



Administrative Services Committee Meeting Committee Room- 9/28/2009- 12:45 PM

ADMINISTRATIVE SERVICES

1. Motion to authorize the Mayor to execute a letter regarding the City's participation in the 2010 Census New Construction Program. ☐ [Attachments](#)

2. Motion to approve the filing of three (3) environmentally related grants/services: Brownfield Community-Wide Assessment Grant for Hazardous Substances and Petroleum, EPA Clean Up Grant and the Targeted Brownfield Assessment Program through the Environmental Protection Agency. ☐ [Attachments](#)

3. Motion to deny a request from All Star Fleet for a waiver in reference to the "Non-Compliance" status they received at the bid opening for RFP 09-123 Fleet Maintenance Service for the Fleet Maintenance Department on August 14, 2009. ☐ [Attachments](#)

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**Administrative Services Committee Meeting
9/28/2009 12:45 PM
2010 Census New Construction Program**

Department: Clerk of Commission

Caption: Motion to authorize the Mayor to execute a letter regarding the City's participation in the 2010 Census New Construction Program.

Background:

Analysis:

Financial Impact:

Alternatives:

Recommendation:

**Funds are Available in
the Following
Accounts:**

REVIEWED AND APPROVED BY:

Clerk of Commission



Augusta-Richmond County
PL1304200
16679

August 2009

SEQ-00058
THE HONORABLE DAVID S COPENHAVER
MAYOR
OFFICE OF THE MAYOR
530 GREENE ST., ROOM 806
AUGUSTA, GA 30901-4406

Dear The Honorable David S Copenhaver,

The U.S. Census Bureau invites your government to participate in the 2010 Census New Construction program. The New Construction program provides an opportunity for officials of local governments to submit a list of city-style addresses for housing units for which basic construction began during or after March 2009 and completion is expected by Census Day, April 1, 2010. The Census Bureau, using the participant supplied addresses, will visit and attempt to enumerate each newly constructed housing unit that has been identified as missing from our list.

The Census Bureau will have updated its address list through a field canvass in your jurisdiction in the spring/summer of 2009; the purpose of the New Construction program is to account for new housing units built after our field canvass was completed. The New Construction program is offered only to local and tribal jurisdictions that contain blocks where the Census Bureau plans to mail the 2010 Census questionnaires to the housing units. In other areas, Census Bureau enumerators will hand deliver questionnaires to all housing units in each block and record addresses for any new housing units.

The accuracy of the address list is critical to the census enumeration. Through participation in the New Construction program, your knowledge can help assure that we achieve complete coverage in our enumeration of your jurisdiction.

The enclosed *2010 Census New Construction Program* flyer provides further information that may assist you in deciding whether to participate in this program. Also enclosed is a New Construction program *Registration Form*.

If your government chooses to participate, please do the following:

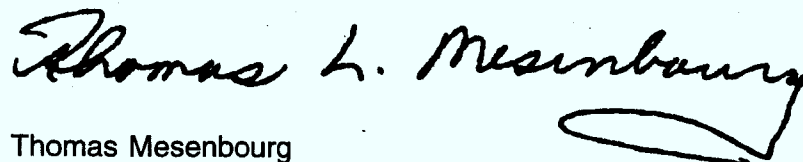
- 1) Review the enclosed information about the program;
- 2) Designate a New Construction program liason;
- 3) Complete, sign, and return the *Registration Form* to the Census Bureau.

The registration form must be completed and received by the Census Bureau by October 8, 2009. The Census Bureau will begin shipping New Construction materials to registered participants beginning in November 2009. If you decide to participate your New Construction submission must be received no later than 45 calendar days after you receive your New Construction materials. Address submissions will only be accepted in electronic format. Program materials will include a choice of shapefiles or PDF maps for reference only. The New Construction program will not accept map updates.

Please continue with letter on reverse.

Please return the enclosed form to the Census Bureau as soon as possible in the enclosed FedEx prepaid envelope. If you have any questions regarding the New Construction program, please contact your Census Bureau Regional Census Center by telephone at 1-866-511-5822 or via e-mail at atlanta.geography@census.gov.

Sincerely,



Thomas Mesenbourg
Acting Director

- Enclosures
- 2010 New Construction Program flyer (D-1745)
- 2010 New Construction Registration Form (D-1746)
- FedEx prepaid envelope

FORM **D-1746**
(7-20-2009)U.S. DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. CENSUS BUREAU

OMB No. 9697-0795: Approval Expires 4/30/2012

**Registration Form: 2010 Census
New Construction Program***Please complete this form and return it to your
U.S. Census Bureau Regional Office*

Entity ID Code

PL1304200

Entity Name

Augusta-Richmond County

A. Participation Information

- 1.
- ☐
- YES! Our government would like to participate in the New Construction program.**

Select One Map Type For Reference Only:

☒ Reference Shapefile on CD-ROM (including an MTPS program disc for users without GIS software)

OR

☐ Reference PDF Maps on CD-ROM

- 2.
- ☐
- NO, we are not able to participate.**
- Please select all that apply below. We rely on your comments to help us improve the New Construction program.*

a. ☐ Insufficient staffb. ☐ Lack of fundsc. ☐ No time/too busyd. ☐ No local address list availablee. ☐ Unable to provide electronic submissionf. ☐ No new addressesg. ☐ Other reason: _____**B. Official Making this Commitment (Please print)**

Name (first, middle initial, last)

Deke S Copenhagen

Signature of official (first, middle initial, last)

Position (Commissioner, Mayor, Supervisor, etc.)

Mayor

Telephone Number

706 821 1831

E-mail Address

mayordeke@augustaga.gov

Date (mm/dd/yy)

C. Liaison Information*Please designate your official 2010 New Construction program liaison (work contact) by providing the following information. (Please print)*

Name (Please Print first, middle initial, last)

William J. Yates

Position (Please Print Director, Assessor, Planner, etc.)

Information Technology / GIS Project Leader

Department, Organization, or Agency Name

City of Augusta

Mailing Address

530 Greene St A-101

City

Augusta

State

GA

ZIP code

30911

Delivery Address (House number and street name, the Census Bureau will ship all materials via FedEx. Fedex will not deliver to P.O. Box numbers or P.O. ZIP Codes.)

530 Greene St A-101

City

Augusta

State

GA

ZIP code

30901

Telephone Number

(706) 821 2864

Fax Number

706 826 4753

E-mail Address

yates@augustaga.gov

USCENSUSBUREAU

2010 Census New Construction Program

The 2010 Census New Construction program will help ensure that the U.S. Census Bureau's address list is as complete and accurate as possible by Census Day, April 1, 2010. The Census Bureau is updating its address list by field canvassing all blocks in the spring/summer of 2009. The New Construction program is the opportunity for you to submit city style mailing addresses for units constructed after the address canvassing operation. Addresses must have basic construction (closing the structure to the elements) completed by Census Day.

HOW IS THE NEW CONSTRUCTION PROGRAM ADMINISTERED?

The 2010 New Construction program operates as follows:

- The New Construction program is offered only to local and tribal jurisdictions that contain blocks where the Census Bureau plans to mail questionnaires to the housing units. In other areas, the Census Bureau will have enumerators hand deliver questionnaires to all housing units in each block and record addresses for any new housing units.
- Each invited government designates a New Construction liaison to submit the New Construction addresses for their jurisdiction.
- The Census Bureau will send the New Construction liaison the Census Bureau materials.
- The New Construction liaison must submit a list of city-style addresses, assigned to the census blocks within its jurisdiction in the Census Bureau pre-defined format. The maps or spatial data are for use as a reference for assigning Census tract and block codes (geocoding) for each submitted address. No street or boundary updates will be accepted. Address lists submitted without geocoding information will not be accepted.
- The New Construction program excludes Group Quarters addresses (places where people live or stay, in a group living arrangement, that is owned or managed by an entity or organization providing housing and/or services for the residents). The Census Bureau has a series of operations designed

to capture new Group Quarters addresses, including but not limited to, Group Quarters Validation, Group Quarters Advanced Visit, Group Quarters Enumeration, and the Count Review program.

WHAT TYPE OF NEW CONSTRUCTION MATERIALS WILL I RECEIVE?

Address Template

An address list template record layout is included on your CD-ROM. This template will be used to format your local address file for submission.

Census Maps

The New Construction program maps are provided for geocoding purposes only. The reference maps are offered in PDF format or the participant may elect to receive the spatial data from TIGER® in shapefile format that requires a Geographic Information System software application for viewing. For those governments without a GIS software package, the Census Bureau will provide the MAF/TIGER Partnership Software (MTPS). The MTPS is an easy-to-use desktop tool that makes participation easier for jurisdictions without a GIS system. For governments choosing maps in PDF format, the Census Bureau will provide Adobe Reader software to view the PDF maps.

SCHEDULE

The registration form must be completed and received by the Census Bureau by October 8, 2009. The Census Bureau plans on shipping materials beginning November 2009. Participants have 45 calendar days to submit their addresses from receipt of materials.

QUESTIONS

If you have questions about the New Construction program, please contact your Census Bureau Regional Census Center at 1-866-511-5822.

U.S. CENSUS BUREAU

Helping You Make Informed Decisions

U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU

Item # 1
D-1745



**Administrative Services Committee Meeting
9/28/2009 12:45 PM**

Brownfield Community-Wide Assessment Grant for Hazardous Substances and Petroleum Consent

Department:	Housing & Community Development Department
Caption:	Motion to approve the filing of three (3) environmentally related grants/services: Brownfield Community-Wide Assessment Grant for Hazardous Substances and Petroleum, EPA Clean Up Grant and the Targeted Brownfield Assessment Program through the Environmental Protection Agency.
Background:	A Brownfield is defined as: real property, the expansion, redevelopment, or reuse of which may be complicated by the presence or potential presence of a hazardous substance, pollutant, or contaminant. · The Brownfield Community-Wide Assessment Grant for Hazardous Substances and Petroleum (\$400,000) will allow Housing and Community Development Department (HCDD) to inventory, characterize, assess, and conduct planning and community involvement related to Brownfield. The funds will be used to address sites contaminated by petroleum and hazardous substances, pollutants, or contaminants including hazardous substances co-mingled with petroleum. · The EPA Cleanup Grant (\$200,000) will provide funding to carry out cleanup activities at Brownfield sites. These activities would require a Phase I and Phase II Environmental Assessment. · The Targeted Brownfield Assessment (TBA) program (\$200,000) is not a grant program, but a service provided through an EPA contract in which EPA directs a contractor to conduct environmental assessment activities to address the requestor's needs if there is a concern in a Brownfield site. This program will cover the cost of the Phase I and Phase II Environmental Assessment for sites that potentially require clean up. The project period for each grant is three years.
Analysis:	These grants will be used to address sites contaminated by petroleum and hazardous substances, pollutants, or contaminants (including hazardous substances co-mingled with petroleum). One public meeting will be held to provide citizens an opportunity to participate in the development of the application prior to submission of the Brownfield Community-Wide Assessment Grant for Hazardous Substances and Petroleum.
Financial Impact:	There will be no financial impact to the municipality. The Community Wide Assessment Grant for Petroleum and Hazardous Substances will be in the amount of \$400,000.
Alternatives:	None
Recommendation:	Approve the submission of the Brownfield Community Wide Assessment

Cover Memo

Item # 2

Grant for Petroleum and Hazardous Substances in the amount of \$400,000 and approve the future submission of the EPA Clean Up Grant and the Targeted Brownfield Assessment Program applications in the amount of \$200,000.00.

**Funds are Available in
the Following
Accounts:**

Community Wide Assessment Grant for Petroleum and Hazardous
Substances

REVIEWED AND APPROVED BY:

Finance.

Law.

Administrator.

Clerk of Commission

RESOLUTION TO AUTHORIZE APPLICATION

WHEREAS, the governing body of Augusta-Richmond County authorizes the filing of three (3) environmentally related grants/ services: Brownfield Community-Wide Assessment Grant for Hazardous Substances and Petroleum, EPA Clean Up Grant and the Targeted Brownfield Assessment Program through the Environmental Protection Agency through the Environmental Protection Agency, including all understandings and assurances contained therein;

WHEREAS, the governing body directs and authorizes the Mayor of Augusta-Richmond County to act in connection with the application and to provide such additional information as may be required;

WHEREAS, Augusta-Richmond County has provided citizens an adequate opportunity to participate in the development of the application by holding at least one public meeting in the locality before submission of the application;

WHEREAS, public input into the development of the subject application was obtained at the public meeting and information was provided on the estimated amount of funds proposed to be used for all activities:

WHEREAS, Augusta-Richmond County maintains files that contain documentary evidence that the hearing was held. The evidence includes a copy of the actual notice of public hearing.

Therefore be it resolved, the Mayor and County Commission of Augusta-Richmond County do hereby authorize the filing of the Community-wide Assessment Grant for Petroleum and Hazardous substances to the EPA, before the deadline of October 16, 2009. The applications for the EPA Clean Up Grant and Targeted Brownfield Assessment (TBA) program will be submitted at a later date.

Signed: _____
Mayor, Augusta-Richmond County

Date: _____

Attested: _____

Seal



Administrative Services Committee Meeting
9/28/2009 12:45 PM
Protest from All Star Fleet

Department: Procurement

Caption: Motion to deny a request from All Star Fleet for a waiver in reference to the Non-Compliance” status they received at the bid opening for RFP 09-123 Fleet Maintenance Service for the Fleet Maintenance Department on August 14, 2009.

Background: All Star Fleet was deemed as non-compliant due to the fact that they failed to properly complete and return the Subcontractor Affidavit. The RFP package received from All Star Fleet did not contain the Subcontractor Affidavit form. The form is a requirement in the specifications and was required to be returned with their package.

Analysis: On August 14, 2009, All Star Fleet submitted an RFP package for RFP 09-123 Fleet Maintenance Service. It was noted at the bid opening that they failed to include the Subcontractor Affidavit form. A non-compliant letter was sent to All Star Fleet on August 17, 2009. All Star Fleet responded by letter on August 25, 2009 requesting to protest the decision of deeming their company as noncompliant. The Procurement Department responded on August 31, 2009 stating that we had reviewed their submittal and must stand by the initial decision to deem their submittal as non-compliant and also gave them notice of their right to have the Administrator review their request. All Star Fleet sent a request to the Administrator on September 3, 2009 requesting consideration of their RFP proposal and submitted a signed and notarized affidavit for his consideration. On September 15, 2009 a letter was sent by the Administrator to All Star Fleet stating that he also found All Star’s proposal was properly requested as non-complaint. He also gave notice in the letter of their rights which is to have all requests to waive or modify any such material conditions shall be submitted through the Procurement Director to the appropriate committee of the Augusta-Richmond County Commission for approval by the Augusta-Richmond County Commission. All Star Fleet responded by letter on September 16, 2009 requesting that they would like to request a waiver through the commission as offered in Mr. Russell’s letter.

Financial Impact: None

Alternatives: None

Recommendation: None - ARC Code - Article 1-10-43 Seal Bid Selection Method "(b) Invitation for bids and specifications. An invitation for bids shall be issued by the Procurement Office and shall include specifications prepared in

Cover Memo

Item # 3

accordance with Article 4 (Product Specifications), and all contractual terms and conditions, applicable to the procurement. All specific requirements contained in the invitation to bid including, but not limited to, the number of copies needed, the timing of the submission, the required financial data, and any other requirements designated by the Procurement Department are considered material conditions of the bid which are not waiveable or modifiable by the Procurement Director. All requests to waive or modify any such material condition shall be submitted through the Procurement Director to the appropriate committee of the Augusta-Richmond County Commission for approval by the Augusta-Richmond County Commission."

**Funds are Available in
the Following
Accounts:**

REVIEWED AND APPROVED BY:

**Finance.
Law.
Administrator.
Clerk of Commission**



**FLEET MAINTENANCE SERVICE
FOR
THE CITY OF AUGUSTA
FLEET DEPARTMENT
SOLICITATION #: 09-123**



**SUBMITTED BY:
ALL STAR FLEET SERVICES, LLC
AUGUST 2009**

Contact Information:
Scott King
Vice President
of Corporate Development
4800 Overton Plaza, Suite 380
Fort Worth, TX 76109
817-377-3844-voice
817-377-4187-fax
sking@all-star.com
www.all-star.com

NON-DISCLOSURE STATEMENT

"This proposal or quotation includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed – in whole or in part – for any purpose other than to evaluate this proposal or quotation. If, however, a contract is awarded to this offeror or quoter as a result of – or in connection with – the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this proposal if it is obtained from another source without restriction. The data subject to this restriction are contained on sheets marked with the following legend: Use or disclosure of data on this sheet is subject to the restriction of the title page of this proposal." (FAR 52.215(e)1.2)

ALL STAR FLEET SERVICES, LLC

August 14, 2009

Attn: Ms. Geri A. Sams, Director of Procurement

Augusta, Georgia Commission
Procurement Department
530 Greene Street - Room 605
Augusta, Georgia 30901

Subject: Attached Proposal in response to RFP Item 09-123

Dear Ms. Sams:

On behalf of All Star Fleet Services, I am delighted to submit our proposal to perform Fleet Services in response to the subject solicitation. All Star acknowledges all terms and conditions of the RFP and the subsequent Amendment 01. Our proposal conforms in all terms and conditions. We would also invite your attention to a short video presentation we have included with each copy of our proposal. This presentation shows actual All Star customers discussing our services and performance.

Our proposal contains all technical and cost information requested of offerors in the solicitation. The proposal is structured in five parts pursuant to the requirements of the RFP, with a separate submission of the Solid Waste Department proposal. The contents of each section are organized in a manner corresponding to the relevant instructions.

Financially strong and long-established, All Star is a well regarded company in the fleet business. The company has successfully performed more than 400 government contracts. All Star possesses deep resources and expertise in every phase of fleet technology. Being a "mid-cap" service provider, All Star is able to add another important dimension to the services we provide – that dimension is customer focus and personalized service. This ability to focus all levels of management on a single customer's unique needs makes All Star a logical choice for customers with very high demands.

We have laid a foundation for exemplary performance in the offer attached. Our program concept rests on three (3) critical objectives:

- Providing accurate timely reports for greater asset visibility and more budgetary control
- Performing high quality maintenance on time, every time
- Partnering with the city to help you meet your cost savings goals

In addition to these objectives, we will solicit input from City Department Managers in establishing a quarterly professional development program for All Star and City employees in Vehicle Operations, Safety, and New Technologies. This innovation will keep our customers and technicians on the leading technological edge of the fleet maintenance industry.

All Star offers a robust corporate transition team experienced at phasing-in large Fleet Management contracts. This team will be guided by Mr. Toby Dickinson, a well-respected All Star Division Manager, who has served in management positions at numerous high-profile Fleet Management Contracts.

Finally, we want to stress that All Star stands ready to establish a genuine partnership with Augusta to smoothly transition from your existing service arrangement, to our program that in terms of reliability, quality, schedule, and cost exceeds all contract requirements.

We look forward with enthusiasm to your award decision.

Sincerely,



John N. Stewart
Senior Vice President



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City of Augusta, Georgia
Fleet Maintenance Services

Solicitation Number: 09-123

PROPOSAL CHECKLIST

ATTACHMENT D

PROPOSAL CHECKLIST

Please submit one original and six copies of the RFP as follows; typewritten, appropriate signatures in black ink, single sided, and stapled or bound. Review the checklist for completeness and format. Check off each item to ensure the items are included in the RFP. This checklist must be attached as part of the RFP, located directly behind the Table of Contents.

FORMAT

- ☒ Type no smaller than 12 points, double-spaced, one-sided, justify left, one-inch margins
- ☒ Consecutively number all pages of the RFP

EXHIBITS

- ☒ Proposal Transmittal Letter (Attachment E)
- ☒ Table of Contents
- ☒ Proposers RFP Check Sheet (Attachment D)
- ☒ Part I – Understanding
- ☒ Part II – Approach to Statement of Work
- ☒ Part III – Management
- ☒ Part IV – Qualifications and Resumes
- ☒ Part V – Cost
- V.1 Summary – Yearly Cost Summary for 2010,2011, 2012

ATTACHMENTS

- ☒ Business and Ownership Information Form (Attachment)
- ☒ Agreement and Certification with Federal laws and regulations (Attachment H)
- ☒ Bid Bond
- ☒ Drug-Free Workplace (Attachment I)
- ☒ Manning proposal with labor rates
- ☒ Proposal breakdown of employee benefits
- Health including and Dental and Vision
- Sick Leave
- Vacations (include breakout for any planned accruals)
- ☒ Exceptions to RFP



PART I – UNDERSTANDING

In our 30 year history of providing fleet maintenance services, we have experienced virtually all of the challenges that confront a Fleet Manager. We understand the complexity of managing a fleet in a municipal environment where the following issues are critical:

- ◆ Responsiveness to fleet user needs is vital
- ◆ Limited fleet resources
- ◆ Vehicle use is high and optimal availability is necessary to provide essential services to the citizens of Augusta
- ◆ Repair and maintenance schedules are demanding and volatile
- ◆ Performance standards are stringent
- ◆ Support for emergency situations is vital, often at odd hours and for extended periods
- ◆ Vehicle retention may be extended due to availability of capital funds
- ◆ Extreme geographic and operating environments may result in higher, extended vehicle use and wear



All Star Technicians have been providing mission critical services to Government Customers for 25 years.

Through experience, we have developed economies and solutions to these problems thereby enabling our contract sites to conserve costs, maintain flexibility and productivity while consistently exceeding performance requirements. Some of these solutions are shown in **Figure I -1** below. Additionally, we constantly strive to improve



contract performance by frequently and objectively analyzing work methods, skill-mix, organizational structure, and labor resources; assuring "state of the art" fleet maintenance. We rely heavily on actual cost and productivity data extracted from FASTER's advanced fleet management computer systems to pinpoint areas for improvement. Every contract and customer is unique, what works at one contract site may not be feasible or recommended at another. Therefore, we examine each solution on its own merit weighing potential benefit against risk/cost. New ideas are discussed with the customer for their input, and solutions are implemented on a trial basis and closely measured to see if the desired results are achieved. With this approach, we take the lead in service quality improvements rather than merely reacting to a situation. Consequently, we can offer proven contract service solutions at a reasonable and realistic cost.

Through this procurement, The City of Augusta can expect to:

♦ ***Reduce the Overall Fleet Maintenance Cost***

Our vast experience with all types of fleets results in fleet management techniques which improve mechanic productivity, control subcontractor and parts costs, and keeps your overall fleet maintenance costs well below the budget. Our recent experience suggests potential annual savings in the 15-20% range.

To this end, All Star proposes a sharing ratio of 50% on annual target work cost savings.



♦ ***Improve Vehicle and Equipment Availability***

To minimize downtime, we schedule Preventive Maintenance and repairs when vehicles are not being used. For breakdowns, when it is not possible to fix units during non-use hours, all jobs are prioritized to get critical vehicles back in service without delay.

♦ ***Increase Overall Fleet Operating Efficiencies, Including Reduction in Capital Expenditures for Fleet Assets***

To increase fleet efficiencies, we propose a Preventive Maintenance schedule to effectively increase a vehicle's life span in accordance with good fleet practice standards.

♦ ***Improve Services Offered to the City of Augusta's Departments***

A well-managed fleet maintenance operation utilizing highly trained and qualified personnel, quality parts, Fleet Management Information Systems (FMIS), efficient service scheduling and defined repair priorities guarantees consistent quality service to all users.



PROBLEMS AND CHALLENGES TO MUNICIPAL C

Problem	Management Challenge	All Star Solution
<i>Decentralized Fleet</i>	Most vehicle and equipment fleets have areas adjacent to the using organization is central garage. Many units, especially for "home-based" units. The challenge is they are normally neglected until there is a breakdown. It is a significant challenge to retrieve "home-based" PMs and other scheduled services.	A private contractor has more latitude than a municipality in procuring and allocating resources to a project on short notice. Since this is our "core" business, we have a wealth of experience and resources with which to respond to the municipality's changing fleet work requirements. This includes manpower, expertise as well as parts, tools and equipment.
<i>Diverse Fleet</i>	Municipal fleets are made up of vehicles from numerous manufacturers, makes and models. This increases the cost of parts and inventory. The diverse fleet also challenges the ensure the training of technicians and the intricacies of each make, model and year.	We have proposed a superior Fleet Management Information System (FMIS) designed specifically for managing municipal fleets. This system has real-time access to all fleet data and full reporting capabilities. It retains complete repair histories, managed parts inventory, maintains PM Schedules, produces Work Orders and tracks all Maintenance Costs back to User Departments for allocation of fleet expenses. This FMIS package is fully documented and supported by fleet software professionals who are able to provide expert training onsite.
<i>Replacement Cycle</i>	Most municipal agencies do not have a formal Equipment Replacement Program. Each agency has its own Equipment Replacement Program, which is dictated by the approval budget for individual agencies. The challenge for Fleet Management is to ensure units available that are safe and serviceable throughout their normal operating life.	From our 30 years experience with all makes and types of vehicles, we can offer the benefit of our knowledge of maintenance cost vs. performance and service life on a variety of vehicles. We can also provide expert advice on both new and used equipment purchases to include recommendations on models and makes as well as standard features and options.
<i>Operator Training</i>	The Municipal Fleet Manager often has to train the Vehicle and Equipment Operators. The User Department Head is responsible to ensure the vehicle is cared for by the operator. Often scheduled PMs are delayed because of the User Department's workflow. The Fleet Manager has little control over the workflow and must be prepared to respond to unexpected maintenance demands.	In our experience with municipal fleet contracts, we have developed a proven repair priority system that ensures proper hierarchy and control of all maintenance requirements to minimize vehicle downtime. This system identifies each user department's critical needs and works well for us and our customers.

Figure I-1 Problems and Challenges to Municipal Contract



8 REASONS ALL STAR IS YOUR BEST BUY

1 Proven Management

Our Project Manager, Fleet Division Manager, and the Corporate Vice President supporting this contract have over 50 years combined experience in the operation of Fleet Management and Maintenance Contracts. Our proposed staffing have experience and successful track record in the Management of Fleet Maintenance Services.

2 Corporate Experience

All Star has successfully managed numerous Fleet Management and Maintenance Contracts for over 30 years. During this time, we have developed an intimate understanding of the unique operating environment of municipal Fleet Maintenance environments, such as the City of Augusta. We are proud of our reputation as a proven performer on contracts.

3 Corporate Support

Our survival depends upon TOTAL CUSTOMER SATISFACTION. At every contract site our reputation, which is everything in the service contract business, is based on this. Therefore, our entire corporate resources are available to support this contract.

4 Staffing Plan

Our Staffing was developed as a result of our extensive experience in Fleet Management and Maintenance and the experience of a qualified Fleet Manager.

