Proposal

2021

Proposal for Fleet Management and Maintenance Services RFP# 2022-006

Technical Proposal Part I

COPY

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10/18/2021

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Part I. Technical Proposal

1.0 Corporate Overview

Since 1988, Vector Fleet Management, LLC (VFM) has provided dedicated fleet maintenance, with an optimization approach to produce more efficient and effectively managed fleets while helping eliminate fleet redundancy, extend life cycles and improve operator safety.

Our many existing partnerships include government contracts, which consist of cities, counties, hospitals and universities throughout the U.S excluding Alaska and Hawaii. We also have partnerships with private companies that consist of mining, utilities, foodservice, beverage companies and OEM inspection and storage.

Today VFM manages two of the largest government contracts in the US.

VFM fleet maintenance and management program favorably impact costs, services levels and life expectancy of equipment. This is achieved through deploying skilled personnel, a world-class fleet management information system, vocation specific fleet planning and competitive parts and tire sourcing.

VFM consistently delivers on this commitment because maintenance is our only mission. Our singular focus on improving our client's maintenance performance, which allows them to focus on their core mission of serving their constituents.

Organization: **Vector Fleet Management, LLC, 9300 Harris Corners Parkway, Suite 350, Charlotte, North Carolina, 28269, Ph: 704-921-0148, Fx: 704-921-9880, www.vectorfleet.com**

Services*: *Dedicated, Customized Fleet Maintenance and Management Services

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County, City, State and Federal Registration Numbers

Vector Fleet Management, LLC has provided our Federal and State registration Numbers below:

***FEIN #*: 20-5680368**
DUNS# 80-922-4822
State ID# 600610089

Financial Statements for the past three (3) years will follow after this section.
Audited: 2018
Audited: 2019
Audited: 2020

6 Segments Vector Fleet Management Specializes in:

1. **Municipalities**

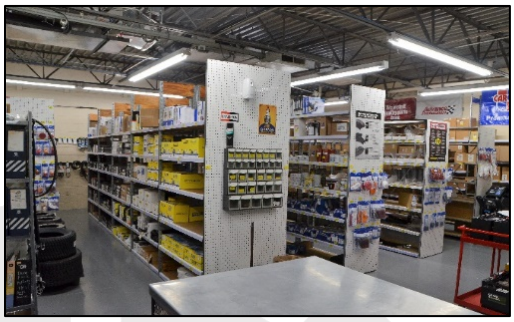
Fleet Maintenance Experts for your diverse Public Fleet

2. **Mining**

Professional fleet maintenance for the high demands of a mining fleet

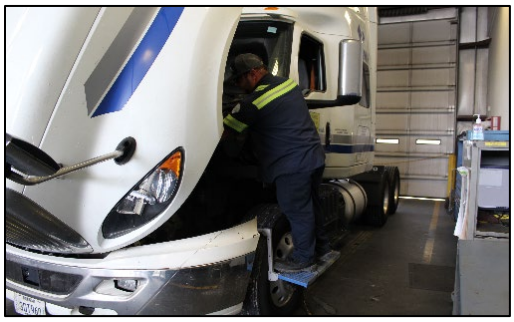
3. **Parts Management**

Cost Savings, efficiencies and productivity enhancements for your shop with our parts and supplies dedicated program.



4. **Private Fleet**

Fleet maintenance and management for the uncompromising demands of private fleet



5. **OEM / Remarketing**

Intake, inspections, vehicle prep and reediness, your OEM partner to help manage the fleet

6. **Utility**

Fleet maintenance for Public and Private Utility

2.0 Approach

2.1 Understanding

The success of Rowan County fleet program is directly dependent upon the proper management and maintenance of your fleet. Vector Fleet Management, LLC (VFM) has been managing and maintaining fleet equipment for over 33 years consisting of Municipal fleets ranging from 80 units to more than 3500+ units.

VFM maintains in excess of $3.5 billion in customer assets every day in locations across the Country.

Since 1988, VFM has been providing cost-effective and reliable fleet maintenance and management services. We have accomplished this through our core beliefs:

- As a Charlotte North Carolina Based fleet maintenance and management company, VFM will be able to provide support, oversight and exemplary fleet maintenance performance to Rowan County.
- We believe each client fleet requirements and operational demands are unique and thereby require a specific approach to our overall staffing, inventories, and processes
- We believe in today's economic environment our clients should be able to depend on uniformity in fleet maintenance costs
- We believe in providing our technician teams with the proper training, diagnostic software, and tooling required for each specific clients fleet
- We believe in a providing a national parts procurement solution for our clients which will lower overall operating costs
- We believe in a detailed Quality Assurance Program, which reduces downtime, rework, and overall client costs
- We believe in benchmarking our performance internally and for our clients, using industry Key Performance Indicators
- We believe in providing our clients real-time access to their fleet information through our Maintenance Software Solution
- We believe in clear lines of communication throughout our organization and with our clients
- We believe nothing is more important than the safety of our team members and clients employees. We maintain our clients fleets like our family is operating the equipment
- We believe each client is a business partner, one in which we share successes and setbacks; ultimately pulling in the same direction with the same goals and objectives.

If our belief systems aligns with yours then we are the Right Choice for your operation!

2.2 Through this partnership, Rowan County can expect:

a. Meeting Rowan County's Operational Readiness Requirements

VFM has developed proven management and leadership initiatives which increase operational readiness and enhance our ability to mitigate maintenance failures, including:

- Vector Fleet Managements Corporate Office located in Charlotte is 40 minutes south of Rowan County, NC.
- Flexible and increased shop hours to meet the needs of the client.
- Condition Based Maintenance processes such as periodic engine compression checks, along with oil and lubricant analyses to determine pending engine, transmission and, differential repairs before they occur.
- Increased use of On-board Diagnostics and other computer aided online diagnostics capabilities.
- Qualified and fully staffed shop and parts room.

b. Reduce Overall Fleet Maintenance Cost

Our experience with all types of fleets, results in cost reduction across various areas, which ultimately reduces costs associated with fleet maintenance and management:

- **Complete PM Services, with weekend Service** performed with a PM inspection Checklist. This will identify any existing or developing issues. We utilize our exclusive Preventive Maintenance checklist that have been developed over the past decade utilizing OEM guidelines and our own real world expertize of systemic issues.

- **Major Supplier Agreements** to reduce overhead costs. We have major suppliers preposition fast moving parts in the shop for our use. Most repairs are completed in-house instead of sourcing a local OEM dealer for support. VFM will buy locally to cut transportation-shipping costs. We rely heavily on local vendors to provide the bulk of our needed fast moving items such as filters, brake pads, rotors, tires and rubber products.

- **Inventory Management** Reports will be produced periodically to identify obsolete and slow moving parts and return them for credit, which will further reduce the overhead expenses and allows for a responsive parts room. Our inventory system will supply the County with the "right" parts, at the "right" time, for the "right" cost.

c. Decrease overall fleet downtime

Improving Vehicle and Equipment Availability is the most visible standard and causes the most challenges in a County environment. We recognize this important metric and apply our expertise to keep the operational fleet at its maximum availability:

- **Dedicated Preventive Maintenance Programs** will be implemented to meet and exceed your fleet maintenance needs and requirements, while being compliant with OEM specifications.

- **Certified Maintenance Staff** ASE and EVT Technicians as well as corporate, management staff and a Certified Parts Staff that includes Certified ASE P1 & P2

- **Rigorous Certified Training Program, which consists of 18,** required courses to become a Vector Corporate Certified Parts Staff.

- **Fleet Management Information System (TMT)** implemented for a customized PM scheduling process through the County's fleet management information system **(TMT)** will increase the County's fleet availability while extending unit lifecycles and reliability. TMT will be the sole FMIS for VFM, meaning no need for dual entry into another FMIS.

d. Continue and Improve The County's ability to provide a high-level of services to residents

VFM looks at every aspect of the support and collaborating required achieving the goals of the County.

- We incorporate an extensive system of customer feedback. We want to know what we can do better, how we can adapt our processes to make it easier to get the work done, to identify and reward outstanding employees and likewise those whose performance is not up to standard. We read every form, review them at corporate level and take prompt corrective action where needed.

- Then we respond to the customer who submitted the feedback so they know that we appreciate their input and have reacted accordingly.

- All of the corporate officers are ASE certified technicians, up to and including the President/CEO. These individuals can relate to the dynamics of a shop environment and what it takes to make things happen. There is no substitute for practical experience.

- Our corporate staff makes regular scheduled and unscheduled site visits to keep abreast of the customers day-to-day issues. In addition, our corporate managers meet with department heads, purchasing directors and County managers to ensure that VFM is meeting the needs of those concerned, as well as being kept informed of changes in operations, budgeting issues, and other County planning initiatives.

2.3 Dedicated Fleet Maintenance Program

By submitting this proposal Vector Fleet Management, LLC (VFM) is committed to implementing our industry-leading fleet practices necessary to maintain the County's fleet. This service will include, but is not limited to:

Scope of Services	*Management Services*
Facilities / Hours of Service	Management Plan
Security	Transition Plan
Preventive Maintenance	Reporting
Routine Maintenance and Repair	Fleet Management and Information System
Non-Vehicular Equipment	Invoicing
Fleet Assessment	Purchases
Scheduling	Staffing Provisions
Performance	Training and Continuing Education
Annual Inspection	Insurance
Repairs	Safety Management
Repair Limitations	Inventory Control
Road Calls and Towing	Quality Assurance Control
Warranty	Obsolete Inventory Management
Rework	Telematics
Outside Repairs & Subcontracting	Fuel Management
Vehicle Preparation and Disposal	Asset Remarketing
Unit up-fitting and decommissioning	Bids & RFPs
Parts and Inventory Management	DOT Compliance
Accident Repairs & Subrogation	Emergencies
Vehicle Refurbishment	Bonding
Directed Work and Technical Advice	Facility Conversions (CNG)
Investigations and Audits	Disadvantage Business Programs
Waste	
Daily Fleet Availability	
Quick Fix	
Motor Pool	
Tires / Tire Management	

2.4 Our Commitment

Vector Fleet Management, is committed to implementing our industry-leading fleet practices, which will result in the following benefits:

- We will introduce and strive to exceed high levels of Accountability through Performance Thresholds.
- Our commitment to quality guarantees that we will continuously improve our fleet management operations and work processes to provide the most efficient and cost-effective service delivery for the County.
- Our inventory management system will insure the County's unusable and obsolete inventory will be eliminated as a financial burden.
- We will uphold compliance with all safety, environmental, vehicular, and personnel legal mandates in our fleet operation on behalf of the County.
- We will provide an experienced management team and technical personnel who will make customer service a top priority for the County.
- We will incorporate, into TMT, our nationwide asset maintenance data from our FMIS, to improve overall asset lifecycle.
- We will provide real-time reporting access to the County through our Customer Portal. This will allow each department to see the specific unit information and reporting on an as needed basis.
- We will work with the County to bring innovative solutions to your fleet operation. As your partner, we will offer suggestions for managing your fleet and help you by recommending the number and types of vehicles required to deliver services efficiently and cost effectively.
- We will implement our industry-leading fleet management and maintenance practices and make recommendations that can increase your fleet's productivity and/or help cut costs. For example, if we detected a unique maintenance need, we would recommend a maintenance or replacement plan to address it.
- We will assist the County in preparing purchase specifications for additional or replacement vehicles and service equipment.
- Additionally, we will provide inspection services and assessments of used vehicles and equipment under consideration for purchase or lease; a process we are considered industry experts in.

Our highest commitment is our dedication to service excellence. Every VFM employee is committed to providing a superior partnership experience, every time. Our employees will focus on quality and timely fleet service delivery. We invest in their technical training and professional growth and, reward them for completing VFM's training curricula and for providing outstanding customer service.

2.5 Staffing Requirements

Vehicles and Equipment shall be accepted at any time. VFM has performed an analysis of the County's staffing needs and proposes to provide the staff support for the County's location. VFM staffing reflects:

- The time of Shift Operation at the Fleet Maintenance location
- Provide Roadside support for the County
- Observe all the County's recognized Government Holidays
- Monday through Friday between the hours of 7:00 AM and 5:00 PM

2.6 Preventive Maintenance

The purpose of Preventive Maintenance (PM) is to maximize a vehicle's availability and longevity. VFM's preventive maintenance program is designed to achieve a level of performance that eliminates the requirement for unscheduled preventive maintenance on vehicles. By adhering to prescribed schedules and performing an extensive inspection at every PM, unscheduled maintenance will not be necessary during the period between scheduled PMs.

With any successful fleet maintenance program, it must be built around a rigorous PM schedule. PM inspections are critical to any quality fleet maintenance program.

VFM's well-executed PM program should achieve the following:

- minimizes breakdown maintenance (towing)
- reduce capital costs
- reduce excessive repairs and major component repair
- reduce operator inconvenience
- most importantly ensure the safe operation of the County's entire fleet.
- Utilize OEM information and review any pertinent Technical Service Bulletins
- Perform any and all state and federal inspections during the PM (unless otherwise specified by the County)

2.6.1 Preventive Maintenance Scheduling Program Requirements

- All customers are provided a completion time for PM and any required inspections.
- For light duty vehicles 8600lbs and under, PM and inspections will begin within 15 minutes of arrival for scheduled service and the customers elects to wait in shop until services are completed.
- 40 Minute PM Service for Light Duty Vehicles.
- PM and inspections. VFM will develop a PM and Inspections due Calendar so appointments may be made with sufficient notice to each vehicle/equipment user and operator. This calendar will be available through our FMIS Client Portal, phone app and push notifications.

2.6.2 Preventive Maintenance Program

VFM's well-executed PM program has several key elements:

- **Scheduling** PM activities should interfere minimally with the operator's normal required work schedule. Therefore, vehicle and equipment PM's should be scheduled at times mutually agreed upon by VFM and the County. VFM has developed and will provide an automated PM schedule to the County with sufficient lead-time that the County can give ten (10) working day notice to the vehicle user. PM schedule notification, referencing both the department and unit number, will be provided in writing to the designated Department representative VFM will be responsible for all contact with departments regarding vehicle PM scheduling. The County, the designated Department representatives, and the vehicle and equipment operators will be responsible for keeping scheduled appointments for preventive maintenance.

- **Quick Lane PM Program-Optional Service** VFM has the capabilities to provide Quick Lane PM program. This will include a 40 minute turnaround time for all light duty and police vehicles.

- **Notification** has started at this point. We will notify individuals and Department heads of the next months' schedule via a formal letter and, if available, we will email each person/office to remind them of the appointment.

- **Reporting** Each week VFM will prepare a report for the County containing a list of "PM No Shows" and any other pertinent information related to PMs. On a periodic basis, we will also provide a report outlining statistical analysis, findings, and recommendations to enhance the overall maintenance of the fleet. We will notify the senior management of the applicable using agency whenever a vehicle is not delivered for service after a second notification. It is VFM policy to note the no shows and should the vehicles develop a problem that results in a repair to correct and the cause can be traced to the missed scheduled servicing.

- **Performance** will start after all coordination is done and appointments are set. We will use our checklists to perform all necessary inspections and determine if key items are within tolerances or need to be replaced because of age or nearing the end of its useful life. VFM will perform the most appropriate Preventive Maintenance service when vehicles and equipment are in the shop for other reasons.

2.6.3 Preventive Maintenance Automated Tracking

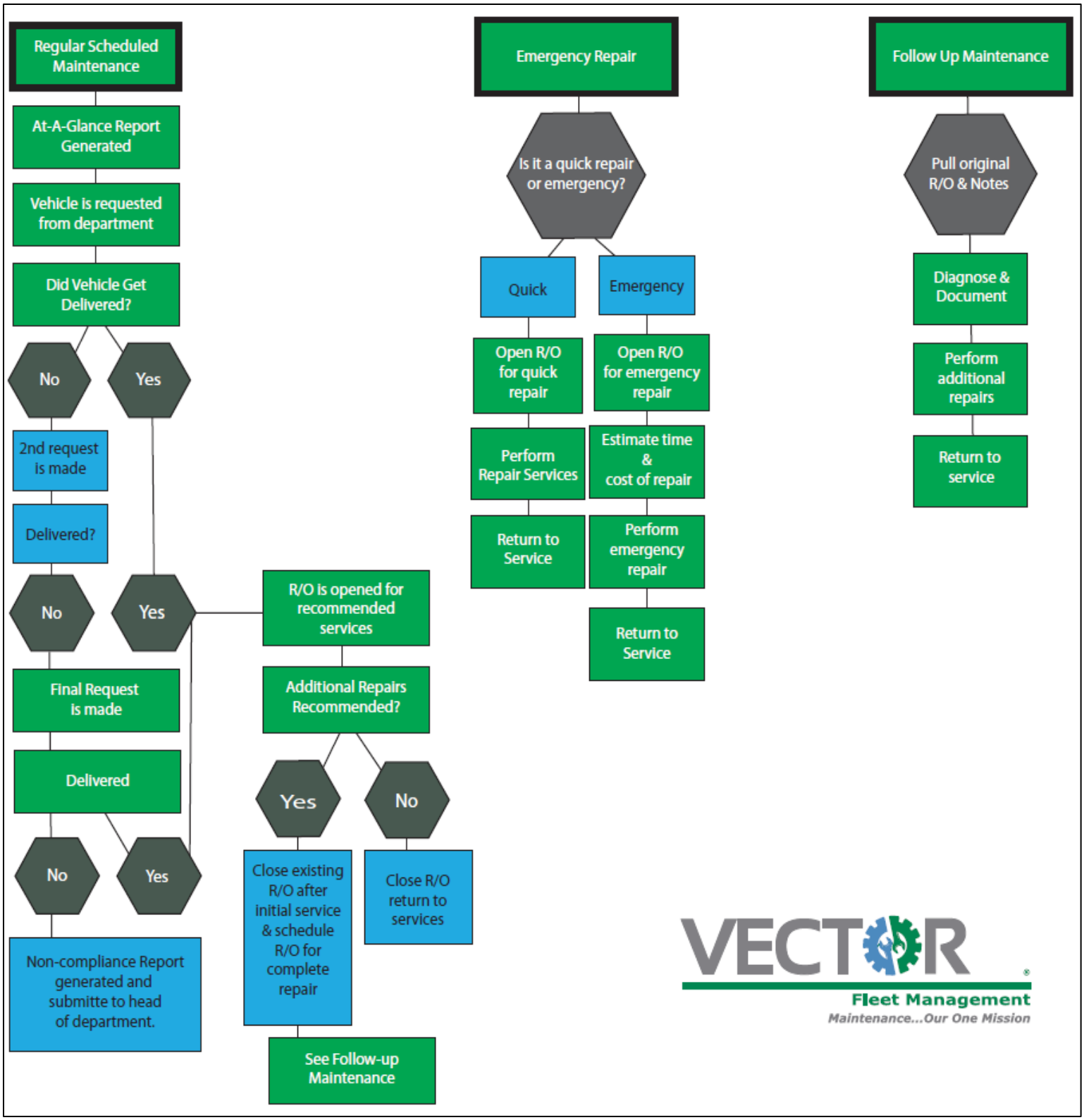
This 'at-a-glance' report is delivered automatically every Monday morning to the Contract Liaison

UNIT	DESCRIPTION	LAST DONE	LAST DONE READING	DUE %	INTERVAL	METER TYPE	DUE DATE
6100-7215	Wet (B PM)	Jan 20 2010 12:00AM	63779	129	4000	ODOMETER	Apr 26 2010 12:00AM
7500-80-1	Annual Inspection (C PM)	Mar 10 2009 12:00AM	28466	121	365	DAYS	Mar 8 2010 12:00AM
1425-6247	Wet (B PM)	Mar 17 2010 12:00AM	24548	110	5000	ODOMETER	May 17 2010 12:00AM
7500-10-L	Dry (A PM)	Nov 12 2009 12:00AM	18438	108	180	DAYS	May 9 2010 12:00AM
6100-66	Annual Inspection (C PM)	Apr 28 2009 12:00AM	116143	107	365	DAYS	Apr 28 2010 12:00AM
6210-01-N	Wet (B PM)	Jan 27 2010 12:00AM	117900	101	5000	ODOMETER	May 22 2010 12:00AM
6100-59	Wet (B PM)	Nov 27 2009 12:00AM	145510	99	180	DAYS	May 25 2010 12:00AM
7500-099	Annual Inspection (C PM)	Jun 2 2009 12:00AM	13514	98	365	DAYS	May 31 2010 12:00AM
7500-060	Annual Inspection (C PM)	Jun 1 2009 12:00AM	28944	98	365	DAYS	May 31 2010 12:00AM
7500-041	Annual Inspection (C PM)	Jun 3 2009 12:00AM	10060	98	365	DAYS	May 31 2010 12:00AM
6100-40	Wet (B PM)	Dec 1 2009 12:00AM	90120	97	180	DAYS	May 29 2010 12:00AM
7500-067	Annual Inspection (C PM)	Jun 10 2009 12:00AM	44929	96	365	DAYS	Jun 7 2010 12:00AM
8100-5703	Wet (B PM)	Mar 5 2010 12:00AM	36377	96	5000	ODOMETER	May 27 2010 12:00AM
7500-090	Annual Inspection (C PM)	Jun 12 2009 12:00AM	16458	95	365	DAYS	Jun 11 2010 12:00AM
7500-053	Annual Inspection (C PM)	Jun 15 2009 12:00AM	59836	94	365	DAYS	Jun 14 2010 12:00AM
7500-092	Dry (A PM)	Dec 9 2009 12:00AM	15932	93	180	DAYS	Jun 5 2010 12:00AM
7500-093	Dry (A PM)	Dec 9 2009 12:00AM	5259	93	180	DAYS	Jun 5 2010 12:00AM

2.6.4 Preventive Maintenance Work Flow

VFM has a great deal of experience as a maintenance provider in the Automotive, Medium/Light Duty Truck, Heavy Duty Truck, and equipment markets. We have an executive team composed entirely of former technicians, and individuals who are currently ASE Certified technicians. Commensurate with that experience comes attention to detail, and never forgetting what it was like to operate within a shop on a daily basis. With these shared experiences VFM is intimately familiar with the workflow layout that will increase productivity, improve reliability, and guarantee customer satisfaction.

Preventive Maintenance Workflow Chart:



The following outlines our Maintenance Process for servicing the County fleet.

2.6.5 Vehicle Selection for Services:

- The Site Manager will make decisions for needed services based off of reports received at the beginning of the workday, in coordination with County Fleet Manager.
- Once the Site Manager has looked over the "at a glance" report from our FMIS software, he will schedule out the work based upon his findings in the report.
- The site manager will then communicate to the responsible party, that there is a need for maintenance on certain unit numbers.
- Once the vehicle is brought onto the lot, it is taken by its daily driver to the check in area.

2.6.6 Vehicle Check In Protocol:

- The assigned driver for the vehicle requested in the "At a Glance" report will bring his/her vehicle into the VFM check in area of the maintenance facility.
- The driver will disclose any known issues with the vehicle or additional services he/she may be seeking, in addition to the original request for Preventive Maintenance.
- A diagnostic questionnaire is completed by driver which will minimize technician discovery time.
- A VFM employee will then fill out the necessary paperwork for vehicle and create a Repair Order for the vehicle.

2.6.7 Repair Order Creation:

- The repair order mentioned in the previous step will be filled in with a minimum of fifty (50) words of narrative, centered on the reason for the vehicle work order, if that reason is outside of preventive maintenance.
- *If the work order is AFTER HOURS, the customer that is dropping the vehicle off will include all pertinent information on the vehicle such a mileage, plate, vehicle description, and a reason for service. He will take this information along with the keys to the vehicle and drop it in the overnight box.*
- Once a technician has been assigned the Repair Order he will go pick the vehicle up and bring it into the work area for the start of the maintenance process.

