

**REQUEST FOR PROPOSAL  
FLEET MAINTENANCE SERVICES  
FOR THE NAVAJO POLICE DEPARTMENT**

BID NUMBER. 17-08-1717JJ

**I. PURPOSE OF REQUEST.**

The Navajo Police Department (NPD) of the Navajo Nation is requesting proposals for furnishing maintenance and repair services, including all labor, parts and material necessary for the various classifications, types and makes/models of vehicles. Please note that this would not be an exclusive maintenance contract. A list of existing department purchased vehicles is attached herein (Attachment D). The number, make/model and composition of vehicles may change without prior notice. Proposers located in the general area of the following police district is preferred:

Window Rock Police District, Window Rock, Arizona

The selection will be based on overall price, services, performance and reliability of the proposers. The NPD's needs are outlined in the following Request for Proposal ("RFP").

**II. TIME SCHEDULE.**

It is the NPD's intent to follow the following process and timetable, resulting in the selection of a vendor. At the NPD's discretion, it may change the estimated dates and the process set forth below as it deems necessary including but not limited to interviews.

NPD issues RFP.	August 29, 2017
Deadline for Submittal of Proposals 5:00 pm.	September 15, 2017
Evaluation and intent to select of proposal	September 18, 2017
Notice of proposal selection and initiate 164 Review process	September 20, 2017
Award of Contract by the Navajo Nation (tentative date)	December 18, 2017

**III. INSTRUCTION FOR PROPOSERS.**

A. All proposals must be addressed to:

Delivery: Joanne James, Buyer  
Purchasing Service Department  
Admin Building One  
Window Rock Boulevard  
Window Rock, Arizona 86515

Mailing: Joanne James, Buyer  
Purchasing Service Department  
Post Office Box 9000  
Window Rock, Arizona 86151

- B. Any questions or inquiries regarding the scope of work should be brought to the attention of

Leonard Redhorse III, Police Lieutenant  
Navajo Police Department  
Office of the Chief of Police  
928-871-6363 (phone)  
928-871-7087 (fax)  
lredhorse@navajo-nsn.gov

- C. All proposals must be in a sealed envelope and clearly marked "**NPD Fleet Maintenance Services BID NUMBER. 17-08-1717JJ**". The name and address of the proposing business must be shown on the face of the envelope.
- D. All proposals must be received by 5:00pm on Friday, September 15, 2017. Proposals will not be accepted after this deadline. Three (3) copies of the proposal must be enclosed in the sealed envelope. In addition to the copies of the proposals, please submit a PDF copy of the proposals. No facsimile, electronic or telephone proposals will be accepted.
- E. Proposals should be prepared simply and economically, providing a straight forward, concise description of provider capabilities to satisfy the requirements of the request. Special bindings, colored displays, promotional materials, etc. are not desired. Emphasis should be on completeness and clarity of content.
- F. The NPD will notify proposers that have been preliminarily selected near or on the date indicated in the above time schedule.
- G. Proposal Submittal (using the forms in Exhibit C):
- A proposed outline of tasks, products, and a project schedule including the hours required to complete each task or product.
  - A proposed budget based on the above outline of task, products and schedules.
  - Provide three (3) commercial fleet maintenance client references within the last five (5) years who are willing to validate the proposer's past performance on contracts of a similar size and scope.

**IV. SELECTION CRITERIA.**

<b>CRITERIA</b>	<b>WEIGHT GIVEN</b>
1. Responsiveness of the written proposal to the purpose and scope of service, completeness and clarity of all required information and any supplemental information provided by the Proposer that will demonstrate the quality of services.	40 POINTS
2. Price.	50 POINTS
3. Ability, experience, financial resources and history of successfully completing contracts of this type, meeting projected deadlines and experience in similar work, location, the character, integrity, reputation, judgment and efficiency of the Proposer.	10 POINTS
<b>TOTAL CRITERIA WEIGHT</b>	<b>100 POINTS</b>

Each proposal will be independently evaluated on Criteria1 through 3.