5 Elimination Of Risk

All Star is known to the municipalities, military, and commercial sector as a professional and experienced contractor. We are dedicated to providing high-quality, responsive level of service on this contract as we have on past and current contracts.

6 Financial Resources

All Star has the financial resources necessary to successfully perform the resulting contract and can provide the Highest Quality and Valued Fleet Management and Maintenance Services for the City of Augusta.

7 Customer Service

All Star understands that the City of Augusta is ultimately buying customer service. We guarantee that the level of customer service the City desires is provided by our personnel at all levels.

8 Quality Assurance

Quality Performance is a key management philosophy at All Star. Essentially, it means that quality control is built into the service process at every step rather than simply tacked on at the end of the production line. All employees are trained and knowledgeable in their jobs, understand their performance responsibilities and strive continually to improve the ISO-compliant processes by which we do business.

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AREAS OF INTEREST FOR MUNICIPAL FLEETS

Through our extensive experience supporting Cities and Counties, we have found common interests threaded throughout all levels of Municipal Fleet Management. Municipalities are particularly interested in four goals regarding maintenance performance:

GOAL #1—PROVIDE AN INDUSTRY STANDARD LEVEL OF FLEET MAINTENANCE SERVICES TO CITY DEPARTMENTS

All Star Fleet Services, LLC (All Star) has more than 30 years of experience in dealing with ESSENTIAL vehicles in a municipal environment. We understand that all vehicles in a City fleet are important to the City's operation and provide essential services to its residents. Our proactive PM Scheduling and Performance will minimize any downtime due to unnecessary repairs. Whenever possible, we will also try to schedule work when the vehicle is not in use. Our goal is to minimize downtime for all vehicles and to make scheduling repairs as convenient as possible for the City Departments and vehicle users.

GOAL #2—PROVIDE HIGH QUALITY FLEET MAINTENANCE SERVICES AND PRODUCTS

Our Quality Assurance Plan includes specific provisions for measuring actual performance of services against the City's defined Performance Standards each month. It includes a system of monetary incentives and penalties for the attainment/failure to deliver service at the expected level. These Performance Standards include measurements of:

- ◆ Fleet Availability (vehicle downtime by total fleet as well as by User Department)
- ◆ Target Turnaround time (12 hour, 24 hour, and 120 hour)
- ◆ Non-Target Turnaround time



- ◆ Preventive Maintenance (accomplishment to schedule)
- ◆ Re-Repair Frequency (work quality)

GOAL #3—PROVIDE THE MOST COMPETITIVE PRICES AVAILABLE WHILE BALANCING THE ACHIEVEMENT OF THE ABOVE GOALS

While variances from contractor to contractor may be found in labor costs and efficiencies, the lion share of cost savings realized by our customers comes from cost savings in the procurement of parts. All Star has many national accounts with various parts distributors. We are able to purchase parts at the best value for our customer. Since we have such a positive purchasing strength, parts availability is simplified, except in the cases where a part needs to be fabricated or specially ordered. All Star will purchase and maintain parts stocks to support maintenance at contract startup. **All Star will provide parts at our cost to The City of Augusta.** Purchasing parts for multiple contracts through a nationwide network of parts suppliers



A Technician on our Victoria, Texas Contract replaces a tire to ensure continued safe vehicle operation.

allows us to qualify for volume discounts not available to small volume customers. While All Star may qualify for these discounts, we credit the discounts back to our customers as a value added service.

GOAL #4—PROMOTE SAFETY IN OPERATIONS

At All Star, safety is not simply a word, it is a culture. By adopting a top-down culture of safety, we find that our employees not only adopt safe work practices in the work place,



they internalize these practices and apply them throughout their lives both at work and at home.

To instill this culture, we will implement a written Safety Plan tailored specifically for this contract which complies with all OSHA Regulations and any other applicable laws effecting employee protection and job safety. This plan will be administered by our Project Manager. The Safety Plan will include specific procedures and training in the following areas:

- ◆ Rules of Conduct
- ◆ Housekeeping Practices for Garage Safety
- ◆ Reporting Injuries/Accidents
- ◆ Fire Prevention
- ◆ Common Garage Hazards and Safety Precautions (i.e. lifting equipment, tire mounting, flammables, welding and compressed gases, cables and cords, battery safety, etc.)
- ◆ Use of Personal Protective Equipment
- ◆ Proper use of Shop Tools and Equipment
- ◆ Hazardous Material/Waste Management/Environmental Protection
- ◆ Emergency First Aid Procedures

STRUCTURE OF THIS PROPOSAL

This proposal has been constructed in strict adherence with the requirements of the Request for Proposals. In the following sections, we first provide our Technical Response in Part II – Technical Approach. In Part II, we discuss how All Star will



approach the objectives of the proposed contract and how those objectives will best be accomplished.

In Part III – Management Approach, we discuss our company's structure at the corporate level and the local level. We will detail how our management structure lends itself to complete site autonomy, while allowing for corporate reach-back as needed. Part III will also address our approach to management and staffing of the Contract. After presentation of our management plan, we present Part IV – Qualifications and Résumés. Part IV provides an overview of our contracts, addressing areas of specific interest to the City such as our experience maintaining snow removal and refuse collection equipment.

Lastly, we present Part V – Cost. Included in the cost section will be the required forms and bonds as well as other requirements of the Request for Proposals.

In summation, our proposal consists of 5 distinct parts:

- ◆ Part I – Understanding
- ◆ Part II – Technical Approach
- ◆ Part III – Management Approach
- ◆ Part IV – Qualifications and Résumé
- ◆ Part V – Cost

Parts I through IV are combined into Volume 1, with Part V segregated into Volume 2. All Star's Solid Waste Parts Proposal is provided in a separately sealed package.



PART II – TECHNICAL APPROACH

II.1.1 GENERAL (RFP ¶4.1)

All Star is proposing to provide the full scope of services identified in the RFP for Fleet Maintenance Services to support the City of Augusta Georgia. As an established Fleet Services Contractor, All Star is knowledgeable of the complexities and urgencies that drive



day-to-day management decisions of a Municipal fleet. All Star's response is based on our experience of providing quality fleet maintenance in accordance with generally accepted good fleet practices. We recognize that the City's fleet is comprised of a wide spectrum of vehicles and equipment including general purpose equipment, police, construction equipment, public works equipment, as well as auxiliary equipment. We understand that these vehicles are ESSENTIAL to the operation of and services provided by the City. Therefore, the fleet must be maintained in the highest practical state of availability. Further, we understand that the fleet is under the control of various departments, each of which have their own availability standards, special maintenance requirements, repair priorities and budget constraints. All Star is familiar with all of the work requirements specified in this RFP, and we are prepared to provide our fleet expertise to the City of Augusta; this expertise includes all contract management, shop and administrative labor, licenses and permits, insurance, bonding, management of repair parts and supplies, as well as, fabrication and mobile maintenance services. In



addition, All Star brings a commitment to FASTER to the City of Augusta. Whenever possible, we have worked with our customers in the past to convert from their existing FMIS systems to the FASTER system. These efforts resulted in our ability to use the power of FASTER to help save our customers money on over 75% of our fleet contracts. All Star takes pride in being a focal point for solutions to your maintenance problems.

II.1.2 PREVENTIVE MAINTENANCE (RFP ¶4.2, ¶4.2.1, ¶4.2.2, ¶4.2.3 AND ¶4.2.4)

The purpose of Preventive Maintenance is to maximize a vehicle's availability, operating efficiency and service life, while minimizing unscheduled breakdowns and safety hazards. All Star will design the Preventive Maintenance (PM) program using the power of FASTER to automate the process and ensure that vehicles and equipment have their PM inspections done on-time, every time. We have been highly successful implementing FASTER at other contract location, and we look forward to serving a customer who understands and appreciates the program advantages FASTER provides. All Star will perform regularly scheduled maintenance actions in accordance with the City's and Original Equipment Manufacturer (OEM) guidelines to ensure that all vehicles and equipment are available in a safe, operable condition and fully capable of performing their function of intended use.

II.1.2.1 PREVENTIVE MAINTENANCE PROGRAM (RFP ¶4.2.4)

All Star has reviewed the Fleet inventory, and we are pleased to present the following program, which is included in the target services under this proposal.



II.1.2.1.1 PREVENTIVE MAINTENANCE PROGRAM FOR VEHICLES

Preventive Maintenance will be broken down into three levels of service, a routine “PM-A” a more in-depth “PM-B” and an even more in-depth “PM-C” Preventive Maintenance will be performed in accordance with the intervals established in **Figure II.1.2-1** for

equipment with odometers. For all equipment, maintenance will be performed in accordance with either this schedule or with the Original Equipment Manufacturer (OEM) recommendations, whichever is more stringent.

Figure II.1.2-1

Type of Service	Mileage Interval	Calendar Interval
PM-A	4,000	4 Months
PM-B	8,000	6 Months
PM-C	30,000	12 Months

An important part of placing new vehicles and equipment into service is ensuring that the equipment is entered into and tracked in the Fleet Management Information System. Below in section II.1.7.11 of this proposal, we address steps taken to bring new equipment into the City’s fleet, one of the most important is entering the new equipment into the FMIS. This is part of our checklist of actions performed when new equipment is brought into commission. Before entering the equipment into the FMIS, the All Star Project Manager will coordinate closely with the City’s Contract Administrator to jointly review the proposed PM schedule to ensure that it meets the requirements of the City while meeting or exceeding accepted industry standards for each specific piece of new equipment.

In accordance with the schedule established above in Figure II.1.2-1, All Star will perform PM-A, PM-B, and PM-C inspections and service. These inspections and



services will follow a prescribed format, and will be documented by the completion of appropriate checklists.

At every level of PM, our technicians will complete the following Safety Inspection Checklist, **Figure II.1.2-2**.

Safety Checklist		Initial when Complete
To be completed with each level of PM		
a.	Headlights	
a.(1)	High Beam	
a.(2)	Low Beam	
b.	Beam Indicator Light	
c.	Parking Lights	
d.	License Plate Light	
e.	Tail Lights	
f.	Stop Lights	
g.	Clearance Lights	
h.	Directional Signals	
i.	Hazard/4 way lights	
j.	Service Brakes	
K	Emergency Brake	
L	Seat Belts	
m.	Steering mechanism and suspension including tie rods, drag link, pitman arm, ball joints, etc.	
n.	Windshield wipers and washers	
o.	Horn	
p.	Tires—record tread depth of all tires; a minimum of 3/32 tread depth shall be maintained (4/32 for Patrol and EMS Units).	
q.	Rear view and side mirrors	
r.	Exhaust system, exhaust hangers and clamps	
s.	Backup alarms and lights	

Figure II.1.2-2: Safety Inspection Checklist.



Every 4 months or 4,000 miles (whichever comes first) our technicians will complete the Safety Inspection above as well as the PM-A Inspection and service which will be documented by the completion of the PM-A checklist **Figure II.1.2-3**.

PM-A Checklist		Initial when Complete
To be completed every 4 months/4000 miles – whichever comes first		
1	Complete Safety Checklist	
2	Inspect, service, and repair all interior lights.	
3	Inspect, service, and refill fluid levels of coolant, windshield washer solvent, transmission, differentials, power steering units, and brake fluid.	
4	Inspect, service, and repair battery, charging system terminals, cables and box.	
5	Inspect, service, and repair heating/air conditioning system.	
6	Inspect, service, and repair frame, cross members and body joints.	
7	Inspect, service, and repair operation of the engine starting circuit.	
8	Inspect, service, and repair drive shaft, U-joints, and CV joints and boots.	
9	Inspect, service, and repair any oil, fuel, coolant or other fluid leaks.	
10	Inspect, service, and repair air and emission filters and valves, as needed.	
11	Inspect, service, and repair hoses, clamps, and belts.	
12	Inspect, service, and repair operation of all gauges.	
13	Inspect, service, repair and lubricate all grease points on chassis, hinges, locks, suspension, hydraulic systems, etc.	
14	Inspect, service, and change engine oil and filter.	
15	Inspect, service, and repair tires. Replace at 3/32 inch tread life.	
16	Beam/Ray, shotgun rack, siren, emergency equipment, etc., if sheriff.	
17	Inspect, service, and replace air cleaner as necessary.	

Figure II.1.2-3: PM-A Checklist.

Every 6 months or 8,000 miles (whichever comes first) our technicians will complete the Safety Inspection above, the PM-A Inspection and service above, and the PM-B



inspection and service, which will be documented by the completion of the PM-B checklist **Figure II.1.2-4**.

PM-B Checklist		Initial when Complete
To be completed every 6 months/8000 miles – whichever comes first		
1	Complete PM A and Safety Inspection	
2	Inspect, service, and repair emissions system as required by original equipment manufacturer.	
3	Rotate and balance tires.	
4	Inspect, service, repair, and perform minor tune up as necessary.	
5	Inspect, service, repair, replace and adjust brake components (pads, shoes, rotors, drums, hardware, hoses, etc.) as required. NOTE: Every brake job shall include a new brake hardware kit, which includes spring, holddowns, rollers, etc.	
6	Perform road test.	
7	Air cleaner element.	
8	Cooling system.	
9	Scope engine.	

Figure II.1.2-4: PM-B Checklist.

Every 12 months or 30,000 miles (whichever comes first) our technicians will complete the Safety Inspection above, the PM-A Inspection and service above, , the PM-B Inspection and service above and the PM-C inspection and service, which will be documented by the completion of the PM-C checklist **Figure II.1.2-5**.



PM-C Checklist		Initial when Complete
To be completed every 12 months/30,000 miles – whichever comes first		
1	Perform PM A, PM-B and Safety Inspection.	
2	Inspect, remove, clean, repair or replace, and repack wheel bearings and spindles.	
3	Inspect, service, and repair transmission, which includes, but not limited to, adjustment, fluid change and filters as required.	
4	Inspect, service, and repair front end alignment.	
5	Inspect, service, repair and tune engine to include replacement of spark plugs, ignition wires, distributor cap, rotor, and any other items necessary for a complete tuneup (if so equipped).	
6	Drain, flush, and replace differential gear lubricant. (Limited slip differentials must have special lubricant added.)	
7	Inspect, service, repair, and perform diagnostic engine analysis. (Printout must be attached to work order.)	
8	Drain, flush, and replace engine coolant (ethylene glycol).	
9	Remove all wheels, inspect all brakes (replace linings/pads, rotors/drums at manufacturers recommended specifications), measure drums and/or rotors (measurements must be noted on work order), replace all seals, etc. NOTE: Every brake job shall include a new brake hardware kit, which includes springs, holdowns, rollers, etc.	
10	Inspect, service, and repair interior, seats, knobs, doors, carpet, switches, headliners, etc.	

Figure II.1.2-5: PM-C Checklist.

II.1.2.1.2 PREVENTIVE MAINTENANCE PROGRAM FOR LAW ENFORCEMENT PATROL VEHICLES & EMERGENCY MEDICAL SERVICE UNITS

Law Enforcement Patrol Vehicles and Emergency Medical Service Units will have their PM inspections and service done at the same interval as the rest of the fleet. The standards will be the same as for the rest of the fleet with two exceptions. First, tires will be replaced on these vehicles should we find that the tread is worn below 4/32 of an inch. Second, the brake pads on Sheriffs Patrol Vehicles and on EMS Units will be replaced if they are more than 50% worn.



II.1.2.1.3 PREVENTIVE MAINTENANCE PROGRAM FOR HEAVY EQUIPMENT/OFF ROAD VEHICLES

All Star will perform Maintenance on Heavy Equipment and Off Road Equipment in accordance with **Figure II.1.2-6**. These scheduled events will be entered into the Fleet Management Information System, which will track the requirements, and allow us to provide adequate notification to the end-users to ensure that the equipment is maintained in accordance with this schedule and good fleet practices. Notification and performance of these maintenance actions will follow the procedures outlined below in paragraph II.1.3

Heavy Equipment Maintenance Scheduled items of work	Periodicity – operational hours or calendar months			
	200 hours (3 months)	400 hours (6 months)	600 hours (9 months)	800 hours (12 months)
Perform PM-A	X	X	X	X
Perform PM-B		X		X
Perform PM-C				X
Inspect, service, and repair air/oil/water separator filter system		X		X
Inspect service, and repair cables on the dragline.	X	X	X	X
Inspect, service, and repair air cleaners as required	X	X	X	X

Figure II.1.2-6: Heavy/Off Road Equipment Preventive Maintenance Scheduling.

II.1.2.1.4 PREVENTIVE MAINTENANCE PROGRAM FOR ATV/SCOOTERS/MOTORCYCLES

All Star will follow manufactures guidelines in providing minor and major service for ATVs, Scooters, and Motorcycles. Minor service will be performed every three months, with major service being performed every 6 months.



II.1.2.1.5 PREVENTIVE MAINTENANCE PROGRAM FOR TRACTORS/MOWERS

Every three months or 100 hours of operation (whichever comes first) All Star will perform a PM-B on County owned tractors and tractors used for mowing. On an annual basis, All Star will provide each of these units with PM-C level service.

II.1.2.1.6 PREVENTIVE MAINTENANCE PROGRAM FOR TRAILERS

All Star will perform Maintenance on trailers in accordance with **Figure II.1.2-7**. These scheduled events will be entered into the Fleet Management Information System, which will track the requirements, and allow us to provide adequate notification to the end-users to ensure that the equipment is maintained in accordance with this schedule and good fleet practices. Notification and performance of these maintenance actions will follow the procedures outlined above in paragraph 4.1.1.1.

Trailer Maintenance	Periodicity – calendar months			
	3 months	6 months	9 months	Annually
Light Duty Trailers				
Provide safety inspection, complete lubrication, repack wheel bearings and repair as required.		X		X
Inspect, service, repair, road test and correct deficiencies		X		X
Provide inspection and testing of equipment and vehicles in accordance with any state or federal law				X
Heavy Duty Trailers				
Provide safety inspections and complete repair and lubrication (including operation of "live" floor)	X	X	X	X
Inspect, service, repair, road test and correct deficiencies	X	X	X	X
Provide inspection and testing of equipment and vehicles in accordance with any state or federal law				X

Figure II.1.2-7: Light Duty and Heavy Duty Trailer Preventive Maintenance Scheduling.



II.1.3 PM SCHEDULING (RFP ¶4.3)

Scheduling is the key to ensuring that Preventive Maintenance Inspections are performed on time, every time. The flow chart in **Figure II.1.3-1** shows our scheduling and execution process for Preventive Maintenance.



PM SCHEDULING FLOWCHART

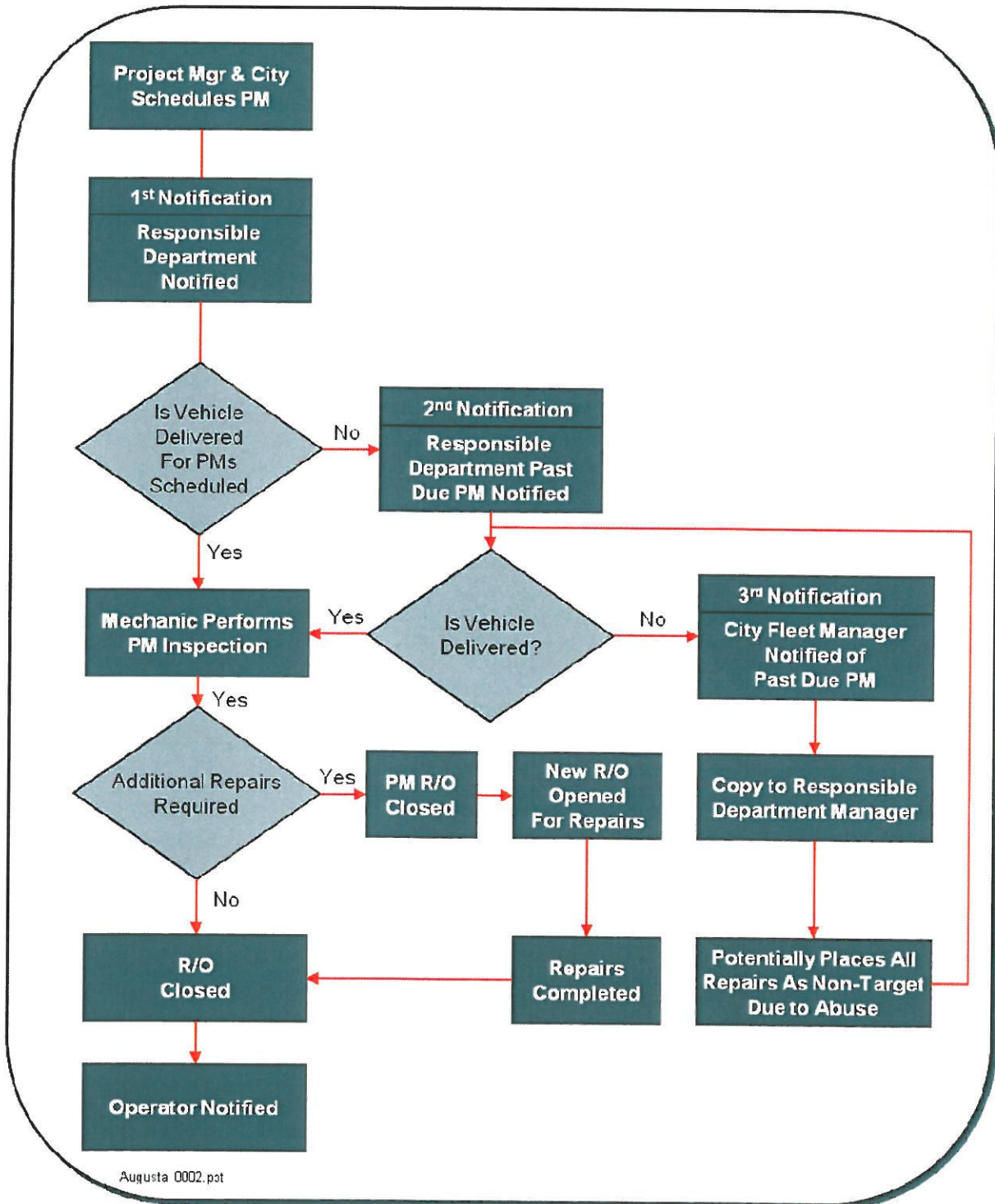


Figure II.1.3-1: PM Scheduling Flowchart.



Scheduling will be primarily based on equipment usage, either on miles driven or time used (as in the case of tractors/mowers). Because the condition of equipment can degrade without usage, such as caused by the acidization of crank-case oils, All Star will implement an override to usage based scheduling. This over-ride will, in the case of administrative vehicles for example, ensure that a PM-A is performed every 4000 miles, OR every 4 months, whichever comes first. By implementing this calendar time override, we can ensure that County equipment will not degrade if it is not heavily used.

Notification and Follow-Up—All Star will notify in writing all County Fleet User Departments 30 days in advance of the scheduled service date. Our FMIS, FASTER is web based and gives a capability to email customers to remind them of upcoming scheduled appointments for PM or other scheduled work. Additionally, we will provide each Department with a printed report from the FMIS at the beginning of each month listing all vehicles in that department which are due for service within the next 30 days. Our Project Manager will schedule each vehicle for service. User Departments will be responsible for delivering vehicles to the shops on the scheduled service due date.

Missed Appointments—Vehicles which fail to show up for PM Service when scheduled will be rescheduled and the missed preventive maintenance will be noted on our Daily Report. A comprehensive listing of all missed scheduled PMs will be included on our Monthly Report. Those units which fail to appear on the rescheduled date will be reported to the County Contract Administrator who will be asked to contact the User Department Head and request immediate delivery of the vehicle. Continued failure to make the vehicle available for a rescheduled PM Service could possibly be considered



vehicle abuse. Any subsequent repairs caused by the delayed PM could be considered as non-target expense due to negligence.

Vehicle Completion—All Star will notify the vehicle user when the work is completed. We will also notify the User Department of needed repairs discovered in the process of servicing the vehicle. Whenever practical, such repairs will be performed at the time of discovery, unless abuse is suspected or when said repairs cannot be completed within the established turnaround time for PM Service. No vehicle will be returned to the user if a safety defect exists. However, non-safety-related repairs may be deferred and rescheduled at a later date if they cannot be reasonably accomplished in conjunction with the PM Service.

II.1.4 HOURLY INSPECTIONS (RFP ¶4.4)

We have presented a comprehensive Preventive maintenance program above in paragraph II.1.2.1 of this proposal. All Star understands that not all equipment will fall into the categories addressed in this paragraph and the subordinate paragraphs. For equipment which requires a unique maintenance program, we will propose a schedule to the fleet manager within three weeks of startup, so that we can have a mutually agreed upon schedule in-place within 30 days of startup.

II.1.5 ANNUAL INSPECTIONS (RFP ¶4.5, ¶4.5.1, ¶4.5.2 AND ¶4.5.3)

As part of the Target Services, All Star will ensure that we provide all required inspections and certifications for City vehicles and equipment by incorporating these requirements into the PM Schedules adding specific inspections and testing to our PM Checklists for those units. These inspections include but are not limited to:



- ◆ Aerial truck boom, bucket, and dielectric testing
- ◆ Fire truck Pump flow testing
- ◆ Fire truck aerial ladder testing
- ◆ Fire Apparatus Aerial Device Inspections
- ◆ Crane and derrick truck testing
- ◆ Shop Crain and hoist testing
- ◆ Other annual testing as required by the OEM of any specialty equipment

By leveraging the power of our FMIS, we can ensure that all annual inspections are scheduled within the one month window prior to the anniversary date of the inspection and notify the users of their scheduled inspection date and time. We will provide an on-site technician in attendance at each annual test.

All fire apparatus pumps and aerial equipment tests and inspections will be completed by licensed, certified personnel or a licensed sub-contractor.

Results of all annual inspections will be entered into the FMIS, and hard copies of the inspection results will be maintained in the equipment's file.

