet Maintenance
- Lean Six Sigma Certification Process
  - *Our Town of Davie fleet services operation is Lean Six Sigma Yellow Belt Certified.*
- ASE and EVT Technician Training and Certification Program
  - *First Vehicle Services is pleased to have trained technicians with 84 ASE and 40 EVT certifications for the Town of Davie fleet services operation.*
- ASE Blue Seal Facility Recognition Program
  - *First Vehicle Services achieved ASE Blue Seal Recognition (2017 status) for the Town of Davie’s fleet maintenance operation.*
- OSHA’s Voluntary Protection Program (VPP) Program

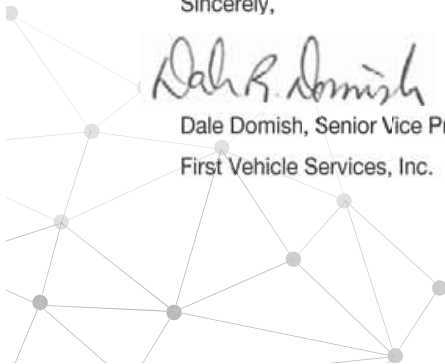
We remain confident that our fleet services solutions offer the best management approach to vehicle maintenance operation for the Town of Davie. The innovative fleet services programs presented in our proposal will continue to provide the Town of Davie with tangible results, including improved fleet safety/ availability and user satisfaction as well as reduced vehicle maintenance expenses.

We look forward to your review of this proposal and the opportunity to continue a public-private partnership with you in the provision of these important fleet maintenance services. Should you have any questions, please feel free to contact me at (954) 914-5603 or Dale.Domish@firstgroup.com.

Sincerely,



Dale Domish, Senior Vice President  
First Vehicle Services, Inc.



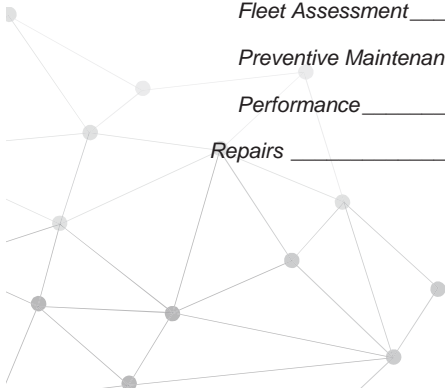
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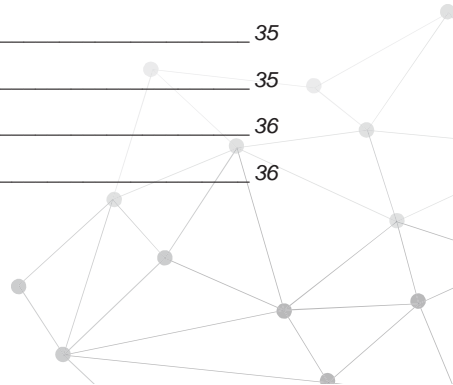
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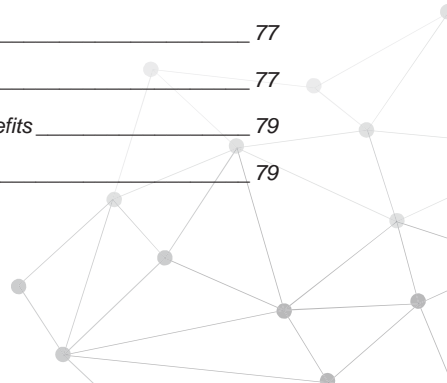
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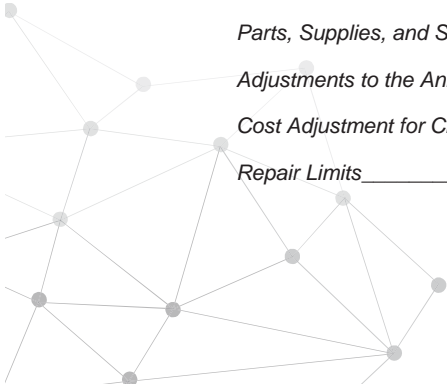
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# PART 1

## UNDERSTANDING

### Part I – Understanding

*Proposers will include in Part I an understanding of the fleet management and maintenance problems experienced in general.*

#### Overview

We understand that the Town of Davie is seeking a qualified fleet maintenance contractor to provide preventive maintenance and repair and other allied services necessary to maintain the Town's vehicles and equipment, and provide optimal readiness of the Town's diverse fleet.

**As the incumbent fleet maintenance contractor since 1992**, we have onsite management professionals and technicians in place to continue delivering all necessary supervision, labor, parts, and outside repair work required to maintain the Town's fleet in a state-of-repair and service consistent with industry best fleet practices, First Vehicle Services' programs and policies, and as more specifically defined in the Town's RFP.

Today, First Vehicle Services is the largest North American provider of fleet management services to governments—  
**including our partnership with the Town of Davie since 1992.**



#### Company Introduction

Since 1981, First Vehicle Services has been providing efficient and cost-effective fleet management and maintenance services at our client locations which include governments, petrochemical companies, transportation firms, and private organizations throughout the United States and Puerto Rico.

Our fleet management solutions are custom-tailored to meet our clients' fleet specifications and operator requirements. From law enforcement, fire apparatus, and rescue units to sanitation and construction equipment, trailers, and utility trucks, we work





with our clients to design a customized maintenance solution that significantly reduces costs, while increasing fleet availability and safety of our clients' fleet, including the Town of Davie.



With a long and proud tradition in fleet management and maintenance, we stand behind our promise of superior level of service, performance, and support that is second to none in the industry.

### *Our Values*

People are our most valuable asset, and First Vehicles Services is there to deliver the value and care that customers expect and deserve. We, as the leading provider of public-sector fleet maintenance services, work passionately and in partnership with our clients, and in the communities we serve. Safety is our way of life, not a trend. "If you cannot do it safely – don't do it!" is the heart of our philosophy.

First Vehicle Services is responsible on all levels—holding ourselves accountable with high standards and sharing a single focus: provide high-quality fleet maintenance services that are second to none in the industry, while delivering world-class customer service on a day-to-day basis.

Optimistic, responsive, and confident, First Vehicle Services is uniquely positioned to provide customized, innovative fleet management solutions to customers—whenever, wherever, and however they need them. Dedicated to the services they provide, the employees of First Vehicle Services will be here for you—today, tomorrow, and every day.



**Our Values**

- Committed to our customers** - we keep our customers at the heart of everything we do.
- Dedicated to safety** - always front of mind, safety is our way of life.
- Supportive of each other** - we trust each other to deliver and work to help one another succeed.
- Accountable for performance** - every decision matters, we do the right thing to achieve our goals.
- Setting the highest standards** - we want to be the best, continually seeking a better way to do things.



### Understanding of the Town’s Objectives

As the Town of Davie’s fleet maintenance partner since 1992, we will continue to deliver a tailored fleet management and maintenance program that meets and exceeds the Town’s vehicle operating requirements and user demands as specified in the RFP Statement of Work. Specifically, our specialized program for the Town of Davie and application of best fleet practices:

- **Minimize** the overall fleet maintenance cost
- **Maximize** fleet availability
- **Improve** services offered to the Town’s departments using fleet vehicles and small and large equipment





## Innovative Fleet Maintenance Solutions

As the Town of Davie's service provider, we will continue our commitment to the delivery of exceptional service each and every day through our established partnership built on a foundation of trust, respect, and mutual benefit. This partnership involves an active and collaborative exchange of ideas and suggestions, and promotes the delivery of high quality fleet management and maintenance services for the Town of Davie.



Our customized and proven fleet maintenance solutions for governments are specifically designed to increase vehicle lifecycles and improve fleet safety, availability, and reliability.

This relationship coupled with our industry knowledge allows us to stay in touch with the Town's changing fleet needs and requirements, and address issues and concerns of the Town of Davie. As we do for all of our clients, we continuously tailor and modify our program to reflect the ever-evolving requirements of the Town and its fleet users.





Some of the key innovative fleet service solutions that we will continue to provide to address the unique RFP objectives of the Town of Davie include the following:

Minimize the Overall Fleet Maintenance Cost
<p><b>Comprehensive Preventive Maintenance (PM) Services &amp; Quality Control Focus</b></p> <p>Continue our comprehensive, tailored preventive maintenance services utilizing a PM inspection checklist based on best fleet practices. This quality PM process will identify existing and/or developing maintenance issues in the shop as opposed to experience a costly maintenance breakdown occurring on the roadways—<b>ultimately reducing your total maintenance expense.</b></p>
<p><b>Corporate Purchasing Agreements for Quality Parts Supply</b></p> <p>Continue to leverage our national fleet discount programs consisting of over 100 vendors—<b>producing the highest quality parts at the lowest possible price.</b> FirstGroup America purchases \$250M in parts and supplies annually.</p>
<p><b>OEM Warranty Administration</b></p> <p>Continue to identify repairs covered by equipment manufacturer or supplier warranties—<b>keeping any warranty expense out of the cost of repairs</b></p>





### Maximize Fleet Availability

#### Tailored Preventive Maintenance Program

Continue to utilize our PM program customized to your diverse fleet to meet and exceed your fleet maintenance requirements and operator demands, while complying with OEM specifications—**ultimately increasing your fleet safety and availability.**

#### World-Class Maintenance Team

Continue to provide ASE/ EVT certified technicians to properly maintain the Town's diverse fleet and perform high-quality repairs—**ensuring a high level of vehicle safety and reliability.**

#### Process Excellence Programs

Continue to adhere to our ASE and EVT technician certification and training process in conjunction with our First Quality Management™ program, ISO 9001 certification and Lean Six Sigma Programs—**producing a safe and reliable fleet maintenance operation.**

#### Automated PM Scheduling Process

Continue to maintain vehicle operator compliance with a tailored PM scheduling process driven by our proprietary fleet management information system (First Source MIS) —**increasing the Town's fleet reliability and availability.**



**Improve Services Delivered to the Town of Davie's Departments**

**Dedicated On-site Management Team**  
Our onsite General Manager Marc Siegel and Operations Manager Ken Gibson will continue to be available at all times to maintain the optimal readiness of the Town's fleet for its operators. Marc will continue to serve as the single point-of-contact person for all fleet-related issues and will work with you every step of way for full client satisfaction with our service delivery.

**Technician Training and Certification Program**  
Strict adherence to the ASE and EVT technician certification and training process will provide a high level of service delivery to each Town department.

**Trademarked First Quality Management Program**  
Continue to improve service quality and delivery through our First Quality Management™ program which includes ISO 9001 certification in fleet maintenance and Lean Six Sigma principles.





**Increase Overall Operating Efficiencies**

**Comprehensive Fleet Management Programs**

Our fleet management programs included in our response address all of your requirements and will increase your fleet availability and overall efficiencies—**allowing you to reduce your total vehicle count and decrease your fleet capital expenditures and monthly operating costs.**

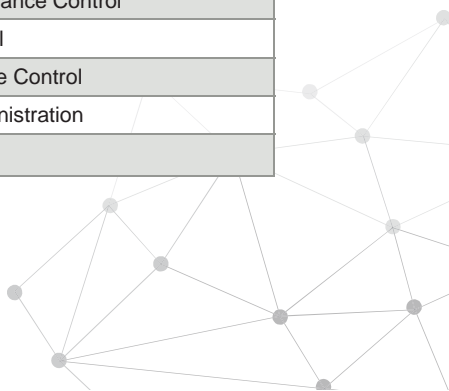
**Paperless Shop Initiative**

Continue to utilize Paperless Shops technology at the Town’s fleet maintenance operation—**increasing technician productivity by providing work orders, maintenance forms, vehicle repair manuals, and scheduled tasks via tablets in real time.**

### Comprehensive Fleet Services Program

By submitting our proposal, we are prepared to continue providing full turnkey fleet management and maintenance services necessary to properly maintain the Town’s vehicle and equipment fleet. These services include, but not limited to, the following:

Fleet Maintenance Services	Fleet Management Services
Preventive Maintenance	Management Control
Repair Work	Workflow Control
Quick Fixes	Safety Management
Vehicle Preparation & Disposal	Inventory Control
Welding Services	Quality Assurance Control
Road Calls	Fiscal Control
Outside Repairs	Administrative Control
Warranty Administration	Vendor Administration
Directed Work	Invoicing



# PART II

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## APPROACH

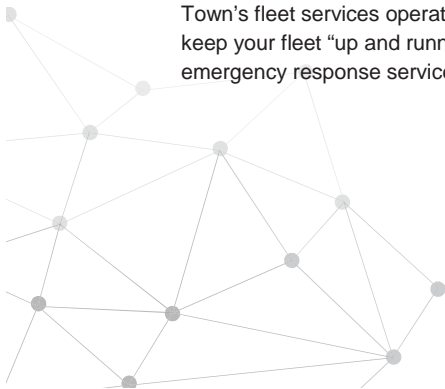
### Part II – Approach

*Proposers will include in Part II their approach to resolving problems identified in Part I and present an approach to completing the work elements described in the Statement of Work, including proposed staffing levels and a start-up plan. A specific proposal is expected to describe a methodology for fleet performance standards. Other areas to be addressed in this part include the Proposer's approach to:*

- a. Electronic data systems*
- b. Quality assurance*
- c. Warranties*
- d. Mechanic training, retraining, certification*
- e. Safety and security.*

### Successful Public-Private Partnership Since 1992

Operating the Town of Davie fleet maintenance operation since 1992, First Vehicle Services is the only contractor who understands the unique requirements of your diverse fleet and user demands. We have a dedicated team of ASE/ EVT trained technicians on site that maintain vehicle safety and availability through our rigorous preventive maintenance program and trademarked First Quality Management processes. In addition, our fleet management program is predicated on industry best fleet practices and includes innovative technology such as Paperless Shops to ensure quality repairs while reducing operating expenses and extending vehicle lifecycles. As we look forward to renewing our partnership in the next contract, we are strongly committed to maintaining high quality repair and customer service standards established for the Town's fleet services operation. You can continue to count on First Vehicle Services to keep your fleet "up and running" each day so that the Town's daily public and emergency response services remain uninterrupted.





First Vehicle Services has over 36,500 diverse types of vehicles and equipment under our care, including approximately 891 units at the Town of Davie.

### Project Overview

**Proudly serving the fleet maintenance needs of the Town of Davie for the past 24 years,** First Vehicle Services will continue to provide scheduled preventive maintenance, remedial repairs, overhaul, motor pool operations, parts inventory acquisition and management, and other associated fleet management services required to ensure the continuity of effective and economical operation of the Town's vehicles and equipment listed in RFP Attachment A.

We will continue to furnish all necessary supervision, labor, tools, parts and supplies, and outside repair work required to maintain the fleet in a state-of-repair and service consistent with best fleet practices and as more specifically defined in the Town's RFP. In addition, we will meet and exceed all requirements stated in the RFP Statement of Work.

The use of a robust MIS database is important for the optimum fleet maintenance and repair, and detailed fleet management reporting to the Town. We will continue to provide and maintain our proprietary fleet management information system, First Source MIS, to electronically record the maintenance and repair activity for each the Town vehicle and piece of equipment.



As the leading public-sector fleet maintenance contractor with 35 years of experience, we understand the importance of maintaining a safe and reliable fleet to deliver day-to-day public services.

### Facility

Work will continue to be performed in the Town of Davie's Central Maintenance Garage. The Town will lease to First Vehicle Services the facility for a charge of \$1.00 per year. First Vehicle Services will not use the facility for work on vehicles or equipment not



owned or leased by the Town. Such facilities will remain the property of the Town of Davie.

*Hours of Operation*

The Town’s facility will normally be open Monday through Friday from 7 AM to 5 PM. The opening of the garage at any time outside this schedule will be authorized by the Town Administrator or Designee. Vehicles will be accepted for preventive maintenance or repair during normal shop hours. The facility will be open and operating every scheduled Town workday.

*Security*

**FACILITY SECURITY**

We may change the lock cylinders on the maintenance facility and equipment leased for the duration of the contract. Upon request, we will provide duplicate keys to the Town.

**VEHICLE SECURITY**

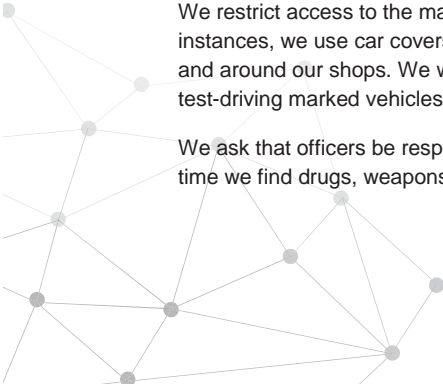
We are uniquely aware of the real-world security issues involving the fleet maintenance of law enforcement vehicles. We maintain law enforcement fleets at the majority of our Contract locations with a combined total of over 9,000 marked and unmarked units, hot-seat pursuit vehicles, and specialty law enforcement units such as SWAT and bomb response. **This includes one of the largest law enforcement agencies in the United States—the DC Metropolitan Police Department.**



Proudly maintaining over 9,000 law enforcement vehicles at our client locations across the United States.

We restrict access to the maintenance shop while repairing the units. In certain instances, we use car covers to conceal undercover vehicles from public view while in and around our shops. We will use ‘out-of-service’ light bar covers while transporting or test-driving marked vehicles.

We ask that officers be responsible for removing weapons from their vehicles. If at any time we find drugs, weapons, paraphernalia or other evidence in a vehicle, we will stop





work on that vehicle, clock off the work order, and lock the vehicle where it sits. We will then notify the vehicle user and the Town's Administrator or Designee.

During new employee orientation, the employee will be trained on the importance of maintaining strict security of the Town's vehicles and equipment, particularly undercover law enforcement vehicles in order to protect the identity of these vehicles. This orientation will include:

- Need to refrain from idle conversation about unmarked, undercover vehicles
- Proper procedures for weapons, paraphernalia, drugs, and evidence discovered in vehicles and equipment
- The handling of special equipment installed on marked or unmarked units

Our onsite General Manager Marc Siegel is charged with monitoring the behavior of our employees for adherence to these restrictions. Our employees are informed that violation of the integrity of the security of these vehicles will be a disciplinable offense, up to and possibly including termination.

These procedures are in addition to pre-employment background checks that are conducted on all potential employees. The background investigation includes:

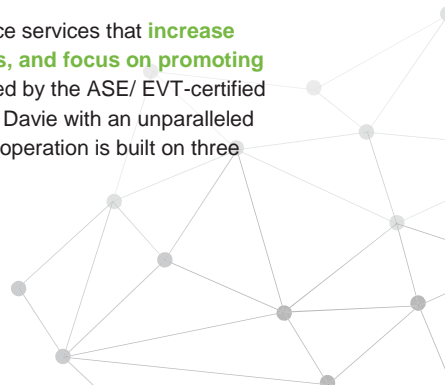
- Drug Screening
- Criminal Search
- Employment Verification
- Motor Vehicle Report
- Education Verification

We also provide ongoing drug and alcohol testing on a random individual basis, post-accident and full facility. Motor vehicle reports for our personnel who are required to operate the Town's vehicles and equipment as part of the maintenance program are checked annually.

### *Preventive Maintenance*

#### **OVERVIEW**

First Vehicle Services provides industry-leading maintenance services that **increase vehicle and equipment uptime, extend vehicle lifecycles, and focus on promoting efficiencies**. Our innovative maintenance program, delivered by the ASE/ EVT-certified technicians using best fleet practices, provides the Town of Davie with an unparalleled maintenance operation. As shown below, our maintenance operation is built on three



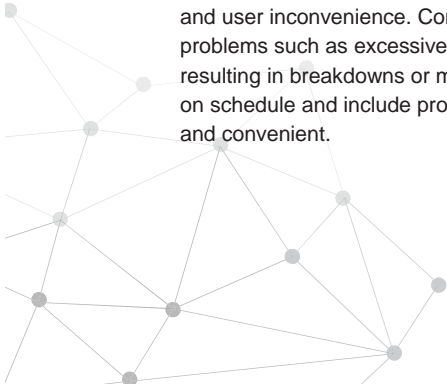


basic concepts to provide our clients with the most innovative and extensive maintenance program in the vehicle maintenance industry.



**IMPORTANCE OF AN EFFECTIVE PM PROGRAM**

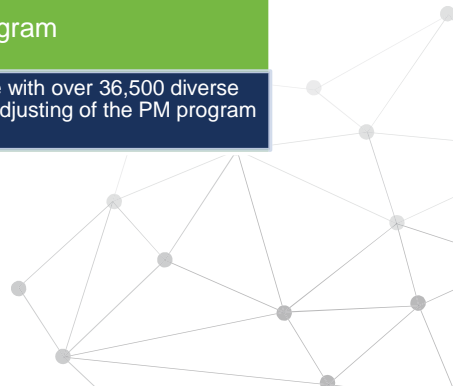
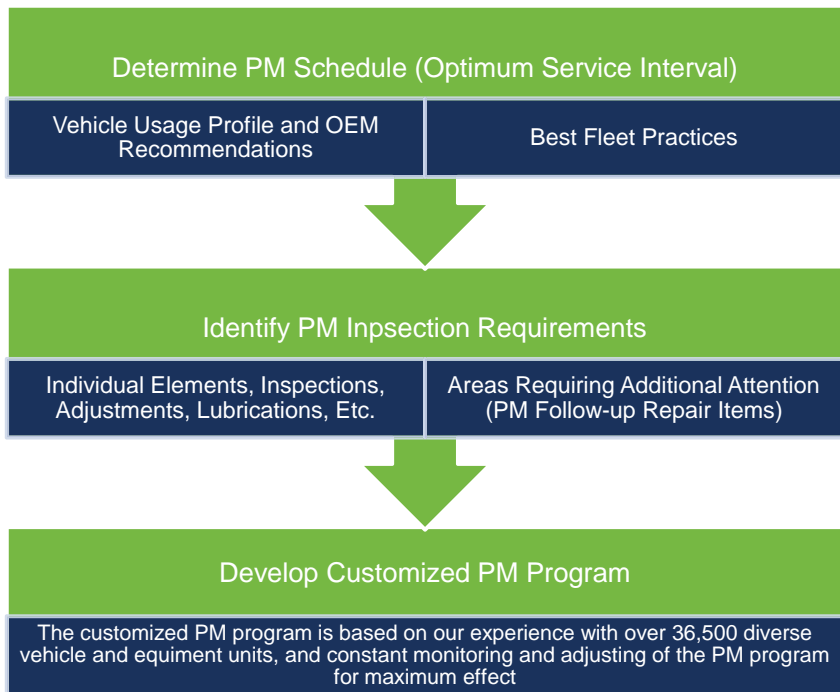
The development of an effective PM program that yields maximum vehicle uptime and cost efficiencies requires an experienced fleet maintenance contractor who understands the repair requirements of diverse vehicle and equipment types. PMs scheduled too frequently can result in excessive and unwarranted vehicle downtime, elevated costs, and user inconvenience. Conversely, PMs scheduled too infrequently can lead to problems such as excessive brake and tire wear and other safety deficiencies, often resulting in breakdowns or major component failures. However, PMs that are performed on schedule and include proper inspection and service items are cost-effective, efficient, and convenient.





Driving cost savings to your bottom line and improving vehicle safety and availability are the primary goals of our customized PM program for the Town of Davie.

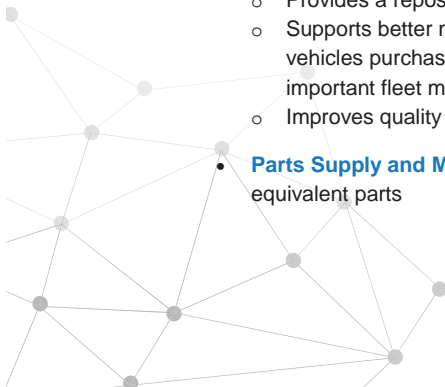
Our 24 years of partnership with the Town of Davie, in addition to our 35 years of industry experiences, has afforded First Vehicle Services a full understanding of the elements that are essential to a sound PM program. Our comprehensive, tailored PM program for the Town of Davie will keep your fleet on the road and in safe operating condition, while delivering cost savings to your bottom line through service efficiencies and our established vendor networks



## KEY PM PROGRAM BENEFITS

The key benefits of our customized PM program for the Town are significant and include:

- **Comprehensive PM Inspections** – Performed in concert with Best Fleet Practices
  - Reduces overall vehicle maintenance and repair costs
  - Improves fleet safety and availability while reducing incidents of equipment breakdowns
  - Reduces the need for spare, reserve, or backup equipment
  - Allows for proactive identification of vehicle repairs covered by manufacturer or supplier warranties
- **Detailed PM Scheduling and Notification Process** – Generates a PM schedule via the fleet management information system
  - Maintains a high rate of vehicle user compliance with PM schedules
  - Maintains compliance with all Federal and State mandated safety and emission requirements
- **Paperless Shop Initiative** – Equips technicians with tablets, providing real-time communication of maintenance information including a comprehensive overview and documentation of vehicle repair history and access to vehicle maintenance manuals
  - Ensures all elements of the maintenance process are in constant communication, reducing costs and improving overall effectiveness of the PM program
- **Proprietary Fleet Management Information System (First Source MIS)** – Tracks maintenance and repair activities performed
  - Provides a repository of accurate vehicle maintenance history data
  - Supports better management decisions in regard to fleet size, types of vehicles purchased in the future, vehicle replacement cycles, and other important fleet management considerations
  - Improves quality of data maintained and availability of information
- **Parts Supply and Management** – Provides adequate levels of OEM or equivalent parts





- Reduces vehicle downtime with proper types and on-hand quantities of parts and supplies
- Maintains parts inventory at the most economical level

### PREVENTIVE MAINTENANCE INSPECTIONS

We will perform preventive maintenance inspections in accordance with OEM recommended service intervals and the Town's requirements, as listed in the table below:

Vehicle Type	Service Interval
Light Duty	Typically every 4 month or 5,000 miles
Medium Duty/ Diesel	Every 3 months or 3,000 miles
Police	Every 3 months
Fire Apparatus/ Ambulance	Every 3 months (No mileage)
Boat	Every 6 months
All small equipment	Every 3 or 4 months depending on usage
Trailers	Every 4 months
Fork Lifts	Every 4 months

We will road test all vehicles following inspections/ repairs and prior to returning vehicles to service. Sample PM Inspection sheets are provided in the **Attachments** section.



### Oil and Lubricant Sampling Analysis Program

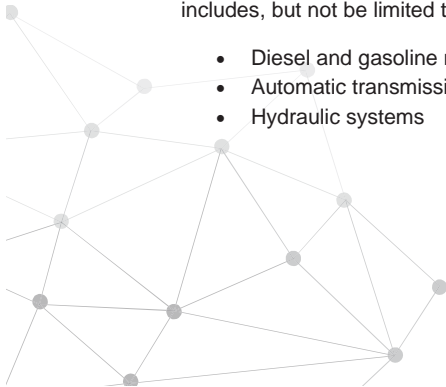
We utilize an Oil and Lubricant Sampling Analysis program for purposes of performing complete preventive maintenance on the Town's fire apparatus equipment. This fluid analysis is highly effective in safeguarding against vehicle breakdowns and mechanical damage by providing vital information concerning the presence different metal levels and other harmful contaminants.

The benefits of this program are as follows:

- Allows hidden or emerging problems to be identified before they lead to a vehicle breakdown and expensive repairs
- Permits oil change intervals to be safely extended, thereby favorably impacting your budget
- Allows us to potentially extend PM intervals; therefore, reducing the amount of oil and filters for disposal
- Reduces expensive road breakdowns
- Extends the useful life of equipment while increasing residual vehicle and equipment value
- Provides the quickest and most cost effective way of reducing the Town's environment footprint

The oil and lubricant sampling analysis includes, but not be limited to, the following:

- Diesel and gasoline main and auxiliary engines
- Automatic transmissions and transaxles
- Hydraulic systems



### Maintenance Excellence at Town of Davie

- **Achieving Scheduled Preventive Maintenance compliance rate of 95.98% in 2016**, which exceeds the contract KPI of 90%!
- **Achieving Fleet Availability rate of 99.02% in 2016**, which exceeds the contract KPI of 95%!





### Paperless Shops

First Vehicle Services provides an innovative approach to the typical maintenance workflow at our Town of Davie service center through our **Paperless Shops** initiative. In a typical shop, a paper work order is touched 10 times on average before it is closed in the maintenance system.



Our technicians will utilize tablet computers to access vehicle repair history and maintenance information in real time. This approach keeps all elements of our PM program in constant communication and facilitates accurate documentation of service work, which saves time.

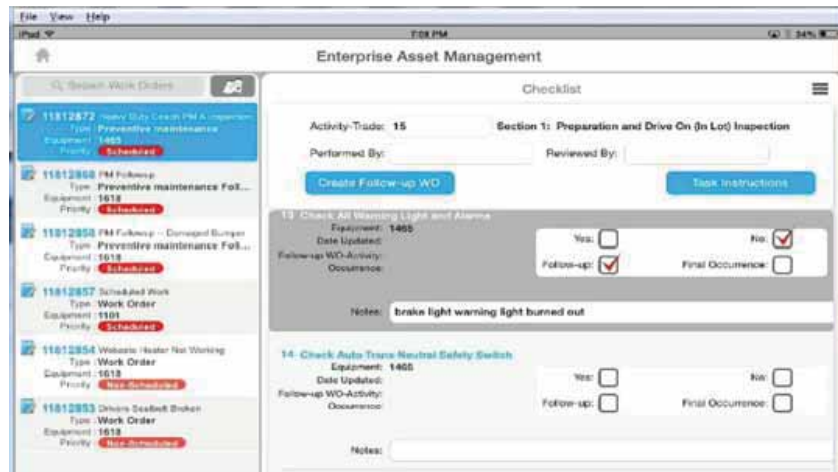


### A Paperless Shop increases productivity by providing all maintenance forms, work orders, and tasks via tablets.

The technician will use the tablet to document preventive maintenance inspections and record various maintenance functions and work orders from anywhere in the shop. In addition, the technician will be able to check repeat repairs, road call reports, and open warranty defects on the tablets. All work assignments, vehicle wiring schematics, service manuals, and service bulletins will be available instantly to the technician on the tablet.

Tablets allow the technicians to be more productive and efficient. If technicians are working more efficiently, they are able to spend more time on the actual maintenance of the fleet and less time on paperwork. They also have the capability to work smarter—having work history, wiring schematics, and repair manuals at their fingertips at all times. **First Vehicle Services and its sister division – First Transit, have successfully implemented 390 tablets that support 590 technicians at more than 48 location shops.**





### *Routine Maintenance*

We will continue to perform repairs, as required, to correct vehicle deficiencies and will road test vehicles before returning to service.

### *Yearly Maintenance and Inspections*

We will continue to inspect and test both vehicles and power-operated equipment on an annual basis in accordance with Federal and State laws and NFPA guidelines. Inspections and tests will be performed in the Town's maintenance facility by properly authorized and trained First Vehicle Services' technicians.

We will continue to perform other statutory inspections and tests, as required by Federal or State laws.

### *Hourly Maintenance*

We will continue to maintain hourly equipment in compliance with the OEM specifications or as necessary.





### Washing and Waxing

First Vehicle Services will continue to use a third-party vendor to wash and wax all Town vehicles on the Town's property. Each vehicle is scheduled to be washed twice a month and vehicle detailing occurs twice a year. The vendor's cost to perform this service will be passed through to the Town of Davie as a directed work cost without mark-up.

### Fleet Assessment

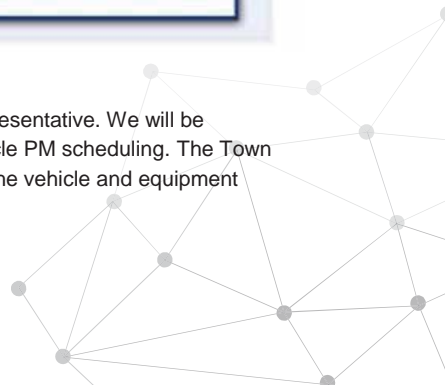
At inception of the original contract with the Town of Davie in 1992, we performed a fleet assessment on each Town vehicle and equipment within the initial six (6) months of the contract. Therefore, such fleet assessment by First Vehicle Services will not be necessary for this contract.



The Town of Davie, through a continued public-private partnership with First Vehicle Services, will not experience repair costs associated with a fleet assessment.

### Preventive Maintenance Scheduling

Recognizing the importance of scheduling PM services to ensure PM compliance, we will continue to use the current scheduling process to maintain the Town's fleet. PM activities will be scheduled to ensure minimal interference with the operator's normally required work schedule. We will utilize an automated PM scheduling process with sufficient lead time so that First Vehicle Services can give a minimum ten (10) working day notice to the vehicle user. The schedule can be adjusted to respond to individual needs. PM schedule notification, referencing both the department and unit number, will be provided to the designated department representative. We will be responsible for all contact with departments regarding vehicle PM scheduling. The Town of Davie, the designated department representatives, and the vehicle and equipment





operators will be responsible for keeping the appointments for scheduled maintenance. Our fleet management information system (FMIS), First Source MIS, will be used to produce the PM schedule and to monitor time and usage of the Town's vehicle or equipment in order to schedule the PM inspection accordingly.



We understand the importance of scheduling PM services to accommodate the operator's normal work schedule.

#### MISSED PM APPOINTMENTS

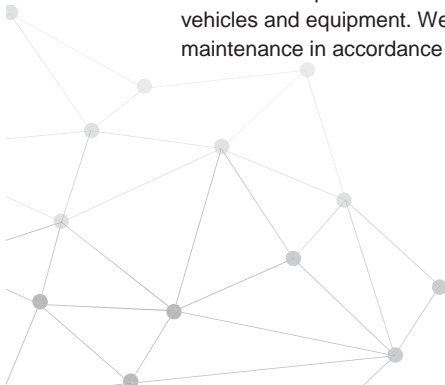
Individual vehicle operators will be responsible for delivering their vehicles to the repair facility for service. Should a vehicle fail to appear on the original PM schedule date, we will provide the Town's Administrator or Designee with a report listing vehicles that have missed PM appointments by five (5) or more days. This report will be sent to the different user groups weekly in order to reschedule an appointment. These vehicles will continue to appear on this weekly "no-show" report until the PM is performed. After several attempts to bring "no-show" PM units to the shop, the report will be submitted monthly to the Town's Administrator or Designee for an acknowledgment signature.

Adhering to the PM schedule is very important because the units are scheduled in order by type of PM service and by class of vehicle to maintain a steady workflow. This, ultimately, will improve the cycle time for the return of vehicle to the end user.

We understand that the vehicle user's immediate priority is to complete their assigned duties, especially in an emergency situation such as a water main break, storm response, or other urgent need. In such instances, rescheduling of the PM service may be required.

#### Performance

We will be responsible for the timely performance of PM services for all the Town vehicles and equipment. We will schedule, notify, and perform all scheduled maintenance in accordance with the aforementioned PM inspection process.





## Repairs

We will continue to perform specific repairs to vehicles and equipment that are identified through PM services, by users, and by breakdown or malfunction. Repairs will be made as required, limiting the nature and extent of repairs to those which are consistent with the age, mileage, and cost to repair criteria of industry best fleet practices.

### *Repair Limitations*

All directed repair work will be analyzed by First Vehicle Services to determine the repair's cost effectiveness and be specifically approved by the Town. First Vehicle Services will obtain approval by the Town for all directed work. When equipment replacement appears to be more cost effective than repair, such recommendation will be presented in writing by First Vehicle Services to the Town of Davie.

### *Road Calls*

We will continue to perform repairs primarily at the fleet maintenance facility. We will respond to requests for emergency road service or towing services on a 24/7 basis. We will have persons on call to expeditiously handle vehicle breakdowns even if the service call requires the services of an EVT.

After normal business hours, a call-forwarding or cellular phone system will refer emergency requests to the on-call technician who is assigned to provide road service at the site of the vehicle breakdown via the Town-provided service truck. When repairs cannot be performed on site, we will be responsible for transporting or arranging towing services using the Town's towing vendor in order to transport the vehicle to the fleet maintenance facility for repair. We will respond within thirty (30) minutes to all road call requests within the Town of Davie during normal business hours.

**Quality Repairs**

Providing quality repairs for the Town of Davie's fleet—with **ZERO Reworks in 2016!**

A blue circular icon containing a white wrench, positioned below the text.



We will have persons on call 24/7 to expeditiously handle vehicle breakdowns—ensuring minimal downtime of your fleet.

### *Quick Fixes*

We continue to will provide a quick fix function for minor repairs of less than a one-hour duration when the vehicle operator chooses to wait for the service. Vehicles repaired under quick fix will be moved to top priority. Example quick fix repairs include fluid replenishing, windshield wiper service, and headlight replacement. PM services will not be conducted as a quick fix function.

### *Warranty Administration*

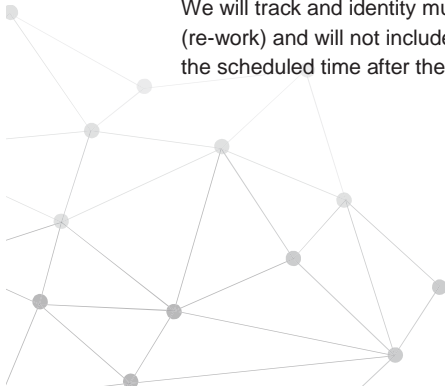
We will continue to administer a warranty program, both for vehicles and parts, associated with management and repair of the Town's fleet. Such work will be reimbursed directly to First Vehicle Services by the equipment manufacturer.

The Annual Services Schedule will be used to note any required warranty service and check that our technicians perform the service. Warranty requirements will be entered into our proprietary fleet management information system, First Source MIS. This system will automatically notify our General Manager Marc Siegel as to the expiration date of each warranty.

Manufacturer recalls or modifications to equipment will be used for updating and scheduling. First Source MIS will be used to monitor the vehicle during its warranty period and ensure that the vehicle performs at maximum efficiency and meets all manufacturers' safety requirements, as well as preventing subsequent costly "out-of-warranty" repairs.

### *Re-Work*

We will track and identify multiple repairs for the same deficiency on the same vehicle (re-work) and will not include in the monthly statement costs for re-work occurring before the scheduled time after the original repair.





Guidelines for re-work are as follows:

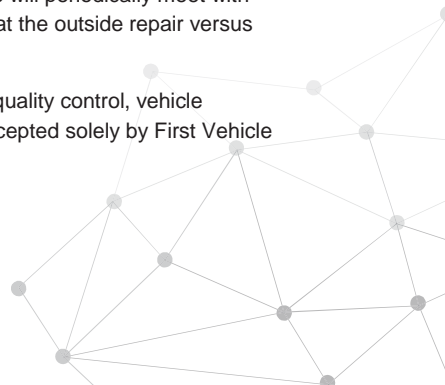
Re-Repair Guidelines	
<b>Engine Overhaul</b>	6 months or 6,000 miles, whichever occurs first
<b>Brake Overhaul</b>	12 months or 6,000 miles, whichever occurs first
<b>Tune-up</b>	12 months or 6,000, whichever occurs first
<b>General Repair</b> (excluding electronic components)	12 months or 6,000 miles, whichever occurs first
<b>Other</b>	12 months or 6,000 miles, whichever occurs first

### Outside Repairs

We will be responsible for arranging and managing the conduct of outside repairs that cannot be performed economically in-house; and will be responsible for continued review of the need for specific outside repairs as opposed to performing in house repairs. These outside repairs may include major body work and painting, glass replacement, transmission repair, radiator work, and such other work that can be utilized at minimum cost to the Town.

We will constantly monitor the performance of our repair vendors to maintain a quality level that is consistent with industry best fleet practices. We will evaluate vendor performance based on quality, reliability, delivery, customer service, and cost and provide appropriate feedback to the vendor. Should deficiencies arise in these areas, we will meet with the vendor to assist them in rectifying their deficiencies in a timely fashion so we can continue to purchase their services. We will discontinue the use of vendors who fail to meet our fleet quality standards. All outside repair work will be performed to enhance the overall fleet performance in concert with industry best fleet practices. Whenever possible, repairs will be performed in-house to better control quality and cost, maximize turnaround time, and minimize repeat repairs. We will periodically meet with the Town to review and revise outside repair services so that the outside repair versus in-house repair remains justifiable.

We will be responsible for all vendor paperwork, invoicing, quality control, vehicle movement, vehicle security, etc. Vendor invoices will be accepted solely by First Vehicle Services.



### *Vehicle Preparation*

We will continue to prepare newly acquired vehicles for service, which includes, but is not limited to:

- Vehicle inspections
- Cleaning
- Installation of special equipment

In addition, we will continue to prepare vehicles to be sold by the Town for disposal, which includes, but is not limited to:

- Removal of tags, decals, and special equipment
- Other paperwork

When a vehicle is sold, First Vehicle Services will have a technician present to start or jump start vehicles as necessary.