**V. SCOPE OF SERVICES.**

The scope of service, operating procedures, and vehicles to be covered are attached herein as Exhibit A, B, and D respectively.

**VI. TERMS AND CONDITIONS.**

- A. The NPD reserves the right to reject any and all proposals, and to waive minor irregularities in any proposal.
- B. The NPD reserves the right to request clarification of information submitted, and to request additional information from any proposer.
- C. The NPD reserves the right to award all or a portion of the required services to more than one qualified proposer at the NPD's sole discretion.
- D. The contract resulting from acceptance of a proposal by the NPD shall be in a form supplied or approved by the NPD, and shall reflect the specifications in this RFP. A sample contract is attached as Exhibit E for informational purposes, but the NPD may modify this contract to suit the specific services and needs of the NPD. If a Proposer has any exceptions to the terms of the sample contract, these must be submitted for consideration with the proposal. Otherwise, the Proposer will be deemed to have accepted the form of the Agreement. The NPD will not consider changes to its indemnification and insurance.

- E. After preliminary selection and prior to contract award, the NPD will meet with the Proposer to review procedures for invoicing, payment, reporting, if any, and monitoring contract performance.
- F. The Proposer should expect to schedule semi-annual meetings with designated NPD staff to review service performance.
- G. The NPD shall not be responsible for any costs incurred by the firm in preparing, submitting or presenting its response to this RFP.
- H. The NPD reserves the right to perform unannounced site visits and interview staff and management prior to selection to determine, among other things if needed:
  - a. Customer service responsiveness;
  - b. Shop organization and operation efficiency; and
  - c. Response time.

## VII. **COMPENSATION**

- A. Present detailed information the firm's proposed fee schedule for the specifications proposed and for any variation for the non-routine services, inclusive of Navajo Nation sales tax and any other applicable governmental charges. Provide specifics as to definitions of routine versus non-routine tasks, what is fixed as opposed to variable, and how costs are adjusted according to that classification.
- B. Payment by the NPD for the services will only be made after the services have been performed and accepted by authorized NPD representatives. The NPD requires that all its vendors have a Department of Treasury Internal Revenue Service Form W-9 on file with the NPD to accommodate payment. Itemized billings shall be submitted upon completion containing information specified by the NPD as described in Exhibit A under Repair Order. Monthly statements shall be submitted by the 30th of each month with a listing of all Repair Order Numbers, cost, and date identified. Payment will be made thirty (30) days after receipt of monthly statement. Discount periods must be extended if the billing invoice is returned for credit or correction.

## VIII. **LICENSE REQUIREMENT**

Proposer must be licensed in the Navajo Nation if performing the services on the Nation or they must be license in the state where the service will be provided.

## **EXHIBIT A SCOPE OF SERVICE**

### **GENERAL PROVISIONS**

The successful proposer must be able to perform general and preventive maintenance and routine repair services on vehicles and equipment including, but not limited to, brakes, tires, suspension, heat/air conditioning systems, electrical systems, engine, etc. The NPD's preference is for the Proposer to have the ability to perform all required services. However, work may be subcontracted. When subcontractors are used, the Proposer is responsible for performance of the work including but not limited to, billing, reporting, scheduling, delivery, work quality, and warranty.

This Request for Proposal is divided into vehicle manufacturers, service items and sub-items to allow the award of more than one contract, if it is deemed to be in the NPD's best interest.

The Proposer must have the ability to provide required preventive maintenance and repair service listed in Item E (below) for the fleet listed on Exhibit D. Any exception including subcontracting must be noted in the response.

#### **A. Preventive Maintenance**

The NPD's vehicles are routinely driven over long distances on paved and unpaved roadways; frequent start/stop; and long idle periods. The attached Schedule A outlines preventive maintenance requirements due to the use conditions. The average annual usage is normally around 22,000 miles for Police patrol vehicles.