II.1.6 OIL ANALYSIS (RFP ¶4.6)

All Star has had great success at Wright Patterson Air Force base with implementing a jointly administered spectrometric oil analysis program. By partnering with our customer, the United States Air Force, we have succeeded in using the power of oil analysis testing to the best benefit of both the customer and the contractor. We concentrate the testing on units determined to be at greater risk, those units with higher usage or more demanding missions. By closely monitoring those units which by their



nature would be more susceptible to breakdown or those units where break-down is not an option, we can forecast potential failures before they come to fruition, and assist the customer with maintenance, repairs, or corrective actions early, so that actual equipment failure simply does not occur. All Star has contacted

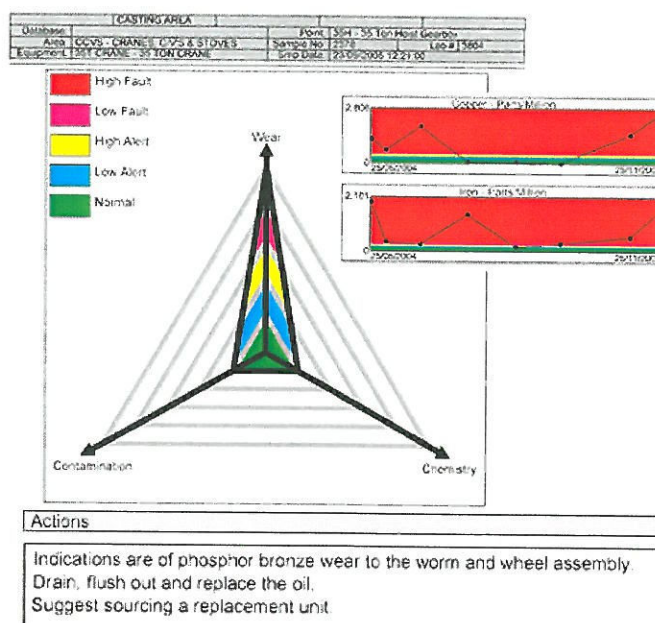


Figure II.1.6-1: Sample Oil Analysis Report.

Petroleum Products Monitoring, based in Athens Georgia, to start developing a partnership to implement an Augusta specific Oil Analysis Program to monitor all vehicles over 26,000 GVW and every piece of tracked equipment. **Figure II.1.6-1** is an example an oil analysis report. By identifying bearing wear, component wear, or other unique situations, we can tailor maintenance plans to meet equipment specific requirements.

II.1.7 REPAIRS (RFP ¶4.7)

All Star will make specific repairs to vehicles and equipment that have malfunctioned or broken down. Required repairs may be identified during PM Inspections (**Figure II.1.7-1**), or reported by users. Repairs shall be made as required; however, we will work closely with the City to limit the nature and extent of repairs to those which are consistent with the specific vehicle age, mileage, and cost-to-repair criteria.

**Figure II.1.7-1**

An All Star Technician replaces a brake rotor on a Fire Truck, after the repair was identified through a preventive maintenance inspection.

When All Star estimates repairs to a single vehicle or piece of equipment to exceed \$1000, we will provide the City Contract Administrator with a written analysis including an estimated cost of repair, replacement cost, age of the vehicle, total accumulated mileage, maintenance

history file on the unit, and the estimated life of the vehicle after the repair is accomplished. We will provide a similar analysis when the cost of repair exceeds the fair market value of the unit needing repair. This analysis will compare the repair costs to the cost of a new replacement unit and a recommendation will be made to repair or replace the vehicle or equipment. All Star understands that the City has the final decision on such repairs and may elect to either proceed with the repair or replace the unit depending on the individual situation. By monitoring repair costs closely, All Star can help the City to control their fleet management costs.

II.1.7.1 REPAIR SERVICE TIMELINES (RFP ¶4.7.1)

All Star understands that as municipal budgets become more and more constrained, every vehicle becomes more critical for the City to perform its mission of providing services to the City's residents. We understand that excessive down-time for service is not acceptable. Scheduled repairs will be started on the day scheduled, and unscheduled repairs will be started within three days of the unit's delivery to our shop.



Should a non-target repair be required, we will provide an electronic cost estimate to Fleet Management for approval within three days of our receipt of the vehicle or piece of equipment. Because the parts needed for non-target repairs will be identified as part of this estimate, these parts can and will be ordered within day of the approval of the estimate.

II.1.7.2 PM SERVICE TIMELINES (RFP ¶4.7.2)

All Star will complete PM services for light vehicles within 8 working hours of vehicles delivery for scheduled Preventive Maintenance Service, and within 16 working hours of delivery for heavy trucks. We have also proposed a one hour PM-A in paragraph II.1.7.6 of this proposal. If the customer is willing to call ahead to check availability, set a scheduled time for the work, and wait for vehicle completion, we will complete their PM-A in a one hour period. All Star will make a good faith effort to perform any needed repairs identified during the Preventive Maintenance inspections within these time constraints, however, these time requirement will not be contractual requirements for the performance of additional work.

II.1.7.3 REPAIR OF SMALL EQUIPMENT (RFP ¶4.7.3)

All Star will inspect and perform preventive maintenance on all equipment on an annual basis unless more frequent inspections/PMs are required by OEM recommendations. These inspections/PMs will focus on safety of operation in addition to maintaining wear items such as blades, filters, belts and tires.



II.1.7.4 SAFETY INSPECTIONS (RFP ¶4.7.4)

As discussed above in paragraph II.1.2.1.1 of this proposal, All Star completes a Safety Inspection Checklist, **Figure II.1.7-1**, with every maintenance action, the results of the Safety inspection will be documented on the work order and filed in the equipment's file.

Safety Checklist		Initial when Complete
To be completed with each level of PM		
a.	Headlights	
a.(1)	High Beam	
a.(2)	Low Beam	
b.	Beam Indicator Light	
c.	Parking Lights	
d.	License Plate Light	
e.	Tail Lights	
f.	Stop Lights	
g.	Clearance Lights	
h.	Directional Signals	
i.	Hazard/4 way lights	
j.	Service Brakes	
k.	Emergency Brake	
l.	Seat Belts	
m.	Steering mechanism and suspension including tie rods, drag link, pitman arm, ball joints, etc.	
n.	Windshield wipers and washers	
o.	Horn	
p.	Tires—record tread depth of all tires; a minimum of 3/32 tread depth shall be maintained (4/32 for Patrol and EMS Units).	
q.	Rear view and side mirrors	
r.	Exhaust system, exhaust hangers and clamps	
s.	Backup alarms and lights	

Figure II.1.7-1: Safety Inspection Checklist.

II.1.7.5 FIRE EXTINGUISHERS (RFP ¶4.7.5)

If during the course of a Maintenance inspection it is found that a vehicle has a missing or discharged fire extinguisher, All Star will contact the Fleet Manager to determine if the City has a fire extinguisher to use as a replacement, to be installed at no cost to the



City. Only if the City does not have any extinguishers readily available will All Star provide fire extinguishers on a cost reimbursable basis. Expended fire extinguishers will be returned to Fleet Management for disposition.

II.1.7.6 QUICK FIX REPAIRS (RFP ¶4.7.6)

All Star regards Quick Fix Services as those repairs which require less than one hour of mechanic's time and do not involve overhaul or replacement of major components. Quick Fix Repairs can be performed either in the shop or in the field during normal shop hours. Examples of such work include wiper and bulb replacement, tire repairs and rotation, battery replacement and other similar tasks. Typically, Quick Fix Repairs can be accomplished with maintenance personnel, such as a Vehicle Service (Tire/Battery/Lube) Mechanic. All Star will make this service available during normal business hours. Quick Fix Repairs do not typically apply toward PM Services.

In addition to a quick fix capability, we will initiate a "one hour" scheduled PM to improve vehicle availability and turn-around time while enhancing services and customer convenience. This would include PM-A services only, and not PM-B or PM-C services, for customers who call in to schedule their PM and can wait for the vehicles' return. Frequently PMs are dropped off by the user with another City employee driving them and later returning with them to pick-up the vehicle. This process results in a lot of "windshield time" for City employees. Scheduling select PMs will improve production for the City while improving customer service. All Star will have techs available for the "One Hour PM" to assure the desired turn-around. This program would be designed with the



City's input and tested with selected departments to get user feedback and determine the true value of the new service.

II.1.7.7 TIRE SERVICES (RFP ¶4.7.7)

All Star provides a comprehensive tire service program, including tire management, inflation, maintenance, repairs, rotation, mounting, demounting, disposal (including disposal fees), replacement, wear management, balancing, field tire services, warranty management, inventory security and maintenance of an inventory of mounted spares. All Star has been highly successful in negotiating with Goodyear Tires to receive **Government pricing** to provide Goodyear RSA tires to our Governmental customers.

All Star will replace tires when they have reached a minimum tread depth specified under Georgia law, and will destroy the tires as not usable. When tires on law enforcement vehicles reach a minimum tread depth of 4/32" they will be replaced, and the tires will be evaluated for possible resale in accordance with the procedures set forth in paragraph II.1.8.6 of this proposal.

II.1.7.8 WARRANTY AND RECALL WORK (RFP ¶4.7.8)

All Star Fleet Services, LLC will be responsible for the management of all Warranty and Recall Work for both vehicles and parts. This work will be done in-house whenever possible, otherwise it will be directed to a dealership. It is our intent to work toward becoming qualified to perform Manufacturer Warranty Repairs in house. In addition, should a major recall affect fleet availability, we will work with dealers to have repairs completed on site to expedite the process. We have done this at other locations and find that it allows us to better serve our customer. We believe having the ability to perform Warranty Work will minimize the downtime to the fleet and reduce costs for



transporting vehicles to the dealer for repairs. We have access to all manufacturers' Technical Service Bulletins and can obtain all necessary tools and parts required to perform Warranty and Recall Work. All Star will also track all Warranty Repairs through the Fleet Management Information System, FASTER, and return the proceeds from warrantee repairs to the City in the form of credits to our monthly invoice. When new vehicles and equipment are purchased, the City has the responsibility to provide to the Contractor all warranty information on these assets. In some cases, factory-sponsored training of mechanics may also be required.

II.1.7.9 OUTSIDE REPAIRS (RFP ¶4.7.9)

All Star Fleet Services, LLC will be responsible for managing all Outside Repairs that cannot be performed economically in-house. All Star will be responsible for continual review of the need for specific Outside Repairs.

All Star is a large business, however we understand the importance of small businesses and Minority/Woman-owned businesses and the role they play in community growth. When seeking subcontractors and vendors, we will aggressively pursue subcontracting to local Minority and Woman-owned businesses. Supporting competitively priced and high quality minority and woman-owned businesses accomplishes more than simply meeting a goal. It strengthens the community and broadens the local potential subcontractor base.

We will manage all repairs to City Vehicles performed by outside vendors, including scheduling, delivery of vehicles, inspection of work and payment of invoices. Whenever possible we will use local outside vendors for services such as:



- ◆ Towing
- ◆ Engine/transmission overhauls
- ◆ Wheel alignments
- ◆ Body and paint repairs
- ◆ Radiator repair
- ◆ Major glass repair/replacement
- ◆ Upholstery repairs
- ◆ Exhaust repairs/fabrication

Any substantial change to this plan will be coordinated through the City for review/approval prior to implementation, thus ensuring that the outside-repair versus in-house repair decision is justified.

Our commitment to excellence will extend to the selection of outside service vendors to support this contract. We will select only businesses with a proven ability to perform quality work at fair prices and meet the contract's demanding time schedules. We recognize that work subcontracted to third party vendors remains All Star's responsibility.

When work is to be accomplished through outside services, the vehicles will be inspected prior to delivery to the service provider, and a Work Order initiated in the same manner as work performed in the shops. Each Work Order will provide specific details on the work to be performed, material to be provided and delivery schedule, so there will be no miscommunication.



The completed repairs will be inspected when the vehicle is returned after road testing and then released to the user. Any evidence of substandard performance will be reported and documented by our Quality Assurance Program. All jobs sent out to vendors will be closely monitored to ensure that use of Outside Repair Shops versus "In-House" Work remains justified.

Currently All Star has established accounts with more than 2,000 vendors, including small, small disadvantaged, and small women-owned, throughout the United States. Local Subcontractors will be selected based on availability of merchandise or services they can provide for the City.

II.1.7.10 SEASONAL EQUIPMENT PREPARATION (RFP ¶4.7.10)

All Star has had great success serving municipalities with seasonal equipment requirements. Whether the seasonal equipment is for snow removal, leaf removal, or even pavement repairs, we coordinate closely with our customer to insure that inspections and seasonal preparation maintenance are scheduled in FASTER to ensure that the work is completed well before the seasonal equipment is to be brought into service. In addition to preparing strictly seasonal equipment, All Star also incorporates winterization as well as summer preparation into our preventive maintenance service. Both air conditioning and cooling system checks are incorporated into our preventive maintenance checklists.



II.1.7.11 NEW VEHICLE PREPARATION (RFP ¶4.7.11)

All Star will prepare newly-acquired vehicles for service. Upon receipt of new vehicles, our Project Manager will ensure that our mechanics thoroughly inspect the new vehicles and perform any work needed to verify the new vehicles are safe and suitable to be brought into service for the City (**Figure II.1.7-1**). In addition to initial inspections and cleanings, All Star will install, or coordinate the installation of Equipment to include, but not limited to:

- ◆ License Tags
- ◆ Decals and markings
- ◆ Accessory Equipment
- ◆ Roof Lights and Light Bars
- ◆ Security Screens
- ◆ Rear Seat Inserts
- ◆ Video Cameras
- ◆ Gun Locks
- ◆ Trailer Hitches
- ◆ Trunk Organizers

Figure II.1.7-1



An All Star Technician trouble shoots a new police cruiser's electronics suite prior to deployment.

All Star will install or coordinate the installation of radio equipment as the City requires. All newly acquired vehicles will be entered into the FMIS and will be thoroughly cleaned prior to delivery to the operator. Upon delivery to the Operator, we will provide a basic walk through of the vehicle with the operator and will coordinate any vendor-provided operator training. If the vehicle is a replacement for an existing vehicle in the City's fleet, we will coordinate the exchange of the existing vehicle.



New equipment will be prepared and delivered to the proper department for use within five working days of our receipt of the equipment from the dealer.

Should our inspections reveal that additional work is needed to bring a vehicle into service, All Star will document the additional work as well as a complete time and material cost of these services. This data will be submitted to the City for possible reimbursement by the new vehicle vendor and/or the out-sourced vendor.

II.1.7.12 VEHICLE DISPOSAL PREPARATION (RFP ¶4.7.12)

All Star Fleet Services, LLC will also decommission vehicles at the end of their service life. The decommissioning process will be unique for each piece of equipment to be disposed, but will generally include:

- ◆ Performance of a vehicle condition assessment using a City provided form
- ◆ Removal of Tags
- ◆ Removal of Special Equipment, decals and Markings
- ◆ Removal of Interior and Exterior Equipment
- ◆ Exterior and Interior Cleaning
- ◆ Performing minor, cost effective, Target cost repairs
- ◆ Ensuring that the appropriate documentation associated with the disposal of the vehicle is kept complete and up to date
- ◆ Transport the equipment to a government storage or auction site as a target "one time" movement cost.

All Star will work closely with the City's contracted auctioneer to prepare for periodic vehicle auctions and will assist the auctioneer as required on the day of each auction.



Pending final disposition, vehicles will be parked on City property at a location acceptable to both All Star and the City, and All Star will not strip any parts from these vehicles without express approval of the City.

II.1.7.13 REPAIRS FOR OPERATOR ABUSE (RFP ¶4.7.13)

Upon identification of suspected vehicle abuse or misuse, the technician will inform the Project Manager who will take the issue for action. The Project Manager will provide the Contract Administrator with evidence that the breakdown of failure was due to either abuse or misuse. The City Contract Administrator, based on the facts presented, will make a determination as to the characterization of the failure and the means under which the repairs are to be invoiced. All Star will not delay the repairs pending this determination, we will diligently continue and complete the repairs so that the City will realize minimal down time regardless of the Contract Administrators findings.

All Star understands the difficult environment under which City vehicle operators work. We understand the pressure to perform and to complete complex tasks within staffing limitations, this is why we do not take abuse/misuse determination lightly. When we find suspected abuse or misuse, we will thoroughly review the nature of the failure before raising this to the level of the Contract Administrator. When performing our initial evaluation, three main factors weigh into our determination:

- ◆ Would it have been possible to forecast the failure?
- ◆ Was the failure caused by normal use of the vehicle for the purpose for which it was intended?
- ◆ Did the operator by their actions (or inaction) precipitate the failure?



II.1.7.14 REPAIRS FOR VANDALISM (RFP ¶4.7.14)

Repairs due to vandalism or Acts of Nature will follow the procedures outlined below in Paragraph II.1.8.9, Accidents. Each Vandalism or Act of Nature repair will be brought to the immediate attention of the Project Manager, who will coordinate closely with the Contract Administrator to ensure the work is invoiced properly.

II.1.7.15 DIRECTED WORK (RFP ¶4.7.15)

If additional tasks such as those identified in Paragraph 4.7.15 of the Request for Proposals are required, All Star will provide the City with a detailed estimate to perform this additional work including all labor, material and overhead costs. Should the City decide to accept the offer to perform this additional work, All Star will complete Directed Work when tasked to do so. Such work will be performed in accordance with an agreed schedule and level of effort. The cost of each work assignment will not be included in the Target cost and will be invoiced to the City as Non-Target work.

An example of such work is where we coordinated closely with the City of Arlington Texas to assist them in maximizing their limited fleet assets by removing an engine from a police cruiser which had been rear ended, thus totaling the vehicle (**Figure II.1.7-2**). By removing the good engine and swapping it with an engine from another cruiser which had

Figure II.1.7-2



An All Star Technician replaces the engine in a Police Cruiser.



snapped valves, we were able to keep a police asset on the road without a costly engine overhaul expense.

II.1.7.16 ROAD TESTING (RFP ¶4.7.16)

All Star Mechanics will perform a Functional Road Test or Operational Test upon completion of safety related repairs or adjustments. During the Road Test, the Technician will verify that the vehicle or piece of equipment is safe to operate before the vehicle or piece of equipment is returned to service. The Road Test will emphasize the proper function and operation of the repaired or adjusted parts or systems. Results of the Road Test will be documented on the Repair/Maintenance Order.

II.1.8 OTHER SERVICES (RFP ¶4.8)

II.1.8.1 ASSEMBLY (RFP ¶4.8.1)

All Star understands that while the City intends to procure most new equipment in a ready for use state, there will be those times when our mechanics will be called upon to initial assembly of equipment under the Target-Work portion of this contract.

II.1.8.2 FABRICATION (RFP ¶4.8.2)

All Star believes that to continually offer best value to our customers; we must provide more than simple oil changes and tire rotations. To this end, we employ ASE-certified Mechanics who have experience in welding and fabrication.

Fabrication is by its nature one of the more hazardous functions performed in a shop environment. Welding, grinding and other means of working metal can pose many hazards. The ability to fabricate is meaningless if it is not done in a safe manner. Our Safety Plan and the training derived from this plan address the processes employed to protect the workers, the equipment, and the facility. Procedures such as the use of



proper Personal Protective Equipment, Lock Out, Tag Out, the use of proper Hazard Communication Procedures, and the use of fire watches ensure that we provide fabrication services in the safest manner possible.

All Star will ensure adequate supplies to include rods, gasses and metal stock for repairs are kept on hand to perform these repairs.

All fabrication services will be performed as non-target work.

II.1.8.3 MODIFICATION (RFP ¶4.8.3)

Modifications to vehicles after they have been delivered will be performed on a non-target basis. These modifications may include the addition or removal of equipment, accessories, and fabricated items.

II.1.8.4 CUSTOMER CONTACT OF COMPLETED REPAIRS/SERVICES (RFP ¶4.8.4)

When work is completed, All Star will immediately notify the operator (if the equipment is assigned to a person) or we will notify the using department if the vehicle or equipment is a shared asset within a department. If the vehicle is not picked up within 24 hours, we will make a second notification. If the vehicle is not picked up within 4 hours of the second notification, we will inform the Fleet Manager of the situation.

II.1.8.5 COMPLETED SERVICE ORDERS (RFP ¶4.8.5)

In addition to filing completed service orders, All Star will provide a "Customer" copy of the completed service order to the employee picking up the vehicle or equipment at the time of pick up.



II.1.8.6 WASTE & HAZARDOUS WASTE (RFP ¶4.8.6)

All Star's **Supply and Environmental Supervisor** will ensure that all hazardous materials and wastes generated by All Star's Fleet Maintenance Services are properly handled, stored and disposed of in accordance with all Local, State and Federal Regulations. All Star will obtain required permits and licenses and provide copies of same to the City. We will maintain detailed accurate records on all hazardous chemicals and wastes generated in our operation of this contract. Records will include the origin, use, transportation and ultimate disposal of all such substances. We will take full responsibility for all waste disposal actions under this contract, thereby protecting the City from any claims that may be brought by individuals or regulatory agencies. We will hire only qualified Subcontractors regarding waste removal and disposal. We will seek Subcontractors that carry the MCS 90 Form Insurance and sufficient liability insurance when removing, recycling or disposing of all hazardous materials.

All Star is fully aware of our responsibility as a City Contractor to provide a safe work place and maintain strict compliance with all Federal, State and Local Environmental Safety Laws. In view of the importance we place on this aspect of contract management, All Star has developed a written Hazardous Substances Awareness Program to comply with the requirements of the Federal OSHA Standard 29 CFR 1910.1200(e). This program includes guidelines on identification of chemical hazards and the preparation and proper use of container labels, placards and other types of warning devices. Our General Manager, with assistance of our Corporate Staff, will ensure that training and information necessary for the safe use, handling and storage of



hazardous chemicals is provided to all employees. The following areas are major topics identified in the Hazardous Substances Awareness Program:

- ◆ Employee Training
- ◆ Hazard Identification/Emergency Response
- ◆ Chemical Inventory
- ◆ Container Labeling
- ◆ Material Safety Data Sheets
- ◆ Federal OSHA Standard 29 CFR 19.10-1200
- ◆ Right To Know Information

Our Hazardous Substances Awareness Program Handbook will be located in the General Manager's Office and made available to every All Star employee.

With regard to wastes generated in the performance of this contract, our Environmental Control Plan includes, but is not limited to, the waste disposal policies addressed below in **Figure II.1.8-1**:

II.1.8.7 SCRAP TIRES (RFP ¶4.8.7)

All Star will render tires non-usable prior to disposal, and will dispose of all used tires in accordance with Local, State, and Federal Regulations. In those cases where the used tires have a resale value, All Star will sell the used tires to tire vendors, and reimburse all revenue gained from the sale to the Augusta Commission. Tires will be disposed of at least monthly or more frequently as required to eliminate unsightly storage areas.



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Figure II.1.8-1 Waste Disposal Policies

Disposal Item	Disposal Policy
<i>Tire Disposal</i>	All Star will render tires non-usable prior to disposal, and will dispose of all used tires in accordance with Local, State, and Federal Regulations. In those cases where the used tires have a resale value, All Star will sell the used tires to tire vendors, and reimburse all revenue gained from the sale to the Augusta Commission. Tires will be disposed of at least monthly or more frequently as required to eliminate unsightly storage areas.
<i>Battery Disposal</i>	Our national account battery supplier picks up and disposes of used batteries. Battery cores will be stored in a well ventilated area with spill containment barriers.
<i>Waste Oils</i>	All Star will collect used oils for licensed disposal. An approved oil tank will be used for storing the used oil in the work area. In addition, we will dispose of all fluids, oils and/or other liquids that have collected in the vehicle lift pits and skimmers at the garage facility. Used oil filters will be drained for 24 hours and then crushed. We will contract with a local company, licensed in waste disposal, to remove spent filters on a regular basis and provide proper legal disposal.
<i>Parts Cleaning Solvents</i>	Only approved cleaning basins with solvent collection and spill guards will be used for parts cleaning in the shops. Cleaning solvents shall be replaced only by an EPA-licensed company specialized in providing this service.
<i>Air Conditioner Freon Recovery System</i>	As required by the Stratospheric Ozone Protection Law and the Clean Air Act Amendment of 1990, Public Law 101549, All Star will use an approved Freon Recovery and Recycling System when repairing and servicing air conditioning units. Personnel using this equipment will be trained and certified.
<i>Waste Coolant</i>	Used antifreeze, if not collected and reprocessed in the shops by recycling machines, will be placed in a 55 gallon drum with markings to identify the product. Funnels, preferably screw-on type with locking cap, will be used to prevent spills. All Star will contract with a licensed local firm to pickup such waste.
<i>Brake Linings</i>	At all times, the applicable Federal, State and Local Regulations regarding asbestos control/exposures/health protection will be observed for worker safety. Used brake linings will be neutralized by sealing them in plastic bags or placing them in a box prior to disposal.

II.1.8.8 SCRAP METAL (RFP ¶4.8.8)

All Star will coordinate with local scrap metal recyclers to ensure they locate collection bins for scrap metal in all major repair facilities. All revenues from the sale of scrap metal will be reimbursed to the Augusta Commission.



II.1.8.9 ACCIDENTS (RFP ¶4.8.9)

Upon our initial notification to the City of possible accident or vandalism repairs, our General Manager will coordinate closely with the City Contract Administrator to evaluate the needed repairs and determine first if the repairs are due to an accident, vandalism, or abuse. Once this determination is made, our General Manager will work with the City Contract Administrator to find the most efficient and cost effective means of effecting the repairs. All Star will coordinate closely with the City to provide competitive bids/estimates for Repair Work when it is determined that the vehicle will be bought back into service. Unless otherwise directed, a minimum of two competitive bids will be provided to the City.

Whenever possible, All Star will bid to perform these repairs internally. As the City's one stop provider, we can ensure our customers of the most cost effective and timely repairs possible, while maintaining the tightest control over completion schedules. The only situations where All Star will not provide a bid is if the scope of repairs would require a commitment of man power which would negatively impact other services we provide the City. While accident repairs are definitely important, All Star will not sacrifice either the quality or the timeliness of our contract responsibilities by over-committing our staff.

Should repairs be performed offsite by another service provider, All Star will:

- ◆ Transport the vehicle to and from the shop of the Subcontract Provider
- ◆ Perform Quality Control Inspections
- ◆ Perform Accounts payable functions with regard to the Subcontractor
- ◆ Coordinate with the City for collection of property damage claims



The preparation of estimates for accident repairs will be performed as a target function, but actual accident repair work performed by All Star or our subcontractors will be billed as Non-Target.

II.1.8.10 INVESTIGATIONS (RFP ¶4.8.10)

Upon request, All Star will support the City of Augusta with technical advice in any fleet related investigation. Such fleet related investigations include accidents, fire, technical issues, etc.

II.1.8.11 EMERGENCY ROAD CALLS AND TOWING SERVICES (RFP ¶4.8.11)

All Star will provide Emergency Road Call service twenty-four hours a day, seven days a week within the bounds, under the time restrictions, and in accordance with all the terms and conditions addressed in the Request for Proposals. To perform these services, All Star will designate two emergency road service responders each day, one from the Broad Street facility, and one from the Tobacco Road Facility. After-hours this service will be accomplished by an assigned "On Call" Emergency Road Service Technician. This "on-call" responsibility will be assigned to a different technical each day. A single "on-call" cell phone will be passed from technician to technician when they assume the duty, this will ensure that the customer has a SINGLE phone number to call to get assistance. This Technician will perform minor field repairs and/or determine if a disabled vehicle needs to be recovered. Having an equipment failure or being broken down on the side of the road is stressful enough, so All Star strives to make it as simple as possible for our customers out in the field. Should additional assistance be required, such as towing, it will be the responsibility of the "on-call" technician to make those calls.



