

**AGREEMENT FOR  
AUTO BODY REPAIR AND PAINTING SERVICES**

**City of Glendale Solicitation No. RFP 23-05**

This Agreement for Auto Body Repair and Painting Services ("Agreement") is effective and entered into between CITY OF GLENDALE, an Arizona municipal corporation ("City"), and Streamline Collision Center, LLC., an Arizona limited liability company, authorized to do business in Arizona, (the "Contractor"), as of the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

**RECITALS**

- A. City intends to undertake a project for the benefit of the public and with public funds that is more fully set forth in **Exhibit A**, pursuant to Solicitation No. RFP 23-05 (the "Project");
- B. City desires to retain the services of Contractor to perform those specific duties and produce the specific work as set forth in the Project attached hereto;
- C. City and Contractor desire to memorialize their agreement with this document.

**AGREEMENT**

In consideration of the Recitals, which are confirmed as true and correct and incorporated by this reference, the mutual promises and covenants contained in this Agreement, and other good and valuable consideration, City and Contractor agree as follows:

**1. Key Personnel; Sub-contractors.**

- 1.1 Services. Contractor will provide all services necessary to assure the Project is completed timely and efficiently consistent with Project requirements, including, but not limited to, working in close interaction and interfacing with City and its designated employees, and working closely with others, including other contractors or consultants, retained by City.

**2. Schedule.** The services will be undertaken in a manner that ensures the Project is completed timely and efficiently in accordance with the Project.

**3. Contractor's Work.**

- 3.1 Standard. Contractor must perform services in accordance with the standards of due diligence, care, and quality prevailing among contractors having substantial experience with the successful furnishing of services for projects that are equivalent in size, scope, quality, and other criteria under the Project and identified in this Agreement.

3.2 Licensing. Contractor warrants that:

- a. Contractor and Sub-contractors will hold all appropriate and required licenses, registrations and other approvals necessary for the lawful furnishing of services ("Approvals"); and
- b. Neither Contractor nor any Sub-contractor has been debarred or otherwise legally excluded from contracting with any federal, state, or local governmental entity ("Debarment").
  - (1) City is under no obligation to ascertain or confirm the existence or issuance of any Approvals or Debarments or to examine Contractor's contracting ability.
  - (2) Contractor must notify City immediately if any Approvals or Debarment changes during the Agreement's duration and the failure of the Contractor to notify City as required will constitute a material default under the Agreement.

- 3.3 Compliance. Services will be furnished in compliance with applicable federal, state, county and local statutes, rules, regulations, ordinances, building codes, life safety codes, and other standards and criteria designated by City.

Contractor must not discriminate against any employee or applicant for employment on the basis of race, color, religion, sex, national origin, age, marital status, sexual orientation, gender identity or expression, genetic characteristics, familial status, U.S. military veteran status or any disability. Contractor will require any Sub-contractor to be bound to the same requirements as stated within this section. Contractor, and on behalf of any subcontractors, warrants compliance with this section.

- 3.4 Coordination; Interaction.

- a. For projects that the City believes requires the coordination of various professional services, Contractor will work in close consultation with City to proactively interact with any other professionals retained by City on the Project ("Coordinating Project Professionals").

#### 4. **Compensation for the Project.**

- 4.1 Compensation. Contractor's compensation for the Project, including those furnished by its Sub-contractors will not exceed \$750,000, as specifically detailed in Exhibit B (the "Compensation").

- 4.2 Change in Scope of Project. The Compensation may be equitably adjusted if the originally contemplated scope of services as outlined in the Project is significantly modified.

- a. Adjustments to the Compensation require a written amendment to this Agreement and may require City Council approval.
- b. Additional services which are outside the scope of the Project contained in this Agreement may not be performed by the Contractor without prior written authorization from the City.
- c. Notwithstanding the incorporation of the Exhibits to this Agreement by reference, should any conflict arise between the provisions of this Agreement and the provisions found in the Exhibits and accompanying attachments, the provisions of this Agreement shall take priority and govern the conduct of the parties.

#### 5. **Billings and Payment.**

- 5.1 Applications.

- a. Contractor will submit monthly invoices (each, a "Payment Application") to City's Project Manager and City will remit payments based upon the Payment Application as stated below.
- b. The period covered by each Payment Application will be one calendar month ending on the last day of the month or as specified in the solicitation.

- 5.2 Payment.

- a. After a full and complete Payment Application is received, City will process and remit payment within 30 days.
- b. Payment may be subject to or conditioned upon City's receipt of:
- (1) Completed work generated by Contractor and its Sub-contractors; and
  - (2) Unconditional waivers and releases on final payment from Sub-contractors as City may reasonably request to assure the Project will be free of claims arising from required performances under this Agreement.

- 5.3 Review and Withholding. City's Project Manager will timely review and certify Payment Applications.

- a. If the Payment Application is rejected, the Project Manager will issue a written listing of the items not approved for payment.
- b. City may withhold an amount sufficient to pay expenses that City reasonably expects to incur in correcting the deficiency or deficiencies rejected for payment.

**6. Termination.**

- 6.1 For Convenience. City may terminate this Agreement for convenience, without cause, by delivering a written termination notice stating the Effective Termination date, which may not be less than 30 days following the date of delivery.
- a. Contractor will be equitably compensated for Goods or Services furnished prior to receipt of the termination notice and for reasonable costs incurred.
  - b. Contractor will also be similarly compensated for any approved effort expended and approved costs incurred that are directly associated with project closeout and delivery of the required items to the City.
- 6.2 For Cause. City may terminate this Agreement for cause if Contractor fails to cure any breach of this Agreement within 15 days after receipt of written notice specifying the breach.
- a. Contractor will not be entitled to further payment until after City has determined its damages. If City's damages resulting from the breach, as determined by City, are less than the equitable amount due but not paid Contractor for Service and Repair furnished, City will pay the amount due to Contractor, less City's damages, in accordance with the provision of § 5.
  - b. If City's direct damages exceed amounts otherwise due to Contractor, Contractor must pay the difference to City immediately upon demand; however, Contractor will not be subject to consequential damages of more than \$1,000,000 or the amount of this Agreement, whichever is greater.

7. **Conflict.** Contractor acknowledges this Agreement is subject to A.R.S. § 38-511, which allows for cancellation of this Agreement in the event any person who is significantly involved in initiating, negotiating, securing, drafting, or creating the Agreement on City's behalf is also an employee, agent, or consultant of any other party to this Agreement.