#### **B. Repairs and Maintenance**

Provide service/repairs to all common mechanical and electrical systems as needed.

#### **C. Transport of Vehicles for Service**

- Ability to provide pick-up and delivery of vehicle from NPD facilities and other locations within the district limits.
- For vehicles not drivable, additional towing charge may be billed upon approval of authorized NPD staff.

#### **D. Conditions on Required Services**

- Priority 4 hours turn-around on all Police Department vehicles turn-around on routine repairs including brakes, etc. and routine maintenance.

- When a prior appointment has been made for routine maintenance, the turn-around time should be between 3 to 5 hours.
- Provide adequate inventory on special parts to ensure minimum turn-around on non-routine repairs.
- Interior vacuum vehicle after each service.

**E. Repair Order Content and Procedure**

The Proposer shall provide Repair Orders for all services provided containing the following information:

- Repair estimates with anticipated work to be performed, estimated completion time, and estimated cost signed by the NPD staff upon pick-up/drop-off. A confirming copy with final cost shall be mailed to NPD upon completion, and a billing copy shall be sent to the NPD with the monthly statement.
- Actual work/cost above written estimate requires NPD approval prior to work start.
- Authorization of work by designated NPD employee or designee is required for all repair orders.
- Individual vehicle charges shall be submitted on separate repair orders for each service visit.

The repair order must include:

- Date work performed
  - Vehicle and/or license #, make/model
  - Vehicle mileage at time of service/repair
  - Date in / date out / time completed
  - Detail type of service, hours, material used, and cost associated with each.
  - Subcontracted repair orders containing same information shall be attached to the repair order.
- The Proposer guarantees and warrants that all material furnished and all services performed will be free from defects in material and workmanship and will be warranted by Proposer for a minimum of 120 days, 5,000 miles, or the length of time of any warranty given by the manufacturer or rebuilder/remanufacturer, whichever is greater, after acceptance. The Proposer shall remedy all such defects at his/her own expense within one (1) working day after notification by the NPD.
  - Warranty and subcontracted repair orders need to be provided by the Proposer. The Proposer shall be the prime contractor; however, subcontractors may be used by the Proposer. The Proposer assumes responsibility for the work of its subcontractors. The charges for such services to the NPD shall be the amount of the subcontractor's invoice for services performed, or the contract price, whichever is less.

## F. Hours of Operation

The NPD has a number of services that are active on a 24/7 basis and desires the most comprehensive hour coverage possible. Please identify normal business hours and emergency business hours if available.

### Schedule A: Preventive Maintenance Schedule

		Service				
		Service A	Service B	Service C	Service D	Service E
Service		5000 miles	10000 miles	20000 miles	30000 miles	60000 miles
1	Change Engine Oil	x	x	x	x	x
2	Change Engine Oil Filter	x	x	x	x	x
3	Check Air Filter Condition	x	x	x	x	x
4	Check and Adjust Drive Belts	x	x	x	x	x
5	Check Battery Electrolyte Level, Add Water As Needed; Clean And Tighten Terminals	x	x	x	x	x
6	Check Brake Fluid Level	x	x	x	x	x
7	Check Brake Pads, Shoes, Hoses	x	x	x	x	x
8	Check Breather Condition	x	x	x	x	x
9	Check Drive Tran Fluid Levels (Transmission, Transfer case, Differential)	x	x	x	x	x
10	Check Engine Compartment Fluid Levels, Add As Needed	x	x	x	x	x
11	Check Engine Cooling System, Hoses And Clamps	x	x	x	x	x
12	Check Exhaust System	x	x	x	x	x
13	Check Front And Rear Shocks For Wear and/or Leakage	x	x	x	x	x
14	Check Exterior & Interior Lights And Other Electrical Items For Correct Operation	x	x	x	x	x
15	Check Power Steering Fluid Level	x	x	x	x	x
16	Check Tire Pressure And Condition	x	x	x	x	x
17	Check Windshield Wiper operation, Blades condition, Washer Solvent level, Fill as needed.	x	x	x	x	x
18	Lubricate Chassis/CV boots	x	x	x	x	x
19	Lubricate Steering Linkage	x	x	x	x	x
20	Check Front Brake Pads, Rotors And Calipers		x	x	x	x
21	Check Rear Brake Shoes, Drums And Wheel Cylinders		x	x	x	x
22	Rotate Tires (4 Way - Front To Rear)	x	x	x	x	x
23	Air Filter - Replace			x	x	x
24	Check Headlight Alignment			x	x	x
25	Check Parking Brake Operation	x	x	x	x	x
26	Lubricate Door Latches, Locks And Hinges	x	x	x	x	x
27	Fuel Filter - Replace			x	x	x
28	Transmission - Change Fluid, Filter, Gasket			x	x	x
29	Check Air Condition System, Freon Level And Compressor Operation Where Applicable					x