At no time will we ever dispatch more than two individuals simultaneously from either the Broad Street or Tobacco Road facilities to perform Emergency Road Services. We are aware that there may arise situations requiring more than two responders, in those rare cases, we will share the workload between the two facilities to accomplish the needed services.

Should there ever arise a situation requiring more than four responders, we will have Fleet Level Service Agreements in place so we may turn to local mobile service providers. These agreements ensure that we have a pre-vetted company on hand to assist in any surge which may be beyond our ability to perform with only two technicians from each shop.

II.1.8.12 TOWING (RFP ¶4.8.12)

All Star will coordinate and manage all towing services as necessary to support this contract's requirements.

All Star will solicit for a Towing subcontractor on an annual basis. We will provide documentation of the bid process and the bid results to the fleet manager for review.

All Star will be the City's service provider, and we will NOT abrogate our responsibilities to ANY subcontractor. To this end, it will be the "on-call" service technician who will be contacted by any customer needing towing service. The customer in the field needs only call our "on-call" technician, who will evaluate the situation and arrange additional service as required.

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The information regarding the reason for towing, date, and time will be entered into, and tracked within FASTER. Details on towing services will also be included on the monthly report. By subcontracting these services, we can ensure that we provide timely performance by professionals who don't perform towing services as an additional duty, rather, towing services are their primary function. As such, their knowledge and experience will ensure that City Vehicles and Personnel are recovered and transported with the highest emphasis placed on safety and the protection of life and property.

II.2 REPAIR PARTS (RFP ¶5)**II.2.1 PARTS SUPPLY (RFP ¶5.1)**

All Star will evaluate the Parts and Supply requirements and will acquire parts in the manner which will prove most advantageous to the City from a cost and quality standpoint. There will be times when we may purchase parts through nationwide suppliers such as O'Reilly or NAPA with whom we have nationwide corporate purchase agreements that allow us to capture significant cost savings for our customers. There will also be times when we may purchase parts through local small business, helping support local small businesses and keeping City funding within the local City tax base. All Star is proud of our exemplary relationships with our vendors, and we have attached two reference letters as Attachments 1 and 2 to Volume 1 of this proposal. We are also proud to say that we have NEVER given our suppliers a reason to be concerned about prompt payment and we strictly adhere to our corporate policy of providing net 30 payments to our suppliers.



II.2.1.1 GENERAL (RFP ¶5.1.1)

In support of this contract, we will purchase and maintain an active parts inventory necessary to meet the demands of the City's Fleet to include, but not limited to the following:

- ◆ Fluids and Lubricants
- ◆ Fast-Moving Common Maintenance Items (filters, spark plugs, belts, hoses, and thermostats)
- ◆ Common Replacement Components (starters, alternators, brake parts, headlamps, water pumps and clutch parts)
- ◆ Bench Stock Items (fasteners, fuses, bulbs, aerosols, solvents, electrical connectors, etc.)
- ◆ Consigned Inventory (rebuilt transmissions, engines and batteries)

We will exploit the power of FASTER to ensure we have the right parts on hand when we need them, without carrying un-needed parts in inventory.

All Star will bill the City for Parts used ONLY after they have been used to perform a specific work order, Invoices and sales slips for parts will be made available to the City upon request, and will be attached and filed with the work order for which the parts were acquired. These records will be retained throughout the contract term and option periods.

In the paragraphs below, we will further define our approach to providing parts and supplies for the services we provide to our customers.



II.2.1.2 OEM PARTS (RFP ¶5.1.2)

All Star will only use parts that meet or exceed OEM-standard/equivalent for repairs to maintain the City's Fleet. Rebuilt or remanufactured parts must meet the manufacturer's reconditioning tolerances. If there are multiple grades available, All Star will have the City designate an appropriate grade. Any new or additional parts lines brought into the inventory will be previously approved by the City.

Under no circumstances will All Star install "white box" parts which void equipment warranties.

II.2.1.3 PARTS OPTIONS (RFP ¶5.1.3)

All Star has an existing national relationships with parts suppliers such as NAPA and O'Reilly's Auto Parts. To provide the best, most cost competitive service to the City of Augusta, we propose to partner with O'Reilly's to provide frequently uses parts on a consignment basis, with the parts stored on site. Additionally, we will work with O'Reilly's to provide seldom used parts on a Just in Time (JIT) basis.

After a work order is initiated, the technician will review the work order, determine which parts are needed, and request the parts from the parts clerk. If the parts are available, the parts clerk enters the parts into FASTER, charged against the service order and gives the parts to the technician. If the parts are not on hand, the parts clerk submits a request to NAPA for the parts. When the parts arrive, the parts clerk enters the parts into FASTER, and provides them to the technician.

If the required parts are not carried by NAPA, the parts clerk will locate a source for the parts, giving preference to local small business vendors. After receiving multiple



quotes, the parts clerk will make a recommendation to the Parts Manager, who will purchase the parts from the vendor providing the highest quality parts at the most advantageous price.

II.2.1.4 TAXES (RFP ¶5.1.4)

All Star will pay all applicable taxes on parts, supplies and services purchased for our own use.

II.2.1.5 PARTS INFORMATION AND DOCUMENTATION (RFP ¶5.1.5)

All Star has had great success using the FASTER system to track parts and monitor stocking levels. An example how we leverage the power of FASTER is how we use the "Parts Inventory Module" and the "Parts Processing Module" to monitor our parts usage so we can maintain positive control over a dynamic parts inventory.

II.2.2 INVENTORY (RFP ¶5.2)

II.2.2.1 GENERAL (RFP ¶5.2.1)

All Star will be responsible for maintaining an active inventory in support of the fleet maintenance activity provided to the City. We will present a plan to the City to purchase within 30 days of contract start, the City's inventory of usable, non-obsolete parts from the City's active inventory. A comprehensive joint inventory will be made to determine what useable spare parts and material will be purchased, and negotiations will be held to finalize this purchase.

II.2.2.2 OBSOLETE PARTS (RFP ¶5.2.2)

All Star Fleet Services, LLC will work closely with the City to implement a three prong approach to disposing of inactive, unusable, excess and obsolete parts.



First, All Star will assist the City in returning City owned material to the original suppliers for credit to the City.

Second, All Star will review the parts inventory to determine if any of the parts unusable at Augusta can be used at other All Star Fleet Management and Maintenance Contracts. If so, All Star will negotiate with the City to purchase the parts to be used on another contract site.

Lastly, All Star will work with the City to identify a nation-wide inventory liquidation clearing house to auction the excess material to other vendors for reuse.

II.2.2.3 PARTS INVENTORY (RFP ¶5.2.3)

Based on our experience with similar fleets, our stocking levels (and safety stock) are proportionate to the fleet requirements. In addition we will track usage in FASTER and tailor our stocking patterns to Augusta's specific needs. We will also pick up parts as needed. All parts supplied will meet or exceed the specifications of the original manufacturer. We will use local vendors wherever possible, provided their pricing is favorable to the City and the quality of parts meets the standard industry requirements and the contract standards.

As stated previously, All Star has extensive experience with the FASTER Fleet Management Information System. Included in FASTER are the "Parts Inventory Module" and the "Parts Processing Module." All Star uses FASTER on our fleet contracts whenever our customer does not have an alternate preferred system. We have a history of leveraging the power of the system to control costs associated with maintaining large parts inventories, while ensuring that the RIGHT parts are on hand



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when needed. An inventory report generated by FASTER is shown below in **Figure II.2.1-1.**

II.2.1-1.

PARTS SURPLUS BY STOREROOM										PAGE	4
FSR0218										DATE	5/20/2008
										TIME	10:32
STOREROOM 007 505225 BROWNSVILLE PARTS DEPT											
PART NUMBER	DESCRIPTION	STA	LOCATION	TRUE COST	QTY IN STOCK	HIGH LEVEL	SURPLUS QTY	SURPLUS \$\$\$	LAST ISSUE	LAST ORDER	
140-3116	AIR FILTER	A	7D6	15.277	8	0	8	122.22	Apr 02, 2008	May 02, 2008	
15029058	FILTER GUAGE	A	7P1	46.953	2	0	2	93.91	May 15, 2007	May 07, 2007	
157147	315/80R22.5 TR19	A		265.000	2	0	2	530.00	Apr 05, 2008	Apr 05, 2008	
15733625	ROTOR	A	7L8	91.910	2	0	2	183.82	Jun 11, 2007	Jun 11, 2007	
15-8531	BLOWER MOTOR	A	AG	44.650	1	0	1	44.60	May 31, 2007	May 31, 2007	
15999135	ARMREST	A	RET	31.600	1	0	1	31.60	Aug 01, 2007	Aug 01, 2007	
159AMP	OIL FILTER FORD 4.0 4.6 5.4	A	7A2	1.591	11	0	11	17.50	May 15, 2008	Apr 24, 2008	
162MP	OIL FILTER GM 5.0 6.5	A	7A1	1.590	5	0	5	7.95	May 05, 2008	Jan 29, 2008	
166MP	OIL FILTER GM 4.8 5.3	A	7A1	1.590	1	0	1	1.59	May 19, 2008	Apr 24, 2008	
1701498	MOTOR	A	PRF	863.740	2	0	2	1,727.48	Jul 03, 2007	Aug 21, 2007	
1703371	connector	A	PRF	45.263	1	0	1	45.26	Oct 22, 2007	Oct 22, 2007	
170MP	OIL FILTER DODGE 4.7 5.2 5.9	A	7A1	1.590	5	0	5	7.95	May 03, 2008	Jan 29, 2008	
17772	HARNESSE	A	7L3	14.220	1	0	1	14.22	May 16, 2008	May 16, 2008	
179922	10.00-20 TRANSPORT 1	A		149.890	8	0	8	1,199.12	Jan 19, 2006	Jan 30, 2008	
19152995	FUEL PUMP MODULE	A		286.860	1	0	1	286.86	Apr 09, 2008	Apr 09, 2008	
1CAZ-13008-BA	HEADLAMP	A	7L3	125.960	1	0	1	125.96	May 26, 2008	May 26, 2008	
1CAZ-19C897-AA	BRACKET	A		19.990	1	0	1	19.99	Jan 29, 2008	Jan 29, 2008	
1L2Z-17A385-AA	LIC. PLATE BRACKET	A	AG	18.700	1	0	1	18.65	May 31, 2007	Jul 28, 2006	
A											
2002105	RESERVOIR	A		151.110	1	0	1	151.11	May 01, 2008	May 01, 2008	
20282	POWER STEERING PUMP	A	7M5	114.890	1	0	1	114.89	Jul 24, 2006	Nov 15, 2005	
20798	PIPE REDUCER	A	7P2	149.400	3	0	3	448.20	Oct 10, 2006	Oct 10, 2006	
21195	SPIDER COUPLING	A	AG	52.530	1	0	1	52.53	Jul 27, 2006	Jul 27, 2006	
21301	DIESEL ADDITIVE	A	CABINET	6.370	22	0	22	140.14	Jul 06, 2007	Dec 11, 2006	
21308DSC	HYDRAULIC MOTOR	A	7Q5	610.950	1	0	1	610.95	Oct 09, 2006	Apr 19, 2007	
22-47727-000	INDICATOR	A	7P1	61.880	1	0	1	61.88	Apr 13, 2007	Apr 13, 2007	
225nr	22.5 open face rim	A	tire rack	127.005	1	0	1	127.01	Dec 11, 2005	Dec 11, 2007	
22678731	A/C SENSOR	A	7M3	35.280	1	0	1	35.28	Jul 05, 2007	Jul 09, 2007	
23268	HOSE ASY	A	AG	37.393	19	0	19	710.47	Jun 19, 2007	Nov 14, 2006	
233595	RADIATOR	A	AG	176.240	1	0	1	176.24	Jul 05, 2007	Jul 05, 2007	
23917900	CAB FILTER	A	TBC1509	62.080	6	0	6	372.48	Jul 10, 2007	Jul 10, 2007	
24074	fuel filter	A	7B8	12.350	2	0	2	24.70	Sep 21, 2007	Feb 20, 2007	

Figure II.2.1-1: Inventory Report Generated By FASTER.

All Star acknowledges the need to maintain inviolate stocking levels for critical spare parts such as switches, valves, and gauges needed to support Fire Department vehicles. Based upon the individual parts criticality, the expected “mean time between failures”, and the difficulty to resupply the parts, we will establish a minimum stocking level. Annually, we will review the actual usage of these critical parts, and may revise the stocking levels accordingly to ensure maximum availability of critical Fire Department assets.

**II.2.2.4 PARTS WARRANTY (RFP ¶5.2.4)**

All Star will warranty all parts for a minimum of 30 days or the length of any warranty provided by the manufacturer. All Star Standard Operating Procedure at nearly all of our contract sites is to use FASTER to track warranted items that are installed on vehicles. If a warranted item should fail within the warranty period, FASTER will generate a management notice to alert the technician that a warranted part is involved in the repair process. All warranty adjustments including extended warranty adjustments will be made to All Star's monthly billing.

II.2.2.5 CORE CHARGES (RFP ¶5.2.5)

All Star will normally not charge the City for Core charges. Only when the replacement part is used in an instance to repair or replace a part which is not returnable, not rebuildable, unusable or damaged will a cost be incurred. These costs will be specifically identified as a separate item on work orders with an annotation as to why the part was not returnable.

II.2.2.6 CANNIBALIZED PARTS (RFP ¶5.2.6)

All Star does not normally prefer to use cannibalized parts, the primary rationale being they are of unknown life-expectancy, they cannot be warranted, and they require twice as much labor to use because we must account for both the labor to remove the item from the donor vehicle, as well as the labor to install in the vehicle being repaired.

We addressed a cannibalization situation above in **Paragraph II.1.7.15 Directed Work** where we discussed a situation when All Star swapped engines between a wreck and an operational police cruiser. As demonstrated by this example, All Star may not prefer to use cannibalized parts, but we will work closely with the City to maximize the use of



serviceable big ticket items salvageable from damaged or salvaged vehicles. Making the most efficient use of all the City's assets, serviceable, damaged, and salvaged, we help the City meet their cost savings goals.

II.2.2.7 TIRES (RFP ¶5.2.7)

All Star services fleets of diverse vehicle sizes and applications, and has extensive experience in ensuring that tires are suitable for not only the vehicle on which they are installed, but suitable to the mission of that vehicle as well. Whether the vehicle is a police cruiser with a potential need to perform high speed pursuits under adverse conditions, or a sedan used by City officials for day to day administrative transportation, All Star has experience helping our customers identify their requirements, and meet or exceed these needs.

All Star will provide all Tire Services in accordance with Paragraph 5.2.7 of the RFP as well as with the Department of Transportation (DOT) and the State of Georgia Standards and Regulations regarding tire tread depth, wear, failures, or other conditions regarding safety, this work will include but is not limited to: tire management, inflation, maintenance, repairs, rotation, mounting, demounting, disposal (including fees), replacement, wear management, balancing, field tire services, warranty management, inventory security, and maintenance of the inventory of mounted spares. All Star will work closely with the City to ensure that we provide tires for individual applications as specified by the City.



II.2.3 RE-PURCHASE OF CONTRACTOR ACTIVE INVENTORY (RFP ¶5.3)

All Star understands that at the conclusion of this contract, the Government has the option to purchase the entire demand-supported repair parts inventory in accordance with Paragraph 5.3 of the Request for Proposals.

II.3 REPORTS, RECORDS AND BILLING (RFP ¶6)

II.3.1 INFORMATION SYSTEMS REQUIREMENTS (RFP ¶6.1)

All Star looks forward to continuing the use of Augusta's existing FASTER installation. FASTER is our MIS of choice, and our standard procedures include operating in real time mode, opening work orders immediately upon receipt of equipment for service, and inputting labor, parts, subcontract costs and other data in a timely manner.

Mr. Dean Bailey is All Star's Subject Matter Expert (SME) in the use of FASTER. As a matter of record, Mr. Bailey has been recognized by CCG Systems as an expert as they have invited Mr. Bailey to accompany CCG representatives to make technical presentations about FASTER at Fleet Management Conferences. Mr. Bailey is normally in attendance at the FASTER update seminar as a presenter/instructor, so no additional cost will be passed on to the City of Augusta for his attendance.

II.3.2 FILES (RFP ¶6.2)

All Star has experience using both "Mitchell OnDemand" as well as "All Data" for access to manuals, bulletins, wiring diagrams, lubrication charts, drawings, and other information needed to successfully service, maintain, and manage a modern vehicle fleet.

To provide a complete audit trail of costs incurred under this contract, our Project Manager will maintain the following contract records:



- ◆ Copy of all service requests and completed work orders
- ◆ Vehicle History folder to include copies of all Work Orders executed on the vehicle in chronological order, as well as all initial vehicle purchase and identification data, accident/abuse reports, etc.
- ◆ Preventive Maintenance Schedule and PM forms listing specific inspection criteria
- ◆ Work (Repair) Orders itemizing all parts, labor and subcontract services performed on the vehicle to include vehicle ID, department, mileage, time/date of service, operator's comments and signature as well as any mechanic's notes recorded during the repair process
- ◆ Daily Log showing the shop activity for the purpose of Work Order Control and Vehicle Status/Disposition Tracking
- ◆ Time Cards and Payroll Records to substantiate all labor charges and employee time
- ◆ Daily Transmittal Sheets for recording all shop costs incurred (except labor) that are not charged to Work Orders

Additional completed forms relative to fleet maintenance activities to include: Visual Inspection Form, Accident Repair, Motor Pool, Request For Work, Full Inventory, Vehicle Specification Review, PM service Request and Mechanic Call-Out Forms.

II.3.3 RECORDS MANAGEMENT (RFP ¶6.3)

As stated above, All Star has extensive experience using FASTER, and we are arguably the only national Fleet Management Company who uses FASTER as a system



of choice, rather than using is simply because our customers demand it. All Star will provide access to all information to authorized City Officials at all reasonable times. This includes all electronic and hard copy data, files, unit folders, hard disks, records, correspondence, etc. All reference files, procedures, all electronic data and hard copy records will become the property of the City upon completion or termination of the contract.

II.3.4 REPORTS (RFP ¶6.4)

II.3.4.1 MONTHLY MANAGEMENT REPORT (RFP ¶6.4.1)

All Star will provide a consolidated Monthly Management Report to the City on or before the 10th working day of each month reflecting the previous month's activities. This report will contain supporting documentation for monthly activities and will be subject to content approval from the City's Contracting Officer.

- ◆ Number of shop orders
- ◆ Number of road service calls
- ◆ Number of vehicle PM's scheduled and completed
- ◆ Number of work orders processed, by facility
- ◆ Delinquent PM's
- ◆ Number of re-work repairs
- ◆ Number of Manufacturer Recalls Performed
- ◆ Warranty recovery/deductible
- ◆ Number of Service Calls
- ◆ Non Contract/Target Repairs by class and cost
- ◆ Inventory by shop



- ◆ Monthly staffing report
- ◆ Maintenance Costs for the month compared to Target Cost
- ◆ Cumulative Records of Subcontracted Work
- ◆ Total Parts Cost
- ◆ Problem/Accident Summary

In addition to the monthly report, All Star will provide the City with a detailed electronic inventory, including unit description, unit classification, unit assignments, and costs.

This data will be available to the City on an as needed basis through read-only access provided to our FMIS, FASTER. However, we will also provide this data electronically with our monthly report.

II.3.4.2 DAILY REPORTS (RFP ¶6.4.2)

On a daily basis, All Star will submit the Daily Backlog Report and the Daily Parts Status Report. Any recommendation for revisions will be presented to the Fleet Manager for consideration.

II.3.4.3 INSPECTION RECORDS (RFP ¶6.4.3)

All Star will provide the City of August with records of all inspections conducted, any corrective actions indicated and taken.

II.3.4.4 CONTRACT DISCREPANCY REPORT (RFP ¶6.4.4)

All Star employs ISO compliant procedures at our sites and we are familiar with the concept of both Contract Discrepancy Reports, and Corrective Action Reports (CDRs, and CARs). Our on-site Project Manager will respond in writing to the City, and will have the authority to work with the City to evaluate and correct any CDR. This authority includes the autonomy to expend funds to correct the discrepancy should one be found



to exist. Upon resolution, our Project Manager will close the issue with the City by providing a CAR which will explain in detail:

- ◆ The discrepancy
- ◆ The Root Cause of the discrepancy
- ◆ Immediate corrective actions taken to correct the discrepancy
- ◆ Programmatic actions taken to prevent future occurrences

II.3.5 MONTHLY BILLING (RFP ¶6.5)

By the tenth working day of each month, All Star Fleet services will provide the City with a single invoice for Target services and a single invoice for non-target services. Both invoices will be for costs incurred the previous month that have not been invoiced previously.

Each monthly Target Invoice for 1/12th of the annual target cost will include a unit-by-unit summary of maintenance and repair activity from the previous month. The invoice package will also include a monthly cost summary for the preceding month detailing the preceding month and Year-to-Date Costs.

The Non-Target Invoice will include the part numbers, item descriptions, work order numbers, unit numbers, costs and extended costs as applicable, and will be accompanied by documentation of City authorization to perform the Non-Target work. A copy of appropriate backup paid invoices will be provided for all reimbursable items in the invoice to the City. The Non-Target invoice will be in the form of a billing report generated by the FMIS.



All Star Fleet Services invoices will include a statement certifying that the charges billed to the City are true and accurate and were incurred in the performance of the terms of the contract. Each invoice will be signed by our Project Manager.

All Star understands that the City will pay all non-disputed invoiced items within 30 days of invoice receipt, and that payment for disputed items will be made upon dispute resolution. Should the City dispute any Non-Target costs, All Star will prepare additional verification data for these costs and cooperate completely during the evaluation by the City.

II.3.6 OPERATING STATEMENT (RFP ¶6.6)

All Star will submit our Monthly operating statement with our monthly invoices. This statement will address all expenses and costs from the previous year. These costs will include:

- ◆ Total cost of parts
- ◆ Total Payroll Expense
- ◆ Total cost of other direct costs such as uniforms, supplies etc.
- ◆ Total administrative and management fees

II.4 QUALITY ASSURANCE PROGRAM MANAGEMENT

Our *Commitment to Quality* is rivaled only by our commitment to Safety. The focus of All Star's Quality Assurance Program is the systematic, continuous improvement in all aspects and all levels of our fleet operation—people, methods, materials and technology. As an example of our *Commitment to Quality*, **Figure II.4-1** addresses our ISO certifications. It is through a daily awareness of and *Commitment to Quality* that we



instill excellence into our work processes. We do not merely find and correct problems; we practice a worksite ethic that prevents them. This motivates our employees to ***do the job right the first time***. Critical to producing a quality product is identifying the baseline from which we start. To this end, each and every preventive maintenance or repair action will begin with a quick walkaround inspection by one of our service coordinators to evaluate the condition of the vehicle and identify any additional damage or issues which had not been noted by the operator. Any issues found during this walkaround will be brought to the attention of the operator, and corrective action will be taken as necessary. The criticality of these

QUALITY ASSURANCE PROGRAM

All Star maintains a corporate-wide commitment to quality. We have achieved ISO 9000 certification at multiple contract sites:

ISO 9002 Certification, Barber's Point, Hawaii (1999)

ISO 9001:2000 Certification,
AS Gebäudemanagement GmbH
(subsidiary of All Star) (2002)

ISO 9001:2000 Certification, Jet Propulsion
Lab, California (2004)

ISO 9001:2000 Certification,
All Star Fleet Services,
Business Development Group,
Fort Worth, Texas (2005)

Unlike Six Sigma and its derivatives, which focus on elimination of defects in manufacturing, ISO 9000 was specifically designed to establish international best management practices as they relate to service industries—including fleet maintenance and management. For this reason, All Star chose ISO 9000 as our quality management standard.

Figure II.4-1 Quality Assurance Program

actions will be based upon the severity of the problem, the time required for repair, and the availability of the vehicle to be taken out of service for the additional repairs. In no case will these additional repairs be used as justification to postpone the work which was originally scheduled to be performed.

We recognize that quality improvements are best achieved through direct employee and management participation in a joint decision-making process (**Figure II.4-2**) that addresses the “way we work.” All work processes, including our management policies,



are placed under the microscope and targeted for improvement. To do this, we must create a climate of mutual trust and respect at every level of our organization. All Star has accomplished this in our quality processes by involving each employee and having our employees take personal responsibility for their actions. This empowers them to make decisions affecting their work. Through the free exchange of ideas, all employees work together to actively search out causes of waste or error so that quality improvement becomes ingrained in their work routine. This enables all employees to achieve personal excellence in their jobs—since quality improvement cannot be delegated.

The All Star Quality Culture relies on a system of Quality Assurance Processes, Quality Assurance Inspections, and a system of surveys. Surveys are completed by the individual customer when work is performed and are completed by the Customer's Management Team to identify how we are doing and how we may do better. Quality begins at the grass roots level. Our employees are encouraged to spot waste or errors in day-to-day work processes before they become defects or negative trends that may result in inefficiencies and loss (see **Figure II.4-4 through Figure II.4-7**). They are most likely to identify practical solutions to seemingly difficult problems.

We involve our customer throughout the Quality Assurance process. We collect customer data to monitor not only performance, but also the perceptions of our performance held by our customer base. Using trend analysis, we are proactive in fostering and expanding positive trends, and minimizing and eliminating negative trends. As we identify trends, both positive and negative, we coordinate with the City's



representatives to develop new processes, or modify existing processes to improve performance. Before any process changes are implemented, we will coordinate with the City to ensure all stake holders have concurrence in any changes to how we do business.

The most visible way of quantifying quality work is to establish defined metrics to evaluate performance. We have found that the most valuable metrics to track are:

- ◆ **Fleet Availability**
- ◆ **PM Program Compliance** - FASTER tracks compliance with the PM Program and can readily produce reports to help evaluate compliance.
- ◆ **Maintenance and Repair Performance** - Maintenance and repair performance are tracked using both the above tools, fleet availability, and PM Program compliance to develop an overall performance metric.
- ◆ **Parts Availability** - Best measured by the lead time associated with parts procurement. While not all parts may be stocked, commonly used parts will be stocked. Failure to stock commonly used parts will trigger the generation of a Deficiency Report (**Figure II.4-6**) and require further evaluation and corrective actions.
- ◆ **Vehicle Safety and Reliability** - Performance is measured by determining if any accidents or vehicle failures were brought about by the actions of our technicians. ANY incidences will generate a Deficiency Report (**Figure II.4-6**) and require further evaluation and corrective actions.