**8. Insurance.**

- 8.1 Requirements. Contractor must obtain and maintain the following insurance ("Required Insurance"):
- a. Contractor and Sub-contractors. Contractor, and each Sub-contractor performing work or providing materials related to this Agreement must procure and maintain the insurance coverages described below (collectively referred to herein as the "Contractor's Policies"), until each Party's obligations under this Agreement are completed.
  - b. **General Liability.**
    - (1) Contractor must at all times relevant hereto carry a commercial general liability policy with a combined single limit of at least \$1,000,000 per occurrence and \$1,000,000 annual aggregate for each property damage and contractual property damage.
    - (2) Sub-contractors must at all times relevant hereto carry a general commercial liability policy with a combined single limit of at least \$1,000,000 per occurrence.
    - (3) This commercial general liability insurance must include independent contractors' liability, contractual liability, broad form property coverage, XCU hazards if requested by the City, and a separation of insurance provision.

- (4) These limits may be met through a combination of primary and excess liability coverage.
- c. Auto. A business auto policy providing a liability limit of at least \$1,000,000 per accident for Contractor and \$1,000,000 per accident for Sub-contractors and covering owned, non-owned and hired automobiles.
- d. Workers' Compensation and Employer's Liability. A workers' compensation and employer's liability policy providing at least the minimum benefits required by Arizona law.
- e. Notice of Changes. Contractor's Policies must provide for not less than 30 days' advance written notice to City Representative of:
  - (1) Cancellation or termination of Contractor or Sub-contractor's Policies;
  - (2) Reduction of the coverage limits of any of Contractor or and Sub-contractor's Policies; and
  - (3) Any other material modification of Contractor or Sub-contractor's Policies related to this Agreement.
- f. Certificates of Insurance.
  - (1) Within 10 business days after the execution of the Agreement, Contractor must deliver to City Representative certificates of insurance for each of Contractor and Sub-contractor's Policies, which will confirm the existence or issuance of Contractor and Sub-contractor's Policies in accordance with the provisions of this section, and copies of the endorsements of Contractor and Sub-contractor's Policies in accordance with the provisions of this section.
  - (2) City is and will be under no obligation either to ascertain or confirm the existence or issuance of Contractor and Sub-contractor's Policies, or to examine Contractor and Sub-contractor's Policies, or to inform Contractor or Sub-contractor in the event that any coverage does not comply with the requirements of this section.
  - (3) Contractor's failure to secure and maintain Contractor Policies and to assure Sub-contractor policies as required will constitute a material default under the Agreement.
- g. Other Contractors or Vendors.
  - (1) Other contractors or vendors that may be contracted with in connection with the Project must procure and maintain insurance coverage as is appropriate to their particular contract.
  - (2) This insurance coverage must comply with the requirements set forth above for Contractor's Policies (e.g., the requirements pertaining to endorsements to name the parties as additional insured parties and certificates of insurance).
- h. Policies. Except with respect to workers' compensation and employer's liability coverages, City must be named and properly endorsed as additional insureds on all liability policies required by this section.
  - (1) The coverage extended to additional insureds must be primary and must not contribute with any insurance or self insurance policies or programs maintained by the additional insureds.
  - (2) All insurance policies obtained pursuant to this section must be with companies legally authorized to do business in the State of Arizona and reasonably acceptable to all parties.

8.2 Sub-contractors.

- a. Contractor must also cause its Sub-contractors to obtain and maintain the Required Insurance.
- b. City may consider waiving these insurance requirements for a specific Sub-contractor if City is satisfied the amounts required are not commercially available to the Sub-contractor and the insurance the Sub-contractor does have is appropriate for the Sub-contractor's work under this Agreement.
- c. Contractor and Sub-contractors must provide to the City proof of the Required Insurance whenever requested.

8.3 Indemnification

- a. To the fullest extent permitted by law, Contractor must defend, indemnify, and hold harmless City and its elected officials, officers, employees and agents (each, an "Indemnified Party," collectively, the "Indemnified Parties"), for, from, and against any and all claims, demands, actions, damages, judgments, settlements, personal injury (including sickness, disease, death, and bodily harm), property damage (including loss of use), infringement, governmental action and all other losses and expenses, including attorneys' fees and litigation expenses (each, a "Demand or Expense"; collectively, "Demands or Expenses") asserted by a third-party (i.e. a person or entity other than City or Contractor) and that arises out of or results from the breach of this Agreement by the Contractor or the Contractor's negligent actions, errors or omissions (including any Sub-contractor or other person or firm employed by Contractor), whether sustained before or after completion of the Project.
- b. This indemnity and hold harmless provision applies even if a Demand or Expense is in part due to the Indemnified Party's negligence or breach of a responsibility under this Agreement, but in that event, Contractor shall be liable only to the extent the Demand or Expense results from the negligence or breach of a responsibility of Contractor or of any person or entity for whom Contractor is responsible.
- c. Contractor is not required to indemnify any Indemnified Parties for, from, or against any Demand or Expense resulting from the Indemnified Party's sole negligence or other fault solely attributable to the Indemnified Party.

9. **E-verify, Records and Audits.** To the extent applicable under A.R.S. § 41-4401, the Contractor warrant their compliance and that of its subcontractors with all federal immigration laws and regulations that relate to their employees and compliance with the E-verify requirements under A.R.S. § 23-214(A). The Contractor or subcontractor's breach of this warranty shall be deemed a material breach of the Agreement and may result in the termination of the Agreement by the City under the terms of this Agreement. The City retains the legal right to randomly inspect the papers and records of the other party to ensure that the other party is complying with the above-mentioned warranty. The Contractor and subcontractor warrant to keep their respective papers and records open for random inspection during normal business hours by the other party. The parties shall cooperate with the City's random inspections, including granting the inspecting party entry rights onto their respective properties to perform the random inspections and waiving their respective rights to keep such papers and records confidential.
10. **No Boycott of Israel.** To the extent A.R.S § 35-393 through § 35-393.03 are applicable, the parties hereby certify that they are not currently engaged in, and agree for the duration of the Agreement to not engage in, a boycott of goods or services from Israel, as that term is defined in A.R.S § 35-393.
11. **Attestation of PCI Compliance.** When applicable, the Contractor will provide the City annually with a Payment Card Industry Data Security Standard (PCI DSS) attestation of compliance certificate signed by an officer of Contractor with oversight responsibility.