2.7 Maintenance Method:

When the vehicle has been brought into the service bay the Technician will begin to work through the PM Checklist.

a) Lighting System (including light bars and auxiliary lighting)
b) Steering System (Undercar)
c) Starting/Charging System
d) Hydraulics
e) Auxiliary systems
f) Brake Linings
g) Grease Fittings
h) Coolant, Power Steering Fluid, Transmission and Wiper Fluids
i) Serpentine Belt and Cooling Hoses
j) Wipers
k) Tires are checked for signs of wear
l) Other Equipment type specific checks

- If no other needed repairs are found at that time, outside of the Preventive Maintenance RO assigned at start, the vehicle will then have all necessary paperwork completed and it will be returned to the lot.
- *However, if an additional need for work is found the Repair Order will **still be closed** on the PM order, and a new RO for the repairs at hand will be issued. If the recommended repair exceeds a predetermined dollar value, that vehicle will be referred to the Fleet Manager for approval before advancing.*
- PM services are routinely audited by our management staff as part of our VFM Quality Assurance program.

Auto & Pickup PM Form

VECTOR Fleet Management
Maintenance...Our One Mission

DEPARTMENT _____ RO# _____
UNIT # _____ DATE _____
VIN / TAG _____ MILEAGE _____

AUTO & PICKUP PM
(includes police, rescue and ambulance; under 1 ton)

WORK ACCOMPLISHED CODES: ✓=OK D=DEFECTIVE L=LUBED NE=NOT EQUIPPED
NOTE: ALL DEFECTIVE NOTATIONS REQUIRE AN EXPLANATION IN THE COMMENTS SECTIONS.

IN - CAB INSPECTION ITEMS	
	TEST DRIVE VEHICLE, PAY ATTENTION TO STARTING, TIRE AND BRAKE PERFORMANCE
	CHECK WINDSHIELD WIPERS AND WASHER OPERATION
	CHECK WINDSHIELD FOR EXCESSIVE PITTING, CRACKS OR "BULLSEYES", CHECK FOR SUNPASS "MARKED UNITS ONLY"
	CHECK WINDSHIELD "TOLL PASS"
	CHECK CONDITION ON INTERIOR OF VEHICLE
	CHECK REAR SEAT AND INTERIOR
	CHECK CONDITION OF DECALS
	CHECK PAINT AND BODY CONDITION
LIGHTS, AUXILLARY AND EMERGENCY EQUIPMENT	
	CHECK ALL INCLUDING EMERGENCY LIGHTING, BEAM/RAY/SPOTLIGHT, PATIENT COMPARTMENT LIGHTING
	CHECK ALL SIRENS, SHOTGUN RACK, COMPUTER MOUNTING ETC.
ENGINE AND ELECTRICAL	
	DRAIN OIL PAN - PM-B only
	REPLACE OIL FILTER - PM-B only
	INSTALL OIL PAN, DRAIN PLUG, AND GASKET; TORQUE TO SPECS
	PM-A - CHECK OIL LEVEL /PM-B FILL ENGINE with NEW OIL
	INSPECT PCV VALVE
	INSPECT COOLING SYSTEM. QUANTITY OF COOLANT ADDED_____
	INSPECT ALL COOLANT HOSES
	CHECK CONDITION OF ALL BELTS, AND FOR PROPER TENSION
	INSPECT AIR FILTER AND REPLACE IF NEEDED
	FILL WINDSHIELD RESERVOIR. QUANTITY ADDED_____
	CHECK BRAKE FLUID LEVEL. QUANTITY ADDED_____
	CHECK POWER STEERING PUMP, HOSES, AND FLUID LEVEL. QUANTITY ADDED_____
	CHECK AUTOMATIC TRANSMISSION FLUID LEVEL. QUANTITY ADDED_____
	BATTERY TEST RESULTS/printout
CHASSIS AND UNDERFRAME	
	CHECK DIFFERENTIAL LUBE LEVEL, _____PINTS ADDED.
	GREASE ALL GREASE FITTINGS
	PULL WHEELS FOR TIRE ROTATION
	CHECK BRAKE PADS - Measure in Millimeters — PAD Millimeters: L/F _____R/F_____ PAD Millimeters: L/R _____R/R_____
	CHECK BRAKE ROTORS - Measure in Millimeters — Discard Specs: F _____ R _____ — Rotor Millimeters L/F_____R/F_____ L/R____ R/R_____
TIRES AND WHEELS	
	CHECK AND ADJUST AIR PRESSURE TO MFG SPECS. _____LBS
	CHECK TREAD DEPTH - WRITE UP ANY TIRE W/ LESS THAN 5/32" TREAD DEPTH (INCLUDING SPARE) — DEPTH - L/F____R/F_____ L/R____R/R_____
	ROTATE AND INSTALL WHEELS
QUALITY CHECKS	
	RECHECK OIL LEVEL
	CHECK OIL PAN DRAIN PLUG, ENSURE THAT IT IS TIGHT
	CHECK OIL FILL, COOLANT, POWER STEERING, AND WINDSHIELD WASHER RESERVOIR CAP
	CHECK UNDERNEATH VEHICLE FOR UNUSUAL LEAKS OF ANY KIND
	INSURE THAT LUGNUTS ARE TIGHTENED PROPERLY

COMMENTS:

_____

_____

_____

TECHNICIAN _____ **DATE** _____
(Write additional notes and recommendations on back of sheet)

Trailer Service Inspection Form

VECTOR Fleet Management
Maintenance...Our One Mission

TRAILER SERVICE

CUSTOMER:_____
FACILITY:_____
DATE: _____

VIN/TAG: _____
UNIT #: _____
HOURS: _____
DOT DUE DATE: _____

WORK ACCOMPLISHED CODES:
☒ = OK L = LUBED
D = DEFECTIVE NE = NOT EQUIPPED
NOTE: All Defective Notations Require an Explanation in the Comments Section

TRAILER INSPECTION

BODY

- [ ] CHECK MUD FLAPS

BRAKE SYSTEM, SUSPENSION AND CHASSIS

- [ ] CHECK BRAKE LINING THICKNESS (RELEASE BRAKES)
  L_____ R_____ LR_____ RR_____
- [ ] CHECK BRAKE CAMS, BUSHINGS, AND BRACKETS
- [ ] CHECK BRAKE DRUMS AND WHEEL SEALS
- [ ] ADJUST BRAKES IF EQUIPPED WITH MANUAL SLACK ADJUSTERS
- [ ] CHECK AIR TANKS, VALVES AND BRAKE CHAMBERS
- [ ] CHECK AIR SYSTEMS FOR LEAKS
- [ ] MEASURE BRAKE PUSH ROD STROKE IF EQUIPPED WITH AUTOMATIC SLACK ADJUSTERS WITH 90 PSI APPLIED
  L_____ R_____ LR_____ RR_____
- [ ] CHECK BRAKE APPLICATION AIR LEAKS
- [ ] CHECK SPRING BRAKES AND DRAIN AIR TANKS
- [ ] GREASE BRAKE CAMS AND SLACK ADJUSTERS

TIRES, WHEELS AND RIMS

- [ ] CHECK FOR CUTS, SEPARATIONS AND BULGES
- [ ] MEASURE TREAD DEPTH AND RECORD:
  SINGLE AXLES: LO ____/32 LI ____/32 RO ____/32 RI ____/32
  TANDEM AXLES: LFO____/32 LRO____/32 RFO____/32
  RRO____/32 LFI____/32 LRI____/32 RFI ____/32 RRI____/32
- [ ] CHECK TIRE AIR PRESSURE AND RECORD:
  SINGLE AXLES: LO_____ LI_____ RO_____ RI_____
  TANDEM AXLES: LFO_____ LRO_____ RFO_____ RRO_____
  LFI_____ LRI_____ RFI_____ RRI _____
- [ ] AIR ALL TIRES TO CUSTOMER'S SPECS. _____ PSI
- [ ] CHECK WHEELS AND RIMS
- [ ] CHECK OIL LEVEL IN HUBS

LIGHTS AND ELECTRICAL SYSTEM

- [ ] CHECK FRONT LIGHT SOCKET (SEVEN PIN CONNECTOR)
- [ ] CHECK REAR LIGHT SOCKET (DOUBLES TRAILERS)
- [ ] CHECK MARKER, TAIL, BRAKE, TURN SIGNAL AND LICENSE PLATE LIGHTS
- [ ] REFLECTORS OR REFLECTIVE TAPE IN PLACE

COMMENTS:

COMPREHENSIVE TRAILER SERVICE

(Performed *ONLY* If Directed By VehiCare Manager)

BODY

- [ ] CHECK SKID PLATE, KING PIN AND UPPER COUPLER ASSEMBLY
- [ ] CHECK ALL SAFETY PLACARDS
- [ ] CHECK ICC BUMPER, STEPS AND GRAB HANDLES
- [ ] CHECK LICENSE PLATE AND REGISTRATION BOX
- [ ] CHECK FRONT, REAR AND SIDES
- [ ] CHECK INTERIOR FLOOR, SIDES AND TOP

FOR TRAILERS WITH ROLLUP DOOR - DO NEXT 5 TASKS

- [ ] CHECK DOOR PANELS, HINGES AND ROLLERS
- [ ] CHECK DOOR TRACKS, CABLES AND OPERATOR
- [ ] CHECK DOOR LATCH, HANDLE AND STRAP
- [ ] LUBE HINGES, ROLLERS, TRACKS, OPERATOR AND LATCH
- [ ] CHECK TOP, SIDE AND BOTTOM DOOR SEALS

FOR TRAILERS WITH SWINGING DOORS - DO NEXT 3 TASKS

- [ ] CHECK SWING DOOR PANELS AND SEALS
- [ ] CHECK HINGES, LOCKING RODS AND LATCHES
- [ ] LUBE HINGES AND LATCHES

TIRES, WHEELS AND RIMS

- [ ] CHECK FOR LOOSE WHEEL BEARINGS (requires jack)
- [ ] TORQUE WHEEL FASTENERS

BRAKE SYSTEM, SUSPENSION AND CHASSIS

- [ ] CHECK GLAD HANDS AND RUBBER WASHERS (FRONT AND REAR)
- [ ] CHECK ALL AIR LINES AND HOSE
- [ ] CHECK FRAME AND CROSSMEMBERS

IF SLIDING TANDEMS - DO NEXT 2 TASKS

- [ ] CHECK SLIDER RAILS, LATCHES AND PINS
- [ ] SPRAY LUBE SLIDER PINS AND PIVOT POINTS
- [ ] CHECK U-BOLTS AND SPRINGS

IF AIR SUSPENSION - DO NEXT 3 TASKS

- [ ] CHECK AIR LEVELING VALVE
- [ ] INSPECT AIR BAGS AND FASTENERS
- [ ] INSPECT SHOCK ABSORBERS AND MOUNTS
- [ ] CHECK AXLE BUSHINGS AND STABILIZERS
- [ ] CHECK EQUALIZER BUSHINGS (TANDEM AXLES)
- [ ] CHECK RADIUS RODS

_____
_____
_____
_____
_____

TECHNICIAN SIGNATURE: _____ DATE: _____

Police Patrol Units – VFM can provide a drive up "Quick PM A" service for the Police Patrol units with a turnaround time of 40 minutes if scheduled as appointment.

VECTOR
Fleet Management
Maintenance...Our One Mission

POLICE DIVISION (By Appointment) PM-A SERVICE (Rev 1-2020)

Initial next to each area completed if not applicable mark N/A

If needs repairs mark with an X and notate at repairs needed section

Vehicle on the ground (Initial Check)

____ Perform visual body inspection
____ State inspection is due on / (Advise supervisor if state is due within 30 days)
____ Install PM sticker
____ Reset oil life
____ Check seat condition and report if torn
____ Check all seat belts, Inspect for locking properly and report any frays or tears
____ Check fire extinguisher (Replace if in the red on separate non target work order)
____ Test OEM horn
____ Check gauges for indicators (Ex: Tire light, ABS, Check engine)
____ Check all wiper blades and sprayers
____ Test emergency brake
____ Verify back up alarm operation
____ Verify reverse camera and/or back up sensor operation
____ Check all emergency, OEM lighting, and reflectors .make sure spot light functions while rotating
____ Hybrid vehicles check hybrid battery filter in the trunk

Under the hood inspection

____ Check engine oil level; then change oil and filter
____ Check power steering fluid
____ Check brake fluid
____ Check the coolantlevel,color, and quality.
Document coolant freeze point _____ boiling point _____
____ Check washer fluid
____ Check all belts and hoses, secure and wrap hoses as needed
____ Check for any fluid leaks
____ Turn on the engine and check for noises
____ Check motor mounts
____ Check transmission fluid then shut off the engine
____ Check air filter
____ Check the battery terminals and cables. Clean off any corrosion
____ Perform battery test. Attach printout to the PM list.

Vehicle on the lift Chassis and Suspension

____Check underneath vehicle for fluid leaks
____ PD Crown Victorias verify the fire panel is secured and has no damage.(If damaged replace on a separate non target
____ Check that all four lower cross member bolts are torqued to spec, then all top cross member nuts must be torqued to
____ On PD Tahoe's verify the control arm bolts are tight. Spec is 129 ft. lbs.If loose replace nuts with OEM parts in all cas
____ Inspect chassis and suspension, grease all fittings if applicable
____ Check play at all wheels
____ Check brakes, check conditions of rotors, check for wheel seal leaks, and all operation

Quick PM A cont'd

Record brake pad thickness (If you cannot tell pull the wheels)

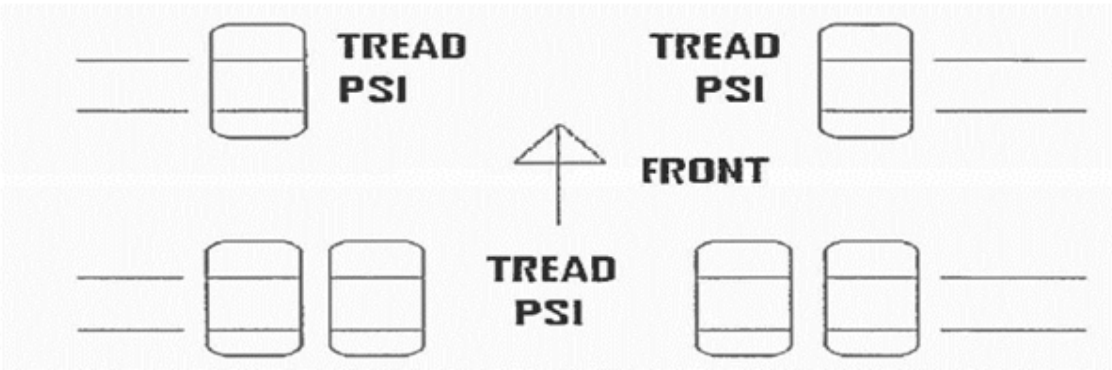
LF ____/mm RF____/mm

LF ____/mm RR____/mm

____ Check tires for punctures, sidewall damage, bent rims, unusual wear pattern, and crossfire issue

____ Torque all Wheel lug nuts to OEM specification

Document the tire depth in 32nds at its lowest point:



____ Installed valve stem caps

Document issues found during PM Service

_____

_____

_____

Quality Control Form

Supervisor or appointed quality controller document

____ Review work order steps and all repairs have been completed

____ Verify there is no handprints or grease stains from service

____ Verify all cores have been turned in

____ Verify scrap is in the scrap bin, all trash is in the trash can, bay is cleaned, floor dry is put up & filers disposed of

____ Verify all paper work has been turned in and keys returned

Report any finding:

_____

_____

_____

_____

_____

Technician Signature: _____ **Date:**_____

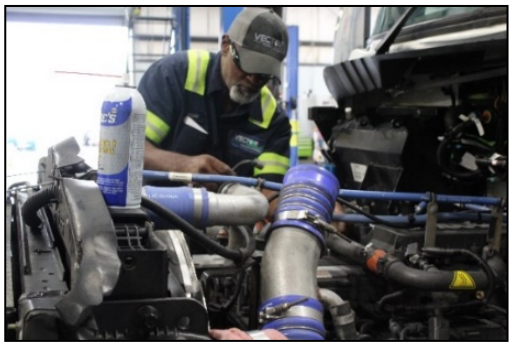
Inspectors Signature: _____ **Date:**_____

2.8 Vehicle Safety, Emissions, and Other Inspections

Inspect and test vehicles and power-operated equipment on an annual basis in accordance with Federal and State laws. State Vehicle Safety and Emission Inspections tests shall be performed by VFM Yearly or Bi Yearly by properly authorized and trained mechanic(s).

2.9 Repairs to Vehicles and Equipment

2.9.1 Repair Service Timelines



VFM understands that as budgets become more and more constrained, every vehicle becomes more critical for the County to perform its mission of providing services. We understand that excessive down-time for service is not acceptable. Scheduled repairs will be started on the day scheduled.

- All customers are provided an estimated completion time for repairs.
- VFM will notify the County if a repair estimate will exceed 24 hours.
- Work will begin within 15 minutes of arrival for scheduled service and the customers elects to wait in shop until services are completed.
- Work shall begin within 4 hours of a vehicle or equipment being dropped off at the shop.

2.9.2 Repair Limitations

Estimated repairs that exceed $1,500 for light duty and $3,000 for heavy duty will be reviewed by VFM to determine the cost effectiveness of repairing and be specifically approved by the County. If replacement is recommended, we will notify the County in writing. Repairs on such equipment will be deferred until a decision is made by the liaison or their designee to proceed.

2.10 Quick Fix

VFM will provide a Quick Fix function for minor repairs of less than a one-hour duration when the vehicle operator chooses to wait for service. Vehicles repaired under Quick Fix will be moved to top priority. Some examples of Quick Fix repairs are: headlight replacement, battery replacement, tire repairs, lighting repairs, fluid replenishment and windshield wiper service.

PMs will not be conducted as a Quick Fix function. If there is a systemic problem with unusual oil consumption or loss between scheduled PM servicing the vehicle needs to be diagnosed by our technicians to determine the source of the loss and repairs completed as soon as possible. Field expedient service will not be performed to patch a vehicle problem to get it back on the road. We may jump start a dead battery to get it attached to a tow vehicle or moved to a road shoulder. All other failures will be towed to the facility unless a complete fix can be done at the site where the vehicle is stranded.

- **VFM will provide operator training for required daily/weekly/monthly field maintenance of assets.**
- **VFM will provide appointments for quick fix and routine repairs.**
- **VFM will provide for a 40 minute PM-A service for light fleet**

2.11 Tire Services

VFM will provide complete tire service through our close relationship with Michelin, Goodyear and all major and medium OEM tire companies through their National Account Programs as well as our national wholesale distribution network providers. This will allow the County a complete and three tiered approach to tire management and achieving the lowest tire operating cost.

Our National Account partners will support VFM and the County through every phase of start-up, implementation and of course, the everyday aspect of managing and reducing tire cost. Working with National Account Partners, we know a lower tire operating system cost is the goal for the County.

VFM will provide complete tire service through our close relationship with Michelin and Goodyear, through their National Account Programs as well as our national wholesale distribution network providers. This will allow the County a complete and three tiered approach to tire management and achieving the lowest tire operating cost. Our National Account partners will support VFM and the County through every phase of start-up, implementation and of course, the everyday aspect of managing and reducing tire cost. Working with National Account Partners, we know a lower tire operating system cost is the goal for the County.

Through our National Account Programs, VFM will provide:

- Casing Management Program
- Monthly Tire Audit and Survey
- Tire Yard Checks
- Procurement though our National Account Programs

VFM's Tire Management and Tracking Program (TMTP) is already in place and active with our other Government National Accounts. This is a robust and proven program, which provides strong data driven decisions that will help VFM develop and clear path for reduced tire cost for the County.

2.12 Warranty and Recall Work

All materials, parts, and workmanship furnished by VFM will be of high quality and free from defects and imperfections and meet all OEM standards and specifications. Further, VFM will pass through reimbursements to the Client for any manufacturer warranty coverage due.

2.12.1 Warranty and Recall Work

Weekly Warranty/Recall Report:

VFM will submit a weekly report to the County that fully describes the parts eligible and supplied, by line item and with costs assigned under the warranty provisions of this RFP.

2.13 Outside Repairs

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

VFM's plan for outside repairs shall be periodically and informally reviewed by the County and VFM to ensure that the outside repair versus in-house repair decision remains justified. All responsibility (paperwork, invoicing, quality control, vehicle movement, vehicle security, etc.) shall be that of VFM. Subcontractor invoices will be accepted solely by VFM.

VFM shall be responsible for requiring that all approved subcontractors have the same liability coverage as VFM.

2.14 Road Calls

VFM will provide emergency road service for the County. For equipment, which cannot be brought into the maintenance facility, we will provide mobile service 24/7 days a week emergency road service.

VFM will be responsible for dispatching the proper repair vehicle within 20 minutes of notification of the road call and be prepared with fully equipped service truck. VFM will provide number for roadside service to be monitored 24 hours a day 7 days a week. This complete program allows for overhead cost reduction of onsite personnel 24 hours per day.

VFM will have persons on call to expeditiously handle vehicle breakdowns. VFM will have towed any County owned vehicles requiring this service, regardless of whether or not the cause is an authorized repair or another incident.

2.15 Towing/Transporting Vehicles

VFM will have persons on call to expeditiously handle vehicle breakdowns. VFM will tow any County-owned or leased vehicle requiring this service, regardless of whether or not the cause is an authorized repair or another incident. Towing services in response to a vehicle accident will be billed as a Non Target service.

2.16 Road Testing

VFM will conduct a road, or appropriate operations, test on all vehicles and equipment that have had safety related repairs or adjustments (e.g., brakes, steering, aerial lift, etc.). VFM will ensure the safety of these vehicles and equipment prior to returning to service. VFM's employees will have the appropriate license for the type of vehicle under test. VFM and employees of VFM will follow all County policies and procedures regarding the operation of a County owned vehicles.

2.17 Welding and Fabrication

Welding and fabrication related to vehicle repairs will be an integral part of the service provided by VFM. Examples of this work include repairing refuse vehicles, backhoe/ loader buckets, etc. VFM will provide American Welding Society (AWS) certified welders to complete work on steel and aluminum. Additionally, VFM is willing to provide welding services in the Non-Targeted category. We agree that the County reserves the right to inspect and test the quality of VFMs welding services at any time.

2.18 Transit

A Transit and ADA Transit operation adds another element to a "typical" municipal fleet. This fleet is federally regulated, requires additional inspections, processes and procedures. VFM will help the County achieve a safe, reliable and cost effective fleet to service the residents of Rowan County.

Since 1988, VFM has been maintaining fleets for our clients, many of those fleet include a transit operation. Through years of experience, VFM has developed customized Transit Operating Procedures to assist our clients in running a safe, reliable and cost effective transit service.

VFM Transit Services will focus on the following:

- Daily Inspections
- Transit PM Program
- Annual/Federal Inspections
- Lift Maintenance and PM Program
- Interior and Exterior Cleaning
- Interior Disinfecting Service
- Tire Management and Tracking Program (TMTP)
- Yards Checks to catch tire wear/damage
- Reporting and records retention per FTA Guidelines.
- VFM employees will meet FTA guidelines for employment

As Rowan County has a fleet of Ford transit vehicles, VFM will be able to provide Dealership/OEM level of repair, warranty and parts pricing for these chassis. With VFM long standing OEM & Supplier relationship with Ford, this will add another "layer" of expedited services, lower parts cost and the ability to reduce outsourcing to a dealer. This allows VFM to control the cost, quality and time to repair each vehicle.