- ◆ **Customer Service** - Performance is measured by evaluating Customer Service Questionnaire (**Figure II.4-5**) completed at the time of service. These questionnaires provide meaningful feedback from the end-users showing how well we are providing for our customers.
- ◆ **Cost Reduction Initiatives** - Costs are tracked through the Fleet Information Management System. Using this data, we have relatively quick feedback for evaluating if Cost Reduction Initiatives are effective.
- ◆ **Annual Performance Review** - On an annual basis, we request that our customer's management team provide feedback in the way of a review to assist us in gauging how we are performing as well as solicit customer input into how we can perform better.

All Star uses paper as well as electronic forms and checklists to monitor performance (**Figure II.4-3**). Our means of involving every employee in quality improvement is a program of recognition and rewards. Through this program, we provide our employees

Figure II.4-3



An All Star Technician uses a checklist to verify work completion prior to returning a vehicle to service.

with monetary incentives and achievement awards along with the freedom of self expression to do their job as they know best. This fosters a commitment to excellence on an individual basis. When employees are praised and rewarded for their efforts, their productivity and participation generally increases.



QUALITY IMPROVEMENT FLOWCHART

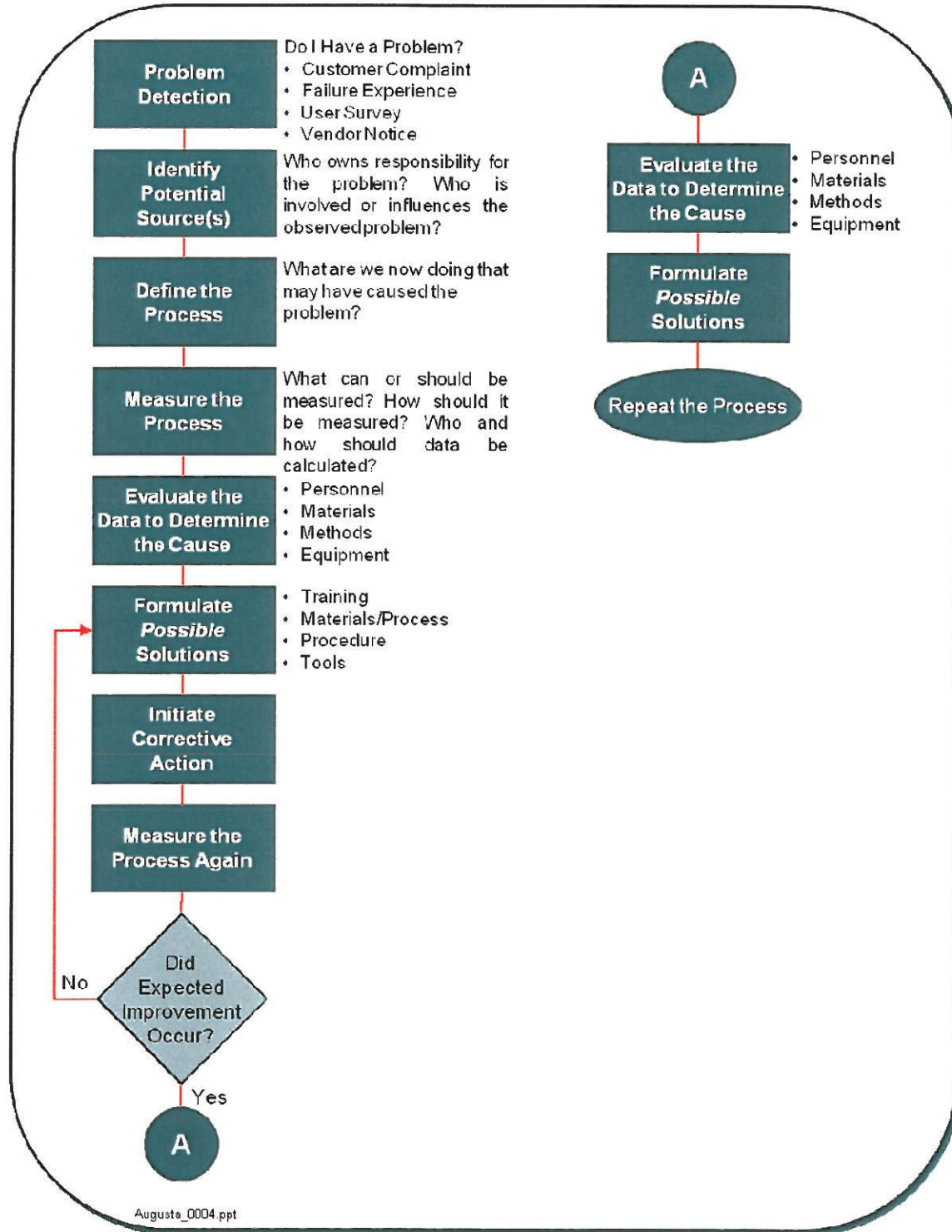


Figure II.4-2: Quality Improvement Flowchart.



QUALITY ASSURANCE INSPECTION SCHEDULE

Required Service	Inspection Freq.	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Preventive Maintenance	Monthly	✓																														
Repairs-Corrective Maintenance	Daily	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Quick Fix	Daily	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Repairs Warranty	Weekly	✓							✓							✓							✓									
Emergency/Road Service	Monthly	✓																														
Emergency Situations	Each Occur.																															
Safety Inspections	Monthly	✓																														
Accident Vandalism Repair	Monthly	✓																														
Monthly																																
Tire Repair Service	Weekly	✓							✓							✓							✓									
Body & Fender Repair	Monthly	✓																														
New Vehicle Preparation	Monthly	✓																														
Warranty Recall Work	Weekly	✓							✓							✓							✓									
Down-Time	Monthly	✓																														
Turn Around Standards	Daily	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Security Buildings & Vehicles	Daily	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Key Control	Monthly	✓																														
Parts and Supplies	Weekly	✓							✓							✓																
Timely Submission of Reports	Daily	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Publications Manuals Bulletins	Monthly	✓																														
Uniforms	Monthly	✓																														
Environmental Protection	Monthly	✓																														

Verified By: Quality Assurance
Manager

Date

Project Manager

Date

Figure II.4-4: Quality Assurance Inspection Schedule.



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SERVICE QUESTIONNAIRE

SERVICE QUESTIONNAIRE	
PLEASE TELL US ABOUT THE SERVICE YOU RECEIVED! Whether our service was satisfactory or unsatisfactory we would like to know about it. Please take time to fill out this questionnaire and return it to our Project Manager. We appreciate your comments.	
Was the vehicle ready when promised? Was the vehicle clean? Were you treated courteously by shop personnel? Were all requested repairs/services performed? Exceptions: _____ _____	Yes No ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
Did you report all deficiencies to maintenance? Was this repair a rework of a previous repair? Please rate the quality of service which you received: ☐ Excellent ☐ Good ☐ Average ☐ Poor Comments: _____ _____ Suggestions: _____ _____ _____ Name: _____ Department: _____ Date _____	
DO NOT WRITE BELOW THIS LINE	
Date/Time: _____ RE: Repair Order #: _____ Vehicle Check By: _____ Vehicle #: _____ Garage _____	

Figure II.4-5: Service Questionnaire.



City of Augusta, Georgia
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DEFICIENCY REPORT

Date:

DEFICIENCY REPORT		
To: Project Manager From:	Area of Inspection: Employee/Vehicle/W.O. #:	
Deficiency Description:		
Immediate Fix Possible? ☐ Yes ☐ No		
Recommendation/Fix Performed:		
Follow-Up Action:		
Date Scheduled:	Date Accomplished:	Accomplished By:

Figure II.4-6: Deficiency Report.



City of Augusta, Georgia
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INSPECTION CHECKLISTS

Inspection Checklists

Inspector: _____

Inspection Date: _____

Work Practices	Yes	No
1. Are there safe work procedures for each job or activity involving the use of chemical contaminants?		
2. Are the employees trained in these practices?		
3. Are there procedures for disposing of toxic or dangerous wastes?		
4. Are they followed?		
5. Are preventive measures taken to prevent dermatitis from occurring?		
6. Is smoking or eating prohibited in areas where there are ingestion hazards?		
7. Are there separate eating facilities?		
8. Are employees prevented from using compressed air to blow dust from clothing and/or equipment?		
9. Are proper containers provided and used for dispensing chemicals?		
* Any response of "NO" must be addressed below in the "Remarks" section and corrective action documents on Company Form SO-1.		
REMARKS:		

Figure II.4-7: Inspection Checklists.



This commitment to individual excellence sets the stage for long-term quality improvement using a team approach, beginning with our senior management. It is important that we begin with management and keep management fully committed, so that our managers and supervisory personnel will continue to lead the way. But, quality does not happen by decree. Commitment to quality improvement must be made on behalf of **every** member of our organization. Therefore, each employee becomes involved in every step in the process from defining what needs to be improved, to problem solving, to applying solutions and finally to evaluating the results. Once the improvements have been achieved, All Star management provides recognition and rewards for all those involved in the process to emphasize the "Team" concept.

Final responsibility for quality performance rests with the onsite Project Manager, but this is a responsibility shared by every onsite All Star personnel, **Figure II.4-8** highlights responsibilities of our staff for Quality Control and Quality Assurance. The most effective means of ensuring Quality Control is to encourage participation in quality analysis and correction at all levels of the organization level. All employees are made acutely aware of the importance of quality performance and of their personal responsibility, not just to meet Performance Standards, but to exceed them. It is by doing a job right the first time that quality is most effective, not by rejecting work at the end of the line. We accomplish our Quality Control Goals through established policies, procedures and standards, training, responsibility assignment, process review and enhancement, and participation in quality problem solving. Line management personnel will systematically measure our services against established Performance Standards.



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ANNUAL PERFORMANCE REVIEW

Appraiser: _____
Appraisal Date: _____

1. All Star places a priority on servicing their customers.	☐ Strongly Disagree	☐ Disagree	☐ Neither Agree or Disagree	☐ Agree	☐ Strongly Agree
Comments: _____					
2. All Star provides their employees and their customers a safe shop environment.	☐ Strongly Disagree	☐ Disagree	☐ Neither Agree or Disagree	☐ Agree	☐ Strongly Agree
Comments: _____					
3. All Star effectively communicates maintenance and repair completion times.	☐ Strongly Disagree	☐ Disagree	☐ Neither Agree or Disagree	☐ Agree	☐ Strongly Agree
Comments: _____					
4. All Star technicians are highly skilled and professional.	☐ Strongly Disagree	☐ Disagree	☐ Neither Agree or Disagree	☐ Agree	☐ Strongly Agree
Comments: _____					
5. All Star provides high quality parts.	☐ Strongly Disagree	☐ Disagree	☐ Neither Agree or Disagree	☐ Agree	☐ Strongly Agree
Comments: _____					
6. All Star does the job right the FIRST time.	☐ Strongly Disagree	☐ Disagree	☐ Neither Agree or Disagree	☐ Agree	☐ Strongly Agree
Comments: _____					
7. All Star completes Preventive Maintenance on schedule.	☐ Strongly Disagree	☐ Disagree	☐ Neither Agree or Disagree	☐ Agree	☐ Strongly Agree
Comments: _____					
8. All Star provides highly competitive pricing on vehicle repair.	☐ Strongly Disagree	☐ Disagree	☐ Neither Agree or Disagree	☐ Agree	☐ Strongly Agree
Comments: _____					
9. All Star aggressively administers subcontractors to ensure the City receives consistently high levels of service.	☐ Strongly Disagree	☐ Disagree	☐ Neither Agree or Disagree	☐ Agree	☐ Strongly Agree
Comments: _____					
10. All Star provides great value to the City.	☐ Strongly Disagree	☐ Disagree	☐ Neither Agree or Disagree	☐ Agree	☐ Strongly Agree
Comments: _____					

Figure II.4-8: Annual Performance Review.



II.5 TRANSITION PLAN

All Star understands that in a service industry the needs of the customer are paramount, for without the customer we would not be in business. All Star has built our company on this philosophy, and we rely on positive references to continue to gain future work. All Star has a proven exemplary track record for successfully completing difficult Phase-Ins after winning contracts from companies who don't share our philosophy. The City of Augusta can rest easy, assured that should the City decide in the future to award a follow-on contract to one of our competitors, All Star will stay in your corner through the last day of the contract, delivering the highest value services to support the safety and productivity of City employees.

II.5.1 TRANSITION COSTS

All Star is aware of the importance of a comprehensive Phase-In to transition from one contractor to the next. Having phased in over 400 contracts, we are also aware of the costs associated with phasing in both large and small projects. We have examined the complexity of the City of Augusta Phase-In, and we are prepared to absorb our Phase-In Costs across our General and Administrative Overhead over the period of the contract. This ensures an in-depth Phase-In to seamlessly transition the contract, while not impacting the City with higher upfront transition costs.



Our team focuses on starting each contract with a clean well organized shop. Here our team prepares the Thomasville, Georgia shop.



II.5.2 TRANSITION PLAN

All Star is proposing a 30-day phase-in period in which to assume contract operations. We will devote the needed resources to ensure City services are not impacted if we are chosen for this contract. During the transition period All Star's proposed Project Manager will be onsite to observe the operations performed by the present workforce and to develop his work plan. He will be joined by selected individuals from our corporate office with expertise in the areas of personnel and contract administration, fleet management systems and fleet contract phase-in. The primary goal of the transition plan is to maintain continuity of operations in an efficient manner while completing our orientation and change over to All Star's total management of the City's fleet.

All Star has experience in the transition of nearly every type of fleet service contract under almost all conditions. We have initiated totally new start-up contracts (where no facilities, equipment or employees existed), transitioned contracts operated by government employees and contracts operated by other contractors. We have started contracts during winter blizzards and summer hurricanes as well as contracts with multiple union agreements. We have started contracts requiring delivery of more than \$150,000 in inventory, \$90,000 in equipment and 100 employees simultaneously. In all instances, we have never failed to assume full contract operation on the performance start date.



Specifically, for every one of our contracts:

- ◆ We have been fully staffed and assumed all contract responsibilities at contract start date
- ◆ All contractor equipment, inventory and vendor accounts were in place
- ◆ All financial resources were available to the project on day one
- ◆ All administrative systems, policies, procedures, and corporate resources were in place and functional

The key to a successful transition is a well developed Phase-In Plan and Schedule. This is absolutely essential to coordinate every event, the arrival/hiring of each individual and to ensure all required actions are accomplished on time with no disruption of ongoing services.

Each new contract must be treated as a unique situation, requiring a tailored Phase-In Plan to meet the specific requirements and environment.

We are keenly aware of the detail and coordination of resources that is necessary to ensure a smooth transition of management while maintaining continuity of operations. We approach each contract phase-in as a unique situation, with one objective in mind—no disruption of service. Therefore, as much attention is devoted to developing and executing the Phase-In Plan as is given to every other contract requirement (see **Figure II.5-1**).



PHASE-IN PLAN

Phase-In Task	Week 1	Week 2	Week 3	Week 4	Start
1 Corporate phase-in team on-site	←→				
2 Project Manager and Key Staff on-site	←→				
3 Establish liaison with Contract Administrator	←→				
4 Pre-Contract briefing of all contract personnel			←→		
5 Initiate weekly project status meeting with Contract Administrator			←→		
6 Recruiting / Placement of Personnel	←→				
- Conduct Interviews	←→				
- Conduct Physical Exams, testing, proof of certification/license	←→				
- Notify selected applicants, begin processing employment	←→				
7 Provide Employee uniforms and safety equipment				←→	
8 Review / modify safety, security and quality assurance programs	←→				
9 Set up office accounting /reporting procedures			←→		
10 Inspect and inventory facilities and equipment			←→		
11 Update work instructions and standard operating procedures	←→				
12 Inspect and count parts inventory				←→	
13 Establish vendor accounts	←→				
14 Review preventive maintenance schedule backlog				←→	
15 Order bench stock	←→				
16 Order contractor furnished supplies, materials and computers	←→				
17 Order contractor furnished support equipment, tools and test devices	←→				
18 Conduct new employee orientation			←→		
19 Update work instructions and standard procedures			←→		
20 Conduct any additional / specialized training, FASTER			←→		
21 Designate Safety Officer and Custodian				←→	
22 Present on-call emergency list to Contract Administrator				←→	
23 Hand receipt property equipment and vehicles				←→	
24 Submit pre-existing deficiency report on facilities and equipment on hand	←→				
25 Submit bonding and insurance requirements	←→				
26 Accept contract responsibility					←→
27 Review transition with Contract Administrator/Contracting Officer				←→	
<i>Please Note: All Star has the full capability to accelerate this schedule to meet Customer's Priorities</i>					

Figure II.5-1: Phase-In Plan.

Our Phase-In Schedule reflects a 30-Day Phase-In Period which we feel is adequate to implement our Management Plan and be fully operational on day one. It identifies the major milestones and actions that are normally performed during the Transition Period by our Phase-In Team. We understand that this period could be shortened or rearranged according to the City's needs; therefore, we are ready to adapt our plan accordingly. Upon Notification of Contract Award, our corporate staff will start our pre-contract preparations, including:



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- ◆ Establish liaison with the City Contract Administrator to ensure a smooth assumption of all contract requirements on contract start date
- ◆ Issue the detailed Phase-In Plan containing a schedule of all milestones, key staffing and deliverable items; submit a copy to City Officials for review and comments
- ◆ Prepare necessary contracts, insurance certifications, performance bonds, subcontracts and other legal documents
- ◆ Arrange travel plans for corporate Phase-In Team Members, notify City Contract Officers of their estimated times of arrival at the City
- ◆ Plan and coordinate initial meetings with the City Officials and User Department Heads
- ◆ Survey the local area, establish local banking arrangements for petty cash funds and other accounts necessary to service Phase-In Period and Payroll Services
- ◆ Initiate hiring personnel for any unfilled positions (place ads in local papers; contact State Unemployment Office, etc.). Prepare employment orientation and training
- ◆ Perform the Facility and Shop Equipment Inspection and Determine Pre-Existing Deficiencies



Our site at Thomasville, Georgia - Cleaned, Inventoried, Organized, and ready to start work.



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- ◆ Prepare Maintenance Transition and Perform Total Fleet Assessment Form Record
- ◆ Establish Preventive Maintenance Schedules
- ◆ Define User Department Tracking and Reporting
- ◆ Establish Performance Standards and Measurement Process
- ◆ Perform Parts Inventory and Establish Purchase Plan
- ◆ Train Employees on Management Information System
- ◆ Load Vehicle and Equipment Data
- ◆ Prepare Asset Transaction
- ◆ Train Administrative Procedures to Personnel
- ◆ Finalize Contract Start-Up



PART III – MANAGEMENT APPROACH

III.1 LOCAL ON-SITE MANAGEMENT

The Contract Management Office is the central point of authority and responsibility for all contract activities. Our Project Manager has ultimate responsibility for management and performance of all vehicle maintenance activities at the contract site. He is supported by a group of highly qualified subordinates responsible for Quality Assurance, Inventory Control, Maintenance Control/Records as well as Vehicle Repair. All activities of this team are coordinated by the Project Manager for close control over all contract resources and to ensure top quality performance.

The Project Manager has overall responsibility to ensure vehicles and equipment are maintained in a safe and serviceable condition by using the most economical, reliable and up-to-date repair and management procedures available. In addition, he will ensure all vehicles assigned to the City Fleet are in a ready state.

Other duties of the Project Manager include:

- ◆ Plans and organizes vehicle maintenance activities and resources
- ◆ Establishes organizational assignments to meet defined fleet availability goals
- ◆ Analyzes and reviews maintenance reports to ensure Preventive Maintenance and repairs are completed and monitors Work Order and cost control
- ◆ Provides emergency coverage by coordinating resources to meet specific City-directed emergency response efforts
- ◆ Functions as the single point of contact between All Star and the City and has direct control over all contract functions



- ◆ Other duties to ensure outstanding customer support and services

All Star understands the necessity of quick, decisive action on a critical support contract such as this. Therefore, we have structured our onsite organization for responsive, autonomous operation. Our Contract Management Structure is arranged in a manner which expedites the decision-making process by centralizing authority in the Project Manager's Office, with division of responsibility and authority over each major functional area to subordinate personnel who are dedicated to that area. All Star's Contract Office will be the single control point of contact with City Officials and User Departments Heads to ensure responsive action to all Fleet Management and Maintenance concerns. Our Project Manager will have at his disposal additional resources and technical expertise as needed, provided by the Corporate Office, including access to specialized equipment, specialized training, Management Information Systems, etc.

We will provide our Project Manager with an Annual Budget, calculated to satisfy all forecasted requirements, and a reserve which will allow him to react to changing requirements autonomously. He will have responsibility to ensure all fleet support requirements are accomplished quickly in accordance with the terms of the contract, and he will have authority to negotiate changes to the contract, subject to corporate approval, thereby obligating the company to perform any services so negotiated.

As in most of our contracts, the City Fleet consists of several sub-fleets under the control of various User Departments. Our Project Manager is the primary point of contact for each User Department for any questions or concerns. He will provide the management oversight and day-to-day coordination necessary for scheduling vehicles



for Preventive Maintenance and repair during normal work hours. His backup will be the Shop Supervisor, who will ensure all calls from users are handled promptly. Additionally, All Star will ensure that our Project Manager and at least one qualified Mechanic are available 24-hours-per-day, seven-days-per-week by cell phone, which will be provided by All Star. Planning, reporting and problem solving will be accomplished directly through the Project Manager, which will allow us to keep users continuously apprised of the status of their vehicles and equipment.

III.1.1 CONTRACTOR PERSONNEL

III.1.1.1 PROJECT MANAGER (RFP ¶3.3.1)

Our site Project Manager has proven technical and managerial experience in the field of both light vehicles such as police vehicles, pickup trucks, and heavy equipment fleets, to include road building equipment, heavy fleet and light vehicle management and maintenance. **Mr. Reynaldo Martinez** is a seasoned manager who possesses the necessary skills and experience required to ensure the successful performance of all contract requirements. We have attached Mr. Martinez's resume to this proposal at the end of **Part IV, Experience and Résumés**. All Star has confidence that the City will be more than satisfied with Mr. Martinez as our Project Manager, however, in accordance with the requirements of the RFP, we are also pleased to present Mr. Abel Salgado as our alternate recommendation. Mr. Salgado's resume is also attached at the end of **Part IV**.

We know that compatibility with the customer is the most important quality our manager must possess in order to maintain effective working relationships. These relationships are essential to every service contract. We want the City to know our onsite Project



Manager will be someone they can work with in the cooperative pursuit of service excellence under this contract.

III.1.1.2 SELECTION OF PERSONNEL

It is All Star's policy to staff our contracts with the most qualified employees available. Most often, the current employees possess special knowledge of the contract environment and equipment unique to this fleet. Therefore, it has always been our policy to fill our budgeted manning by first offering positions to incumbent employees, provided they meet All Star's employment qualifications.

It is in the best interest of continuity as well as quality delivery of services to hire proven individuals who are already familiar with the current contract environment and orient them to All Star's management requirements. We will interview all interested incumbent personnel and offer them first right of refusal for any position for which they are qualified. This policy ensures a smooth transition and maintains a stable workforce. It has been our experience that most incumbent personnel seek employment with the incoming contractor because they are satisfied with their position and desire to remain in the local area. Not only do we try to hire as much of the existing workforce as possible at the onset of a contract, but we usually retain almost all of these employees throughout our tenure on the contract.

The All Star Staffing Plan reflects staffing the contract with the following personnel:

- ◆ 1 Project Manager
- ◆ 1 Human Resources Administrator
- ◆ 1 Operations Administrator



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- ◆ 1 QA/Safety Administrator (*Augment to Fleet Manager Staff*)
- ◆ 1 Fleet Operations Assistant (*Augment to Fleet Manager Staff*)
- ◆ 1 Fleet Operations Specialist (*Augment to Fleet Manager Staff*)
- ◆ 1 Supply and Environmental Supervisor
- ◆ 2 Supply Specialist I (*Broad St. and Tobacco Rd.*)
- ◆ 2 Supply Specialist II (*Broad St. and Tobacco Rd.*)
- ◆ 1 Supply Specialist III (*Broad St.*)
- ◆ 3 Shop Supervisors (*Broad St. and Tobacco Rd., Fire Equipment*)
- ◆ 2 Service Coordinator
- ◆ 3 Office and MIS Clerk (*Broad St. and Tobacco Rd.*)
- ◆ 2 Porters (*Broad St. and Tobacco Rd.*)
- ◆ 4 Lead Technicians (*Broad St., Walton Way, 2 @ Tobacco Rd.*)
- ◆ 5 Technician I (includes light vehicle, medium/heavy wheeled, and small engine techs)
- ◆ 5 Technician II (includes light vehicle, medium/heavy wheeled, tracked vehicle, and small engine techs)
- ◆ 10 Technician III (includes light vehicle, medium/heavy wheeled, tracked vehicle, and small engine techs)
- ◆ 1 EVT Technician I
- ◆ 1 EVT Technician III

The inter-relationship of these personnel is depicted in the following Organization Chart,
Figure III.1.1.2-1. Specific responsibilities for each position are listed following the Organization Chart.