12. Notices.

12.1 A notice, request or other communication that is required or permitted under this Agreement (each a "Notice") will be effective only if:

- a. The Notice is in writing; and
- b. Delivered in person or by overnight courier service (delivery charges prepaid), certified or registered mail (return receipt requested); and
- c. Notice will be deemed to have been delivered to the person to whom it is addressed as of the date of receipt, if:
  - (1) Received on a business day, or before 5:00 p.m., at the address for Notices identified for the Party in this Agreement by U.S. Mail, hand delivery, or overnight courier service on or before 5:00 p.m.; or
  - (2) As of the next business day after receipt, if received after 5:00 p.m.
- d. The burden of proof of the place and time of delivery is upon the Party giving the Notice; and
- e. Digitalized signatures and copies of signatures will have the same effect as original signatures.

12.2 Representatives.

- a. Contractor. Contractor's representative (the "Contractor's Representative") authorized to act on Contractor's behalf with respect to the Project, and his or her address for Notice delivery is:

Streamline Collision Center, LLC  
c/o Ronnie Starling, Owner  
13215 N Cave Creek Road  
Phoenix, AZ 85022  
Tel: 623-939-3033  
Email: streamlinecollision@gmail.com

- b. City. City's representative ("City's Representative") authorized to act on City's behalf, and his or her address for Notice delivery is:

City of Glendale  
c/o Craig Croner, Deputy Director, Field Operations  
6210 W Myrtle Avenue  
Glendale, Arizona 85301  
623-930-2621

With required copy to:

City Manager  
City of Glendale  
5850 West Glendale Avenue  
Glendale, Arizona 85301

City Attorney  
City of Glendale  
5850 West Glendale Avenue  
Glendale, Arizona 85301

- c. Concurrent Notices.
  - (1) All notices to City's representative must be given concurrently to City Manager and City Attorney.
  - (2) A notice will not be deemed to have been received by City's representative until the time that it has also been received by City Manager and City Attorney.

(3) City may appoint one or more designees for the purpose of receiving notice by delivery of a written notice to Contractor identifying the designee(s) and their respective addresses for notices.

d. Changes. Contractor or City may change its representative or information on Notice, by giving Notice of the change in accordance with this section at least ten days prior to the change.

13. **Financing Assignment.** City may assign this Agreement to any City-affiliated entity, including a non-profit corporation or other entity whose primary purpose is to own or manage the Project.

14. **Entire Agreement; Survival; Counterparts; Signatures.**

14.1 **Integration.** This Agreement contains, except as stated below, the entire agreement between City and Contractor and supersedes all prior conversations and negotiations between the parties regarding the Project or this Agreement.

a. Neither Party has made any representations, warranties or agreements as to any matters concerning the Agreement's subject matter.

b. Representations, statements, conditions, or warranties not contained in this Agreement will not be binding on the parties.

c. The solicitation, any addendums and the response submitted by the Contractor are incorporated into this Agreement as if attached hereto. Any Contractor response modifies the original solicitation as stated. Inconsistencies between the solicitation, any addendums and the response or any excerpts attached as Exhibit A and this Agreement will be resolved by the terms and conditions stated in this Agreement.

14.2 **Interpretation.**

a. The parties fairly negotiated the Agreement's provisions to the extent they believed necessary and with the legal representation they deemed appropriate.

b. The parties are of equal bargaining position and this Agreement must be construed equally between the parties without consideration of which of the parties may have drafted this Agreement.

c. The Agreement will be interpreted in accordance with the laws of the State of Arizona.

14.3 **Survival.** Except as specifically provided otherwise in this Agreement, each warranty, representation, indemnification and hold harmless provision, insurance requirement, and every other right, remedy and responsibility of a Party, will survive completion of the Project, or the earlier termination of this Agreement.

14.4 **Amendment.** No amendment to this Agreement will be binding unless in writing and executed by the parties. Any amendment may be subject to City Council approval. Electronic signature blocks do not constitute execution.

14.5 **Remedies.** All rights and remedies provided in this Agreement are cumulative and the exercise of any one or more right or remedy will not affect any other rights or remedies under this Agreement or applicable law.

14.6 **Severability.** If any provision of this Agreement is voided or found unenforceable, that determination will not affect the validity of the other provisions, and the voided or unenforceable provision will be deemed reformed to conform to applicable law.

14.7 **Counterparts.** This Agreement may be executed in counterparts, and all counterparts will together comprise one instrument.

15. **Term.**

15.1 **Renewals.** The term of this Agreement commences upon the effective date and continues for a one (1)-year initial period. The City may, at its option and with the approval of the Contractor, extend

the term of this Agreement an additional four (4) years, renewable on an annual basis. Contractor will be notified in writing by the City of its intent to extend the Agreement period at least thirty (30) calendar days prior to the expiration of the original or any renewal Agreement period. Price adjustments will only be reviewed during the Agreement renewal period and any such price adjustment will be a determining factor for any renewal. There are no automatic renewals of this Agreement.

15.2 Extension for Procurement Process. Upon the expiration of the Term of this Agreement, including the initial term and any renewals, at the City's sole discretion, this Agreement may be extended on a month-to-month basis for a maximum of six (6) months to allow for the City to complete its procurement process to select a vendor to provide the services/materials similar to those provided under this Agreement. The City will notify the Contractor in writing of its intent to extend the Agreement at least thirty (30) calendar days prior to the expiration of the Term. Any extension provided under this subsection will continue under the same terms and conditions as in effect immediately prior to the expiration of the then-current term.

16. **Dispute Resolution.** Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration administered according to the American Arbitration Association's Commercial Arbitration Rules, and judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof.

17. **Cooperative Use of Contract.** This agreement may be extended for use by other governmental agencies and political subdivisions of the State. Any such usage by other entities must be in accord with the ordinances, charter, rules and regulations of the respective entity and the approval of the Contractor and City. For a list of SAVE members, click on the following link:  
<http://www.mesaaz.gov/business/purchasing/save>

18. **Exhibits.** The following exhibits, with reference to the term in which they are first referenced, are incorporated by this reference.

Exhibit A	Project
Exhibit B	Compensation

The parties enter into this Agreement as of the Effective Date shown above.