Transit PM Forms:

VECTOR
Fleet Management
Maintenance...Our One Mission

Vector PM - Cut Away & Small Passenger Bus

Unit #: _____ Customer: _____ DATE: _____

Dept.: _____ Location: _____ Technician: _____

Work accomplished codes : X = OK D = Defective L = Lubed NE = Not equipped
NOTE: ALL DEFECTIVE NOTATIONS REQUIRE AN EXPLANATION IN THE COMMENTS SECTION

EXTERNAL INSPECTION:	
Unit Overall Condition (Guards, handles and covers in place, obvious leaks, etc.)	
Condition and operation of doors (front and rear)	
Condition and operation of all safety devices	
Check all mirrors	
Condition of all external lighting(marker lights, etc.)	
Check air bag system for operation, leaks, etc.(if equipped)	
Condition of tire pressure	
Check for loose or missing body panel rivets	
Passenger Compartment:	
Air Filter for compartment. Replace filters as needed.	
Check compartment thermostat(if equipped)	
Check compartment condenser for plugging, dirt, etc.	
Check a/c and heat ducting for compartment.	
Check body to chassis mounting bolts	
Check interior compartment lighting	
Check wheel-chair lift	
Check compartment door seals and window operation	
Check seat belt operation and emergency exit door operation	
Check flooring is attached correctly	
ACCESSORIES:	
Check all switches for correct operation(lighting, AC & DC switches, etc)	
QUALITY CHECKS:	
Check and record heat and A/C vent temperature.	
Under Hood/Unit:	
Check battery - attached printout	
Change engine oil	
Change fuel filter (diesel units)	
Check washer fluid	
Check belts and hoses	
Check air filter	

Check Brakes

PAD Millimeters: L/F _____ R/F _____
PAD Millimeters: L/R _____ R/R _____

Rotor Millimeters L/F _____ R/F _____
L/R _____ R/R _____

Tires

DEPTH L/F _____ R/F _____
inside L/R _____ R/R _____
outside L/R _____ R/R _____

Comment: _____

Annual Safety Inspection Form:

VECTOR
Fleet Management
Maintenance...Our One Mission

Annual Safety Inspection

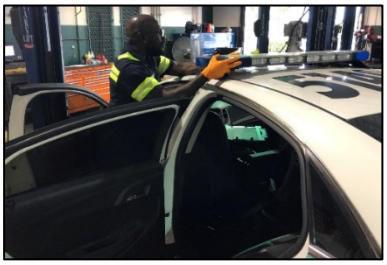
Date of Inspection	Odometer Reading	VIN Number	FDOT Number	Year/Make/Model

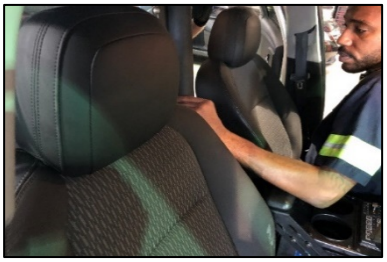
Inspection Agency	Inspector's Name (Print)	Inspector's Signature

Item Inspected	OK	Repairs Required	Comments
Horn			
Windshield Wipers			
Mirrors			
Batteries and Wiring			
Service and Parking Brakes			
Warning Devices			
Directional Signals			
Hazard Warning Signals			
Lighting System and Signaling Devices			
Handrails and Stanchions			
Standee and Warning			
Doors and Interlock Devices			
Stepwell and Flooring			
Emergency Exits			
Tires and Wheels			
Suspension System			
Steering System			
Exhaust System			
Seat Belts			
Safety Equipment			
Equipment for Transporting Wheelchairs			
Speedometer			

Note: Attach any repair order/invoice generated as a result of this inspection. Chapter 14-90.009 Bus Safety Inspections

2.19 Up-fitting





VFM has experience up-fitting police, fire, and support vehicle fleets. Our turn-key solutions are customized to meet or exceed your organization's specific needs, including the following:

- Light Bars and Directional Light Sticks
- Interior and Exterior/Perimeter Warning Lights
- Sirens and Speakers
- Consoles
- Communication Equipment
- Computer and Mounts
- License Plate Readers
- Camera Systems
- Trunk Storage Boxes
- Graphic Design and Installation
- Radar Systems
- Weapon Mounts
- Push Bumpers
- Prisoner Transport Seating and Partitions
- Custom Federal Signal Wire-Harness
- Cabinets and lighting
- Boxes and storage/shelving

VFM services one of the largest police forces in the nation, Broward County Sheriff Department. VFM will have in-house trained technicians for all up-fitting services for all departments. Our experience up fitting police fleets include marked patrol vehicles, K9 vehicles, undercover and prisoner transport buses. .VFM will bring in our up-fitting trainers for on-site training of our technicians at Rowan County.

2.19.1 Up-Fitting Equipment

VFM has a direct purchasing agreement with all the top emergency equipment providers. This will allow VFM to pass our direct purchasing savings on to Rowan County. With an in-house up-fitting staff, and no "middle man" marking up the emergency equipment, Rowan County will experience a decrease in cost and on time new vehicle preparation and up-fitting.

FEDERAL SIGNAL

2.20 Vehicle Safety, Emission Inspections

Inspect and test vehicles and power-operated equipment on an annual basis in accordance with Federal and State laws. State Vehicle Safety and Emission Inspections tests shall be performed by VFM Yearly or Bi Yearly by properly authorized and trained mechanic(s).

WHELEN® TRUSTED TO PERFORM™

2.21 New Vehicle Acceptance

VFM will prepare all newly acquired vehicle and/or equipment for service. Preparation shall include: inspections, services as required, cleaning, rust proofing, decals/stripes, fabrication and installation of special equipment and hardware, coordination of radio installation, transfer of serviceable special equipment from the old unit and coordination/cost of radio/light installation. New equipment shall be the financial responsibility of the County. VFM may procure new equipment on behalf of the County as requested. Equipment will be prepared as listed above and delivered to user departments within five (5) working days after receipt of DMV tags and registration. VFM will work with the County's Fleet Manager for this process.

2.22 Vehicle Disposal

Vehicles to be sold by the County shall be prepared for disposal by VFM. Preparation will include removal of tags, decals and special equipment, and other paper work. VFM will adhere to County's asset disposal policies and regulations when a vehicle is sold. VFM will not cannibalize parts form vehicles taken out of service for sale nor cannibalize parts from County vehicles for use on other vehicles without prior written consent from the County or designee. Any parts used from a disposed vehicle will be reimbursed to the County at fair market value.

2.23 Waste Management

VFM will take all precautions and training for their employees to assure safe handling, processing, storage and removal of used fluids, non-hazardous and hazardous waste produced through normal garage operations.

Below is the outline of our Safety Plan:

VFM 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 current County and Federal laws and EPA regulations. VFM will provide training and management for employees working with and handling hazardous material, in accordance with laws and EPA regulations.

CONTROL AND DISPOSAL OF SOLID WASTE AND CHEMICAL AND SANITARY WASTE – CONTAMINANT PREVENTION PLAN

Upon contract award and post workplace hazard analysis, Safety Data Sheets (SDS's) will be provided to the Code of Federal Regulation (COR) as well as kept on site. Nonhazardous waste disposal contractors will be identified and reported to the COR.

Reports will be made available per contract requirements of waste generated, diverted, and disposed of. The 3R (Reduce, Reuse, and Recycle) method will be considered when planning waste management strategies in an effort to decrease the impact of un-reclaimed waste on landfills, and decreasing the environmental carbon footprint of overall maintenance activities.

2.24 Inclement Weather Support

VFM will provide emergency road service for vehicles in the County fleet. For equipment which cannot be brought into the maintenance facility we will provide mobile service to perform repair, lubrication, and tire repair services.

VFM has 25 technicians able to deploy to Rowan County within 4 hours of an emergency situation. VFM has over 50 Technicians we can mobilize within a 12 hour period for emergency support to the County.

VFM will have persons on call to expeditiously handle vehicle breakdowns. VFM will tow any County-owned or leased vehicle requiring this service, regardless of whether or not the cause is an authorized repair or another incident. Towing services in response to a vehicle accident will be billed as a Non Target service.

With the full knowledge and authorization by the County, VFM will mobilize the maintenance facility and provide repair and maintenance services for the duration of emergencies. We will provide appropriate staffing levels to ensure continuous vehicle operational levels as determined by the County up to our maximum staffing levels.

We understand emergency circumstances may occur outside of normal hours of operation and may involve any number of employees, equipment and vehicles. VFM's costs incurred during emergencies that occur outside of normal hours of operation are not included in our Target Costs. Approved costs incurred will be billed to the County at our proposed Rate.

VFM will work with the County to develop a specific Emergency Plan that will go into effect in the event of an emergency. This plan will include staffing commitments, response times and a chain of contact. In addition to local, on-site personnel, the managers from our other VFM facilities will be part of the plan, if necessary.

We currently provide service to local governments whose services cannot remain interrupted for long without communities suffering serious consequences. Assisting with storm-related problems and mobilization are a regular occurrence in our business. Our managers and technicians understand the need for extraordinary efforts to meet the demands placed on our customers during emergencies. VFM will not leave the County unprotected in an emergency.

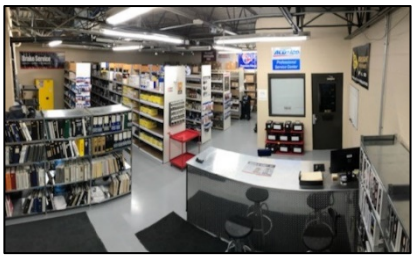
2.25 Parts and Inventory Management

VFM will furnish all parts, tires and supplies necessary to maintain and repair the vehicles and equipment within the County fleet.

VFM plans on bringing in a specially designed Conex Box with a secure door and locking system to secure store.

2.26 Procuring, Stocking and Disbursing Parts

VFM will furnish all parts, tires and supplies necessary to maintain and repair the vehicles and equipment in the County fleet represented by the provided Vehicle Listing. Parts will be OEM and/or meet OEM specifications for aftermarket parts.



We will obtain the County's approval for new product lines before they are introduced into the parts supply. Parts installed on vehicles and equipment's are identified by part number and cost on the maintenance work order.

VFM will track, submit for and recover all applicable parts warranties from both OEM and aftermarket suppliers. This information and associated alerts will be entered into the FMIS system.

VFM will source 90% of parts and supplies from local area of the County and Vendors.

VFM will utilize these sources below:

- Strategic Alliances with National Parts Chains
  - VFM has strong relationships with 2 National Parts Suppliers who have a total of 12 locations within 15 miles of the Rowan County Shop.
- Local Chains Kitting PM Parts offsite and delivering to shops Just-In-Time:
  - VFM's national parts agreement includes Just-in-Time delivery of frequently used parts, such as PM Parts and Kits.
- Use of out of town Parts and Component Suppliers as second and third options:
  - VFM has a commitment to source over 90% of parts for the County contract from local Parts suppliers.
- Use of Non-Target Expedited Parts Order, Ship and Freight Options when directed by the County.
  - When instructed, VFM has the OEM and National Parts agreements in place to expedite Non-Target parts at the direction of the County.

2.27 Quality of Parts

VFM will provide parts that are OEM or OEM equivalent or quality aftermarket replacement from a reliable supplier. In cases where aftermarket parts exceed original manufacturer specifications, VFM will opt to provide the preferred parts. Lubricants, oils and other chemicals used on County vehicles and equipment will meet American Petroleum Institute specifications for the particular application. Any chemical additive will be suggested to the County for approval before it is used in a fleet asset. In all cases, the sourcing of High Quality parts drives sourcing decisions.

VFM understands rebuilt/remanufactured parts must conform to the manufacturer's reconditioning tolerances and only when advised by the County for use.

VFM possesses the experience to drive a high-value Parts Management program, taking full advantage of OEM relationships. Our experience provides vetted proven suppliers for Light, Medium and Heavy Duty parts. We require our core vendors to provide 24-hour online ordering capability.

2.28 Warranty Parts

VFM will track, submit for and recover all applicable parts warranties from both OEM and aftermarket suppliers. This information and associated alerts will be entered into the FMIS system.

- **Weekly Warranty Report**
  VFM will submit a weekly report to the County that fully describes the parts eligible and supplied, by line item and with costs assigned under the warranty provisions of this RFP.

- **Technical Service Bulletins**
  VFM will track, monitor and respond to all TCB for the County's fleet and address to these notifications immediately and through the direction of the OEM.

- **Recalls**
  VFM will track, monitor and respond to all vehicle/parts Recalls for the County's fleet and address to these notifications immediately and through the direction of the OEM.

2.29 Fueling Services

The WEX Fuel Card is a powerful, convenient payment solution, designed to meet the financial demands of your business—as well as those of your employees or independent contractors.

Consolidating transactions onto a single card gives you one data point to manage and control purchases and more.

- Truck stop /Terminal Fueling
- 24/7 Online & Mobile Card/Account Management
- 24/7 Customer Service
- Superior Financial Controls
- Seamless system integration with leading third-party software providers

Features:

Universal Acceptance

The WEX Fuel Card is accepted at more than 16,000 truck stop locations across North America.

Real-time Integration

No matter what software you rely on to run your business, WEX Fuel Cards seamlessly integrate directly with your existing systems providing greater visibility and control through a single user-defined interface.

Total Control

The WEX Fuel Card provides more security and control. Set purchase limits in real-time and customize at the individual card level. Distinct card prompts validate purchases before authorizing the fuel transaction.

- Best in class purchase and financial controls
- Better authorization controls
- Superior fraud prevention tools
- Driver/Vehicle customized reporting

Mobile Access

Control your fleet anywhere, anytime from your mobile device. The **EFS Carrier Control** app is an easy, reliable mobile control center to manage your WEX-EFS card program.

- 24/7 online and mobile card management access
- Monitor transactions and perform instant overrides
- Issue or void Money Codes in real time
- View rejected transactions for proactive behavior coaching
- Driver mobile smartphone access

2.30 Fleet Management Services

2.30.1 Vehicle Acquisition and Replacement Planning

VFM understands that the County may purchase or lease new vehicles through different sources. VFM can support and advise the County on all purchase/lease decisions based on our immense volume of fleet management data, from municipal and county fleets across the country.

If Rowan County chooses to lease vehicles, VFM is a maintenance partner with Enterprise Fleet Management. As such, we have the ability to document all services on Enterprise Lease Vehicles through the Enterprise FMIS called Auto Integrate.

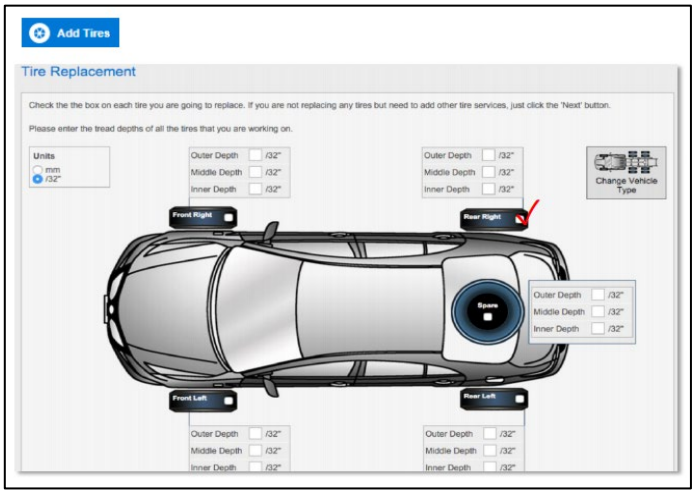
We can perform the maintenance and documentation required for straight vehicle leasing or full-service maintenance leases. This will enable the County to:

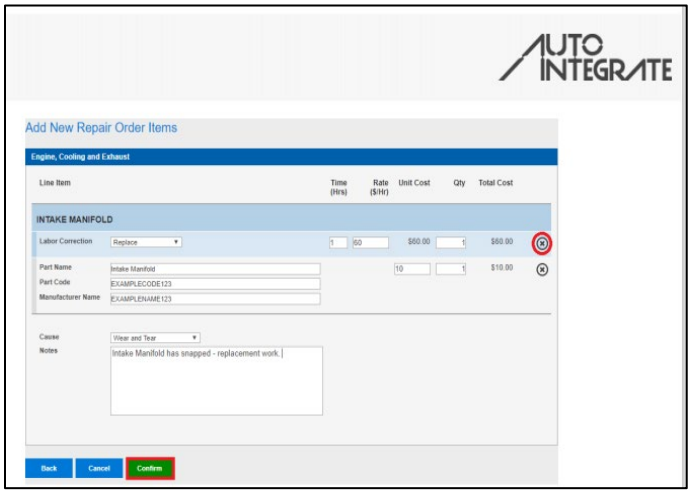
- Have all Enterprise Lease vehicles maintained in-house by Vector Fleet Management
- VFM can manage any lease vehicles that have a service contract with an outside vendor.
- All Enterprise Lease vehicles will have correct and timely maintenance data recorded in Auto Integrate, Enterprises Fleet Maintenance Software.
  The County will be able to fulfil all maintenance contract requirements of your lease fleet, in-house.
- VFM can service PM, Repairs, Quick Fixes, Tires and accident claims all through our Enterprise Fleet Management Portal.
- Saving Time, Money and valuable County assets by having VFM service your Enterprise Lease Fleet.

Our relationship with Enterprise allows VFM to maintain, repair and enter the needed data in the Enterprise system. This will save the County from sending these vehicles to an outside vendor and keep this maintenance in-house.

Coupled with the lifecycle cost data from our own FMIS, Enterprise Auto Integrate, and our over three decades of dedicated fleet maintenance, will ensure the County will maximize the benefit of the Enterprise Fleet Leasing Program.

enterprise FLEET MANAGEMENT





2.30.2 Titles and Registration

VFM will prepare all newly acquired vehicle and/or equipment for service. Preparation shall include: inspections, services as required, cleaning, decals/stripes, fabrication and installation of special equipment and hardware, coordination of radio installation, transfer of serviceable special equipment from the old unit and coordination/cost of radio/light installation. New equipment shall be the financial responsibility of the County. VFM may procure new equipment on behalf of the County as requested. Equipment will be prepared as listed above and delivered to user departments within five (5) working days after receipt of DMV tags and registration. VFM will work with the County's Fleet Manager for this process.

2.30.3 Investigations and Audits

VFM will support the County, when requested, by providing technical advice to the County in investigations related to the County fleet. Such investigations may involve accidents, fire, or other issues of a technical nature.

2.31 Quality Assurance Program

2.31.1 Fleet Availability

VFM will stress the importance of having as many County vehicles as possible operational at all time since vehicles down prevent County mission accomplishment." We will promote vehicle availability by:

- Scheduling repair work and preventive maintenance when a vehicle is not normally required to be in service.
- Employing only highly skilled and trained technicians.
- Providing our technicians with the latest in diagnostic technology and training to facilitate accurate "first-look" diagnosis of any problems so that they may be corrected in the shortest possible time
- Ensuring that all necessary parts are ordered and available before the vehicle is removed from service for repairs.

- Anticipating component replacement needs by examining repair history and replacing any such components when the vehicle is in the shop for scheduled work to avoid random breakdowns.
- Ensuring that shop equipment is available and operational through periodic preventive maintenance and inspections.
- Tracking vehicle downtime on every repair order so that fleet downtime can be tracked on formal reports.
- Applying the same repair schedule completion requirements to our subcontractors as for work done in-house.

2.31.2 PM Program Compliance

An extensive preventive maintenance program customized to the County's fleet specifications and administrator requests for the highest vehicle security and accessibility, improve customer service and decrease vehicle operating costs.

2.31.3 Maintenance and Repair Performance

At VFM, we are acutely aware that all repairs must be performed in a timely manner so that vehicles can be returned to service in the shortest possible time. VFM will strive to place vehicles back in service without the need for any disruptive return visits. This means accurate diagnosis and repair of the problem the first time which can only be achieved by applying quality workmanship.

When our personnel, through regular work review, quality control surveillance, or customer compliant discover non-complaint work, we will document that work on the appropriate Inspection Checklist and report it to our General Manager who is the designated on site Quality Control Manager.

If a discrepancy requires further corrective action or identifies a need for a change in procedures, the General Manager will coordinate with the appropriate shop supervisor or work leader to correct the discrepancy as required, increase the inspection frequency as needed, and develop and recommend any required changes to procedures.

The following approach will be used to correct the work:

- Correct discrepancy on the spot, if possible
- Initiate corrective action
- Assign a suspense date for correction, and forward a report to the Director of Operations for Follow up.
- Report outstanding discrepancies to the Director of Operations and V.P. of Operations on a weekly basis.

Work discovered by the County personnel as non-compliant will be corrected. To prevent recurrence of discrepancies, non-compliant work be evaluated by the General Manager to determine if it should be incorporated into that functional area's self-inspection criteria or included on an existing Quality Control Checklist. The General Manager will also conduct trend analysis of non-compliant item to prevent development into more significant problems.

2.31.4 Law Enforcement Experience

By selecting Vector Fleet Management, Rowan County will bring decades and thousands of law enforcement vehicle experience to your fleet maintenance program.

Law Enforcement Experience		
Government Entity Name	**Period of Service**	**Enforcement Fleet Size**
Broward County Sheriff, FL	Since 2016	3300 Law Enforcement Units
Ector County Sheriff, TX	Since 2013	300 Law Enforcement Units
City of Carrollton, TX	Since 2018	103 Law Enforcement Units 617 Total Units
City of Coconut Creek. FL	Since 2018	160 Law Enforcement Units 557 Total Units
Addison County, TX	Since 2018	189 Law Enforcement Units
City of Big Spring, TX	Since 2013	254 Law Enforcement Units
Midland County Sheriff, TX	Since 2013	325 Law Enforcement Units
Newberry County, SC	Since 2009	85 Law Enforcement Units 300 Total Units
City of Covington, KY	Since 2021	Parts Management 125 Law Enforcement/930 Total Units
Hernando County, FL	Since 2021	Parts Management 70 Law Enforcement/602 Total Units
City of Cincinnati, OH	Since 2021	Parts Management 745 Law Enforcement/3800 Total Units

2.31.5 Parts Availability

We realize that having a sufficient and fleet-specific parts inventory on hand minimizes the time required to perform repairs and services. The availability of quality replacement parts is critical to maintaining a high in-commission rate for fleet vehicles – especially when unscheduled repairs or breakdowns occur on specialized vehicles, such as police vehicles.

VFM has teamed with major national parts distributors and local jobbers in an effort to minimize vehicle down time due to unavailability of parts on this contract. We will employ the following measures to guard against delays in repairs due to “stock-outs”:

- Use our FMIS, TMT to facilitate parts receipt/issue control, reordering, reporting and warranty tracking.
- Check repair schedules daily to ensure that all required parts for future scheduled services are in-stock. If not, we will either expedite delivery of the part(s) or reschedule the service. We will also check “on-order” parts daily and expedite delivery if necessary.
- Analyze our parts usage monthly to establish which parts should be stocked and in what quantities to meet historical demand.
- Use ONLY parts that meet or exceed OEM specifications.
- Take advantage of high-volume discounts and pass applicable cost savings on to the Department.

- Use “consigned stock” procedures for items such as tires and batteries to ensure fresh stock without the expense of stocking spare parts and materials which tie up working capital.
- Monitor Delayed Repair Orders that are “Awaiting Parts” status.

2.31.6 Vehicle Safety and Reliability

We recognize that vehicle safety and reliability is the foremost responsibility of any fleet owner. These are even more critical issues for a maintenance contractor since our actions can directly impact the safe and effective operation of your fleet as well as the well-being of all Department employees. VFM will establish the following operating procedures:

- Whenever a vehicle is in the shop for service (excluding PM services), our technicians will perform a complete Safety Inspection.
- Whenever a vehicle receives a safety-related repair or adjustment, our technicians will perform a road test to ensure that the repairs/ adjustment have corrected the problem.
- We will utilize experienced and trained technicians in the performance of all vehicle inspections and repairs. As required, certain repairs and inspections (such as aerial lifts) will be accomplished by duly licensed and certified individuals.
- We will maintain current records on every manufacturer’s recalls, technical service bulletins, and safety bulletins to ensure that all affected vehicles are corrected to meet manufacturer’s standards.
- Any user notice/complaints regarding safety items will be grounds for removing the vehicle from service so that immediate repairs can be affected. Such safety-related repairs will receive top priority.

2.31.7 Recall Compliance

We will maintain current records on every manufacturer’s recalls, technical service bulletins, and safety bulletins to ensure that all affected vehicles are corrected to meet manufacturer’s standards.