**EXHIBIT B**  
**OPERATING PROCEDURES**  
**FOR VEHICLE MAINTENANCE SERVICES**

This Exhibit sets forth the operating policy and procedures for servicing NPD vehicles and equipment. It discusses maintenance scheduling procedures and invoicing requirements.

Contracted maintenance facilities are expected to provide prompt, courteous and competent service to drivers. Garage staff must be knowledgeable about service procedures, and initiate the service transaction within 30 minutes of their arrival and/or service call is placed. It is important that the service desk is staffed adequately to provide efficient customer service in a timely manner.

To assist the Proposer with the maintenance program, the NPD will provide:

1. Listing of covered vehicles (Exhibit D) updated as necessary.
2. Repair orders and billing invoices must refer to the vehicles by their Navajo Tribal Number (NT Number).
3. NPD preventive maintenance schedule (Schedule A).
4. Designated NPD staff contacts.

**A. Safety Check**

The Proposer shall perform a safety check in conjunction with all maintenance requirements listed within this RFP. These safety checks shall be performed every time a vehicle is brought in for service:

- ✓ Tires – Visually check condition.
- ✓ Lights – Check directional signaling devices and emergency light systems for proper operation.
- ✓ Seat belt – Check operation of seat belts.
- ✓ Windshield Wipers and Washers – Check condition of wiper arms and blades.
- ✓ Check aim and flow of washer spray. Fill washer reservoir with washer solvent.
- ✓ Fluid Levels – Check and replenish fluid levels in transmission, differential, steering sector or power steering pump, and master cylinder. Inspect all units for leakage and clogging.
- ✓ Battery – Check condition of heat-shield, hold-down clamps and cable ends, top off electrolyte level, and clean top and terminals as necessary.
- ✓ Heater-Defroster-Air Conditioner System and Wiper Controls – Check switches, valves, and ducting doors for proper operation.
- ✓ Exhaust System – Visually inspect complete exhaust system including catalytic converter and heat-shielding. Check for broken, damaged, missing, or poorly



- positioned parts. Inspect for open seams, holes, or any condition which could allow exhaust fumes to enter the vehicle.
- ✓ Steering and Suspension Components – Conduct a “look and “shake” inspection.
  - ✓ Frame/Sub-Frame and Cross Member – Visually check for “drive-over” and/or vehicular damage and fatiguing.
  - ✓ Drive Shaft U-Joints / CV Joints – Conduct a “look” and “shake” inspection for seal leakage and joint failure.
  - ✓ Critical Components – Check condition of all under-hood heat-shields, and the routing of all hoses and wiring to ensure maximum protection from radiated exhaust heat. Inspect all coolant hoses, fuel line hoses, power steering hoses, engine accessory drive belts, and other under-hood plastic or rubber components.
  - ✓ Brakes – Inspect all brake line hoses and master cylinder for signs of leaks or damage. Inspect front brake pads, rear brake linings, wheels cylinders, and parking brake cables and linkage. Report estimate of remaining life of pads and shoes.
  - ✓ Starter/Charging System – Electronically check starter motor cranking speed and current draw.  
Check alternator charging rate.
  - ✓ Cooling System – Visually inspect entire system for leaks, damage or others signs of needed repair.