City of Glendale,  
an Arizona municipal corporation

\_\_\_\_\_  
By: Kevin R. Phelps  
Its: City Manager

ATTEST:

\_\_\_\_\_  
Julie K. Bower  
City Clerk (SEAL)

APPROVED AS TO FORM:

\_\_\_\_\_  
Michael D. Bailey  
City Attorney

Streamline Collision Center, LLC  
an Arizona limited liability company

  
\_\_\_\_\_  
By: Ronnie Starling  
Its: Owner

**EXHIBIT A**  
**AUTO BODY REPAIR AND PAINTING SERVICES**  
**PROJECT**

Streamline Collision Center, LLC. shall provide miscellaneous auto body repairs and painting services on various vehicles and equipment owned by the City on an "as needed" basis as per attached RFP 23-05 Scope of Work.



## CITY OF GLENDALE PROCUREMENT DIVISION REQUEST FOR PROPOSAL

**SOLICITATION NUMBER:** RFP 23-05

**ONLINE BID NUMBER:** 42300003

**TITLE:** AUTO BODY REPAIR AND PAINTING SERVICES

**PUBLISHED DATE:** AUGUST 31, 2022

**PRE-OFFER CONFERENCE:** **SEPTEMBER 8, 2022, 10:00 AM Local Time**  
A pre-offer conference will be held at the City of Glendale Operations Complex, Building G, Fleet Management Conference Room, 6210 W Myrtle Avenue, Glendale, AZ 85301. (The entrance is located off of Orangewood between Grand Avenue and 67<sup>th</sup> Avenue). *Attendance is NOT required but strongly encouraged.*

**OFFER DUE:** **SEPTEMBER 27, 2022, 2:00 PM Local Time**  
Offer Submission Through Vendor Self-Service (VSS) Online Bid System.  
*NOTE: This is a sealed proposal process requiring proposals to be submitted before the date/time shown above. If errors occur when submitting through VSS, email or call using contact information below.*

**CONTACT:** Elmer Garcia, NIGP-CPP  
Procurement Officer  
623-930-2866  
[egarcia1@glendaleaz.com](mailto:egarcia1@glendaleaz.com)

Proposals shall be opened using the City's electronic bidding system on the specified due time and date identified herein. All information contained in the proposals shall be confidential to avoid disclosure of contents prejudicial to competing Offerors.

### **OFFERORS ARE STRONGLY ENCOURAGED TO CAREFULLY READ THE ENTIRE SOLICITATION**

The Vendor Self-Service - New and Existing Vendor Registration Guide provides detailed instructions for registration for both new and existing vendors.



**City of Glendale**  
**Solicitation Number: RFP 23-05 / 42300003**  
**AUTO BODY REPAIR AND PAINTING SERVICES**

**CITY OF GLENDALE**  
**Procurement Division**  
**5850 West Glendale Avenue,**  
**Suite 317**  
**Glendale, Arizona 85301**

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**Exhibits Package**

- Exhibit 1: Special Notices
- Exhibit 2: RFP Special Terms and Conditions
- Exhibit 3: Insurance Requirements
- Exhibit 4: Sample Agreement Template

**Required Submittal Documents**

- 1. Response Workbook – To be completed by Offeror and submitted as their response.  
 Cover Sheet  
 Offer Sheet  
 Required Responses
- 2. Pricing Workbook – To be completed by Offeror and submitted as their response.



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## 1. INTRODUCTION

- 1.1 The City of Glendale, Arizona (“City”), Fleet Management Division invites sealed proposals from qualified vendors to perform miscellaneous auto body repairs and painting services on various vehicles owned by the City.
- 1.2 The City operates a vehicle maintenance facility located at 6210 W. Myrtle Avenue, Glendale AZ 85301.
- 1.3 The Fleet Management Division provides fleet and equipment services for all City vehicles and equipment. However, to streamline its operations, the Division seeks contractors to provide auto body repair and painting services to City vehicles on an “as needed” basis. This will allow the Fleet Management Division to adequately meet the City’s need for vehicle body repair and painting services.
- 1.4 This service may or may not be related to vehicle collision damage. Services shall include, but not limited to, damage analysis and estimating, structural analysis and body work repair, frame alignment, rebuilding, wheel alignment, mechanical and electrical work, glass work, painting, and refinishing. Qualified vendors shall complete all services in a reasonable period of time since most of these vehicles are for used for serving the public and for public safety and emergency purposes.
- 1.5 The following are estimated statistics to assist vendors in responding to this Request for Proposal.  
From July 1, 2021 through June 30, 2022:

Estimated number of City vehicles damaged annually:	85
Average number of collision repair calls per month:	6 to 7 Calls

## 2. OBJECTIVE

The City of Glendale is seeking qualified contractors to provide miscellaneous auto body repair and painting services in support of its Fleet maintenance operations.

## 3. SCOPE OF WORK

### 3.1 Specific Requirements

- A. Contractors may provide services on the following vehicle categories:
  1. Automobiles and light trucks with OEM or aftermarket bodies



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2. Medium duty trucks with aftermarket bodies
  3. Heavy duty trucks with aftermarket bodies
  4. Fire trucks (Custom fire apparatus-all classes)
- B. Contractors shall be in compliance with all applicable local, state, federal, environmental, safety and fire codes and regulations during the term of this contract.
- C. The Contractor's shop should be open, at a minimum, Monday through Friday between the hours of 8:00 AM and 5:00 PM with the exception of posted holidays or limited special occasions.
- D. The Contractor should have a secure outdoor parking lot or indoor parking for all City of Glendale vehicles remaining at the Contractor's location after regular business hours.
- E. The Contractor shall have sole responsibility for the security of all City of Glendale vehicles from the time they are picked up from the City and until they are delivered to the designated City facility.
- F. The Contractor shall provide the City of Glendale with a written warranty, with a minimum of four (4) years on all paint and body work performed on any City of Glendale vehicle.
- G. The Contractor shall guarantee all structural procedures performed on any City of Glendale vehicle, and shall return the vehicle to within Original Equipment Manufacturers (OEM) specifications.
- H. The Contractor shall agree to perform, or sublet, a four-wheel computerized wheel alignment of all vehicles involved in a front or rear end collision, or when requested by the City.
- I. The Contractor shall provide a printout of the pre-and post-alignment readings with the repair invoice as well as any sublet performing the work on a given vehicle.
- J. The Contractor shall guarantee the reliability and accuracy of any and all sublet repairs just as if the Contractor did the work in-house.