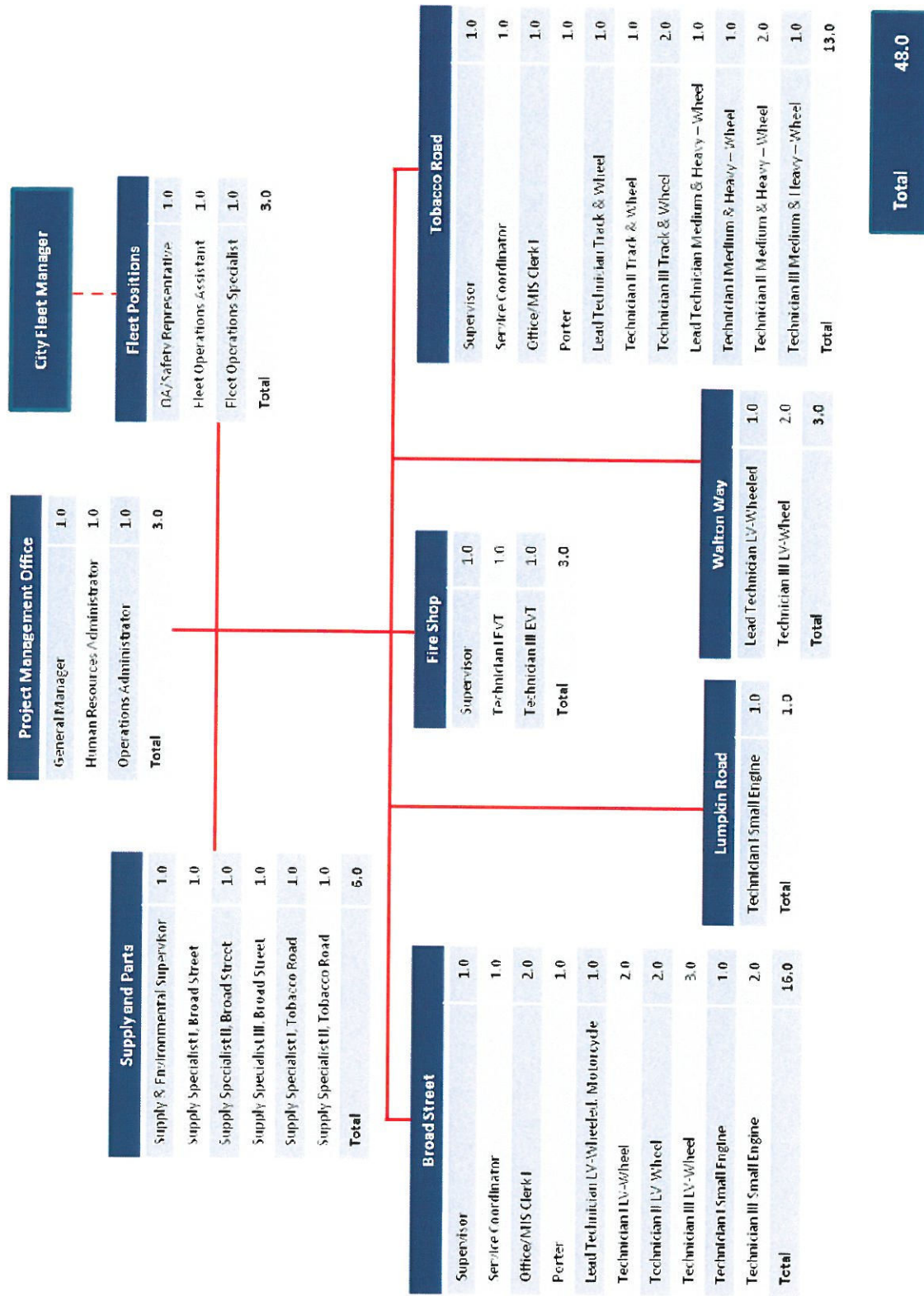


Figure III.1.1.2-1: Organization Chart.



III.1.1.2.1 EMPLOYEE POSITION DESIGNATIONS AND RESPONSIBILITIES

All Employees will meet or exceed the minimum experience and education requirements set forth in the RFP for their respective positions. All Star's hiring policies and provisions are addressed in Paragraph III.1.1.2 above, and in Paragraphs III.1.1.2.2 and III.1.3 below.

III.1.1.2.1.1 PROJECT MANAGER RESPONSIBILITIES

This position will be responsible for maintaining a successful partner relationship with the customer. The Manager is responsible for overall management and administration of the contract operation including staffing budget, contract performance and contract compliance.

This position plans, organizes, assigns and directs the work activities of subordinate staff to realize the unit's work goals and to ensure the consistent application of unit technical policies, procedures and guidelines. Confers with subordinates to exchange information and explain work policies, procedures and guidelines; and identify work related problems, impact and formulate possible solutions.

- ◆ Reviews and compares work performance and/or products for subordinate staff to determine training needs and determine for recommendation to management appropriate personnel actions such as promotions, status changes, separations and grievance dispositions.
- ◆ Trains subordinate staff in the work principles, policies and procedures to maintain and/or improve the production levels of employees.
- ◆ Establishes Preventive Maintenance Programs and Schedules equipment for service.



- ◆ Assess fleet problems and solutions.
- ◆ Negotiates contract modifications as directed and authorized by Corporate.
- ◆ Monitors and performs periodic inspections of facilities, equipment and inventory to assure safe operations and security of client provided property.

III.1.1.2.1.2 HUMAN RESOURCES ADMINISTRATOR RESPONSIBILITIES

- ◆ Assist with a wide variety of personnel policies and programs (e.g. screen/evaluate employment applications etc.) for the purpose of conforming to company and City policies.
- ◆ Coordinate employment processes for the purpose of meeting staffing requirements while complying with all State and federal regulations.
- ◆ Develop and maintain a wide variety of complex personnel related records (e.g. staffing allocations, leaves of absence) for the purpose of documenting activities, providing written reference, and/or conveying information to management, staff and Corporate.
- ◆ Inform employees and applicants regarding a variety of procedures and program requirements for the purpose of providing necessary information for making decisions, taking appropriate action and/or referring to someone else if appropriate.
- ◆ Maintain manual and electronic documents, files and records for the purpose of providing accurate information in compliance with regulations.
- ◆ Monitor a variety of employment processes for the purpose of ensuring efficient processing of applicants and employees in addressing position requirements and adhering to legal and/or administrative requirements.



- ◆ Prepare a variety of reports and related documents for the purpose of providing documentation and information to others.
- ◆ Process documents and materials for the purpose of disseminating information to appropriate parties.
- ◆ Respond to written and verbal inquiries from a variety of internal and external sources for the purpose of resolving problems, providing information and/or referring to appropriate personnel and/or identifying the relevant issues.
- ◆ Perform related duties as assigned.

III.1.1.2.1.3 OPERATIONS ADMINISTRATOR RESPONSIBILITIES

Supports the Administrative and clerical requirements of the Project Manager and Human Resources Administrator. Clerical duties assigned may include:

- ◆ Answering telephones
- ◆ Bookkeeping
- ◆ Typing or word processing
- ◆ Office machine operation
- ◆ Filing
- ◆ Other duties as assigned

III.1.1.2.1.4 QUALITY ASSURANCE/SAFETY REPRESENTATIVE RESPONSIBILITIES

Directly supports the City Fleet Manager as an Augment to his/her staff

- ◆ Responsible for the inspection of vehicles and equipment leaving the repair facility to ensure repairs services are proper and recorded under the MIS system, that all labor is accounted for as well as parts and sublet charges.
- ◆ Reviews work orders to ensure proper posting.



- ◆ Assists the Fleet Manager and General Manager in observations of shop operations for better efficiency.

III.1.1.2.1.5 FLEET OPERATIONS ASSISTANT RESPONSIBILITIES

Directly supports the City Fleet Manager as an Augment to his/her staff

- ◆ Assists the Fleet Manager in preparation of bid specifications
- ◆ Communicates with vendors to obtain pricing information, and researches technical specifications of vehicles and equipment and other duties associated with the procurement of new equipment.
- ◆ Provides administrative support for the licensing and registration of all vehicles and equipment in accordance with Georgia law.
- ◆ Provides technical advice and/or information to Directors, Assistant Directors, Superintendents and supervisors on equipment and capital expenditures.

III.1.1.2.1.6 FLEET OPERATIONS SPECIALIST RESPONSIBILITIES

Directly supports the City Fleet Manager as an Augment to his/her staff

- ◆ Responsible for the preparation of new vehicles and equipment for issue and decommissioning of fleet vehicles
- ◆ Provides support to the Administrative Assistant for warehousing excess equipment.
- ◆ Provides maintenance support for grounds maintenance of the Fleet Management area.
- ◆ Provides minor repair services for vehicle damages including the exchange of body type parts, buffing of vehicles, exchange of seats or other parts.
- ◆ Responsible for the accountability of direct exchange parts and equipment.



- ◆ Maintains pool vehicles, coordinates repairs and inspects the pool vehicles for safety problems.

III.1.1.2.1.7 SUPPLY & ENVIRONMENTAL SUPERVISOR RESPONSIBILITIES

Supervises and directs vehicle and equipment part supply and inventory functions.

Performs a variety of moderately complex duties. Responsible for supervising and performing vehicle and equipment parts supply and inventory functions for multiple maintenance shops or shifts.

Works under general supervision of the Project Manager, and has independence and some latitude in developing procedures and methods.

- ◆ Schedules, distributes/balances and guides the work assignment of co-workers, according to established work flow requirements, and documents and communicate production levels and training needs. Trains co-workers in specific tasks, job practices and procedures for vehicle and equipment parts supply.
- ◆ Orders parts, materials and supplies used in maintenance and repair
- ◆ Processes invoices for payment. Verifies receipt of invoiced parts, materials and supplies
- ◆ Maintains and tracks inventory records on computer records
- ◆ Unloads, stores, transports, delivers and distributes parts, material and supplies.
- ◆ Coordinates activities with vendors and sales representatives. Follows up on items not received and validates item pricing and discounts.



- ◆ Monitors the contractor Environmental Program, responsible for ensuring completion of all statutory forms and compliance with all statutory auditing requirements

III.1.1.2.1.8 SUPPLY SPECIALIST I RESPONSIBILITIES

Order, stock and distribute automotive and equipment parts, and maintain inventory records on the computer:

- ◆ Perform a variety of moderately complex duties, including ordering, stocking and distributing parts used in maintaining and repairing vehicles and equipment and maintaining related vehicles records.
- ◆ Processes invoices for payment. Verifies receipt of invoiced parts, materials and supplies.
- ◆ Maintains and tracks inventory computer records.
- ◆ Unloads, stores, transports, delivers and distributes parts, materials and supplies.
- ◆ Ensures that the parts storage and work area are clean and orderly.

III.1.1.2.1.9 SUPPLY SPECIALIST II RESPONSIBILITIES

Assists in the ordering, stocking and distribution of automotive and equipment parts, and maintains inventory records on the computer: Normally works under the supervision of a Supply Specialist I, but able to work independently to complete tasks and goals assigned.

- ◆ Verifies receipt of invoiced parts, materials and supplies.
- ◆ Maintains and tracks inventory computer records.



- ◆ Unloads, stores, transports, delivers and distributes parts, materials and supplies.
- ◆ Cleans parts storage and work area.

III.1.1.2.1.10 SUPPLY SPECIALIST III RESPONSIBILITIES

Assists in the ordering, stocking and distribution of automotive and equipment parts, and maintains inventory records on the computer: Always works under the supervision of a Supply Specialist I or II, but able to work with minimal supervision to complete tasks and goals assigned.

- ◆ Verifies receipt of invoiced parts, materials and supplies.
- ◆ Maintains and tracks inventory computer records.
- ◆ Unloads, stores, transports, delivers and distributes parts, materials and supplies.
- ◆ Cleans parts storage and work area.

III.1.1.2.1.11 SHOP SUPERVISOR RESPONSIBILITIES

Each shop supervisor oversees the all operations of the shop under his/her control.

The Shop supervisors will have the experience and working knowledge to advise, counsel and mentor their Technicians, but will as a rule not perform maintenance and repairs on a daily basis. They may assist in particularly difficult troubleshooting, but will focus on macro-level operations.

- ◆ Reports directly to the Project Manager
- ◆ Will have direct input to Project Manager to establish Shop Policies
- ◆ Implements Company and Customer policies within their shops



- ◆ Ensures compliance with all Federal, State, and local regulations and statutes within their shop, including but not limited to statutes and regulations regarding Safety, environmental and Labor standards
- ◆ Promotes the Company Quality and Safety Plans and initiatives
- ◆ Other supervisory duties as assigned

III.1.1.2.1.12 SERVICE COORDINATOR RESPONSIBILITIES

- ◆ Initiates Repair Order in the FMIS
- ◆ Meet with Customer to identify any specific complaints
- ◆ Inspect and test mechanical assemblies and systems, such as motors, vehicles, and transportation equipment for defects and wear to ensure compliance with specifications.
- ◆ Coordinate with Technician Staff to resolve mechanical repairs
- ◆ Coordinate with contractor staff to ensure performance of road testing before delivery back to customer
- ◆ Coordinate with Customer to deliver completed vehicle or piece of equipment

III.1.1.2.1.13 OFFICE/MIS CLERK I RESPONSIBILITIES

Clerical duties may be assigned may include:

- ◆ Answering telephones
- ◆ Bookkeeping
- ◆ Typing or word processing
- ◆ Entering data into FASTER
- ◆ Extracting reports from FASTER using Crystal Reports
- ◆ Office machine operation



- ◆ Filing

III.1.1.2.1.14 PORTER RESPONSIBILITIES

Performs a limited variety of duties including transporting operable vehicles and general handyman type tasks.

- ◆ Assist Maintenance Technicians with tasks requiring two person procedures
- ◆ Cleans and moves equipment and vehicles
- ◆ Operates trucks, tractors, mowers, cars when necessary
- ◆ Transports vehicles for outside repairs or service
- ◆ Runs errands

III.1.1.2.1.15 LEAD TECHNICIAN RESPONSIBILITIES

In addition to the Technician I responsibilities listed below, the Lead technician is the working leader for their area of expertise. The working lead is responsible for assignment of daily workflow priorities within the shop, but not responsible for strategic maintenance planning of future work. The Lead reports to the shop supervisor, and oversees the functioning of his/her functional area and assists/trains/mentors the subordinate technicians on his/her team as appropriate.

Repairs, overhauls and maintains automotive equipment, light duty and heavy equipment, and other vehicles and motorized and non-motorized equipment in accordance with their specific designation:

- ◆ Light Vehicle - Wheeled
- ◆ Medium & Heavy Equipment - Wheeled
- ◆ Track and Wheeled Equipment
- ◆ Motorcycles



◆ Small Engine

Performs a variety of complex duties. Responsible for repairing and maintaining a wide range of complex equipment and vehicles such as Law Enforcement vehicles, construction equipment, tow trucks, and others.

Incumbent works under general supervision. Incumbent is generally free to develop own work sequences within established procedures, methods and policies.

- ◆ Performs skilled repair and maintenance on a variety of gasoline powered and diesel equipment and vehicles such as law enforcement vehicles, loaders, cranes, crawlers bucket trucks, pavers, rollers, sweepers and others
- ◆ Diagnoses and repairs malfunctions to all systems
- ◆ Overhauls gasoline and diesel engines
- ◆ Tunes and performs repairs to diesel engines
- ◆ Performs routine vehicle and equipment preventive maintenance inspections
- ◆ Participate in safety program

III.1.1.2.1.16 TECHNICIAN RESPONSIBILITIES

Repairs, overhauls and maintains automotive equipment, light duty and heavy equipment, and other vehicles and motorized and non-motorized equipment in accordance with their specific designation:

- ◆ Light Vehicle - Wheeled
- ◆ Medium & Heavy Equipment - Wheeled
- ◆ Track and Wheeled Equipment
- ◆ Motorcycles



◆ Small Engine

Performs a variety of complex duties. Responsible for repairing and maintaining a wide range of complex equipment and vehicles such as Law Enforcement vehicles, construction equipment, tow trucks, and others.

Incumbent works under general supervision. Incumbent is generally free to develop own work sequences within established procedures, methods and policies.

- ◆ Performs skilled repair and maintenance on a variety of gasoline powered and diesel equipment and vehicles such as law enforcement vehicles, loaders, cranes, crawlers bucket trucks, pavers, rollers, sweepers and others
- ◆ Diagnoses and repairs malfunctions to all systems
- ◆ Overhauls gasoline and diesel engines
- ◆ Tunes and performs repairs to diesel engines
- ◆ Performs routine vehicle and equipment preventive maintenance inspections
- ◆ Participate in safety program

III.1.1.2.1.17 TECHNICIAN II RESPONSIBILITIES

Works under the general supervision of the Lead Technician. Responsible for performing repair, overhaul and maintenance duties to equipment and vehicles in accordance with their specific designation:

- ◆ Light Vehicle - Wheeled
- ◆ Medium & Heavy Equipment - Wheeled
- ◆ Track and Wheeled Equipment
- ◆ Motorcycles
- ◆ Small Engine



Specific responsibilities include but are not limited to:

- ◆ Performs skilled repair and maintenance on a variety of gasoline-powered equipment and vehicles such as replacing bearings, axle seals, brake master cylinders, resurfacing brake drums and rotors.
- ◆ Disassembles components, inspects parts for wear. Repairs, overhauls, replaces and rebuilds water and fuel pumps, air conditioning components, compressors, radiators.
- ◆ Diagnoses and repairs malfunctions to all systems
- ◆ Tunes and performs repairs to diesel engines
- ◆ Repairs and maintains hydraulic systems
- ◆ Participate in safety program

III.1.1.2.1.18 TECHNICIAN III RESPONSIBILITIES

Responsible for performance of routine maintenance tasks. The distinguishing characteristics of this classification include responsibility for performing preventive maintenance duties and assisting in the repair of automotive equipment and vehicles in accordance with their specific designation:

- ◆ Light Vehicle - Wheeled
- ◆ Medium & Heavy Equipment - Wheeled
- ◆ Track and Wheeled Equipment
- ◆ Motorcycles
- ◆ Small Engine

Specific responsibilities include but are not limited to:



- ◆ Performs preventive maintenance duties such as changing oil, replacing tires checking fluid levels, lubricating moving parts, replacing light bulbs, and checking and replacing belts and hoses
- ◆ Checks and repairs brakes
- ◆ Rebuilds small engines and repairs equipment
- ◆ Performs minor welding repairs
- ◆ Ensures work orders are completed properly
- ◆ Perform road calls and emergency services as necessary
- ◆ Participate in safety program

III.1.1.2.1.19 EVT TECHNICIAN I RESPONSIBILITIES

Repairs, overhauls and maintains Emergency Vehicles such as Fire Department equipment and Emergency Medical Services equipment. Performs a variety of complex duties. Responsible for repairing and maintaining a wide range of complex Electronic, Hydraulic, Pumping and Pneumatic systems. Repairs and Maintains critical life safety and aerial equipment.

Incumbent works under general supervision. Incumbent is generally free to develop own work sequences within established procedures, methods and policies.

- ◆ Performs skilled repair and maintenance on a variety of gasoline powered and diesel equipment and vehicles such as fire apparatus and vehicles, loaders, cranes, crawlers bucket trucks, pavers, rollers, sweepers and others



- ◆ Coordinates with Fire Department and EMS customers as appropriate to ensure maintenance and repairs performed are adequate to allow the customer to perform their mission.
- ◆ Diagnoses and repairs malfunctions to all systems
- ◆ Troubleshoots and repairs electrical and electronic systems
- ◆ Overhauls gasoline and diesel engines
- ◆ Tunes and performs repairs to diesel engines
- ◆ Performs routine vehicle and equipment preventive maintenance inspections
- ◆ Participate in safety program

III.1.1.2.1.20 EVT TECHNICIAN II RESPONSIBILITIES

Works under the general supervision of the Lead Technician. Responsible for performing repair, overhaul and maintenance duties to Emergency Vehicles such as Fire Department equipment and Emergency Medical Services equipment.

Specific responsibilities include but are not limited to:

- ◆ Performs skilled repair and maintenance on a variety of gasoline-powered equipment and vehicles such as replacing bearings, axle seals, brake master cylinders, resurfacing brake drums and rotors.
- ◆ Coordinates with Fire Department and EMS customers as appropriate to ensure maintenance and repairs performed are adequate to allow the customer to perform their mission.
- ◆ Disassembles components, inspects parts for wear. Repairs, overhauls, replaces and rebuilds water and fuel pumps, air conditioning components, compressors, radiators.



- ◆ Diagnoses and repairs malfunctions to all systems
- ◆ Troubleshoots and repairs electrical and electronic systems
- ◆ Tunes and performs repairs to diesel engines
- ◆ Repairs and maintains hydraulic systems
- ◆ Participate in safety program

III.1.1.2.1.21 EVT TECHNICIAN III RESPONSIBILITIES

Responsible for performance of routine maintenance tasks on Emergency Vehicles such as Fire Department equipment and Emergency Medical Services equipment. The distinguishing characteristics of this classification include responsibility for performing preventive maintenance duties and assisting in repairs.

Specific responsibilities include but are not limited to:

- ◆ Performs preventive maintenance duties such as changing oil, replacing tires checking fluid levels, lubricating moving parts, replacing light bulbs, and checking and replacing belts and hoses
- ◆ Repairing and maintaining a wide range of complex Electronic, Hydraulic, Pumping and Pneumatic systems.
- ◆ Assists in troubleshooting and repairing electrical and electronic systems
- ◆ Checks and repairs brakes
- ◆ Rebuilds and repairs equipment
- ◆ Performs minor welding repairs
- ◆ Ensures work orders are completed properly
- ◆ Perform road calls and emergency services as necessary



- ◆ Participate in safety program

III.1.1.2.2 STAFFING CONSIDERATIONS

By hiring employees with multiple certifications, we ensure that our workforce is fully employed in the maintenance and repair of the City's Fleet. This cross management approach establishes pride in ownership of the vehicle repairs by not making many specialized technicians responsible for small parts of the larger effort. This minimizes the downtime associated with employing highly specialized employees who only work on one or two vehicle subsystems. Heightened efficiency and pride in ownership yields a higher quality product at a more economic price.

While our initial staffing needs will be filled primarily with incumbent employees, as stated above, future vacant positions will be announced first to our customer's workforce, giving any individuals approaching separation from the customer's workforce the advanced opportunity to apply for these openings on our team.

As stated above, it is in the best interest of continuity, as well as quality delivery of services, to hire proven individuals who are already familiar with the current contract environment and orient them to All Star's culture. We will interview all interested incumbent personnel and offer them employment in any position for which they are qualified. This policy ensures a smooth transition and maintains a stable workforce. It has been our experience that most incumbent personnel seek employment with the incoming contractor because they are satisfied with their position and desire to remain in the local area. Not only do we try to hire as much of the existing workforce as



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possible at the onset of a contract, but we usually retain almost all of these employees throughout our tenure of the contract.

All Star has a Personnel Screening Program to ensure that all employees meet the standards and requirements of the City, as well as All Star. Our criteria for selecting personnel under this contract is detailed below. We further recognize the right of the City to request dismissal of any All Star employee for misconduct, including, but not limited to, use of drugs or alcohol on premises, violating security or safety standards or other behavior obviously detrimental to this contract. As a condition of employment on this contract, all employees must:

- ◆ Provide verifiable employment references with emphasis on good work habits, attendance, honesty and reliability.
- ◆ Pass pre-employment physical (Mandatory for employment on all All Star contracts).
- ◆ Be a licensed driver (current CDL when required) with good driving record (no suspensions, accidents or major moving violations in past two years).
- ◆ Test negative on drug and alcohol screening (mandatory for employment on All Star contracts).
- ◆ Pass a pre-employment background check to verify good social behavior (not convicted of any felonies).
- ◆ Demonstrate knowledge of General Shop Safety and Accident Prevention Practices including Hazardous Wastes and Fire Safety.



III.1.1.2.3 EMPLOYEE QUALIFICATIONS AND TRAINING

A commitment to training and employee development is a vital part of a successful Maintenance Program. All Star's Training Program is designed to provide each employee the skills necessary to perform their assigned tasks safely and productively. Our hiring process ensures employees have the necessary skills to work independently and effectively at the time they are hired. Our commitment to training ensures that as technologies change and evolve, our Mechanics continue to provide the very best service to our customers



We also offer employees a variety of continuing education opportunities to expand their technical capabilities. This training is determined on an individual employee basis depending on existing skill level and what additional training may be required as new vehicles and equipment are added to the fleet.

All Star generally requires that mechanics have ASE Certification. However, exceptions to this requirement have made on a case by case basis for mechanics that have unique experience and skills necessary to accomplish their assigned tasks. The individual percentages of ASE certification are addressed in Part IV of this proposal, Qualifications and Experience.

Our training program focuses on four major categories

- ◆ Manufacturer
- ◆ Industrial
- ◆ Technical



◆ ASE Training to attain and maintain Blue Seal Certification

Training is accomplished through training courses, clinics, and video tape. Some training is presented on location. Technical and vocational training is available through local educational institutes.

All Star will conduct an annual skill assessment and formulate any training that may be required in conjunction with the tasks being performed by the employee. The assessment will identify any training required to maintain technical proficiency in the employee's position, as well as other mandatory training related to safety. We maintain a record of each employee's experience to include any required skill enhancement training. Training sessions are then planned and scheduled to support the needs of our employees.

Training in the vehicle maintenance arena is an ongoing process. All Star has many ongoing Training Programs such as On-The-Job Training, Safety Training and Specialized Equipment Training with the introduction of new equipment. We encourage all employees to continue education in their respective occupations, including instruction at various local trade schools and any other available sources.

III.1.1.3 UNIFORMS & APPEARANCE

All Star will provide uniforms for our employees hired to perform services under this contract. The uniforms will have the All Star logo and the employee's name visible. All Star takes pride in our on-site teams, and by fostering a sense of teamwork, customer service and esprit de corps, our teams present a consistently high level of professionalism to our customers at all times.



III.1.2 KEY PERSONNEL

III.1.2.1 CORPORATE MANAGER

MR. TOBY DICKINSON

Division Manager

DISTINGUISHING QUALIFICATIONS

- ◆ More than a decade of experience managing multiple maintenance contracts throughout Texas, Oklahoma, and New Mexico
- ◆ Seventeen years of fleet management experience
- ◆ Heavy equipment maintenance experience

RELEVANT EXPERIENCE

Division Manager of Fleet Services,

All Star Fleet Services, LLC, Fort Worth, TX 2006—Present

Mr. Dickinson's overall responsibility is ensuring that Project Managers meet and exceed performance requirements. Serves as customer liaison to ensuring customer needs are anticipated and met. Monitors contract cost, budget and performance and manages company wide fleet employee training and certification programs.

Corporate Manager and Vice President, TECOM, Austin, TX 1998—2006

Mr. Dickinson's overall responsibility was ensuring that Project Managers met and exceeded performance requirements. Served as customer liaison for ensuring customer needs were anticipated and met. Monitored contract cost, budget and performance and manages company wide fleet employee training and certification programs.



Regional Fleet Manager, TECOM, Austin, TX..... 1996—1998

Mr. Dickinson's overall responsibility was for 11 fleet shop operations in Texas, Oklahoma, and New Mexico. Coordinated customer needs with each shop manager. Managed budget, cost and performance of each shop manager.

Area Manager, TECOM, Austin, TX..... 1993—1996

Mr. Dickinson's responsibility was for five shop operations in West Texas and New Mexico. He managed budget, cost and contract performance for each contract.

Shop Manager, TECOM, Austin, TX..... 1989—1993

Mr. Dickinson managed heavy equipment maintenance operations in Hobbs, New Mexico. He managed twenty-four hour operations, including tractor trailer shop, heavy equipment shop, parts operation and fleet MIS team. He provided daily, weekly and monthly customer and company cost, budget and performance reporting. Mr. Dickinson also managed employee training and certification programs.

III.1.2.2 PROJECT MANAGER

We have attached to this proposal at the end of **Part IV - Experience and Résumés**, a resume for Mr. Reynaldo Martinez as our primary designee for Project Manager, We have full confidence in Mr. Martinez, and are sure that the City will find him more than qualified to fill this position. In accordance with the requirements of the RFP, we have also attached a resume for an alternate selection, Mr. Abel Salgado.