### *Accidents*

We will be responsible for processing accident repairs including appraisals, obtaining repair bids, transportation of vehicle to/from repair site, repair quality and timeliness, and will be responsible for administration, including the payment of invoices. We will obtain at least three (3) competitive bids for each accident repair. First Vehicle Services will seek the approval of the Town prior to repair work. Accident repairs will not be included in the Target Cost and will be invoiced to the Town as a Non-Target Expense.

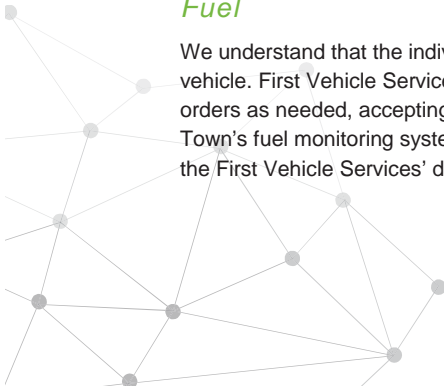
## **Vehicular Services**

### *Motor Pool*

We will be responsible for maintaining all Motor Pool vehicles if provided by the Town.

### *Fuel*

We understand that the individual Town operator will be responsible for fueling his/ her vehicle. First Vehicle Services is responsible for reading fuel tank levels, placing fuel orders as needed, accepting fuel deliveries, as well as coordinating any repairs to the Town's fuel monitoring system. Repairs to the fuel monitoring system will be included in the First Vehicle Services' directed work invoice.





First Vehicle Services coordinates with the Broward County contracted fuel suppliers to ensure the Town's fuel tanks are at maximum level throughout the hurricane season.

## Parts

### *Parts Supply*

**In successful partnership with the Town of Davie since 1992**, we will continue to furnish all parts and supplies necessary to maintain and repair vehicles and equipment. Parts installed by First Vehicle Services will meet or exceed OEM specifications. Parts installed on the Town's vehicles and equipment will be identified by part number and cost on the work order for the appropriate assignment.



**Our goal is to control costs while providing an inventory of high quality parts for our technicians to use as necessary to maintain the Town's fleet.**

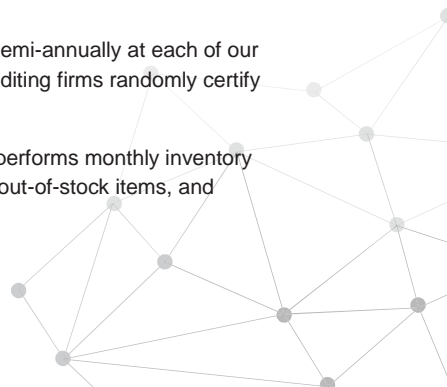
Parts installed on the Town's vehicles and equipment will be identified by part number and cost on the repair order for the appropriate assignment.

**Use OEM Quality Parts or Equivalent purchased at Competitive Prices.** Just as we strive to cultivate partnerships with our customers, we do the same with our vendors.

**Proactively manage Stocking Levels.** We will use both regular physical inventories and our fleet management information system, First Source MIS, to manage the parts inventory. We will establish a preferred vendor, a backup vendor, alternate part numbers, reorder points, and restocking levels for every part in First Source MIS. Minimum order points are based on your usage and the time it takes to receive an order. When the part reaches a defined level, a purchase order will be generated, reviewed, and adjusted as necessary.

**Scheduled Inventories.** We perform a physical inventory semi-annually at each of our locations. In addition to our regular cycle counts, outside auditing firms randomly certify the physical counts.

**Data-driven Decisions.** Our corporate maintenance team performs monthly inventory audits to monitor CPA usage, stocking levels, parts usage, out-of-stock items, and



unused inventory. We use this process to improve buying and stocking procedures for our individual locations.

**Organized Parts Rooms.** We help keep costs low by maintaining a properly stocked and organized parts area. This helps ensure proper placement and grouping of parts.

**Parts Warranty Administration.** We will administer warranties for parts identified to be either defective, inferior, or non-fit items following repair of a Town vehicle or piece of equipment. We will perform necessary work to replace a defective part and such work will be reimbursed directly to First Vehicle Services by the OEM supplier.

### CORPORATE PURCHASING AGREEMENTS

The vendor relationships we have in place through Corporate Purchasing Agreements (CPAs) ensures that we get quality parts, best service, and competitive pricing. Our CPAs with major parts suppliers include Ford, Chrysler, General Motors, Cummins, Detroit Diesel, Freightliner, International/Navistar, Bridgestone, Firestone, Goodyear, Michelin, Bandag, AutoZone, Fleet Pride, NAPA, Barnes, Imperial Supplies, and others that provide significant pricing advantages.



We have established Corporate Purchase Agreements with nearly 200 vendors that represent 120,000 unique parts.

FirstGroup America purchases over \$250 million in parts and tires annually.

Most of the National CPA vendors we use provide parts and services through their network of local dealers. Additionally, we also understand that, as your service partner, we will have a commitment to support the businesses in your community. We will utilize other local vendors, whenever it is advantageous and meets your needs, to provide parts and services.



#### Inventory

**As the incumbent fleet services provider,** we own and manage the current inventory of parts and supplies associated with the maintenance and repair of the Town's fleet as



part of our Target Cost. We will continue to maintain an adequate parts inventory as part of our Target Cost. Our First Source MIS will be used to monitor and provide reporting on the parts inventory by part number and part cost, and track parts usage rate history for each part normally stocked. We will be responsible for notifying the Town departments of any parts delays.

Throughout the contract term, the Town will coordinate with First Vehicle Services on all impending vehicle and equipment retirements, so that arrangements can be made in sufficient time to dispose of parts in inventory that are unique to such vehicles prior to their removal from the Town's fleet. The Town of Davie will further allow First Vehicle Services to dispose of parts through the Town's vehicle and equipment auctions.

The Town of Davie will purchase, at cost from First Vehicle Services, all of the active parts in inventory upon completion or termination of the contract.

## Records and Reporting

### Records

Upon prior notice to the General Manager, we will provide the Towns' Administrator or Designee access at all reasonable times to all electronic and hard data, books, records, correspondence, instructions, plans, drawings, receipts, vouchers, and memoranda of every description related to our fleet management and maintenance services for the Town, and will provide to the Towns' Administrator or Designee cost verification for work.

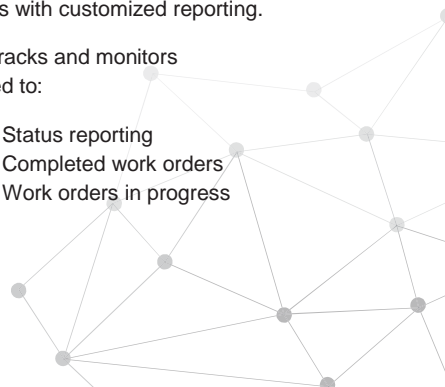
### FLEET MANAGEMENT INFORMATION SYSTEM

We will continue to provide and utilize **our proprietary Fleet Management Information System (FMIS), First Source MIS**, to provide customized reporting and data gathering on maintenance, repair, and parts management activities. First Source MIS captures critical data about the Town's fleet and provide fleet analysis with customized reporting.



First Source MIS is a versatile system that simultaneously tracks and monitors maintenance and repair activities that include, but are limited to:

- Preventive maintenance
- Repairs
- Parts inventory
- Status reporting
- Completed work orders
- Work orders in progress





- Technician productivity
- Vendors for outside repair services
- Delays and reasons for delays

First Source MIS includes multiple levels of concise reporting that assists management and technicians with daily maintenance and supervisory tasks. It tracks our entire maintenance operation, searchable by fleet type or individual vehicle, and consolidates tasks into the following reports:

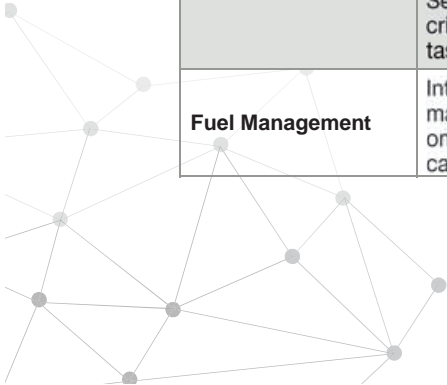
- Low-level reports support technician activities
- Second-tier reports provide summary information for our onsite management
- Third-tier reports support higher-level management reviews and decision making

Reports are combined into a database and are available to the Town on a secured, read-only section of our maintenance website. Our General Manager Marc Siegel reviews the fleet reports to identify any recurring maintenance trends that will be addressed.

First Vehicle Services' nationwide network of locations provides an additional resource to the Town, linking your service to similar operations and fleets. This reporting method ensures that the best, industry-leading fleet practices in all First Vehicle Services' maintenance activities.

**Key MIS Features and Benefits**

First Source MIS Component	Description	Benefits
<b>Task Scheduling</b>	Schedules PM automatically based on processes defined for vehicle classes or individual units. Reports can document equipment due for PM and sort it by company, region, department, or location. Separates tasks by priority, such as critical work orders and routine tasks.	Reduces fleet downtime by facilitating regularly scheduled PM through user compliance.
<b>Fuel Management</b>	Integrates with leading fuel-management systems to report onsite fuel inventory, support data capture for off-site fuel purchases,	Effective fuel management means cost savings –



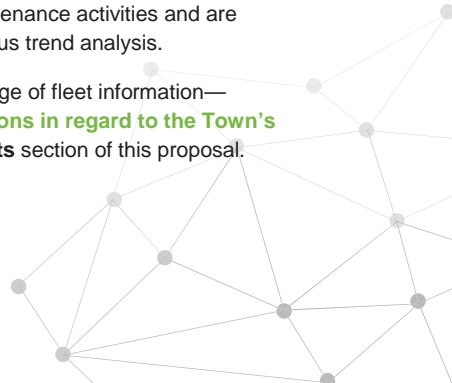


First Source MIS Component	Description	Benefits
	and manage the use of fuel on revenue versus non-revenue vehicles.	especially important today.
Warranty and Road Call Management	Tracks warranties, recall campaigns and related data. Users can query the database by VIN for units that are affected by specific road calls and issue appropriate work orders.	Allows flexibility in defining how warranty data is managed.
Parts Inventory	Includes comprehensive parts inventory data management that supports purchasing, inventory tracking, and transfer, location-level data, and similar information.	Automated parts ordering and requisition saves money and time.
Fleet Performance Reporting	Provides real-time, on-screen reports in several industry-standard categories. Reports can be generated to track costs per vehicle, location, and equipment type.	Facilitates vehicle lifecycle analysis and replacement planning.
Benchmarking	Generates daily, weekly, and/or monthly reports from operating and performance statistics tracked in the system.	Results are reviewed to identify potential trends to prevent fleet downtime and unnecessary maintenance costs.

**Key Performance Indicators and Reporting**

First Source MIS is a valuable tool for assisting with Key Performance Indicator (KPI) reporting to ensure the Town fleet is well-maintained and, most of all, safe and reliable for your users. Benchmark targets are established for maintenance activities and are tracked and reported through First Source MIS for continuous trend analysis.

First Source MIS allows for complete analysis of a wide range of fleet information—**improving and accelerating critical management decisions in regard to the Town’s fleet.** Sample FMIS reports are provided in the **Attachments** section of this proposal.



The Town of Davie will continue to be provided a software application to access our First Source MIS via a mobile phone, tablet, and/or desktop computer. This access will permit the ongoing review of our KPI results, and promote communication and operational transparency in our partnership.

**MIS Training**

Our MIS support and regional staff will be available to provide FMIS support to our Town of Davie location throughout the contract term, including training our technicians and management staff on the use of First Source MIS. We will provide ongoing FMIS support, training and system configuration, as needed. We plan to draw on the IT expertise of our local and regional FirstGroup America resources to assist in providing essential IT support.

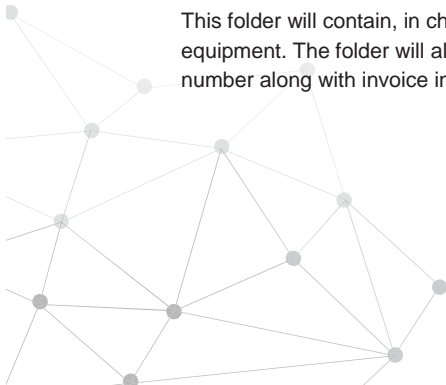
**Trained MIS Support Professionals**

First Vehicle Services has trained IT management professionals who are intimately familiar with our clients' fleet management needs and work in collaboration to identify and propose recommendations for improved process flow and increased cost efficiencies. They understand that proper and accurate tracking of all maintenance activity and reporting is crucial to ensure your vehicles and equipment are performing properly and safely. They are experts in the design of customized IT solutions that meet and exceed your fleet management program requirements—from parts procurement and reordering for sufficient inventory supply to PM schedule notifications for the timely performance of maintenance inspections.

*Files*

We will maintain a complete file of service manuals, service bulletins, lubrication charts, and other information needed to properly service and repair the Town's fleet. These files will remain the property of the Town.

We will also maintain a hard copy history folder for each vehicle and piece of equipment. This folder will contain, in chronological order, all work orders generated on the vehicle/equipment. The folder will also contain the vehicle's make, model, year and serial number along with invoice information.





## Reporting

### *Management Information Dashboard*

First Vehicle Services' local management and regional/corporate support team are better informed than ever, with close to real-time, detailed, graphical information on their locations at their fingertips. First Vehicle Services' proprietary Management Information Dashboard provides a centralized repository of field operational data and the ability to display Key Performance Indicators (KPIs) for local management, regional vice presidents and senior management in a user-friendly interface.

Providing our managers with the ability to truly know the current and historical status of their operations results in the ability to address issues quickly and more completely. The Dashboard allows management to make better and more informed decisions on the day-to-day operations of their systems, as well as plan for long-term operational improvements.

### **LOADING DATA**

First Vehicle Services' Dashboard system was designed to provide flexibility. Operational data can be derived automatically from other existing systems, such as our fleet management information system, First Source MIS.

### **FUNCTIONALITY**

The Landing Page, which our managers will see immediately after logging in, serves as an overview of the system's status and contains a summary of KPIs for the selected location, including color-coded actual values, budget numbers and goals. Managers can personalize areas of importance to their location for immediate access to statistics on issues that are important to the management of their specific operation.

From the landing page, managers can navigate easily to more specific, detailed reports, such as the maintenance report pictured below. With the Dashboard, accurate current and historical information can be viewed conveniently and easily.





*Monthly Management and Annual Report*

We will be responsible for developing a monthly management report and annual report to be submitted to the Town of Davie in accordance with reporting requirements listed in the RFP.

**Other Services**

*Emergencies*

We will mobilize the shop and provide repair and maintenance services for the duration of emergency situations. Such service will include adequate staffing to ensure continued vehicle operations at a level determined to be required by the Town. Costs incurred during emergency situations are not included in the Target Cost and will be invoiced to the Town at the Non-Target Rate specified in “Part V – Cost” of this proposal.





### *Purchases*

We will assist the Town in the preparation of purchase specifications for additional or replacement vehicles and/or replacement equipment. In addition, we will assist the Town with inspections and assessments of used vehicles and equipment that the Town is considering for purchase or lease. We will also identify and recommend to the Town for purchase both services and equipment that will reduce the cost of maintenance and/or improve the quality of vehicular services provided to the Town.

### *Directed Work*

We understand that the Town or its designee may direct us to perform additional tasks (i.e., tasks not related to ongoing and normal operations) under this Contract. We will perform such assignments in accordance with an agreed to schedule and level of effort. Costs incurred during emergency situations are not included in the Target Cost and will be invoiced to the Town at the Non-Target Rate specified in "Part V – Cost" of this proposal.

### *Investigations*

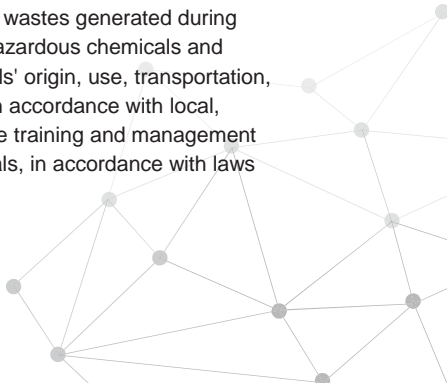
We will support the Town with technical investigations related to the fleet. Such investigations may support accidents, fire, or other issues of a technical nature.

### *Waste*

We will be responsible for the disposal of all trash and other wastes generated during the course of the contract. We will maintain records on all hazardous chemicals and other hazardous waste. The records will contain the materials' origin, use, transportation, and ultimate distribution and disposal. All disposals will be in accordance with local, State and Federal laws and EPA regulations. We will provide training and management for employees working with and handling hazardous materials, in accordance with laws

**Fleet Standardization**

First Vehicle Services is working in collaboration with the Town of Davie to standardize the fleet with Ford products.

A circular icon with a blue border containing silhouettes of five people standing together.

and EPA regulations. At Contract commencement, we will provide a written Hazard Communication Program. We will hold the Town free of liability for all our actions relating to waste disposal.

### Start Up Plan

**As the incumbent fleet services contractor**, the transition to the new contract will be seamless—with no disruption to the services being provided to the Town of Davie or its vehicle operators. Also, as the existing fleet maintenance contractor, we can guarantee no transition costs—either directly related to start-up or the administration of this Contract.



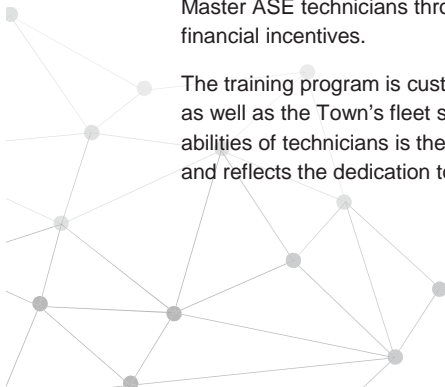
We have been proudly serving the Town of Davie since 1992 as its preferred provider of professional fleet management and maintenance services.

Our existing parts inventory is sufficient and specifically addresses the issues related to the maintenance and repair of the Town's vehicle and equipment fleet. We have established relationships with national/ regional/ local vendors with distribution centers in the area, allowing us to procure parts/ supplies and sublet services today and effectively minimize vehicle and equipment downtime.

### Employee Training and Certification Program

Training and development of all maintenance personnel is important to the performance of quality repair services for our clients. **First Vehicle Services requires each technician to participate in at least 40 hours of training each year to increase skills and knowledge of industry technology advancements.** We understand the importance of retaining certified technicians and encourage our employees to become Master ASE technicians through the ASE training and certification program tied to financial incentives.

The training program is customized to the individual, based upon their current skill set, as well as the Town's fleet specifications and contractual obligations. Enhancing the abilities of technicians is the foundation on which our approach to maintenance is built; and reflects the dedication to improved fleet safety and reliability.





A highly trained technician performs higher quality repairs in a more efficient manner—resulting in a better maintained fleet with less downtime for the Town of Davie.

Our systematic approach to technical training and development is critical to superior maintenance performance. In addition to ASE training, our technicians also receive classroom instruction and on-the-job training provided by our suppliers such as AC/Delco, Ford Motor Company, Fluid Power Hydraulics, Force America, and International.

We maintain a comprehensive library of in-house and web-based technical training materials consisting of videos, printed study guides, and libraries of technical literature for reference by our technicians. Our technicians will have all the necessary training, support, and oversight for proper and effective maintenance of the Town's vehicles and equipment.





*ASE Certification*

We value our employees and are committed to service excellence. This is why we require our technicians to become Automotive Service Excellence (ASE) certified.

**We have technicians with over 3,500 ASE certifications at our contract locations across the United States, including 84 ASE certifications for our Town of Davie fleet maintenance operation.**

Our technicians attend training and certification testing provided by the National Institute for Automotive Service Excellence. The ASE training program has a series of more than 18 tests that measures skill level in vehicle maintenance and repair. These tests are grouped by specialty including front-end alignment, brakes, air conditioning, electrical, engine repair, etc. for automotive, heavy equipment, school buses, and alternate fuel vehicles, for example.

**ASE Certifications at Town of Davie**

- 84 ASE Certifications, including:
- 9 ASE Master Certifications
  - 5 ASE Master Automotive
  - 2 ASE Master Medium Truck
  - 1 ASE Master Transit Bus
  - 1 ASE Master Truck Equipment





## *ASE Certified Technicians— Bringing Reliability to Your Fleet*



*ASE certification means that our clients always receive the best service quality each time a vehicle is maintained by First Vehicle Services—reducing unnecessary repairs to the fleet and vehicle downtime.*



### **MASTER ASE CERTIFICATION TRAINING AND CAREER PLAN**

We understand the value of employing highly skilled technicians to maintain a safe and fully available fleet for the Town of Davie. We are committed to the training of our technicians in the latest technology by providing financial incentives for achieving Master ASE certifications. Periodic review of technician ASE certifications is provided by our on-site General Manager Marc Siegel, with support from our Region Vice President Robert Staff.



### EVT Certification

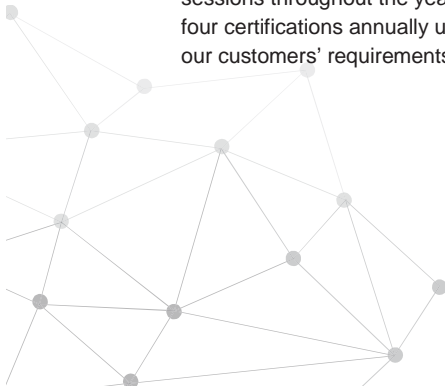


We recognize that emergency vehicle response is the basis for the success or failure of all other emergency functions. These mission critical vehicles carry all of the emergency equipment in addition to all of the responding personnel. Only when these vehicles are operating safely and available to respond can governments effectively achieve its mission of saving lives and protecting property. Utilizing Emergency Vehicle Technicians (EVTs) who are trained to work on emergency vehicles will give assurance of high vehicle safety, availability, and reliability.

**We have over 70 EVT's companywide with a total of over 120 EVT certifications in the repair of fire apparatus, ambulances, and other emergency response vehicles. This includes 40 EVT certifications at our Town of Davie fleet maintenance operation.**

#### FORT LAUDERDALE TRAINERS

We are pleased to have Fort Lauderdale EVT trainers who are highly experienced in the maintenance of Fire Apparatus/ EMS/ Ambulance units and provide training sessions throughout the year. This allows EVT candidates the opportunity to achieve four certifications annually upon successful completion of the training sessions. To meet our customers' requirements, we have had six classes this year.



### EVT Certifications at Town of Davie

- 40 EVT certifications, including:
- 2 EVT Master Fire & Ambulance and an additional 1 EVT Fire & Ambulance for a total of 3 EVT's (Fire & Ambulance)
- 1 EVT Law Enforcement





The servicing of fire apparatus and ambulances by certified EVT's will provide more reliable equipment, thus enhancing the safety of the public and emergency personnel.

We also encourage our EVT's to attend training sessions provided by the Emergency Vehicle Certification Commission to increase the level of EVT certifications earned. The training program consists of four certification modules—fire apparatus, law enforcement, ambulance, and Airport Rescue and Fire Fighting (ARFF). A technician can receive EVT certification in a specific test area(s) by successfully completing the required exams. EVT and ASE exams can be combined for those seeking to achieve the highest EVT certification—Level I, II, or Master EVT certification.

### Virtual Training for Technicians



We have partnered with **Cengage Learning/Delmar** – a leading provider of innovative teaching and learning solutions worldwide – to create an interactive learning experience for our technicians. This program offers

completely customized training for all technicians through a three-step process: **Assessment, Training,** and **Certification.**

### ASSESSMENT

Training begins with a comprehensive online skills assessment that allows technicians and the General Manager to objectively baseline knowledge in specific areas. Each assessment measures an individual's competency to a detailed level of theory, application, and diagnostic ability in a number of technical areas. We have found this to be an integral step towards improving a technician's specific skill set and achieving personal training goals.





We provide training through the FirstGroup America Cengage Learning/ Delmar Partnership program, which allows a technician to receive interactive, customized training.

### TRAINING

After the initial assessment, technicians are assigned to training modules based on their identified needs. Each self-paced module contains critical content that is reinforced through interactive graphics and animations. The training is available at any time, so technicians can work through the materials at their convenience.

Each course contains an average of 8.5 hours of training materials and can be completed in either English or Spanish.

### CERTIFICATION

Each section within the module is completed with final review questions; and each module is concluded with an end of course review and exam. Each exam is designed to confirm comprehension of the required materials. These tests are in a very easy-to-use format that combines helpful remediation while addressing the unique needs of the technician by clearly demonstrating text-based theory for enhanced learning and retention. Also available are a variety of study options that include practice questions, sample ASE-style tests, and a timed test duplicating the actual ASE Exam.

### *Manager Tools – Virtual Training System*

The General Manager may log into the system at any time to access numerous reports that identify technician activity within the training program. The General Manager can produce a Course Usage Report to track of hours dedicated to the training curriculum. The General Manager utilizes this information to encourage technicians to continue progressing through their customized training program. The General Manager can also run a Class Detail Report, which shows the number of times each technician has taken a practice test, his/her score, and the overall score of the training class.





## *Other Maintenance Trainings*

### **VENDOR TRAINING**

We assist our clients in gaining full benefit from our relationships with original equipment manufacturers (OEM) and national parts suppliers. Trainers including AC/Delco, Cengage Learning/Delmar, Noregon Diagnostics, General Motors, Ford, Case, Force America, Intercon, Leach, Heil, and Elgin visit our maintenance sites to instruct technicians in a variety of areas including, but not limited to, electrical, hydraulic, and manufacturer specific training. **The purpose of vendor training is to improve the skill set of technicians for improved service delivery to our clients.**

### **SUPERVISORY TRAINING**

Corporate supervisory training programs are offered to develop and improve managerial skills. It is essential for each supervisor to understand how to effectively motivate and direct technicians, as well as make sound business decisions. These supervisory programs train on key functions of leadership including the dynamics of work, group operations, motivational theory, achievement models on leadership, managerial style, accounting, and budgeting, etc. We support a practice of promoting from within the company. Given the many government diverse fleets and operations we oversee, we offer frequent and substantial opportunities for employee advancement.

### *ASE Bonus Program*

Our employee incentive program promotes the development of our employees by rewarding those who achieve training milestones and keep their certifications current.



**We believe that technicians completing training are more effective, efficient, and productive.**



Technicians are entitled to a pay increase for each ASE certification that is earned above those required for their skill level. Technicians have an opportunity to earn significant pay increases over their normal rate and are not restricted in the number of badges that can be earned at any given time.

ASE Bonus Program Benefits		
Improves Employee Productivity and Morale	Attracts Talented Vehicle Maintenance Technicians	Reduces Employee Turnover

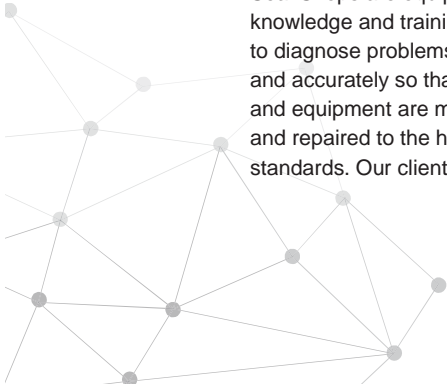
*ASE Blue Seal Recognition Program*

First Vehicle Services places a major emphasis on the ASE Blue Seal Recognition Program that we seek to obtain for our client locations.

This program recognizes that the technicians working in the ASE Blue Seal garage are properly trained and tested in their field. To attain ASE Blue Seal recognition, the repair shop must have at least 75% of technicians ASE certified. Also, each area of service offered in the facility must be covered by at least one ASE certified technician.

**ASE BLUE SEAL BENEFITS**

- **Safety and Quality** – ASE Blue Seal Shops are equipped with the knowledge and training required to diagnose problems precisely and accurately so that vehicles and equipment are maintained and repaired to the highest safety standards. Our clients can be



ASE Blue Seal Status

First Vehicle Services achieved 2017 ASE Blue Seal Status for the Town of Davie's fleet maintenance operation.





assured that their fleet will experience fewer breakdowns and higher vehicle safety/availability—yielding increased customer satisfaction.

- **Efficiency** – ASE Blue Seal Shops fix it right the first time, making sure preventative maintenance and repairs are performed quickly and vehicles and equipment are delivered on-time for service

## Delivering Quality and Efficient Maintenance Services



*First Vehicle Services is the public fleet management contractor with the greatest number of ASE Blue Seal recognized service centers.*



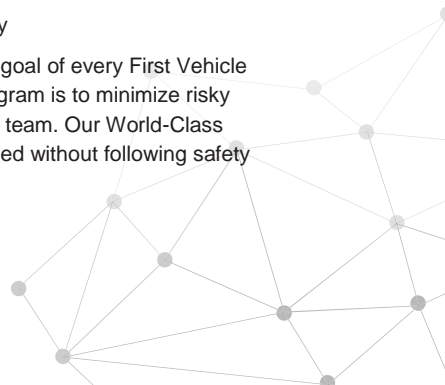
## World-Class Safety Program

Safety is not simply found in a set of policies and procedures. Safety comes from conditioning proper thought processes and behaviors, preparing for situations, and knowing how to respond in ways that protect the well-being of our employees, those with whom we work, and those we serve.

Our **World-Class Safety program** encourages all First Vehicle Services employees to replace risky behaviors and thought processes that jeopardize safety in the workplace. Through the program, we are striving to build a cultural identity that is focused on:

- Rewarding improvements in both individual and team performance
- Encouraging group safety awareness activities
- Recognizing and rewarding personal safety longevity

From management to operations, safety is the number one goal of every First Vehicle Services employee. The primary objective of our safety program is to minimize risky behavior for the greater good of each person and our entire team. Our World-Class Safety program underscores that no action should be pursued without following safety standards.





We emphasize this safety culture in our employee recruiting, selection, orientation, training, education, and management support. Safety is continually stressed and reinforced throughout our day-to-day operations, in our employee reviews, and at every management and employee meeting.

### Safety Management Systems (SMS) Principles

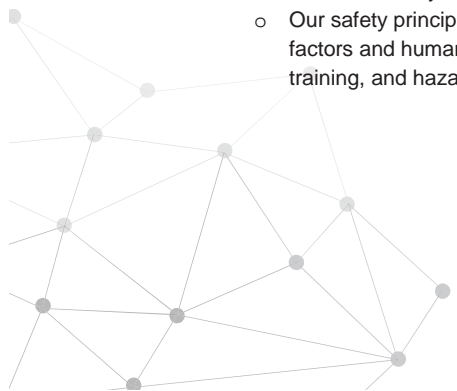
Our safety culture is founded on Safety Management Systems (SMS) principles, which combines established systems safety engineering principles with advanced organizational management techniques. SMS supports continuous improvement in safety performance through a positive safety culture founded on four basic principles:

- Safety Policy
- Safety Risk Management
- Safety Assurance
- Safety Management Systems (SMS)
  - Encourages managers and employees to work together to identify hazards and act in concert before system failures occur. (Our Injury Prevention Database)
  - Everyone is held accountable making sure we deliver positive safety results.
  - Is about making the system safer for everyone. (If you cannot do it safely, don't do it!)
  - We empower our employees to assess their own safety risks and prioritize the risks
  - Our safety principles and practices are already in place, integrating human factors and human performance management into existing maintenance, training, and hazard management processes



**Safety Excellence**

First Vehicle Services at Town of Davie has an outstanding safety record—**currently without a lost-time accident for the past 6,569 days or the last 18 years!**





### First to Zero

When safe behavior becomes instinctive, quality of life improves, working conditions are more favorable, and injuries are reduced. As part of our intense focus on safety in the workplace, we have initiated a **First to Zero goal**, which means we will strive to **achieve zero lost-time injuries**.

As we strive to reach First to Zero, we will build on the accomplishments we have already achieved. Some of our key safety actions for the current year include:

- Implementing campaigns designed to prevent worker injuries related to slips, trips, and falls
- Implementing programs designed to prevent injury while performing job duties
- Provide training on the proper use Personal Protection Equipment (PPE) such as bump hats and safety glasses

*If you cannot do it safely, don't do it!*



*This is First Vehicle Services' core philosophy. Safety is at front of mind at all times.*

### “BEST IN CATEGORY” FOR SAFETY EXCELLENCE AWARD



In 2014, the Houston Business Roundtable awarded First Vehicle Services a **“Best in Category” Safety Excellence Award for Outstanding Safety Performance** at our ExxonMobil client location in Baytown, Texas. This award recognizes Greater Houston Area industrial contractors for their outstanding safety performance.

The process through which contractors are selected for the Houston Business Roundtable Safety Excellence Award takes six months to complete. The process begins with a request for nominations. This award is unique in that contractors must be nominated by their clients, the users of their services. No self-nominations are permitted. First Vehicle Services was nominated by ExxonMobil.

Once nominated, the contractor must then submit all safety documentation and data to be evaluated for number of fatalities; total recordable injuries and illnesses; lost workday cases; safety policies and procedures; year-to-year improvement in statistics; and,



documented best practices. Each nominee must also undergo a rigorous audit process. The audit consists of a review of site safety programs, with specific emphasis on employee interviews. More than 100 specific safety items are evaluated and rated for each nominee.

Once audits are completed, select contractors are then identified as recipients of bronze, silver or gold level of recognition, but only one “Best in Category” is awarded. First Vehicle Services received a “Best in Category” for a medium-sized specialty contractor in hard crafts.

### *Three Pillars of Injury Prevention*

To help emphasize the importance of safety, we have created First Vehicle Services’ Three Pillars of Injury Prevention.

#### **ACTIVE CARING**

Active Caring makes sure that injury prevention drives our day-to-day management activities. It is based on remembering at all times that “If you cannot do it safely, don’t do it.” Active Caring is gaining the courage to have safety conversations, performing safety tours, risk assessing for your sake and others, and taking a “brother’s keeper” approach to safety by encouraging others to adhere to safety principles at work, just as they do at home.

#### **PERFORMANCE MANAGEMENT**

Performance Management requires our General Manager to take an active role in helping achieve our goal of zero lost-time injuries. Safety must drive the decision-making and guidance provided by the General Manager. The General Manager is the force that puts our safety policies, procedures, laws and regulations into practice, and they are responsible for measuring the performance of our staff against our goals.

When performance goals are not met, management must make modifications through constant communication, ongoing training, counseling, and incentives to encourage a stronger focus on safety performance.

#### **CONTINUOUS IMPROVEMENT**

Continuous Improvement is critical for reaching our zero goal. Safety is not a one-time occurrence. It is part of our culture and everything we do today, tomorrow, and every day





we come to work. Our safety standards and best practices are continually updated with input from industry safety experts, fellow industry leaders, and our front line employees. We analyze safety trends to identify corrective patterns, and then incorporate changes to improve our overall performance.

### *Safety Orientation and Training Programs*

#### **INJURY PREVENTION TRAINING**

Injury Prevention training is part of our employee orientation instruction. It is intended to reduce injuries by raising the awareness of safety throughout the employee and employees to report near misses management population. Our safety culture encourages, security hazards, or any unsafe working condition in an effort to minimize injuries and illnesses. By keeping safety as a top-of-mind topic among employees, we are able to identify opportunities for improvement and better protect our staff.

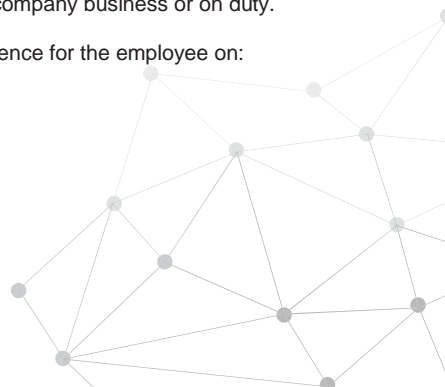
Our Injury Prevention handbook is carried by employees at all times while on duty. The Injury Prevention handbook includes a safety contact pad, which is used for documenting and reporting safety, route, and security concerns. For example, if an employee is involved in a near miss, we ask for their help in reporting the event so we all may learn lessons and prevent the occurrence of future injuries.

Any documented issues are reviewed between the employee and the General Manager. After discussing the concern with the employee, the General Manager evaluates the report and decides what actions should be necessary. If follow-up actions are necessary, the General Manager informs the employee what actions are being taken and reports the results of follow-up actions to the employee when completed. The safety contact pad is used by the General Manager to record safe or unsafe practices, and to summarize the result of the safety conversation.

Every employee's Injury Prevention handbook includes an identification badge on the back cover. This ID badge includes the employee's photograph and other identifying information and is carried while the employee is on official company business or on duty.

The Injury Prevention handbook also provides a quick reference for the employee on:

- Injury prevention principles
- Collision response
- Security response



These procedures provide abbreviated emergency guidelines for employees to use in the field.

### FIRST INJURY PREVENTION PRINCIPLES

We have a series of fundamental safety rules that we call the **First Injury Prevention Principles**. These principles help drive safety in the workplace and are designed to work with our Injury Prevention Program. The full list of Injury Prevention Principles is included in our Injury Prevention Handbook.

All First Vehicle Services employees are expected to adopt these principles and put them into practice at all times, creating a safe environment for our employees. Our First Injury Prevention Principles are as follows:

- Perform all safety checks and risk assessments before you undertake any work. Speak to the location management before you start work if you are unsure.
- Do not endanger yourself or others. Report any hazardous condition or practice that may cause injury to people, property, or the environment.
- Obey all rules, signs and instructions. If you do not understand, speak to the location management before you start work.
- Keep your work area clean and tidy. Disorder causes injuries and wastes time, energy, and materials.
- Wear protective clothing and equipment as required. Keep it in good condition, wear it correctly and ask for a replacement if it becomes damaged or unfit for use.
- Use only the correct tools and equipment for the job. Check that they are in good condition before use and use them safely.
- Do not adjust, modify or repair any piece of work equipment unless you are competent and authorized to do so.
- Before lifting, assess the load and your ability to move it without injury. Make sure you get help with any heavy or awkward items, and follow approved techniques.
- All injuries, incidents, and near misses are to be reported to the location management. Seek immediate help and first aid (if necessary)
- If you have any suggestions to improve safety in your workplace, tell the location management.





### PERSONAL PROTECTION EQUIPMENT (PPE)



We understand that a strong line of defense against safety risks in the workplace involves the use of personal protective equipment (PPE). Job-related PPE includes safety shoes, bump hats, gloves as well as prescription and safety glasses for technicians.

We equip all personnel with the full complement of PPE required for safety on every job and will enforce the same practice at our maintenance operations. Furthermore, our Health and Safety Program specifies first-aid supplies, along with an active first-aid program and calls for the installation of the most effective types of fire extinguishers for fires in specific environments.

### VOLUNTARY PROTECTION PROGRAM (VPP)



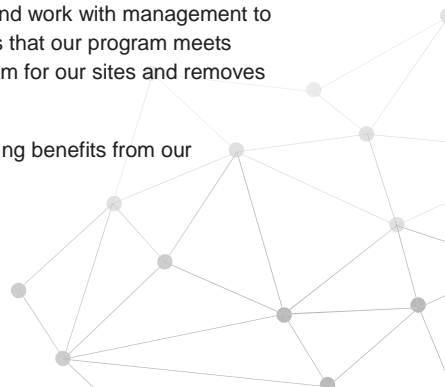
We are currently working to have all our service centers Voluntary Protection Program (VPP) certified by OSHA. Established in 1982, the VPP promotes a cooperative effort between management, employees and OSHA to ensure a safe and healthy work environment. Of the 6 million manufacturing facilities regulated by OSHA in the United States, only approximately 1,200 facilities have achieved VPP Star status.



Currently, our City of Fort Wayne (IN), City of Jacksonville Beach (FL), and Town of Mount Pleasant (SC) hold the prestigious VPP Star status, which recognizes the achievement of the highest safety performance.

VPP is designed to recognize and promote effective safety and health management. Together, our management and labor and OSHA have a cooperative relationship. Our management agrees to operate an effective program that meets an established set of criteria. All employees agree to participate in the program and work with management to ensure a safe and healthy workplace. OSHA initially verifies that our program meets VPP criteria, then publicly recognizes our exemplary program for our sites and removes the site from routine scheduled inspection lists.