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- K. The Contractor shall agree to perform all repair techniques according to the OEM recommended repair procedures. If the OEM has no recommended repair techniques then I-CAR repair procedures shall be used.
- L. The Contractor agrees to use whatever body repair parts are indicated by the City:
- New OEM parts purchased from an authorized dealer or parts supplier
  - New Aftermarket body repair parts with the same quality as the OEM parts.
  - Rebuild or used parts may be accepted upon Fleet Management acceptance.
- M. All mechanical repairs shall be done with new repair parts ONLY. Rebuilt and used parts may be accepted upon shop personnel authorization.
- N. The Contractor should use trained and certified damage appraisers along with mechanics, body repair technicians and painters who are trained in the proper repair techniques. When requested by the City, the Contractor shall provide documentation verifying that they currently employ technicians certified by ASE and/or I-CAR in the following categories:

ASE Collision Repair and Refinish Certifications

Painting and Refinishing (B2)  
Non-Structural Analysis and Damage Repair (B3)  
Structural Analysis and Damage Repair (B4)  
Mechanical and Electrical Components (B5)  
Damage Analysis and Estimating (B6)

I-CAR Technician Certifications

Estimator – Pro Level 3  
Non-Structural Technician – Pro Level 3  
Steel Structural Technician – Pro Level 3  
Refinish Technician – Pro Level 3  
Aluminum Structural Technician – Pro Level 3  
Electrical/Mechanical Technician – Pro Level 3



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- O. The Contractor should use technicians who are qualified to diagnose airbag condition and other occupant restraint systems and are capable of completing original equipment repairs.
- P. The Contractor shall complete all work performed on any City of Glendale vehicle in a timely manner.
- Q. The Contractor shall provide sublet repair documentation.
- R. For "Frame" and "Uni-body" vehicles, the Contractor should have a frame rack capable of making multiple body and structural pulls for straightening. The Contractor must maintain upper body and wheel alignment (thrust and four wheel alignment) blueprints for each type of vehicle to be repaired.
- S. The Contractor should have a computerized frame measuring system capable of measuring three dimensions for the type of vehicle being repaired and able to provide structural documentation such as a computer printout.
- T. The Contractor shall **only** use Certified Welders when welding on City of Glendale vehicles.
- U. The Contractor should have a vehicle hoist for inspection purposes.
- V. The Contractor should use a current "headlight aiming system".
- W. The Contractor shall comply with all local, state and federal servicing and recycling regulations and requirements when air conditioning system repairs are required. The Contractor shall be responsible for sublet facilities meeting all regulations and requirements.
- X. The Contractor shall have a system for application of corrosion protection materials that will meet or exceed OEM specifications. The corrosion protections material and application procedure shall meet or exceed current I-CAR standards.
- Y. The Contractor must have the ability to accurately reproduce OEM coatings, finishes and colors.
- Z. Auto body painting contractors should have an EPA approved paint booth that is in legal compliance with all Federal, State and local applicable laws



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**AUTO BODY REPAIR AND PAINTING SERVICES**

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and regulations. Booth must have a pressurized cross-flow or down-flow draft spray that meets or exceeds state and local environmental requirements.

- AA. The Contractor should have current parts and labor information available from a local prevailing standard estimating guide source (Mitchell, etc.) or a computer system with parts and labor database integration.
- BB. The City of Glendale reserves the right to make unannounced inspections of the Contractor's repair facility (during normal business hours). The purpose of such visits will be to determine the Contractor's continuing compliance with the requirements of the contract.
- CC. When requested by the City, the Contractor must be able to provide a written damage estimate within two (2) business days of email notification. Business days are defined as Monday – Friday, excluding holidays and weekends. For vehicles greater than 26,000 GVW and/or specialty type vehicles such as an ambulance, the Contractor must be able to provide the written estimate within ten (10) business days from email notification.
- DD. The Contractor shall be able to produce a computer generated estimate with digital imaging and be able to email all documents, including an estimated completion date. If estimate is delayed due to parts or supplies, Contractor shall notify the City within 24 hours.  
  
The Contractor shall notify the City of any supplementals with supporting pictures and documentation, and require approval by the City prior to completing repairs.
- EE. All vehicle inspections and/or examinations will be performed at the City of Glendale Fleet Management Shop located at 6210 W. Myrtle Avenue, Glendale, AZ 85301, Monday – Friday, 7:00 AM to 3:00 PM, excluding holidays.
- FF. The Contractor must have the ability to correctly remove and reinstall frame, suspension, engine and drive train components.
- GG. The Contractor shall be responsible for the install of decals (if needed), to be provided by a 3<sup>rd</sup> party or directly by City, to be included in the estimates.



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HH. The Contractor must be able to pick-up all vehicles that are operational and deliver all vehicles upon completion. All vehicles that are not operational will be towed to the Contractor's location at the City's expense.

II. The Contractor must provide quality control that ensures that all vehicle interiors and exteriors are cleaned prior to return and be free of all dust residue, masking tape, overspray, etc. (this requirement includes door dams). All vehicles must be washed prior to return and be ready to be placed back into immediate service.

JJ. The Contractor shall accept a City of Glendale Purchase Order and City of Glendale payment terms.

KK. Warranty Requirements. All workmanship and materials provided under future purchase orders are subject to the scope of this contract and shall be warranted as required in the Scope of Work.

ALL WARRANTIES SHALL START FROM THE CITY OF GLENDALE'S IN-SERVICE DATE.

All warranty items/issues/concerns shall be resolved at no charge to the City. This shall include, but not be limited to, parts, labor, freight, travel, etc. All warranty items/issues/concerns shall be resolved within a time frame determined by the Contract Administrator.

The Contractor warrants all parts and services provided by a subcontractor just as if supplied directly by the Contractor.

### 3.2 General Requirements

- A. Term. The term of the resultant contract shall be for a five (5) year period.
- B. Quantities. Quantities listed in this solicitation are the City's best estimate only. The City's actual requirements during the period of the agreement shall be determined by the actual needs and availability of appropriated funds.
- C. Brand Name or Equivalent. There are a number of products that have been determined, through evaluation or testing, to be equivalent to the requirements of the specifications. The list of these brands is not intended to limit or restrict competition. Rather, it is to set the standard of quality,



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design, performance and characteristics of the products specified herein. Any bid which proposes products that are of equivalent quality, type of material, design and performance will be considered if sufficient evidence and information is given to establish it as equivalent and the City determines the product to be equivalent to the brand name and specifications.