## **B. Scheduling of Maintenance and Service Procedures**

1. NPD has designated the Fleet Representative (FR); the FR is the Proposer’s primary contact with the NPD.
2. The Proposer shall identify a single individual by name to serve as the responsible contact for daily communication with the NPD regarding vehicle scheduling and vehicle status update(s).
3. The FR will contact the designated Proposer’s representative between 8:00 a.m. and 5:00 p.m., weekdays to determine the status of vehicles and/or equipment being serviced. The Proposer’s representative shall provide accurate and timely information to the FR on vehicle status including but not limited to:
  - What vehicle(s)/equipment are ready by vehicle NT number.
  - What vehicle(s)/equipment are being serviced/require repair.
  - Estimated completion of vehicle(s)/equipment under repair.
  - Description of repairs and costs.
4. For other services, the NPD will deliver the vehicle to the Proposer’s facility, and provide a description of the problem(s) of the vehicle is experiencing.
  - a. The Proposer shall contact the FR and provide an estimate and obtain authorization to proceed. For services estimated over \$500, the Proposer must obtain FR written approval via fax or e-mail prior to performing any

work.

5. After the service is completed, the Proposer shall:
  - a. Complete Vehicle Service Order ready for FR or designee to sign.
  - b. Place service reminder label on the driver's side windshield stating the next maintenance Mileage and Date for routine preventive maintenance.
  - c. Vacuum the interior of vehicles.
  - d. Contact FR to provide time that vehicle is ready for transporting back to the original location. If the FR is not available, leave a voicemail message or an email.
  - e. After the FR or designee has checked the work performed, signed off on the Repair Order, the Proposer's representative shall provide the vehicle keys to the FR or designee.
6. When repairs cannot be accomplished at the Proposer's facility or an NPD approved subcontractor's facility, the Proposer must contact the FR for instructions. No repairs shall be made by non-authorized facilities without notification of the FR.
7. The Proposer shall report to the FR any vehicle brought in for service or repair and the Proposer has determined that the service or repair was due to driver misuse.
8. The Proposer will be responsible for loss and damage to all NPD vehicles under its custody and/or control.
9. The NPD may, at its sole option, purchase tires from the Proposer at competitive government pricing or better.
10. All repair parts are to be original equipment manufacturer (OEM) or equivalent. Exceptions will be individually considered by the FR on a case by case basis.

**C. Preventive Maintenance**

The NPD will provide a listing of vehicles due for preventive maintenance service at the beginning of each month. Vehicles will be listed by NT number, the type of preventive maintenance the vehicle is to receive, and the week the vehicle is due for service. The FR or designee will notify the Proposer for specific dates vehicle will be ready for service.

The preventive maintenance services will be in accordance with the preventive maintenance schedule (Schedule A). Additionally:

1. If projected brake pad/shoe life is less than 1500 miles, replace brake pads/shoes.
2. Tires will be checked and depth of tread will be indicated on Repair Order.
3. Turn-around time of 4 hours for routine preventive maintenance is expected.
4. When a prior appointment has been made for routing maintenance, the turnaround time should be four (3 to 5) hours.

**D. Non-Preventive Maintenance Service and Emergencies**

1. Non-routine maintenance, other than emergencies, will be handled by appointment through the FR or designee. If an NPD employee delivers a vehicle to the Proposer's facility Monday through Friday between 8:00 a.m. and 5:00 p.m. requesting service without prior notification to you from the NPD, call the FR or designee for instructions.
2. After hour's delivery, if an NPD vehicle has a breakdown or is involved in an accident and must be towed, then it will be towed to the Proposer's facility. In such a situation, the Proposer shall contact the FR for instructions.
3. There may be times when the FR calls early in the day with a specific set of instructions, and later in the day changes them; or, another staff member will call to change them if the FR is not available. The last set of instructions will prevail.
4. Turn-around time of 6 to 8 hours for non-preventive maintenance service is required, unless otherwise approved by the FR.