Our clients' fleet maintenance operation receives the following benefits from our participation in the Voluntary Protection Program:



- Improved employee motivation to work safely, leading to better service quality and productivity
- Reduced workers' compensation costs
- Recognition in the community
- Improvement of programs that are already good, through the internal and external review that is part of the VPP application process
- Fewer lost workday injuries (VPP participant sites generally experience from 60% to 80% fewer lost workday injuries than will be expected of an "average" site of the same size in their industries)

### BLOOD BORNE PATHOGEN TRAINING AND CERTIFICATION

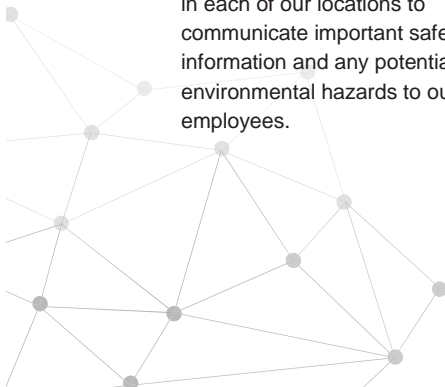
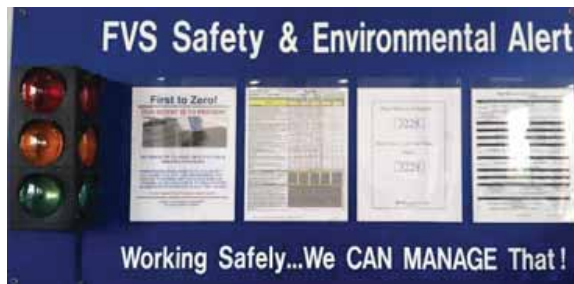
Employees are trained, certified, and tested on the processes and procedures required to deal with blood borne pathogens and other biohazards that may be encountered in the workplace.

### HAZARD COMMUNICATIONS REGULATIONS

Right-to-Know issues are taught so that all employees understand their individual rights with regard to being near hazardous materials within the local operations facility. All required documents, policies, and procedures are posted throughout our facilities to raise awareness of hazards in the workplace.

### *Safety and Environmental Communications*

We take great measures to ensure the safety of all employees and to reinforce a focus on safety while performing job duties. The Safety and Environment Alert Board is prominently displayed in each of our locations to communicate important safety information and any potential environmental hazards to our employees.





Communications include:

- Daily safety message
- Daily safety and environmental inspections for our work areas (Days without incidents)
- Safety statistics for the location

### Quality Assurance Program

We will continue to utilize a Quality Control program for the repair, management, and maintenance of the Town of Davie's vehicles and equipment listed in this RFP.

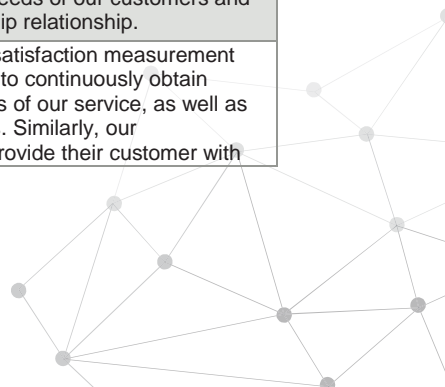
We are the industry leader. Why? It is because of our ongoing focus on quality service delivery. At First Vehicle Services, quality service means being dependable, efficient, and effective, while delivering what we promise on time and on budget. It also means doing whatever it takes to meet the requirements of the Town of Davie.

An integral part of our operations at every level, we guarantee the quality of our work to ensure that the Town of Davie and its customers receive world-class customer service each and every day. We understand that fleet efficiency is paramount to the delivery of the Town of Davie's public services. We will enforce all elements of our Quality Control program.

### First Quality Management™ Program Initiatives

We will utilize our First Quality Management™ (FQM) program in the maintenance and repair of the Town of Davie's vehicles and equipment. No other fleet maintenance provider offers this systematic managerial approach to ensuring the highest, most consistent quality of maintenance services. The major elements of FQM are:

FQM Program Core Components	
<b>Customer Relationship</b>	We focus on the unique needs of our customers and foster a positive partnership relationship.
<b>Customer Communication</b>	We maintain a customer satisfaction measurement and management system to continuously obtain feedback from direct users of our service, as well as our contractual customers. Similarly, our management personnel provide their customer with





FQM Program Core Components	
	frequent and timely indications on corrective action being taken for any negative feedback.
<b>Personnel Development</b>	We encourage training for all operating and management personnel to improve their effectiveness, productivity and capabilities, and to prepare them for greater levels of responsibility and reward.
<b>Recognition</b>	We encourage and provide opportunity for operating personnel to earn and receive industry recognition for their accomplishments of ASE, ANSI, and EVT certifications for example.
<b>Vendor Partnership</b>	We foster a positive partnership with vendors and, through corporate alliances with key vendors, provide added customer value and/or services.
<b>Safety</b>	We maintain an ongoing safety improvement program.
<b>Environmental</b>	We focus on clean, safe and environmental-friendly facility in order to increase employee productivity, pride and morale, as well as being good citizens.
<b>Continuous Improvement</b>	We focus on continuous improvement, taking advantage of benchmarking and best practices of other service centers across the country, and the full range of available corporate resources.
<b>Quality Assurance</b>	We maintain a strict quality assurance process in order to reduce or eliminate repeat work, and to improve overall fleet availability, reliability and cost effectiveness.
<b>Predictable Fleet Operations</b>	We provide quality and predictability to the customers' fleet maintenance operation through consistent application of the company's proven fleet management and maintenance policies, practices, and methodologies.
<b>Experienced Lead Personnel/ Management Team</b>	We select only experienced, highly trained maintenance personnel/managers to lead our local operations. We provide them with ongoing management training to ensure that their knowledge of business processes, tools, and maintenance remains leading-edge.





FQM Program Core Components	
<b>Local/ Regional/ National Operations Support</b>	Supporting our experienced local management team are the managerial resources of the largest, most experienced public fleet maintenance provider in North America. Regional management ensures ongoing customer satisfaction and meets regularly with customers to better understand their needs. Senior corporate management supports regional management with company-wide expertise and initiatives, such as our FQM program, to continually improve our operational processes, and thus deliver better customer service.
<b>Specialized/ Technical Support</b>	Our company size and national reach enable us to provide a range of advanced technical services to our service centers, including safety training/ audits/ performance programs, environmental services program, industry best fleet practices, and vehicle, equipment specification assistance. These services ensure that our customers are receiving services based on the best available processes and technical knowledge.

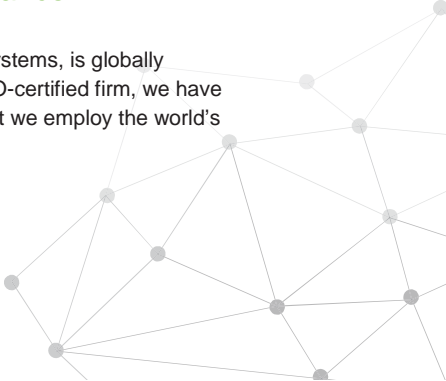
We focus on providing strong channels of communication with you to ensure a public-private relationship that goes beyond merely providing a service. We are committed to our client partnerships—delivering on our quality service promise every step of the way.

*ISO 9001 Certification in Fleet Management*



We are proud to be the first North American company to receive ISO 9001 certification in fleet management and maintenance.

ISO 9001 certification, administered by BSI Management Systems, is globally recognized as the pinnacle of process excellence. As an ISO-certified firm, we have proven to the Independent Standardization Organization that we employ the world's most rigorous processes for quality management systems.



ISO certification is one of the most significant ways we can demonstrate to you that we understand the critical nature of your fleet and operation. The extensive certification process involves a thorough review of all aspects of our systems, processes, and procedures. Most importantly, our ISO certification means that the Town of Davie will realize the efficiency and cost benefits of our programs and processes.

This certification includes the administrative and managerial functions of fleet maintenance, including but is not limited to:

- Vehicle/ Equipment maintenance
- Installation
- Modification
- Specification recommendation
- Disposal preparation
- Customer support

*Process Approach to ISO 9001*

The primary focus of ISO 9001 certification revolves around the daily delivery of world-class customer service. This is achieved through a detailed process that analyzes all areas of service to identify potential or existing problems that may affect the service that the Town of Davie receives. Ultimately, solutions are developed to address these problem areas to ensure complete satisfaction of the Town of Davie at every level. The diagram below illustrates this process.





### ISO 9001 Certification Benefits

Our ISO 9001 certification means we have a team of professionals committed to providing the level of quality and service that you should expect from a qualified fleet maintenance contractor. Each and every day, our management and staff embrace the FQM process principles to deliver world-class customer service—and nothing less. As a result, our ISO 9001 certified quality approach provides the following key customer benefits:

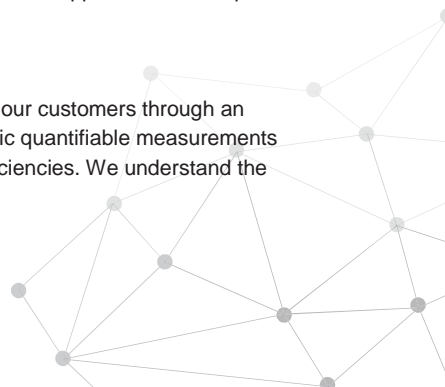
- **Maximum vehicle uptime** through effective asset management
- **Improved quality of repair work and reduced rework** as a result of highly trained and empowered employees
- **Reduced cost** to operate your fleet with efficient use of resources
- **Increased fleet efficiency**
- **Reduced parts and supply costs** from buying discounts and increased brand selection from national vendor relationships
- **Courteous service and positive attitude interaction**
- **Highly repeatable and measurable maintenance services** that deliver consistent quality results
- **Open communication path** (to the Town of Davie) on maintenance status and (from the Town of Davie) on feedback and satisfaction levels

Our FQM program is based on the stringent quality principles of ISO 9001 certification. The operational processes and procedures of our FQM program are designed to allow us to analyze your unique service requirements and consistently meet your demands in our daily service delivery. Our FQM program reflects the foundational quality management principles listed below on which our ISO9001 system standards are based:

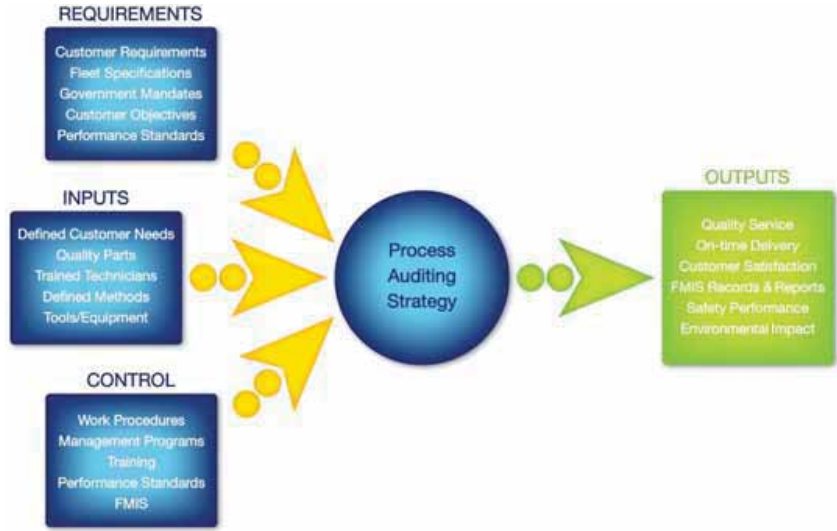
- Customer Focus
- Leadership
- Involvement of People
- Process Approach
- System Approach to Management
- Continual Improvement
- Factual Approach to Decision-making
- Mutually Beneficial Supplier Relationships

### ISO Process Auditing Strategy

We are able to analyze the quality of services we deliver to our customers through an intricate ISO auditing process. This process provides specific quantifiable measurements and, at any given time, and alerts us to certain process deficiencies. We understand the



value of providing superior quality service and take immediate corrective action in the event of a deficiency in any of our processes. The illustration below outlines our process auditing approach for our client locations:



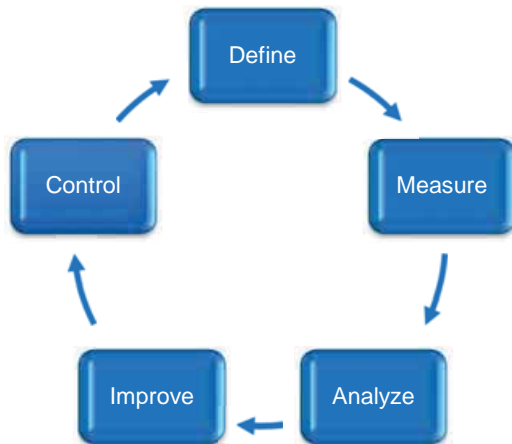
*Lean Six Sigma Program*



We employ Lean Six Sigma (LSS) concepts and principles as part of the ISO process. The ISO process—first introduced in the United States by the Motorola Company and made famous through Jack Welch’s implementation at General Electric—targets organizational efficiency and effectiveness. At the same time, LSS program focuses on quality service delivery by uncovering key problem areas through the DMAIC (Define, Measure, Analyze, Improve, and Control) model, an advanced statistical analysis of operations.

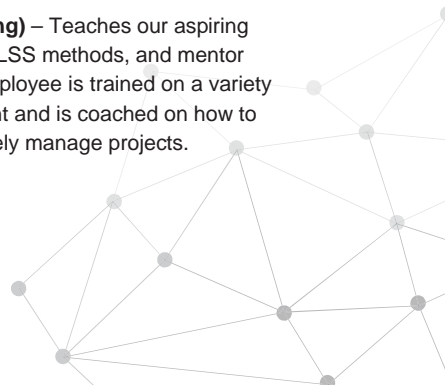


Lean Six Sigma means our clients receive world-class customer service through ongoing process improvements and increased operational efficiencies.



As part of the LSS Program, there are several levels of training and certification that our employees can achieve:

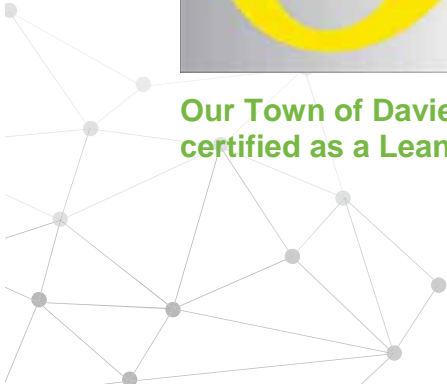
- **Yellow Belt Training** – Provides our employees with introductory training in the fundamentals of LSS and process management. This training gives our employees a strong understanding of process improvement management, enabling each individual to provide meaningful assistance in achieving our overall objectives. **Our General Manager Marc Siegel is LSS Yellow Belt Certified.**
- **Green Belt Training** – Provides our employees with enhanced problem-solving skills with an emphasis on the DMAIC (Define, Measure, Analyze, Improve, and Control) model. Training covers facilitation techniques, project management, quality management tools, quality control tools, problem solving, and exploratory data analysis.
- **Black Belt Training (Highest Level of LSS Training)** – Teaches our aspiring Black Belts to lead projects, train team members in LSS methods, and mentor Green Belts to raise their level of expertise. This employee is trained on a variety of Six Sigma tools that support process improvement and is coached on how to manage change, overcome resistance, and effectively manage projects.



Currently, we have more than 260 LSS-certified employees in the following areas:



Our Town of Davie fleet maintenance service center is certified as a Lean Six Sigma Yellow Belt Service Center.

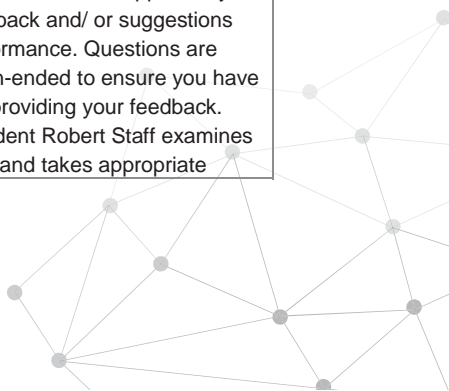




### Customer Service

User feedback is the most important indicator of the quality of our services and it enables us to better understand our customer's needs. As such, we will actively solicit feedback from the Town of Davie and its Department personnel in four (4) primary ways listed below:

Customer Feedback Process	
<b>Regular Meetings with the Town's Administrator or Designee</b>	Our General Manager Marc Siegel reports regularly to the Town's representative(s). These meetings include a review and discussion of the fleet status, reports we submitted to identify issues of interest to the Town, areas where we can be more responsive to the Town's needs, and any other topics deemed relevant to the Town's interest.
<b>Semi-Annual Meetings with the Town's Administrator or Designee</b>	Our Region Vice President Robert Staff schedules a semi-annual meeting with the Town's representative(s) to review the expectations and adjust procedures as necessary to ensure customer satisfaction.
<b>Critique Cards</b>	We furnish a Critique Survey Card to each vehicle user upon completion of a vehicle maintenance activity. The Critique Survey Card affords each vehicle user the opportunity to provide feedback to us on the quality of our service delivery. We respond to each unsatisfactory critique card.
<b>Bi-Annual On-line Customer Survey</b>	We conduct a semi-annual on-line survey with each of our clients, which allows an opportunity for positive/ negative feedback and/ or suggestions about our service performance. Questions are both qualified and open-ended to ensure you have maximum flexibility in providing your feedback. Our Region Vice President Robert Staff examines each response closely and takes appropriate





Customer Feedback Process	
	corrective action to resolve any open customer issues.

An example of our Customer Comment Card is provided in the **Attachments** section of this proposal.



Our technicians consistently receive “Excellent” ratings on Customer Critique Surveys completed by the Town of Davie vehicle users following repair services.

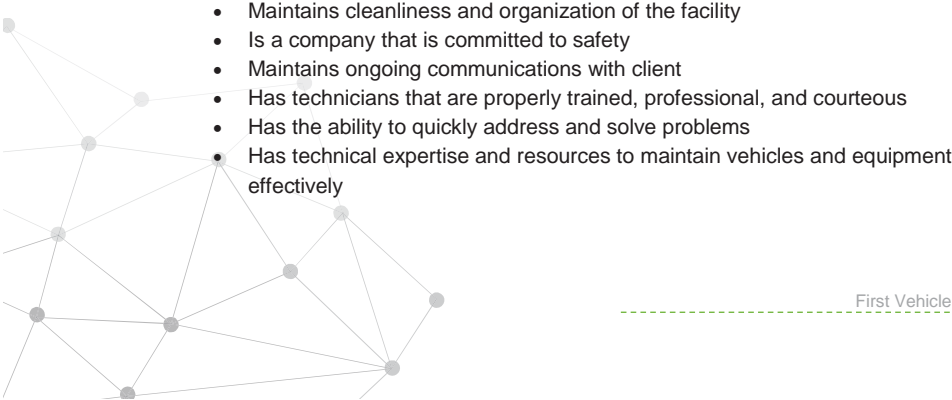
**CLIENT SATISFACTION**

Day in and day out, our focus is on delivering exceptional fleet management and maintenance services to our customers. By operating in a professional and ethical manner, we use the synergies of our operations and vast expertise to meet this goal.



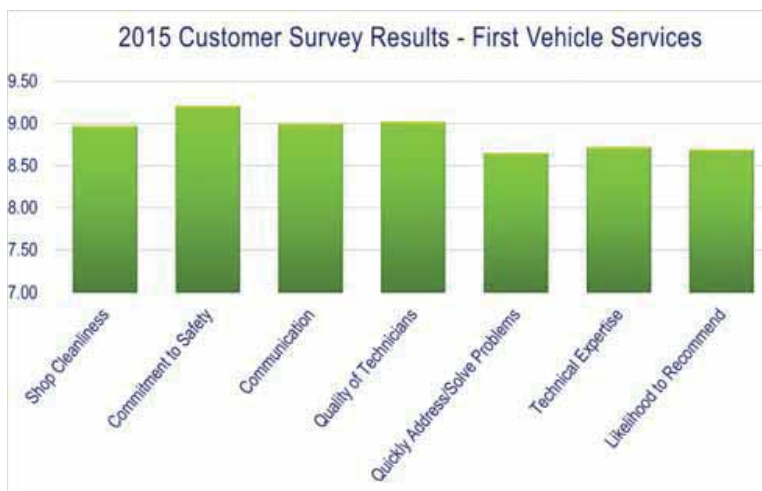
We strive to provide quality fleet maintenance services that improve the safety, reliability, and availability of the Town’s fleet.

Each year, we ask every First Vehicle Services’ client across our operating regions to tell us how satisfied they are with the services we provide. The chart below illustrates our overall customer service improvement, based upon client responses to the following statements:





- Likelihood to recommend First Vehicle Services considering recent experiences with service



**93.3% Strongly Agree/Agree** that First Vehicle Services “is a company that I can trust.”

**91.8% Strongly Agree/Agree** that First Vehicle Services “provides technical and operational support to my organization and the location team.”

**90.2% Strongly Agree/Agree** that First Vehicle Services “is a business partner, not just a service provider.”



**CUSTOMER EXCELLENCE – 2014 ACE AWARD**



First Vehicle Services is a proud recipient of the **2014 Confirmit ACE (Achievement in Customer Excellence) Award**. First Vehicle Services achieved this distinct honor by demonstrating both the rigorous application of Voice of the Customer (customer feedback) processes and an outstanding performance as measured by those processes. The Confirmit ACE Award recognizes First Vehicle Services’ commitment to listening to the Voice of the Customer, delivering outstanding customer experiences from customer feedback, and driving change across the business.

The ACE Awards program was established in 2005 to recognize outstanding achievement in customer satisfaction.

**Fleet Performance Standards**

Please refer to “Part V – Cost” section of this proposal.

**Proposed Staffing Plan**

Please refer to “Part III – Management” section of this proposal.



# PART III

## MANAGEMENT

### Part III – Management

*The Proposer’s approach to management of both the fleet and this project are expected in Part III. A reporting structure will be provided along with the specific responsibilities of each delineated position.*

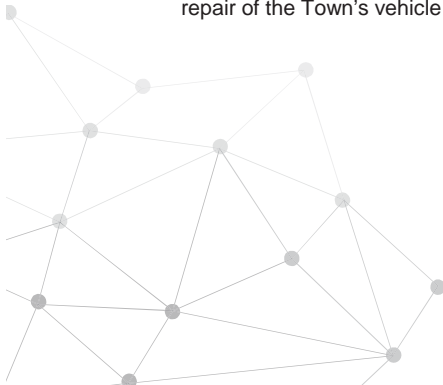
#### Proposed Project Staffing Approach

**As the incumbent fleet services provider to the Town of Davie since 1992,** no other contractor has a clearer understanding of your unique diverse fleet requirements and vehicle operator demands than First Vehicle Services.



For the continued delivery of fleet maintenance services to the Town of Davie, we will use a staffing approach that is arranged functionally to provide the most efficient control of all services under the direct daily oversight of our dedicated, local General Manager Marc Siegel. Our organization is designed with the appropriate division of responsibility, supervision, staffing, and skill sets for cost-effective management by cross-trained personnel. Our onsite personnel can draw upon our surrounding client FirstGroup America locations in Florida to supplement the workforce at the Town’s service center with qualified staff, as needed.

We will provide the Town of Davie with the following onsite, dedicated team of trained staff who will be responsible for the delivery of quality services in the maintenance and repair of the Town’s vehicle and equipment fleet.





Position	Staffing Levels
General Manager	1 FTE
Operations Manager	1 FTE
Parts Clerk	1 FTE
Office/ MIS Clerk	1 FTE
Technicians	6 FTE
Lead Emergency Vehicle Technician*	1 FTE
Emergency Vehicle Technicians	2 FTE
<b>Total Staffing</b>	<b>14 FTE</b>

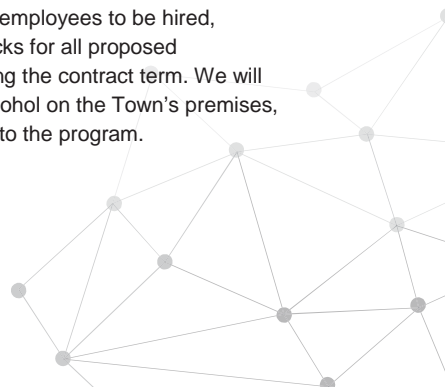
*\*Has supervisor ability over the other two (2) EVT's*

Maintaining maximum fleet safety and availability for the Town of Davie is a top concern of the onsite technicians. The technicians are properly trained to perform maintenance and repair on the buses and support vehicles in the Town of Davie's fleet.

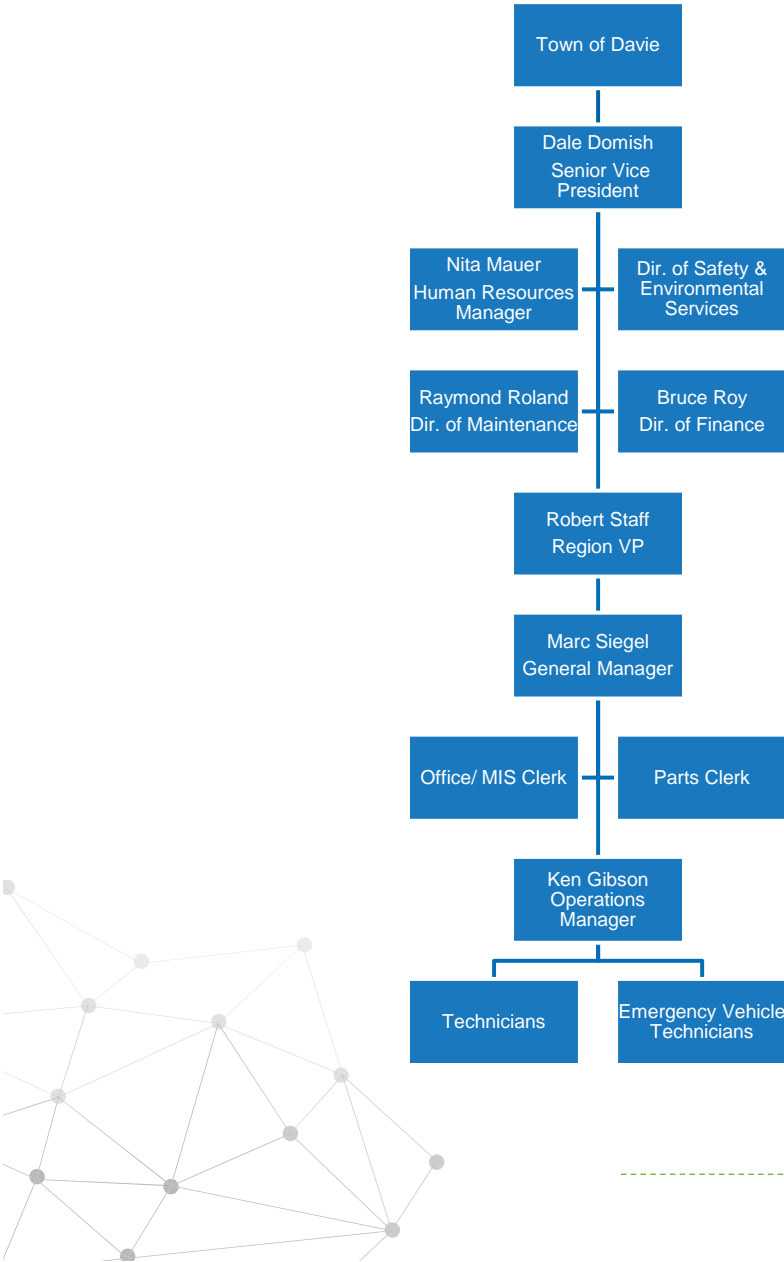
All employees who operate the Town's fleet have all appropriate licenses including CDLs. In addition, our employees possess the appropriate industry and state required certifications (Automotive Service Excellence or ASE, State of Florida, etc.) for maintaining and repairing the Town's vehicles and equipment. We are committed to the training and certification of our employees and offer financial incentives to encourage ASE and EVT certification advancement.

The current ASE and EVT certifications of our onsite Town of Davie technicians can be found in the **Attachments** section of this proposal. **Our Town of Davie fleet maintenance operation has a combined total of 124 ASE and EVT certifications.** We will continue to ensure that the service work of our ASE and EVT technicians consistently conforms to the highest standards of quality and efficiency.

We also perform pre-employment alcohol/ drug tests for all employees to be hired, criminal background checks, and driver's license/ CDL checks for all proposed employees, and administer random alcohol/ drug tests during the contract term. We will dismiss any employee involved in misconduct, drugs, or alcohol on the Town's premises, or whose performance or actions are obviously detrimental to the program.



Organizational Chart



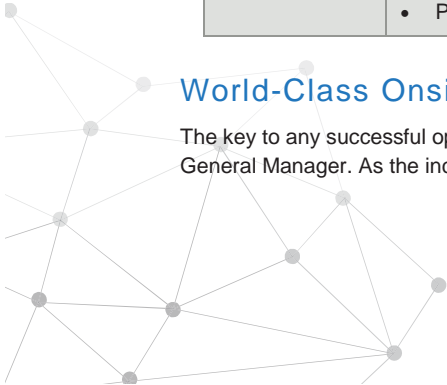


### Job Descriptions

Position	Responsibilities
<b>General Manager</b>	<ul style="list-style-type: none"> <li>• Complete oversight of fleet operations, maintenance, safety and administrative duties</li> <li>• Serve as primary liaison with the Town of Davie</li> <li>• Provide leadership and support for all project personnel</li> <li>• Maintain strong safety culture and encourage continuous improvement</li> <li>• Implement and monitor cost savings programs, safety initiatives, waste and environmental management procedures, quality control measures, and other fleet management standard operating procedures</li> <li>• Monitor and measure Key Performance Indicators against actual performance</li> </ul>
<b>Operation Manager</b>	<ul style="list-style-type: none"> <li>• Develop and maintain shop procedures that are in compliance with regulatory and contractual requirements</li> <li>• Oversee all shop operations</li> <li>• Responsible for work performance in the shop including planning, staffing, training, monitoring, and analyzing maintenance requirements and schedules</li> <li>• Monitor preventive maintenance and repair program for compliance with Key Performance Indicators</li> <li>• Responsible for meeting and exceeding training and certification goals and contract requirements</li> <li>• Monitor service delivery for compliance with all OSHA, environmental, and DOT mandates</li> <li>• Implement and maintain our First Quality Management™ Program for quality, cost-effective, and efficient maintenance services</li> <li>• Responsible for employee observance of work rules and safety practices</li> <li>• Responsible for accuracy and completeness of all documentation and FMIS entries relating to vehicle/equipment maintenance and repairs performed within the facility</li> <li>• Prepare and submit operations reports and schedules to management and the Town of Dave</li> </ul>



<p><b>Parts Clerk</b></p>	<ul style="list-style-type: none"> <li>• Responsible for the receipt, verification, labeling, storage, documentation, and security of all parts and supplies in the parts room</li> <li>• Issue parts to technicians with approved documentation</li> <li>• Responsible for proper documentation of parts and charging parts to work orders</li> <li>• Assist technicians in researching part numbers, cross-referencing interchangeability, and supplying parts to meet scheduled repairs and maintenance</li> <li>• Coordinate with technicians on parts status, specifications, warranties, and delivery schedules</li> <li>• Maintain accurate and complete FMIS inventory records as parts are received and issued to technicians</li> <li>• May assist in periodic physical counts and verifications</li> </ul>
<p><b>Office/ MIS Clerk</b></p>	<ul style="list-style-type: none"> <li>• Provide office clerical and administrative support to management staff</li> <li>• Maintain files and records, and prepare management reports and correspondence as directed</li> <li>• Prepare and maintain schedules and performance reports</li> <li>• Maintain FMIS data including checking input and output documentation for accuracy and completeness</li> <li>• Input and extract data from FMIS to provide data to management and the client</li> <li>• Answer phone at the facility and direct calls and schedule appointments and meetings for management staff</li> <li>• Prepare agendas</li> <li>• Prepare and send fax documents, e-mail, and mail as required</li> </ul>
<p><b>Technician</b></p>	<ul style="list-style-type: none"> <li>• Diagnose and perform all phases of vehicle maintenance and repair</li> <li>• Remove, clean, repair, reinstall, and adjust vehicle components</li> <li>• Complete work orders properly</li> <li>• Evaluate completed work prior to release</li> <li>• Perform road calls and emergency services as necessary</li> </ul>



**World-Class Onsite Management Team**

The key to any successful operation is an experienced, motivated, and high-performing General Manager. As the incumbent provider of these important fleet maintenance





services, our onsite General Manager Marc Siegel and Operations Manager Ken Gibson are already in place, and provide knowledge, experience and stability that none of our competitors can provide.

Both Marc and Ken bring proven industry knowledge, experience leading a successful, diverse fleet maintenance operation for the Town of Davie, and the energy and passion for delivering world-class fleet maintenance services that exceed the Town's requirements. Marc and Ken are on call to respond to the Town's concerns or emergencies, ensuring proactive and responsive service 24 hours-a-day.

Resumes for our onsite General Manager Marc Siegel and Operations Manager Ken Gibson are included as an **Attachment** to this proposal.

### *Marc Siegel • General Manager*

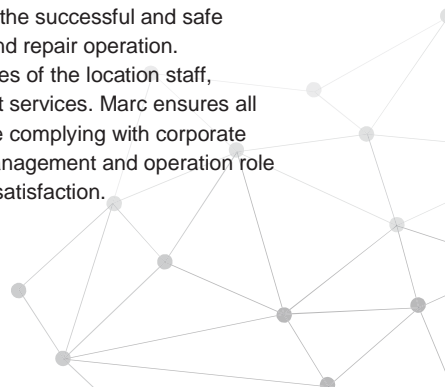


Mr. Marc Siegel will continue to serve as the onsite General Manager for the Town's fleet maintenance operation. In this role, Marc's efforts ensure success in leading our on-site world-class maintenance team. He is 100% dedicated to this service, fulfilling contract duties associated with the maintenance and repair of the Town's vehicle and equipment fleet. He has diverse skills in developing policies and procedures that contribute to reduced operating expenses, improved services for the Town's increased vehicle availability, and world-class customer service.



**Marc is an accomplished fleet maintenance management professional with 15 years of experience, including 10 years as General Manager at our Davie location.**

Marc has overall responsibility for the provision of these fleet services to the Town of Davie through direct involvement of all daily operational functions and serves as our primary point-of-contact for the Town of Davie. He ensures the successful and safe functioning of all phases of the Town's fleet maintenance and repair operation. Specifically, he oversees the supervision of the daily activities of the location staff, vendors, and other personnel necessary to support contract services. Marc ensures all expectations and requirements are met and exceeded while complying with corporate policies and procedures. He is responsible for the entire management and operation role locally, including safety, employees, and customer service satisfaction.



With the support of our Region Vice President Robert Staff, Marc works with the Town of Davie to ensure preventive maintenance program compliance, to identify cost-saving measures, provide essential fleet reporting, and to ensure world-class service is maintained. Both Marc Siegel and Robert Staff both are prepared to continue responding to any of the Town's issues with our service delivery, with the added guidance of our Senior Vice President Dale Domish.

Supported by our corporate and regional staff and resources, Marc ensures our local functional relationships, lines of authority, and employee responsibilities are clear and consistent. He makes sure all employees on the project have the tools to stay up-to-date in their job duties. He also sees that every employee is qualified and trained for the specific role within this project. Our Town of Davie onsite management and staff are onsite during all normal service hours and an on-call technician is available 24/7 to respond to after-hours emergencies such as vehicle breakdowns.

**Marc is an ASE Certified Automotive Technician in engine performance, front-end suspension, brakes, engine rebuild, electrical systems, and air conditioning systems. He is also Lean Six Sigma Yellow Belt Certified and received an Associate's Degree in Automotive Technology from the Broward County Community College.**

*Kenneth Gibson • Operations Manager*



Mr. Kenneth Gibson will continue to act in the capacity of onsite Operations Manager for the Town of Davie's fleet services operation. With 30 years of industry experience including his current position of Operations Manager with the Town's fleet services operation, Ken has been uniquely effective in this role and has been instrumental in maintaining a high level of vehicle availability and reducing vehicle maintenance and repair costs. Ken's passion for vehicle maintenance and outstanding commitment to the Town of Davie makes him a natural fit in the fleet services business.



**Ken has 30 years of fleet management experience, with nearly five years of service at Town of Davie.**



Ken directs all phases of the day-to-day operation of the fleet management and repair services for the Town's fleet. He is responsible for contract compliance in accordance with standards set by the Town of Davie and First Vehicle Services by monitoring daily service tasks, facilitating customer service issues, and coordinating all maintenance/repair activities. **Ken is Hazmat First Responder Certified.**

## Customer Support Management Team

We support each of our operations with both regional and corporate oversight to ensure that our project management receives expert operational support and audit of activities by off-site staff. This assistance is provided to our clients throughout the Contract term. Our customer support management is comprised of experts who are trained in every aspect of fleet maintenance. Resumes of our customer support management team listed below can be found in the **Attachments** section of this proposal.

### *Dale Domish, Senior Vice President*

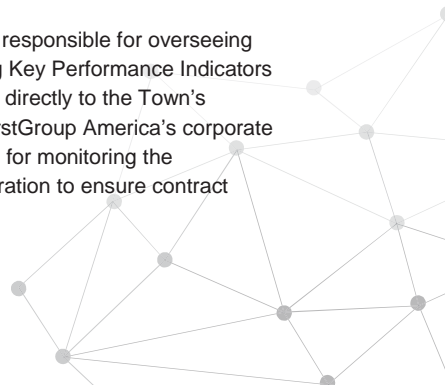


Our Senior Vice President, Dale Domish, works closely with our Region Vice President to ensure 100 percent customer satisfaction with the Contract services we deliver daily. He ensures that our operations are focused on service delivery excellence through continuous process improvements, quality excellence through compliance with ISO/ Lean Six Sigma standards and our trademarked First Quality Management program, safety excellence through the OSHA VPP and our safety program, and employee excellence through comprehensive training and testing for ASE certifications. **Dale is an accomplished fleet management professional with over 30 years of industry experience.** Dale received a Master of Business Administration Degree in Business Management from the Michigan State University, as well as a Bachelor of Business Administration Degree at the Detroit College of Business in Michigan.

### *Robert Staff, Region Vice President*



Our Region Vice President Robert Staff is responsible for overseeing the overall Contract performance including Key Performance Indicators and cost savings initiatives, and will report directly to the Town's Contract Administrator or Designee and FirstGroup America's corporate management. Moreover, he is responsible for monitoring the performance of the fleet maintenance operation to ensure contract



requirements are met and exceeded. He is responsible for developing and implementing tailored solutions to streamline and improve the fleet service delivery processes to better serve the Town's needs.

He receives weekly and monthly statements from the location project management team for review, and advises and directs the onsite General Manager Marc Siegel in any corrective actions necessary to ensure the delivery of world-class customer service to the Town of Davie. He will meet regularly with the Town's Contract Administrator or Designee to discuss contract matters and areas where we can be more responsive to the Town's needs. **Robert has more than 25 years of fleet management and maintenance experience.** He has received a Bachelor of Science in Business Administration for Ramapo College in New Jersey.

*Raymond Roland, Director of Maintenance*

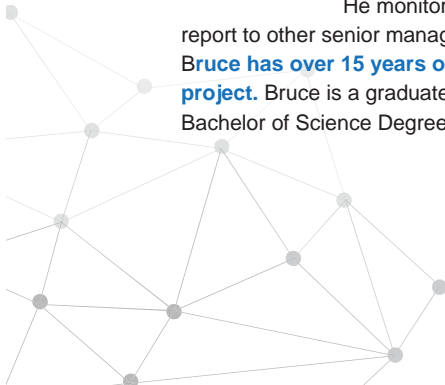


Our Director of Maintenance, Ray Roland, assists our Senior Vice President in providing oversight and direction to all our client locations to ensure company resources are managed and coordinated in an efficient and professional manner to meet and exceed company and client's objectives. He coordinates and directs our operations and quality programs to ensure process standardization and service quality consistent with company and industry best fleet practices. **Ray is a fleet management professional with over 35 years of industry experience.**

*Bruce Roy, Director of Finance*



Our Director of Finance, Bruce Roy, is responsible for the overall management of the financial operations of this contract and is mainly involved in planning, organizing, and controlling of financial resources. He analyzes financial results and directly communicates with our Senior Vice President, Region Vice President, and location General Manager on financial reporting and interpretation of financial reports. He monitors the preparation of the financial budget and submits the report to other senior management for the purpose of review and strategic planning. **Bruce has over 15 years of financial management experience for this project.** Bruce is a graduate of Xavier University with an MBA in Finance and holds a Bachelor of Science Degree in Economics from Hamilton College.





## NITA MAUER, HUMAN RESOURCES MANAGER



**Our Human Resources Manager Nita Mauer has over 12 years of experience in the field of Human Resources.** Starting her career in Human Resources in 2004 as a Human Resources Assistant, she progressively increased her responsibilities and became Human Resources Manager at First Vehicle Services in 2014. In this role, Nita is responsible for providing human resource oversight and assistance to First Vehicle Services' contract locations.

## Employee Benefits Program

First Transit understands the importance of a robust benefits package to promote employee retention and satisfaction. As described below, our benefits include medical, dental, vision, as well as life insurance, disability, and vacation/holiday. In addition, we also offer our employees a 401K retirement plan, with a company match.

### *Benefit Eligibility*

New salaried employees are eligible the first of month following their date of hire. Hourly employees may vary based on contract and the associated union agreement, but generally are eligible for coverage first of the month following 30 days. All employees will be eligible to contribute to our 401K plan after 30 days of employment.