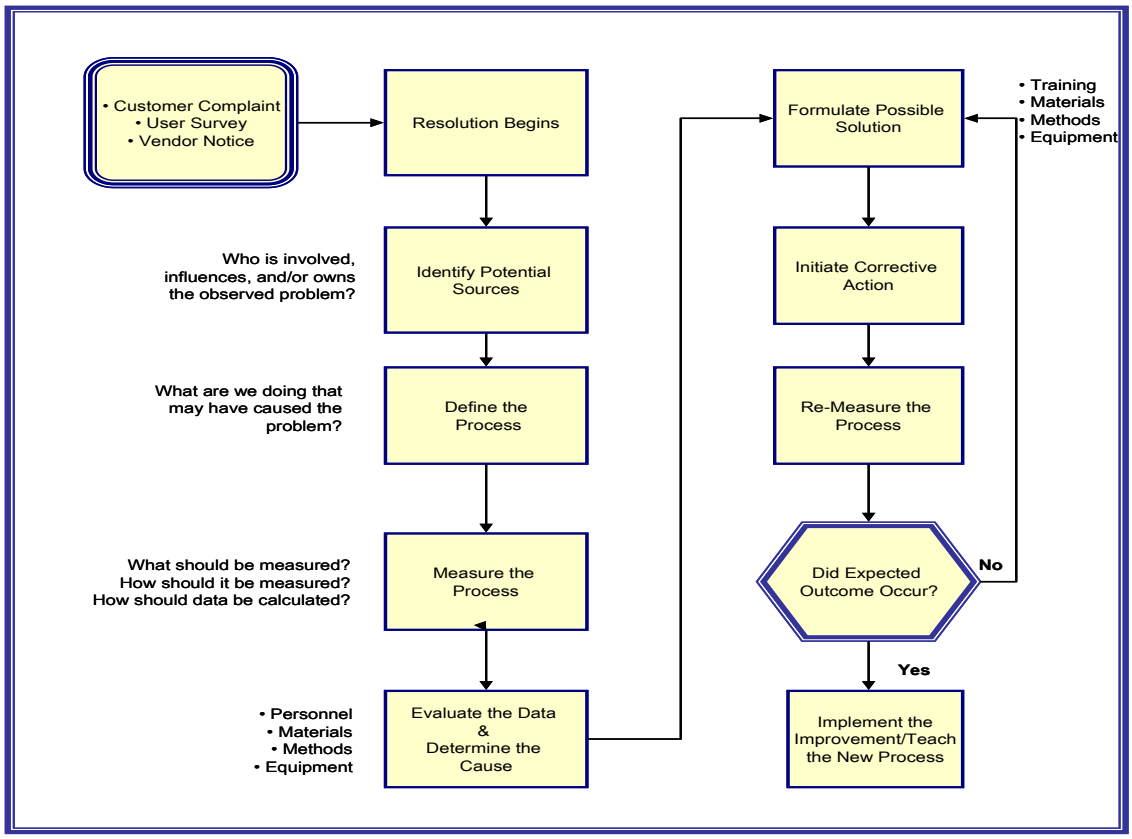
2.31.8 Customer Service

A major concern in the contracting out of service delivery is the assurance of performance on the part of the contractor. VFM guarantees the quality of our work. We are able to offer this guarantee because of the importance of quality to our corporate efforts at every location we provide service.

Quality Assurance will be an essential aspect of our maintenance and repair efforts. Our experience in service delivery has indicated that Quality Assurance must be more than a formalized system for sampling and inspecting work. Quality Assurance must be part of the work ethic at every level: Service Manager, Technicians, and Corporate Management.

Our onsite Site Manager will be responsible for data collection and the implementation of our formal quality control program. The program will parallel the Performance Standards agreed upon with the County. The Site Manager will be responsible for scheduling inspections of samples of completed and in-progress service work, documentation, and reports.

Quality Improvement Process VFM doesn't just correct a problem and move on but instead we make sure the problem is resolved. VFM takes the necessary steps to ensure the situation will not occur again.



2.32 Non Target Services

We will manage repair timeliness, payment of invoices and inspect the quality of repairs. Third-party invoices for accident repairs will be considered a Non-Contract service and will be paid VFM and re-billed to the County at our cost, without markup.

- **Accident Repairs -** Processing and repairs are the joint responsibility of the Contract Manager, or their designee; Department Head; Purchasing Agent, Risk Manager and Proposer. This joint effort will be chaired by the County. Insurance settlement proceeds would be paid directly to the County. Accident repairs are not included in the target cost provided.

- **Vehicle Damage -** Refers to any physical damage to a County vehicle resulting from vandalism, theft, Acts of God, abuse, misuse, work damage, or unreported accidents.

- **Vehicle Prep For Service Disposal -** VFM will prepare all newly acquired vehicle and/or equipment for service. Preparation shall include: inspections, services as required, cleaning, rust proofing, decals/stripes, fabrication and installation of special equipment and hardware, coordination of radio installation, transfer of serviceable special equipment from the old unit and coordination/cost of radio/light installation. New equipment shall be the financial responsibility of the County. VFM may procure new equipment on behalf of the County as requested. Equipment will be prepared as listed above and delivered to user departments within five (5) working days after receipt of DMV tags and registration. VFM will work with the County's Fleet Manager for this process.

Vehicles to be sold by the County shall be prepared for disposal by VFM. Preparation will include removal of tags, decals and special equipment, and other paper work. VFM will adhere to County's asset disposal policies and regulations when a vehicle is sold. VFM will not cannibalize parts form vehicles taken out of service for sale nor cannibalize parts from County vehicles for use on other vehicles without prior written consent from the County or designee. Any parts used from a disposed vehicle will be reimbursed to the County at fair market value.

- **Vehicle Refurbishment -** VFM will bill all Capital Improvements of vehicle assets as non-target services. This services are to include all installations of accessories and equipment, re-allocation of equipment from decommissioned equipment to newly acquired or used equipment, as well as complete refurbishment of a vehicle instead of replacement.
- **Extended Life Repairs -** Life Cycle Criteria will be subject to shared liability for maintenance and repair services during the course of the contract year. However, VFM will only be ultimately responsible for the cost of labor, parts, and subcontracted services up to a per-unit deductible equal to the unit's assigned VEU's multiplied by the Contractor's Target cost for labor, parts, and vendor services per VEU.
- **Excluded Vehicles -** In some instances where the County decides to temporarily waive the vehicle turnaround time and daily fleet availability performance standards. This would include confiscated vehicles, grant vehicles, and small engine equipment. VFM will require written notification and details of the equipment that will be excluded.
- **Directed Work & Technical Advice -** The County may direct VFM to perform additional tasks related to the proper management and upkeep of the fleet. If additional tasks are required, VFM will receive a written task order detailing the tasks to perform. VFM will submit a proposal to perform the specified tasks on a Targeted price basis that itemizes the direct labor, parts, sub-contracted services, and materials. The County will accept or reject the proposal. If accepted, VFM will perform such assignments in accordance with an agreed schedule.

2.33 Performance Standards

VFM is fully aware that the County relies on vehicles and equipment to provide it services, and the availability and reliability of the fleet is of the essence. With this in mind, VFM will meet the performance standards outlined below during the term of the agreement. Our Fleet Management Team will utilize our TMT software as well as a comprehensive set of performance measures and targets to determine the success in complying with the term of their contract with the County. A monthly report will be provided for designated County personnel.

VFM has established quality of service standards for vehicle and equipment maintenance. These standards will correlate with a system of contract deductions for failing to meet these standards. Using our fleet management system, we will calculate actual performance against standards on a monthly basis and provide a summary report, including any incentives due or deductions to be assessed, to the Facilities and Fleet Management Team. Performance Standards and corresponding penalties will take effect after initial six (6) month contract transition period.

2.33.1 Vehicles Exempted by the County

In instances where the County decides that it would be in the County's best interest to temporarily waive vehicle turnaround time and daily fleet availability performance standards for all or selected vehicles, the County will provide VFM written notification of this decision including specification of the time period for which these standards will be relaxed.

2.33.2 Monthly Vehicle Turnaround Time Standards

Turnaround time is the amount of clock time a vehicle is out of service for maintenance and repair. Clock time begins when a vehicle is brought to the shop or a request for road service is received, and ends when services are completed and the customer has been contacted. Not included in the calculation of turnaround time are County directed services, time spent waiting for approval to proceed with unit repairs, units awaiting specialty parts, acts of God, or services performed on units specifically excluded by the County.

2.33.3 Daily Fleet Availability Standards

As follows VFM will maintain minimum daily rates of fleet availability by vehicle class:

- Cars and Light Duty Trucks – 95%
- Law Enforcement Vehicles – 95%
- Special Transportation Vans – 88%
- Medium and Heavy Trucks – 88%

2.33.4 Preventive Maintenance Program Compliance Standards

VFM will achieve a PM compliance rate of 95% and 100% statutory inspection schedules. Vehicles will be considered late if they do not receive inspection before either the calendar due date or before they exceed intervals. PM no shows will be excluded from the performance standard calculation.

2.33.5 Rework

All Materials, parts, and workmanship furnished by VFM will be of high quality and free from defects and imperfection. They will also meet all OEM standards and specifications. Notwithstanding these requirements, VFM will track and identify multiple repairs for the same deficiency in the same vehicle (rework) and shall not bill the County for any rework that occurs within the following periods:

- Engine and Transmission Overhauls – 12 months or 12,000 miles
- All Other Working – 90 days or 4,500

VFM will not exceed 1% incidents of rework in any single month (measured by number of repair tasks and not number of repair work orders.) Reworks will not be charged to the County.

2.33.6 Performance and Incentives

VFM understands that the County will not institute a systems of incentives and penalties to this contract for the first year of operations. VFM has performance incentives for the County's consideration. *Regardless of point calculations, the maximum incentive the contractor can receive in any one contract year will be $25,000 and the maximum penalty will be $50,000. VFM propose these to begin after initial 6 month transition period.*

PERFORMANCE STANDARDS

Service Category	Frequency	Measure	Standard	Below Standard Penalty	Above Standard Incentive	Value Per Point	Below Standard		Standard		Above Standard	
							Score	Points	Score	Points	Score	Points
Availability	Daily	Mission Critical	95%-97%	-1 pt/ -%pt	+ 1 pts/ +% pt (Max 3 pts)	$ 50.00	93%	(2)	96%	-	98%	3
	Daily	Non-Mission Critical	91%-96%	-.5pt/ -% pt	+ .5 pt/ +% pt (Max 4 pts)	$ 50.00	88%	(3)	94%	-	97%	1
Target Turnaround	Monthly	<= 24 Hours	80%	-1 pt/ -%pt	+ 1 pts/ +% pt (Max 10 pts)	$ 50.00	76%	(4)	80%	-	81%	1
	Monthly	<= 48 Hours	90%	-1 pt/ -%pt	+ 1 pts/ +% pt (Max 10 pts)	$ 50.00	87%	(3)	90%	-	93%	3
	Monthly	<= 72 Hours	95%	-1 pt/ -%pt	+ 1 pts/ +% pt (Max 5 pts)	$ 50.00	92%	(1)	95%	-	96%	1
PM Compliance	Monthly	Unsatisfactory	<65%	-20 pts		$ 50.00	60%	(20)				
	Monthly	Poor	65%	-10 pts		$ 50.00						
	Monthly	Expected	75%	0	0	$ 50.00			79%	-		
	Monthly	Good	85%		+ 10 pts	$ 50.00					87%	10
	Monthly	Excellent	95%		+ 20 pts	$ 50.00						
Rework	Monthly	Expected	<1% of Work Tasks		+ 10 pts	$ 50.00			1%	-	1%	10
	Monthly	Unsatisfactory	>1%of Work Tasks	-5 pts/ % pt		$ 50.00	3%	(15)				
Non-Target Turnaround	Monthly	<= 24 Hours	25%	-1 pt/ -% pt	+ pt/ +% pt (Max 15 pts)	$ 50.00	20%	(5)	25%	-	40%	15
	Monthly	<= 72 Hours	50%	-1pt/ +% pt	+ pt/ +% pt (Max 15 pts)	$ 50.00	40%	(4)	50%	-	65%	5
	Monthly	<= 144 Hours	75%	-1 pt/ -% pt	+ pt/ +% pt (Max 20 pts)	$ 50.00	60%	(6)	75%	-	85%	10

2.34 Contract Management and Operations

2.34.1 Contractor Project Manager

Rowan County - County Fleet Maintenance

Professional Summary

Responsible Fleet Manager with a strong foundation overseeing the maintenance and repair on company vehicles. An enthusiastic professional knowledgeable in OSHA and other government regulatory requirements. Seeking a new opportunity with a great organization.

Skills

• **Operations and logistics**	• **Profit maximization techniques**
• Vehicle maintenance	• Training and education
• Government regulations	• Effective communication
• PTASP	• Quality management systems knowledge
• Public Safety Audits	• Fixed and On Demand Ridership Growth
• LTL knowledge	• Proficient in MS Office
• Certified Man-lift Operator	• DOT regulations
• Deadline-driven	• Purchasing
• OSHA requirements knowledge	• Budget Management
• Team development	▪ Forecasting

Work Experience

12/2010 – Present

General Fleet Manager / Vector Fleet Management, LLC

- Responsible for scheduling and prioritizing job duties in order to drive productivity.
- Working successfully with Government Liaison to develop a true Public-Private Partnership
- 100% Pull out efficiency throughout my GM tenure
- Maintain 500+ units including, pick-up trucks, large trucks, cranes, loaders, dozers, excavators.
- Track fleet and equipment data for preventative maintenance and service through fleet maintenance software.
- Maintain safety record with no incidents.
- Conduct business with outside contractors and businesses for parts and vehicle repair.
- Inspected vehicles and requested maintenance tasks be completed within specific timeframes.

03/2005-12/2010

Assistant General Manager- Public Transit System, Northern Kentucky

Served as Assistant General Manager, managing the internal operations and external affairs of a public transit system that provides over three million passenger trips per year with 275 employees and a $25 million operating budget.

• Oversee the daily operation of the system and assisted senior management team.
• Maintain working relationships with all funding partners at the local, state and federal level.

• Manage all local, state and federal legislative initiatives and affairs.
• Develop and maintain short-term and long-term funding and operational plans for the agency.

• Work with private developers, employers, employees, and business owners to provide transit services that help meet the needs of the Northern Kentucky community.

05/1998 – 03/2005

Division Fleet Manager / Caterpillar

- Managed 5-8 Technicians to repair a variety of equipment including dozers, loaders, graders and link belt cranes. This included, but was not limited to, complete undercarriages, repacking of hydraulic cylinders, low power issues, no starts and any other customer concerns
- Established clear and consistent policies and procedures.
- Controlled costs by streamlining operations and reducing waste.
- Informed supervisors when machines needed major service.
- Provided outstanding customer service.

Education
Trades and Personal Services, Automotive Mechanics 1992

Certifications

- ASE Master Technician - Med / Heavy Trucks
- ASE Master Technician - Automotive Maintenance and Light Repair
- ASE Certified - Service Consultant
- EVT Certified – Fire rescue
- Participated in Federal Public Safety Guidelines per the FTA and PTASP
- IMACA Certification -- Air Conditioning Service MACS Certification -- Air Conditioning Service
- Certificate - Advanced Equipment, Fleet and Shop Management
- Certificate - Master Diagnostics
- Certificate - HVAC & Cooling Service Training
- Certificate - SMITH System defensive driving

2.34.2 Selection of Personnel

All Employees will meet or exceed the minimum experience and education requirements set forth in the RFP for their respective positions. VFM's hiring policies and provisions are addressed in succeeding paragraphs.

All VFM personnel throughout the country participate in the Drug-Free Work Place, a program that has been implemented at the District. All prospective candidates will be required to complete a physical and will be medically certified that they are free of communicable diseases, and pass a drug screening. In addition, VFM will conduct a thorough background check on each prospective candidate, while also verifying employment history and education. Under no circumstances will any prospective candidate be hired before the successful completion of the pre-employment screening process.

2.34.3 Changes in Personnel

VFM will agree not to change the General Manager without prior consultations with the County, except when VFM's General Manager is subject to dismissal for criminal activity or documented violation of company policies.

Otherwise, the County will approve the timing of the change, and the specific individual who will replace the incumbent General Manager. Any proposed changes to the VFM General Manager will include a transition plan.

The County reserves the right to request the dismissal of any VFM employee by the District whose performance or actions are detrimental to achieving the objectives set forth in this RFP.

The County may also require that VFM remove from the job, at no additional cost to the County, employees who endanger persons or property, are disruptive to the workforce, or whose continued employment under this contract is inconsistent with the requirements of the contract and/or interests of safety or security at any County site.

2.34.4 Uniforms & Appearance

All VFM employees will maintain a professional appearance and will wear uniforms that include VFM and employee's names in a visible location and a legible color and style.

2.34.5 Employee Training and Certification Program

VFM maintains an in-house technical training program. Our program includes maintenance, diagnostics and repair of equipment, as well as chemical and physical safety programs.

National standards for training programs are developed by VFM's maintenance staff and are implemented throughout VFM locations and vendor facilities. Training at individual locations can be tailored to meet the specific needs of that location and the fleets they serve. Using a combination of in-house training, supplier/vendor training and outside training centers, VFM will provide the training specifically needed to maintain the County fleet.

VFM's training programs are among the most rigorous in the industry. These are Automotive Service Excellence (ASE) and Original Equipment Manufacturer (OEM) equivalent level training and certification programs. It is our goal that every technician at every level is able to perform at a high level of proficiency. Throughout their careers, technicians' job performance is continuously evaluated. Our various fleet maintenance management information systems collect quality information on every job performed at a VFM shop and identifies the technician performing the service. For example, VFM tracks the amount of time it takes the technician to complete a job and whether the vehicle experiences a failure between PMs or rework of repairs is required. The weekly and monthly service reports are reviewed by shop supervisors and service managers who, when a technician's performance does not meet quality standards, can mentor and provide one-on-one training or refer the technician to a remedial training class.

The VFM training program was developed to provide the skills and vehicle-specific knowledge that a technician needs to be successful at each level of his/her career. VFM's technical training includes hands-on practicums and supervised on-the-job experience. Not only do our curricula ensure that technicians have the skills needed to perform their daily tasks, but it also prepares them for the next step in their career.

Our training is distributed among in-house training programs that focus on VFM maintenance systems and procedures, manufacturers' (OEMs) training programs for specific vehicle systems and equipment, and build towards ASE accreditation.

Each type of training offers specific advantages to the technician. VFM trainers provide training at our corporate offices and throughout the country. They teach technicians the proper use of our fleet maintenance management information systems and provide leadership and management training to new supervisors and managers. During these training sessions technicians have the added benefit of interacting with other VFM technicians and sharing experiences and best practices among themselves.

2.34.6 Vector Fleet Management Certified Technician Program

VFM is now maintaining an on-line certified technician program (VTI training database). Our program includes maintenance, diagnostics and repair of equipment, as well as chemical and physical safety programs. These rigorous training programs are ASE and OEM Certified Equivalent and are required of all Vector Technicians and Site Managers.

The **Vector Fleet Certified Technician Program** – **Base Level** has 18 courses (25+ hours of training). Current Technicians will have 12 months to complete all courses. New technicians will have 6 months to complete all courses.

The online Training Program covers the core systems of:

- Air Conditioning Basics
- Air Conditioning Diagnostics
- Drivability
- Engine Performance
- Starting and Charging Diagnostics
- Lift Safety
- Oils and Fluids
- Alignment Geometry
- Preventive Maintenance Servicing
- Automotive Cooling Systems
- ABS & Stability Control Systems
- Drivetrains
- Electrical Systems
- Fuel Systems

VTI VECTOR TECHNICAL INSTITUTE

VECTOR Fleet Management Certified Technician

Vector Fleet Seal Of Excellence
CERTIFIED SHOP
Maintenance...Our One Mission

CERTIFIED ADVANCED LEVEL LIGHT DUTY TECHNICIAN

CERTIFIED ADVANCED LEVEL MED/HEAVY DUTY TECHNICIAN

After the courses are complete, and verified by the corporate administrator, the technician will be awarded a certificate of completion, special compensation and a certified technician patch for their VFM uniform. After this point, additional Advanced Level Training courses can be assigned for potential additional compensation. The Advanced levels will include Light Duty and Med/Heavy Duty Certification.

The Advanced Levels include:

Light Duty

- Advanced Chrysler Diagnostics
- A/C Best Recommended Practices
- Future Power - Advanced Technologies in Batteries, Starting & Charging Systems
- Advanced Scan Tool Testing Strategies
- Beyond Pattern Failures
- 609 Certification Training
- Fuel System Diagnostic Starting Point
- Focus of Ford
- EVAP Diagnostics
- Enhanced Stability Systems
- Practical TPMS Service
- Diagnostic Strategies: Air Induction
- In Vehicle Battery/Starter/ Alternator Diagnostics
- Diagnostic Strategies: Fuel Delivery
- Diagnostic Strategies: Ignition & Misfires
- Steering Clear of Undercar Misdiagnosis

Med/Heavy Duty

- Diesel Exhaust After-treatment
- The Mystery of Diesel Fuel Injectors
- Diesel No Start Diagnostics
- Lubrication & Filtration Technologies
- Testing and Diagnosing Turbo Charging Systems
- Electronic Communication & Diagnostics for Diesel Trucks
- In Vehicle Battery/Starter/Alternator Diagnostics
- Diesel Tips & Tricks
- Controller Area Networks
- 609 Certification Training
- Cummins Generations
- Parasitic Current Draw
- Testing Electrical Circuits & Meter Usage
- Sprinter Diesel Diagnostic Update
- Sprinter Diesel Diagnostics

After the entire team has completed the **Base Level Vector Certified Training** program, the shop will receive a Vector Shop Certification Package. This will assure the County that all maintenance and repair services are performed at a very high level of competency and equivalent to any ASE programs.

2.35 Record Keeping and Reporting

2.35.1 Information Systems Requirements

The ability to generate and share reports is key to managing your fleet and measuring the quality, cost and productivity results. VFM utilize a fleet maintenance management system which enables us to leverage our experience in servicing vehicles, developing optimal preventive maintenance schedules, and managing and distributing large inventories. VFM will own, install, implement and maintain all hardware and software necessary to operate our transferable fleet maintenance management system.

VFM utilizes TMT Fleet Maintenance developed by TMW Systems of Durham, NC. TMT is a sophisticated maintenance management system designed to integrate seamlessly into many accounting systems.

Features include vehicle history reporting, preventive maintenance scheduling and integrated customer billing. VFM uses industry standard coding to track work performed on the customer's fleet. VFM can provide reports to the customer as desired.

2.35.2 Fleet Inventory and Maintenance Records

Upon consideration, VFM's management system supports customization modules and additional ad hoc reporting capabilities. VFM uses our fleet maintenance management system to schedule, track, and monitor all PM and repair activity. With its electronic database, our technicians can see the PM and repair history of each vehicle at the time of service, which enables us to spot recurring or related problems.

In addition to organizing and prioritizing fleet maintenance and repairs, the system records data on every technician, repair and PM to monitor quality and timeliness. VFM uses the data it collects in a number of ways — to maintain productivity levels, to identify training areas for individuals and to evaluate tooling levels.

Each VFM Service Repair Order (SRO) recaps the following information:

- Vehicle number
- All labor costs
- All parts used for the repair
- Any warranty claim that was filed
- Complete description of the work performed

VFM maintains both hard copy and electronic records on fleet maintenance and repairs.

The system also maintains the following data and information:

- Work orders
- Assets and equipment
- Technician productivity and performance
- Inspection of assets and equipment
- Issue of stock or parts inventory
- Vendors and suppliers
- Fleet assets
- Preventive maintenance scheduling

All electronic data stored in our fleet maintenance management system will be owned by the County and made available to the County Fleet Manager at any time during the contract. Online read-only access to our fleet maintenance management system will be provided to the County's Contract Manager and other designated personnel.

The fleet maintenance management software and hardware is not proprietary to VFM.

At the end of or termination of the contract all of the VFM's software and the County data shall be, at the option of the County, one hundred percent (100%) transferable to the County for continued use and become the property of the County. Any one-time transferable costs and any ongoing costs will be the responsibility of the County. If the County chooses not to transfer the use of the FMIS to the County shall provide all of the County owned data on an electronic disk and provide reasonable assistance to the County in uploading this data to a new FMIS.