- D. Performance of Service. Performance of the required services shall be completed in accordance with the Scope of Work.
- E. Parts and Materials. The Contractor shall furnish all parts and materials necessary for the required repair services. Replacement parts shall be paid by the City at List Price or MSRP minus % discount offered by Contractor (see PRICING WORKBOOK).
- F. Changes to Products or Services. Throughout the term of this contract, the City reserves the right to add, revise or make changes to products or services within the scope of the work as may be deemed necessary to best serve the needs of the City.
1. In the event of such a substitution or deletion of service areas, the City will give the Contractor 10-days' notice prior to date of discontinuance of services and responsibilities.
  2. The Contractor shall not be compensated for the loss of work due to deletions or substitutions.
  3. In the event the City and the Contractor cannot agree on additional service or equipment charges, the City reserves the right to perform the additional services with City personnel, or other outside contract services.
- G. Safety Standards. Products, equipment and supplies supplied by the Contractor under this contract shall comply with the current applicable federal, state and local laws and standards.
- H. Defective Products and Services. All defective products/services delivered to the City shall be replaced and exchanged by the Contractor. The cost of replacing the product/service and other similar expenses shall be paid by the Contractor.



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- I. Subcontractors. When subcontractors are used in the performance of certain functions under the contract, subcontractors shall be subject to the same terms and conditions as the Contractor.
- J. Post-Award Conference. After award of the contract, the Contractor may be required to attend a post-award conference when requested by the City.
- K. Permits and Licenses The Contractor shall be responsible for determining and securing, at his/her expense, any and all licenses and permits that are required by any statute, ordinance, rule or regulation of any regulatory body having jurisdiction in any manner connected with providing operations and maintenance of the facility. Such fees shall be included in and are part of the total proposal cost. During the term of the contract, the Contractor shall notify the City in writing, within two (2) working days, of any suspension, revocation or renewal.
- L. Order Acceptance. Services performed for the City will be subject to a complete review by the Department. Inspection criteria includes conformity to the specifications, quality and performance standards.
- M. Loss or Damage to City Equipment or Property. When damages to City equipment or property occurs as a result of Contractor's negligence, the City will arrange for repairs or replacement to be made and the costs for making repairs/replacement to the property will be deducted from final payments to the Contractor.
- N. Billing or Invoicing. The Contractor shall not bill the City for unnecessary repairs; repairs that were not completed satisfactorily; repairs that did not fix an identified problem; or for services that were made by staff unqualified to perform the repairs.

Contractor shall ensure that pricing for labor, repair parts, and equipment is consistent with contract prices. Contractor's invoices shall not include unauthorized charges. Contractors shall provide a detailed monthly invoice which includes the following:

- City Purchase Order reference number
- Itemized products or services purchased
- Separate line item for any product discount (if applicable)
- Separate line item for sales tax



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**3.3 CONTRACT PERFORMANCE MEASURES**

- A. To ensure the successful performance of the contract, the City may conduct regularly scheduled meetings and discussions with the Contractor.
- B. The Contract Administrator will serve as monitor to oversee compliance with the contract requirements and to assist in resolving problems as they occur.
- C. The City reserves the right to make the final determination whether or not Contractor's services have been completed in a satisfactory manner.
- D. In the event the Contractor fails to perform satisfactorily in accordance with the contract requirements, the Contract Administrator shall note the discrepancies and work deficiencies in writing and, unless it is an emergency (in which case a phone call will suffice), shall bring them to the attention of the Contractor's representative.
- E. The Contractor will be given a written notice setting forth the deficiencies to be corrected.
- F. In the event the Contractor has been notified of a deficiency, the Contractor shall correct the deficiency within three (3) working days.
- G. In the event that the Contractor is issued a second, third and fourth notices, the City may impose a 10% reduction of the Contractor's monthly billing.
- H. If Contractor receives five (5) or more documented notices in one calendar year, the City may exercise its option to terminate the contract.
- I. In the event the Contractor has been notified of a deficiency and the deficiency is not corrected, the City may perform the services using City personnel or by a separate contract, and the cost of such actions will be deducted from the Contractor's monthly invoice.

**3.4 EMERGENCY BUSINESS SERVICES**

- A. During an emergency, natural disaster or homeland security event, there may be a need for the City to access the Contractor's services when



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needed. All products or services provided to meet an emergency request shall be supplied as per the contract prices, terms and conditions. In general, emergency orders may be placed using a City Procurement Card.

**3.5 CONTRACT ADMINISTRATION**

- A. The Field Operations Contract Administrator or designee shall perform all Contract Administrative functions associated with this document.



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#### 4. HOW WE CHOOSE

##### 4.1 **SCORING RESPONSES:**

The evaluation criteria are weighted in accordance with the Submission Requirements. Your response will be rated as follows:

- o 50% Experience, proven performance, and qualifications
- o 25% Method of Approach
- o 25% Price

**4.2 TYPE OF AWARD:** The City reserves the right to make multiple awards or to award by group of line items, or to make an aggregate award, whichever is deemed most advantageous to the City. If the City determines that an aggregate award to one bidder is not in the City's best interest, "all or none" Bids shall be rejected.

**4.3 LENGTH OF CONTRACT:** The City will award for an initial one (1) year with four (4) additional one-year renewal options.

**4.4 EVALUATION PANEL:** Submittals will be evaluated by a panel based on the stated criteria and are responsible for selecting the proposal that is most advantageous to the City.

**4.5 PANEL CONTACT:** Offerors shall have no exclusive meetings, conversations or communications with an individual evaluation panel member on any aspect of the RFP, after submittal.

**4.6 INTERVIEWS:** City may ask some or all Offerors to participate in an interview at any point during the evaluation process but is not required to do so. Information gathered in an interview will be used by the panel to make a selection. Offeror is responsible for any costs incurred to participate in an interview.

**4.7 ADDITIONAL INVESTIGATIONS:** City may conduct additional investigations needed to determine the competence or financial stability of any Offeror.

**4.8 BEST AND FINAL OFFERS:** City may request best and final offers and will determine the scope and subject of any best and final request.

**4.9 PROPOSAL EVALUATION:** City reserves the right to secure additional information from the Offeror in various forms and to award based on submitted information.

**4.10 NOTICE OF INTENT TO AWARD AND PROTEST PERIOD:** Information about the recommended award for this solicitation will be posted [here](#) and will be available immediately after the City has completed its evaluation process. Questions regarding the notice of intent to award must be directed to the listed Contract Analyst immediately. Any protest must be submitted to the Procurement



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Administrator no later than seven (7) calendar days from the date of posting on the Internet. Information and instructions on how to file a protest can be found [here](#).