### *Medical*

Our employees have the option of selecting from our medical account plans (MAP 1 and MAP 2), with the option of covering any eligible dependent including domestic partners. These consumer-driven health plans have set deductibles along with co-insurance. Employees are permitted to contribute into health savings account based on IRS contribution limits.

We encourage our employees to be health-consumers. To assist, employees enrolled in our MAP plans will receive the following benefits covered 100% by Plan:

- Routine Physical Exam
- Well-Baby Care
- Routine Gynecological Exams
- Routine mammograms



- Colorectal Cancer Screening
- Preventative Medicine

*Wellness*

Our enrolled employees will have access to tools to help meet health and wellness goals. We offer a few options for employees to earn monetary rewards to be deposited in their health savings account.

*Dental*

Our employees have the option of selecting a DMO or a PPO plan. These plans assist with dental care including routine exams, fillings, and orthodontics.

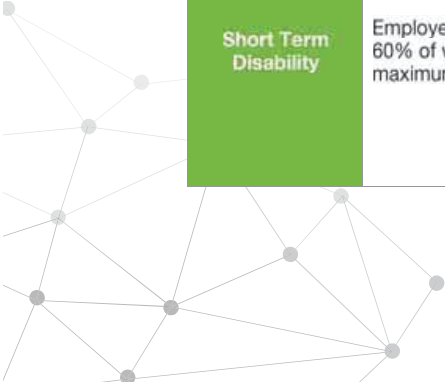
*Vision*

Our employees are currently offered a company vision plan. This plan assists with a yearly eye exam, lens and frames.

*Additional benefits include:*

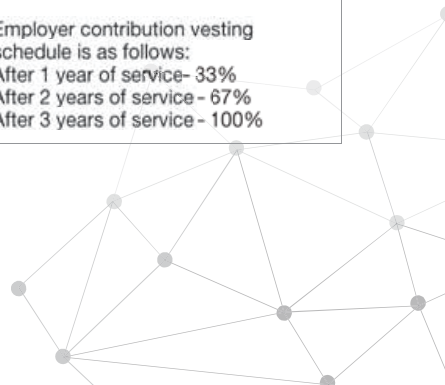
- Employee Pride incentive program: each location has an incentive program with small gift rewards for participation in certain safety campaigns, charity involvement, and overall job performance
- Sick/Personal/ Vacation Time off– 40 hours of paid vacation after one year of employment, and increasing up to four weeks of vacation, varying by union agreement.
- Holiday – Eligible drivers will receive holiday pay varying by contract

Benefit Option	Full Time Hourly	Salary
<p><b>Short Term Disability</b></p>	<p>Employer provided weekly benefit of 60% of weekly salary up to a maximum of \$100.</p>	<p>Employer provided weekly benefit based on employee's years of service.</p> <p>Less than 1 year of service: 100% of pay for first month, 60% of pay for next four months.</p> <p>1 - 5 years of service: 100% of pay for three months, 60% of pay for next two months.</p>





Benefit Option	Full Time Hourly	Salary
		5 + years of service: 100% of pay for five months.
Voluntary Short Term Disability	Employee paid options of 60% of weekly salary up to a maximum of \$100, \$150, \$180.	N/A
Voluntary Long Term Disability	Employee-paid options of 40%, 50%, 60% of salary, up to a monthly benefit of \$8,000.	Employee-paid options of 40%, 50%, 60% of salary, up to a monthly benefit of \$8,000.
Life and Accidental Death & Dismemberment	Employer provided \$10,000 benefit for life Employer provided \$10,000 benefit for accidental death & dismemberment.	Employer provided benefit of one times annual salary.
Voluntary Life and Accidental Death & Dismemberment	Employee-paid options available for employee, spouse/domestic partner, children.	Employee-paid options available for employee, spouse/domestic partner, children.
Dependent Care Flex Spending Account	Employee funded account for dependent care expenses.	Employee funded account for dependent care expenses.
401K Retirement	Employees are eligible to participate after 30 days of employment.  After 1 year of employment; employer will match 50% of your contributions up to 6%.  Employer contribution vesting schedule is as follows: After 1 year of service- 33% After 2 years of service - 67% After 3 years of service - 100%	Employees are eligible to participate after 30 days of employment.  After 1 year of employment; employer will match 50% of your contributions up to 6%.  Employer contribution vesting schedule is as follows: After 1 year of service- 33% After 2 years of service - 67% After 3 years of service - 100%



## Employee Retention through Competitive Wages & Benefits

We recognize that our best resources at the Davie location are our employees who are proudly working there. The stability of the workforce and minimization of turnover over the past several years are key to First Vehicle Services' successful contract operations at the Town of Davie.



**Committed to Our Employees, First Vehicle Services had 100% employee retention at Davie in 2016.** To achieve this, our approach is to pay competitive wages and benefits. In addition, nine (9)

years ago, we expanded our commitment to employee retention and the Town of Davie by providing back to the Town 100 percent of labor budget that we didn't spend.

## Employee Recruiting and Hiring

At First Vehicle Services, we look at our company as more than just a provider of fleet management and maintenance services. We are a community resource. Our clients rely on us to maintain the safety and availability of their fleet, thereby allowing our clients to deliver daily and critical services to their community.

To be a part of the community, we must involve the community. That is why we actively recruit employees from the same communities and neighborhoods we serve. We work with local and state employment agencies, workforce development agencies, multi-cultural organizations, and Veteran Affairs and military outplacement programs to find dedicated, hard-working people who want to be valued members of our team.







Our recruitment efforts to find high quality employees includes:

- The use of eArcu, a new online recruiting tool to generate interest in applying for work at First Vehicle Services and successfully track candidates throughout the hiring process
- Ongoing assistance and support from Regional Field Recruiters and a centralized Talent Acquisition team to ensure the candidate experience is positive, effective, and efficient
- Strategic search methods are used to "source" qualified candidates from multiple resume databases
- Create and enhance partnerships with tech/vocational schools and other local community schools to improve our branding through networking, campus visits, and career events
- Continuous efforts in analyzing wage surveys and local market trends to ensure we are offering competitive opportunities to qualified candidates
- Niche-specific online job boards
- Our own intranet (First Bulletin)
- Local publications including, but not limited to, the classifieds in the local paper, free-to-the-public papers, and community newspapers and bulletins
- Onsite, local, and regional job fairs



# PART IV

## QUALIFICATIONS AND RESUME

### Part IV – Qualifications and Resume

*Proposals must include in Part IV a brief summary of applicable past experience to show proven and demonstrated ability to execute the requirements of the RFP. Further, a listing of three (3) current clients of similar projects is required. The listing should contain the following information on each client:*

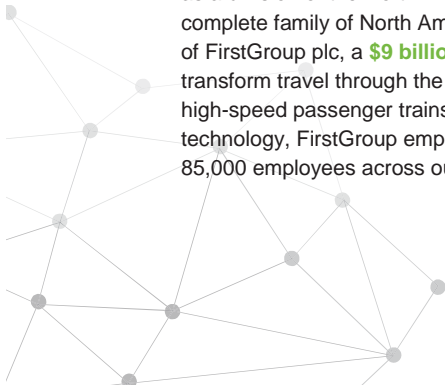
- a. Address*
- b. Type of fleet*
- c. Number of vehicles*
- d. Period of performance*
- e. Contracting officer and telephone number*

### Company Qualifications and Experience

#### *National Client Presence*

Founded in 1981, First Vehicle Services is uniquely positioned as the leader in public-sector fleet maintenance in North America. From sedans, SUVs, vans, and fire apparatus to light, medium and heavy duty units, marked and unmarked law enforcement units, sanitation trucks, construction equipment, and specialized and miscellaneous equipment, we provide expert maintenance services to keep your entire fleet up and running. We specialize in dedicated fleet maintenance and repair services.

In 1999, First Vehicle Services joined the FirstGroup plc. family and is now centralized as a division of the North American-based company called FirstGroup America (see complete family of North American businesses listed below). We are proud to be a part of FirstGroup plc, a **\$9 billion global transportation company** with a mission to transform travel through the provision of safe, reliable, and high quality services. From high-speed passenger trains and public transit to fleet maintenance and mobile technology, FirstGroup employs approximately 120,000 people worldwide, including over 85,000 employees across our North America operations. As the Nation's largest



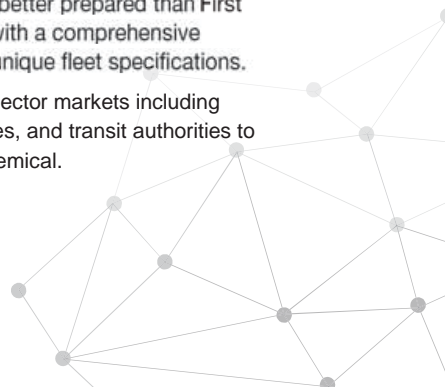


transportation services provider, we can access additional locations across the United States and provide equipment and available personnel for immediate support, whenever necessary.



Today, First Vehicle Services is the largest provider of fleet management and repair services for the public-sector, maintaining over 36,500 vehicles and pieces of equipment at 77 service locations across the United States and Puerto Rico. With 35 years of industry experience, we have achieved a firm understanding of diverse fleet requirements of governments. And, no other Contractor is better prepared than First Vehicle Services to provide world-class customer service with a comprehensive maintenance program customized to the Town of Davie's unique fleet specifications.

Our experience base and target markets span from public sector markets including municipalities, state governments, law enforcement agencies, and transit authorities to private sector markets of utility, transportation, and petrochemical.



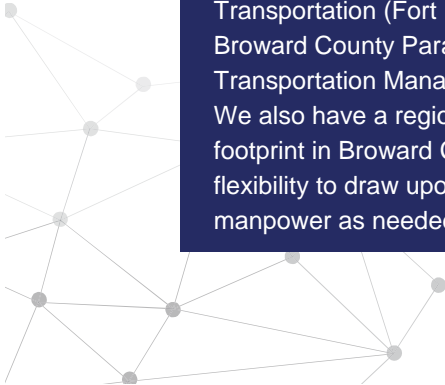
*Florida Client Presence*

FirstGroup America currently operates in 23 Florida client locations (see map below), maintaining over 10,000 vehicles and employing over 1,300 employees in the state. At any given time, we can mobilize technicians and the skill set of fleet professionals from any of our Florida client locations to support the fleet management and maintenance program for the Town of Davie in the event of an emergency or time of need.



**Our Extensive Footprint in Broward County**

FirstGroup America has seven client locations in Broward County, which include the following government/association clients: Town of Davie, City of Fort Lauderdale (partnership since 1981), Florida Department of Transportation (Fort Lauderdale), City of Sunrise, City of Coconut Creek, Broward County Paratransit, and the Downtown Fort Lauderdale Transportation Management Association (Sun Trolley transit services). We also have a region office location in Pompano Beach (FL). This robust footprint in Broward County as well as other parts of Florida gives us the flexibility to draw upon these additional resources to provide expertise and manpower as needed.





### Diverse Fleet Maintenance Experience

Maintaining over 36,500 vehicles and pieces of equipment daily, we utilize industry best practices in conjunction with our in-depth understanding of vehicle fleets to ensure our customers and their vehicle operators receive reliable and dependable service. Ultimately, our customers benefit from better asset utilization and reduced operating costs. Keeping our customers' entire fleet up and running is our primary focus—each and every day.

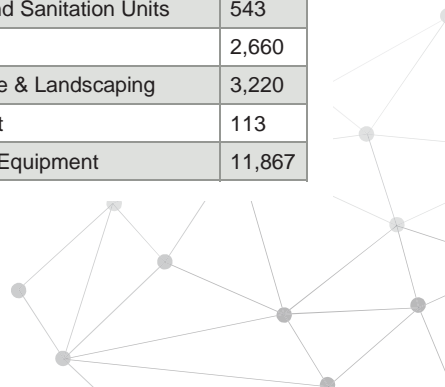
Providing public fleet maintenance for over three decades, we are the industry leader with proven programs that yield results to your bottom line. We understand that every unit in the fleet has a unique and important need for delivering customer services and only when all of the vehicles and equipment are operational, is the fleet operating at peak performance.

We are proud to manage a variety of vehicle types across the United States, including:

- **Light, Medium and Heavy Duty:** including vans, SUVs, pickups, dump trucks, tractor trucks, off-road equipment, etc.
- **Automobiles:** including compact, intermediate and full-size sedans, etc.
- **Law Enforcement:** including patrol and take home law-enforcement units, etc.



Vehicle/Equipment Types	Units
Law Enforcement Units	9,283
Fire Fighting/ Rescue Equip.	1,031
Fire Brush/ Hazmat/ Tools	101
Aerial Lifts	89
Pumpers	325
Tankers	56
Rescue Units	96
Ambulances	364
Automobiles	1,424
Buses	1,032
Trucks (Light)	9,981
Trucks (Medium/ Heavy)	3,228
Vans	1,707
Construction Equipment	3,208
Aerial Lift Utility Trucks	230
Forklifts	377
Landfill and Sanitation Units	543
Trailers	2,660
Lawn Care & Landscaping	3,220
Watercraft	113
Off Road Equipment	11,867



- **Fire and Rescue:** including pumpers, aerial-equipped units, medical response units and tankers, etc.
- **Construction:** including backhoe, asphalt pavers, excavator, bulldozer, motor graders, highway striping, earth mover, roller, etc.
- **Sanitation and Landfill:** including side loaders, front loaders, rear loaders, compactors, roll-offs, recycling trucks, etc.
- **Transit and School Buses:** including paratransit, fixed route, front and rear engine school buses, etc.
- **Forklifts, Golf Carts and Trailers:** including flat bed and dump box-type trailers, and trailers for animal and boat transport, etc.
- **Specialized and Miscellaneous:** including vacuum trucks, boats, alternative fuel vehicles, generators (stationary and portable), mowers, chain saws, etc.

### *Law Enforcement Fleet Maintenance Experience*

We deliver fleet maintenance services for large law-enforcement fleets across North America, **including the City of Pittsburgh with over 320 units, District of Columbia Metropolitan Police Department with over 1,700 vehicles and the City of Fort Lauderdale (FL) with over 620 vehicles.**

Our experience has enabled us to build maintenance expertise across a comprehensive range of law enforcement and first-responder vehicles and equipment including, but not limited to, marked and unmarked patrol cars, motorcycles, command buses, armored personnel carriers, transport vans, and more. We understand the critical importance of ensuring first-responder vehicle readiness for the Town of Davie.



Our experience maintaining large police fleets is unmatched in the industry, which currently amounts to more than 9,000 law enforcement units across the country.





### FLEET MAINTENANCE FOR INAUGURAL MOTORCADE

We were responsible for maintaining hundreds of vehicles to support District of Columbia Metropolitan Police (DCMPD) efforts for the First and Second Inauguration of President Barack Obama. The Inaugural fleet included fully dressed Harley Davidson motorcycles that served as the official escort for the nation's 44<sup>th</sup> President along the Inaugural Parade route. With this well-maintained fleet, DCMPD officials were able to focus their energy on law enforcement and security, rather than worrying about whether they would have enough vehicles available to do their jobs.



We maintain nearly 440 motorcycles across our locations—200 of which are Harley-Davidson motorcycles.

In partnership since 2002, we maintain the DCMPD fleet of over 1,700 vehicles on a daily basis. In addition to the escort motorcycles for official motorcades in Washington, we keep the availability rate of police cars, K-9 units, the SWAT division, and anti-terrorism vehicles high above the industry average.

### Emergency Response Fleet Maintenance Experience

Having a fully functional and reliable fleet of emergency response equipment is of critical importance to organizations during a time of a crisis. Examples include fire apparatus and pumpers, crash trucks, brush trucks, ambulances, and command support SUVs. No other contractor is as uniquely qualified as us to maintain the Town's emergency response vehicles.



We maintain emergency response units at 90 percent of our client locations across the United States, which includes over 1,000 fire and rescue units.



The diversity of fire apparatus and emergency response vehicles that we maintain includes, but not limited to the following manufacturers:

Emergency Response Vehicle Manufacturers Examples			
Taylor Made	HME	Luverne	Freightliner
Spartan	Quality	Toyne	Salisbury
Grumman	Boardman	Hahn	Ford
Brockman	Hendrickson	Smeal	Chevrolet
E-One	Spencer	Seagrave	Dodge
Oshkosh	KME	Hale	American LaFrance
Hallmark	Ferrara	Crimson	Pierce

We understand the critical nature of maintaining emergency response units to ensure it is fully serviceable during a time of crisis. We are committed to having EVT certified technicians on staff to perform proper maintenance on these unit types for maximum vehicle safety, reliability, and availability. We give you the confidence you need with a team of fleet professionals you can count on.

**Emergency Vehicle Technician Training**



We encourage, sponsor, and require our Emergency Vehicle Technicians (EVT) to attend EVT training sessions to advance their level of certifications. EVT training is provided by the Emergency Vehicle Certification Commission, Inc., which offers three certification programs—fire apparatus maintenance, law enforcement vehicle installation, and ambulance maintenance. First Vehicle Services has its own in-house EVT training program and sponsors several testing sites including the City of Pittsburgh.



Currently, we employ over 70 EVT's with a total of over 120 EVT certifications at our service centers.

Each technician has an opportunity to become EVT certified in a specific test area(s) upon successful completion of certain EVT exam(s). Moreover, technicians can attain





the highest EVT Certification by combining EVT and ASE exams to reach Level I, II or Master EVT Certification.

### Alternative Fuel Vehicle Maintenance Experience

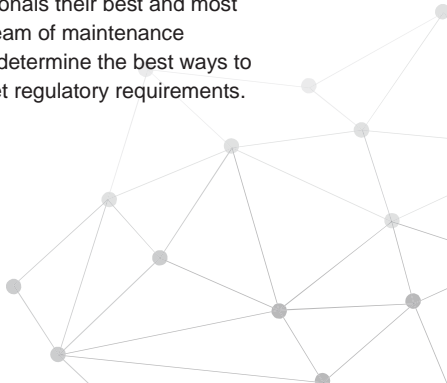
**First Vehicle Services understands that the Town of Davie is moving forward with the purchase of E-85 compatible vehicles and the installation of two (2) E-85 fuel storage tanks. Our knowledge and experience with alternative fuel vehicles will greatly assist and benefit the Town in the maintenance and repair of these vehicle types.**

We provide alternative fuel vehicle maintenance options for our customers that include but not limited to compressed natural gas (CNG), propane, battery electric, hybrid-diesel/ electric, E-85, 100% biodiesel, clean diesel and hydrogen powered vehicles. We recognize every fleet has unique requirements and as such, there are numerous alternative fuel options which may be instituted. We work with a wide variety of OEMs and aftermarket suppliers for the latest information and technical resources to support our customer's maintenance needs.

We specialize in customized fleet maintenance solutions for our customers' unique fleet needs. With 35 years of industry experience in vehicle emissions control and fleet management, we are able to provide transportation professionals their best and most cost-effective alternative fuel maintenance strategies. Our team of maintenance professionals acts as your partner and will work with you to determine the best ways to reduce overall fleet operational cost while being able to meet regulatory requirements.

**Reducing Carbon Footprint**

Committed to environment preservation, First Vehicle Services has worked in collaboration with the Town of Davie to lessen the Town's carbon footprint by participating on a E-85 project panel.



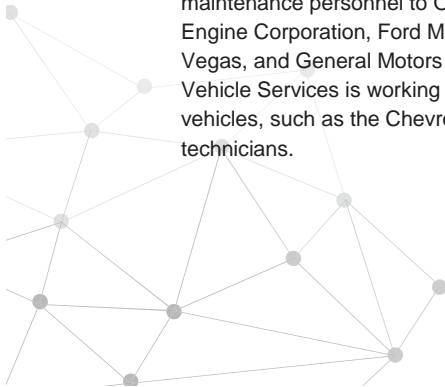
We maintain over 2,100 alternative fuel powered vehicles that include but not limited to compressed natural gas (CNG), liquefied natural gas (LNG), propane, battery electric, E-85, hybrid-diesel/ electric, 100% biodiesel, clean diesel, and hydrogen powered vehicles.

As the largest public-sector vehicle maintenance provider in the nation, we are also well aware of the unique challenges which alternative-fueled vehicles present for all maintenance staffs. Alternative fuels combust faster causing necessary timing adjustments. Alternative-fueled vehicles running temperatures are extremely high, and the absence of lubrication in the fuel causes a higher rate of wear on cylinders, pistons and cylinder heads. We follow tank manufacturer recommendations for tank inspections of these types of vehicles.

Due to the higher engine operating temperatures experienced with alternative-fueled vehicles, we use special motor oil, XT3, which is designed for higher operating temperatures. Extended life antifreeze is also utilized and is DCA tested. Spark plugs are changed every 12 to 18 months or 12,000 to 18,000 miles, again due to the higher operating temperatures.



Our commitment to continuing education in the alternative-fueled vehicle maintenance field is well established. For example, we routinely send maintenance personnel to OEM Factory Schools such as Detroit Diesel, Cummins Engine Corporation, Ford Motor Company, the Natural Gas Vehicle Institute in Las Vegas, and General Motors Corporation in order to be certified in the area of CNG. First Vehicle Services is working with General Motors to create a training program for electric vehicles, such as the Chevrolet Bolt for First Vehicle Services' City of Pittsburgh technicians.





The ability to maintain the vehicles to the standards set by the manufacturer is within maintenance procedures practiced nationwide in all of our operations. However, it is important to recognize our commitment to exceeding such standards, regardless of the operating environment. We will maintain this same commitment to the Town of Davie in the maintenance and repair of the E-85 fuel vehicles when these vehicles are introduced to the fleet.

When it comes to alternative fuel vehicle and equipment maintenance, we are the only contractor with solutions, options, resources, and industry expertise to deliver quality maintenance and world-class customer service.

### *Emergency Support Services Experience*

#### **OUR SUPPORT DURING WEATHER-RELATED EMERGENCIES**

Unexpected emergencies can present a major challenge to both public and private entities. We understand the importance of proper planning and, as such, we utilize a proactive approach when maintaining emergency support vehicles and equipment. We are dedicated to ensuring your emergency support vehicles and equipment remain a top service priority for optimal performance during a major hurricane, tornado or any other emergency crisis.



Our commitment to provide the highest degree of customer service will ensure that your fleet is fully prepared to respond to any type of unforeseen emergency situation.





We keep our commitment by working 24-hours-a-day, 7 days-a-week to maintain our clients' equipment during an emergency event.

For example, the United States experienced the powerful force of nature as it was pummeled by major hurricanes in last several years—Charley, Frances, Ivan, Jeanne—over an 8-week period, Hurricanes Wilma and Katrina, and Hurricane Sandy that devastated portions of the Mid-Atlantic and Northeastern United States during late October 2012.

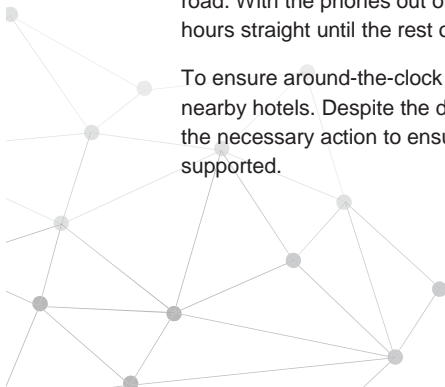
In Florida, this extreme weather resulted in extensive human injury and property damage across the state, including centralized areas in Orlando, Port St. Lucie, and Broward County. With our client locations in these areas, we immediately mobilized and deployed the necessary personnel and resources to support our customers in providing emergency relief services to its citizens.



During the emergency preparation stage, we perform services including servicing, checking fluids and fuel (topping off and checking fuel quality), and cleaning of essential the Town of Davie equipment required during and after the storm, such as generator sets and clean-up equipment.

At our Orlando contract location, the arrival of hurricane Charley brought the staff in at 12:30 a.m. only to find the shop had been destroyed by the winds. The bay doors had collapsed, and the roof and back wall were found approximately one half-mile down the road. With the phones out of service and the roads blocked, the team worked thirty-six hours straight until the rest of the employees could arrive safely at the shop.

To ensure around-the-clock availability, our employees stayed at an adjacent location or nearby hotels. Despite the destruction to their shop, our personnel persevered and took the necessary action to ensure the fire, police, and maintenance crews were always fully supported.





During the hurricane season, we increase our inventory levels of tires, hydraulic hoses and fittings, and storm-related relief supplies necessary to support all Town emergency equipment.

At the same time, our assigned emergency response team had their fully outfitted mobile service unit on the road the day after Charley and Jeanne stormed into Florida. Our dedicated service technicians worked to complete repairs and maintain vehicles for several affected fleets that were in need.

In all, we were fully committed to providing the essential resources to our affected client locations for their emergency relief efforts, despite the conditions and destruction. We are here to work for you, regardless of the type of emergency circumstance.

#### OUR SUPPORT DURING NATIONAL CIVIL EMERGENCIES

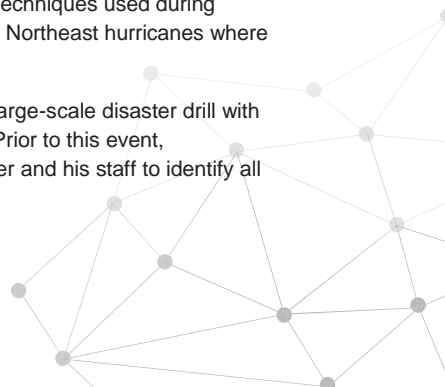
We provided dedicated support for our clients during major civil emergency situations, with some past examples as follows:

- Aftermath of 9/11 (New York City Parks and Recreation client location)
- International Monetary Fund (IMF) demonstration (District of Columbia Metro Police Department client location)
- Free Trade Americas Association assembly (Miami, Florida)

#### EMERGENCY PREPAREDNESS TRAINING

We also actively participate in emergency planning sessions held in the communities we serve in order to learn the latest support strategies for weather-related emergencies or potential terrorist attacks. For example, our General Manager and Operations Manager at the City of Fort Lauderdale (FL) client location annually attend an Emergency Resource Planning meeting to discuss and share effective techniques used during emergency situations, such as the recent major Florida and Northeast hurricanes where we provide emergency assistance to our customers.

In addition, the City of Pittsburgh recently participated in a large-scale disaster drill with the assistance of our personnel at the local client location. Prior to this event, Pittsburgh's Division Chief worked with our General Manager and his staff to identify all





the repairs that would need to be made on the City's emergency response units. Once identified, they worked diligently to make the repairs in time for the large-scale event.

**Client References**

As the leading provider of high-quality fleet maintenance services for governments, we have achieved a firm understanding of public-sector fleets and user requirements. No other contractor is better prepared than First Vehicle Services to provide the most responsive service that is fully customized to your unique fleet specifications.

Pursuant to the RFP requirement, we have provided below three (3) current client references for whom we provide similar or related project services on a daily basis.

**We have 35 years of experience of diverse fleet management experience including maintaining and repairing the Town of Davie diverse fleet for the past 24 years.**

**We believe you will find us to be the most qualified and experienced fleet maintenance partner. We want to continue our long-term, public-private partnership for all of the Town's vehicle maintenance and repair needs.**

**Resumes**

Please refer to "Part III – Management" section of this proposal for resumes of our onsite management team and customer support management.





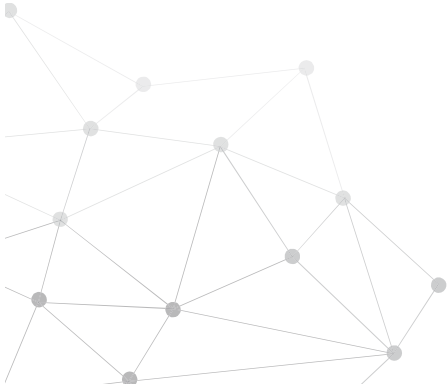
<b>City of Fort Lauderdale, Florida</b>		
<p><b>Services Provided</b>            Fleet management and maintenance of administrative sedans, light and heavy duty trucks, marked and unmarked law enforcement vehicles, specialized and construction equipment, fire apparatus units, and sanitation vehicles and equipment. Provide fuel monitoring and ordering.</p>		
<p><b>Client Address</b>            City of Fort Lauderdale            Fleet Services            100 North Andrews            Fort Lauderdale, FL 33312</p>	<p><b>Client Reference</b>            Nancy J. Gassman, Ph.D., LEED Green Associate            Assistant Public Works Director – Sustainability            (954) 828-5781 (Direct)            (954) 828-5783 (Fax)            (305) 877-5761 (Mobile)</p>	<p><b>Service Delivery</b>            Oct. 1981 to Present</p> <p><b>Fleet Size</b>            Approx. 1,550 Units</p>

<b>City of Sunrise, Florida</b>		
<p><b>Services Provided</b>            Fleet management and maintenance of administrative sedans, light and heavy duty trucks, unmarked law enforcement vehicles, fire apparatus and emergency response units, and specialized vehicles and equipment.</p>		
<p><b>Client Address</b>            City of Sunrise            10770 West Oakland Park Boulevard            Sunrise, FL 33351-6899</p>	<p><b>Client Reference</b>            Mr. Hameed Khan            Fleet Manager            (954) 746-3214            Hkhan@sunrisefl.gov</p>	<p><b>Service Delivery</b>            Oct. 1989 to Present</p> <p><b>Fleet Size</b>            Approx. 670 Units</p>





<b>City of Coconut Creek, Florida</b>		
<p><b>Services Provided</b>                  Fleet management and maintenance of administrative sedans; light, medium, heavy and heavy duty trucks; marked and unmarked law enforcement vehicles; and specialized and miscellaneous equipment of all sizes.</p>		
<p><b>Client Address</b>                  City of Coconut Creek                  4800 West Copans Road                  Coconut Creek, FL 33063</p>	<p><b>Client Reference</b>                  Mr. James Berkman                  Public Services Director                  (954) 973-6780                  jberkman@coconutcreek.net</p>	<p><b>Service Delivery</b>                  March 2002 to Present</p> <p><b>Fleet Size</b>                  Approx. 520 Units</p>





# PART V

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## COST

### Part V – Cost

*Part V will include the Proposer's complete cost proposal with the first year's cost target and budget. The cost proposal also shall include the Proposer's position on overtime, directed work and other costing data left subject to proposal in the Statement of Work.*

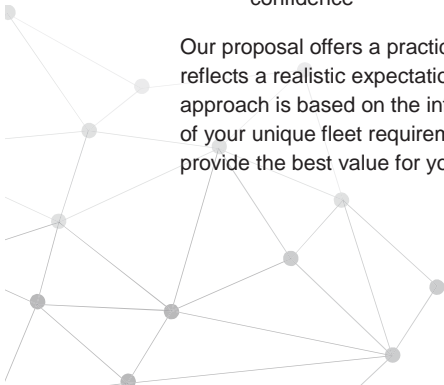
#### Overview

Selecting a fleet maintenance contractor whose qualifications meet the unique requirements of diverse municipal fleets and operator demands is crucial to the delivery quality vehicle maintenance and repairs. With 35 years of fleet maintenance experience, we utilize trained maintenance professionals and best fleet practices to accomplish the fleet objectives of municipalities, which include improving fleet safety and availability, reducing maintenance costs, and improving customer satisfaction.

The key partnership benefits that the Town of Davie will continue to receive through a continued public-private partnership include:

- **Capability:** We have the resources and experience to perform quality work
- **Reliability:** We have the expertise to consistently perform to the highest standards and do it right the first time
- **Consistency:** We have the integrity to follow-through with ideas and promises, including working with you on cost savings initiatives
- **Flexibility:** We have the ability to respond quickly and effectively in every situation
- **Security:** We are one of the largest fleet maintenance companies that can provide backup support from any of FirstGroup America's client locations in Florida, in the event of an emergency, employee absences, or time of need
- **Trust:** We provide a dedicated on-site management and maintenance team, fully supported by our region and corporate management
- **Cost Control:** We provide a firm, fixed price which allows you to budget with confidence

Our proposal offers a practical plan for the delivery of high-quality fleet services, which reflects a realistic expectation of all probable costs to provide these services. Our pricing approach is based on the information provided in the RFP, along with our understanding of your unique fleet requirements. We are confident that you will find our proposal to provide the best value for you.





### Contract Term

The term of the contract will be for a period of five (5) years and may be extended by mutual agreement two (2) times in 2-year increments for a total of nine (9) years.

It is understood that both the Town of Davie and First Vehicle Services will have the option to terminate this contract by providing written notice to the other party ninety (90) days prior to the anniversary date of the contract.

Our pricing will be held firm for ninety (90) days from the proposal submittal date to allow adequate time for your evaluation, clarification, and negotiations.

### Location

All work will be performed at your maintenance facility located at 6915 SW 45<sup>th</sup> Street, Davie, Florida. We agree to lease the facility for a total fee of \$1.00 per year.

### Transition/ Delivery of Services

**Since 1992, we have been successfully managing your fleet maintenance operation—ensuring the safety, reliability, and availability of your fleet to provide emergency response and routine public services.** We have all of the resources in place to meet and exceed your fleet management and maintenance requirements.



As the incumbent contractor since 1992, only we can guarantee no interruption of ongoing services. We will continue our services without a phase-in period and no transition cost.

**We will maintain the Automotive Excellence (ASE) Blue Seal status achieved for the Town of Davie's facility.**



### Firm, Fixed Price Structure

Our firm, fixed price is comprised of the following categories of expense:

- Labor (Direct and Indirect Personnel)
- Overhead Expenses



- Administrative Costs and Management Fees
- Parts/ Supplies/ Outside Services

### Labor

Included here are:

- **Payroll:** Wages, salaries and incentives (ASE/EVT certifications) for all technicians, administrative, and supervisory personnel directly assigned to this project, including overtime
- **Payroll Taxes:** FICA, State, and Federal unemployment taxes
- **Benefits:** Employee medical, dental, life and workers' compensation insurance, and other normal employee benefits such as vacation, paid holidays, sick leave, employee incentives, and 401k plan

### Overhead Costs

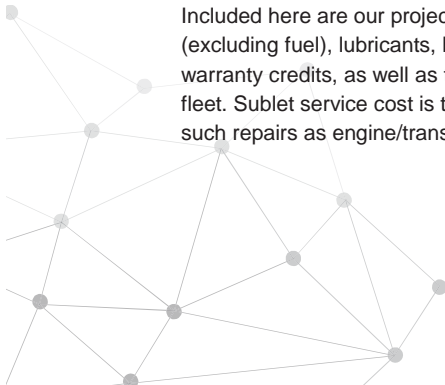
These costs include miscellaneous direct expenses that are incurred in the normal day-to-day operation of the maintenance shop and in the administration of the contract. Examples of these costs include, but are not limited to insurance, bonding, postage, office supplies, safety/environmental supplies, training, certifications, drug testing, background checks, recruitment, capital expenditures, and travel cost relating to the performance of the contract.

### Administrative Costs and Management Fees

This cost reflects our corporate overhead expenses (our cost of doing business) for general services such as accounts payable and receivable, human resources, employee benefits administration, and other corporate services that serve to support this project and our on-site staff. The management fee is our charge for managing this project.

### Parts, Supplies, and Sublet Services

Included here are our projected costs for all target repair parts and materials, bulk fluids (excluding fuel), lubricants, batteries, freight charges on parts, deposits, core credits, warranty credits, as well as the expected costs of outside services used to maintain the fleet. Sublet service cost is the cost of both parts and labor performed by vendors for such repairs as engine/transmission rebuilding, radiator rebuilding, etc.





**In an effort to bring maximum cost savings to this project**, we will utilize both local vendors and our Corporate Purchasing Agreements (CPAs) for many of the parts we supply, such as tires, batteries, filters, lubricants, etc. In most cases, we are able to purchase parts at discounts far below that available to most individual fleet owners and we pass those savings through to our customer.

Due to the volume of parts we purchase on a nationwide level, we have negotiated CPAs with major suppliers including Ford, Chrysler, General Motors, Cummins, Detroit Diesel, Freightliner, International/Navistar, Bridgestone, Firestone, Goodyear, Michelin, Bandag, AutoZone, Fleet Pride, NAPA, Barnes, Imperial Supplies and others that provide significant pricing advantages.

We will use best efforts to perform work in-house utilizing our stringent quality programs. It, however, is sometimes advantageous and less costly to sublet certain highly specialized work such as (but not limited to) major body repair, glass, upholstery work, radiator work, machine shop work and similar tasks for which special skills or tools may be required. Sublet repair cost will be passed through with no mark-up.

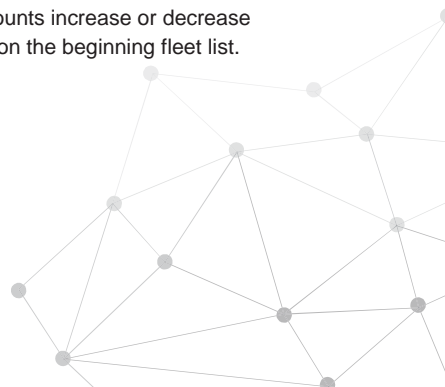
We also understand that, as your service partner, we will have a commitment to support the local business community. Therefore, we will also utilize local area vendors for parts and services, whenever it is advantageous and meets your needs.

### *Adjustments to the Annual Budget*

On an annual basis prior to the start of each contract year, our firm, fixed price will be negotiated and mutually agreed-upon. With the exception of labor, we will use the CPI-U for all urban consumers in the Transportation Motor Vehicle Maintenance and Repair category for the prior year. Due to the shortage and high demand for technicians, the labor increases or decreases will be negotiated separately from the CPI-U adjustments to reflect actual wage trends in the local area.

### *Cost Adjustment for Changes in Fleet Size*

Cost adjustments may be made semi-annually if the fleet counts increase or decrease by more than five percent (5%) in any vehicle class, based on the beginning fleet list.



*Repair Limits*

We will perform Target Services both on a vendor and in-house basis, as requested. We will seek signed authorization from the appointed representative for all Target Work exceeding an agreed to amount prior to execution of the repair.

*Inventory*

As your current provider, we already own the existing inventory of active parts and supplies. We will continue to reduce its inventory and keep in stock what we need to support the maintenance process.

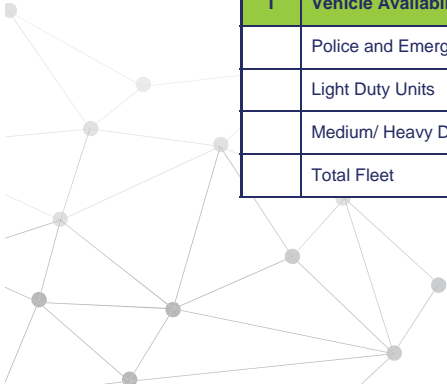
*Proposed Performance Standards*

First Vehicle Services will provide the Town a discount off of the monthly invoice for exceeding the performance standards as described above if they do not have a valid documented exemption. Each category and class shall be calculated and tracked separately. The discount will be calculated as follows:

- \$250.00 for the first time First Vehicle Services fails to meet the performance standard
- \$350.00 for the second time First Vehicle Services fails to meet the performance standard
- \$500.00 for any additional time First Vehicle Services to meet the performance standard

The table below illustrates the performance standards.

Proposed Key Performance Standards		
AQR	KPI Performance Measurement Criteria	Minimum Standard
I	<b>Vehicle Availability</b>	
	Police and Emergency Units	93%
	Light Duty Units	90%
	Medium/ Heavy Duty Units	90%
	Total Fleet	90%





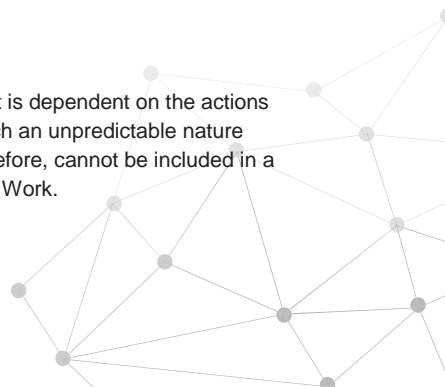
Proposed Key Performance Standards		
AQR	KPI Performance Measurement Criteria	Minimum Standard
II	<b>Turnaround Time</b>	
	% of PM services completed within 24 hours from time delivery (during shop hours)	92%
III	<b>Repair Quality</b>	
	% of Repair Work Orders requiring Rework	1%

First Vehicle Services will maintain the ASE Blue Seal Certification at the Town's fleet maintenance facility. We will also continue to provide three (3) certified Emergency Vehicle Technicians (EVT) in accordance with applicable standards of the EVT Certification Commission, Inc., for maintenance of fire and ambulance apparatus.

We will continue to have an EVT onsite with the required EVT certification at all times where such skills are necessary for the proper repairs and maintenance of fire and ambulance apparatus. We will continue to employ a minimum of two (2) certified Master EVTs and one (1) certified EVT on a non-master level at the Davie location. We will continue to have a minimum of one (1) Master EVT on site with required EVT certification at all normal shop times. Emergency work hours and overtime will be excluded from this requirement. If an EVT position becomes vacant, we will provide a "substitute technician" with the appropriate qualifications until said vacancy is filled. If said vacancy exceeds ninety (90) consecutive days without written permission of the Town, First Vehicle Services will be penalized \$200.00 for each business day past said period. Continuing EVT training will be given to First Vehicle Services' employees throughout the contract term with quarterly reports showing type of training received along with any certifications received.