On the following pages we have included the following for your review:

- A high level view of our FMIS system component structure
- Detailed definition of reports which are available
- Several sample screen shots of available reports

Our FMIS will, at the very minimum, deliver on the specifications provided as directed by the County to include:

a. Work orders and status
b. Labor and parts costs
c. Parts usage and inventory
d. Individual vehicle operating histories, e.g. mileage, run hours, etc.
e. An individual vehicle maintenance history, e.g. PM's accomplished vs. scheduled, repairs completed, etc.
f. Warranty work completed and warranty recovery records

VFM's FMIS has the capability to manage all activities via automated work orders. Work orders shall capture and record, at a minimum, the information described below:

a. All work orders will possess a unique work order number
b. Each work order must include a valid unit identification number and license number
c. Each work order must have an odometer (or hour meter) reading
d. Each work order must have a maintenance type code (e.g. 1 schedule, 2 non-scheduled, 3 road call, 4 – PM
e. Each work order covering outside services must have an outside vendor identification code
f. Each Preventive Maintenance activity must have a PM code (A,C)
g. Each work order must have a opened date/time
h. Each work order must have a closed date/time
i. Each work order must have a work cause code (e.g. 1-normal wear, 2 – PM, 3 – Abuse, etc.)
j. Each work order must have a minimum of 50 characters of work description
k. Technician name or identifier
l. Each work order must have a labor hours breakdown
m. Each work order must have part(s), number(s), quantity and cost
n. Each work order must have a Department/Cost Center identifier
o. Example: ***PM Due Report*** (Customer Report sent weekly **via e-mail**)

Example of a ***Fleet Dashboard*** report:

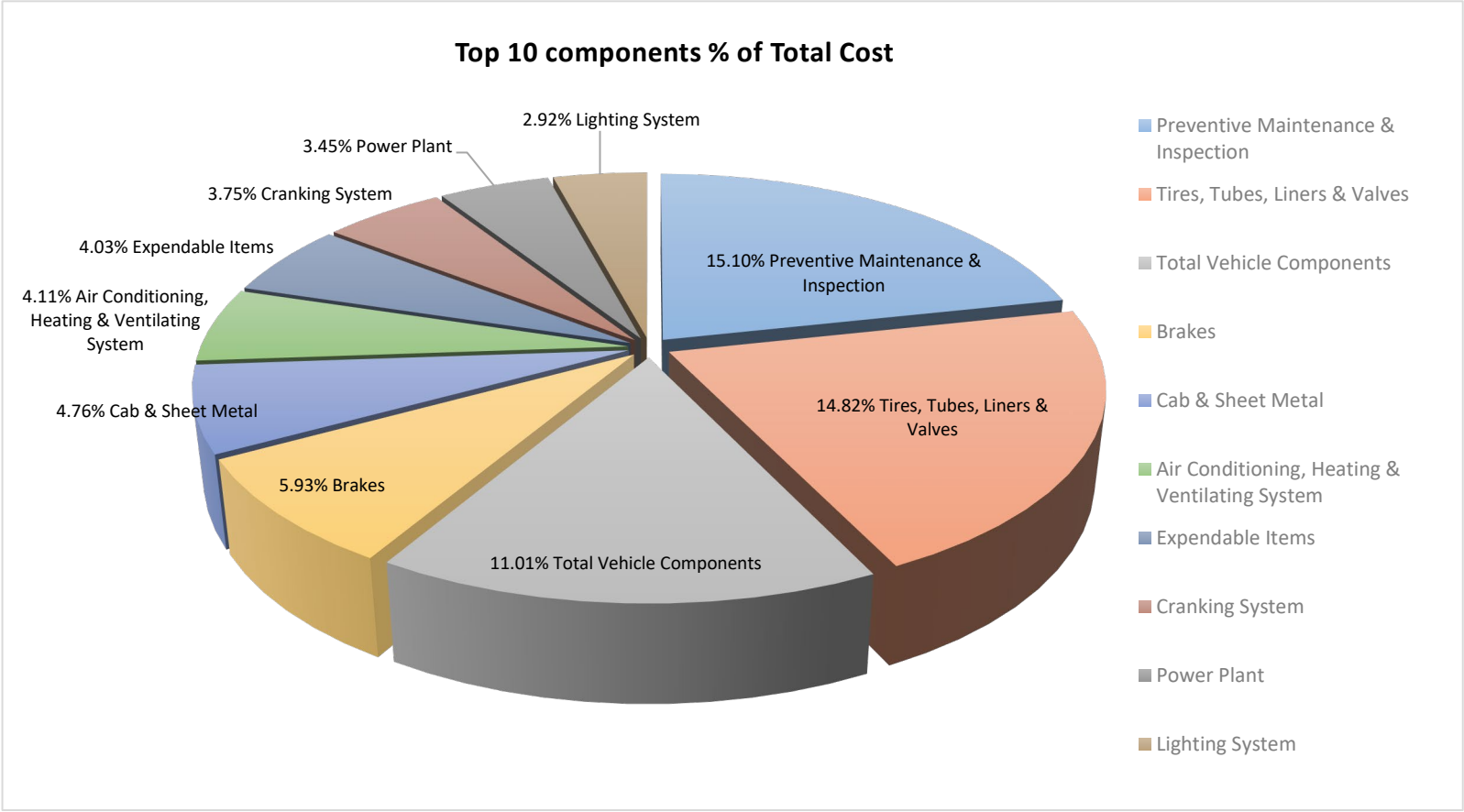
Vector Fleet Management will track:

- PM Compliance
- Unit Availability
- Tech Productivity
- Avoidable Costs
- Scheduled vs. Nonscheduled
- Other KPI's

Unit Component Cost Reports YTD (Examples)

Summary Report

Code	System Description	Cost Per Unit Util	Labor Hours	Labor Cost	Part Cost	Services Cost	Total Cost	% of Total Cost
000	Preventive Maintenance & Inspection	0.001	1,314.37	73,907.71	24,514.19	888.00	99,309.90	15.10%
001	Air Conditioning, Heating & Ventilating System	0.000	353.08	19,863.60	7,167.45	0.00	27,031.05	4.11%
002	Cab & Sheet Metal	0.001	266.17	14,955.93	9,072.08	7,292.03	31,320.04	4.76%
003	Instruments, Gauges, Warning & Shutdown Devices, & Meters	0.001	220.58	12,418.55	343.81	1,793.42	14,555.78	2.21%
004	Aerodynamic Devices	0.000	0.00	0.00	2.32	0.00	2.32	0.00%
011	Axles - Front	0.000	7.19	404.95	111.84	0.00	516.79	0.08%
013	Brakes	0.001	519.66	29,229.52	9,794.18	0.00	39,023.70	5.93%
014	Frame Components	0.001	50.69	2,841.99	1,462.34	95.00	4,399.33	0.67%
015	Steering	0.001	110.03	6,189.02	2,382.36	0.00	8,571.38	1.30%
016	Suspension	0.000	35.35	1,990.96	1,478.96	0.00	3,469.92	0.53%
017	Tires, Tubes, Liners & Valves	0.002	541.39	30,440.98	62,323.01	4,678.75	97,442.74	14.82%
018	Wheels, Rims, Hubs & Bearings	0.000	116.13	6,537.09	4,888.86	293.25	11,719.20	1.78%
019	Automatic/manual Chassis Lubricator	0.000	0.00	0.00	71.90	0.00	71.90	0.01%
021	Axles - Driven, Front Steering	0.000	6.13	345.24	52.23	0.00	397.47	0.06%
022	Axles - Driven, Rear	0.000	7.41	417.34	340.18	0.00	757.52	0.12%
023	Clutch System	0.000	39.14	2,204.37	1,366.99	0.00	3,571.36	0.54%
024	Drive Shafts	0.001	72.26	3,992.97	174.21	0.00	4,167.18	0.63%
025	Transfer Case	0.000	4.93	277.66	968.27	0.00	1,245.93	0.19%
026	Transmission - Main, Manual	0.002	108.98	6,134.77	3,124.45	519.70	9,778.92	1.49%
027	Transmission - Automatic	0.001	97.15	5,470.19	2,216.33	0.00	7,686.52	1.17%
028	Auxiliary Transmission	0.000	1.40	78.85	189.80	0.00	268.65	0.04%
029	Auxiliary Section - Main Transmission, Manual	0.000	0.00	0.00	39.71	0.00	39.71	0.01%
031	Charging System	0.000	51.49	2,893.89	1,957.61	0.00	4,851.50	0.74%
032	Cranking System	0.001	265.72	14,924.76	9,767.50	0.00	24,692.26	3.75%
033	Ignition System	0.001	76.11	4,275.66	678.26	0.00	4,953.92	0.75%
034	Lighting System	0.001	283.57	15,920.99	3,150.04	160.00	19,231.03	2.92%
037	Modules/relays - Electrical	0.000	9.80	549.81	0.00	0.00	549.81	0.08%
041	Air Intake System	0.000	26.14	1,472.20	732.36	0.00	2,204.56	0.34%
042	Cooling System	0.001	163.65	9,193.09	5,748.34	1,837.74	16,779.17	2.55%
043	Exhaust System	0.001	130.02	7,322.78	4,517.51	823.90	12,664.19	1.93%
044	Fuel System	0.001	142.04	7,998.41	3,901.59	0.00	11,900.00	1.81%
045	Power Plant	0.003	260.74	14,600.46	7,554.28	510.50	22,665.24	3.45%
046	Electric Propulsion System	0.000	3.45	194.31	0.00	0.00	194.31	0.03%
048	Power Train - Hybrid	0.000	0.00	0.00	7.99	0.00	7.99	0.00%
051	General Accessories	0.000	1.85	103.98	1,628.83	0.00	1,732.81	0.26%
052	Electrical Accessories	0.000	170.33	9,591.22	0.00	0.00	9,591.22	1.46%
053	Expendable Items	0.005	304.79	17,165.77	9,086.92	222.16	26,474.85	4.03%
054	Horns & Mountings & Reverse Signal Alarms	0.000	12.85	723.72	238.02	0.00	961.74	0.15%
055	Cargo Handling, Restraints, & Lift Systems	0.000	44.42	2,493.21	3,737.22	0.00	6,230.43	0.95%
056	Power Take-Off	0.000	7.61	428.60	739.56	0.00	1,168.16	0.18%
057	Spare Wheel Mounting	0.000	0.60	32.81	0.00	0.00	32.81	0.00%
059	Vehicle Coupling System	0.000	4.31	242.74	336.00	2,004.70	2,583.44	0.39%
063	Satellite Communications System	0.000	23.42	1,319.03	0.00	0.00	1,319.03	0.20%
065	Hydraulic Systems - Multi-function	0.001	12.67	711.57	7,754.41	0.00	8,465.98	1.29%
066	Scrapping	0.000	1.95	109.82	962.44	0.00	1,072.26	0.16%
067	Buckets	0.000	5.95	335.12	0.00	0.00	335.12	0.05%
068	Lifting / Unloading	0.000	4.02	226.40	0.00	0.00	226.40	0.03%
071	Body	0.000	1.96	110.39	2,090.70	0.00	2,201.09	0.33%
072	Rear Wall & Door	0.000	0.00	0.00	156.01	0.00	156.01	0.02%
077	Trailer Frame & Support	0.000	6.06	341.30	405.62	0.00	746.92	0.11%
078	Trim & Miscellaneous Hardware	0.000	0.95	53.50	188.65	0.00	242.15	0.04%
079	Trailer Safety Devices	0.000	0.00	0.00	254.02	0.00	254.02	0.04%
082	Mechanical Refrigeration Unit - (MRU)	0.000	1.30	73.22	4,374.72	0.00	4,447.94	0.68%
097	Pump - Product Transfer	0.000	0.00	0.00	27.16	0.00	27.16	0.00%
098	Valves & Controls - Bulk Product Transfer Systems	0.000	13.70	769.93	477.72	0.00	1,247.65	0.19%
099	Safety Devices, Instruments & Gauges	0.000	2.09	117.71	0.00	0.00	117.71	0.02%
111	Undercarriage	0.000	21.67	1,220.46	382.17	0.00	1,602.63	0.24%
151	Auxiliary Power Unit (apu)	0.000	24.54	1,382.11	519.46	300.97	2,202.54	0.33%
153	Stationary Generator	0.000	1.23	69.27	27.84	0.00	97.11	0.01%
161	Sweeping	0.000	16.93	953.52	0.00	0.00	953.52	0.14%
162	Spreading	0.000	5.67	319.33	96.88	350.00	766.21	0.12%
163	Chipping	0.000	4.50	253.45	0.00	0.00	253.45	0.04%
165	Vacuuming	0.000	1.64	92.36	0.00	0.00	92.36	0.01%
166	Trenching	0.000	4.18	235.37	0.00	0.00	235.37	0.04%
168	Mowing	0.001	126.58	7,110.89	1,974.11	0.00	9,085.00	1.38%
171	Mixers	0.000	0.00	0.00	548.85	0.00	548.85	0.08%
172	Compaction Bodies	0.000	1.02	57.45	0.00	0.00	57.45	0.01%
173	Tilt Bodies	0.000	14.13	795.81	0.00	0.00	795.81	0.12%
174	Bus Body	0.000	2.65	149.26	759.70	0.00	908.96	0.14%
193	Belt Conveyor System	0.000	12.79	720.35	821.53	0.00	1,541.88	0.23%
267	Drilling and Boring System	0.000	0.00	0.00	628.85	0.00	628.85	0.10%
269	Dust and Debris Collecting	0.000	0.00	0.00	1,304.80	0.00	1,304.80	0.20%
361	Air Compressor System	0.000	40.74	2,279.25	0.00	0.00	2,279.25	0.35%
364	Paving	0.000	34.96	1,953.64	0.00	0.00	1,953.64	0.30%
365	Painting & Spraying	0.001	73.60	4,145.22	182.60	0.00	4,327.82	0.66%
366	Sawing	0.000	0.07	3.95	0.00	0.00	3.95	0.00%
999	Total Vehicle Components	0.001	1,285.28	72,248.99	162.21	0.00	72,411.20	11.01%
	Average:		**98.41**	**$5,532.32**	**$2,726.86**	**$282.73**	**$8,541.91**	
	Grand Total:	**0.238**	**7,577.78**	**$425,988.77**	**$209,967.95**	**$21,770.12**	**$657,726.84**	



Daily Fleet Status Report

VFM Downtime Report will be communicated daily from our Project Manager to the County's Contract Manager. This report will be pushed to the County personnel daily and is available on the County's access portal of our FMIS.

VECTOR Fleet Management Maintenance...Our One Mission

Daily Downtime Report

3/30/2021

CARROLLTON TEXAS Where Connections Happen

Date In	Days Down	Department	Unit ID	Service Description	Repeat Repair Work	Warranty Work	Status	Comments/Notes	Estimated Completion
2/16/2021	29	Fire	3058	accident			Awaiting Parts	repairing gear box and other damage	4/1/2021
3/9/2021	15	Water	9207	pm, load bank test			Awaiting Technician	pm done, 3rd party to come out and do load bank test 3/26/2021. Issue with the motor had to stop test. Cat to come on site to address motor issue.	3/31/2021
3/18/2021	7	Police	2198	dies wile driving			In Progress	diagnosing	3/31/2021
3/19/2021	7	Police	2419	rides rough			Awaiting Technician	will replace the motor	4/1/2021
3/19/2021	7	Fire	3063	pm			In Progress	returned from metrofire, doing pm	3/31/2021
3/24/2021	4	Police	2421	engine light on			Awaiting Technician	will continue diagnosing engine light	3/31/2021
3/24/2021	4	Drainage	7063	electrical issue with the dash lights			Awaiting Technician	Peterbilt out on 3/26 to diagnose. Peterbilt came out and needs to do further diganostics	4/1/2021
3/29/2021	1	Police	2405	motor issue			In Progress	replacing motor	3/31/2021
3/29/2021	1	Drainage	5066	will not start			In Progress	diagnosing and repairing	3/31/2021
3/30/2021		Traffic	5058	pm			In Progress	doing pm	3/31/2021
3/30/2021		Water	70014	pm and rattling noise			Awaiting Technician	will do pm and diagnose rattling noise	4/1/2021
3/30/2021		Police	20027	pm			In Progress	doing pm	3/30/2021
3RD PARTY VENDOR				Vendor				Reason for outsource	
1/20/2021	45	Drainage	7555	CAT Lewisville			At Vendor	Trading in on new unit	3/26/2021
3/25/2021	4	Fire	3065	Huffines Dodge			In Progress	diagnosing engine light	3/31/2021
COMPLETE				Completed					
2/12/2021	30	Water	7560	articulator out			Complete	Swapped bucket while wiaiting on new part	3/29/2021
3/29/2021		Police	20018	brake pedal issue			Complete	replaced all brake pads	3/30/2021
3/29/2021		Police	7577	broken hoses			Complete	Pirtek replaced hoses	3/30/2021
3/29/2021		Police	20009	radio is not working			Complete	replaced relay	3/30/2021
SANDY LAKE					Sandy Lake				
3/24/2021	3	Parks	M-M233	broken belts			complete	replaced pulley and belts	3/29/2021
3/24/2021	5	Parks	9209	tilt bed inop			Awaiting Parts	waiting on hydraulic pump	3/31/2021
3/29/2021	2	Parks	80033	needs amber lights			In Progresws	installing ambers	3/31/2021

FMIS structure below:

Planning	Repair Orders	Execution	Inventory Mgmt	Warranty	Accounting	Mgmt Reports
PMIs	RO Creation	Mechanic Workstation	Purchasing	OEM	Disbursement Rules	Business Intelligence
Service Calls	Employee Assignment	Indirect and Direct Labor Capture	Parts Requisition	Extended	Cost Allocations	Alerts
Recalls	Standard Times	Parts Request	Tire Inventory	Aftermarket	Interface with Financials	Standard Reports
Shop Planner	Repair History	Mobile Repair	Inventory Control	Claims Generation	General Ledger	Web-based Reports
	Chronic Repair Recognition		Bar Coding	Warranty Funds Captured from Claims	Accounts Payable	Dash Board
					Accounts Receivable	KPIs

Please find below, report definitions, for reports we believe are instrumental in managing a fleet of your size and diversity.

Unit Cost of Ownership Report The Report is based on years in service rather than calendar years. Lines in the "Cumulative" cost columns represent one year in the report. Lines add together annual cost up to and including the specific year and continue incrementing one line per year up to the current year. Each line item in the "Actual" cost columns only display costs for a single year.

Unit down Time Analysis Reports the Unit Downtime Analysis report provides a way to capture a unit's downtime and time out of service. The report tracks when a unit is out for repair. You can review how long the unit is out of service. The cost of each repair is also listed along with the total number of work orders for each unit. You can make the report specific and chart a unit's history and isolate continuing problems. The report can be run in a detailed format. This format lists each repair order and out of service time and downtime is calculated for each repair order. It can run in a summary format with just the total out of service and downtime displayed.

Note: Downtime is calculated from the Open Date to the Completed Date, by time stamp.

Unit Component Cost Report the Component Cost Report gives the Cost per Utilization, Labor Cost, Part Cost, Services Cost, and Total Cost for each component worked on during the selected date range. The percentage of the total for each component code is also listed. The report also has a Detail Report option. If selected the report shows charges by component code listed for each unit. If the Detail option is not selected, the report will run in summary mode with total cost for each component code.

Unit Parts Usage Listing This report allows you to identify every part used for a repair on a particular unit. It provides a detailed accounting of parts charged to units. The report will show part consumption, RO number, date, shop ID, quality and costs. The units listed on the report are based on the selection criteria given to each part and charged to a unit during a specific date range. To narrow the search criteria, a component code, part ID or minimum cost can be entered on the additional tab.

Unit PM Due Report This report provides a way to view a list of PM's currently due. This report uses the PM percentage setup in the vehicle profile to determine if a unit PM is due or a PM percentage entered on the report. It also uses any work shift listed on the shift tab of the unit master file. The report can be grouped by unit ID, shop ID, cost center, department, division, activity or unit type. The report can be run for all PM types, dependent, independent or a specific PM component code. The PM can be sorted by unit ID, percentage or due level.

Unit Reason for Repair Analysis This report provides a breakdown of shop costs and vendor costs by reason for repair. The report can be grouped by unit ID, shop ID, cost center, department, division, activity and unit type. If the report is not grouped by unit ID, the report can be run in detail or summary. The report will allow you to review all repairs performed and the reason for the repairs. It also shows the amount of money spent on repairs. Labor hour's vendor cost, service cost and part cost are listed separately, totaled and listed by RO.

Report Name

Customer Cost Summary Reports Description the Customer Cost Summary Report provides unit repair information by customer. Maintenance cost is displayed from the customer's perspective. For each customer, the data can be grouped by unit ID, shop ID, cost center, department, division, activity and unit type. The report reflects utilization type, cost per utilization, maintenance repair, and manage decision, outside influence, total maintenance, tire cost, total cost. Total meter, period utilization, repair orders, and utilization per RO. You may print or preview this report.

Customer Unit Component Cost Summary Report The Unit Component Cost Report provides an analysis of customer unit costs by cost center. This report is an invaluable tool for an at-a-glance analysis of the total cost per unit utilization by cost center. The report can be created for the primary utilization base or a specific meter type. The report can be sorted by cost center, labor cost, part cost, services cost, or total cost. You may graph the data, print or preview the report.

Customer Unit Life Cycle Report The Customer Unit Life Cycle Report provides a lifecycle report of customer unit costs. The repair cost will be based on the invoices generated for the unit. The unit will be reported by the customer assigned to the unit on the unit master.

Vendor Purchases Report The Vendor Purchase Report provides a way to view all vendor purchases and vendor repair orders entered in the system. The report is based on the vendor selection criteria. Vendors with multiple repairs are listed separately. The report can be sorted by vendor ID, vendor name and either repair orders, Purchase Order or both may be selected. Vendor RO/Repair Order dollars will not appear in the vendor total on the report when the report is run for order type = both. This prevents dollars from being doubled for that vendor for vendor ROs as the PO and RO total will be the exact same. The dollars will still be included in the report total.

2.36 Daily and Monthly Reports

The following minimum requirements for reporting and record-keeping will be in effect for the term of the contract. Proposers are asked to submit, as part of their proposals to County, any additional reporting methodologies they would recommend enacting in the best interest of County and the management of the County's fleet.

2.36.1 Records

- **Provider Records.** Upon prior notice by County, VFM will provide authorized County representative's access at all reasonable times to all electronic and hard data, books, records, correspondence, instructions, plans, drawings, receipts, vouchers, time cards, and memoranda, and will provide to County cost verification for work.

- **Files and Procedures.** VFM will maintain onsite, either electronically, hard copy, etc., a complete file of service manuals, parts manuals, service bulletins, lubrication charts and other information needed to properly service and repair the fleet. These records become the property of the County at contract termination or conclusion. VFM will provide initial and update FMIS training County employees requiring access. VFM will maintain and update this FMIS connection for the County as required for the duration of the Agreement resulting from as direct by the County process. All records become the property of the County at contract termination or conclusion.

- **Vehicle and Repair Order History**. A hard copy vehicle history folder will be maintained on site by VFM for all maintenance and repair work done, including all contracted/commercial work. This folder will contain, by repair order number, all repair orders generated for the fleet. In addition, a folder will be kept for each vehicle and piece of equipment in the fleet which will contain hard copy documentation of the vehicle's make, model, year and serial number, warranty information, and invoice information. Some users may require, and the Provider must provide them with a copy of repair orders for their vehicles at the time that maintenance or repair work is completed.
  These records will be maintained on-site for a period of one year after the vehicle is disposed of to conform to Federal DOT regulations.

- **FMIS Requirements** VFM will utilize our FMIS system to establish and maintain an electronic record keeping and reporting system for all services being provided. This will include records of all maintenance, repair and servicing activity performed on each vehicle.

  a. **Weekly Report** VFM will generate a report summarizing the previous week's activities for delivery to County before noon each Friday. The exact content and format of the report will be determined by County but will include the current week's scheduled activities such as:

     - Vehicles scheduled for PM service
     - Vehicles scheduled for repair or other service
     - A listing of vehicles not delivered for a scheduled PM or other service (the listing will include the assignee's name, if known, and department)
     - Warranty/Recall status (as required)
     - A summary of suspected blatant user abuse
     - A summary of vehicles remaining out-of-service
     - A summary of new vehicle preparation activities
     - Number of completed work orders
     - Summary of vehicles not repaired pending authorization to repair from County
     - Fleet availability report.

  b. **Monthly Report** VFM will submit a monthly report to County on or before the 10th calendar day of the month following the reporting period. The report will summarize the month's work within the parameters defined by the daily report. In addition, the monthly report will include performance according to Performance Standards. A monthly safety report will also be submitted.