**EXHIBIT C PROPOSAL  
FORMS**

**I. MANAGEMENT INFORMATION**

**Proposers and their subcontractor must have prior successful experience performing maintenance and repair services on automobiles, trucks and other vehicles, must be licensed to conduct business on the Navajo Nation or the state were the service is provided, and must possess all permits, licenses, certifications, approvals, equipment, materials, and staff necessary to perform and/or carry out the requirements of the contract.**

**Please supply the information requested below. Attach additional sheets, if necessary, to provide required information.**

1. SHOP PROFILE RESPONSIBILITY

SHOP NAME: \_\_\_\_\_

NAME OF SHOP OWNER(S) \_\_\_\_\_

SHOP ADDRESS: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

FAX NUMBER: \_\_\_\_\_

NUMBER OF YEARS IN BUSINESS: \_\_\_\_\_

NUMBER OF YEARS IN BUSINESS AT THIS LOCATION: \_\_\_\_\_

AUTOMOTIVE REPAIR DEALER LICENSE NO.: \_\_\_\_\_

2. PROXIMITY TO POLICE DISTRICT \_\_\_ MILES.

3. NAME OF SHOP MANAGER(S): \_\_\_\_\_  
State the duties and qualifications of shop manager(s)

4. ASSIGNED CONTACT/SERVICE REPRESENTATIVE:

Name: \_\_\_\_\_

Title/Duties: \_\_\_\_\_

Qualifications: \_\_\_\_\_

Years with Proposer: \_\_\_\_\_

Phone Numbers: Work: \_\_\_\_\_ Pager \_\_\_\_\_

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

5 Emergency Contact (365 days/year; 24 hours): \_\_\_\_\_

Operating Hours – The Proposer shall be currently operating out of a commercial facility, which is open and accessible to NPD personnel, without prior notice during normal business hours. Facilities shall be available for vehicle service between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday (excluding holidays).

State hours that the Proposer’s facility is open for maintenance service.

Monday \_\_\_\_\_ am to \_\_\_\_\_ pm

Tuesday \_\_\_\_\_ am to \_\_\_\_\_ pm

Wednesday \_\_\_\_\_ am to \_\_\_\_\_ pm

Thursday \_\_\_\_\_ am to \_\_\_\_\_ pm

Friday \_\_\_\_\_ am to \_\_\_\_\_ pm

## II. **REFERENCES AND QUALIFICATIONS**

1. Describe your shop’s experience providing vehicle maintenance services including the number of years in business, and type of services provided.
2. Please provide **3** commercial fleet maintenance client references within the last five years, their size of fleet by vehicle type, years of contract relation, type and frequency of the service provided. Please identify the contact person and phone number for each. Use additional sheets if necessary.

Company Name \_\_\_\_\_

Company Address \_\_\_\_\_

Company Phone \_\_\_\_\_

Contact Person \_\_\_\_\_

Fleet Size/Type \_\_\_\_\_

Years of Contract \_\_\_\_\_

Frequency of Service \_\_\_\_\_

Company Name \_\_\_\_\_

Company Address \_\_\_\_\_

Company Phone \_\_\_\_\_

Contact Person \_\_\_\_\_

Fleet Size/Type \_\_\_\_\_

Years of Contract \_\_\_\_\_

Frequency of Service \_\_\_\_\_

Company Name \_\_\_\_\_  
Company Address \_\_\_\_\_  
Company Phone \_\_\_\_\_  
Contact Person \_\_\_\_\_  
Fleet Size/Type \_\_\_\_\_  
Years of Contract \_\_\_\_\_  
Frequency of Service \_\_\_\_\_

3. Approximately what percent of your shop work is currently derived from fleet business?

\_\_\_\_\_ %

4. Has your shop ever been a subject of Better Business Bureau action? Yes No

Describe:

5. Are you currently or have you ever previously provided repair services to other government entities? Yes No

If yes, please list the entity names, contract person and phone number:

6. Briefly describe your interest in servicing the NPD's fleet (see attached list of vehicles) and what factors make you the best candidate in your opinion.