## Non-Target Work

Certain work requirements will arise during the contract that is dependent on the actions or decisions of individuals other than us. This work is of such an unpredictable nature that it cannot reasonably be estimated in advance and therefore, cannot be included in a fixed price contract. These services are termed Non-Target Work.



We will perform Non-Target Services both on a vendor and in-house basis, as requested. We will seek signed authorization from the Town's Contracting Officer for all Non-Target Work exceeding an agreed to amount prior to execution of the repair. We will invoice these costs monthly as they are incurred (as tasks are completed).

Examples of Non-Target Work include:

- **Accident, Theft, Vandalism, Misuse, Other than Fair Wear and Tear, and Acts of Nature:** Repair work costs incurred for unit repairs and towing necessitated repairing damage caused by unpredictable outside forces.
- **Capital Expenditures:** Capital expenditures reflect the purchase of existing major shop tools and equipment. When approved, in writing, we will purchase specified items of capital equipment for exclusive use on this contract. We will invoice for these purchases on a monthly invoice according to a pre-agreed amortization schedule, until ownership passes to you.
- **Directed Work:** Work requested that is considered beyond the base contract requirements, such as vehicle modifications, conversions, or alterations.
- **Emergency Work:** Services provided outside of normal shop hours, generally in support of a declared emergency such as inclement weather or natural disasters.
- **Glass Replacement:** This will be a Non-Target Expense, as this work is typically a result of accidents, vandalism, or abuse.

## Other Non-Target Work

The following are examples of items that will be invoiced directly at the Non-Target Labor Rate as work outside of our firm, fixed price:

- **Rust/Corrosion:** Costs incurred by us to repair, replace, or refurbish non-mechanical components due to rust and corrosion of any unit.
- **Equipment Additions:** Costs incurred by us to repair, replace or maintain any vehicles or equipment that were not included in the solicitation fleet list.
- **Used Vehicle Additions:** Costs incurred for all initial applicable inspections and/or any repairs required to bring any used vehicles added during the course of the contract, up to current Department of Transportation (DOT), or state and local standards, whichever is higher.





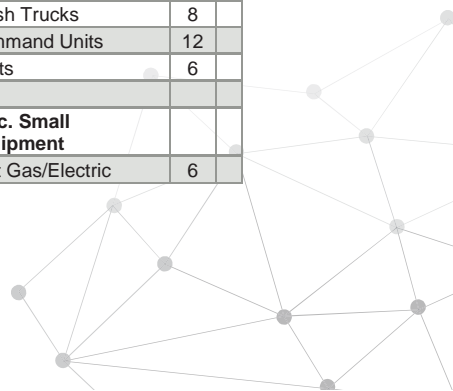
## Non-Target Labor Charge

As your service partner, if our core staff performs emergency services during normal working hours, no additional labor charge will be included unless such work extends beyond our normal shop hours. Labor associated with emergency support services after normal business hours will be invoiced at the rate of \$39.50 per hour.

## Extending Vehicle Life

We propose to maintain the current Vehicle Lifecycle Standards/ Guidelines agreement currently established with the Town. Therefore, when the Town chooses to retain vehicles beyond their useful life based upon age or mileage, repairs that normally occur within the expected service life of the vehicle, such as general repairs and PMs, will be performed under the Target Cost. However, repairs which are necessitated by excessive vehicle age/mileage, such as vehicle refurbishments and major component failure, will be treated as a Non-Target Cost.

Fleet Replacement Guidelines					
Type	Age / Years	Whichever comes first		Type	Age / Years
		Miles			
<b>Light Duty</b>			<b>Fire &amp; Rescue</b>		
Dump Truck < 1 Ton	10	150,000		Aerial Ladder	10
Pickup Truck < 1 Ton	12	150,000		Ambulance	7
Scooter, ATV	4	60,000		Ladder Truck	12
Sedan	12	150,000		Pumper	10
SUV	12	150,000		Rescue	8
Utility Truck < 1 Ton	12	150,000		Tankers	10
Van < 1 Ton	12	150,000		Brush Trucks	8
				Command Units	12
<b>Police Patrol</b>			<b>Misc. Small Equipment</b>		
Marked	10	150,000		Boats	6
Unmarked	10	150,000		Cart Gas/Electric	6





<b>Police Take Home</b>			Cement Saw	4
Marked	10	150,000	Chain Saw	6
Unmarked	10	150,000	Compactor/Tamper	4
			Generator (small)	8
<b>Medium Duty</b>			Lawn Equipment (small)	6
Backhoe	12		Line Striper	8
Dump Truck	10	150,000	Pressure Washer	4
Flat Bed Truck	10	150,000	Pump	4
Forklifts	6		Riding Mower (small)	6
Loader (small)	8		Riding Mower (large)	6
Tractor	7		Sprayer	4
Sweeper (small)	6		Trailer (small)	8
Van > 3/4 Ton	10	150,000	Walking Mower	4
Utility Truck > 3/4 Ton	10	150,000	Welder	6
			Bush Hog	4
			Miscellaneous	4
<b>Heavy Duty</b>				
Aerial Unit	10			
Crane	10		<b>Generators</b>	
Dump Truck	10	150,000	Medium 15KW-60	8
Flat Bed Truck	10	150,000	Heavy 60KW-200	10
Gradall	8			
Rollers	8		<b>Trailers</b>	
			Heavy Trailers	6
<b>Heavy Special</b>			Special Trailers	10
Sewer Vac	10		Air Compressor	6
			Miscellaneous	6

**We treat out-of-lifecycle repairs differently than most of our competitors.** We only exclude the items detailed above while many of our competitors will bill all maintenance, including PMs, tires, brakes pads, etc. as non-target activity. Our “above the board” approach mitigates your non-contract expenses when compared to our competitors. We ask you to consider this difference in your evaluation process. Below is a matrix that will illustrate our approach and allow you to make a fair comparison on this subject.





Over Lifecycles Repairs			
	First Vehicle Services	Competitor B	Competitor C
<b>PM Services</b>	Covered under Target Cost	?	?
<b>Belts and Hoses</b>	Covered under Target Cost	?	?
<b>Brake Pads, Shoes, Drums, &amp; Rotors</b>	Covered under Target Cost	?	?
<b>Tires</b>	Covered under Target Cost	?	?
<b>Batteries</b>	Covered under Target Cost	?	?
<b>Alternators</b>	Covered under Target Cost	?	?
<b>Starters</b>	Covered under Target Cost	?	?
<b>Spark Plugs &amp; Wires</b>	Covered under Target Cost	?	?
<b>Lights</b>	Covered under Target Cost	?	?
<b>Wipers</b>	Covered under Target Cost	?	?

## Cost Savings

Any labor savings with regards to labor will be 100% reimbursable to the Town and will be given back via a check within thirty (30) days of the end of the operating year. Aggregate annual savings will be defined as the difference between the twelve (12) month actual cost to the Town and the amount of the Target Price as stated in RFP. In the event actual aggregate annual costs to the Town exceed the target price, First Vehicle Services will be solely responsible for those costs.



## Pricing Assumptions

Our pricing is based upon our understanding of the fleet maintenance requirements including our assumptions, as stated below. Because these assumptions may give rise to issues of interpretation, they are also points for negotiation. Therefore, our proposal is based on the understanding that:

- Final terms and conditions of the resulting contract will be negotiated to the mutual acceptance of both parties. Any changes in the agreement will be confirmed by written contract amendment.
- Utilities such as electricity, gas, heat, sewer, water, waste disposal, and local telephone will be provided at no cost.
- Networking and internet connection will be provided by First Vehicle Services.
- It is our understanding that the operation is not exempt from state and local sales taxes. Any taxes associated with this contract will be passed through, as incurred. Should there be changes in state, local or federal laws, regulations, or other circumstances beyond our ability to anticipate or control, that increase our costs in fulfilling the terms of the contract, and you will allow an equitable price adjustment to the contract that will be mutually agreed upon by both parties.
- The pricing for the second and subsequent contract years will be mutually agreed upon prior to the start of each contract or option period.
- We recognize the right to require us to maintain a stock of required inventory to maintain essential vehicles. In turn, you agree to coordinate with us on all impending vehicle retirements, so that arrangements may be made in sufficient time to dispose of any parts in inventory that are unique to such vehicles and will become obsolete/ unusable with the removal of the vehicle from the active fleet.



TO: Town of Davie, Florida

We, the undersigned, propose to furnish Fleet Management and Maintenance Services to the Town, from:

February 1st, 2017 at 12:01 A.M. to January 31st, 2021 at 12:00 P.M.

Mondays through Fridays, excepting legal holidays, pursuant to the Award of the Contract with the Notice for Request for Proposal for the Amount of \$ 1,521,828.60, as set out in the general categories below:

CATEGORY

Labor Cost	<u>\$ 919,873.73</u>
Parts and Supplies	<u>\$ 386,038.38</u>
Overhead Expense	<u>\$ 94,170.49</u>
Capital Equipment	<u>\$ -</u>
Subtotal Cost Target	<u>\$ 1,400,082.60</u>
Management/Service Fee	<u>\$ 121,746.00</u>
<b>TOTAL COST TARGET</b>	<u><b>\$ 1,521,828.60</b></u>
Mark-up on Directed Work	<u>0%</u>
Overtime for Emergency or Directed Work	<u>0%</u>

The price shall be required to be firm for the Contract period.

The Award of the Contract will be made to the most qualified and responsible Proposer in accordance with criteria as outlined in Section 2.21 of this document to the Request for Proposal. The Town reserves the right to reject any or all proposals.

The undersigned agrees, should this proposal be accepted, to execute the form of the Contract and present the same to the Town for approval within thirty (30) days after being notified of the awarding of the Contract.

RESPECTFULLY SUBMITTED,

Date:

November 1, 2016

BY

Bradley A. Thomas, President, First Vehicle Services, Inc.

ADDRESS 600 Vine Street, Suite 1400, Cincinnati, OH 45202



**ADDENDUM TO BID DOCUMENTS**

**SOLICITATION** B-16-137 Vehicle Maintenance Services

**ADDENDUM No.** 1 **BID OPENING DATE** 10/27/16 @ 2:00pm **TODAY'S DATE** 9/21/2016

To All Bidders:

This addendum is issued to modify the previously issued bid documents and/or given for informational purposes, and is hereby made a part of the bid documents. Please attach this addendum to the documents in your possession and acknowledge receipt of this addendum in the space provided on the bid form.

**RFIs**

- Q.1: Can you provide the annual amount spent to the current service provider for the services identified in the RFP for the past years?
- A.1: \$1, 085,655.28 for Contracted Services and approximately \$650,000 for Directed Work.
- Q.2: Can you tell us how many personnel, and position titles, that are currently being used to perform the required services at the Town garage?
- A.2: Staffing currently consists of
  - (1) General Manger/Fleet Manger
  - (1) Office Manager
  - (1) Service Manager
  - (1) Parts -
  - (10) Techs made up of (3) EVT, (7) General

**Clarification:**

"Questions regarding this solicitation shall be submitted in writing to [purchasing@davie-fl.gov](mailto:purchasing@davie-fl.gov) no later than 5:00 PM on Thursday, October 13, 2016."

Reviewed by:

Procurement Manager  
Purchasing Division

<b>Acknowledged by:</b>
First Vehicle Services, Inc.
Contractor
Bradley Thomas
Authorized Representative (Printed)
President
Title
Signature
10/31/16
Date



**ADDENDUM TO BID DOCUMENTS**

**SOLICITATION** B-16-137 Vehicle Maintenance Services

**ADDENDUM No.** 2 **BID OPENING DATE** 11/3/16 @ 2:00pm **TODAY'S DATE** 10/4/2016

To All Bidders:

This addendum is issued to modify the previously issued bid documents and/or given for informational purposes, and is hereby made a part of the bid documents. Please attach this addendum to the documents in your possession and acknowledge receipt of this addendum in the space provided on the bid form.

**Notice of Changes:**

1. Due to potential weather conditions this week the Town has moved the pre-proposal meeting from October 6, 2016 at 2:00 p.m. to October 13, 2016 at 1:30pm.
2. The Town has moved the RFP Opening date from October 27, 2016 to November 3, 2016 at 2:00 p.m.

Reviewed by:

Purchasing Manager  
Purchasing Division

**Acknowledged by:**

First Vehicle Services, Inc.  
Contractor  
Bradley Thomas  
Authorized Representative (Printed)  
President  
Title  
  
Signature  
10/31/16  
Date



**ADDENDUM TO BID DOCUMENTS**

SOLICITATION B-16-137 Vehicle Maintenance Services

ADDENDUM No. 3 BID OPENING DATE 11/3/16 @ 2:00pm TODAY'S DATE 10/19/2016

To All Bidders:

This addendum is issued to modify the previously issued bid documents and/or given for informational purposes, and is hereby made a part of the bid documents. Please attach this addendum to the documents in your possession and acknowledge receipt of this addendum in the space provided on the bid form.

**Clarification:** The following question was asked in Addendum #1, however the actual current contract value is \$1,628,483 from Amendment #7 of the contract.

**Addendum #1**

Q.1: Can you provide the annual amount spent to the current service provider for the services identified in the RFP for the past years?

A.1: \$1, 085,655.28 for Contracted Services and approximately \$650,000 for Directed Work

Reviewed by:

Purchasing Manager  
Purchasing Division

**Acknowledged by:**

First Vehicle Services, Inc.  
Contractor  
Bradley Thomas  
Authorized Representative (Printed)

President

Title

Signature

10/31/16  
Date



**ADDENDUM TO BID DOCUMENTS**

SOLICITATION B-16-137 Vehicle Maintenance Services

ADDENDUM No. 4 BID OPENING DATE 11/3/16 @ 2:00pm TODAY'S DATE 10/28/2016

To All Bidders:

This addendum is issued to modify the previously issued bid documents and/or given for informational purposes, and is hereby made a part of the bid documents. Please attach this addendum to the documents in your possession and acknowledge receipt of this addendum in the space provided on the bid form.

**Addendum #1**

1. Q.1: During the pre-bid it was mentioned that some non-contract (aka: non-target) work was completed by the incumbent provider for vehicles which had 'fallen off the list'. Please clarify if there are life cycle criteria which would cause repairs on a unit to be categorized as non-contract?

A.1: Under the current agreement vehicles become Non-Contracted work after reaching 100,000 miles. Based on newer technology and maintenance standards vehicles are lasting much longer. We are now looking for a minimum of 150,000 or more before the vehicle becomes Non-Contracted work.

Reviewed by:

Purchasing Manager  
Purchasing Division

6591 Orange Drive Davie, FL 33314 ☎ 954-797-10

Town of Davie

**Acknowledged by:**

First Vehicle Services, Inc.  
Contractor

Bradley Thomas  
Authorized Representative (Printed)

President

Title

[Signature]  
Signature

10/31/16  
Date



TOWN OF DAVIE, FL

ATTACHMENT "A"

**NON-COLLUSIVE AFFIDAVIT**

STATE OF Ohio  
COUNTY OF Hamilton

First Vehicle Services, Inc. being first duly sworn deposes and says that:

BIDDER is the  
(Owner, Partner, Officer, Representative or Agent)

BIDDER is fully informed respecting the preparation and contents of the attached Bid and of all pertinent circumstances respecting such Bid;

Such Bid is genuine and is not a collusive or sham Bid;

Neither the said BIDDER nor any of its officers, partners, owners, agents, representative, employees or parties in interest, including this affidavit, have in any way colluded, conspired, connived or agreed, directly or indirectly, with any other BIDDER, firm or person to submit a collusive or sham Bid in connection with the Contract for which the attached Bid has been submitted; or to refrain from bidding in connection with such Contract; or have in any manner, directly or indirectly, sought by agreement or collusion, or communications, or conference with any BIDDER, firm, or person to fix the price or prices in the attached Bid or any other BIDDER, or to fix any overhead, profit, or cost element of the Bid Price or the Bid Price of any other BIDDER, or to secure through any collusion conspiracy, connivance, or unlawful agreement any advantage against (Recipient), or any person interested in the proposed Contract;

The price of items quoted in the attached Bid are fair and proper and are not tainted by collusion, conspiracy, connivance, or unlawful agreement on the part of the BIDDER or any other of its agents, representatives, owners, employees or parties in interest, including this affidavit.

By [Signature]

Subscribed and sworn to before me this 31<sup>st</sup> day of October, 2016.

Gayla S. Maxwell

Notary Public (Signature)

My Commission Expires: 3-12-19

GAYLA S. MAXWELL  
Notary Public, State of Ohio  
My Commission Expires 03-12-2019

ATTACHMENT "B"



**TOWN OF DAVIE  
E-VERIFY FORM**

Bid No: B-16-137

Project Description: Vehicle Maintenance Services

Vendor/Consultant acknowledges and agrees to utilize the U.S. Department of Homeland Security's E-Verify System to verify the employment eligibility of:

- (a) all persons employed by Vendor/Consultant to perform employment duties within Florida during the term of the contract; and
- (b) all persons (including SUBCONTRACTORS/SUBVENDORS) assigned by Vendor/Consultant to perform work pursuant to the contract with the Department. The Vendor/Consultant acknowledges and agrees that use of the U.S. Department of Homeland Security's E-Verify System during the term of the contract is a condition of the contract with the Town of Davie.

Company/Firm: First Vehicle Services, Inc.

Authorized Signature: 

Print Name Bradley Thomas

Title: President

Date: 10/31/16

ATTACHMENT "C"

**CONFIRMATION OF DRUG-FREE WORKPLACE**

In order to have a drug-free workplace program, a business shall:

Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibitions.

Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.

Give each employee engaged in providing the commodities or Contractual services that are under Bid a copy of the statement specified in subsection (1).

In the statement specified in subsection (1), notify the employee that, as a condition of working on the commodities or Contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendens to, any violation of Chapter 893 or of any controlled substance law of the United States or any State, for a violation occurring in the workplace no later than five (5) days after the conviction.

Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community by, any employee who is so convicted.

Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

A signed copy of your Drug-Free Workplace Policy must be attached to this signed copy and submitted with the Bid Documents.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.



Bradley Thomas

Proposers Signature

TOWN OF DAVIE, FL

ATTACHMENT "D"

**EMPLOYEE BACKGROUND VERIFICATION AFFIDAVIT**

I, Bradley Thomas, Company First Vehicle Services, Inc.,

Attest that all personnel used in the performance of this work have had a criminal background check, and have no criminal offenses, a negative drug test result, and are legally documented to work in the United States.

The Town of Davie requests copies of the criminal back ground checks and drug test results.

Proposer's Signature

A handwritten signature in blue ink, appearing to read 'Bradley Thomas', is written over a horizontal line.

TOWN OF DAVIE, FL

ATTACHMENT "E"

**Town of Davie**  
**Vendor/Bidder Disclosure**

I, Bradley Thomas, being first duly sworn state that:

The full legal name and business address of the person(s) or entity contracting with the Town of Davie ("Town") are as follows (Post Office addresses are not acceptable):

Name of Individual, Firm, or Organization: First Vehicle Services, Inc.

Address: 600 Vine Street, Suite 1400

Cincinnati, OH 45202

FEIN 20-0441528

State and date of incorporation Delaware 11/26/2003

**OWNERSHIP DISCLOSURE AFFIDAVIT**

1. If the contract or business transaction is with a corporation, the full legal name and business address shall be provided for each officer and director and each stockholder who directly or indirectly holds five percent (5%) or more of the corporation's stock. If the contract or business transaction is with a trust, the full name and address shall be provided for each trustee and each beneficiary. All such names and address are as follows (Post Office addresses are not acceptable):

Full Legal Name	Address	Ownership
N/A		%
		%
		%
		%

2. The full legal names and business addresses of any other individual (other than subcontractors, suppliers, laborers, and lenders) who have, or will have, any legal, equitable, or beneficial interest in the contract or business transaction with the Town are as follows (Post Office addresses are not acceptable):

TOWN OF DAVIE, FL

Full Legal Name

Address

N/A  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

By: \_\_\_\_\_

Date: 10/31/16

Signature of Affiant

Bradley Thomas, President

Print Name

SUBSCRIBED AND SWORN TO or affirmed before me this \_\_\_\_\_ day of  
\_\_\_\_\_ 20\_\_, by \_\_\_\_\_, he/she is personally  
known to me or has presented \_\_\_\_\_ as identification.

TOWN OF DAVIE, FL

\_\_\_\_\_  
Notary Public, State of Florida at Large

\_\_\_\_\_  
Print or Stamp of Notary

\_\_\_\_\_  
Serial Number

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



This form is Not Applicable to First Vehicle Services, Inc.



# Town of Davie Local Vendor Preference

## Affidavit of Eligibility

*Complete all areas below. Incomplete forms may be rejected.*

\_\_\_\_\_ My business is located within the Town of Davie.

LEGAL NAME OF FIRM: \_\_\_\_\_

Physical address:

\_\_\_\_\_

Phone number \_\_\_\_\_ Fax number \_\_\_\_\_

Email address \_\_\_\_\_

Has the business name changed since it was opened in Davie? Yes \_\_\_\_\_ No \_\_\_\_\_

If Yes please provide the previous business name: \_\_\_\_\_

Taxpayer Identification Number: \_\_\_\_\_

Date your business was established in Town of Davie: \_\_\_\_\_

Business license: License number: \_\_\_\_\_ Date issued: \_\_\_\_\_

\_\_\_\_\_ A copy of my Business Tax Receipt is attached.

I employ \_\_\_\_\_ (insert a number) full time employees.

**If your business is a Broward County business but not located within the Town of Davie please fill out the information on the next page.**

This form is Not Applicable to First Vehicle Services, Inc.



# Town of Davie Local Vendor Preference Broward County Vendor

## Affidavit of Eligibility

Complete all areas below. Incomplete forms may be rejected.

\_\_\_\_\_ My business is located within Broward County but not in the Town of Davie.

LEGAL NAME OF FIRM: \_\_\_\_\_

Physical address:

\_\_\_\_\_

Phone number \_\_\_\_\_ Fax number \_\_\_\_\_

Email address \_\_\_\_\_

Has the business name changed since it was opened in Broward County? Yes \_\_\_\_\_ No \_\_\_\_\_

If Yes please provide the previous business name: \_\_\_\_\_

Taxpayer Identification Number: \_\_\_\_\_

Date your business was established in Broward County: \_\_\_\_\_

Business license: License number: \_\_\_\_\_ Date issued: \_\_\_\_\_

\_\_\_\_\_ A copy of my Business Tax Receipt is attached.

I employ \_\_\_\_\_ (insert a number) full time employees.

The undersigned states that the forgoing statements are true and correct. The undersigned also acknowledges that any person, firm, corporation or entity intentionally submitting false information to the Town in an attempt to qualify for local preference shall be prohibited from bidding on Town of Davie products and services for a period of one (1) year.

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name & Title: \_\_\_\_\_

Form **W-9**  
(Rev. October 2007)  
Department of the Treasury  
Internal Revenue Service

### Request for Taxpayer Identification Number and Certification

Give form to the  
requester. Do not  
send to the IRS.

Name (as shown on your income tax return)  
First Vehicle Services, Inc.

Business name, if different from above

Check appropriate box:  Individual/Sole proprietor  Corporation  Partnership  
 Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ♦ .....  Exempt payee  
 Other (see instructions) ♦

Address (number, street, and apt. or suite no.)  
600 Vine Street, Suite 1400

City, state, and ZIP code  
Cincinnati, OH 45202

List account number(s) here (optional)

Requester's name and address (optional)

#### Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number  
: : :  
or  
Employer identification number  
20 : 0441528

**Note.** If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

#### Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. citizen or other U.S. person (defined below).

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign  
Here

Signature of  
U.S. person ♦

Date ♦ 10/31/16

#### General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

#### Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on

foreign partners' share of effectively connected income.

**Note.** If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

TOWN OF DAVIE, FL

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
  - An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-

9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity.

Cat. No. 10231X

Form **W-9** (Rev. 10-2007)

- The U.S. grantor or other owner of a grantor trust and not the trust, and
- The U.S. trust (other than a grantor trust) and not the beneficiaries of the trust.

**Foreign person.** If you are a foreign person, do not use Form W-9. Instead, use the appropriate Form W-8 (see Publication 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

**Nonresident alien who becomes a resident alien.** Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the payee has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items:

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
4. The type and amount of income that qualifies for the exemption from tax.
5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

**Example.** Article 20 of the U.S.-China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if his or her stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.-China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first protocol) and is relying on this exception to claim an exemption from tax on his or her scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity not subject to backup withholding, give the requester the appropriate completed Form W-8.

**What is backup withholding?** Persons making certain payments to you must under certain conditions withhold and pay to the IRS 28% of such payments. This is called "backup withholding." Payments that may be subject to backup withholding include interest, tax-exempt interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

**Payments you receive will be subject to backup withholding if:**

1. You do not furnish your TIN to the requester,
2. You do not certify your TIN when required (see the Part II instructions on page 3 for details),
3. The IRS tells the requester that you furnished an incorrect TIN.

4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or

5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See the instructions below and the separate Instructions for the Requester of Form W-9.

Also see *Special rules for partnerships* on page 1.

## Penalties

**Failure to furnish TIN.** If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

**Civil penalty for false information with respect to withholding.** If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

**Criminal penalty for falsifying information.** Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

**Misuse of TINs.** If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

## Specific Instructions

### Name

If you are an individual, you must generally enter the name shown on your income tax return. However, if you have changed your last name, for instance, due to marriage without informing the Social Security Administration of the name change, enter your first name, the last name shown on your social security card, and your new last name.

If the account is in joint names, list first, and then circle, the name of the person or entity whose number you entered in Part I of the form.

**Sole proprietor.** Enter your individual name as shown on your income tax return on the "Name" line. You may enter your business, trade, or "doing business as (DBA)" name on the "Business name" line.

**Limited liability company (LLC).** Check the "Limited liability company" box only and enter the appropriate code for the tax classification ("D" for disregarded entity, "C" for corporation, "P" for partnership) in the space provided.

For a single-member LLC (including a foreign LLC with a domestic owner) that is disregarded as an entity separate from its owner under Regulations section 301.7701-3, enter the owner's name on the "Name" line. Enter the LLC's name on the "Business name" line.

For an LLC classified as a partnership or a corporation, enter the LLC's name on the "Name" line and any business, trade, or DBA name on the "Business name" line.

**Other entities.** Enter your business name as shown on required federal tax documents on the "Name" line. This name should match the name shown on the charter or other legal document creating the entity. You may enter any business, trade, or DBA name on the "Business name" line.

**Note.** You are requested to check the appropriate box for your status (individual/sole proprietor, corporation, etc.).

### Exempt Payee

If you are exempt from backup withholding, enter your name as described above and check the appropriate box for your status, then check the "Exempt payee" box in the line following the business name, sign and date the form.

Generally, individuals (including sole proprietors) are not exempt from backup withholding. Corporations are exempt from backup withholding for certain payments, such as interest and dividends.

**Note.** If you are exempt from backup withholding, you should still complete this form to avoid possible erroneous backup withholding.

The following payees are exempt from backup withholding:

1. An organization exempt from tax under section 501(a), any IRA, or a custodial account under section 403(b)(7) if the account satisfies the requirements of section 401(f)(2),
2. The United States or any of its agencies or instrumentalities,
3. A state, the District of Columbia, a possession of the United States, or any of their political subdivisions or instrumentalities,
4. A foreign government or any of its political subdivisions, agencies, or instrumentalities, or
5. An international organization or any of its agencies or instrumentalities.

Other payees that may be exempt from backup withholding include:

6. A corporation,
7. A foreign central bank of issue,
8. A dealer in securities or commodities required to register in the United States, the District of Columbia, or a possession of the United States,
9. A futures commission merchant registered with the Commodity Futures Trading Commission,
10. A real estate investment trust,
11. An entity registered at all times during the tax year under the Investment Company Act of 1940,
12. A common trust fund operated by a bank under section 584(a),
13. A financial institution,
14. A middleman known in the investment community as a nominee or custodian, or
15. A trust exempt from tax under section 664 or described in section 4947.

The chart below shows types of payments that may be exempt from backup withholding. The chart applies to the exempt payees listed above, 1 through 15.

IF the payment is for . . .	THEN the payment is exempt for . . .
Interest and dividend payments	All exempt payees except for 9
Broker transactions	Exempt payees 1 through 13. Also, a person registered under the Investment Advisers Act of 1940 who regularly acts as a broker
Barter exchange transactions and patronage dividends	Exempt payees 1 through 5
Payments over \$600 required to be reported and, direct sales over \$5,000	Generally, exempt payees 1 through 7

<sup>1</sup> See Form 1099-MISC, Miscellaneous Income, and its instructions.  
<sup>2</sup> However, the following payments made to a corporation (including gross proceeds paid to an attorney under section 6045(f), even if the attorney is a corporation) and reportable on Form 1099-MISC are not exempt from backup withholding: medical and health care payments, attorneys' fees, and payments for services paid by a federal executive agency.

## Part I. Taxpayer Identification Number (TIN)

**Enter your TIN in the appropriate box.** If you are a resident alien and you do not have and are not eligible to get an SSN, your TIN is your IRS individual taxpayer identification number (ITIN). Enter it in the social security number box. If you do not have an ITIN, see *How to get a TIN* below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN. However, the IRS prefers that you use your SSN.

If you are a single-member LLC that is disregarded as an entity separate from its owner (see *Limited liability company (LLC)* on page 2), enter the owner's SSN (or EIN, if the owner has one). Do not enter the disregarded entity's EIN. If the LLC is classified as a corporation or partnership, enter the entity's EIN.

**Note.** See the chart on page 4 for further clarification of name and TIN combinations.

**How to get a TIN.** If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local Social Security Administration office or get this form online at [www.ssa.gov](http://www.ssa.gov). You may also get this form by calling 1-800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at [www.irs.gov/businesses](http://www.irs.gov/businesses) and clicking on Employer Identification Number (EIN) under Starting a Business. You can get Forms W-7 and SS-4 from the IRS by visiting [www.irs.gov](http://www.irs.gov) or by calling 1-800-TAX-FORM (1-800-829-3676).

If you are asked to complete Form W-9 but do not have a TIN, write "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, generally you will have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

**Note.** Entering "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon.

**Caution:** A disregarded domestic entity that has a foreign owner must use the appropriate Form W-8.

## Part II. Certification

To establish to the withholding agent that you are a U.S. person, or resident alien, sign Form W-9. You may be requested to sign by the withholding agent even if items 1, 4, and 5 below indicate otherwise.

For a joint account, only the person whose TIN is shown in Part I should sign (when required). Exempt payees, see *Exempt Payee* on page 2.

**Signature requirements.** Complete the certification as indicated in 1 through 5 below.

1. **Interest, dividend, and barter exchange accounts opened before 1984 and broker accounts considered active during 1983.** You must give your correct TIN, but you do not have to sign the certification.

2. **Interest, dividend, broker, and barter exchange accounts opened after 1983 and broker accounts considered inactive during 1983.** You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.

**3. Real estate transactions.** You must sign the certification. You may cross out item 2 of the certification.

**4. Other payments.** You must give your correct TIN, but you do not have to sign the certification unless you have been notified that you have previously given an incorrect TIN. "Other payments" include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services (including payments to corporations), payments to a nonemployee for services, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).

**5. Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions.** You must give your correct TIN, but you do not have to sign the certification.

### Secure Your Tax Records from Identity Theft

Identity theft occurs when someone uses your personal information such as your name, social security number (SSN), or other identifying information, without your permission, to commit fraud or other crimes. An identity thief may use your SSN to get a job or may file a tax return using your SSN to receive a refund.

To reduce your risk:

- Protect your SSN.
- Ensure your employer is protecting your SSN, and
- Be careful when choosing a tax preparer.

Call the IRS at 1-800-829-1040 if you think your identity has been used inappropriately for tax purposes.

Victims of identity theft who are experiencing economic harm or a system problem, or are seeking help in resolving tax problems that have not been resolved through normal channels, may be eligible for Taxpayer Advocate Service (TAS) assistance. You can reach TAS by calling the TAS toll-free case intake line at 1-877-777-4778 or TTY/TDD 1-800-829-4059.

**Protect yourself from suspicious emails or phishing schemes.** Phishing is the creation and use of email and websites designed to mimic legitimate business emails and websites. The most common act is sending an email to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft.

The IRS does not initiate contacts with taxpayers via emails. Also, the IRS does not request personal detailed information through email or ask taxpayers for the PIN numbers, passwords, or similar secret access information for their credit card, bank, or other financial accounts.

If you receive an unsolicited email claiming to be from the IRS, forward this message to [phishing@irs.gov](mailto:phishing@irs.gov). You may also report misuse of the IRS name, logo, or other IRS personal property to the Treasury Inspector General for Tax Administration at 1-800-366-4484. You can forward suspicious emails to the Federal Trade Commission at: [spam@uce.gov](mailto:spam@uce.gov) or contact them at [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft) or 1-877-IDTHEFT(438-4338).

Visit the IRS website at [www.irs.gov](http://www.irs.gov) to learn more about identity theft and how to reduce your risk.

### What Name and Number To Give the Requester

For this type of account:	Give name and SSN of:
1. Individual	The individual
2. Two or more individuals (joint account)	The actual owner of the account or, if combined funds, the first individual on the account
3. Custodian account of a minor (Uniform Gift to Minors Act)	The minor *
4. a. The usual revocable savings trust (grantor is also trustee)	The grantor-trustee
b. So-called trust account that is not a legal or valid trust under state law	The actual owner *
5. Sole proprietorship or disregarded entity owned by an individual	The owner *
For this type of account:	Give name and EIN of:
6. Disregarded entity not owned by an individual	The owner
7. A valid trust, estate, or pension trust	Legal entity *
8. Corporate or LLC electing corporate status on Form 8832	The corporation
9. Association, club, religious, charitable, educational, or other tax-exempt organization	The organization
10. Partnership or multi-member LLC	The partnership
11. A broker or registered nominee	The broker or nominee
12. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments	The public entity

<sup>1</sup> List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person's number must be furnished.

<sup>2</sup> Circle the minor's name and furnish the minor's SSN.

<sup>3</sup> You must show your individual name and you may also enter your business or "DBA" name on the second name line. You may use either your SSN or EIN (if you have one), but the IRS encourages you to use your SSN.

<sup>4</sup> List first and circle the name of the trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.) Also see *Special rules for partnerships* on page 1.

**Note.** If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

---

#### Privacy Act Notice

Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons who must file information returns with the IRS to report interest, dividends, and certain other income paid to you, mortgage interest you paid, the acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA, or Archer MSA or HSA. The IRS uses the numbers for identification purposes and to help verify the accuracy of your tax return. The IRS may also provide this information to the Department of Justice for civil and criminal litigation, and to cities, states, the District of Columbia, and U.S. possessions to carry out their tax laws. We may also disclose this information to other countries under a tax treaty, to federal and state agencies to enforce federal nontax criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism.

You must provide your TIN whether or not you are required to file a tax return. Payers must generally withhold 28% of taxable interest, dividend, and certain other payments to a payee who does not give a TIN to a payer. Certain penalties may also apply.



**LOBBYING INTEREST**

**Respondents should refer to Sec. 2-57 of the attached form for complete definition of terms.**

I, Bradley Thomas representing First Vehicle Services, Inc.  
declare that I have read the attached form and that (check one):

My company is not interested in lobbying either staff or elected officials on any subject associated with this Request for Proposal (RFP)

My company is interested in lobbying either staff or elected officials on matters associated with this Request for Proposal (RFP). I understand that in order to lobby, I must fill out the attached form and submit it to the Town Clerk's Office along with a registration fee of \$50.00.

Title of RFP: RFP # B-16-137 Vehicle Maintenance Services

Bidder Name: First Vehicle Services, Inc.

Address: 600 Vine Street, Suite 1400

Cincinnati, OH 45202

Phone Number: 513-241-2200

Fax Number: 513-684-6383

e-mail Address: Jason.Stack@firstgroup.com

Signature:  \_\_\_\_\_

Print Name: Bradley Thomas, President

**LOBBYING INTEREST**

**Respondents should refer to Sec. 2-57 of the attached form for complete definition of terms.**

I, Bradley Thomas, representing First Vehicle Services declare that I have read the attached form and that (check one):

My company is not interested in lobbying either staff or elected officials on any subject associated with this Request For Proposal (RFP)

My company is interested in lobbying either staff or elected officials on matters associated with this Request For Proposal (RFP). I understand that in order to lobby, I must fill out the attached form and submit it to the Town Clerk's Office along with a registration fee of \$50.00.

Title of RFP: RFP # B-16-137 Vehicle Maintenance Services


Bidder Name: First Vehicle Services, Inc.

Address: 600 Vine Street, Suite 1400 Cincinnati, OH 45202

Phone Number: 513-251-2200

Fax Number: 513-684-8852

Email Address: Jason.stack@firstgroup.com

Signature: 

Print Name: Bradley Thomas, President

ORDINANCE NO. 2012-17

AN ORDINANCE OF THE TOWN OF DAVIE, FLORIDA, AMENDING CHAPTER 2, ARTICLE IV OF THE TOWN OF DAVIE CODE OF ORDINANCES TO COMPLY WITH PROVISIONS OF THE BROWARD COUNTY CODE OF ETHICS FOR ELECTED OFFICIALS BY REVISING DEFINITIONS, PROVIDING FOR DISCLOSURES, PROVIDING FOR A REGISTRATION FEE, PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, the Town of Davie determines and declares that open and responsible operation of municipal government requires that the fullest opportunity be afforded to the people to petition and freely express to their elected and appointed officials, their opinions on legislation and other actions and issues; and

WHEREAS, in order to preserve and maintain the integrity of the governmental decision making process, it is necessary that the identity and activities of certain persons who engage in efforts to influence Councilmember's either by direct communication to such officials or by solicitation of others to engage in such efforts be publicly and regularly disclosed; and

WHEREAS, the Broward County Commission enacted an ethics code for elected officials that became effective on January 2, 2012 which provides definitions for lobbyists, and lobbying activities; and

WHEREAS, the Ethics Code for Elected Officials also requires that lobbyists register with the municipality prior to engaging in lobbying activity; and

WHEREAS, the Town of Davie desires to amend Chapter 2, Article IV of the Code of Ordinances to incorporate definitions and lobbyist registration requirements as outlined in the Broward County Ethics Code for Elected Officials; and

WHEREAS, the Town of Davie seeks to recoup the costs of registering lobbyists and maintaining the disclosure requirements as set forth in the Ethics Code for Elected Officials by establishing a fee.

NOW, THEREFORE, BE IT ORDAINED BY THE TOWN COUNCIL OF THE TOWN OF DAVIE, FLORIDA:

SECTION L That Chapter 2 of the Code of the Town of Davie is hereby amended by adding thereto Article IV to read as follows:

ARTICLE IV. REGISTRATION OF LOBBYISTS

Sec. 2-56 INTENT AND PURPOSE.

The Town Council of the Town of Davie detemLines and declares that, to maintain the integrity of the government decision making process, the Town of Davie Councilmember's, Staff and residents have a legitimate need to know certain information about the activities of "lobbyists", as defined in this ordinance. The Town Council also finds that "lobbying", as defined in this ordinance, is a legitimate form of free speech, which is frequently an important and necessary part of the legislative process. As such, this ordinance seeks to impose the least burden which is reasonably necessary on lobbyists, in order to satisfy this public need for information.

Sec. 2-57 DEFINITIONS.

- (a) "Candidate" means an individual who is conducting a campaign for an elected office in the Town of Davie, Florida.
- (b) "Campaign" means the election process for any elected Municipal Official whether opposed or not and whether a special or regular election, beginning with the date of officially filing for office with the Town Clerk and ending with the last day of voting which finally determines the outcome of the election.
- (c) "Covered Individual" means (i) any member of the Town of Davie Council (ii) any member of a final decision-making body under the Town of Davie (iii) any individual directly appointed to a Town employment position by the Town Council, (iv) any individual serving on a contractual basis as the Town Attorney or Town Administrator, when such individual is acting in his or her official capacity; (v) any member of a selection, evaluation, or procurement committee that ranks or makes recommendations to the Town Council regarding a municipal procurement; (vi) any employee, any official, or any member of a committee of the Town that has authority to make a final decision regarding a public procurement; and (vii) the head of any department, division, or office of the Town who makes final recommendations to the Town Council regarding items that will be decided by the final decision-making authority. For purposes of the prohibition on lobbying under section (c)(2) below, "Covered Individual" also includes members of other local governmental entities within Broward County, including authorities, quasi-judicial boards, appointed boards, and commissions.
- (d) "Economic consideration" means something of actual monetary value.
- (e) *Elected Official* means any member of the Town of Davie Town Council and any Municipal Official as defined below.
- (f) "Immediate family" means either a father, mother, sister, brother, child, spouse or person residing in the same residential unit.
- (g) "Legislation" means any ordinance, resolution, or proposal of any kind which is the subject of present or prospective action by the Town Council.