     - Failure/attainment in each performance area subject to reward/liquidated damages for that month and cumulative damages for that contract year.
     - Discovery or indication of abuse by the vehicle user in excess of normal wear and tear.
     - Number of shop orders.
     - Number of service calls.
     - Number of vehicle PMs scheduled/completed.
     - Downtime by category and in total.
     - Cumulative records of sub-contracted work.
     - Total labor hours expended.
     - Total parts cost.
     - Problem/accident summary
     - Total costs, by vehicle and department so that entire vehicle cost maybe billed by the County Accounting department back to the department that owns the unit.
     - Brief notes of relevant issues per VFM's manager on site

c. **Quarterly Report** VFM will provide a consolidated quarterly management report to be delivered to the County on or before the 20th of each month. The report shall include, but not limited to:

- Failure/attainment in each performance area subject to reward/liquidated damages for that month and cumulative damages for that contract year.
- Costs for accidents and other items not included in contract costs.
- Discovery or indication of abuse by the vehicle user in excess of normal wear and tear.
- Downtime in total
- Problem/Accident Summary
- Non-Contractual Summary Report

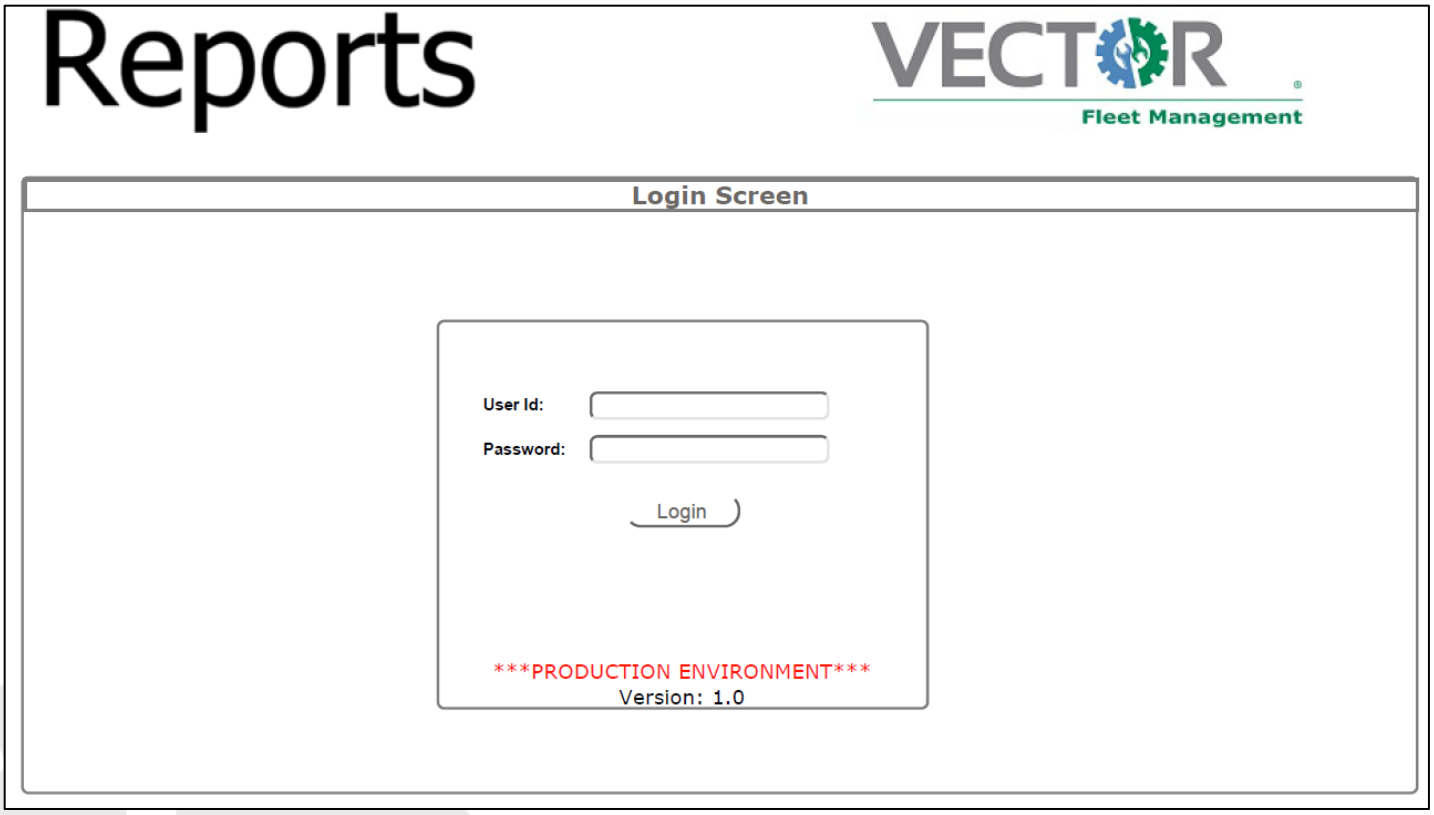
d. **Quarterly Performance Report** VFM will submit to County a written quarterly performance report that summarizes the quarter's activity in the format agreed upon by VFM and County. The quarterly performance report shall include quarterly data for those categories presented in the monthly reports, as well as any additional performance information VFM believes should be included.

CUSTOMER REPORTS APPLICATION

Vector Fleet Management's Customer Reports Application offers a way for our customers to view fleet maintenance reports at their convenience. This is a web based application that can be accessed anytime and anywhere.

Example: Customer Log-In Screen

Each customer contact can have a unique login allowing them to access their reports. They will receive a consultation over the phone that includes creating their login, report set up based on their needs and a demo to familiarize them with the application.



Once logged in, each customer will see a list of reports related to their fleet maintenance operation. Clicking on the report will open the search criteria selection. Some examples include:

- Maintenance Cost per Mile
- Maintenance Cost per Unit
- Customer Cost Summary Report
- Open Repair Orders
- PMs Due
- Reason for Repair
- Repair Order Detail
- Unit Down Time Analysis
- Unit Inventory

VECTOR Fleet Management
Maintenance...Our One Mission

Maintenance Cost Per Unit

Start Date: 10/1/2021 End Date: 10/4/2021

City of Deerfield Beach, FL

Unit Number	Unit Description	Unit Category	Meter	Repair Reason	Date RO Opened	Date RO Closed	Unit Down Time - Hrs.	Labor Hrs	Labor Cost	Part Cost	Sublet Cost	Total Cost
# of RO's per Unit: 1												
DFB5804	2016 Autocar ACX64 Roll-Off	ROLL-OFF	82,648.00	STATUS	09/23/21	10/01/21	200.20	0.00	$0.00	$0.00	$0.00	$0.00
DFB5804	2016 Autocar ACX64 Roll-Off	ROLL-OFF		DRIVERREPORT	09/23/21	10/01/21	0.00	25.59	$1,491.12	$681.89	$0.00	$2,173.01
							Unit Down Time Totals:	**Labor Hour Totals:**	**Labor Cost Total:**	**Part Cost Total:**	**Sublet Cost Total:**	**Grand Total Cost:**
							200.20	**25.59**	**$1,491.12**	**$681.89**	**$0.00**	**$2,173.01**
# of RO's per Unit: 1												
DFB5815	2016 Mack LEU633 Side Loader	SIDE LOADER	27,105.00	STATUS	09/20/21	10/01/21	266.50	0.00	$0.00	$0.00	$0.00	$0.00
DFB5815	2016 Mack LEU633 Side Loader	SIDE LOADER		DRIVERREPORT	09/20/21	10/01/21	0.00	4.29	$249.98	$0.00	$0.00	$249.98
DFB5815	2016 Mack LEU633 Side Loader	SIDE LOADER		DRIVERREPORT	09/20/21	10/01/21	0.00	0.94	$54.78	$0.00	$0.00	$54.78
DFB5815	2016 Mack LEU633 Side Loader	SIDE LOADER		DRIVERREPORT	09/20/21	10/01/21	0.00	1.63	$94.98	$0.00	$0.00	$94.98
DFB5815	2016 Mack LEU633 Side Loader	SIDE LOADER		DRIVERREPORT	09/20/21	10/01/21	0.00	0.07	$4.08	$0.00	$0.00	$4.08
							Unit Down Time Totals:	**Labor Hour Totals:**	**Labor Cost Total:**	**Part Cost Total:**	**Sublet Cost Total:**	**Grand Total Cost:**
							266.50	**6.93**	**$403.82**	**$0.00**	**$0.00**	**$403.82**
# of RO's per Unit: 1												
DFB5131	2014 Autocar ACX64 Front Loader	PACKER	29,238.00	STATUS	09/30/21	10/01/21	32.50	0.00	$0.00	$0.00	$0.00	$0.00
DFB5131	2014 Autocar ACX64 Front Loader	PACKER		DRIVERREPORT	09/30/21	10/01/21	0.00	14.03	$817.53	$0.00	$0.00	$817.53
							Unit Down Time Totals:	**Labor Hour Totals:**	**Labor Cost Total:**	**Part Cost Total:**	**Sublet Cost Total:**	**Grand Total Cost:**
							32.50	**14.03**	**$817.53**	**$0.00**	**$0.00**	**$817.53**
# of RO's per Unit: 1												
DFB5110	2010 Autocar ACX64 Front Loader	PACKER	70,105.00	STATUS	09/29/21	10/01/21	51.20	0.00	$0.00	$0.00	$0.00	$0.00
DFB5110	2010 Autocar ACX64 Front Loader	PACKER		DRIVERREPORT	09/29/21	10/01/21	0.00	7.30	$425.37	$0.00	$0.00	$425.37
DFB5110	2010 Autocar ACX64 Front Loader	PACKER		DRIVERREPORT	09/29/21	10/01/21	0.00	0.05	$2.91	$43.62	$0.00	$46.53
DFB5110	2010 Autocar ACX64 Front Loader	PACKER		DRIVERREPORT	09/29/21	10/01/21	0.00	0.03	$1.75	$0.00	$0.00	$1.75
							Unit Down Time Totals:	**Labor Hour Totals:**	**Labor Cost Total:**	**Part Cost Total:**	**Sublet Cost Total:**	**Grand Total Cost:**
							51.20	**7.38**	**$430.03**	**$43.62**	**$0.00**	**$473.65**

VECTOR Fleet Management
Maintenance...Our One Mission

Customer Cost Summary Report

Date: 10/1/2021 to 10/31/2021

Unit	Utilization Type	Cost Per Utilization (US$)	Maint Repair (US$)	Manage Decision (US$)	Outside Influence (US$)	Total Maint (US$)	Tire Cost (US$)	Tax/Fee Cost (US$)	Total Cost (US$)	Current Meter	Period Utilization	Repair Orders	Utilization Per R.O.
City of Deerfield Beach, FL													
DFB5804	ODOMETER	$0.00	$2,207.12	$0.00	$0.00	$2,207.12	$0.00	$0.00	$2,207.12	82,648	0	1	0
DFB5815	ODOMETER	$0.00	$153.83	$0.00	$0.00	$153.83	$249.98	$0.00	$403.81	27,105	0	1	0
DFB5131	HOUR METER	$0.00	$817.53	$0.00	$0.00	$817.53	$0.00	$0.00	$817.53	29,238	0	1	0
DFB5128	ODOMETER	$0.00	$87.77	$0.00	$0.00	$87.77	$0.00	$0.00	$87.77	54,541	0	1	0
DFB5110	ODOMETER	$0.94	$475.83	$0.00	$0.00	$475.83	$0.00	$0.00	$475.83	70,105	506	1	506
DFB5102	ODOMETER	$0.00	$155.58	$0.00	$0.00	$155.58	$0.00	$0.00	$155.58	91,465	0	2	0
DFB5152	ODOMETER	$0.02	$0.00	$0.00	$0.00	$0.00	$88.57	$0.00	$88.57	7,929	4,425	1	4,425
	Averages:	13.71%	$556.81	$0.00	$0.00	$556.81	$48.36	$0.00	$605.17	51,862	704	1	704
	Grand Totals:	$0.96	$3,897.66	$0.00	$0.00	$3,897.66	$338.55	$0.00	$4,236.21	363,031	4,931	8	4,931

Repair Order Detail

VECTOR Fleet Management

Repair Order

Confidential

Start Date: 10/1/2021 End Date: 10/5/2021

Repair Order	Invoice Number	Date Opened	Date Closed	Date Completed	Price Table	Supplemental / Govt Non-Target	Line Type	Section Number	Part	Component Description	Section Comments	Line Description	Total Parts Issued	Labor Hours	Parts Cost	Cost Per Part	Parts Markup 0%	Labor Cost	Service Cost	Service Markup 0%	Total Maint	Tax Costs	Fees	Total Cost
DFB-00000229	DFB-00000192	09/20/2021	10/01/2021	10/01/2021	DEERFIELD BEACH	Target	Labor	2		Tire - Pneumatic	RIGHT FRONT TIRE NEEDS CHANGED	Tire - Pneumatic, MISSING, ADJUSTED	0	0.77	$0.00		$0.00	44.87	0.00	$0.00	$44.87	0.00	0.00	$44.87
DFB-00000229	DFB-00000192	09/20/2021				Target	Labor	2				Tire - Pneumatic, LEAKING, REPLACED NEW	0	3.52	$0.00		$0.00	205.11	0.00	$0.00	$205.11	0.00	0.00	$205.11
DFB-00000229	DFB-00000192	09/20/2021	10/01/2021	10/01/2021		Target	Labor	3		Vehicle Fluids, Lubricants, Gases, & Particulates	CHECK HYDRAULIC FLUID	Vehicle Fluids, Lubricants, Gases, & Particulates, WORN OUT, FILLED	0	0.77	$0.00		$0.00	44.87	0.00	$0.00	$44.87	0.00	0.00	$44.87
DFB-00000229	DFB-00000192	09/20/2021				Target	Labor	3				Vehicle Fluids, Lubricants, Gases, & Particulates, WEAK, INSPECTED	0	0.17	$0.00		$0.00	9.91	0.00	$0.00	$9.91	0.00	0.00	$9.91
DFB-00000229	DFB-00000192	09/20/2021	10/01/2021	10/01/2021		Target	Labor	4		Air Conditioning Assembly - Complete	AC NOT WORKING	Air Conditioning Assembly - Complete, LEAKING, RECHARGE	0	1.63	$0.00		$0.00	94.98	0.00	$0.00	$94.98	0.00	0.00	$94.98
DFB-00000229	DFB-00000192	09/20/2021	10/01/2021	10/01/2021		Target	Labor	5		Cameras	CAMERAS NOT WORKING	Cameras, WORN OUT, DISASSEMBLE	0	0.07	$0.00		$0.00	4.08	0.00	$0.00	$4.08	0.00	0.00	$4.08
Unit Totals														6.93	$0.00		$0.00	$403.82	$0.00	$0.00	$403.82	$0.00	$0.00	$403.82

Repair Order	Invoice Number	Date Opened	Date Closed	Date Completed	Price Table	Supplemental / Govt Non-Target	Line Type	Section Number	Part	Component Description	Section Comments	Line Description	Total Parts Issued	Labor Hours	Parts Cost	Cost Per Part	Parts Markup 0%	Labor Cost	Service Cost	Service Markup 0%	Total Maint	Tax Costs	Fees	Total Cost
DFB-00000239	DFB-00000193	09/23/2021	10/01/2021	10/01/2021	DEERFIELD BEACH	Target	Labor	2		Brakes	REAR REAR AXLE BRAKES NEED REPLACED	Brakes, WORN OUT	0	8.42	$0.00		$0.00	490.63	0.00	$0.00	$490.63	0.00	0.00	$490.63
DFB-00000239	DFB-00000193	09/23/2021				Target	Labor	2				Brakes	0	2.30	$0.00		$0.00	134.02	0.00	$0.00	$134.02	0.00	0.00	$134.02
DFB-00000239	DFB-00000193	09/23/2021				Target	Labor	2				Brakes	0	0.35	$0.00		$0.00	20.39	0.00	$0.00	$20.39	0.00	0.00	$20.39
DFB-00000239	DFB-00000193	09/23/2021				Target	Labor	2				Brakes	0	5.35	$0.00		$0.00	311.74	0.00	$0.00	$311.74	0.00	0.00	$311.74
DFB-00000239	DFB-00000193	09/23/2021				Target	Labor	2				Brakes	0	2.73	$0.00		$0.00	159.08	0.00	$0.00	$159.08	0.00	0.00	$159.08
DFB-00000239	DFB-00000193	09/23/2021				Target	Labor	2				Brakes	0	5.63	$0.00		$0.00	328.06	0.00	$0.00	$328.06	0.00	0.00	$328.06
DFB-00000239	DFB-00000193	09/23/2021				Target	Labor	2				Brakes	0	0.27	$0.00		$0.00	15.73	0.00	$0.00	$15.73	0.00	0.00	$15.73
DFB-00000239	DFB-00000193	09/23/2021				Target	Labor	2				Brakes	0	0.02	$0.00		$0.00	1.17	0.00	$0.00	$1.17	0.00	0.00	$1.17
DFB-00000239	DFB-00000193	09/23/2021				Target	Labor	2				Brakes, CRACKED, DISASSEMBLE	0	0.52	$0.00		$0.00	30.30	0.00	$0.00	$30.30	0.00	0.00	$30.30
DFB-00000239	DFB-00000193	09/23/2021				Target	Part	2	CB4711QG			Hardware Kit, Brake Shoe	2	0.00	$156.70	$78.35	$0.00	0.00	0.00	$0.00	$156.70	0.00	0.00	$156.70
DFB-00000239	DFB-00000193	09/23/2021				Target	Part	2	54229-018			Drum, Rear Brake	2	0.00	$507.22	$253.61	$0.00	0.00	0.00	$0.00	$507.22	0.00	0.00	$507.22
DFB-00000239	DFB-00000193	09/23/2021				Target	Part	2	314001010			Coupling Devices	1	0.00	$17.97	$17.97	$0.00	0.00	0.00	$0.00	$17.97	0.00	0.00	$17.97
Unit Totals														25.59	$681.89		$0.00	$1,491.12	$0.00	$0.00	$2,173.01	$0.00	$0.00	$2,173.01

Repair Order	Invoice Number	Date Opened	Date Closed	Date Completed	Price Table	Supplemental / Govt Non-Target	Line Type	Section Number	Part	Component Description	Section Comments	Line Description	Total Parts Issued	Labor Hours	Parts Cost	Cost Per Part	Parts Markup 0%	Labor Cost	Service Cost	Service Markup 0%	Total Maint	Tax Costs	Fees	Total Cost
DFB-00000260	DFB-00000191	09/29/2021	10/01/2021	10/01/2021	DEERFIELD BEACH	Target	Labor	2		Cab Entry Assists	STEP OFFSIDE	Cab Entry Assists	0	4.85	$0.00		$0.00	282.61	0.00	$0.00	$282.61	0.00	0.00	$282.61
DFB-00000260	DFB-00000191	09/29/2021				Target	Labor	2				Cab Entry Assists, BENT, FABRICATED	0	2.45	$0.00		$0.00	142.76	0.00	$0.00	$142.76	0.00	0.00	$142.76
DFB-00000260	DFB-00000191	09/29/2021				Target	Labor	3				Transmission Case, LEAKING, INSPECTED	0	0.05	$0.00		$0.00	2.91	0.00	$0.00	$2.91	0.00	0.00	$2.91
DFB-00000260	DFB-00000191	09/29/2021	10/01/2021	10/01/2021		Target	Part	3	84740XE	Transmission Case	TRANSMISSION LEAKING	Filter, Transmission Oil	1	0.00	$43.62	$43.62	$0.00	0.00	0.00	$0.00	$43.62	0.00	0.00	$43.62
DFB-00000260	DFB-00000191	09/29/2021	10/01/2021	10/01/2021		Target	Labor	4		Vehicle Fluids, Lubricants, Gases, & Particulates	TOP OFF FLUID	Vehicle Fluids, Lubricants, Gases, & Particulates, LOW FLUID, FILLED	0	0.03	$0.00		$0.00	1.75	0.00	$0.00	$1.75	0.00	0.00	$1.75
Unit Totals														7.38	$43.62		$0.00	$430.03	$0.00	$0.00	$473.65	$0.00	$0.00	$473.65

Repair Order	Invoice Number	Date Opened	Date Closed	Date Completed	Price Table	Supplemental / Govt Non-Target	Line Type	Section Number	Part	Component Description	Section Comments	Line Description	Total Parts Issued	Labor Hours	Parts Cost	Cost Per Part	Parts Markup 0%	Labor Cost	Service Cost	Service Markup 0%	Total Maint	Tax Costs	Fees	Total Cost
DFB-00000262	DFB-00000194	09/30/2021	10/01/2021	10/01/2021	DEERFIELD BEACH	Target	Labor	2		Air Type Power Brakes	AIR LEAK AND BRAKE CHAMBER LOOSE	Air Type Power Brakes, LEAKING, REPLACED USE	0	3.63	$0.00		$0.00	211.52	0.00	$0.00	$211.52	0.00	0.00	$211.52
DFB-00000262	DFB-00000194	09/30/2021				Target	Labor	2				Air Type Power Brakes, BENT, ADJUSTED	0	3.63	$0.00		$0.00	211.52	0.00	$0.00	$211.52	0.00	0.00	$211.52
DFB-00000262	DFB-00000194	09/30/2021				Target	Labor	2				Air Type Power Brakes, BENT, ADJUSTED	0	4.27	$0.00		$0.00	248.81	0.00	$0.00	$248.81	0.00	0.00	$248.81
DFB-00000262	DFB-00000194	09/30/2021				Target	Labor	2				Air Type Power Brakes, BENT, REPLACED NEW	0	2.50	$0.00		$0.00	145.68	0.00	$0.00	$145.68	0.00	0.00	$145.68
DFB-00000262	DFB-00000194	09/30/2021				Target	Labor	2				Air Type Power Brakes, CRACKED, REPLACED NEW	0	0.00	$0.00		$0.00	0.00	0.00	$0.00	$0.00	0.00	0.00	$0.00
Unit Totals														14.03	$0.00		$0.00	$817.53	$0.00	$0.00	$817.53	$0.00	$0.00	$817.53

2.36.2 Annual Meetings and Reports

On the first anniversary of the effective date (no less than 60 days of each contract year of the Agreement and every other anniversary date thereafter, VFM will submit to County a written annual report that summarizes the year's activity in the format agreed upon by VFM and the County. VFM will provide a statement indicating the solvency of the provider as part of the annual report. This may take the form of a standard issued certified corporate report or certified statement of VFM's financial condition.

2.37 Reference Files and Procedures

VFM will maintain onsite, either electronically, hard copy, etc., a complete file of service manuals, parts manuals, service bulletins, lubrication charts and other information needed to properly service and repair the fleet. These records become the property of the County at contract termination or conclusion. VFM will maintain and update this FMIS connection for the County as required for the duration of the agreement, as directed by the Counties process. All records become the property of the County at contract termination or conclusion.

2.38 Access To and Ownership of Records

VFM will provide the County and their authorized representatives requested records, data, correspondence, instructions, plans, drawings, receipts, vouchers, time cards, and memoranda as well as cost verification for work.

3.0 Transition Plan

VFM understands the need for a smooth, effective and uninterrupted transition period.

Achieving a successful transition presents more challenges than any other aspect of forging a successful partnership. VFM is focused on making the transition experience as seamless as possible. In this effort, we possess the industry expertise and experience to ensure well-executed partnership transitions.