**III. SUPPLEMENTAL QUESTIONNAIRE**

1. NPD drivers are usually in a hurry and need to return to work. Their expectation is to be acknowledged and served promptly, courteously and competently. How will you do this?
  
2. What procedures are followed to ensure successful completion of service work prior to the vehicle being released to the customer?
  
3. NPD requires the Proposer to designate one person from the shop to work with NPD representatives and communicate vehicle repair status and scheduling on a routine basis. Please identify this position and the qualifications you will establish for this position.
  
4. The NPD expects 4 hours turnaround time for preventive and for routine repair services. Can you meet this standard and provide quality repair work? Yes [ ] No [ ]
  
5. Please specify whether Original Equipment Manufacturer (OEM) or after-market parts will be used for repairs? If after-market parts will be used, please explain under what circumstance(s). Please be aware the NPD requires use of OEM parts for all services unless specified herein or otherwise approved by FR prior to repair for all services.
  
6. List days and hours of shop operations and after-hour emergency services availability.
  
7. Describe the availability of secured parking for vehicles in for repairs.



**IV. FACILITY DESCRIPTION**

1. How many bays are available for vehicles?
2. Indicate the number and type of vehicle lifts in the shop.  
Describe the diagnostic and service equipment currently used. List equipment by function, make, model and year.

Equipment/Function	Make	Model	Age
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3. Describe what provisions and procedures you have in place to dispose of hazardous substances, oils, coolants, etc.

4. Do you have a certified emissions specialist on staff? (Circle one)      Yes      No

5. Do you have an electrical systems specialist on staff? (Circle one)      Yes      No

6. Describe any experience that you have in servicing/maintaining lift-equipped vehicles.

7. The NPD requires the Proposer to coordinate warranty work. Please describe how you would perform that and which dealership/service departments you will use for Chevrolet, Ford, GMC, and Dodge. Please provide name of dealership, shop location and phone number.

8. With each service, interior vacuuming is expected. Can you provide this performance standard or specialized service? (Circle one)  
Yes      No

9. Can you perform emergency roadside service as required? (Circle one)      Yes      No

**V. SUBCONTRACTORS**

**Proposers unable to perform all services listed herein may subcontract out those services outside of their expertise. However, the successful proposer responding to the solicitation shall be considered the prime contractor, and therefore responsible for all services rendered. Proposals must include names and addresses of all subcontractors to be used in conjunction with the contract.**

Indicate what work is proposed to be performed by subcontractor(s). Indicate on the following list the name and location of all subcontractor(s).

<u>Service</u>	<u>Subcontractor</u> (Name/Location)	<u>Primary Contact</u>	<u>Phone</u>
ENGINE WORK			
--Minor Work			
--Major Rebuild/Repair			
ELECTRICAL			
DRIVABILITY			
--Tune Up			
--Fuel System			
--Ignition System			
--Coolant System			
HEATING/AIR CONDITIONING			
POWER TRANSMISSION			
CHASSIS			
--Steering			
--Suspension			
--Tires			
--Wheels			
BRAKES			
BODY REPAIR			
OTHER			

All repair parts are to be OEM or equivalent. Exceptions will be individually considered on a case by case basis. Price for each service shall include parts, labor and all necessary fluids and free fluid top off between service intervals. Interior vacuum and exterior wash and service reminder sticker are required with each service.

Proposers must state the UNIT PRICE separately for each item and extend the total. Unit prices shall include all packing charges. Unit prices will be used as a basis for award when an error in extending total amounts occurs. Proposers who restrict offers to the basis of "Lots" or "All or None" must clearly indicate such restriction in writing in the Proposal.