- 4.11 WITHDRAWAL OF PROPOSAL:** Offeror may withdraw a submitted proposal at any time prior to the specified solicitation due date and time through the City's online bidding system. Withdrawals must be made by the Offeror or designated representative listed on the proposal. Telephonic or oral withdrawals cannot be accepted.
- 4.12 OFFER ERRORS OMISSIONS AND CORRECTIONS:** City will not be responsible for any offeror errors or omissions. Any corrections shall be submitted through the City's online bidding system prior to due date and time of the RFP. No corrections will be permitted after the offers have been opened.
- 4.13 COMPETITIVE NEGOTIATIONS:** City may negotiate with multiple Offerors at the same time. Negotiations may result in changing the conditions, terms, or price of the proposed contract for the benefit of the City unless prohibited herein. All Offerors shall be treated fairly and equally while conducting negotiations and the City is prohibited from disclosing any information submitted by competing Offerors. Entering into negotiations does not constitute a contract award or confer any rights to Offerors. The City may formally terminate negotiations and enter into concurrent or exclusive negotiations with the next most qualified Offeror/s if it is in the City's best interest to do so.
- 4.14 NO CONTACT, NO INFLUENCE DURING THE RFP PROCESS:** City is conducting a competitive RFP process for the contract, free from improper influence or lobbying. There shall be no contact concerning this RFP from Offerors submitting a Proposal with any member of the City Council, RFP Evaluation Committee Members, or anyone connected with the process for or on behalf of the City. Contact includes direct or indirect contact by the Offeror, its employees, attorneys, lobbyists, surrogates, etc. in an attempt to influence the RFP process.

From the time the RFP is issued until the expiration of the protest period or the resolution of any protest, whichever is later (the "Silent"), Offerors, directly or indirectly through others, are restricted from attempting to influence in any manner the decision making process through, including but not limited to, the use of paid media; contacting or lobbying the City Council or City Manager or any other City employee (other than Material Management employees); the use of any media for the purpose of influencing the outcome; or in any other way that could be construed to influence any part of the decision-making process about this RFP. This provision shall not prohibit an Offeror from petitioning an elected official or engaging in any other protected first amendment activity after the protest period has run or any protest has been resolved, whichever is later.



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Violation of this provision will cause the proposal or offer of the Offeror to be found in violation and to be rejected.

**4.15 PROPRIETARY INFORMATION** Offeror shall clearly mark any proprietary information contained in its bid with the words "Proprietary Information." Offeror shall not mark any Solicitation Form as proprietary. Pricing data shall not be considered proprietary. Marking all, or nearly all, of a bid as proprietary may result in rejection of the bid.

Offerors acknowledge that the City is required by law to make certain records available for public inspection. In the event that the City receives a request for disclosure of Proprietary Information by any person, court, agency or administrative body, or otherwise has a reasonable belief that it is obligated to disclose the Proprietary Information to any such person or authority, the City will provide Offeror with prompt written notice so that Offeror may seek a protective order or other appropriate remedy. The Offeror, by submission of materials marked Proprietary Information, acknowledges and agrees that the City will have no obligation to advocate for non-disclosure in any forum or any liability to the Offeror in the event that the City must legally disclose the Proprietary Information.



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**5. SUBMISSION CHECKLIST**

This section provides an overview of the submission instructions including a checklist to aid in the submission of complete proposals. Offerors shall complete the fillable "RESPONSE WORKBOOK" attachment and submit as their proposal.

Vendors are strongly advised to read this section in its entirety and complete the checklist to avoid disqualification. **Please note that the City will NOT be able to consider proposals that are submitted late or that do not follow these guidelines.**

**The Offeror shall bear all costs associated with submitting the proposal, including proposal preparation, site visitation or any travel connected with submission of the proposal. The City shall have no liability whatsoever for such costs.**

Checklist for Submitting Proposal	Complete (✓)
<b>Submission Requirements</b>	
COVER SHEET (Response Workbook) Offeror Name Offeror Address	
COMPLETED OFFER SHEET (Response Workbook)	
1. EXPERIENCE, PROVEN PERFORMANCE, QUALIFICATIONS	
2. METHOD OF APPROACH	
3. PRICE	
ADDENDUM RESPONSES (if applicable)	
<b>Return of Offer</b>	
<ul style="list-style-type: none"> <li>Electronic copies of all "SUBMISSION REQUIREMENTS" listed above.</li> </ul>	



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## **6. SUBMISSION REQUIREMENTS**

The proposal is every element of your response to this RFP. For this proposal, you must provide a completed OFFER SHEET in addition to answering the questions identified in the REQUIRED RESPONSES. (see Response Workbook)

**Responses must be numbered to correspond to the question numbers to aid in the evaluation process; failure to do so may result in disqualification.**

Should your offer contain any PROPRIETARY INFORMATION you must clearly mark that information with the words "Proprietary Information." Only information contained in your response questions may be marked as such, information on the OFFER SHEET or PRICING WORKSHEET (if applicable) are not considered proprietary.

Offerors acknowledge that the City is required by law to make certain records available for public inspection. By submitting any materials marked as Proprietary Information, Offeror acknowledges and agrees that the City will have no obligation to advocate for non-disclosure in any forum or any liability to the Offeror if the City must legally disclose the Proprietary Information.

### **Helpful Hints:**

- Answer each question completely, your answers will be the only basis on which your proposal is scored.
- Do not unnecessarily elaborate, keep your response complete and effective.
- Do not provide general answers or reference to sales literature.
- Only when applicable attach and reference supporting documents.



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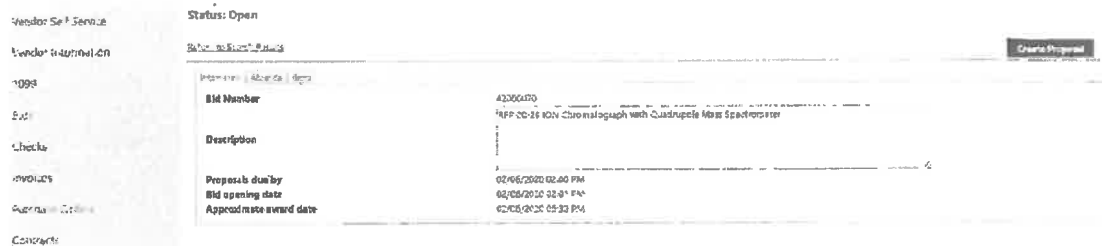
**Online Submittal Checklist**

Vendors should use this checklist to ensure that they have successfully submitted a proposal for a bid.