3.1 Service Transition Process

The objective of our detailed Transition Plan is to ensure that VFM will be able to assume responsibility for the County fleet management and maintenance under sixty (60) days of contract execution, or notice to proceed. This Transition Plan represents our approach to maintaining a high level of service quality to the County addressing the important issues that accompany a change in service delivery. Our Transition Plan includes the following key considerations:

- Deploying our dedicated and experienced Start-up Team from Charlotte. NC.
- Establishing communication with key personnel from Rowan County
- Parts inventory and vendor/subcontract management transition
- Facility and shop equipment inspection/pre-existing deficiency report
- Employee hiring, orientation, and training
- Fleet Management Information System install and training
- Vehicle repair and preventive maintenance transition
- Fleet assessment

We have organized our plan chronologically, to reflect the timing of the transition, as it will most likely occur. Of course, there may be adjustments to the schedule presented here to adapt to your changing needs. A detailed timeline of events that will take place during this important transition is presented at the end of this section.

3.2 Local Start-up Team Composition

We have established our transition staffing plan based on our understanding of the order of events and the personnel necessary to complete them. The actual personnel and staffing positions may vary from those presented here to reflect the evolving needs of such an important service delivery transition.

Start-up Team Composition
Rowan County, NC
Executive Vice President – Craig Moran
Director of Gov't Operations-Steve Benedict
H.R. Coordinator – Lisa Bell
Purchasing Director – Matthew Wallace
Contract Liaison - Sales – Alice Hicks
FMIS Leader – Kathy Sherrin
Safety Manager – Charles Bryson

The primary VFM team leader will be Craig Moran, Transition Manager in conjunction with Steve Benedict Director of Government Operations.

Craig Moran will begin to coordinate our transition efforts and will oversee all the tasks outlined in this proposal. In addition, representatives from our Human Resources Department; and other technical advisors in areas, such as Parts Supply, Shop Operations and Fleet Management Information Systems will be present.

Throughout the transition period, VFM will have experienced members of our team available to assist with start-up operations. The table above lists the staffing we plan to deploy in order to successfully complete this important service delivery transition.

3.3 Establishing Communication with Key Personnel from Rowan County

The VFM transition team will meet with County personnel who will be especially key to our joint transition success, including the Contract Manager along with Department liaisons. VFM wants to collaborate with the various vehicle and equipment user groups to identify and address their problems/concerns with the fleet and issues regarding maintenance requirements. We also want to make sure that our systems are easily understood and that preventive maintenance will be scheduled at a time convenient to vehicle users and their supervisors. We need their cooperation in helping us schedule PM inspections and follow-up on vehicles that could not be sent to County maintenance facilities on the date of a PM appointment. Furthermore, we want to put into place the mechanism for feedback on our services so any issues can be identified and resolved quickly.

3.4 Facility Inspection and Asset Management Transition

VFM and Rowan County will schedule a joint inspection of the facility prior to the start date. Although we do not anticipate any deficiencies, the purpose of this joint inspection will be to identify any pre-existing deficiencies or challenges in the facility that may exist. VFM will issue a Pre-Existing Deficiencies/Challenges Report to The County, within ten (10) days of conducting the inspection, outlining any noted deficiencies and identifying any garage feature or system which is functional but which should be considered for replacement or upgrade due to age or overall condition.

Also, VFM will conduct a joint inventory of all structural, mechanical, electrical, equipment, tools, vehicle computer equipment and furniture to which VFM will have access during the contract term. This will ensure that there can be no question as to what existed at the beginning of our assuming responsibility for facility operations, and what exists at any time during the course of the contract.

VFM will conduct a safety audit of the County location to identify any improvements necessary for compliance with The County, City, State, Federal and VFM's safety standards. The safety audit will be presented to the County, and any noted deficiencies will be included in VFM's pre-existing deficiencies report. Within thirty (30) days of the assessment, VFM will notify the County in writing of any hazardous conditions identified during this assessment.

3.5 Employee Hiring and Transition

One of the major priorities throughout the transition period will be the recruiting of local qualified technicians, in tandem with the possible deployment of our current technicians from other contract locations. The employee hiring and transition will begin with an interview and skills assessment of the existing maintenance employees by the transition team to assess their current skill and qualifications.

The new employees will proceed through our on-boarding system. VFM and the County policy and procedures, Benefits, Vector Technical Training Modules (VTI), as well as position specific training for all managers, parts staff, clerks and technicians.

3.6 Parts Inventory and Vendor/Subcontractor Transition

VFM and the County will confirm the parts and service vendors for the duration of the contract. The County and VFM will mutually agree on the vendors to be used for the contract period(s). Local vendors, which will be the vast majority of our parts purchases, will be established. Delivery models, payments terms and inventory expectations established. Quick ship vendors as well as any national OEM vendors will be established and placed into FMIS.

Disposal and CORE process established. Develop a plan to dispose of excess and obsolete inventory. Shelving and bin capacity as well as parts distribution system and processes established. Inventory room stocked and organized.

Warranty process, credit and tracking to be reviewed with the County.

3.7 Fleet Maintenance Management System (FMIS)

One of the main priorities during this transition period will be install and setup of our FMIS. The proper training of our technicians and staff will be performed with VFM trainers from our corporate office as well as from other VFM locations. Training will include, but not limited to, work orders, data entry, generating reports, scheduling services, inventory management, warranty administration, etc.

Our Managers and Clerks will receive training on reporting requirements, frequency and data needed to delivery timely and precis reporting. Vendors and warranty information will be set up in TMT, as well as PM scheduling. At this time any printers, lines or additional computer hardware or software will be ordered and installed.

The customer portal will be setup along with any necessary training involved or as needed.

3.8 Equipment and Tooling

VFM will establish immediate equipment and tooling needs. This will include, but not limited to, ordering 2 mobile lube carts, PM and inventory carts, Diagnostics needed and setup of Mitchell/All-Data/Motors setup.

3.9 Safety

On-Site inspection from VFM Safety Manager with full reporting shared with the County. We do not expect any deficiencies, but any will be addresses at this time. PPE, eyewash stations, safety tags, and signs printed and placed. Safety staff meeting held and safety huddles at each shift change established. Safety training on specific equipment and processes will also begin.

4.0 Organization and Staffing

4.1 Proposed Staffing Plan

Below we will outline the organizational hierarchy of the member of staff within the shop management model.

Position	*Number of Employees*
Site Manager	1
Parts/Admin Clerk	1
Full-time Mechanics (1 – EVT Certified)	2
Part-time Mechanic	.5
Total Employees	**4.5**

At VFM we have very high standards for training and ongoing education. Every technician is held accountable to dedicate a minimum of 3% of all hours worked to continuing education. We support major training standards like ASE, and EVT. We offer robust reimbursement programs, and student assistance for all Technicians that continue to move their careers forward, while being part of our brand.

Vector Fleet Management will attempt to retain any employees that meet our specifications from a current provider, or your staff if you desire them to be retained.

4.2 Key Managerial/Supervisory

Please find below, resumes for VFM executive, managerial and staff teams, whose experience will be leveraged in the implementation and management of Rowan County.

James A. Overstreet – President / CEO

SUMMARY

Over 35 years in fleet maintenance, fleet management, transportation planning, and vendor negotiating for both a private and public service fleets. Proven ability to develop and implement successful strategies, policies, and procedures to lower operating expenditures. Exceptional relationship building skills, able to lead, motivate, and develop successful support teams. We have expertise in all aspects of fleet maintenance, DOT regulations, equipment utilization, capital expenditures and budgeting. ASE Certified.

PROFESSIONAL EXPERIENCE

VFM Management, Charlotte, NC
President / CEO (1997-Present)

- Direct a Corporate Staff including Sales, Marketing, Finance and Operations
- Develop and Implement growth, strategy plan
- Develop annual business plans
- Answers to a five member independent Board of Directors

Strick Corporation, Fairless Hills, PA
Director of Dealer Development / Southeast Region (1996-1997)

- Increased dealer network from 9 to 15 locations
- Maintained dealer relations, achieving a satisfaction score of 95% after 9 months
- Oversaw the implementation of single largest new dealer program
- Grew southeast region profit margin by 6%
- Implemented dealer to customer national account programs

Overnite Transportation, Richmond, VA
Senior Manager of Fleet Service (1995-1996)

- Directed management staff of 65 in 45 states with 650 technicians
- Developed maintenance practices and schedules
- Implemented quality and safety auditing procedures
- Designed standardized technician pay scale
- Oversaw fleet specification planning
- Submitted monthly and annual budget plans

James Overstreet – President/CEO (Cont'd)

Overnite Transportation, Richmond, VA
Manager of Fleet Procurement and Warranty Reimbursement (1990-1995)

- Directed procurement of fleet maintenance repair supplies
- Centralized procurement activity for 65 shop locations
- Implemented an internal distribution network for repair supplies
- Established a quality development team consisting of 10 suppliers
- Designed a formal RFP program for fleet equipment and supply procurement
- Reduced supply inventory from $8.5 million to $4.9 million
- Reduced supplier network by 50% threw product standardization
- Implement a warranty recovery system, recovered $900,000.00 first year

James A. Overstreet – President / CEO Cont'd

Overnite Transportation, Charlotte, NC
Inventory Control Manager (1981-1990)

- Implemented automated inventory control system
- Designed and implemented inventory storage lay-out
- Developed transportation schedule for supply distribution
- Formulated maximum / minimum inventory levels

Education and Training

- Graduated Mt. Pleasant High 1976
- Attended J Sergeant Reynolds Community College (1993-1994)
- Overnite Transportation Management Training (1991-1995)
- Fruehauf Trailers Management Training (1977-1980)
- United Parcel Management Training (1976)

Associations

- Technology Maintenance Council (TMC) member since 1995
- National Institute for Automotive Service Excellence (ASE) certified

Aubrey Felton – Executive Vice President

SUMMARY

Business Acquisitions, Strategic Planning, Training and Development, Contract Negotiations, Facility up-fitting and renovation, P & L Management, Budgeting Systems, Sales & Marketing, Retail Operations, IT Procurement/Implementation, Corporate Integrations, Pricing Dynamics, Fleet Management, Parts Procurement, Government & Private Contracts, and Product Implementation.

PROFESSIONAL EXPERIENCE

VFM Management, LLC Charlotte, NC March 2015 - Present
EXECUTIVE VICE PRESIDENT

- Develop solutions and pricing structures for various fleet segments.
- Structure inter-local agreements to provide additional revenue for clients.
- Proposal development and client acquisition strategy.
- Benchmark operational metrics across government and private contracts.
- Plan and develop sales and marketing programs and strategies.

First Group America - (First Student, First Transit, Greyhound, & First Vehicle Services)
REGIONAL VICE PRESIDENT March 2008 - March 2014

- Responsible for contract acquisition and management of municipal and private fleets across 26 States, including Broward Sheriff Office contract.
- Handled all aspects of government bid process, negotiations, and start-up matrix
- P & L responsibility for 37 contracts exceeding 100 million in annual revenue
- Management of regional staff including 489 team members
- Direct client engagement on daily basis

FTA, Inc. - WEST PALM BEACH, FL
An independent retail tire and automotive services provider with 5 outlets in South Florida operating under Tuffy Automotive franchise agreement.

PRESIDENT & CEO May 2006 - February 2008

- Responsible for all aspects of company functionality.
- Built chain from zero to five locations in eight months of operation.
- Handled 3 acquisitions of automotive locations and integration into Tuffy franchise program.

TBC Corp. (TIRE KINGDOM, INC, National Tire & Battery, Merchant's Tire & Auto, Carroll Tire)
A leading retail tire and automotive services provider with 884+ outlets in 28 states with annual sales of $1.9 billion.

SENIOR VICE-PRESIDENT - OPERATIONS January 2002 – May 2006

- Responsible for day to day corporate and field store operations with 1.9 Billion annual revenue
- Supervise 68 Field Management Direct Reports
- Oversee Special Orders Department with $50 million per year in expenditures
- Procurement, development, and supervision of all external/internal computer operating systems
- Training and development programs for 9,800+ associates
- Extensive field travel
- Designed store management training process for rapid store expansion
- Directly involved in the integration development and processes of company acquisitions
- Merchant's Tire & Auto and National Tire & Battery
- Coordinated green-field location growth from inception to operating facilities for over 300 locations.

Aubrey Felton – Executive Vice President (Cont'd)

EXECUTIVE VICE-PRESIDENT February 2000 – January 2002

- Supervised 105 stores in South Florida market with annual sales of $195 million
- Directly responsible for increasing service sales and tire units throughout entire market
- Improved Gross Profit percentage by 7.5% in first six months and increased payroll productivity
- Coordinated new market development of South U.S..,
- Successful trained and promoted 17 district managers

MORGAN TIRE & AUTO CENTER – CLEARWATER, FL
DBA TIRES PLUS
A retail tire and automotive services provider with 585 nationwide locations and annual sales of $950M.

REGIONAL VICE-PRESIDENT 1994 – 2000

- Supervised, trained, and developed 1200 associates and 125 retail locations in differing national geography with annual sales of $155 million
- Successfully integrated several acquisitions onto operating platforms and programs

CONTINUING EDUCATION:

- NAFA - CAFM: Certified Automotive Fleet Manager
- AEMP - CEM: Certified Equipment Manager
- SMEI – CSE: Certified Sales Executive

AFFILIATIONS:

- Member - NAFA North American Fleet Administrators Association
- Member - APWA American Public Works Association
- Member - FFCA Florida Fire Chiefs Association
- Member – NFPA National Fire Prevention Association
- Member - AEMP Association of Equipment Management Professionals
- Member – NAFA National Association of Fleet Administrators
- Member – ATA TMC American Trucking Association – Technology Maintenance Council
- Member – SWANA Solid Waste Association of North America

CERTIFICATIONS:

- Vector Certified Light and Heavy Duty Technician
- Six Sigma - Yellow Belt
- ASE Certified Technician, Service Consultant, & Parts Specialist
- Ford Certified Master Service Manager
- Ford Certified Commercial Parts Manager
- Ford Certified Warranty Administrator
- Chrysler Certified Level 2 Service Manager
- Chrysler Certified Parts Manager
- Chrysler Certified Warranty Administrator
- Department of Transportation/TSI Inspection, Repair, and Maintenance for Motor Carriers
- Department of Transportation/TSI Commercial Driver's License Regulations
- Department of Transportation/TSI Financial Responsibility – Motor Carriers
- OSHA – Personal Protective Equipment
- OSHA – Lock and Tag
- OSHA – Hazard Communication
- OSHA – Electrical Safety
- OSHA – Ergonomics
- OSHA – Heat and Cold Stress
- OSHA – Slips, Trips, and Falls

Craig Moran – Executive Vice President

SUMMARY

Experience with successful implementation and management of fleet maintenance operations, across multi-location deployments in both private and public sector environments also ASE certified.

PROFESSIONAL EXPERIENCE

Executive Vice President – VFM Management (5/98 to present):

- Lead and manage all operational functions for dedicated contract locations, servicing 8/200+ units
- Development, implementation and management of TMT fleet management information system
- Implementation of new business directly and through business segment Operations Directors
- Sales process involvement in staffing matrix, contract pricing etc.
  Engagement with contract management and customer relationship directly and through business segment Operations Directors

Director of Maintenance – Terminal Services Inc. (5/96 to 5/98)

- Manage maintenance operations across 8 locations, maintaining 1000+ company owned units involved in waterfront 'ship side' and intermodal operations
- Customization and implementation of fleet management information system software at all locations
- Responsible for reengineering of all maintenance schedules, procedures, best practices and training regiments

Regional Fleet Manager – Overnite Transportation Inc. (4/92 to 5/96)

- Oversaw maintenance operations across 7 hub facilities, 22 terminals with over 50 Technicians
- Managed multiple third party service and parts providers
- Consistent attainment of productivity thresholds for all locations
- Designed and implemented intermodal trailer safety checks for drivers in the Midwest region

Fleet Manager – Overnite Transportation Inc. (12/84 to 4/92)

- Fleet Mechanic
- Supervisory roles at the shop level
- Participated in Overnite's Maintenance Manager Training Program
- Promoted to Fleet Manager

Education:

- Associates Degree in Diesel Technology – Ohio Technical College
- Business Administration – Indiana University

Craig Moran – Executive Vice President (Cont'd)

AFFILIATIONS:

- Member - NAFA North American Fleet Administrators Association
- Member - APWA American Public Works Association
- Member - AEMP Association of Equipment Management Professionals
- Member – NSSGA National Stone, Sand and Gravel Association

CERTIFICATIONS:

- ASE Certified
- MSHA – Certified Training 5000-23
- OSHA – Personal Protective Equipment
- OSHA – Lock and Tag
- OSHA – Hazard Communication
- OSHA – Electrical Safety
- OSHA – Ergonomics
- OSHA – Heat and Cold Stress
- OSHA – Slips, Trips, and Falls

Charles Bryson – Safety Manager

SUMMARY

This position reports directly to the VP of Operations in Charlotte, NC with dotted a line reporting to our Florida General Manager.

PROFESSIONAL EXPERIENCE

VFM Management, LLC Mosaic Operations 2/2008 - Present

Safety Manager: Current position includes responsibility for safety methodology and oversight at all VFM locations. Key activities include:

- Safety and Risk Management
- MSHA Instructor Approval Training Certificate of completion
- Conduct safety meetings
- Perform safety audits
- Inspect workers daily activities
- Ensure all employees use their proper PPE
- Responsible for overall safety of the buildings and grounds. I am the appointed Building Monitor / Emergency Coordinator for the NewWales auto shop muster area through the Mosaic Growing-U-training.
- Maintain and report monthly safety numbers to the general manager
- Motivate and counsel employees on safety policies
- Immediately correct any safety related issues
- Identify and anticipate safety concerns and hazards by surveying the working environment and suggesting corrective actions or policy changes if needed
- Continually familiarizing myself and employees with our customers EH&S policies so as to stay in compliance
- Trained in first aid and first responder
- Formal training in Windows, Microsoft Office, Excel, Outlook, Dossier and Maximo(Mosaic's operating system)
- I served as VFM managements Site Specific Train the Trainer. Responsible for training all Vector Mosaic employee sites specific annual training.
- VFM management access control coordinator to mosaic security. Responsible for new and renewing all access badges for VFM employees for the Mosaic sites.
- Project Implementation
- 5s Housekeeping system implementation
- Customer Relations and Satisfaction
- Training and Development
- Productivity Improvement
- Staff Management and Motivation

Charles Bryson – Safety Manager (Cont'd)

Achievements

- Six Sigma Villanova University (4.5 CEU) 45 Professional Development Units
- ITTM'S Fleet Finance 101, Penn State, Harrisburg PA, (3CEU)
- Diesel Institute of America, Tampa, FL
  Awarded most outstanding student and completed overall courses with honors
- NCO Leadership School, Albuquerque, New Mexico,
- Acquired advanced training in leadership (focus on managerial and supervisory), effective communication and counseling techniques, and advanced knowledge in safety and resource protection

Technical Skills

- Microsoft Office: Word, Excel, Outlook XP
- Asset Management: Maximo
- Fleet Management: Dossier / TMT Fleet maintenance system
- Kronos payroll

Steven Benedict - Director of Operations, Government Services

SUMMARY

Over 23 years of automotive and fleet leadership and strategic operations experience. Decisive leader with the ability to foster group cohesiveness and commitment towards common operational goals. Experienced with process improvement, change management, strategic innovation, and team development. Background in cross-functional project/program management and delivery with multi-site, regional, and national market shares.

Professional Experience

Vector Fleet Management, Charlotte, NC. | Director of Operations, Government Services
January 2019 - Current

- Oversee and lead contract operations with government municipalities delivering vehicle and equipment maintenance, repair, fuel system management, procurement, and disposal.
- Responsible for financials and operational KPI's for all locations.
- Ensure contract compliance and exceptional customer experiences.
- Lead continuous improvement and positive developmental team cultures.
- Manage contractual relationships and deliver business reviews.

AAA National Office, Heathrow, FL | National Manager, Automotive Repair Business Operations
Mar 2015 – January 2019

- Drive strategy, business compliance, and member value planning for the National AAA Federation of Approved Auto Repair, Club Owned Auto Repair Facilities and Connected Car initiatives.
- Consult with Regional Club Automotive Staff and Executives to insure brand compliance; manage quality governance, strategy and business planning for AAA's National Network of Approved Auto Repair and Club Owned Repair Network (6,500+ facilities).
- Conduct yearly brand accreditation reviews for Clubs.
- Work with Club Executives to develop business cases and go-to-market plans for AAA Owned Auto Repair facilities.
- Lead executive level quarterly progress meetings with senior OEM staff.
- Launched a first ever, nationally contracted Approved Auto Repair Partnership with AutoNation, leading contract negotiations through implementation and rollout.
- Launched a new AAA/Lincoln Motor Company Approved Auto Repair Partnership.
- SME on the development team and managed the field delivery of AAA's new web based Repair Shop Portal with successful pilot in November 2015 and scaled launch in June-December 2016. Currently in over 5,700 facilities in the US and Canada. Business line owner for this product.

AAA Northern California, Emeryville, CA | Director, Club Fleet and Club Owned Repair
Oct 2012 – Mar 2015

- Mid-level executive management for a seven location, two state Club Owned Fleet consisting of 150 trucks and 189 employees; accountable for 50 club owned field service vehicles, fleet maintenance and procurement, service delivery levels, and cost-per-call management. Full P&L accountability.
- Served on Automotive Leadership Team for Emergency Road Service and Approved Auto Repair with accountability for a $160 million budget
- Revamped all business operation processes, policies, and procedures to comply with federal and state regulations and AAA brand standards driving growth and improved profitability.
- Managed site selection and development of all Club Owned Repair facilities.
- Responsible for technical support and programming for shop management software.
- Provided mid-level executive management oversight of day-to-day operations of the Club Owned Repair program; implemented new scheduling and workflow processes to increase productivity.
- Configured, coordinated, and launched new shop management software in partnership with NAPA.
- Represented AAA NCNU on National and regional Club committees and task forces related to Automotive Repair.
- Business line leader for M&A of Automotive Repair facilities.

Cont'd Steven Benedict - Director of Operations, Government Services

AAA Tidewater Virginia, Virginia Beach, VA
Executive Director, Car Care Centers and Fleet Operations, June 2000 – Sept 2012

- Launched a chain of 6 AAA owned automobile repair centers and a 30 vehicle towing and mobile battery replacement service vehicle's; served as the Club's Battery Program Manager.
- Formulated a successful business model that drove the cohesive operation of both entities within the same locations, each driving the business of the other.
- Served on the automotive leadership team of AAA membership organization which oversaw development of emergency road service programs, Approved Auto Repair program, automotive extended warranties, automotive buying services, and mobile auto glass and auto repair services.
- Designed, implemented & managed training programs for all automotive services departments and businesses – internal and external.
- Managed insurance company relationships for all automotive services departments and businesses, including negotiation of vehicle and property renewals, compliance, claims, risk analysis and mitigation, and safety.
- Managed all phases of Club Owned Repair design and development: building, equipping and operations.
- Managed the acquisition and fleet management of all company owned vehicles
- Oversaw the budgeting & forecasting process for all automotive service departments totaling $25MM+.
- Developed and launched five new successful automotive business lines from 2000-2006.
- From concept to scale, developed business plan and launched COR in 01/2003 (9th one in the AAA Federation) and grew the profitable business to six locations and 55 employees by 03/2012.
- Served as Virginia State Coordinator and Committee Chair for Ford/AAA Student Auto Skills for 12 yrs.; secured outside local sponsors totaling $50K in donations enabling us to give a first class event; negotiated a National Scholarship offering with Advanced Technology Institute in Virginia Beach

Tidewater Enterprises, Inc. | Senior Operations Manager
Nov 1996 – Jun 2000

- Oversaw 13 truck/30 employee/7 location towing, road service, and auto repair operation.
- Managed three automotive storage facilities, including DMV administration and auctions.
- Administered fleet and commercial accounts for fuel, repair and towing.
- Served as safety officer and insurance liaison for the entire enterprise.
- Provided middle-management for 7 repair centers, 6 fueling station/convenience stores and a towing operation serving (third in charge after President and COO from 1997-2000).