The NPD is required to pay Navajo Nation for most goods and services. Taxes shall NOT be included in the bid prices. Applicable taxes will be added as a separate item.

COMPANY	DELIVERY GUARANTEED	DAYS AFTER ORDER	
ADDRESS	PROMPT PAYMENT DISCOUNT TERMS:		
CITY	STATE	ZIP CODE	PHONE
AUTHORIZED REPRESENTATIVE ( <i>Print</i> )	TITLE	<b>SIGNATURE</b>	

**Proposals signed by an agent are to be accompanied by evidence of their authority.**

**COST AND  
CONDITIONS**

Services/Costs	Passenger Veh & Light Trucks (gasoline)		4x4 Trucks and Utility Vehicles (diesel)		Police Patrol Vehicles (gasoline)	
	Labor Hr	Material Cost	Labor Hr	Material Cost	Labor Hr	Material Cost
<b>Scheduled Preventive Maintenance:</b>						
Service A: 4 months or 5000 miles Service						
Service B: 8 months or 10000 miles Service						
Service C: 12 months or 20000 miles Service						
Cost of Hourly Labor Rate (not included in Service A,B,C)	\$	-	\$	-	\$	-
Replacement Dealer Parts (not included in Service A,B,C)	-----	%	-----	%	-----	%
Replacement None Dealer Parts (not included in Service	-	%	-	%	-	%

**Conditions:**

1. Prices for the services listed above must include all labor and material needed to complete the services specified.
2. Prices proposed in this section are firm fixed prices for the initial period of the contract (two years).
3. All repair parts are to be OEM or equivalent. Exceptions will be individually considered on a case- by-case basis. Price for each service shall include parts, labor and all necessary fluids and free fluid top off between service intervals.
4. For police patrol vehicles, all parts are to be OEM Heavy Duty Police Pursuit Vehicles parts.
5. Interior vacuum and service reminder sticker are required with each service.
6. Provide break down of labor hours for each periodic repair item and indicate any exceptions, if applicable. Labor hours shall be repair time, not factory time.
7. Unless otherwise specified and/or agreed to, all services performed will be free from defects in material and workmanship and will be warranted for a minimum of 120 days or 5000 miles, or the length of time of any warranty given by the manufacturer or rebuilder/remanufacturer, whichever is greater, after acceptance.

## Exhibit D

- 10 2018 Chevrolet 4WD Tahoe
- 2018 Chevrolet ½ ton 1500 truck
- 2018 Chevrolet impala 6 cylinder

# Request for Taxpayer Identification Number and Certification

**Give Form to the  
 requester. Do not  
 send to the IRS.**

<b>Print or type See Specific Instructions on page 2.</b>	<b>1</b> Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.	
	<b>2</b> Business name/disregarded entity name, if different from above	
	<b>3</b> Check appropriate box for federal tax classification; check only <b>one</b> of the following seven boxes: <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ <b>Note.</b> For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner. <input type="checkbox"/> Other (see instructions) ▶ _____	
	<b>4</b> Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <i>(Applies to accounts maintained outside the U.S.)</i>	
	<b>5</b> Address (number, street, and apt. or suite no.)	Requester's name and address (optional)
	<b>6</b> City, state, and ZIP code	
	<b>7</b> List account number(s) here (optional)	

## Part I Taxpayer Identification Number (TIN)

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

**Note.** If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

<b>Social security number</b>											
				-			-				
<b>or</b>											
<b>Employer identification number</b>											
				-							

## Part II Certification

Under penalties of perjury, I certify that:

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

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

<b>Sign Here</b>	Signature of U.S. person ▶	Date ▶
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## General Instructions

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

**Future developments.** Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at [www.irs.gov/fw9](http://www.irs.gov/fw9).

### Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)

- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

*If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding? on page 2.*

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