- Register as a vendor in the Vendor Self Service portal.  
<https://glendaleazvendors.munisselfservice.com/default.aspx>

Vendor Registration instructions are located on the City's website.  
<https://www.glendaleaz.com/cms/One.aspx?portalId=15209085&pageId=16366196>

- After registered, find the bid you wish to bid on and select "Create Proposal"



- Under attachment type vendor will see the attachments that are requested by the City. Until requested documents have been attached, it will say (0) for the number of attachments.





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- After required attachments have been uploaded, the number of documents files attached with show ex. (1), (2), (3), etc.

**Bid Attachments**  
Step 1 of 2

Vendor Self Service / Vendor Information / Bids

Attachment Type	Description	Required	Attachments	
Vendor Pricing Workbook	Completed Pricing Workbook	✓	(1)	Attach
Vendor Response Workbook	Completed Response Workbook	✓	(1)	Attach

Back Save and Continue

- After selecting save and continue vendor will see a "Submit Bid" button. This must be clicked in order for the proposal to be submitted.

**Bid Verification**  
Step 1 of 3

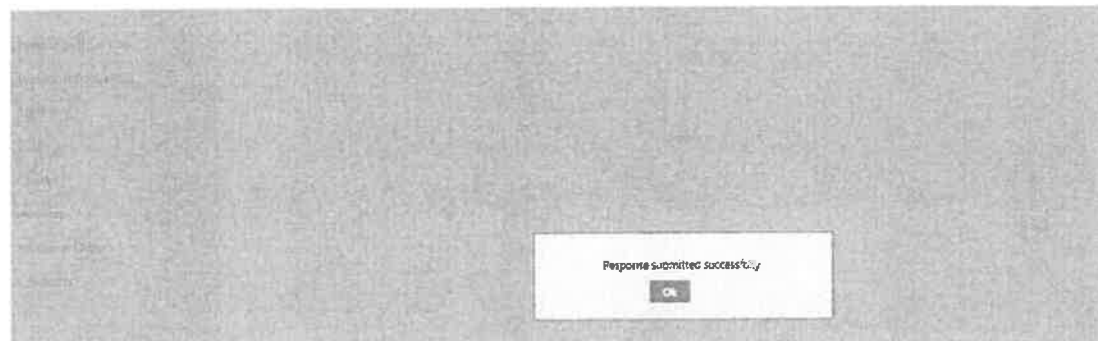
Vendor Self Service / Vendor Information / Bids

Proposal Status: Pending

<b>Bid Number</b>	42300003
<b>Description</b>	RFP 23-05 42M Chromatography with Quadrupole Mass Spectrometer
<b>Proposals due by</b>	02/06/2025 05:00 PM
<b>Bid opening date</b>	02/06/2025 02:01 PM
<b>Approximate award date</b>	02/06/2025 05:30 PM

Submit Bid

- After selecting submit bid the vendor will receive a message that states, "Response submitted successfully."





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- After selecting "Ok" vendor can verify submittal status by going back to Bids and selecting "Return to My Bids" to verify submittal.

A green thumbs up will be displayed under the "Submitted" status. This signifies successful submittal of proposal.

**Bids** [Search bids](#)

Proposal States: All Submitted: All Bid Status: All

Recent bid requests  
All times reflect PT/CT/ST/DT, Arizona

Due by Date	Bid Number	Description	Vendor ID	Bid Status	Submitted	Proposal Status
12/26/23 14:00 PM	42300020	RFP 23-05 10's Chromatograph with Quadrupole Mass Spectrometer		Accepting Proposals		

**EXHIBIT B**  
**AUTO BODY REPAIR AND PAINTING SERVICES**  
**COMPENSATION**

**NOT-TO-EXCEED AMOUNT**

The total amount of compensation paid to Contractor for full completion of all work required by the Project during the entire term of the Project must not exceed \$750,000.

**DETAILED PROJECT COMPENSATION**

See Contractor's response to RFP 23-05 (ATTACHMENT 1).



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**PRICING WORKBOOK**

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**3. PRICING WORKBOOK**

Contractor's pricing shall include, but is not limited to, experienced labor, tools, employee benefits, fuel, shipping, licenses, fees, insurance, profit, and any other associated costs (except sales taxes) necessary to provide the requested services.

All prices quoted shall be firm and fixed for the specified contract period. The City shall NOT be invoiced at prices higher than those stated in the resultant contract. Other than contract pricing, NO additional cost, fees or surcharges shall be allowed by the City.

Item No.	Description	Estimated Annual Qty (A)	Unit of Measure	Unit Price (B)
1.	Light and Medium Automotive Engine repairs	<b>90</b>	Hour	<u>\$125.00</u>
2.	Heavy Duty Gas and Diesel Automotive Engine Repairs	<b>12</b>	Hour	<u>\$125.00</u>
3.	Automotive Body and Frame-related Repairs	<b>1</b>	Hour	<u>\$50.00</u>
4.	Automotive Painting and Refinishing Service	<b>1</b>	Hour	<u>\$50.00</u>
5.	Automotive Glass Installation and Repairs	<b>1</b>	Hour	<u>\$50.00</u>

Item No.	Description	Estimated Annual Qty (A)	Unit of Measure	Unit Price (B)
6.	Other Auto Repair-related charges and applicable fees. (Pls. specify) Alignments <u>\$125.00</u>  Decal prices may vary	<b>10</b>	Each	<u>\$125.00</u>

PRICING FOR PARTS AND MATERIALS USED (LIST PRICE or MSRP MINUS % DISCOUNT OFFERED BY VENDOR)		
Item No.	Description	% Discount Offered by Vendor
7.	Parts and Material Costs (including paint, etc.) as per RFP Package Section 3.2.E.	5%

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**DISCOUNT/PAYMENT TERMS:** The City standard is **2% 20 days**

Comply:        YES

If your answer is NO, please state terms offered: (Enter discount rate if payment in 20 days) %

**PAYMENT** Contractor shall provide monthly statements of itemized services. Payment will be reviewed and approved by the Contract Administrator or designee. The itemized statement shall not exceed the proposal fee in this Section.

**TAX AMOUNT** Do not include any use tax or federal tax in your proposal.

**OFFEROR NAME: Streamline Collision Center, LLC**