III.1.3 STAFFING PROVISIONS

III.1.3.1 EMPLOYMENT POLICIES

As an experienced contractor, All Star is now, and will continue as a condition of this contract, to remain in full compliance with all Federal Laws regarding:

- ◆ Equal Employment Opportunity
- ◆ EEO Reporting
- ◆ Affirmative Action Program
- ◆ Veteran's Employment
- ◆ Americans with Disability Act (ADA)
- ◆ Utilization of Small Business Concerns

All Star has always been an equal opportunity employer and has established Affirmative Action and Small Business Subcontracting Plans in effect at our contract sites. Further, we have never experienced any complaints or claims regarding our employment practices on any contract. We have proposed a streamlined organization with short, direct lines of reporting, appropriate authority and division of functional responsibilities so that most operational decisions can be made at the appropriate functional level. Our Project Manager will coordinate the efforts of the workforce to expedite action and promote teamwork/communication. Each team member's effectiveness will be measured regularly through work quality and periodic performance inspections. They will work directly with the City to evaluate overall contract efficiency and identify any needed improvements.

As discussed above, by empowering each employee with sufficient authority and other resources, they can perform their tasks independently without having to seek higher-



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level management approval and therefore react more quickly to the City's requirements. This arrangement also improves job quality by focusing responsibility for performance. The City will have direct access to the President of All Star merely by picking up the phone.

Mr. Dickinson will be available to the Contracting Officer and any other appropriate official at all times via telephone. He will respond personally to all concerns. Mr. Dickinson, or his designated Corporate Representative, will visit the contract site at least semiannually and whenever the situation requires his presence onsite. He may also support this contract site with:

- ◆ A staff of over 350 craft and technical personnel who are currently employed by All Star to provide backup support for unique or emergency skill requirements
- ◆ Backup management personnel with current experience in managing vehicle operations and maintenance contracts

All Star Fleet Services Division is responsible for ensuring that the Project Manager is supported with all corporate resources necessary for the timely and efficient fulfillment of all contract requirements. Mr. Toby Dickinson will maintain overall corporate level responsibility for this contract. He will be assisted by other Fleet Operations Staff. He has full authority to commit any and all corporate resources to this project to overcome any obstacle that may occur during the period of performance. He will maintain contact with our Project Manager on a weekly basis to stay abreast of all developments and to provide timely corporate support when needed. Through this line of communication, Mr. Dickinson will provide corporate level guidance in contract performance, effective



staffing and personnel management, efficient utilization of resources, problem resolution and communication, budget programming and cost controls, quality control and subcontract guidance and administration. In addition, Mr. Dickinson will provide corporate level interface with appropriate officials in the City to ensure that All Star is responsive to all requests and requirements.

III.1.3.2 PROPOSED LOCAL ORGANIZATION AND STAFFING

All Star understands the necessity of quick, decisive action on a critical support contract such as this. Therefore, we have structured our onsite organization for responsive, autonomous operation. Our Contract Management Structure is arranged to expedite the decision-making process by centralizing authority in the Project Manager's Office, with division of responsibility and authority over each major functional area to subordinate personnel who are dedicated to that area. This permits each subordinate to accomplish their assignments independently under the coordination and control of the Project Manager. Since each area responsibility is clear cut and non-overlapping, our organization avoids layering of supervisory personnel thus keeping contract management costs to a minimum. Our Management Structure promotes the highest degree of interface and response to customer concerns at every level (see **Figure III.1.1.2-1**).

III.1.4 CONTRACTOR BENEFITS

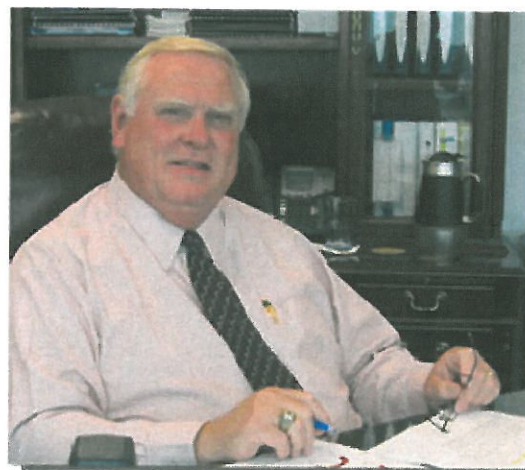
All Star offers a comprehensive benefits plan including 168 hours of paid time off annually, medical insurance, life insurance as well as an opportunity to participated in a 401K plan. The cost for this plan is included in the target cost of the contract.



III.2 HOME OFFICE ORGANIZATION IN SUPPORT OF OUR ONSITE TEAM

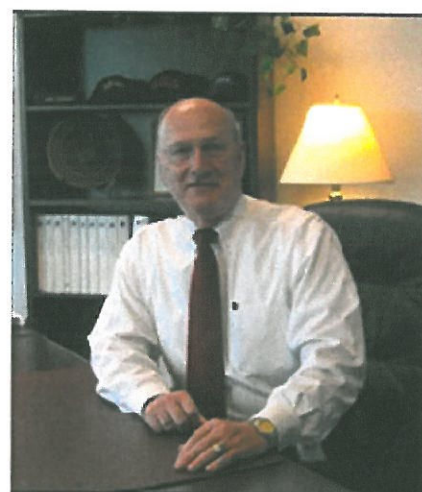
There is no way to fully appreciate the support which can be received from the corporate home office. All Star's corporate reach back offers our sites support with:

- ◆ Quality Assurance
- ◆ Safety and Environmental
- ◆ Human resources
- ◆ Filling vacant positions
- ◆ Locating local suppliers
- ◆ Leveraging Nationwide supplier agreements
- ◆ Computer and IT support
- ◆ Support with using FASTER and scheduling Training for FASTER



**Chuck Ervin, President &
Chief Operating Officer**

Mr. Ervin, our President and COO, Mr. Stewart, our Senior Vice President, and Mr. Dickinson, our Regional Manager have the resources to bring specialized assistance to bear in any and all issues our Onsite personnel may encounter. Whether the need is assistance in filling positions, or training in using computer software, our Fort Worth team is behind our Onsite Team 100 percent.



John Stewart, Senior Vice President



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As a privately held company, All Star Fleet Services has the flexibility to look long term, and our executives have the authority to do what is best for the customer in the long run. They do not have the concerns faced by executives of some publicly held companies to provide short term gains, or risk replacement. This long term approach has allowed us the opportunity to say that we



Toby Dickinson, Division Mgr.

have never had a performance bond called. In addition to never having a bond called, our suppliers have never had a claim for non-payment, nor have our customers ever had any legal claims against All Star for non-performance. Stability of Corporate Officers and a clean bonding history are often milestones difficult to attain in our industry.

Figure III.2-1 below graphically depicts our home office organization which will support our Onsite Team.

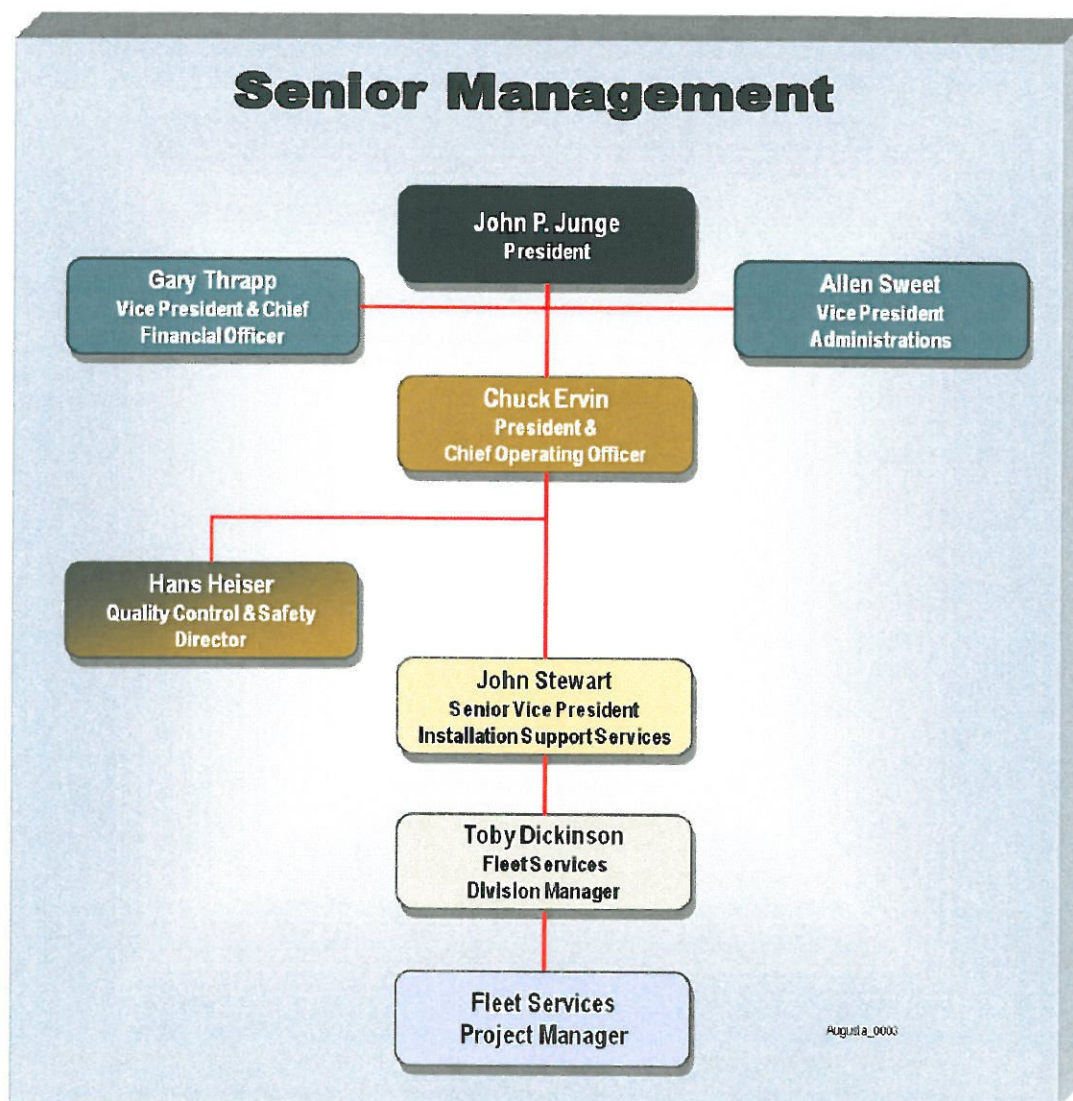


Figure III.2-1: Corporate Organizational Chart.

III.3 SAFETY

All Star will assign the Shop Supervisor from the Broad Street facility with the collateral duty of "Safety Coordinator". In this capacity, this Supervisor/Coordinator will oversee the safety initiatives at all 5 shop locations, including:

- ◆ Holding safety training
- ◆ Issuing safety equipment
- ◆ Conducting weekly toolbox safety meetings



- ◆ Performing all necessary oversight and reporting, including immediate oral reports with subsequent written reports to the City in the wake of any incidents or accidents that occur on City property
- ◆ Coordinating closely with the QA/Safety Representative to ensure coordination with the City's safety initiatives and compliance with the City's requirements

The lead technicians at each shop location will act as the Safety Coordinator's Facility Safety Representatives to oversee the day to day operations and ensure we remain in full compliance with all Federal, State, and Local regulations as well as Paragraph 3.13 of the RFP.

III.3.1 OUTLINE OF SAFETY PLAN

All Star is pleased to submit the following Table of Contents from our standard Safety Plan, which also serves as an outline of what our plan will be for Augusta, Georgia.

This standard Safety Plan will be modified as appropriate to meet the unique requirements and needs of our contract at Augusta Georgia.

Volume 1 Management and Administration

Section 1 Safety program Management

1.1 Corporate Policy

Submitting Changes to Program

Corporate Safety and Health Council

1.2 Responsibility

1.3 Laws and Regulations

1.4 Safety Education and Training



- 1.5 Medical Examinations
- 1.6 Personal Protective Equipment
- 1.7 Safety Inspections
- 1.8 OSHA Forms and Reports
- 1.9 Responding to Media Inquiries

Section 2 Emergency Response

- 2.1 Fire Reporting
- 2.2 Hazardous Material Spill
- 2.3 On the Job Injury
- 2.4 Vehicle Accident
- 2.5 Severe Weather
- 2.6 Terrorist / Bomb Threat
- 2.7 Workplace Unrest

Section 3 Hazards in the Workplace

- 3.1 Office Safety
- 3.2 Electrical Hazards
- 3.3 Asbestos
- 3.4 Ergonomics
- 3.5 Air Contaminants
- 3.6 Bloodborne Pathogens
- 3.7 Housekeeping and Material Storage
- 3.8 Equipment Lockout / Tagout

Volume II HAZARDOUS COMMUNICATIONS PROGRAM



Section 1 Hazard Identification and Communication

Section 2 Material Safety Data

- 2.1 Chemical Inventory
- 2.2 Material Safety Data Sheets
- 2.3 Labels and Labeling
- 2.4 Emergency Spill Response

APPENDIX A. Safety and Health Operating Procedures

APPENDIX B. Checklists

APPENDIX C. Record of Training



PART IV – QUALIFICATIONS AND RÉSUMÉS

"The All Star rating (A rating of "no findings") at the last Federal Transportation Authority audit means you're just about perfect,"

"The quality of the work the crew members give us is above and beyond the expected. They are prompt, courteous, and professional"... "The mechanics take time to explain things, everyone responds quickly" ... "The Project Manager is great to work with too."

"The All Star contract is the best thing the City has done with fleet services since I've been here"

Paul Calapa
City of Brownsville, Texas
Purchasing Director and City/Contractor Liaison

All Star focuses not simply on winning contracts, but primarily on serving our customers, this commitment to service results in higher retention rates on our existing contracts.

The relationships we develop with our customers, subcontractors and vendors foster a heightened level of trust, where our customers come to know they can rely on All Star not simply as a service provider, but as a partner. All Star looks forward to teaming with the City of Augusta not just for today, but well into the next decade and beyond.

All Star is proud of our history of service to Federal, State and local Governments as well as our service to private industry. All Star holds a pristine bonding record, and has never had a supplier complaint for non-payment, nor have we had any customer complaints for non-performance. **Figure IV-1** "All Star's Vehicle and Fleet Maintenance and Management Experience" graphically presents the depth of our decades of experience, and is followed by specific performance examples from our recent and relevant contracts.



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ALL STAR'S VEHICLE AND FLEET MAINTENANCE AND MANAGEMENT EXPERIENCE

	City of White Settlement, TX	FAA Williams Hughes Technical Center, NJ	City of Allentown, PA	Municipal - Brownsville, TX	Transit - Brownsville, TX	City of Pembroke Pines, FL	City of Victoria, TX	Dept. of General Svcs Commonwealth of Virginia	Township of Galloway, NJ	Weld County, CO	City of Thomasville, GA	City of Arlington, TX
Vehicle Maintenance and Repair Experience												
Bulldozer Maintenance												
Bus Maintenance												
Crane Maintenance												
Dump Truck Repair												
EMS Unit Maintenance												
Fire Truck Maintenance												
Heavy Bus Maintenance												
Heavy Truck Maintenance												
Hybrid Maintenance												
Law Enforcement Vehicle Maintenance												
Medium Truck/Van Maintenance												
Mower Repair												
Pickup Truck Maintenance												
Rear Load Packer Maintenance												
Roll-Off Truck Maintenance												
Sedan Maintenance												
Side Load Packer Maintenance												
Small Vehicle Repair												
Solid Waste Removal Equipment												
Sweeper Maintenance												
Tandem Brush Truck Maintenance												
Tanker Maintenance - 5,000 - 10,000 gal												
Tractor Maintenance												
Trolley Maintenance												
Fleet Maintenance and Management Experience												
Accident Repairs												
Call Center Operation												
DOT Inspections												
Emergency Repairs												
FASTER Vehicle Cost Analysis System												
Fuel Distribution												
Inventory and Parts Control												
Outside Repairs Management												
Para-Transit												
Preventive Maintenance												
Program Management												
Quality Control Program												
Road Calls												
Safety Program												
Snow Removal Emergency Support												
Upholstery and Glass Repair												
Vehicle Preparation/Disposal												
Vehicle Quality Inspections												
Warranty Repairs												

Figure IV-1: All Star' Experience Encompasses All Aspects of Fleet Maintenance and Management.



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CITY AND STATE FLEET PAST PERFORMANCE

MUNICIPAL FLEET MANAGEMENT AND MAINTENANCE SERVICES		
City of Allentown, PA		
Contracting Agency Allentown, Pennsylvania	Contract Number None	Contract Type FFP/IDQ
Contracting Officer Craig W. Messinger City of Allentown 1825 Grammes Road Allentown, PA 18103-4775 610-437-7638	Performance Standards/Availability Rates	
	Period of Performance July 1, 1999 – June 30, 2009	
	No. of Vehicles/Equipment 603 vehicles	Percentage of Certified ASE Technicians 25%
Contract Value at Award \$16,070,344.92	Privatization/Conversion Previously In-house <u>X</u> Previously Contracted _____	
Summary Description Comprehensive Fleet Maintenance Program including: Preventive Maintenance, Road Calls, Quick Fix, Warranty, Re-Work, Outside Repairs, Vehicle Preparation and Disposal, Accident Repair, Fuel, Parts and Supplies, FASTER FMIS, Emergency, Investigations and Directed Work.		
Contract Experience Relevancy We have current and direct hands-on experience in the maintenance of equipment contained in your fleet. This fleet includes: ❖ Public Works Department Vehicles ❖ Public Works Equipment ❖ Police Vehicle ❖ Fire Department ❖ Ambulance ❖ Construction ❖ Pickup Trucks ❖ Sedans ❖ Mowers ❖ Vans ❖ Snow Removal Equipment ❖ Leaf Control Equipment		



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CITY, COUNTY AND STATE FLEET PAST PERFORMANCE

MUNICIPAL FLEET MANAGEMENT AND MAINTENANCE SERVICES		
City of Brownsville, TX		
Contracting Agency Brownsville, Texas	Contract Number FMM-69-0600	Contract Type FFP/IDQ
Contracting Officer Ivan Welker Administrator Fleet Maintenance City of Brownsville P.O. Box 911 Brownsville, Texas 78520 956-548-6085	Performance Standards/Availability Rates 95%	
	Period of Performance October 1, 2000 – September 30, 2010	
	No. of Vehicles/Equipment 669 vehicles	Percentage of Certified ASE Technicians 60%
Contract Value at Award \$8,960,000.00	Privatization/Conversion Previously In-house _____ Previously Contracted ☒ _____	
Summary Description Comprehensive Fleet Maintenance Program including: Preventive Maintenance, Road Calls, Quick Fix, Warranty, Re-Work, Outside Repairs, Vehicle Preparation and Disposal, Accident Repair, Fuel, Parts and Supplies, FASTER FMIS, Emergency, Investigations and Directed Work.		
Contract Experience Relevancy We have current and direct hands-on experience in the maintenance of equipment contained in your fleet. This fleet includes: ❖ Police Vehicles ❖ Fire Department ❖ Ambulance ❖ Public Works Department Equipment ❖ Pickups ❖ Sedans ❖ Mowers ❖ Vans		



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CITY, COUNTY AND STATE FLEET PAST PERFORMANCE

TRANSIT FLEET MANAGEMENT AND MAINTENANCE SERVICES			
City of Brownsville, TX			
Contracting Agency Brownsville, Texas		Contract Number FMM-69-0600	
		Contract Type FFP/IDQ	
Contracting Officer Ivan Welker Administrator Fleet Maintenance City of Brownsville P.O. Box 911 Brownsville, Texas 78520 956-548-6087		Performance Standards/Availability Rates 95%	
		Period of Performance October 1, 2000 – March 30, 2009	
		No. of Vehicles/Equipment 60 vehicles	Percentage of Certified ASE Technicians 60%
Contract Value at Award \$8,528,000.00		Privatization/Conversion Previously In-house _____ Previously Contracted <u>X</u> _____	
Summary Description Comprehensive Fleet Maintenance Program including: Preventive Maintenance, Road Calls, Quick Fix, Warranty, Re-Work, Outside Repairs, Vehicle Preparation and Disposal, Accident Repair, Fuel, Parts and Supplies, FASTER FMIS, Emergency, Investigations and Directed Work. This is a Federal Government-Subsidized Program and requires extensive accounting and reporting.			
Contract Experience Relevancy We have current and direct hands-on experience in the maintenance of equipment contained in your fleet. This fleet includes: ❖ Transit Buses ❖ Para-Transit with handicap lifting devices ❖ Trolley ❖ Vans with handicap lifting devices ❖ Sedans			



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CITY, COUNTY AND STATE FLEET PAST PERFORMANCE

MUNICIPAL FLEET MANAGEMENT AND MAINTENANCE SERVICES		
City of Victoria, TX		
Contracting Agency Victoria, Texas	Contract Number 2002-289	Contract Type FFP/IDQ
Contracting Officer Jerry Seyfert, Fleet Administrator 1102 E. North Street Victoria, Texas 77902-1758 361-485-3079	Performance Standards/Availability Rates 98% Emergency Vehicles	
	Period of Performance December 1, 2002 – November 4, 2005, contract has been on annual renewals	
	No. of Vehicles/Equipment 333 vehicles	Percentage of Certified ASE Technicians
Contract Value at Award \$2,040,000.00	Privatization/Conversion Previously In-house ☒ _____ Previously Contracted _____	
Summary Description Comprehensive Fleet Maintenance Program including: Preventive Maintenance, Road Calls, Quick Fix, Warranty, Re-Work, Outside Repairs, Vehicle Preparation and Disposal, Wash Rack Operations, Accident Repair, Fuel, Parts and Supply, Reporting, FASTER FMIS, Emergency, Investigations and Directed Work.		
Contract Experience Relevancy We have current and direct hands-on experience in the maintenance of equipment contained in your fleet. This fleet includes: ❖ Police Vehicles ❖ Light Trucks ❖ Tandem Axle Trucks ❖ Rear Load Packers ❖ Side Load Packers ❖ Roll-off Trucks		



CITY, COUNTY AND STATE FLEET PAST PERFORMANCE

FLEET MANAGEMENT AND MAINTENANCE SERVICES		
City of Thomasville, GA		
Contracting Agency Thomasville, Georgia	Contract Number 2006-002	Contract Type FFP
Contracting Officer Philip G. Palmer, City of Thomasville P.O. Box 1540 Thomasville, GA 31799 Email: philipp@thomasville.org Telephone: 229-227-7066 Fax: 229-227-4155	Performance Standards/Availability Rates	
	Period of Performance September 30, 2007 – September 30, 2008	
	No. of Vehicles/Equipment 348 vehicles and equipment	Percentage of Certified ASE Technicians 85%
Contract Value at Award \$711,629.75	Privatization/Conversion Previously In-house ☒ _____ Previously Contracted _____	
Summary Description All Star Fleet Services, LLC implements and maintains a complete, comprehensive, and up to date Preventive Maintenance (PM) Program that is specifically tailored to maximize the efficiency of the Fleet—Emergency Response, Non-Emergency Response, Law Enforcement, and Support Vehicles and Equipment. All Star, at a minimum provides PM Service specified in the Contact Schedules. All Star ensures that at least 97 percent of the fleet is available at all times. We report PM Compliance on a monthly basis. Our PM Program utilized on: Administrative Cars, Pickups, and Vans (up to Three-Quarter Ton); Sheriff Vehicles, Ambulances and other Emergency Vehicles; Fleet Assessment; Scheduling; Performance; Special PM Requirements; Repairs; Parts; Tires; Cannibalization of Parts; and Reporting.		
Contract Experience Relevancy We have current and direct hands-on experience in the maintenance of equipment contained in your fleet. This fleet includes: Light Vehicles; Trailers; Marked Police Cars; Medium Equipment/Vehicles; Heavy Equipment/Vehicles; Heavy Special Equipment.		



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CITY, COUNTY AND STATE FLEET PAST PERFORMANCE

FLEET MANAGEMENT AND MAINTENANCE SERVICES		
Township of Galloway, NJ		
Contracting Agency Township of Galloway, New Jersey	Contract Number 2008-0502	Contract Type FFP
Contracting Officer Steven Bonanni (Director of Public Works) Township of Galloway 300 Jimmie Leeds Road Galloway, New Jersey 08205 Email: Steven.Bonanni@gallowaytwp-nj.gov Telephone: 609-652-3700 Fax: 609-652-3851	Performance Standards/Availability Rates	
	Period of Performance April 2008 through March 2011	
	No. of Vehicles/Equipment 428 vehicles and equipment	Percentage of Certified ASE Technicians
Contract Value at Award \$757,578.74	Privatization/Conversion Previously In-house _____ Previously Contracted ☒ _____	
Summary Description All Star Fleet Services implements and maintains a complete, comprehensive, and up to date Preventive Maintenance (PM) Program that is specifically tailored to maximize the efficiency of the fleet—emergency response, non-emergency response, Law Enforcement, and support vehicles and equipment. All Star, at a minimum, provides PM service specified in the contact schedules. All Star ensures that at least 97 percent of the fleet is available at all times. We report PM compliance on a monthly basis. Our PM Program utilized on: Administrative Cars, Pickups, and Vans up to Three-Quarter Ton; Sheriff Vehicles, Ambulances and other Emergency Vehicles; Fleet Assessment; Scheduling; Performance; Special PM Requirements; Repairs; Parts; Tires; Cannibalization of Parts; and Reporting.		
Contract Experience Relevancy We have current and direct hands-on experience in the maintenance of equipment contained in your fleet. This fleet includes: Light vehicles; mowers; 'leafers'; marked police cars; medium equipment/vehicles; buses (heavy and light); heavy equipment/vehicles; heavy special equipment; dump trucks; sweeper; tractor; van; roll-off trucks; and mowers.		