Matthew Wallace – Director of Purchasing

SUMMARY

I have ten years of experience in the automotive field, and over 15 years of experience in business development and sales combined. I have held and witnessed every available position within a shop and I know what makes our business work intimately. I am passionate about this industry and what the future holds for it. When we marry experience, and passion we can create a valuable partnership that creates long-term, proven worth for both parties involved.

PROFESSIONAL EXPERIENCE

Vector Fleet Management, LLC Charlotte, NC November 2018 - Present
Director, Purchasing

- Oversee National vendor development.
- Oversee Private and Inter-local government procurement opportunity.
- Operate and Maintain all CRM and Analytical tooling for Developmental Department.
- Perform all Mathematical, and GIS Analysis for Developmental Department.

Genuine Parts Company, Charlotte, NC
Retail Business Development Manager **May 2013 – November 2018**

- Converted over 60 NAPA Stores across the Southeastern U.S. from private ownership to corporate ownership, including renovation, redesign and rebranding.
- Operated and championed the national program for NAPA Retail during its cultural transition period.
- Developed all new best practices and protocols for NAPA daily operations framework.

Valvoline/ Ashland Chemical Corp., Charlotte, NC
District Manager **October 2009 – May 2013**

- Oversaw daily operations of 22 Service locations across multiple States.
- Handled a variety of service operations, varying from quick lubes, to full service, to tire service facilities.
- Worked with a "Franchisee of the Year", and assisted in his growth from 5 acquisitions to 27, overseeing and assisting in his conversion of multiple facilities.

EDUCATION:

- Technical University of Munich- Six Sigma/LEAN/ASQ+
- Harvard University-Certification- Data Science
- Harvard Extension School- Executive Education

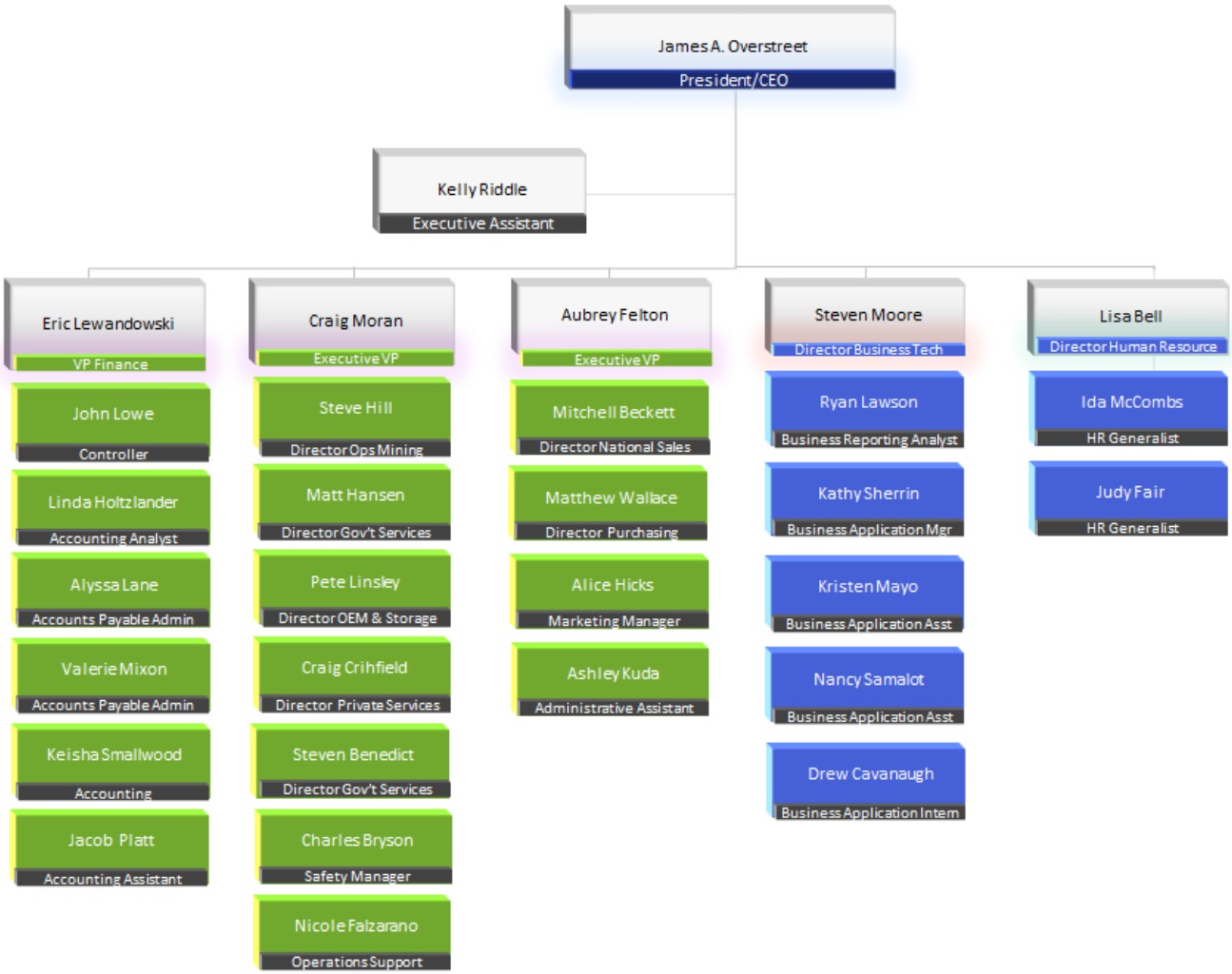
AFFILIATIONS:

- Technical University of Munich- Teaching Assistant-Six Sigma/LEAN/ASQ+
- Member - NAFA North American Fleet Administrators Association
- Member - APWA American Public Works Association
- Member – NSSGA National Stone Sand and Gravel Association
- Member – IFDA International Food Distributors Association
- Member-NTTC National Tank Truck Carriers Association
- Member-NUCA National Utility and Contractor Association
- Member- FAGFA Florida Association of Governmental Fleet Administrators
- Member - AEMP Association of Equipment Management Professionals

CERTIFICATIONS:

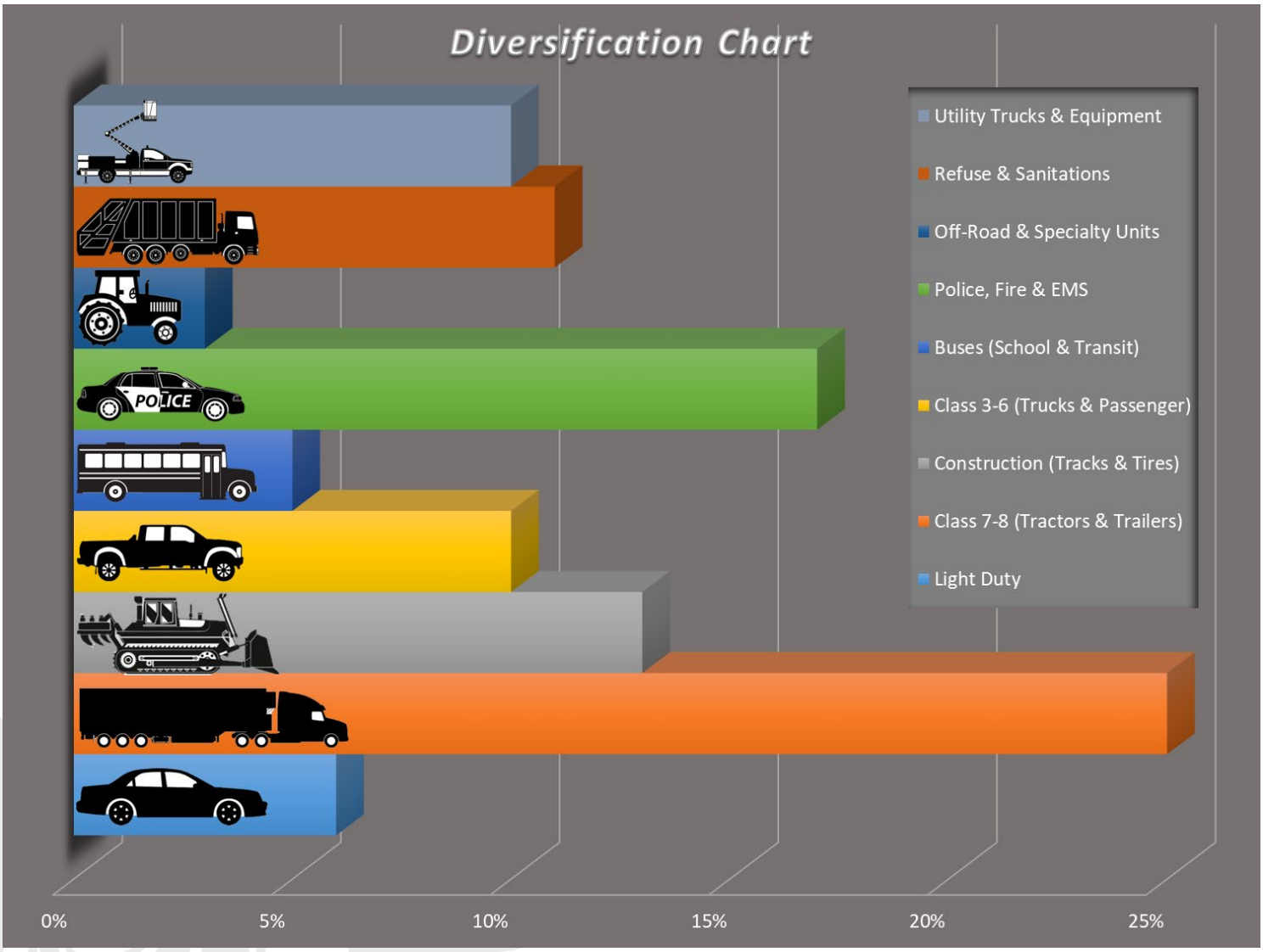
- Vector Certified Technician
- Six Sigma/ LEAN/ ASQ+
- ASE Certified Technician, Part Specialist
- Google Data Science- Certified Master

Corporate Office Support Organization Chart:



5.0 Qualifications and Experience

When it comes to delivering fleet maintenance to diverse fleets, VFM is a proven leader. We are currently servicing mobile assets with a cumulative value in excess of $3.5B. The varied fleets that we maintain are comprised of the following types of vehicles and equipment:



Maintenance & Management Experience (Below is a chart that represents a cross-section of a portion of our client base)

Vector Fleet Management, LLC

Vehicle Maintenance & Management Experience	Aggregate in FL	Beverage Distr, NC	Municipality in TX	Municipality in FL	Municipality in TX	Municipality in FL	Municipality in TX	Municipality in TX	Foodservice, CT, NC, TX	Limestone Mine, FL	Limestone Quarry, FL	Municipality in TX	Municipality in SC	OEM Services, AZ, TN, LA	University, TX	Municipality in FL	Utilities, TX	Phosphate Mine, NC
Accident Repairs & Subrogation	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓
Decommissioning	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
DOT/State Inspections	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓
Emergency Repairs	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Auction Services	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
FMIS Cost Analysis System	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Alternative Fuels	✓	✓	✓	✓				✓		✓	✓	✓					✓	✓	✓
Inventory and Parts Control	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Up-fitting	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Outside Repairs Management	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Preventive Maintenance	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Disinfecting Services	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Program Management	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓
Quality Control Program	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Safety Program	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Upholstery and Glass Repair	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Vehicle Preparation/Disposal	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓
Vehicle Quality Inspections	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Warranty Repairs & Tracking	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
24 hr. Roadside Assistance	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Network Vendor Repair Coord.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Lifecycle Cost Analysis	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Custom Reporting	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Software Conversions	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
New Equipment Specifications	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Equipment Operator Training	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Fueling Programs	✓									✓	✓	✓					✓	✓	✓
Telematics	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Maintenance & Repair Experience

Vector Fleet Management, LLC

Vehicle Maintenance & Repair Experience	Aggregate in FL	Beverage Distr., NC	Municipality in TX	Municipality in FL	Municipality in TX	Municipality in TX	Municipality in FL	Municipality in TX	Foodservice, CT, NC TX	Limestone Mine, FL	Limestone Quarry, FL	Municipality in TX	Municipality in SC	OEM Services, AZ, TN, LA	University, TX	Municipality, FL	Utilities, TX	Phosphate Mine, NC
Boat/Tug Maintenance					✓				✓									✓
Bulldozer/Loader	✓		✓		✓	✓	✓	✓	✓		✓	✓	✓	✓			✓		✓
Bus Maintenance			✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓		✓			
Crane Maintenance	✓								✓		✓								✓
Dump Truck Repair	✓		✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓			✓		✓
EMS Unit Maintenance			✓	✓	✓	✓	✓	✓	✓				✓	✓					
Fire Truck Maintenance				✓	✓	✓	✓		✓					✓					
Truck Maintenance	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Law Enforcement Vehicle Maint.			✓	✓	✓	✓	✓	✓	✓				✓	✓					
Medium Truck/Van Maintenance	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Refuse Truck Maintenance					✓	✓	✓		✓					✓			✓		
Roll Off Truck Maintenance			✓		✓	✓	✓	✓	✓				✓	✓			✓		
Sedan Maintenance	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Excavator Maintenance	✓			✓	✓	✓	✓		✓			✓		✓	✓	✓	✓		
Small Vehicle/Cart Repair	✓		✓	✓	✓	✓			✓		✓	✓		✓			✓	✓	✓
Solid Waste Removal Equipment					✓	✓	✓		✓								✓		
Sweeper Maintenance	✓		✓		✓	✓		✓	✓		✓	✓		✓			✓		
Tandem-Brush Truck Maint.			✓		✓			✓	✓				✓	✓					
Ready Mix			✓					✓	✓		✓								✓
Farm Tractor Maintenance	✓		✓			✓	✓	✓	✓			✓	✓						
Refrigerated Trailer/Trailer Repair										✓									

5.1 Comparable Services

#1 Sheriff of Broward County, FL (Government)

Contracting Organization	Sheriff of Broward County, Florida **(2 locations)**
Contact Name	Scott Barnett – Fleet Manager
Contact Address	2001 N.W. 31st Avenue, Lauderdale Lakes, FL
Contact Phone	954-497-1440
Contact E-Mail	Scott_Barnett@sheriff.org
Type & Composition of Fleet & Number of Vehicles/Pieces of Equipment	3,300+ units Vehicles for Sheriff, DLE, Transit and Fire Rescue units
Technician ASE Certification Percentage	68%
Period of Performance	Since 2016
Annual Contract Cost	$7.5 Million

Background

- VFM competed for the Hourly Rate Bid and was selected over **G4S Integrated Fleet Services (Centerra)**, **First Group America (DBA First Student, First Transit, & First Vehicle Services), and Pompano Automotive** the incumbent provider.
- VFM has quickly developed and initiated a program to upgrade the maintenance of the fleet to meet and exceed industry standards.

Scope of Services

- Provide all fleet maintenance services, towing and road side assistance for 3 maintenance facilities. Maintain contract compliance through a Quality Assurance program with performance measurements, maintain parts inventory and control cost through the Hourly Rate Charge contract.
- Provide on-site warranty administration with Dodge and Ford OEM's.
- Work closely with all County staff agencies to ensure excellent fleet maintenance standards through improved reliability, unit availability and above all else, SAFETY.

Accomplishments

- Significantly increased the availability of Units and eliminated unnecessary vehicle downtime at commercial retail repair facilities.
- Eliminated costly parts requisition and initiated a comprehensive PM program.
- Altered staffing paradigms to ensure PM services were performed with minimal disruption to county services.

#2: Ector County, TX, (Government)

Contracting Organization	Ector County, Texas
Contact Name	Lucy Soto – Purchasing Manager
Contact Address	10110 E. 8th Street, Odessa TX 79761
Contact Phone	432-498-4020
Contact E-Mail	LUCY.SOTO@ectorcountytx.gov
Type and Composition of Fleet and Number of Vehicles/Pieces of Equipment	300+ Vehicles for Sheriff, Roads & Bridges, Parks & Rec and Other General Services (includes Buses)
Period of Performance	Since 2013
Vector Certified Shop	YES
Technician ASE Certification Percentage	90%
Annual Contract Cost	$1.4M+

Background

- VFM competed for a Target Cost Bid and was selected above **First Group America (DBA First Student, First Transit, & First Vehicle Services) and Ameritt Fleet**.
- VFM *successfully managed the transition from in-house to a public/private partnership.*

Scope of Services

- VFM provides comprehensive fleet maintenance services, performance measurement and reporting, parts management and overall fleet support under the structure of a TARGET COST contract.
- VFM works closely with all County fleet stakeholders to ensure high fleet maintenance standards and unit availability.

Accomplishments

- VFM has been able to meet all staffing requirements for this contract in an ultra-competitive labor market (oil fields).
- VFM has improved unit availability immediately by repairing and maintaining units, which were deadlined for extended periods of time.

#3 Carrollton, Texas, (Government)

Contracting Organization	Carrollton, Texas **(2 locations)**
Contact Name	Dwayne Bianco
Contact Address	2711 Nimitz Dr, Carrollton, TX 75007
Contact Phone	972-466-5786
Contact E-Mail	Dwaynebiancocityofcarrollton.com
Type and Composition of Fleet and Number of Vehicles/Pieces of Equipment	617+ Vehicles for Police, Fire & Rescue, Roads & Bridges, Parks & Rec, Solid Waste Services and other general services
Period of Performance	Since 2018
Technician ASE Certification Percentage	82%
Annual Contract Cost	$1.9 Million

Background

- VFM competed for the Target Cost and was selected over **First Group America (DBA First Student, First Transit, & First Vehicle Services,) King George** and the incumbent provider, **Centerra**
- VFM successfully managed the transition from an incumbent provider, ensuring continuity of service**.**

Scope of Services

- Provide all fleet maintenance services, towing and roadside assistance. Maintain contract compliance through a Quality Assurance program with performance measurements, maintain parts inventory and control cost through the Fixed Price contract.
- Work closely with all City staff agencies to ensure excellent fleet maintenance standards through improved reliability, unit availability and above all else, SAFETY.

Accomplishments

- Significantly increased the availability of Solid Waste trucks and eliminated unnecessary vehicle downtime. Initiated step change improvements in tire management.
- Increased on-site parts availability and initiated a comprehensive PM program.
- Implemented after hours staffing plan to ensure PM services were performed with minimal disruption to city services.

#4: Coconut Creek, FL, (Government)

Contracting Organization	Coconut Creek, FL
Contact Name	Jessica Cannon
Contact Address	4800 West Copans Road, Coconut Creek, FL 33063
Contact Phone	954-973-6744
Contact E-Mail	jcannon@coconutcreek.net
Type and Composition of Fleet and Number of Vehicles/Pieces of Equipment	**557 Units comprised of law enforcement, fire & rescue, public works, lawn equipment and general administrative sedans and light truck vehicles.** (includes Buses)
Technician ASE Certification Percentage	**75%**
Period of Performance	Since 2018
Annual Contract Cost	$830k+

Background

- VFM competed for the Target Cost Bid and was selected over the incumbent provider **First Group America (DBA First Student, First Transit, &First Vehicle Services.)**
- VFM has quickly developed and initiated a maintenance program to upgrade the vehicle fleet to meet and exceed industry standards

Scope of Services

- Provide all fleet maintenance services, towing and roadside assistance. Maintain contract compliance through a Quality Assurance program with performance measurements, maintain parts inventory and control cost through the Fixed Price contract.
- Work closely with all Government staff agencies to ensure high fleet maintenance standards or reliability and the safety and unit availability.

Accomplishments

- Significantly increased the availability of fleet and eliminated unnecessary vehicle downtime.
- Eliminated costly parts requisition and initiated a comprehensive PM program
- Participates in equipment specifications for all departments

#5: Cincinnati, OH (Government)

Contracting Organization	City of Cincinnati, OH
Contact Name	Ruth Alfson – Fleet Manager
Contact Address	1106 Bates Ave, Cincinnati, OH 45225
Contact Phone	513-352-5455
Contact E-Mail	ruth.alfson@cincinnati-oh.gov
Type of Services	Parts Management
Period of Performance	Since 2021
Annual Contract Cost	$6.3 Million

Background

- The City previously operated its own vehicle and equipment maintenance facilities. NAPA ran the parts inventory in City-owned facilities prior to VFM.
- VFM manages parts at the central maintenance facility and eight satellite maintenance facilities to support diverse Citywide Fleet of 2,500 vehicles and 1,300 units of small equipment.

Scope of Services

- Furnish all parts, materials, supplied, tires, and fluids (except fuel) required for operation and maintenance of all City vehicles and equipment.
- VFM will identify, establish quality and availability standards, place, process, and track all orders with the various parts vendors, and process payment to the vendors for products purchased for use on the City's fleet.

Accomplishments

- Reduce overhead Costs
- VFM has major suppliers preposition fast moving parts in the shops for use.
- VFM has distributor representative's onsite at Main garage to support our program and provide real-time point to point parts priority from warehouses.
- VFM has numerous national direct OEM partnerships, which will ensure the City benefits from our program.

6.0 Compliance with the County's Insurance Requirements

Client#: 1873361 70VECTOFLE

ACORD™ CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 10/07/2021

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 have ADDITIONAL INSURED provisions or 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 any rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
McGriff Insurance Services
4777 Sharon Rd., 4th Floor
Charlotte, NC 28210
704 954-3000

CONTACT NAME: CertificateTeam
PHONE (A/C, No, Ext): 704 954-3000 FAX (A/C, No):
E-MAIL ADDRESS: NCCertificateTeam@mcgriff.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : Travelers Indemnity Co of America	25666
INSURER B : Travelers Property Casualty Co of Amer	25674
INSURER C : Travelers Casualty & Surety Company	19038
INSURER D : Tokio Marine Specialty Insurance Co.	23850
INSURER E : Travelers Indemnity Company	25658
INSURER F :	

INSURED
Vector Fleet Management, LLC
9300 Harris Corners Parkway Suite 350
Charlotte, NC 28269

COVERAGES CERTIFICATE NUMBER: 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 INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY	X	X	Y6308K459064TIA21	05/31/2021	05/31/2022	EACH OCCURRENCE	$1,000,000
	CLAIMS-MADE X OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$300,000
							MED EXP (Any one person)	$5,000
							PERSONAL & ADV INJURY	$1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$2,000,000
	POLICY X PRO-JECT LOC						PRODUCTS - COMP/OP AGG	$2,000,000
	OTHER:							$
E	AUTOMOBILE LIABILITY	X	X	810-8R036672-21	05/31/2021	05/31/2022	COMBINED SINGLE LIMIT (Ea accident)	$1,000,000
	X ANY AUTO						BODILY INJURY (Per person)	$
	OWNED AUTOS ONLY / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	HIRED AUTOS ONLY / NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
	X Hired Auto X Non-Owned							$
B	UMBRELLA LIAB / OCCUR	X	X	CUP9R7771712114	05/31/2021	05/31/2022	EACH OCCURRENCE	$15,000,000
	EXCESS LIAB / CLAIMS-MADE						AGGREGATE	$15,000,000
	DED X RETENTION $25,000							$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY		X	UB8K3357132114G	05/31/2021	05/31/2022	X PER STATUTE / OTH-ER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y / N: Y (Mandatory in NH)	N / A					E.L. EACH ACCIDENT	$1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE	$1,000,000
							E.L. DISEASE - POLICY LIMIT	$1,000,000
D	Pollution Policy Premises and Contracted Ops	X	X	PPK2281263	05/31/2021	05/31/2022	$1,000,000 Incident $1,000,000 Aggregate $50,000 Deductible	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Project: RFP for Fleet Management and Maintenance Services.

Workers' Compensation applies for this certificate as stated in the policy under Sections 3A and 3C but regardless does not apply in the monopolistic states of ND, WY,OH,WA.
Excluded LLC Members not active in the business: Ashley P. Gosnell, Thomas H. Gosnell II, Arthur R. Gosnell

CERTIFICATE HOLDER

Rowan County
130 West Innes
Salisbury, NC 28144

CANCELLATION

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

Benjamin D. Moore

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#S28816901/M28038426 JAW

6.1 Compliance with Federal Contracting Standards

VFM acknowledges and agrees to meet the federal contracting standards as outlined in in Appendix F.