(f) ~~Removed~~

(h) "Lobbying" or "Lobbying Activities" means a communication, by any means, from a lobbyist to a covered individual regarding any item that will foreseeable be decided by a final decision-making authority, which communication seeks to influence, convince, or persuade the covered individual to support or oppose the item.

~~(g) "Lobbyist" means a person who is employed or receives payment, or who contracts for economic consideration, for the purpose of lobbying, or a person who is principally employed for the purpose of influencing governmental affairs by another person or governmental entity to lobby on behalf of that other person or governmental entity. An employee of the principal is not a "lobbyist" unless the employee is principally employed for the purpose of influencing governmental affairs. "Principally employed for the purpose of influencing governmental affairs" means that one of the principal or most significant responsibilities of the employee to the employer is overseeing the employer's various relationships with government or representing the employer in its contacts with government. The following persons are excluded from the definition of "Lobbyist":~~

- ~~1. Persons who are solely responding to the direct inquiry of a Town Official.~~
- ~~2. Town Officials acting in the course of official Town business.~~

"Lobbyist" means a person who is retained, with or without compensation, for the purpose of lobbying, or a person who is employed by another person or entity, on a full-time or part-time basis, principally to lobby on behalf of that other person or entity. "Lobbyist" does not include a person who is:

- a. An Elected Official, employee, or appointee of Broward County or of any municipality within Broward County communicating in his or her official capacity.
- b. An individual who communicates on his or her own behalf, or on behalf of a person or entity employing the individual on a full-time or part-time basis, unless the individual is principally employed by that person or entity to lobby.
- c. Any employee, officer, or board member of a homeowners' association, condominium association, or neighborhood association when addressing, in his or her capacity as an employee, officer, or board member of such association, an issue impacting the association or its members; or
- d. Any employee, an officer, or a board member of a nonprofit public interest entity (e.g., Sierra Club, NAACP, ACLU) when addressing an issue impacting a constituent of that entity.

G) "Municipal Official" means any individual serving as a member of the governing body of a municipality within Broward County or serving as a municipal mayor within Broward County.

(k) "Ordinance" means the Town of Davie, Florida, Ordinance for the Registration of Lobbyists.

(l) "Person" means any individual, business, corporation, association, partnership, governmental agency or other association recognized as a legal entity pursuant to Florida law.

- (m) "Principal" means the person for or upon whose behalf the lobbyist is lobbying.
- (n) "Registration" means providing the information required by this ordinance, in writing, annually, and in Supplements and Amendments, as may be required. "Register" means to provide a registration in such a manner.
- (o) "Town" means the Town of Davie, Florida.

Sec. 2-58 REGISTRATION.

(a) Prior to engaging in lobbying activities, every lobbyist shall register with the Town by filing with the Town Clerk the following information in writing:

(1) The name, address and telephone number of the lobbyist is required on every, amended, and supplemental registration. The "address" must be a physical address (e.g. not a Post Office Box) where the lobbyist either resides or customarily does business.

(2) The nature and extent of any business, professional or familial relationship which the lobbyist, or any member of the lobbyist's immediate family, has had with any Municipal Official, or member of the immediate family of any Municipal Official within the period of time commencing twenty-four (24) months prior to registration and extending through the date of registration. No disclosure would be required of any such relationship existing prior to the effective date of this ordinance.

(3) The nature and extent of any involvement, activity or assistance, whether paid or voluntary, by any lobbyist, or any member of the lobbyist's immediate family, with the current or the most recent campaign of any current elected Municipal Official, or current candidate for Town Council.

(4) Name, address and phone number of the lobbyist's principal(s), if known at the time of registration. The "address" must be a physical address (e.g. not a Post Office Box) where the principal either resides or customarily does business.

(5) The general and specific matters upon which the lobbyist intends to lobby, if known at the time of registration.

(b) There shall be a fee in the amount of \$50 (Fifty Dollars) charged by the Town, for each principal represented and by each any lobbyist. Such fee shall cover the cost of registering and maintaining a database of lobbyists as required by the Broward County Code of Ethics for Elected Officials. Said fee may be amended as needed by resolution.

(c) The registration information, and any supplement or amendment shall be filed in the Town Clerk's office. The registration must be signed by the lobbyist and attested to under penalty of perjury. The Town Clerk may approve a form of registration consistent with this ordinance, which shall be used in all cases, except where unavailable.

(d) Registration will be yearly, running from October 1st to September 30th of each year, and shall be renewed for each year during which lobbying activities are to take place. Only one annual registration form is required, per principal, per lobbyist. However, if any of the information required in the registration form is new or changed (for example, a new principal, as defined by this ordinance, or a

new specific subject of lobbying), then the Lobbyist must supplement or amend the registration before additional lobbying.

(c) Notwithstanding any provision to the contrary in this Ordinance, no lobbyist shall be required to register only because the lobbyist has spoken at any public hearing or public meeting of the Town of Davie.

Sec. 2-59. CONDUCT OF PRINCIPALS AND OF TOWN COUNCIL.

(a) Any principal who retains a lobbyist(s) in the Town shall take reasonable measures to supervise and monitor its lobbyist(s) to insure compliance with this Ordinance.

(b) Any Councilmember who has actual knowledge and recollection of a lobbyist who fails to register as required in this Ordinance, or of a lobbyist who makes a material misrepresentation in Registration shall disclose same in writing to the Town Clerk as soon as reasonably practical. Failure to make such disclosure shall subject the Councilmember to a penalty as provided for in Section 2-61(a). Nothing in this section shall require any inquiry by any Councilmember to ascertain the compliance by any person with this Ordinance, nor does this section imply that any Councilmember is required to remember all of his or her past dealings with lobbyists.

Sec. 2-60. GENERAL CONSTRUCTION.

(a) Examples and section headings are provided for clarity and for purposes of illustration only. Examples are not intended to imply that the illustration is the sole or exclusive possibility.

(b) All language and terms in this ordinance shall be construed according to the definitions contained in the ordinance. If there is no explicit definition in this ordinance, then the language or term shall be construed according to the ordinary legal meaning in Florida; or if there is no ordinary legal meaning in Florida, then according to the ordinary and reasonable meaning to residents of the Town.

(c) Lobbyist registrations must be true and accurate for matters of which the lobbyist has actual knowledge, or which the lobbyist may ascertain through reasonably diligent inquiry.



Sec. 2-61. PENALTIES.

1 A "Penalty" in this ordinance means the penalties specified in the Town of Davie Code of Ordinances, Section 1-9 ("General penalty; continuing violations"); or in the event said Section 1-9 is repealed or superseded, the general penalty specified by Town of Davie Code of Ordinances for violations of the Town of Davie Code of Ordinances. However, notwithstanding any language to the contrary in the general Code provisions for penalties, the maximum penalty for violation of this Lobbyist ordinance shall not exceed five hundred dollars (\$500.00). This ordinance shall be enforced by issuance of a notice to appear in County Court as authorized by Section 162.22, Florida Statutes, as it may be amended from time to time.

1 Any lobbyist who fails to register or willfully violates this ordinance shall be subject to a penalty, as provided in subsection (a) above; and additionally shall be subject to imposition by the Town Council of a prohibition of further lobbying in the Town for up to one year.

1 Any Councilmember or Principal who knowingly and willfully directs or permits a lobbyist to violate this ordinance shall be subject to a penalty as provided in subsection 2-61(a).

SECTION 2. All Ordinances or parts of Ordinances in conflict herewith are to the extent of such conflict hereby repealed.

SECTION 3. If any section, subsection, sentence, clause, phrase, or portion of this Ordinance is, for any reason, held invalid or unconstitutional by any Court of competent jurisdiction, such portion shall be deemed a separate, distinct, and independent provision and such holding shall not affect the validity of the remaining portion of this Ordinance.

SECTION 4. This Ordinance shall take effect sixty (60) days after its passage and adoption.

PASSED ON FIRST READING THIS 1ST DAY OF AUGUST, 2012.

PASSED ON SECOND READING THIS 15<sup>TH</sup> DAY AUGUST 2012.

*Judy Paul*  
MAYOR/COUNCILMEMBER

ATTEST: *[Signature]*  
Asst. TOWN CLERK  
APPROVED THIS *[ ]* DAY

TOWN OF DAVIE LOBBYIST'S REGISTRATION STATEMENT AND OATH

Registration will be annual, from October 1st to September 30th, and shall be renewed for each year during which lobbying activities are to take place. Only one annual registration form is required. If, however, any of the information required on the registration form is new or changed (for example, a new principal, as defined by Section 2-57 of Ordinance 2012-17, or a new specific subject of lobbying), the Lobbyist must then supplement or amend the registration before additional lobbying. (Ordinance 2012-17, Section 2-58(d))

LOBBYIST INFORMATION (Ordinance 2012-17, Section 2-58(a)(1))

Name N/A

Address \_\_\_\_\_

(must be a physical address (e.g. not a Post Office Box) where the lobbyist resides or customarily does business)

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Telephone \_\_\_\_\_

Explain the nature and extent of any business, professional or familial relationship which the lobbyist, or any member of the lobbyist's immediate family, has had with any Town official, or member of the immediate family of any Town official within the period of time commencing twenty-four (24) months prior to registration.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Explain the nature and extent of any involvement, activity or assistance, whether paid or voluntary, by any lobbyist, or any member of the lobbyist's immediate family, with the current or the most recent campaign of any current elected Town official, or current candidate for Town Council. (2012-017, Section 2-58(a)(3))

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

This form is Not Applicable to First Vehicle Services, Inc.

LOBBYIST'S PRINCIPAL(S) INFORMATION (Ordinance 2012-17, Section 2-58(a)(4))

Name \_\_\_\_\_

Address \_\_\_\_\_  
(must be a physical address (e.g. not a Post Office Box) where the principal resides or customarily does business)

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone \_\_\_\_\_

Explain the general and specific matters upon which the lobbyist intends to lobby, if known at the time of registration. *H not* known at time of filing, the registration must be supplemented when the matter is determined. (Ordinance 2012-017, Section 2-58(a)(5))

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I hereby acknowledge that I have received a copy of Ordinance 2012-17, concerning registration of lobbyists and acknowledge that any violation of this Ordinance shall result in penalties as stated in said Ordinance. I further acknowledge that this form must be accompanied by payment in the amount of \$50 for each principal represented and by each lobbyist. (Ordinance 2012-17, Section 2-58(b))

I hereby attest and affirm under penalty of perjury, that the facts contained herein are true and correct. Further, I understand that I am required to notify the Town Clerk, in writing, of any changes to the information contained herein and that I am required to complete a lobbyist statement for each new principal or subject matter which occurs throughout the year.

Signature of Lobbyist \_\_\_\_\_

STATE OF FLORIDA ) \_\_\_\_\_  
) SS:  
COUNTY OF )

Sworn to and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_ 20\_ by \_\_\_\_\_ who is personally known to me or who has produced \_\_\_\_\_ as identification.

My Commission expires \_\_\_\_\_

Name \_\_\_\_\_ Signature \_\_\_\_\_

5.2 ACKNOWLEDGEMENT OF ADDENDA

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INSTRUCTIONS: COMPLETE PART I OR PART II, WHICHEVER APPLIES

---

**PART I:**

LIST BELOW THE DATES OF ISSUE FOR EACH ADDENDUM RECEIVED IN CONNECTION WITH THIS RFP.

- Addendum #1, Dated 9/21/16
- Addendum #2, Dated 10/4/16
- Addendum #3, Dated 10/19/16
- Addendum #4, Dated 10/28/16
- Addendum #5, Dated \_\_\_\_\_
- Addendum #6, Dated \_\_\_\_\_
- Addendum #7, Dated \_\_\_\_\_
- Addendum #8, Dated \_\_\_\_\_

---

**PART II:**

NO ADDENDUM WAS RECEIVED IN CONNECTION WITH THIS RFP.

---

FIRM NAME: First Vehicle Services, Inc.

AUTHORIZED SIGNATURE:  DATE: 10/31/16

TITLE OF OFFICER: Bradley Thomas, President

**5.3A PROPOSAL SIGNATURE PAGE FOR CORPORATION**

The officers of the Corporation are as follows:

<u>NAME</u>	<u>ADDRESS</u>
President <u>Bradley Thomas</u>	<u>600 Vine St. Suite 1400 Cincinnati, OH 45202</u>
Vice-President <u>James Tippen</u>	<u>600 Vine St. Suite 1400 Cincinnati, OH 45202</u>
Asst. Secretary <u>Christa McAndrew</u>	<u>600 Vine St. Suite 1400 Cincinnati, OH 45202</u>
Treasurer <u>Barbara Telek</u>	<u>600 Vine St. Suite 1400 Cincinnati, OH 45202</u>
Registered Agent <u>CT Corporation System</u>	<u>1200 South Pine Island Rd. Broward County, Plantation, FL 33324</u>

Please view First Vehicle Services Inc. full list of officers on the subsequent page.

The full names and residences of stockbrokers, persons, or firms interested in the foregoing Proposal, as principals, are as follows:

N/A

Post Office Address PROPOSER:  
First Vehicle Services, Inc.  
 (CORPORATE NAME)  
  
Bradley.Thomas@firstgroup.com  
 PRESIDENT'S SIGNATURE AND E-MAIL ADDRESS

Is this corporation incorporated in the State of Florida?

ATTEST:   
Asst. SECRETARY Christa McAndrew

YES [ ] NO [X]

If no, give address of principal place of business: No, First Vehicle Services is incorporated in the State of Delaware.

**5.3B PROPOSAL SIGNATURE PAGE FOR SOLE PROPRIETOR OR PARTNERSHIP**

The full names and residences of persons, partners or firms interested in the foregoing Proposal, as principals, are as follows:

_____	_____
_____	_____
_____	_____
_____	_____

PROPOSER

\_\_\_\_\_  
(FIRM NAME)

Witnesses:

(SEAL)

\_\_\_\_\_  
SIGNATURE AND E-MAIL ADDRESS

\_\_\_\_\_  
PRINT NAME

\_\_\_\_\_  
Title (Sole Proprietor or Partner)

Post Office Address:  
\_\_\_\_\_

\_\_\_\_\_  
TELEPHONE

CITY in which fictitious name is registered.

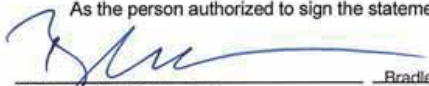
\_\_\_\_\_  
Attach a copy of proof of registration

### 5.4 DRUG-FREE WORKPLACE PROGRAM

IDENTICAL TIE BIDS - Preference shall be given to businesses with drug-free workplace programs. Whenever two or more bids which are equal with respect to price, quality, and service are received by the State or by any political subdivision for the procurement of commodities or contractual services, a bid received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. Established procedures for processing tie bids will be followed if none of the tied vendors have a drug-free workplace program. In order to have a drug-free workplace program, a business shall:

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
4. In the statement specified in subsection (1), notify the employee that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.



VENDOR'S SIGNATURE

Bradley Thomas, President

PRINTED NAME

First Vehicle Services, Inc.

NAME OF COMPANY

**5.5 SOLICITATION, GIVING, AND ACCEPTANCE OF GIFTS POLICY**

Florida Statute 112.313 prohibits the solicitation or acceptance of Gifts. - "No Public officer, employee of an agency, or candidate for nomination or election shall solicit or accept anything of value to the recipient, including a gift, loan, reward, promise of future employment, favor, or service, based upon any understanding that the vote, official action, or judgment of the public officer, employee, or candidate would be influenced thereby."... The term 'public officer' includes any person elected or appointed to hold office in any agency, including any person serving on an advisory body."

The Town of Davie policy prohibits all public officers, elected or appointed, all employees, and their families from accepting any gifts of any value, either directly or indirectly, from any contractor, vendor, consultant, or business with whom the Town does business. Only advertising office stationery or supplies of small value are exempt from this policy - e.g. calendars, note pads, pencils.

The State of Florida definition of "gifts" includes the following:

- Real property or its use,
- Tangible or intangible personal property, or its use,
- A preferential rate of terms on a debt, loan, goods, or services,
- Forgiveness of indebtedness,
- Transportation, lodging, or parking,
- Membership dues,
- Entrance fees, admission fees, or tickets to events, performances, or facilities,
- Plants, flowers or floral arrangements

Services provided by persons pursuant to a professional license or certificate. Other personal services for which a fee is normally charged by the person providing the services. Any other similar service or thing having an attributable value not already provided for in this section. To this list, the Town of Davie has added food, meals, beverages, and candy.

Any contractor, vendor, consultant, or business found to have given a gift to a public officer or employee, or his/her family, will be subject to dismissal or revocation of contract.

As the person authorized to sign the statement, I certify that this firm will comply fully with this policy.

 \_\_\_\_\_  
 SIGNATURE Bradley Thomas \_\_\_\_\_  
PRINTED NAME

\_\_\_\_\_  
 First Vehicle Services, Inc. President \_\_\_\_\_  
 NAME OF COMPANY TITLE

Failure to sign this page shall render your bid non-responsive.



**5.6 SOURCE OF INFORMATION**

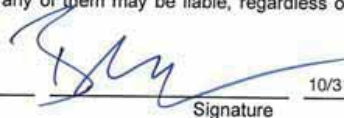
How did you find out about this solicitation? Check all that applies.

- 1. [www.davie-fl.gov](http://www.davie-fl.gov)
- 2. [www.demandstar.com](http://www.demandstar.com)
- 3. The Sun Sentinel
- 5. Referral/word-of-mouth  Specify Source: \_\_\_\_\_
- 6. Search Engine/Internet search
- 7. E-mail, newsgroup, online chat  Specify Source: \_\_\_\_\_
- 8. Banner or Link on another website
- 9. Flyer, newsletter, direct mail  Specify Source: \_\_\_\_\_
- Other  Specify Source: \_\_\_\_\_

*Please note: This survey form is used for internal Procurement purposes only.*

5.7 INDEMNIFICATION CLAUSE


The Contractor shall indemnify, defend and hold harmless the Town Council, the Town of Davie and their agents and employees from and against all claims, damages, losses and expenses (including attorney's fees) arising out of or resulting from the contractor's performance of the work, provided that any such claim, damage, loss or expense (1) is attributable to bodily injury, sickness, disease or death, or to injury to or damage on destruction of property including the loss of use resulting there from, and (2) is caused in whole or in part by any breach or default by Contractor or negligent act or omission of the Contractor, any Subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, regardless or whether or not it is caused in part by a party indemnified hereunder.

Bradley Thomas, President  
Proposer's Name  Signature 10/31/16 Date

STATE OF Ohio  
COUNTY OF Hamilton

SWORN TO AND SUBSCRIBED before me, the under signed authority,

Bradley Thomas who, after first being sworn by me, affixed his/her  
[name of individual signing]  
signature in the space provided above on this 31<sup>st</sup> day of October, 20 16

  
NOTARY PUBLIC

GAYLA S. MAXWELL  
Notary Public, State of Ohio  
My Commission Expires 03-12-2019

**5.8 SWORN STATEMENT PURSUANT TO SECTION 287.133 (3) (a), FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES**

THIS FORM MUST BE SIGNED AND SWORN TO IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted to the **TOWN OF DAVIE, FLORIDA**

By: Bradley Thomas, President  
(print individual's name and title)

For: First Transit, Inc.  
(print name of entity submitting sworn statement)

whose business address is: 600 Vine Street, Suite 1400 Cincinnati, OH 45202

and (if applicable) its Federal Employer Identification Number (FEIN) is: 20-0441528


(If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_).

2. I understand that a "public entity crime" as defined in Paragraph 287.133 (1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentations.
3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133 (1) (b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or non contendere.
4. I understand that an "affiliate" as defined in Paragraph 287.133(1)(a), Florida Statutes, means:
1. A predecessor or successor of a person convicted of a public entity crime; or
  2. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers' directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.
5. I understand that a "person" as defined in Paragraph 287.133(1) (e), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, and partners. Shareholders, employees, members, and agents who are active in management of an entity.
6. Based on information and belief, the statement, which I have marked below, is true in relations to the entity submitting this sworn statement. (Indicate which statement applies).
- Neither the entity submitting this sworn statement, nor any of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate

of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

- The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.
- The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989. However, there has been a subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearings and the final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list (attach a copy of the final order).

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH 1 ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, FLORIDA STATUTES FOR CATEGORY TWO OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.

  
 \_\_\_\_\_  
 Bradley Thomas, President  
**Signature**

Sworn to and subscribed before me this 31<sup>st</sup> day October, 2016

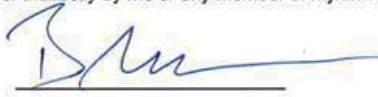
Personally known Bradley Thomas  
 OR \_\_\_\_\_ Name of Notary Gayla S. Maxwell  
 Produced identification \_\_\_\_\_ Notary Public – State of Ohio

GAYLA S. MAXWELL  
 Notary Public, State of Ohio  
 My Commission Expires 03-12-2019

5.9 ANTI-KICKBACK AFFIDAVIT

STATE OF Ohio }  
 } } SS:  
COUNTY OF Hamilton }

I, the undersigned, hereby duly sworn, depose and say that no portion of the sum herein bid will be paid to any employees of the Town of Davie, its elected officials, and First Vehicle Services, Inc. or its design consultants, as a commission, kickback, reward or gift, directly or indirectly by me or any member of my firm or by an officer of the corporation.

By: 

Title: Bradley Thomas, President

Sworn and subscribed before this

31<sup>st</sup> day of October, 2016

Gayla S. Maxwell  
Notary Public, State of Florida-Ohio

GAYLA S. MAXWELL  
(Printed Name) Notary Public, State of Ohio  
My Commission Expires 03-12-2019

My commission expires: \_\_\_\_\_

5.10 NON-COLLUSIVE AFFIDAVIT

STATE OF Ohio }  
COUNTY OF Hamilton } SS:

Bradley Thomas being first duly sworn, deposes and says that:

- a) He/she is the Officer, (Owner, Partner, Officer, Representative or Agent) of First Vehicle Services, Inc. the Proposer that has submitted the attached Proposal;
- b) He/she is fully informed respecting the preparation and contents of the attached Proposal and of all pertinent circumstances respecting such Proposal;
- c) Such Proposal is genuine and is not collusive or a sham Proposal;
- d) Neither the said Proposer nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant, have in any way colluded, conspired, connived or agreed, directly or indirectly, with any other Proposer, firm, or person to submit a collusive or sham Proposal in connection with the Work for which the attached Proposal has been submitted; or to refrain from proposing in connection with such work; or have in any manner, directly or indirectly, sought by person to fix the price or prices in the attached Proposal or of any other Proposer, or to fix any overhead, profit, or cost elements of the Proposal price or the Proposal price of any other Proposer, or to secure through any collusion, conspiracy, connivance, or unlawful agreement any advantage against (Recipient), or any person interested in the proposed work;
- e) The price or prices quoted in the attached Proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance, or unlawful agreement on the part of the Proposer or any other of its agents, representatives, owners, employees or parties in interest, including this affiant.

Signed, sealed and delivered in the presence of:

Gayla Maxwell  
Witness

By: [Signature]

Mark J. Ottaviano  
Witness

Bradley Thomas  
(Printed Name)

President  
(Title)

**ACKNOWLEDGMENT**

STATE OF Ohio                    }  
  }    SS:  
COUNTY OF Hamilton         }

BEFORE ME, the undersigned authority personally appeared Bradley Thomas to me well known and known by me to be the person described herein and who executed the foregoing Affidavit and acknowledged to and before me that Bradley Thomas executed said Affidavit for the purpose therein expressed.

WITNESS, my hand and official seal this 31<sup>st</sup> day of October, 2016.

My Commission Expires:

Gayla S. Maxwell  
Notary Public State of ~~Florida~~ at Large  
Ohio

GAYLA S. MAXWELL  
Notary Public, State of Ohio  
My Commission Expires 03-12-2019

5.11 PROPOSER QUESTIONNAIRE

1. Today's Date: 10/31/16
2. Name of Company Submitting Proposal: First Vehicle Services, Inc.
3. How many years has your firm been in business under its present business name?: 35 years
3. Under what other former name(s) has your firm operated?: N/A
4. Have any similar agreements held by proposer for a similar project to the proposed project ever been canceled?  
Circle one:  No  Yes If yes, please explain: \_\_\_\_\_
5. Has the proposer or any principals of the firm failed to qualify as a responsible proposer, refused to enter into a contract after an award has been made, failed to complete a contract during the past five (5) years, or been declared to be in default in any contract in the last five (5) years? Circle one:  No  Yes  
If yes, please explain: \_\_\_\_\_
6. Has the proposer or any principals of the firm ever been declared bankrupt or reorganized under Chapter 11 or put into receivership? Circle one:  No  Yes  
If yes, please explain and give date, court jurisdiction, action taken, and any other explanation deemed necessary:  
\_\_\_\_\_
7. Indicate registration, license numbers or certificate numbers for the businesses or professions, which are the subject of this RFP. Please attach certificate of competency and/or State registration. Please see the subsequent page for First Vehicle Services, Inc. State registration.
8. List the pertinent experience of the key individuals of your firm (continue on insert sheet if necessary):  
Please see the resumes included in the attachment section.
9. State the name and title of the individual who will have personal management of the work: \_\_\_\_\_  
Marc Siegel, General Manager
10. State the name and address of attorney, if any, for the firm: Christa P. McAndrew, Senior Attorney  
600 Vine Street, Suite 1400 Cincinnati, OH 45202
11. State the names and addresses of all businesses and/or individuals who own an interest of more than five percent (5%) of the Proposer's business and indicate the percentage owned of each such business and/or individual:



N/A

12. State the names, addresses and the type of business of all firms that are partially or wholly owned by Proposer:

N/A

13. Bank references:

BANK NAME	ADDRESS (CITY, STATE, ZIP)	PHONE NUMBER
Bank of America	135 South LaSalle St. Chicago, IL 60603	312-992-6355/312-992-9933
JP Morgan Chase Bank	383 Madison Ave. New York, NY 10179	212-622-4292/917-464-8715
PNC Financial Services Group	201 East 5th St. Cincinnati, OH 45202	513-651-8786/ 513-651-8952

14. Surety (bonding) references – Attach a letter specifying maximum bondability from at least one (1) surety reference named below (Refer to Section 2.0, Item 10-10.1)

SURETY	ADDRESS (CITY, STATE, ZIP)	PHONE NUMBER

15. Firm has attached a current Certificate of Liability Insurance?  Yes  No

16. Litigation/Judgements/Settlements/Debarments/Suspensions – Submit information on any pending litigation and any judgements and settlements of court cases relative to providing the services requested herein that have occurred within the last three (3) years. Also indicate if your firm has been debarred or suspended from bidding or proposing on a procurement project by any government entity during the last five (5) years. The the past 3 years, we have participated in litigation at a rate consistent with similarly situated companies. It is routine to engage in legal matters that have no bearing on our ability to fulfill new or existing contracts. Compiling detailed data on recent litigation would provide little or no useful insight to the Town. In fact, the majority of our litigation is minor in nature and is handled almost exclusively by our insurance carrier. Examples of such litigation include insignificant personal injury claims and routine Worker's Compensation claims.

17. Disclosure of Conflict of Interest

VENDOR SHALL DISCLOSE BELOW, TO THE BEST OF HIS OR HER KNOWLEDGE, ANY TOWN OF DAVIE OFFICER OR EMPLOYEE, OR ANY RELATIVE OF ANY SUCH OFFICER OR EMPLOYEE AS DEFINED IN SECTION 112.3135, FLORIDA STATUTES, WHO IS AN OFFICER, PARTNER, DIRECTOR OR PROPRIETOR OF, OR HAS A MATERIAL INTEREST IN THE VENDOR'S BUSINESS OR ITS PARENT COMPANY, ANY SUBSIDIARY, OR AFFILIATED COMPANY, WHETHER SUCH TOWN OFFICIAL OR EMPLOYEE IS IN A POSITION TO INFLUENCE THIS PROCUREMENT OR NOT.

Name	Relationship
N/A	

First Vehicle Services, Inc.  
FIRM NAME



P.

SIGNATURE OF AUTHORIZED AGENT

Bradley Thomas, President  
NAME & TITLE, TYPED OR PRINTED

STATE OF Ohio )  
COUNTY OF Hamilton ) SS

The foregoing instrument was sworn to and subscribed before me this 29<sup>th</sup> day of October, 2016 by Bradley Thomas who is personally known to me or produced \_\_\_\_\_ as identification.

Gayla S. Maxwell  
NOTARY PUBLIC, State of Ohio

Commission No.: 2014-RE-480869

Print Name: Gayla S. Maxwell

Commission Expires: 3-12-19

SEAL  
(if Corporation)

GAYLA S. MAXWELL  
Notary Public, State of Ohio  
My Commission Expires 03-12-2019

**AGREEMENT No. SAMPLE AGREEMENT ONLY**  
**BETWEEN THE TOWN OF DAVIE**  
**AND**  
**CONTRACTOR NAME**

**THIS AGREEMENT** is made and entered into as of this \_\_\_\_ day of \_\_\_\_\_, 2016 by and between **Contractor Name a corporation** organized and existing under the laws of the State of **XXXXXX**, with offices at **Address** (hereinafter referred to as the "Contractor"), and the Town of Davie, a political subdivision of the State of Florida, having its principal office at 6591 Orange Drive Davie, Florida 33314 (hereinafter referred to as the "Town").

**WITNESSETH:**

**WHEREAS**, the Contractor has offered to provide the materials and/or services and to be bound by the Plans and the terms and conditions of the **Request for Proposals (RFP) No. XXXX-XX TITLE**, which includes the General Terms and Conditions of the Request for Proposals, Specifications, Bid Forms, and associated addenda attached hereto and incorporated herein as Exhibit "A", and the terms of Contractor's Proposal attached hereto and incorporated herein as Exhibit "B"; and

**WHEREAS**, the Contractor has submitted a written proposal dated **XX**, hereinafter referred to as the "Contractor's Proposal", the terms of which are incorporated herein by reference as if fully set forth herein; and

**WHEREAS**, the Town desires to procure from the Contractor such services for the Town, in accordance with the terms and conditions of this Agreement.

**NOW, THEREFORE**, in consideration of the mutual covenants and agreements herein contained, the parties hereto agree as follows:

1. The Contractor agrees to provide the materials and/or services pursuant to and to be bound by the Plans and the terms and conditions of the Request for Proposals, which includes General Terms and Conditions of Request for Proposals, Specifications, Bid Forms, and associated addenda and the terms of which are incorporated herein by reference as if fully set forth herein and attached hereto as Exhibit "A", and the Contractor's Proposal attached hereto and incorporated herein as Exhibit "B".
2. The Town agrees to abide by and to be bound by the terms of the Request for Proposals, which includes General Terms and Conditions of the Request for Proposals, Specifications, Bid Forms, and associated addenda attached hereto and incorporated herein as Exhibit "A", and by the terms of Contractor's Proposal attached hereto and incorporated herein as Exhibit "B".
3. Contractor shall deliver materials and/or provide services in accordance with the terms of the Request for Proposals, Bid Forms and addenda attached hereto and incorporated herein as Exhibit "A" and with the terms of Contractor's Proposal attached hereto and incorporated herein as Exhibit "B".
4. The Town agrees to make payment in accordance with the terms of the Request for Proposals, Bid Forms and addenda attached hereto and incorporated herein as Exhibit "A" and with the terms of Contractor's Proposal attached hereto and incorporated herein as Exhibit "B".
5. This Agreement and attachments hereto constitute the entire agreement between the parties hereto, and its provisions shall not be amended, except in writing, after formal approval by both parties.

6. This Agreement will commence as provided for in RFP XXXX unless Contractor is otherwise notified by the Town. Any extension to this Agreement shall be in writing. The Town Administrator is authorized to extend or terminate this Agreement on behalf of the Town.

7. In addition to any other contractual indemnification provisions in Exhibit "A" or Exhibit "B" in favor of the Town, Contractor hereby agrees to indemnify and hold the Town harmless from any and all claims, suits, actions, damages, causes of action, and attorney's fees, arising from any personal injury, loss of life, or damage to person or property sustained by reason of or as a result of the products or materials used or supplied in the performance of this Agreement.

IN WITNESS WHEREOF, the parties hereto have made and executed this Agreement on this \_\_\_\_\_ day of \_\_\_\_\_, 2015.

ATTACHMENT "G"  
SIGNATURE PAGE

The undersigned attests to their authority to submit this proposal and to bind the firm(s) herein named to perform as per agreement. Further, by signature, the undersigned attests to the following:

1. The Proposer is sufficiently experienced and competent to perform all of the work required of the Proposer in the Contract;
2. The facts stated in the Proposers response pursuant to Request for Proposals, instructions to Proposer and Specifications are true and correct in all respects;
3. The Proposer has read and complied with, and submits their proposal agreeing to all of the requirements, terms and conditions as set forth in the Request for Proposals.
  
7. Proposer understands that all information listed above may be checked by the TOWN and Proposer authorizes all entities or persons listed above to answer any and all questions. Proposer hereby indemnifies the TOWN and the persons and entitles listed above and holds them harmless from any claim arising from such authorization or the exercise thereof, including the dissemination of information pursuant thereto.

Submitted by the Proposer on this 31 day of October, 2016.

Company First Vehicle Services, Inc.

Signature  Bradley Thomas, President

**END**

# ATTACHMENTS



ATTACHMENTS



## ATTACHMENT 1

Marc Siegel  
General Manager



## EXPERIENCE

### First Vehicle Services

- |              |   |                    |
|--------------|---|--------------------|
| 2006–Present | <b>General Manager</b>  | Davie, FL          |
|              | <ul style="list-style-type: none"><li>• Responsible for overseeing one location of 850 vehicles and 13 employees with an inventory value of over \$125,000 and an annual budget of over \$1.4 million</li><li>• Responsible for initiating, maintaining, and developing a successful contract relationship</li><li>• Manage annual budget of \$1.4 million</li><li>• Oversee and direct all contractual services including maintenance, administrative, and parts departments</li><li>• Manage computerized fleet management information system</li><li>• Ensure compliance of local, state, and federal laws and regulations (EPA, OSHA, DOT, ADA, and EEOC)</li><li>• Maintain direct assets (vehicles, facilities, inventories, tools, and equipment)</li><li>• Analyze and prepare operating budgets as well as operating forecasts</li><li>• Maintain a professional staff and facility appearance</li></ul>   |                    |
| 2001 – 2006  | <b>Operations Manager</b>   | Ft. Lauderdale, FL |
|              | <ul style="list-style-type: none"><li>• Provided management support at two Broward County repair facilities vehicle, overseeing maintenance activities for all Broward County Sheriff's Departments vehicles</li><li>• Supervised 23 technicians repairing light/medium/heavy vehicles, emergency support vehicles, marine and material handling equipment, and other specialty equipment</li><li>• Greeted customers and performed technical inspections of vehicles entering the shops, assigning daily work assignments, advising mechanics on problems and unusual circumstances, conducting quality control inspections to include road tests of vehicles that completed service</li><li>• Coordinated and planned the overall maintenance support function to include, but not limited to, proactive/reactive and preventive maintenance, collision repair, outfitting/fabrication and modification, work control and scheduling, repair parts and services acquisition, inventory control, hazardous waste management and input of all repair cost data into a fleet management information system</li><li>• Assisted management with fiscal control of an annual budget in excess of \$ 3,000,000</li></ul> |                    |
-



## Marc Siegel

### General Manager

- Maintained direct contact with the fleet maintenance monitoring staff in an effort to maintain consistent communications and immediately resolve conflicts related to contract requirements
- Ensured maximum vehicle readiness to satisfy customer's needs with minimum equipment downtime, while reducing maintenance expenditures

### Dan Burns Oldsmobile

1983 – 1984

**Master Automotive Technician**

Delray Beach, FL

- Diagnosed and repaired engines, transmissions, and electronic/computer systems
- Performed periodic maintenance of automobiles under warranty

## EDUCATION

**Broward Community College**

Broward, FL

**Associate's Degree, Automotive Technology**

## CERTIFICATION AND TRAINING

### Front-line Management Training Course

Six-day intensive training course on the fundamental elements of effective management

### ASE Certifications

Engine Performance  
Front-end Suspension  
Brakes  
Engine Rebuild  
Electrical Systems  
Air Conditioning Systems

### General Motors Training Courses

---

## EXPERIENCE

### First Transit

2011–Present      **Operations Manager**      Davie, FL

- Oversee all employees/technicians work assignments
- Ensure all productivity levels are consistent with the Town's contract
- Oversee the monthly EPA inspections for all fuel system and spill procedures, including fuel tank systems, fire extinguisher and building safety system

### Kenny Mobile Fleet Service / Atlas Solar

2009–2011      **Owner**

- Provided repair services to Aircraft refueling trucks, fuel farms and ground support equipment for airports
- Performed DOT safety inspections for local trucking companies
- Part owner of solar company that installed hot water and pool heaters
- Certified to perform plumbing & electrical connections

### Sheltair Aviation Services

2007–2009      **Regional Maintenance and Compliance Manager**      Ft. Lauderdale, FL

- Responsible for the GSE shops at 11 bases
- Oversaw hiring and training for all mechanics and repairs
- Managed storage and disbursement of Aviation Fuel and all code compliance with regards to NFPA407, ATA-103 and OSHA
- Worked closely with the EPA and reviewed all spill reports to find a cause and prevent future occurrences

### Air BP/Epic Aviation

2002–2007      **Regional Fuel Quality Control Inspector/Specialist**

- Traveled throughout the county performing fuel quality control inspections for Air BP.
- Responsible for ensuring new fuel trucks were put into service, performing tank maintenance and trained new employees on fuel Quality Controls
- Performed visual inspections of the fuel systems, terminal inspections and oversaw special aviation fuel projects
- Managed onsite fuel rescue equipment
- Assisted with DOD contracts and DOD fuel projects for new and existing customers for the US Air Force
- Ensured dealers were trained and stayed in compliance with all State and Federal regulations regarding the storage, handling and sale of aviation fuel

## Kenneth Gibson

### Operations Manager

- Responsible for the upkeep of all Air BP assets P/M services were done in a timely manner

#### Ken' Mobile Fleet Service

1996-2002

**Owner**

Miami, FL

- Performed on site full repair for aviation equipment

#### Signature Flight Support

1980-1996

**Director of Airline Services and GSE Maintenance**

- Responsible for 125 employees and 45 fuel trucks

Dale Domish  
Senior Vice President



## EXPERIENCE

### First Vehicle Services, Inc.

2006–Present      **Senior Vice President**      Pompano Beach, FL

- Responsible for the overall administration of company fleet maintenance and management contracts
- Ensure customers are satisfied with company local management and staff performance
- Ensure all contract requirements are met and exceeded
- Provide management direction and support to Region Vice Presidents
- Prepare and review operations plans and reports, and operating budgets—ensuring services are provided within budget
- Serve on management team that reviews all new business opportunities

2001–2006      **Division Vice President**      Pompano Beach, FL

- Responsible for overall administration of fleet management and maintenance contracts in the Southeast United States and Puerto Rico
- Responsible for customer satisfaction with company local management and staff performance
- Ensured all contract requirements are met and exceeded
- Responsible for implementation of quality control and safety programs
- Provided guidance with work plan scheduling
- Assessed resource needs, problems, and trends
- Prepared and reviewed operations plans and reports and operating budgets—ensuring services are provided within budget

### Domish Enterprises

1999–2001      **Tax Director**

- Managed and directed corporate meetings and events for several Fortune 500 companies

### Melody Farms, LLC

1998–1999      **Vice President of Operations**

- Managed all distribution functions including four warehouses and nine distribution centers for manufacturer, distributor, and wholesaler of dairy products with revenues of \$140 million annually
  - Responsible for the budgeting and performance of all supply chain assets and employees
-

## Dale Domish

### Senior Vice President

- Successfully managed two acquisitions including the consolidation of warehouses, equipment, and staff
- Developed and implemented a results based employee training program in the areas of hand held computers, productivity, and safety
- Reduced transportation equipment costs by 8% through the reallocation of transportation equipment between distribution centers, improved maintenance procedures, and vendor negotiations
- Managed the consolidation of call centers, reducing costs while improving service efficiencies and customer service

## EDUCATION

**Michigan State University**

East Lansing, MI

**Master of Business Administration, Business Management**

**Detroit College of Business**

Detroit, MI

**Bachelor of Business Administration, Management & Marketing**

Robert Staff  
Region Vice President



## EXPERIENCE

### First Vehicle Services, Inc.

2014–Present      **Region Vice President**      Pompano Beach, FL

- Responsible for all operational, customer service, and safety activities for over 50 company contract locations including more than 13,000 vehicles and pieces of equipment
- Direct all region contract General Managers to ensure the attainment of all goals and objectives
- Analyze all activities, costs, operations, and forecast data to determine the company region's progress toward stated goals and objectives
- Ensure that customer service excellence is provided within budget and action plans are developed and implemented to improve operational efficiencies
- Participate in the development and implementation of a regional sales strategy for company product offerings including pricing and customer service policies
- Direct and coordinate compliance with all corporate safety directives
- Participate in the development of annual region budgets, and long range goals and objectives
- Confer with Senior Vice President and other administrative personnel to review achievements and discuss required changes in goals or objectives resulting from current status and condition
- Responsible for compliance of all company policies and procedures
- Assist other Region Vice Presidents with existing contracts and new business start-ups, as required

### MV Transportation, Inc.

2011–2014      **Director of Maintenance**      Hyattsville, MD

- Directed and supervised all fleet maintenance paratransit operations for the Washington Metropolitan Area Transit Authority in Maryland, Washington (DC), and Virginia

### First Transit, Inc.

2010–2011      **Management Consultant**      Cincinnati, OH

- Performed in a consulting capacity at the request of the Senior Vice President of Maintenance to assess and improve operational efficiencies at three company maintenance facilities

## Robert Staff

### Region Vice President

#### First Student, Inc.

2008–2010

#### Senior Director of Fleet Maintenance

Providence, RI

- Directed and supervised 121 maintenance operations in the Northeast Region, supporting a fleet of 13,667 diesel-powered school buses
- Administered a fleet maintenance budget exceeding \$56 million annually
- Led a team of 7 regional maintenance managers, supporting 121 service managers and 496 technicians
- Conducted multi-faceted operational assessments and developed comprehensive action plans, resulting in the effective turn-around of 28 under-performing maintenance operations
- Supervised and supported 26 locations in the Great Lakes region, consistently achieving a 1st place ranking overall in fleet maintenance (#1 of 8 regions)

#### RCS Automotive, Inc.

2006–2008

#### President

Pompano Beach, FL

- Established and operated an automotive used car dealership, with annual sales exceeding \$800,000
- Responsible for all operational facets, including vehicle procurement, finance, sales and marketing
- Extensive knowledge of live vehicle auctions, as well as on-line auction environments

#### Vanguard Car Rental USA, Inc.

2002–2006

#### Vice President of Fleet Maintenance

Fort Lauderdale, FL

- Supervised all fleet maintenance operations in the United States for Alamo and National Car Rental
- Set policies and procedures in all areas of maintenance to support a fleet of over 250,000 vehicles and 500 buses
- Responsible for a departmental budget exceeding \$160 million
- Reduced fleet maintenance expenses by \$26 million in 2003 and \$19 million in 2004 by implementing standardized, cost-effective policies and procedures
- Developed and initiated a Maintenance Quality Assurance Scorecard to fairly and accurately evaluate each facility on all aspects of fleet maintenance
- Established Cost-effective Damage Estimating Guidelines, resulting in annual savings of \$3 million

## Robert Staff

### Region Vice President

- Negotiated repurchase buyback vehicles with General Motors and Chrysler Corporation, resulting in a 70% acceptance rate and savings of \$2.5 million in 2003 through 2005
- Developed design specifications and oversaw production of 69 Gillig rental buses

#### Cendant Corporation

2001–2002      **Southeast Area Maintenance Mgr., Avid Car Rental**      Miami, FL

- Managed 11 fleet maintenance operations for Avis Car Rental, supporting a fleet of over 38,000 vehicles
- Devised and established cost-savings programs that reduced fleet maintenance expenses by \$3 million in 2002
- Led the Southeast Area from a last place ranking of sixth place to a first place ranking in overall in fleet maintenance

#### Autonation

1999–2000      **VP of Fleet Maintenance, North American Rental Group**      Minneapolis, MN

- Directed all fleet maintenance operations in the U.S. for Alamo and National Car Rental
- Developed standardized policies and procedures to maintain a combined fleet of 300,000+ vehicles and 700 buses
- Administered a fleet maintenance budget exceeding \$200 million
- Executed the successful nationwide merger of the National and Alamo maintenance facilities by maximizing synergies, which increased operational efficiency and resulted in a reduction in fleet maintenance expenses of \$21 million in 1999
- Designed and implemented an \$8 million automated repair order and warranty claim system, resulting in a continual savings of \$2.8 million annually
- Created new national account programs and re-negotiated existing maintenance purchasing programs with annual cost savings of \$1.8 million
- Developed design specifications and oversaw production of 133 Eldorado National rental buses

#### National Car Rental Systems, Inc.

1997–1999      **Vice President of Fleet Maintenance**      Minneapolis, MN

- Supervised eighty fleet maintenance operations in the U.S., overseeing a fleet of over 150,000 vehicles and 219 buses
-



## Robert Staff

### Region Vice President

- Analyzed and re-engineered departmental policies and procedures, emphasizing standardization, cost controls and operational efficiency
- Responsible for a fleet maintenance budget exceeding \$100 million
- Reduced vehicle repurchase program expenses by \$10.4 million for 1998 Acted as technical advisor in a collaborative effort with General Motors to revise guidelines to GM's Fleet Vehicle Repurchase Program
- Increased technician training and productivity, resulting in a \$2.9 million increase in warranty collections and a 40% improvement in 1998
- Negotiated and implemented a bus maintenance program with Penske and Ryder Transportation Services, with a cost savings of \$885,000

1995–1997 **Fleet Damage Manager** Minneapolis, MN

- Evaluated the existing damage process for all National Car Rental locations and set forth new standards and practices to enhance the program
- Established body shop requirements and quality standards
- Negotiated labor rates and parts discounts and conducted training seminars on damage estimating to control collision costs

1992–1995 **Maintenance Manager** Minneapolis, MN

- Maintained a fleet of 6,500 rental vehicles and 11 buses
- Responsible for preventive maintenance, shop productivity, inventory control, warranty claims, repurchase vehicle preparation and maintenance expenses

## EDUCATION

Ramapo College

New Jersey

**Bachelor of Science in Business Administration**

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## EXPERIENCE

### First Vehicle Services, Inc.

2008–Present      **Director of Maintenance**      Cincinnati, OH

- Responsible for monitoring Key Performance Indicators to ensure world-class customer service
- Develop standardized processes for preventative maintenance, safety, ISO9001:2000, quality, and inventory control.
- Monitor all company service centers for proper ASE and EVT certifications
- Responsible for monitoring field audits and ensuring compliance with all procedures
- Provide resources to field for technical issues related to fleet maintenance, safety, operations, and training
- Develop and monitor training programs and support for fleet management information system
- Work with company Purchasing department to ensure competitive parts procurement for all locations

2002–2008      **General Manager**      Pittsburgh, PA

- Responsible for the Allegheny County (PA) fleet maintenance operation with 670 vehicle fleet and a company on-site staff of 19 employees
- Maintained budget and inventory controls
- Developed outside work plan to assist Allegheny County in reducing costs
- Established a preventative maintenance program tailored to the County fleet
- Assisted Allegheny County with APWA certification process
- Improved employee performance by implementing best fleet practices
- Successfully implemented ASE Blue Seal recognition
- Achieved status of a Lean Six Sigma certified vehicle maintenance shop

### Rosedale Technical Institute

2001–2002      **Instructor**      Pittsburgh, PA

- Instructed post graduate ASE accredited program in Diesel technology
- Assisted development of ASE certification in engine overhaul procedures

# Raymond Roland

## Director of Maintenance

### General Motors Corporation

1989–2001

#### Test Fleet Manager

Monroeville, PA

- Served as Alternative Refrigerants Project Manager for St. Louis and City of Pittsburgh
- Served as ABS brake project manager
- Served as technical report expert
- Managed multiple fleets

### Equipment Support Services (Formerly Johnson Control, Inc.)

1985–1989

#### Service Manager

Pittsburgh, PA

- Started fleet in-house service center
- Implemented computer based fleet maintenance program
- Implemented aggressive preventative maintenance program
- Managed maintenance budget for a fleet of more than 200 vehicles
- Hired and trained technicians in safe and efficient fleet repairs

## CERTIFICATIONS

### Lean Six Sigma

Green Belt Certification

## AWARDS AND RECOGNITIONS

### Company Awards

- Manager of the Year Award for Two Consecutive Years
- Service Center of the Year Award (Allegheny County, PA)

Bruce Roy  
Director of Finance



## EXPERIENCE

### First Vehicle Services, Inc.

- 2008–Present      **Director of Finance**      Cincinnati, OH
- Analyze results and directly communicate with Senior Vice President, Region Vice Presidents, and location General Managers on financial reporting and interpreting of financial reports
  - Assist in training and selecting location staff who participate in financial information gathering, processing, and dissemination
  - Review company region profit and loss statements and develop synopses for Region Vice Presidents and senior management
  - Implement profitability strategies for the assigned locations failing to meet company set standards
  - Participate in the development of competitive bids
  - Provide guidance to company location General Managers in the development of annual budgets and the review of monthly financial statements
  - Manage the monthly close process
  - Review weekly accounts receivable to ensure accounts are maintained in current status
  - Responsible for financial forecasting within company regions

### Cincinnati Bell, Inc.

- 2006–2008      **Director of Finance, Core Local Services & Consumer Long Distance**      Cincinnati, OH
- Compiled and consolidated revenue budgets by market/region for Core Local (landline) services (over \$500M in revenue)
  - Prepared and updated monthly financial/metrics reports
  - Produced and distributed Key Performance Indicator (KPI) metrics
  - Provided financial inputs and analysis for various business cases
  - Prepared and contributed in the delivery of monthly operations review presentations to senior management
  - Served as a financial contact and contributor to Lean Six Sigma initiatives

- 2001–2005      **Director of Finance & Systems, Network & Operations**      Cincinnati, OH
- Coordinated and consolidated Expense (\$180M annual) and Capital (\$143M annual) budgets for total Network and Operations (N&O) organization
  - Established disciplined capital approval process for entire
-

## Bruce Roy

### Director of Finance

company

- Updated key monthly financial/ metrics reports
- Published monthly metrics reports
- Provided financial inputs and analysis for various business cases
- Prepared and contributed in the delivery of monthly operations review presentations to senior management
- Served as financial contact and contributor to N&O-related Lean Six Sigma initiatives

1999–2001

#### **Director of Management Report & Analysis**

Cincinnati, OH

- Responsible for overall management of total telephone company budgets
- Provided total financial support for all resource units, including budgeting, financial analysis, and management/financial reporting
- Managed all corporate payroll operations
- Contributed financial support for various business cases

## EDUCATION

**Xavier University**

Cincinnati, OH

**Master of Business Administration, Finance**

**Hamilton College**

Clinton, NY

**Bachelor of Science, Economics**

## CERTIFICATIONS

**Lean Six Sigma**

Green Belt Certification

## EXPERIENCE

### First Group America

- |              |   |
|--------------|---|
| 2016–Present | <b>Human Resources Manager</b> <span style="float: right;">Cincinnati, OH</span> <ul style="list-style-type: none"><li>• Communicates with General Managers and other regional management regarding FLSA, FMLA, ADA, employee hiring and terminating processes, compliance with local, state and federal employee relations laws</li><li>• Assists Regional Director of HR with confidential investigations for allegations and employee hotline complaints in the region</li><li>• Supports new business start-up as needed</li><li>• Drafts and files position statements to EEOC and other local, state and national agencies as requested</li><li>• Completes paperwork for newly hired GM and regional staff including wage &amp; benefit communication, travel policies, moving expenses, credit card policies and properly completing all new-employee forms</li><li>• First Activities Committee executive member</li><li>• Chair Wellness Warriors committee and oversees wellness initiatives</li></ul> |
| 2014–2016    | <b>HR Specialist</b> <span style="float: right;">Cincinnati, OH</span> <ul style="list-style-type: none"><li>• Maintained personnel files</li><li>• Provided guidance to employees and Management on HR issues, which may include, but are not limited to: leave of absence, employee relations, coaching, progressive discipline and termination</li><li>• Onboarded of Corporate new hires, including orientation; offboarded of corporate staff, including exit interviews</li><li>• Managed leave of absence claim process for corporate employees and assist managers in processing requests for non-leave accommodations</li><li>• Conducted HR audits, and provide relevant metrics for corporate compliance</li></ul>   |
| 2010–2014    | <b>Criminal Background Checking Unit Coordinator</b> <span style="float: right;">Cincinnati, OH</span> <ul style="list-style-type: none"><li>• Monitored criminal and motor vehicle background check results of current employees and applicants</li><li>• Conducted adverse action in compliance with Fair Credit Reporting Act</li><li>• Ensured company compliance with state and federal third party reporting guidelines prior to adverse action</li><li>• Coordinated efforts with Division and Regional Operations, Safety and Human Resources management to retain non-discriminatory practices in accordance with federal and union guidelines</li></ul>   |

# Juanita 'Nita' Mauer

## Director of Human Resources

### Community Services West

- 2005–2010      **Service Coordinator/Volunteer**      West Chester, OH
- Assisted with computer and office equipment trouble shooting
  - Coordinated fundraising activities, updating donor databases
  - Facilitated transportation logistics during inclement weather

### Cohen Brothers, Inc.

- 2006–2009      **HR Generalist**      Middletown, OH
- Reporting to the CFO, managed payroll in-house for over 200 employees in multiple states using Great Plains Payroll
  - Managed the accounts payables associated with payroll and benefits
  - Reporting to the HR Director, managed benefits for over 300 employees in multiple states, DOT compliance, and maintained employee files in compliance with state and federal regulations

### St. Aloysius Orphanage

- 2004–2006      **Service Coordinator/Volunteer**      West Chester, OH
- Reporting to the HR Director, managed benefits, workers' compensation, unemployment, recruiting, onboarding, coaching, performance management, wage/salary analysis, school and residential licensing and accreditation compliance, and maintained employee files

### Friars Club, Inc.

- 2000–2004      **Service Coordinator/Volunteer**      West Chester, OH
- Assisted with computer and office equipment trouble shooting
  - Coordinated fundraising activities, updating donor databases
  - Facilitated transportation logistics during inclement weather

## EDUCATION

**Marian University**      Indianapolis, IN  
**Bachelor of Arts Psychology**

### Certifications

**PHR (Professional Human Resources) Certification**  
**SHRM-CP (Certified Professional)**

## AFFILIATIONS

### Society for Human Resources Management (SHRM)

Member

### Greater Cincinnati Human Resources Association (GCHRA)

Member/ Strategic Planning Committee Member  
Board Member 2009-2014  
Programming Chair 2009-2014



**ATTACHMENT 2**



**PMI AND SERVICING WORKSHEET -**  
Light Duty (19,500 and below)

TYPE OF PM PERFORMED			
A	B	C	

**Injury Prevention**

*If you can't do it safely, don't do it*

Date:	Unit No.	Asset No.	Current Odometer:	Hour Meter:	Location Code:	W.O.#
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All items must be checked and marked ✓ = Serviceable, X = Defective and N/A = Not Applicable. The technician releasing the equipment must print and sign their name and the Supervisor must sign the inspection sheet. Please complete in BLUE / BLACK ink and in capitals.

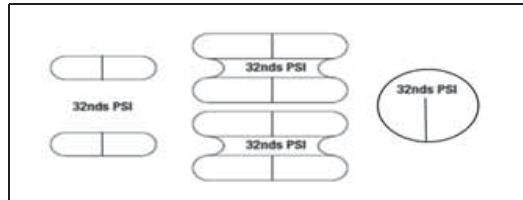
<b>SECTION A – Preparation and Drive On (In Lot) Inspection</b>		✓
A.1 Check Condition of Operator's Area		
A.2 Check Automatic Transmission Neutral Start Operation		
A.3 Start and Listen for Any Unusual Noises		
A.4 Check Back Up Alarm (if equipped)		
A.5 Check Parking Brake Operation		
A.6 Check Service Brake Operation		
A.7 Check Clutch Operation (if equipped)		
A.8 Check Wiper and Washer Operation		
A.9 Check Instruments and Horns		
A.10 Check/Record Oil Pressure / @1500 rpm		
A.11 Check/Record Coolant Temperature / _____ °		
A.12 Check/Record A/C Output Temperature / _____ °		
A.13 Check/Record Heater Output Temperature / _____ °		

<b>SECTION B – Interior Circle Inspection</b>		✓
B.1 Check Operation of All Accessories		
B.2 Check for Physical Damage and Water Leaks		
B.3 Check HVAC System		
B.4 Check All Safety Equipment		
B.5 Check Interior Lights		
B.6 Check Door and Window Operation – All Doors		
B.7 Check Glass Condition		
B.8 Check Prisoner Partition (Police Only)		
B.9 Check Siren Operation (Police Only)		
B.10 Check Cabin Air Filter		

<b>SECTION C – Exterior Circle Inspection</b>		✓
C.1 Check Wiper Blade and Arm Condition		
C.2 Inspect Mirror and Mountings		
C.3 Check Lights and Reflectors		
C.4 Check Operation of Door Locks and Latches – All Doors		
C.5 Check Operation of Trunk/Tailgate Hinges, Locks, Latches		
C.6 Check Fuel Tank Cap		
C.7 Check for Physical Damage		
C.8 Check License Plate, Permits and State Inspection Decals		
C.9 Check Accessories for Mounting and Operation		
C.10 Check Emergency Overhead Lights (Police Duty)		
C.11 Check Spot Light Operation (Police Duty)		

<b>SECTION D – Tires and Wheel Inspection</b>		✓
D.1 Check Tires for Irregular or Alignment Wear		
D.2 Check Air Pressure and Condition of Spare Tire		
D.3 Check and Record Tread Depth (use form below)		
D.4 Check and Record Air Pressure (use form below)		
D.5 Check Sidewall Wear		
D.6 Inspect for Cuts and Tears		
D.7 Check Valve Stems and Caps		
D.8 Check Spare Tire Tread Depth and Air Pressure		
D.9 Check Dual Mating With Square		
D.10 Check Wheels for Cracks and Loose Lugs		
D.11 Check Outer Hubs for Leaks		
D.12 Check for Loose or Noisy Wheel Bearings		

Note: 2/32 except 5/32 for Police Duty Cycle or as required by contract if different

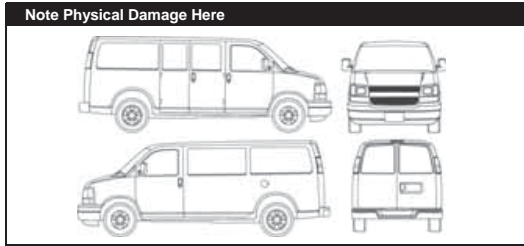


<b>SECTION E – Engine Compartment Inspection</b>		✓
E.1 Check Engine Hood		
E.2 Check Engine Compartment Lights and Gauges		
E.3 Check Fan, Shroud and Radiator		
E.4 Check Coolant Recovery System		
E.5 Record Antifreeze Protection Level Using , Refractometer Reading _____ ° F / C		
E.6 Pressure Test Cooling System, Check for Leaks		
E.7 Check Coolant Hose Condition		
E.8 Check Alternator Mount and Condition		
E.9 Check Fuel Control and Transmission Connections		
E.10 Check Master Cylinder Fluid Level		
E.11 Check Transmission Fluid		
E.12 Check All Belts for Condition, Alignment, Tension		
E.13 Check Exhaust System		
E.14 Check Intake System		
E.15 Check Power Steering and Hydraulic Fluid		
E.16 Check All Engine or Belt Driven Components		
E.17 Check for Oil Leaks		
E.18 Check A/C System		
E.19 Check Windshield Washer Fluid Level		
E.20 Check Engine Air Filter		

<b>SECTION F – Battery Inspection</b>		✓
F.1 Check Condition of Battery and Hold Downs		
F.2 Check Battery and Cable Connections		
F.3 Check Electrolyte Level (Non-Sealed Type Battery Only)		

<b>SECTION G – Under Vehicle Inspection</b>		✓
G.1 Check Vibration Damper		
G.2 Check Engine and Transmission Mounts		
G.3 Check Starter		
G.4 Check Engine for Oil Leaks		
G.5 Check Transmission for Leaks		
G.6 Check Differential Breather and Fluid		
G.7 Check Exhaust System		
G.8 Check Driveline, U-joint and Slip Yokes		
G.9 Check Fuel Tank, Supports and Straps		
G.10 Check Suspension Components		
G.11 Check Brake Lining/Pad Thickness – Record Measurements		
- LF _____ / _____ RF _____ / _____		
- LT _____ / _____ RT _____ / _____		
- LR _____ / _____ RR _____ / _____		

G.12 Check Brake Rotors and Drums – Record Measurements - LF _____ RF _____ - LT _____ RT _____ - LR _____ RR _____	
G.13 Check Brake Hoses	
G.14 Check Entire Steering System	
G.15 Check Frame and Cross-members for Damage or Failure	
G.16 Check King Pins or Ball Joints (as appropriate)	
Note Brake Minimum 2/32 except Police 4/32. Police Van with Drum Brakes in Rear 2/32 or as required by contract if different	



<b>"A" LUBRICATION</b>	Tech's	✓
<b>SECTION K – PM Servicing</b>	initials	Box
K.1 Lubricate Chassis		
K.2 Clean and Protect Battery Cables		
K.3 Load Test Batteries – Record Results Minimum Volts: _____ @ _____ Amps		
K.4 Check Alternator Output – Record Results Output: _____ Amps		
K.5 Check Starter Draw – Record Results Draw: _____ Amps		
K.6 Lube Hood and Other Pivoting Mechanisms		
Note ATF and Filter manufacturer Interval		

<b>"B" PMI SERVICING ITEMS</b>	Tech's	✓
<b>SECTION L PM Servicing</b>	Initial	Box
L.1 Change Engine Oil and Filters		

<b>"C" PMI SERVICING ITEMS</b>	Tech's	✓
<b>SECTION M – PM Servicing</b>	Initial	Box
M.1 Change Automatic Transmission Fluid and Filter		
M.2 Change Differential Fluid		
M.3 Change Fuel Filter(s)		
M.4 Replace Air Filter and Crankcase Breather Filter		
M.5 Inspect and Clean PVC Valve and Test System		
M.6 Test Air Injection System and Filters (if equipped)		
M.7 Inspect, Clean and re-Pack Wheel Bearings		
M.8 Perform Tune Up Per Engine Mfg's Specs		

<b>SECTION N – Final Road Test</b>		✓
N.1 Road Test, Check for Proper Operation		
N.2 Recheck Fluid Levels		
N.3 Install Preventive Maintenance Sticker		

<b>SECTION H – PMI Report Completion</b>		✓
H.1 Completion of PMI Report		

<b>SECTION J – Completion of PMI</b>		✓
J.1 Vehicle Returned to Predetermined Location		

Notes:

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**Preventive Maintenance Inspection (Sections A - J only):**  
I confirm that I have inspected this vehicle to the items listed on this form and against the criteria as detailed in First Vehicle Services PMI documentation. The items in the above inspection have been found satisfactory other than for the items marked with an "X". This signature certifies that the inspection documented on this form "Meets or Exceeds" First Vehicle Services requirements of "US FMCSR Part 396.17-25". Defects found have been recorded for repair in the Defect Worksheet.

I further confirm that all servicing items were completed in accordance with First Vehicle Services policies.

PRINT VEHICLE INSPECTOR /TECHNICIAN'S NAME HERE

SIGNATURE OF VEHICLE INSPECTOR/TECHNICIAN

SIGNATURE OF SUPERVISOR

**PMI AND SERVICING WORKSHEET -**  
Medium Duty (19,501 to 26,000)

TYPE OF PM PERFORMED			
A	B	C	

**Injury Prevention**

*If you can't do it safely, don't do it*

Date:	Unit No.	MVI Date	Current Odometer:	Hour Meter:	Location Code:	W.O.#
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All items must be checked and marked ✓ = Serviceable, X = Defective and N/A = Not Applicable. The technician releasing the equipment must print and sign their name and the Supervisor must sign the inspection sheet. Please complete in BLUE / BLACK ink and in capitals.

**SECTION A – Preparation and Drive On (In Lot) Inspection** ✓

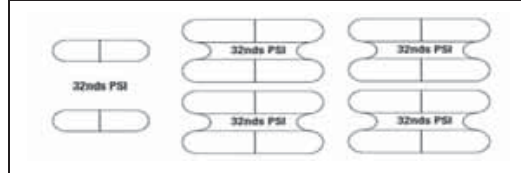
A.1 Check Driver's DVCR	
A.2 Check Starter Operation	
A.3 Check All Warning Lights and Alarms	
A.4 Check Lighting of All Instruments and Gauges	
A.5 Check Operation of Gauges	
A.5a Check/Record Oil Pressure / @1500 rpm _____	
Check/Record Water Temperature / _____ °	
Check/Record Voltmeter Reading _____	
A.6 Check Wiper and Washer Operation	
A.7 Check Air and/or Electric Horn Operation	
A.8 Check Hand Throttle (PTO) Operation	
A.9 Check A/C, Heater and Defroster Controls	
A.10 Check Operation of All Switches and Accessories	
A.11 Check Clutch Operation (if equipped)	
A.12 Check Parking Brake Operation	
A.13 Check Operation of Gear Shift	
A.14 Test Service Brakes	
A.15 Check Operation of the Engine and Governed RPM	
A.16 Check Steering Wheel Play or Bind	
A.17 Check Interior and Bunk Lights	
A.18 Inspect Windshield(s) and Sun Visors	
A.19 Check Seat Belts and Sleeper Restraints (if equipped)	
A.20 Inspect Floor Mats and/or Coverings	
A.21 Check Safety Equipment	
A.22 Test One Way Check Valves	
A.23 Check Low Air Warning Device/Double Check Valve (Primary Side)	
A.24 Check Spring Brake Inversion System (if equipped)	
A.25 Check Tractor Protection Control Valve	
A.26 Test Air Pressure Build-up Time	
A.27 Record Air Governor Settings ( _____ psi)	
A.28 Check Low Air Warning Device/Double Check Valve (Secondary Side)	
A.29 Clean the Engine (as needed)	
A.30 Clean Battery Box(es) and Batteries (as needed)	
A.31 Road Test: Check for Proper Operation (By Exception Only)	

**SECTION B – Exterior Circle Inspection** ✓

B.1 Check for Physical Damage and Decals	
B.2 Check Door Glass, Windshield and Mirror Condition	
B.3 Inspect Wiper Blade and Arm Condition	
B.4 Inspect Steps and Grab Handles	
B.5 Inspect Mirror Mountings, Brackets and Glass	
B.6 Inspect Door Latches, Hinges, Seals, Steps, Grab Handles	
B.7 Check All Lights and Reflectors	
B.8 Check Back Up Alarm Mounting	
B.9 Check Fuel Tank, Mounting, Lines and Cap	
B.10 Check Air Lines, Holders, and Glad-Hands	
B.11 Check Trailer Light Cord and Holder (if equipped)	
B.12 Check License Plate and Bracket	
B.13 Check Permits and State Inspection Sticker	
B.14 Check Pintle Hook (if equipped)	
B.15 Check Mud Flaps and Brackets	
B.16 Inspect Exhaust Stack and Mounting	

**SECTION C – Tires and Wheel Inspection** ✓

C.1 Check Tires for Irregular or Alignment Wear	
C.2 Check for Mismatched Tread or Casing Design	
C.3 Check Valve Stems and Caps	
C.4 Check the Air Pressure Decal (if applicable)	
C.5 Check and Record Air Pressure (use form below)	
C.6 Check and Record Tread Depth (use form below)	
C.7 Check Dual Mating With Square	
C.8 Check Wheels for Cracks, Loose Lugs, Hub Leaks	



**SECTION D – Battery Inspection and Service** ✓

D.1 Inspect Battery Box(es), Cover(s) and Mountings	
D.2 Inspect Battery Hold Downs and Cables	
D.3 Check Electrolyte Levels	
D.4 Load Test Batteries	
Volts:(1) _____ @ _____ amps Volts:(2) _____ @ _____ amps	
Volts:(3) _____ @ _____ amps Volts:(4) _____ @ _____ amps	
D.5 Check and Record Alternator Output _____ amps	

**SECTION E – Engine Compartment Inspection** ✓

E.1 Inspect Radiator Mountings and core	
E.2 Inspect A/C Condenser Mounting and Core	
E.3 Inspect Fan Assembly and Shroud	
E.4 Check for Fluid Leaks	
E.5 Inspect Coolant Hoses and Clamps	
E.6 Check Coolant Recovery System and Protection Level	
Refractometer Reading _____ ° F / C	
E.7 Check Coolant Recovery System	
E.7 Check Intake System and Vacuum Valve	
E.8 Inspect A/C Compressor, Mounting and Lines	
E.9 Check All Belt Driven Components	
E.10 Check All Belts for Tension and Condition	
E.11 Check Power Steering Fluid Level and Hoses	
E.12 Check Hydraulic Clutch Master Cylinder	
E.13 Inspect Fuel Pump and Fuel Line Mountings	
E.14 Check Governor Operation and Security	
E.15 Check Engine Compartment Wiring Harness	
E.16 Check and Record Air Filter Restriction	
E.17 Inspect Turbocharger and Mounting Condition	
E.18 Fill Windshield Washer Reservoir	
E.19 Check Engine for Fault Codes (Codes found are marked as follow-up items)	
E.20 Check Automatic Transmission Fluid Level	
E.21 Drain Fuel/water Separator	

<b>SECTION F – Hydraulic System Inspection</b> ✓	
F.1 Check Hydraulic Tank	
F.2 Check Hydraulic Hoses	
F.3 Check Hydraulic Cylinders	
F.4 Check All Hydraulic Control Handles, Linkages	
F.5 Check PTO Shaft	
F.6 Inspect Hydraulic Pump	
F.7 Check Operation of Over Speed Control	
F.8 Lubricate All Pivoting Mechanisms	
F.9 Check and Record System Pressure	

<b>SECTION G – Under Vehicle Inspection</b> ✓	
G.1 Check Entire Steering System	
G.2 Check King Pins (Raise Front End)	
G.3 Check Steering Shaft U-Joints and Splines	
G.4 Check Suspension Components	
G.5 Check Vibration Damper	
G.6 Check Engine and Transmission Mounts	
G.7 Check Starter Mounting, Connections	
G.8 Check Bottom of Engine for Oil Leaks	
G.9 Check Transmission for Leaks	
G.10 Check All body Mounts and Chassis Frame	
G.11 Check Driveline, U-joint and Slip Yokes	
G.12 Check Fuel Tank, Supports and Straps	
G.13 Check Exhaust System	
G.14 Inspect Brake Assemblies	
G.14a Inspect Brake Lining and Record Thickness	
- LF _____ RF _____	
- LR _____ RR _____	
G.15 Inspect Brake Drum and Rotor Condition	
G.16 Check Brake Hoses	
G.17 Check Differential Breather and Fluid	
G.18 Check Spring Brake Inversion Valve	
G.19 Check Air Dryer Drain Valve Protection	
G.20 Check Air Reservoir Discharge	
G.21 Check Inner Wheel Seals for Leaks	
G.22 Determine If Auto Slack Adjuster Are Working and Record	
- LF _____ RF _____	
- LR _____ RR _____	
G.23 Check Brake Chamber Plugs and Air Valves	
G.24 Check Air Compressor	
G.25 Check for Loose or Noisy Wheel Bearings	

**Note Physical Damage Here**

<b>“A” LUBRICATION</b>		Tech's	✓
<b>SECTION H – PM Servicing</b>		initials	Box
H.1 Lubricate All Grease Fittings			
H.2 Lubricate Door and Hood Hinges, Latches and Cables			
H.3 Lubricate All Linkages and Cables			

<b>“B” PMI SERVICING ITEMS</b>		Tech's	✓
<b>SECTION J PM Servicing</b>		Initial	Box
J.1 Conduct Engine Oil Sample (if applicable)			
J.2 Change Engine Oil and Filters			
J.3 Run the Engine and Check for Leaks			
J.4 Check Oil Level			

<b>“C” PMI SERVICING ITEMS</b>		Tech's	✓
<b>SECTION K – PM Servicing</b>		Initial	Box
K.1 Conduct Transmission Oil Sample (if applicable)			
K.2 Change Automatic Transmission Fluid			
K.3 Change Differential Fluid			
K.4 Change Fuel Filters			
K.5 Replace Air Filters			
K.6 Perform Tune-up			
K.7 Change Power Steering Fluid and Filter			
K.8 Test Coolant System			
K.9 Service Coolant Filter			

<b>SECTION L – Final Road Test</b>		✓
L.1 Road Test, Check for Proper Operation		
L.2 Check and Refill Components with Appropriate Types and Amounts of Fluids		
L.3 Install Preventive Maintenance Sticker		

<b>SECTION M – PMI Report Completion</b>		✓
M.1 Completion of PMI Report		

<b>SECTION N – Completion of PMI</b>		✓
N.1 Vehicle Returned to Predetermined Location		

**Notes:**

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**Preventive Maintenance Inspection (Sections A - J only):**

I confirm that I have inspected this vehicle to the items listed on this form and against the criteria as detailed in First Vehicle Services PMI documentation. The items in the above inspection have been found satisfactory other than for the items marked with an "X". This signature certifies that the inspection documented on this form "Meets or Exceeds" First Vehicle Services requirements of "US FMCSR Part 396.17-25". Defects found have been recorded for repair in the Defect Worksheet.

I further confirm that all servicing items were completed in accordance with First Vehicle Services policies.

---

PRINT VEHICLE INSPECTOR /TECHNICIAN'S NAME HERE

---

SIGNATURE OF VEHICLE INSPECTOR/TECHNICIAN

---

SIGNATURE OF SUPERVISOR

**PMI AND SERVICING WORKSHEET -**  
Heavy Duty (26,001 and Above)

TYPE OF PM PERFORMED			
A	B	C	

**Injury Prevention**

*If you can't do it safely, don't do it*

Date:	Unit No.	MVI Date	Current Odometer:	Hour Meter:	Location Code:	W.O.#
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All items must be checked and marked ✓ = Serviceable, X = Defective and N/A = Not Applicable. The technician releasing the equipment must print and sign their name and the Supervisor must sign the inspection sheet. Please complete in BLUE / BLACK ink and in capitals.

**SECTION A – Preparation and Drive On (In Lot) Inspection** ✓

A.1 Check Driver's DVCR	
A.2 Check Starter Operation	
A.3 Check All Warning Lights and Alarms	
A.4 Check Lighting of All Instruments and Gauges	
A.5 Check Operation of Gauges	
A.5a Check/Record Oil Pressure / @1500 rpm _____	
Check/Record Water Temperature / _____ °	
Check/Record Voltmeter Reading _____	
A.6 Check Wiper and Washer Operation	
A.7 Check Air and/or Electric Horn Operation	
A.8 Check Hand Throttle (PTO) Operation	
A.9 Check A/C, Heater and Defroster Controls	
A.10 Check Operation of All Switches and Accessories	
A.11 Check Clutch Operation (if equipped)	
A.12 Check Parking Brake Operation	
A.13 Check Operation of Gear Shift	
A.14 Test Service Brakes	
A.15 Check Operation of the Engine and Governed RPM	
A.16 Check Steering Wheel Play or Bind	
A.17 Check Interior and Bunk Lights	
A.18 Check Heater and A/C Controls in Sleeper (if equipped)	
A.19 Inspect Windshield(s) and Sun Visors	
A.20 Check Seat Belts and Sleeper Restraints (if equipped)	
A.21 Inspect Floor Mats and/or Coverings	
A.22 Check Safety Equipment	
A.23 Test One Way Check Valves	
A.24 Check Low Air Warning Device/Double Check Valve (Primary Side)	
A.25 Check Spring Brake Inversion System (if equipped)	
A.26 Check Tractor Protection Control Valve	
A.27 Test Air Pressure Build-up Time	
A.28 Record Air Governor Settings ( _____ psi)	
A.29 Check Low Air Warning Device/Double Check Valve (Secondary Side)	
A.30 Clean the Engine (as needed)	
A.31 Clean Battery Box(es) and Batteries (as needed)	
A.32 Road Test: Check for Proper Operation (By Exception Only)	

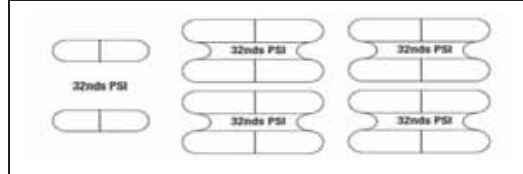
**SECTION B – Exterior Circle Inspection** ✓

B.1 Check for Physical Damage and Decals	
B.2 Check Door Glass, Windshield and Mirror Condition	
B.3 Inspect Wiper Blade and Arm Condition	
B.4 Inspect Steps and Grab handles	
B.5 Inspect Mirror Mountings, Brackets and Glass	
B.6 Inspect Door Latches, Hinges, Seals, Steps, Grab Handles	
B.7 Check All Lights and Reflectors	
B.8 Check Back Up Alarm Mounting	
B.9 Check Fuel Tank, Mounting, Lines and Cap	
B.10 Check Air Lines, Holders, and Glad-Hands	
B.11 Check Trailer Light Cord and Holder (if equipped)	
B.12 Check License Plate and Bracket	
B.13 Check Permits and State Inspection Sticker	
B.14 Inspect Fifth Wheel Mounting and Locks	

B.15 Check Pintle Hook (if equipped)	
B.16 Check Mud Flaps and Brackets	
B.17 Inspect Exhaust Stack and Mounting	

**SECTION C – Tires and Wheel Inspection** ✓

C.1 Check Tires for Irregular or Alignment Wear	
C.2 Check for Mismatched Tread or Casing Design	
C.3 Check Valve Stems and Caps	
C.4 Check the Air Pressure Decal (if applicable)	
C.5 Check and Record Air Pressure (use form below)	
C.6 Check and Record Tread Depth (use form below)	
C.7 Check Dual Mating With Square	
C.8 Check Wheels for Cracks, Loose Lugs, Hub Leaks	



**SECTION D – Battery Inspection and Service** ✓

D.1 Inspect Battery Box(es), Cover(s) and Mountings	
D.2 Inspect Battery Hold Downs and Cables	
D.3 Check Electrolyte Levels	
D.4 Load Test Batteries	
Volts:(1) _____ @ _____ amps Volts:(2) _____ @ _____ amps	
Volts:(3) _____ @ _____ amps Volts:(4) _____ @ _____ amps	
D.5 Check and Record Alternator Output _____ amps	

**SECTION E – Engine Compartment Inspection** ✓

E.1 Inspect Radiator Mountings and core	
E.2 Inspect A/C Condenser Mounting and Core	
E.3 Inspect Fan Assembly and Shroud	
E.4 Check for Fluid Leaks	
E.5 Inspect Coolant Hoses and Clamps	
E.6 Check Coolant Recovery System and Protection Level	
Refractometer Reading _____ ° F / C	
E.7 Check Coolant Recovery System	
E.7 Check Intake System and Vacuator Valve	
E.8 Inspect A/C Compressor, Mounting and Lines	
E.9 Check All Belt Driven Components	
E.10 Check All Belts for Tension and Condition	
E.11 Check Power Steering Fluid Level and Hoses	
E.12 Check Hydraulic Clutch Master Cylinder	
E.13 Inspect Fuel Pump and Fuel Line Mountings	
E.14 Check Governor Operation and Security	
E.15 Check Engine Compartment Wiring Harness	
E.16 Check and Record Air Filter Restriction	
E.17 Inspect Turbocharger and Mounting Condition	
E.18 Fill Windshield Washer Reservoir	
E.19 Check Engine for Fault Codes (Codes found are marked as follow-up items)	

E.20 Check Automatic Transmission Fluid Level	
E.21 Drain Fuel/water Separator	

SECTION F – Hydraulic System Inspection		✓
F.1 Check Hydraulic Tank		
F.2 Check Hydraulic Hoses		
F.3 Check Hydraulic Cylinders		
F.4 Check All Hydraulic Control Handles, Linkages		
F.5 Check PTO Shaft		
F.6 Inspect Hydraulic Pump		
F.7 Check Operation of Over Speed Control		
F.8 Lubricate All Pivoting Mechanisms		
F.9 Check and Record System Pressure		

SECTION G – Under Vehicle Inspection		✓
G.1 Check Entire Steering System		
G.2 Check King Pins (Raise Front End)		
G.3 Check Steering Shaft U-Joints and Splines		
G.4 Check Suspension Components		
G.5 Check Vibration Damper		
G.6 Check Engine and Transmission Mounts		
G.7 Check Starter Mounting, Connections		
G.8 Check Bottom of Engine for Oil Leaks		
G.9 Check Transmission for Leaks		
G.10 Check All body Mounts and Chassis Frame		
G.11 Check Driveline, U-joint and Slip Yokes		
G.12 Check Fuel Tank, Supports and Straps		
G.13 Check Exhaust System		
G.14 Inspect Brake Assemblies		
G.14a Inspect Brake Lining and Record Thickness		
- LF _____ RF _____		
- LR1 _____ RR1 _____		
- LR2 _____ RR2 _____		
G.15 Inspect Brake Drum and Rotor Condition		
G.16 Check Brake Hoses		
G.17 Check Differential Breather and Fluid		
G.18 Check Spring Brake Inversion Valve		
G.19 Check Air Dryer Drain Valve Protection		
G.20 Check Air Reservoir Discharge		
G.21 Check Inner Wheel Seals for Leaks		
G.22 Determine If Auto Slack Adjuster Are Working and Record		
- LF _____ RF _____		
- LR1 _____ RR1 _____		
- LR2 _____ RR2 _____		
G.23 Check Brake Chamber Plugs and Air Valves		
G.24 Check Air Compressor		
G.25 Check for Loose or Noisy Wheel Bearings		

**Note Physical Damage Here**

"A" LUBRICATION		Tech's initials	✓
SECTION H – PM Servicing			Box
H.1 Lubricate All Grease Fittings			
H.2 Lubricate Door and Hood Hinges, Latches and Cables			
H.3 Lubricate All Linkages and Cables			

"B" PMI SERVICING ITEMS		Tech's Initial	✓
SECTION J PM Servicing			Box
J.1 Conduct Engine Oil Sample (if applicable)			
J.2 Change Engine Oil and Filters			
J.3 Run the Engine and Check for Leaks			
J.4 Check Oil Level			

"C" PMI SERVICING ITEMS		Tech's Initial	✓
SECTION K – PM Servicing			Box
K.1 Conduct Transmission Oil Sample (if applicable)			
K.2 Change Automatic Transmission Fluid			
K.3 Change Differential Fluid			
K.4 Change Fuel Filters			
K.5 Replace Air Filters			
K.6 Perform Tune-up			
K.7 Change Power Steering Fluid and Filter			
K.8 Test Coolant System			
K.9 Service Coolant Filter			

SECTION L – Final Road Test		✓
L.1 Road Test, Check for Proper Operation		
L.2 Check and Refill Components with Appropriate Types and Amounts of Fluids		
L.3 Install Preventive Maintenance Sticker		

SECTION M – PMI Report Completion		✓
M.1 Completion of PMI Report		

SECTION N – Completion of PMI		✓
N.1 Vehicle Returned to Predetermined Location		

**Notes:**

---



---

**Preventive Maintenance Inspection (Sections A - J only):**

I confirm that I have inspected this vehicle to the items listed on this form and against the criteria as detailed in First Vehicle Services PMI documentation. The items in the above inspection have been found satisfactory other than for the items marked with an "X". This signature certifies that the inspection documented on this form "Meets or Exceeds" First Vehicle Services requirements of "US FMCSR Part 396.17-25". Defects found have been recorded for repair in the Defect Worksheet.

I further confirm that all servicing items were completed in accordance with First Vehicle Services policies.

PRINT VEHICLE INSPECTOR /TECHNICIAN'S NAME HERE

SIGNATURE OF VEHICLE INSPECTOR/TECHNICIAN

SIGNATURE OF SUPERVISOR

*Preventative Maintenance Inspections for Police*



Unit No. \_\_\_\_\_ Verified Mileage \_\_\_\_\_ Date \_\_\_\_\_

PMI due A B C Init.				PMI due A B C Init.			
Drive On & Interior Inspection							
							Start engine listen for unusual noises
							Check door operation
							Check neutral start safety switch
							Check window operation
							Check wiper and washer operation
							Check play in steering wheel
							Check horn operation
							Check gear selector operation
							Check all gauges, warning lights & alarms
							Check reverse warning alarm if equipped
							Check instrument panel & all interior lighting
							Check service brake operation
							Check operation of all accessories
							Check parking brake operation
							Check operation of all switches & controls
							Pre-inspection road test
							Check heater system - record output _____ F
							Check physical condition of all interior components
							Check A/C system - record output _____ F
							Check safety equipment(Fire Extinguisher, etc)
							Check condition of glass & mirrors
							Check Prisoner or K-9 containment module
							Check Spotlight
Exterior Circle Inspection							
							Check all emergency lighting
							Check fuel tank cap
							Check lights & reflectors
							Check license plate
							Check wiper blade and arm condition
							Check physical condition of all exterior components
							Check & lubricate door locks, linkages & latches
							Check spare tire
							Check unit numbers & markings
							Check trunk or tailgate as equipped
Under Hood Inspection							
							Check hood
							Check transmission fluid level
							Check and lubricate hood hinges, latches & cables
							Change transmission fluid (W / flushing machine)
							Check engine compartment lights
							Check battery hold-down and tray
							Check fan, shroud, & radiator
							Perform battery load test
							Check all other cooling system components
							Check alternator output _____ volts _____ amps
							Check starter draw _____ amps @ _____ volts
							Check A/C components
							Check air filter, replace as needed
							Check P/S components
							Check cabin air filter, replace as needed
							Check all belt driven components
							Service fuel injection system
							Check belt condition, alignment & tension
							Check brake master cylinder
							Check intake system
							Check power steering fluid
							Check windshield washer tank & fluid level
							Check coolant level & test for leaks
							Change coolant
							Record antifreeze protection level: _____ F
Under Vehicle Inspection							
							Check tires for Irregular or alignment wear
							Change oil and filter
							Check for cuts
							Oil analysis if required
							Check for mismatched tread and casings
							Lubricate chassis
							Check & record tread depth and air pressure
							Check for engine and transmission oil leaks
							Check engine & transmission mounts
							Check exhaust system
							Specification _____/32 _____ PSI
							Check exhaust system
							(RF: _____/32 @ _____ psi) (RR: _____/32 @ _____ psi)
							Check driveline, U-joints, & slip yokes
							(LF: _____/32 @ _____ psi) (LR: _____/32 @ _____ psi)
							Check engine & transmission mounts
							Check fuel tank & fuel system components
							Check e-brake shoes
							Check differential breather and fluid
							Check brake hoses and lines
							Change fuel filter
							Check brake pad and rotor thickness - record
							Specification: Pad = _____ Frotor = _____ Rrotor = _____
							(RF:P= _____ R= _____) (RR:P= _____ R= _____)
							(LF:P= _____ R= _____) (LR:P= _____ R= _____)
							Measurements: P = Pad R = Rotor
Final Inspection							
							Check wheels for cracks, bends or loose lugs
							Road Test
							Check for loose or noisy wheel bearings
							Install lube sticker
							Check entire steering system
							All follow up repairs are complete
							Check suspension components
							All Pm paper work completed
							Check inner wheel seals for leaks
							Repack wheel bearings (as required)

1st Inspector's signature: \_\_\_\_\_  
FRM-PM-106 POLICE PATROL

2nd Inspector's signature: \_\_\_\_\_

[Previous On List](#)

[Next On List](#)

[Return to List](#)

Entity Name Search

Search

[Events](#)   **No Name History**

## Detail by Entity Name

### Foreign Profit Corporation

FIRST VEHICLE SERVICES, INC.

### Filing Information

<b>Document Number</b>	F04000004753
<b>FEI/EIN Number</b>	20-0441528
<b>Date Filed</b>	08/18/2004
<b>State</b>	DE
<b>Status</b>	ACTIVE
<b>Last Event</b>	CANCEL ADM DISS/REV
<b>Event Date Filed</b>	10/15/2008
<b>Event Effective Date</b>	NONE

### Principal Address

600 Vine Street, Suite 1400  
Cincinnati, OH 45202

Changed: 04/01/2016

### Mailing Address

600 Vine Street, Suite 1400  
Cincinnati, OH 45202

Changed: 04/01/2016

### Registered Agent Name & Address

C T CORPORATION SYSTEM  
C/O C T CORPORATION SYSTEM  
1200 SOUTH PINE ISLAND ROAD







## ATTACHMENT 5



## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 10/28/2016
---------------------------------

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Arthur J. Gallagher Risk Management Services, Inc. 250 Park Avenue 3rd Floor New York NY 10177	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2">CONTACT NAME: Tanya D. Stephenson</td> </tr> <tr> <td>PHONE (A/C, No, Ext): 212-994-7085</td> <td>FAX (A/C, No): 212-994-7047</td> </tr> <tr> <td colspan="2">E-MAIL ADDRESS: Tanya_Stephenson@ajg.com</td> </tr> <tr> <td style="text-align: center;">INSURER(S) AFFORDING COVERAGE</td> <td style="text-align: center;">NAIC #</td> </tr> <tr> <td>INSURER A : Insurance Company of State of PA</td> <td>19429</td> </tr> <tr> <td>INSURER B : National Union Fire Insurance Compa</td> <td>19445</td> </tr> <tr> <td>INSURER C : New Hampshire Insurance Company</td> <td>23841</td> </tr> <tr> <td>INSURER D :</td> <td></td> </tr> <tr> <td>INSURER E :</td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </table>	CONTACT NAME: Tanya D. Stephenson		PHONE (A/C, No, Ext): 212-994-7085	FAX (A/C, No): 212-994-7047	E-MAIL ADDRESS: Tanya_Stephenson@ajg.com		INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : Insurance Company of State of PA	19429	INSURER B : National Union Fire Insurance Compa	19445	INSURER C : New Hampshire Insurance Company	23841	INSURER D :		INSURER E :		INSURER F :	
CONTACT NAME: Tanya D. Stephenson																					
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INSURER D :																					
INSURER E :																					
INSURER F :																					
<b>INSURED</b> First Vehicle Services, Inc. 600 Vine Street, Suite 1400 Cincinnati, OH 45202																					

**COVERAGES** **CERTIFICATE NUMBER:** 1278244095 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS														
A	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b>  <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PERJECT <input checked="" type="checkbox"/> LOC OTHER:			GL 173-79-23 (10MM AGG)	12/31/2015	12/31/2016	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>EACH OCCURRENCE</td><td>\$5,000,000</td></tr> <tr><td>DAMAGE TO RENTED PREMISES (Ea occurrence)</td><td>\$5,000,000</td></tr> <tr><td>MED EXP (Any one person)</td><td>\$</td></tr> <tr><td>PERSONAL &amp; ADV INJURY</td><td>\$5,000,000</td></tr> <tr><td>GENERAL AGGREGATE</td><td>\$10,000,000</td></tr> <tr><td>PRODUCTS - COMP/OP AGG</td><td>\$5,000,000</td></tr> <tr><td></td><td>\$</td></tr> </table>	EACH OCCURRENCE	\$5,000,000	DAMAGE TO RENTED PREMISES (Ea occurrence)	\$5,000,000	MED EXP (Any one person)	\$	PERSONAL & ADV INJURY	\$5,000,000	GENERAL AGGREGATE	\$10,000,000	PRODUCTS - COMP/OP AGG	\$5,000,000		\$
EACH OCCURRENCE	\$5,000,000																				
DAMAGE TO RENTED PREMISES (Ea occurrence)	\$5,000,000																				
MED EXP (Any one person)	\$																				
PERSONAL & ADV INJURY	\$5,000,000																				
GENERAL AGGREGATE	\$10,000,000																				
PRODUCTS - COMP/OP AGG	\$5,000,000																				
	\$																				
B B A	<b>AUTOMOBILE LIABILITY</b>  <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/>			CA5273859(AOS) CA5273862 (MA) CA4882241 (VA)	12/31/2015 12/31/2015 12/31/2015	12/31/2016 12/31/2016 12/31/2016	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>COMBINED SINGLE LIMIT (Ea accident)</td><td>\$5,000,000</td></tr> <tr><td>BODILY INJURY (Per person)</td><td>\$</td></tr> <tr><td>BODILY INJURY (Per accident)</td><td>\$</td></tr> <tr><td>PROPERTY DAMAGE (Per accident)</td><td>\$</td></tr> <tr><td></td><td>\$</td></tr> </table>	COMBINED SINGLE LIMIT (Ea accident)	\$5,000,000	BODILY INJURY (Per person)	\$	BODILY INJURY (Per accident)	\$	PROPERTY DAMAGE (Per accident)	\$		\$				
COMBINED SINGLE LIMIT (Ea accident)	\$5,000,000																				
BODILY INJURY (Per person)	\$																				
BODILY INJURY (Per accident)	\$																				
PROPERTY DAMAGE (Per accident)	\$																				
	\$																				
	<input type="checkbox"/> <b>UMBRELLA LIAB</b> <input type="checkbox"/> OCCUR <input type="checkbox"/> <b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE DED. <input type="checkbox"/> RETENTION \$						<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>EACH OCCURRENCE</td><td>\$</td></tr> <tr><td>AGGREGATE</td><td>\$</td></tr> <tr><td></td><td>\$</td></tr> </table>	EACH OCCURRENCE	\$	AGGREGATE	\$		\$								
EACH OCCURRENCE	\$																				
AGGREGATE	\$																				
	\$																				
C C C C C C	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> <input type="checkbox"/> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y/N <input checked="" type="checkbox"/> If yes, describe under DESCRIPTION OF OPERATIONS below <input type="checkbox"/> N/A			WC1178531(IL,NC,NH,UT,VT) WC001178529 (CA) WC001178583 (AOS) WC44216118(MN) WC001178527 (FL) WC001178530 (MA)	12/31/2015 12/31/2015 12/31/2015 12/31/2015 12/31/2015 12/31/2015	12/31/2016 12/31/2016 12/31/2016 12/31/2016 12/31/2016 12/31/2016	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td><input checked="" type="checkbox"/> PER STATUTE</td> <td><input type="checkbox"/> OTHER</td> <td></td> </tr> <tr><td>E.L. EACH ACCIDENT</td><td></td><td>\$5,000,000</td></tr> <tr><td>E.L. DISEASE - EA EMPLOYEE</td><td></td><td>\$5,000,000</td></tr> <tr><td>E.L. DISEASE - POLICY LIMIT</td><td></td><td>\$5,000,000</td></tr> </table>	<input checked="" type="checkbox"/> PER STATUTE	<input type="checkbox"/> OTHER		E.L. EACH ACCIDENT		\$5,000,000	E.L. DISEASE - EA EMPLOYEE		\$5,000,000	E.L. DISEASE - POLICY LIMIT		\$5,000,000		
<input checked="" type="checkbox"/> PER STATUTE	<input type="checkbox"/> OTHER																				
E.L. EACH ACCIDENT		\$5,000,000																			
E.L. DISEASE - EA EMPLOYEE		\$5,000,000																			
E.L. DISEASE - POLICY LIMIT		\$5,000,000																			

**DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)**  
 Workers Compensation:  
 Policy #: WC001178530 (WI), WC 001178531 (AK,AZ,GA), WC001178583 (TX), & WC 001178531 (NJ,PA)  
 Policy Term: 12/31/15 to 12/31/16  
 Carrier Name: NEW HAMPSHIRE INS CO (NAIC #:23841)  
 Limits: E.L. Each Accident / E.L. Disease-Ea Employee / E.L. Disease-Policy Limit - \$5,000,000  
 See Attached...

<b>CERTIFICATE HOLDER</b>  Town of Davie, FL 6591 Orange Drive Bid No. B-16-109 Florida FL 33314	<b>CANCELLATION</b>  SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE 
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AGENCY CUSTOMER ID: \_\_\_\_\_

LOC #: \_\_\_\_\_



### ADDITIONAL REMARKS SCHEDULE

Page 1 of 1

AGENCY Arthur J. Gallagher Risk Management Services, Inc.		NAMED INSURED First Vehicle Services, Inc. 600 Vine Street, Suite 1400 Cincinnati, OH 45202	
POLICY NUMBER		EFFECTIVE DATE:	
CARRIER	NAIC CODE		

**ADDITIONAL REMARKS**

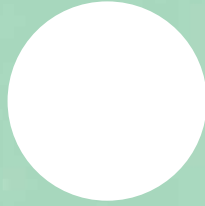
THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,  
FORM NUMBER: 25 FORM TITLE: CERTIFICATE OF LIABILITY INSURANCE

Re: RFP No. B-16-137; Bid No. B-16-109- Vehicle Maintenance Services  
Town of Davie is included as Additional Insured (GL-End#61712/AL-87950) with respect to General Liability and  
Automobile Liability coverage as evidenced herein as required by written contract with respect to work performed by the  
Named Insured.

Notice of Cancellation: 60 Days written notice/10 days for non-pay



**ATTACHMENT 6**



Date: \_\_\_\_\_ Sublet Shift: 1 2 Roadcall  
(Circle one)

Re: Repair Order # \_\_\_\_\_ Stock # \_\_\_\_\_

Mechanic # \_\_\_\_\_ Mechanic Leader \_\_\_\_\_

Shop Comments (if any) \_\_\_\_\_

DO NOT WRITE ABOVE THIS LINE

Agency's Comments

Date: \_\_\_\_\_

Was this repair a rework of a previous repair? \_\_\_\_\_ Yes \_\_\_\_\_ No

Were all requested repairs/service performed: \_\_\_\_\_ Yes \_\_\_\_\_ No  
Exceptions \_\_\_\_\_

How many days was vehicle in shop for repairs: \_\_\_\_\_ Days

Was the vehicle returned in the same state of cleanliness as when it entered facility? \_\_\_\_\_ Yes \_\_\_\_\_ No

Were you handled courteously by shop personnel? \_\_\_\_\_ Yes \_\_\_\_\_ No

Please rate the quality of service received:

\_\_\_\_\_ no comment \_\_\_\_\_ poor \_\_\_\_\_ average \_\_\_\_\_ good \_\_\_\_\_ excellent

Comments and Suggestions:

Operator Name: \_\_\_\_\_



## ATTACHMENT 7

---



## FirstSource MIS Report Description F120 PM No Show Report

### Report Purpose:

This report produces a list of Vehicles and Equipment that failed to show for scheduled preventative maintenance.

### Selection Criteria:

Selection parameters include the organization, MRC, unit department code, and date range to be evaluated.

### Report Location:

The F120 report is located in the "Fleet" folder in the FirstSource Advanced reporting portal: [http://ewsf03.datastream.net/web/base/logindisp?tenant=FVS\\_PRD](http://ewsf03.datastream.net/web/base/logindisp?tenant=FVS_PRD)

### Required Inputs:

**Datastream7i** Report Viewer - D7I|FVSGM|FVSOB|FVSOM|FVSOPSM|FVSPA|FVSPU|FVSSW|R5|F120 PM No Show

### Preventive Maintenance No Show

Enter Report Start Date:	<input type="text" value="Oct 3 2005"/>	
Enter Report End Date:	<input type="text" value="Oct 9 2005"/>	
Enter Organization Code:	<input type="text" value="4753"/>	
Enter MRC:	<input type="text" value="4753"/>	
Enter Unit Department Code:	<input type="text" value="EVT_LOCATION"/>	

- **Starting/Ending Date:**  
Select the period to be evaluated.  
NOTE: The report will run for specific days, as well as all days between the date range entered
- **Organization:**  
Specify the organization.
- **MRC:**  
Specify the MRC.
- **Unit-Department:**  
Select the Unit-Department-  
NOTE: By selecting "EVT\_LOCATION" the report will include all Unit-Departments.

### Report Export Capabilities:

This report is exportable to Adobe PDF, Excel, and CSV (comma separated variable) formats.





**Report Sample**

**F120 Preventive Maintenance No Show**

Report Period Nov 7 2005 To Nov 8 2005

Facility: 4735 - Davie  
 Garage: 4735 - DAVIE MAIN FACILITY  
 Run Date: December 5, 2005

Department: CODE ENFORCEMENT

Unit	Unit Description	PM Scheduled Date	PM Class	Assignee
DS6404	CHEVY S10 PICKUP 2002	11/8/05	B	
Total Number of PM's Missed for 11/8/05 : 1				
Total PM's Missed for Department CODE ENFORCEMENT			1	

Department: FIRE DEPARTMENT

Unit	Unit Description	PM Scheduled Date	PM Class	Assignee
140506	FERR PUMPER 1995	11/7/05	B	
1405GEN06	ONAN GENERATOR 1995		B	
Total Number of PM's Missed for 11/7/05 : 2				
Total PM's Missed for Department FIRE DEPARTMENT			2	

Department: POLICE DEPART

Unit	Unit Description	PM Scheduled Date	PM Class	Assignee
63705	FORD CROWN /VIC	11/7/05	C	
63905	FORD CROWN /VIC		C	
76305	DODGE INTREPID 1997		C	
Total Number of PM's Missed for 11/7/05 : 3				
Total PM's Missed for Department POLICE DEPART			3	

Department: PUBLIC WORKS

Unit	Unit Description	PM Scheduled Date	PM Class	Assignee
13807	FORD DUMP TRUCK 1991	11/7/05	C	
14307	INTHR S1800 1984		B	
Total Number of PM's Missed for 11/7/05 : 2				
23507	VAC-CON 2006 INTERNATIONAL	11/8/05	B	
Total Number of PM's Missed for 11/8/05 : 1				
Total PM's Missed for Department PUBLIC WORKS			3	
Total PM's Missed for Garage DAVIE MAIN FACILITY			9	
Total PM's Missed for Facility 4735			9	
Summary			9	



## FirstSource MIS Report Description F230 ver.2 Open Work Orders by Status Report

### Report Purpose:

This report provides a detailed list of all open work orders, by organization, for a selected date. This report is useful for allowing Operations Managers an overview of the current open work orders, and their respective assigned status.

### Selection Criteria:

User selects the Organization, MRC, Department, Work Order Status, and Work Order Class to be evaluated.

### Report Location:

The F230 ver.2 report is located in the "Fleet" folder in the FirstSource advanced reporting portal:

[http://ews03.datastream.net/web/base/logindisp?tenant=FVS\\_PRD](http://ews03.datastream.net/web/base/logindisp?tenant=FVS_PRD)

### Required Inputs:

**Datastream 7i** Report Viewer - D7i|FVSGM|FVSOC|FVSOM|FVSOPSM|FVSPA

Organization:	<input type="text" value="4740"/>
MRC:	<input type="text" value="4740"/>
Unit-Department:	<input type="text" value="EVT_LOCATION"/>
Status:	<input type="text" value="IN"/>
Class:	<input type="text" value="C"/>

- **Organization:**  
Select the organization.
- **MRC:**  
Specify the MRC.
- **Unit-Department**  
Select the Unit-Department-  
NOTE: By selecting  
"EVT\_LOCATION" the report  
will include all Unit-  
Departments.
- **Status**  
Specify work order status  
NOTE: By selecting  
"EVT\_STATUS" the report  
will include all work order  
statuses.
- **Class**  
Specify work order class  
NOTE: By selecting  
"EVT\_CLASS" the report will  
include all work order  
classes.



**Report Limitations:**

This report excludes work orders that are in the "Awaiting Execution", "Awaiting Vehicle", and "Completed" statuses (A, AV, and C).

**Report Export Capabilities:**

The report is designed to be exportable to Adobe PDF and Excel format only. The CSV (comma separated variable) export feature is not enabled for this report.

**Report Sample:**

Open Workorders by Status

Facility: 4740 Allegheny Service Center

Garage: 4740 Allegheny

Run Date: Dec 4, 2005

Status: 20 Awaiting Shop

Workorder	Class	Unit	Description	Department	Date/Time
121265	C	9982	INTHR DUMP 1999	0048D3-D	Nov 30, 2005 1:45:01 PM
121269	C	8477	CHVRL ASTRO VAN AWD 2004	71-D	Nov 30, 2005 1:56:33 PM
121317	C	5415	CHVRL LUMINA 1997	34-D	Nov 30, 2005 2:59:54 PM
121472	C	5208	CHVRL LUMINA 1999	31-D	Dec 1, 2005 9:12:09 AM
121474	C	5398	MRCRY SABLE 2001 **RECALL FRONT COIL SPRINGS**	34-D	Dec 1, 2005 9:16:28 AM
121571	C	8366	FORDX F-550 2WD DRW 2001	0048EL-D	Dec 1, 2005 1:59:45 PM
121977	NC	6196	FORDX CROWN VIC 2003 **LEASED**	64-D	Dec 2, 2005 8:22:27 AM
121990	C	9993	FORDX F-450 2000	0048NP-D	Dec 2, 2005 8:39:12 AM
122215	NC	8251	GMCXX FLAT BED C3500 1998	0048HA-D	Dec 2, 2005 1:34:34 PM
122228	C	8396	FORDX F-250 4X4 SRW 2001	0048NP-D	Dec 2, 2005 2:06:51 PM
122249	C	5371	OLDS CUTLASS 1998 **RECALL LOWER PINION BEARING**	28B-D	Dec 2, 2005 2:39:53 PM
122250	NC	8474	CHVRL ASTRO VAN AWD 2004 **LEASED**	54-D	Dec 2, 2005 2:43:19 PM
<b>Group Total # of Workorders 12</b>					

Status: 26 Awaiting Parts

Workorder	Class	Unit	Description	Department	Date/Time
121426	C	8480	CHVRL ASTRO VAN AWD 2004	71-D	Dec 1, 2005 6:55:53 AM
<b>Group Total # of Workorders 1</b>					

Status: 28 Awaiting Vendor

Workorder	Class	Unit	Description	Department	Date/Time
120183	C	5435	CHVRL IMPALA 2004	34-D	Nov 25, 2005 12:42:27 PM
<b>Group Total # of Workorders 1</b>					



---

**Report Sample (cont):**

Status: 29 In Shop

Workorder	Class	Unit	Description	Department	Date/Time
118903	NC	2103	2000 CRAFTCO TRAILER	0048PV-D	Nov 19, 2005 12:28:38 PM
120185	C	5430	CHVRL IMPALA 2004	34-D	Nov 25, 2005 1:15:54 PM
120190	C	8360	CHVRL ASTRO AWD 2000	71-D	Nov 25, 2005 1:47:39 PM
120299	C	8332	FORDX F-450 DRW 4X6 2000	0048HE-D	Nov 28, 2005 6:52:33 AM
121035	C	8035	FRGHT HD DUMP 1991	0048SP-D	Nov 30, 2005 6:50:40 AM
121065	C	8288	CHVRL ASTRO VAN AWD 1998	28B-D	Nov 30, 2005 8:21:42 AM
121444	C	9781	ELGIN SWEEPER 1993	0048SP-D	Dec 1, 2005 7:45:42 AM
121582	C	5345	CHVRL LUMINA 1999	71-D	Dec 1, 2005 2:39:39 PM
121949	C	5286	FORDX TAURUS 1996	64-D	Dec 2, 2005 6:58:13 AM
<b>Group Total # of Workorders 9</b>					
<b>Report Total # of Workorders 23</b>					



## FirstSource MIS Report Description F455 Detail of Work Performed By Department

### Report Purpose:

This report produces a statement of charges for a selected period of time, work order by work order. It lists the labor and costs, to include any cost markups determined by contract. It also list the downtime associated with each work order. The report is designed to run for one or more Service Centers and multiple departments depending on the options selected. This report differs from the F450 by printing each activity for each work order on the report – including the activity's reason for repair, and individual costs.

### Selection Criteria:

By default this report runs for the user organization and therefore the only required entries are the dates and Fleet Owner. To filter the report based on MRC, Departments, Class, Status, or Reason for Repair Code, choose the Fleet Owner and then Click Next to access the additional prompts.

### Report Location:

The F455 report is located in the "Fleet" folder in the FirstSource advanced reporting portal: [http://ewsf03.datastream.net/web/base/logindisp?tenant=FVS\\_PRD](http://ewsf03.datastream.net/web/base/logindisp?tenant=FVS_PRD)

### Required Inputs:

#### F455 Detail Summary of Work Performed By Department

Enter Start Date: \* Mar 1 2006

Enter End Date: \* Mar 13 2006

Choose Fleet Owner Code:

- 0000
- 4104
- 4127
- 4128
- 4725
- 4733
- 4735
- 4736

[Select all](#) [Deselect all](#)

Choose Garage Owner Code:

- 0000
- 4104
- 4127
- 4128
- 4725
- 4733
- 4735
- 4736

[Select all](#) [Deselect all](#)

Cancel < Back Next > Finish

- **Start and End Date:**  
Specify the time period required  
NOTE: The report will run for specific days as well as all days in between the date range entered
- **Fleet Owner Code:**  
Specify which Service Center(s) for report output- if needed, the user may "Select all"  
NOTE: This report can be run for more than one Service Center
- **Garage Owner Code**  
Specify one or more garage owner codes to display in the report- If needed, the user may "Select all"

### Optional Report Inputs:

Click "Next" button to enter more optional report parameters

Choose Department Code:

1500-DEPARTMENT  
 EMERGENCY  
 POLICE  
 PUBLICWORKS  
 SANITATION  
 TRANSIT

[Select all](#) [Deselect all](#)

Enter Beginning and Ending Unit:

AND

Choose Status:

AA  
 AP  
 AS  
 C  
 FN  
 IN  
 RO  
 VN

[Select all](#) [Deselect all](#)

Choose Class:

AW  
 C  
 IC  
 IM  
 NC  
 NCA  
 PJ  
 RW

[Select all](#) [Deselect all](#)

Choose Reason for Repair:

01-Breakdown  
 02-Consumption, Fuel  
 03-Consumption, Oil  
 04-Driver's Report  
 05-Inspection, Routine  
 06-Lubrication  
 07-Pre-Delivery

[Select all](#) [Deselect all](#)

- **Department Code**  
Specify one or more department within the Service Center(s) selected in the previous screens- If needed, the user may "Select all"
- **Beginning and Ending Unit**  
Specify a range of units, for one single unit (enter it both in beginning and ending), or for all units by leaving these fields blank.
- **Status**  
Specify the work order status(es) to display in the report- If needed, the user may "Select all"
- **Class**  
Specify the order class(es) to display in the report- If needed, the user may "Select all"
- **Reason For Repair**  
Specify the Reason for Repair code(s) that the report will include.



**Report Assumptions:**

The report assumes that the Labor Arrangement is setup for the specific Service Centers

**Report Export Capabilities:**

The Report is designed to be exportable to Adobe PDF and Excel format only. The CSV (comma separated variable) export feature is not enabled for this report.

**Report Sample:**

**F455 Detail Summary of Work Performed  
By Department**

Report Period Jan 1 2006 To Mar 13 2006

Fleet Contract: 0000 - Utopia

Department: POLICE - Police Department

WO NUMBER	GARAGE	UNIT	DESCRIPTION	METER	OPEN DATE	CLOSED DATE	STATUS	DOWN TIME TO DATE	CHARGE CODE	WO DESCRIPTION
161212	0000	04-0085	54 2004 Chevrolet CAPRICE CLASSIC	1,000	Feb 11, 2006 11:58:32 AM		AS	86.4	C	Test issue of consignment item
		Reason For Repair	Action	Failure	System Repaired	LABOR HRS	LABOR COST	PARTS COST	SUBLET COSTS	TOTAL COSTS
Activity: 10		01 - Breakdown	Adjust	Battered, Hammered		0.00	0.00	4.95	0.00	4.95
Workorder Totals for 161212						0.00	0.00	4.95	0.00	4.95
Department Totals for POLICE										
		Reason for Repair	COUNT	LABOR HRS	LABOR COST	PARTS COST	SUBLET COSTS	TOTAL COSTS		
Department Summary for C - Contract										
		01 - Breakdown	1	0.00	0.00	4.95	0.00	4.95		
		Charge Code C Totals	1	0.00	0.00	4.95	0.00	4.95		
		Department POLICE Totals	1	0.00	0.00	4.95	0.00	4.95		
Fleet Totals for 0000										
		UCO_CODE	COUNT	LABOR HRS	LABOR COST	PARTS COST	SUBLET COSTS	TOTAL COSTS		
Fleet Summary for Charge Code: C										
		01 Breakdown	1	0.00	0.00	4.95	0.00	4.95		
		Totals for Charge Code: C	1	0.00	0.00	4.95	0.00	4.95		
		Totals for: 0000	1	0.00	0.00	4.95	0.00	4.95		
		Report Totals	1	0.00	0.00	4.95	0.00	4.95		



## FirstSource MIS Report Description I001 FG Detail Value of Inventory Report

### Report Purpose:

This report provides a detailed listing of on hand counts, bin locations, and average price of parts in a selected storeroom. This report differs from the I002 report by listing a part-by-part breakdown of the selected storeroom.

Corporate Accounting requires that each location prints and files this report during month end close out. This report will serve as a record during an audit.

### Selection Criteria:

Select the facility for evaluation (user may choose more than one) and click finish.

### Report Location:

The I001 FG report is located in the "Parts" folder in the FirstSource advanced reporting portal: [http://ewsf03.datastream.net/web/base/logindisp?tenant=FVS\\_PRD](http://ewsf03.datastream.net/web/base/logindisp?tenant=FVS_PRD)

### Required Inputs:

**Datastream7i** Report Viewer - I001 FG Detail Value of Inventory

Facility:

Orlando Airport Service Center  
 Orlando Executive Service Center  
 Plant City Service Center  
 Seaboard Farms, Inc.  
 Sumter Service Center  
 Thornton Service Center  
 Utopia

[Select all](#) [Deselect all](#)

- **Facility:**  
Select the facility inventory to be reported.

Cancel < Back Next > Finish

### Report Export Capabilities:

This report is exportable to Adobe PDF, Excel, and CSV (comma separated variable) formats.





**Report Sample**

**I001 FG Detail Book Value of Inventory**

FACILITY	DBA	STORE	PART NUMBER	DESCRIPTION	STATUS	ACCOUNT	BIN	ON HAND	AVERAGE PRICE	BALANCE
0000	Utopia	0000	XD411M	QUALITY FRONT BRAKE	Active	11721	*	29	35.95	1,042.55
		0000	TEST2	Test Part 4		11721	*	17	8.67	147.33
		0000	N10091	Test part with All Accounting		11721	A1	83		
		0000	BS315/80R22.5	TIRE, BRDGSTN STEER		11721	*	500	450.00	225,000.00
		0000	B495	OIL FILTER		11721	*	759	4.95	3,757.05
		0000	6560CORE	BATTERY CORE		11722	*	500	10.00	5,000.00
		0000	6560	BATTERY		11721	*	495	75.00	37,125.00
		0000	02100284A	FILTRO OIL		11721	*	1	2.50	2.50
		Active								
Utopia									272,074.433	
0000									272,074.433	
Summary									272,074.433	



Arthur J. Gallagher & Co.

October 31, 2016

Town of Davie  
6591 Orange Drive  
Davie, FL 33314

Re: First Vehicle Services, Inc.  
Project: Vehicle Maintenance Services, RFP No. B-16-137

To Whom It May Concern:

Liberty Mutual Insurance Company is proud to be the surety for First Vehicle Services, Inc. We feel this firm is an exceptional organization both from a financial perspective and a managerial point of view.

It is our opinion that First Vehicle Services, Inc. is qualified to perform the above captioned project. As surety for First Vehicle Services, Inc., we would consider supporting single jobs up to \$10,000,000 with an aggregate backlog up to \$150,000,000.

Liberty Mutual Insurance Company has an AM Best rating of A XV, a Treasury listing in excess of \$1 billion dollars and is licensed to do business in all states. We are considered one of the strongest Insurance companies in the Industry. We hold First Vehicle Services, Inc. in high regard, and give them our unqualified recommendation.

Sincerely,

Liberty Mutual Insurance Company

Harold Miller Jr.  
Attorney-in-Fact

**THIS POWER OF ATTORNEY IS NOT VALID UNLESS IT IS PRINTED ON RED BACKGROUND.**

This Power of Attorney limits the acts of those named herein, and they have no authority to bind the Company except in the manner and to the extent herein stated.

Certificate No. 7458162

American Fire and Casualty Company  
The Ohio Casualty Insurance Company

Liberty Mutual Insurance Company  
West American Insurance Company

**POWER OF ATTORNEY**

KNOWN ALL PERSONS BY THESE PRESENTS: That American Fire & Casualty Company and The Ohio Casualty Insurance Company are corporations duly organized under the laws of the State of New Hampshire, that Liberty Mutual Insurance Company is a corporation duly organized under the laws of the State of Massachusetts, and West American Insurance Company is a corporation duly organized under the laws of the State of Indiana (herein collectively called the "Companies"), pursuant to and by authority herein set forth, does hereby name, constitute and appoint, Arlene M. Filipski; Harold Miller, Jr.; Jodie Sellers; Jon A. Schroeder; Karen E. Socha; Kathleen Weaver; Patrick Gallagher; Sharon A. Foulk; William T. Krumm

all of the city of Itasca, state of IL, each individually if there be more than one named, its true and lawful attorney-in-fact to make, execute, seal, acknowledge and deliver, for and on its behalf as surety and as its act and deed, any and all undertakings, bonds, recognizances and other surety obligations, in pursuance of these presents and shall be as binding upon the Companies as if they have been duly signed by the president and attested by the secretary of the Companies in their own proper persons.

IN WITNESS WHEREOF, this Power of Attorney has been subscribed by an authorized officer or official of the Companies and the corporate seals of the Companies have been affixed thereto this 19th day of August, 2016



American Fire and Casualty Company  
The Ohio Casualty Insurance Company  
Liberty Mutual Insurance Company  
West American Insurance Company

By: David M. Carey  
David M. Carey, Assistant Secretary

Not valid for mortgage, note, loan, letter of credit, currency rate, interest rate or residual value guarantees.

STATE OF PENNSYLVANIA ss  
COUNTY OF MONTGOMERY

On this 19th day of August, 2016, before me personally appeared David M. Carey, who acknowledged himself to be the Assistant Secretary of American Fire and Casualty Company, Liberty Mutual Insurance Company, The Ohio Casualty Insurance Company, and West American Insurance Company, and that he, as such, being authorized so to do, execute the foregoing instrument for the purposes therein contained by signing on behalf of the corporations by himself as a duly authorized officer.

IN WITNESS WHEREOF, I have hereunto subscribed my name and affixed my notarial seal at Plymouth Meeting, Pennsylvania, on the day and year first above written.



COMMONWEALTH OF PENNSYLVANIA  
Notarial Seal  
Teresa Pastella, Notary Public  
Plymouth Twp., Montgomery County  
My Commission Expires March 28, 2017  
Member, Pennsylvania Association of Notaries

By: Teresa Pastella  
Teresa Pastella, Notary Public

This Power of Attorney is made and executed pursuant to and by authority of the following By-laws and Authorizations of American Fire and Casualty Company, The Ohio Casualty Insurance Company, Liberty Mutual Insurance Company, and West American Insurance Company which resolutions are now in full force and effect reading as follows:

**ARTICLE IV – OFFICERS** – Section 12. Power of Attorney. Any officer or other official of the Corporation authorized for that purpose in writing by the Chairman or the President, and subject to such limitation as the Chairman or the President may prescribe, shall appoint such attorneys-in-fact, as may be necessary to act in behalf of the Corporation to make, execute, seal, acknowledge and deliver as surety any and all undertakings, bonds, recognizances and other surety obligations. Such attorneys-in-fact, subject to the limitations set forth in their respective powers of attorney, shall have full power to bind the Corporation by their signature and execution of any such instruments and to attach thereto the seal of the Corporation. When so executed, such instruments shall be as binding as if signed by the President and attested to by the Secretary. Any power or authority granted to any representative or attorney-in-fact under the provisions of this article may be revoked at any time by the Board, the Chairman, the President or by the officer or officers granting such power or authority.

**ARTICLE XIII – Execution of Contracts** – SECTION 5. Surety Bonds and Undertakings. Any officer of the Company authorized for that purpose in writing by the chairman or the president, and subject to such limitations as the chairman or the president may prescribe, shall appoint such attorneys-in-fact, as may be necessary to act in behalf of the Company to make, execute, seal, acknowledge and deliver as surety any and all undertakings, bonds, recognizances and other surety obligations. Such attorneys-in-fact subject to the limitations set forth in their respective powers of attorney, shall have full power to bind the Company by their signature and execution of any such instruments and to attach thereto the seal of the Company. When so executed such instruments shall be as binding as if signed by the president and attested by the secretary.

**Certificate of Designation** – The President of the Company, acting pursuant to the Bylaws of the Company, authorizes David M. Carey, Assistant Secretary to appoint such attorneys-in-fact as may be necessary to act on behalf of the Company to make, execute, seal, acknowledge and deliver as surety any and all undertakings, bonds, recognizances and other surety obligations.

**Authorization** – By unanimous consent of the Company's Board of Directors, the Company consents that facsimile or mechanically reproduced signature of any assistant secretary of the Company, wherever appearing upon a certified copy of any power of attorney issued by the Company in connection with surety bonds, shall be valid and binding upon the Company with the same force and effect as though manually affixed.

I, Gregory W. Davenport, the undersigned, Assistant Secretary, of American Fire and Casualty Company, The Ohio Casualty Insurance Company, Liberty Mutual Insurance Company, and West American Insurance Company do hereby certify that the original power of attorney of which the foregoing is a full, true and correct copy of the Power of Attorney executed by said Companies, is in full force and effect and has not been revoked.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed the seals of said Companies this 30th day of October, 2016.



By: Gregory W. Davenport  
Gregory W. Davenport, Assistant Secretary

To confirm the validity of this Power of Attorney call 1-610-832-8240 between 9:00 am and 4:30 pm EST on any business day.