City of Augusta, Georgia
Fleet Maintenance Services
 Solicitation Number: 09-123

CITY, COUNTY AND STATE FLEET PAST PERFORMANCE

FLEET MANAGEMENT AND MAINTENANCE SERVICES		
Kershaw County, SC		
Contracting Agency Kershaw County, South Carolina	Contract Number 07-704-27	Contract Type FFP
Contracting Officer Jennie Hammond, CPPB Kershaw County Government Center 512 Walnut Street, Room 203 Camden, SC 29020 Email: jennie.hammond@kershaw.sc.gov Telephone: 803-425-1500, ext. 5423	Performance Standards/Availability Rates	
	Period of Performance July 1, 2008 through June 30, 2011	
	No. of Vehicles/Equipment 274 vehicles and equipment	Percentage of Certified ASE Technicians 25%
Contract Value at Award \$599,857.00	Privatization/Conversion Previously In-house _____ Previously Contracted <u>X</u> _____	
Summary Description All Star Fleet Services implements and maintains a complete, comprehensive, and up to date Preventive Maintenance (PM) Program that is specifically tailored to maximize the efficiency of the fleet—emergency response, non-emergency response, Law Enforcement, and support vehicles and equipment. All Star, at a minimum, provides PM service specified in the contract schedules. All Star ensures that at least 97 percent of the fleet is available at all times. We report PM compliance on a monthly basis. Our PM Program utilized on: Administrative Cars, Pickups, and Vans up to Three-Quarter Ton; Sheriff Vehicles, Ambulances and other Emergency Vehicles; Fleet Assessment; Scheduling; Performance; Special PM Requirements; Repairs; Parts; Tires; Cannibalization of Parts; and Reporting.		
Contract Experience Relevancy We have current and direct hands-on experience in the maintenance of equipment contained in your fleet. This fleet includes: Light vehicles; marked police cars; medium equipment/vehicles; buses (heavy and light); heavy equipment/vehicles; heavy special equipment; rear load packer; side load packer; tractor; van; fire trucks; dump trucks; and bull dozers.		



City of Augusta, Georgia
Fleet Maintenance Services
 Solicitation Number: 09-123

CITY, COUNTY AND STATE FLEET PAST PERFORMANCE

VEHICLE AND EQUIPMENT SERVICES		
City of Pembroke Pines, FL		
Contracting Agency Pembroke Pines, FL	Contract Number 755-93	Contract Type Cost
Contracting Officer Ken Friedrichs, Contract Administrator City of Pembroke Pines 13975 Pembroke Road Pembroke Pines, FL 33027 Telephone: 954-437-1111 Fax: 954-437-1117	Performance Standards/Availability Rates 98% Emergency Vehicles	
	Period of Performance Original contract issued May 1994 Based on exemplary performance, contract converted to indefinite term.	
	No. of Vehicles/Equipment 1,323 vehicles and equipment	Percentage of Certified ASE Technicians 80%
Contract Value at Award \$13,200,000.00	Privatization/Conversion Previously In-house ☒ _____ Previously Contracted _____	
Summary Description Comprehensive Fleet Maintenance Program including: Preventive Maintenance, Road Calls, Quick Fix, Warranty, Re-Work, Outside Repairs, Vehicle Preparation and Disposal, Wash Rack Operations, Accident Repair, Fuel, Parts and Supply, Reporting, FASTER FMIS, Emergency, Investigations and Directed Work.		
Contract Experience Relevancy We have current and direct hands-on experience in the maintenance of equipment contained in your fleet. This fleet includes: ❖ Police Vehicles ❖ Public Works ❖ Heavy Buses ❖ Fire Department ❖ Para Transit ❖ Ambulance/EMS ❖ Parks Recreation ❖ Administration		



City of Augusta, Georgia
Fleet Maintenance Services
 Solicitation Number: 09-123

CITY, COUNTY AND STATE FLEET PAST PERFORMANCE

FLEET MANAGEMENT AND MAINTENANCE SERVICES		
Weld County, CO		
Contracting Agency Weld County, Colorado	Contract Number B027-05	Contract Type FFP/IDQ
Contracting Officer Barbara Connolly Contract Administrator 910 10 th Street Greeley, CO 80631 970-356-4000, ext. 4445	Performance Standards/Availability Rates	
	Period of Performance February 1, 2006 – September 30, 2012	
	No. of Vehicles/Equipment 415 vehicles	Percentage of Certified ASE Technicians 40%
Contract Value at Award \$7,520,727.62	Privatization/Conversion Previously In-house _____ Previously Contracted ☒ _____	
Summary Description Comprehensive Fleet Maintenance Program including: Preventive Maintenance, Road Calls, Quick Fix, Warranty, Re-Work, Outside Repairs, Vehicle Preparation and Disposal, Wash Rack Operations, Accident Repair, Fuel, Parts and Supply, Reporting, FASTER FMIS, Emergency, Investigations and Directed Work.		
Contract Experience Relevancy We have current and direct hands-on experience in the maintenance of equipment contained in your fleet. This fleet includes: ❖ County Sheriff Office Vehicles ❖ EMS ❖ Light Trucks ❖ Tandem Axle Brush Trucks ❖ Road Maintenance Vehicles and Equipment ❖ Heavy Vehicles and Equipment ❖ Rock Crusher		



City of Augusta, Georgia
Fleet Maintenance Services
 Solicitation Number: 09-123

CITY, COUNTY AND STATE FLEET PAST PERFORMANCE

FLEET MANAGEMENT AND MAINTENANCE SERVICES		
City of White Settlement, TX		
Contracting Agency White Settlement, Texas	Contract Number FMM-0304-01	Contract Type FFP/IDQ
Contracting Officer Mr. Jodie Conyers, Contract Administrator City of White Settlement 8212 Albert Street White Settlement, TX 76108 817-367-0168	Performance Standards/Availability Rates 98% Emergency Vehicles	
	Period of Performance April 1, 2004 – March 31, 2008	
	No. of Vehicles/Equipment 200 vehicles	Percentage of Certified ASE Technicians 75%
Contract Value at Award \$1,000,000.00	Privatization/Conversion Previously In-house <u>X</u> _____ Previously Contracted _____	
Summary Description Comprehensive Fleet Maintenance Program including: Preventive Maintenance, Road Calls, Quick Fix, Warranty, Re-Work, Outside Repairs, Vehicle Preparation and Disposal, Wash Rack Operations, Accident Repair, Fuel, Parts and Supply, Reporting, FASTER FMIS, Emergency, Investigations and Directed Work.		
Contract Experience Relevancy We have current and direct hands-on experience in the maintenance of equipment contained in your fleet. This fleet includes: ❖ Municipal Fleet ❖ Police Vehicles ❖ Fire Department ❖ Ambulance ❖ Construction Equipment ❖ Pickup Trucks ❖ Sedans ❖ Vans		



City of Augusta, Georgia
Fleet Maintenance Services
 Solicitation Number: 09-123

FEDERAL GOVERNMENT FLEET PAST PERFORMANCE

FLEET MANAGEMENT AND MAINTENANCE SERVICES		
William J. Hughes Technical Center		
Contracting Agency Federal Aviation Administration	Contract Number DTFACT-04-R-0001	Contract Type FFP
Contracting Officer Larry Levy, FAA Bldg. 300 ajp-7592 Atlantic City IAP, NJ 08405 Email: Lawrence.F.Levy@faa.gov Telephone: 609-485-6911 Fax: 609-485-4357	Performance Standards/Availability Rates	
	Period of Performance June 1, 2005 – May 31, 2007/Extended	
	No. of Vehicles/Equipment 368 GSA vehicles, 458 GSE	Percentage of Certified ASE Technicians
Contract Value at Award Original Value: \$45,000,000.00 Current Value: \$60,000,000.00	Privatization/Conversion Previously In-house ☒ _____ Previously Contracted ☐ _____	
Summary Description All Star Fleet Services, LLC provides critical O&M and Equipment Operations support for the nation's premier aviation research and development complex located at the FAA William J. Hughes Technical Center, Atlantic City, New Jersey. Equipment Operations support includes planning, scheduling, dispatching, pre-positioning, turn-around, recovery, inspection, maintenance, repair and corrosion control processes for approximately 458 pieces of GSE and 368 GSA vehicles. All Star exceeds the contract requirement of 85 percent of equipment in-commission (93 percent—95 percent), and maintains the Preventive Maintenance Program at a 99.7 percent on-time (schedule) rating. Additionally, our Project Manager established a liaison with personnel from the tenant New Jersey Air National Guard 177th Fighter Wing to provide additional support for the more than 1,300 pieces of GSE that the unit maintains in support of their F-16 aircraft. We have, under a separate contract, provided support towards maintaining their flight line tugs and remain poised to accept additional GSE workload from them. We anticipate our role to be in the form of Overflow Maintenance Support and augmenting their Maintenance Team(s) when deployments cause personnel shortages.		
Contract Experience Relevancy All makes and models of vehicles and servicing equipment is maintained at this location, similar to requirements of the Request for Proposal. Included are snow removal equipment and power generators.		



City of Augusta, Georgia
Fleet Maintenance Services
 Solicitation Number: 09-123

CITY, COUNTY AND STATE FLEET PAST PERFORMANCE

FLEET MANAGEMENT AND MAINTENANCE SERVICES		
Commonwealth of Virginia		
Contracting Agency Department of General Services	Contract Number CLC-2005-0110	Contract Type FFP
Contracting Officer Mike Biggs Office of Fleet Management Services 2400 W. Leigh Street Richmond, VA 23220 804-367-6525	Performance Standards/Availability Rates	
	Period of Performance June 1, 2005 – May 31, 2007/Extended	
	No. of Vehicles/Equipment 3,900 vehicles	Percentage of Certified ASE Technicians
Contract Value at Award \$1,072,000.00	Privatization/Conversion Previously In-house ☒ _____ Previously Contracted _____	
Summary Description Management of State-Wide Call Center for Fleet Vehicle Maintenance Services, which includes: ❖ Preventive Maintenance, Road Calls, Quick Fix, Warranty, ❖ Re-Work, Accident Repair, Parts and Supplies, Reporting, ❖ FASTER FMIS, Emergency, Investigations and Directed Work.		
Contract Experience Relevancy We have current and direct hands-on experience in the maintenance of vehicles contained in your fleet. This fleet includes Administrative cars and vans.		



City of Augusta, Georgia
Fleet Maintenance Services
 Solicitation Number: 09-123

CITY, COUNTY AND STATE FLEET PAST PERFORMANCE

FLEET MANAGEMENT AND MAINTENANCE SERVICES		
City of Arlington, TX		
Contracting Agency City of Arlington Purchasing Dept.	Contract Number	Contract Type FFP
Contracting Officer Robert Smouse, Executive Manager Environmental Services Department LEED-AP 101 South Mesquite Street, Suite 420 P.O. Box 90231, MS63-0420 Arlington, TX 76004 817-459-6150	Performance Standards/Availability Rates	
	Period of Performance December 29, 2008 – December 28, 2013	
	No. of Vehicles/Equipment 970 units	Percentage of Certified ASE Technicians 85%
Contract Value at Award \$10,696,615.00 for initial 3 year period	Privatization/Conversion Previously In-house _____ Previously Contracted <u>X</u> _____	
Summary Description Comprehensive Fleet Maintenance Program including: Preventive Maintenance, Road Calls, Quick Fix, Warranty, Re-Work, Outside Repairs, Vehicle Preparation and Disposal, Accident Repair, Fuel, Parts and Supplies, Emergency, Investigations and Directed Work.		
Contract Experience Relevancy We have current and direct hands-on experience in the maintenance of vehicles contained in your fleet. This fleet includes: ❖ Public Works Department Vehicles ❖ Public Works Equipment ❖ Police Vehicles ❖ Fire Department Vehicles ❖ Ambulance ❖ Construction Equipment ❖ Handi-tran handicap transport		



RÉSUMÉ FOR PROJECT MANAGER

REYNALDO A. MARTINEZ

RR-3 Box 13-B
Towanda, PA 18848

Home: 570.637.2407

rey161@yahoo.com

SUMMARY

A fleet management professional with over 25 years experience in maintaining fleet operations. Negotiation and communication skills reduced fleet maintenance costs. Computer systems knowledge enhanced office efficiency. Supervisory skills implemented checks and balances to ensure proper completion of jobs and efficient use of personnel. World-class customer service delivered success in operations and relationships with customers, vendors and employees.

WORK EXPERIENCE

FIRST ENERGY, Towanda, PA

2008 – 2009

Fleet/Facility Supervisor

- Monitored and directed the daily activities of Fleet Management operations.
- Prioritized work to be completed.
- Interviewed, trained and motivated employees.
- Assigned and evaluated work.
- Disciplined employees according to established City procedures.
- Conducted performance appraisals.
- Inspected completed work to ensure proper work performance.
- Assisted with the planning and development of annual budget for assigned area.
- Determined work to be assigned to vendors and maintained contact with vendors to ensure contract repairs are completed in a timely manner, e.g., transmission or vehicle accident repairs.
- Maintained contact with dealers to ensure warranty repair work is completed as prescribed by warranty in a timely manner.
- Inspected work areas to ensure safe and clean conditions are maintained at all times.
- Kept in contact with other supervisors about the status of repair work so they may re-assign work if necessary.

ADVANCED POWER TECHNOLOGY, Pompano Beach, FL

2007 – 2008

Fleet Director

- Managed daily operation of fleet.
- Set up policies and procedures.
- Negotiated with vendors on parts, labor and relationships.
- Updated Fleet.

FedEx Freight, Hollywood, FL

2006 – 2007

Fleet Maintenance Supervisor

- Serviced, maintained, and repaired the fleet of vehicles and equipment.
- Serviced over 400 vehicles and pieces of equipment.
- Prioritized work and projects; and providing accurate and timely reports.
- Used computer software to accurately prepare detailed reports.
- Effectively managed people and multiple projects.
- Communicated effectively both orally and in writing.
- Worked with contract vendors to maintain a checks and balance system for all repairs.

VERIZON, Durham, NC

2002 – 2006

State Fleet Supervisor of Carolinas

- Co-coordinated and supervised the daily activities of fleet maintenance operations.



RÉSUMÉ FOR PROJECT MANAGER (CONTINUED)

REYNALDO A. MARTINEZ

PAGE TWO

VERIZON (continued)

- Responsible for supervising the repair and maintenance of 1400 vehicles statewide.
- Prioritized work and projects; and providing accurate and timely reports.
- Used computer software to accurately prepare detailed reports.
- Effectively managed people and multiple projects.
- Communicated effectively both orally and in writing.
- Worked with contract vendors to maintain a checks and balance system for all repairs.

ADDITIONAL PROFESSIONAL EXPERIENCE

COIT, Ft. Lauderdale, FL <u>Fleet Manager</u>	2001 – 2002
CITY OF CORAL SPRINGS, Coral Springs, FL <u>Vehicle/Equipment Technician</u>	1997 – 2001
BUTLER FLEET SERVICES, Hialeah, FL <u>Fleet Shop Foremen</u>	1995 – 1997
TKR CABLE, Piscataway, NJ <u>Fleet Manager</u>	1991 – 1995
NEW BRUNSWICK SCHOOLS, New Brunswick, NJ <u>Computer Technician</u>	1990 – 1991
CONSOLIDATED WATER, Maspeth, NY <u>Fleet Manager</u>	1983 – 1990
PETER BREGA, INC, Valley Cottage, NY <u>Shop Foreman</u>	1982 – 1983

EDUCATION

Certificate, Computer Electronics, Computer Processing Inst., Paramus, NJ
Certificate, Auto/Truck Mechanics, Hudson County Vocational, Jersey City, NJ

LICENSES / CERTIFICATIONS

CDL Class A License, M.A.R.C training in labor relations/Union, Dielectric test procedure (OSHA 1910.269, C.A.F.S, Training Champion Distributorless Ignition Systems, Ford Kelsey-Hays Anti-lock Systems, GMC Anti-lock System, CFC-12 Refrigerant Recycling and Service Procedures, No Code Derivability, Wagner Anti-lock Brake Systems, Four Seasons Retrofit Training Program, Emergency Coordinator and Hazardous Waster Management Compliance, Bucket Truck Training, Master Tech 1 Scan Tools, and Propane Conversion and Maintenance, OSHA, EPA, DOT, Telsta A28C and Altec A28c Aerial Lift

LANGUAGES

English and Spanish



ALTERNATE RÉSUMÉ FOR PROJECT MANAGER

Abel Salgado, M.B.A., DML
29943 Cedar Waxwing Drive, Wesley Chapel, FL 33545
C: (757) 746-4955 • abelsalgado1@hotmail.com

OBJECTIVE: Seeking a position as Project Manager / Fleet Manager

SUMMARY OF QUALIFICATIONS

- Over 20 years of fleet management, transportation, and logistics experience
- Extensive maintenance, repair, and fuels experience, to include developing policy and procedures
- Accomplished in determining fleet/equipment requirements and conducting acquisition, utilization, and disposition analyses
- Extensive project management experience leading projects and programs with significant National Security importance
- Supervise/led small and large work centers ranging from 3 to over 400 employees
- Highly experienced in developing and managing equipment, facility, and human resource budgets
- Very knowledgeable in Operational Risk Management, ensuring safe working environments and reducing vehicle, equipment, and work center mishaps and accidents
- Skilled communicator with extensive knowledge of Microsoft Office Suite
- Active U.S. Government Top Secret security clearance
- Multilingual (English, Spanish, and Italian)

EXPERIENCE

Asset Management

- Managed vehicle and equipment fleets as large as 90,000 units worth over \$6.2 billion; designed vehicle replacement model—Air Force better able to defend \$250 million vehicle budget
- Revamped fleet inspection program; devised aggressive schedule; 120 technical inspections a year; instantly improved care/maintenance of over 2,400 units—reduced service call by 17%
- Led fleet revalidation; reviewed utilization data and prepared justifications for 42 departments consisting of 2,000 vehicles; realigned 530 authorizations, deleted 180 excess vehicle and equipment authorizations—saved \$4.5 million in future fleet acquisition costs
- Resourceful manager; acquired 7 aircraft tow-tractors 2 years ahead of schedule; addressed aging fleet issue for critical flying operations—saved \$105,000 by using previous fiscal year allocations

Operations

- Integrated alternative fuels solution across the Air Force; briefed Senate on Capitol Hill and gained legislative support for alternative fuel infrastructure; exceeded E.O. 13149 standards, raising alternative fuel vehicle purchase by 22%—improved fleet fuel economy by 2.8 MPG
- Designed Air Force-wide parts reimbursement system; resolved decade-old warranty reimbursement issue; gained Air Force Audit Agency approval—\$5 million cost savings
- Developed parts requisition plan; expedited parts purchases/deliveries to mechanics; 11,000 parts moved—fleet maintenance shop recognized as “Best Maintenance Unit” in the Pacific region
- Identified mechanic, parts, and equipment shortages; increased critical bench stock inventory by 25% and added 3 mechanics—raised shop capability by 33% during surge in operations

General Management and Business

- U.S. representative on five-nation Air and Space Interoperability Council; developed international licensing and certification standards with Great Britain, Canada, New Zealand, and Australia
- Prepared and delivered presentations to Congress and Senior Executives; responded to Congressional inquiries and U.S. General Accounting Office audits; expert communicator
- Established joint customer service center for maintenance/dispatch functions; freed employees to perform repairs/transportation tasks—shop gained 2 mechanics/customer satisfaction up 24%
- Emergency Operation Center’s Transportation Director; coordinated fleet and transportation support for 8 disaster response exercises—inspectors rated fleet/transportation “Outstanding”

ABEL SALGADO (Resume) Page 1 of 2



ALTERNATE RÉSUMÉ FOR PROJECT MANAGER (CONTINUED)

Financial Management

- Managed fleet replacement budgets and programs for Air Force's largest region; identified \$4.2 million worth of mission-essential vehicles; improved fleet readiness for critical functions
- Led contract negotiation for \$300,000 automated carwash; rewrote statement of work, obtaining improved bid; maximized Air Force return on investment—enhanced warranty/service support
- Administered \$175,000 school bus contract; worked with contractor, school officials, and parents; enhanced safety and overall service for 1,100 children transported daily between 3 schools
- Devised quality control process between fleet management and contracting officers; ensured proper coordination of lease/rental actions; eliminated fraud potential—zero purchase violations

Human Resource Management

- Managed the logistics work processes of over 400 military/civilian workers, in 12 different functions; led organization through 5 major inspections—2 “Outstanding” and 3 “Excellent” ratings; inspectors recognized nuclear surety of tractors/trailers as “top program”
- Managed 1,100 transportation workers assigned to the Air Force's largest region; expertly matched skill sets with organization requirements—realigned 12 excess positions where needed

Risk and Environmental Management

- Reviewed safety/accident reports for 29 installations; subject matter expert during accident investigations; provided solutions for accident avoidance—zero Class 1 mishaps in 15 months
- Safety Manager for 40-person work center; ensured OSHA compliance; managed MSDS and environmental safety programs—4 major inspections/zero discrepancies—rated “outstanding”

Information Management and Technology Systems

- Led 15-person multifunctional fleet management system selection team; reviewed contractor bids/identified best return on investment—1st ever Air Force commercial-off-the-shelf system
- Adopted Lean principles to fleet tracking procedures; configured automated ID technology to improve fleet accountability; 33% gain in efficiency—set foundation for fleet wireless solutions

EMPLOYMENT HISTORY

2007 – Present **Regional Transportation Manager**, Headquarters Air Combat Command, Langley AFB, VA
 2006 – 2007 **Logistics Director**, 5th Logistics Readiness Squadron, Minot AFB, ND
 2004 – 2006 **Vehicle Management Policy and Procedures Director**, HQ Air Force, Pentagon, Wash., DC
 1997 – 2004 **Director of Operations and Fleet Manager**, 354th Logistics Readiness Squadron, Eielson AFB
 1994 – 1997 **Fleet Manager and Vehicle Inspector**, 31st Transportation Squadron, Aviano Air Base, Italy
 1989 – 1994 **Equipment Manager**, 5th Transportation Squadron, Minot AFB, ND

EDUCATION and CERTIFICATION

M.B.A., Strategic Leadership Concentration, Touro University International Cypress, CA

- Summa Cum Laude graduate, 3.89 GPA

B.S.O.E., Human Services, Occupational Ed., and Business, Wayland Baptist University Plainview, TX

- 3.93 GPA

A.A.S., Transportation, Community College of the Air Force Maxwell, AL

- Motor vehicle fleet management, surface/airlift transportation, and communication

College for Enlisted Professional Military Education, Air University Maxwell, AL

- Leadership, project management, senior-level communication

Logistics 299, Air Force Institute of Technology, School of Systems and Logistics Wright-Patterson, OH

- Logistics planning, acquisition, and execution

Demonstrated Master Logistician, SOLE - The International Society of Logistics Hyattsville, MD

AWARDS and HONORS

- Led three different organizations to winning “Best in the Air Force” recognition
- Nine-time recipient of Noncommissioned Officer of the Year award (Employee of the Year)
- Distinguished Graduate award, Senior Noncommissioned Officers Academy (Maxwell, AL)
- Communication award, Noncommissioned Officers Academy (Elmendorf, AK)

ABEL SALGADO (Resume) Page 2 of 2



City of Augusta, Georgia
Fleet Maintenance Services
Solicitation Number: 09-123

Attachment 1 – Vendor Reference Letter

O'REILLY AUTO PARTS
917 E JACKSON STREET
THOMASVILLE, GA 31792

TO WHOM IT MAY CONCERN,
I HAVE HAD THE HONOR OF SERVICING THE ALL STAR FLEET ACCOUNT FOR THE CITY OF
THOMASVILLE, GA SINCE MARCH 2008.
TO DATE IT HAS BEEN A PLEASURE INTERACTING WITH THE EMPLOYEES OF ALL STAR. THEY ARE
USUALLY ONE OF MY TOP 5 ACCOUNTS EVERY MONTH.
THEIR ACCOUNT STAYS CURRENT AND I HAVE NEVER HAD AN INSTANCE WHERE THEY HAVE FALLEN
BEHIND ON PAYMENTS. THEY HAVE BEEN A GREAT
ACCOUNT AND I LOOK FORWARD TO CONTINUING THE RELATIONSHIP THAT WE HAVE CULTIVATED
THUS FAR.

THANKS

A handwritten signature in black ink, appearing to read "Shane Roberts", is written over a circular stamp. The stamp contains the text "SHANE ROBERTS" and "MANAGER".

SHANE ROBERTS
MANAGER
OREILLY AUTO PARTS
STORE 1458
THOMASVILLE, GA



City of Augusta, Georgia
Fleet Maintenance Services
Solicitation Number: 09-123

Attachment 2 – Vendor Reference Letter

08/07/2009 09:57 2292281527

THOMASVILLE FLM

PAGE 01/01

To whom it may concern,

This letter is to commend AllStar Fleet Service on the job they do. I have never had a issue with late payments or anything for that matter. AllStar Fleet Service and Thomasville Ford, Lincoln, Mercury have a great working relationship and will have for years to come.

Jake McDowell

A handwritten signature in black ink, appearing to read "J McDowell", is written over the printed name.

Service Manager
Thomasville Ford, Lincoln, Mercury
229-226-5133

ALL STAR FLEET SERVICES, LLC

August 25, 2009

Augusta, Georgia Commission
Procurement Department
530 Greene Street - Room 605
Augusta, Georgia 30901

Attn: Ms. Geri A. Sams, Director of Procurement

Subject: RFP Item 09-123 Fleet Maintenance Service for the Fleet Department

Dear Ms. Sams:

All Star is in receipt of your letter dated 17 August, 2009, which provided notification that the Augusta Georgia Commission deemed our proposal as non-compliant. All Star respectfully requests you reconsider this position.

Our Director of Proposals, Mr. Bill Kohler, attempted to call you to discuss this disqualification. We agree that we failed to submit a signed copy of the Subcontractor Affidavit form. Since we were not utilizing a subcontractor to perform functions of the contract we assumed the form to be non-applicable since the form was not listed in Attachment D, Proposal Checklist. Some of the forms specifically stated ***NO exceptions will be granted***, and others stated; ***failure to properly execute the above affidavit MUST be considered grounds for rejecting vendor proposal***. The affidavit form we failed to submit stated neither. It states at the bottom of the form, ***MUST BE RETURNED WITH YOUR SUBMITTAL. If there are no subcontracting opportunities, please fill out the form (N/A, sign, date and notarize)***. This should not be cause for a non-compliant determination without consideration for a waiver since a subcontractor would not be utilized in our performance of the contract.

We understand the criticality of this form in the case of subcontracted efforts. By completing the Contractor Affidavit, All Star agreed with all the terms and conditions of the affidavit, including, "Should it employ or contract with any subcontractor(s) in connection with the physical performance of services pursuant to this contract with Augusta Richmond County Board of Commissioners, contractor will secure from such subcontractor(s) similar verification of compliance..." This binding statement ensures the Board of Commissioners that All Star will only employ subcontractors that will comply with the same requirements placed upon All Star.

We wish to address this issue in the most expeditious manner without inclusion of other parties in the determination of award of this contract.

All Star acted in good faith in the preparation and submission of our proposal package. All Star respectfully requests that the Augusta Richmond County Commission entertain our request for a waiver of this form, being a non-applicable form to our submission, or allow submission of this form.

Sincerely,



Lowell Davis
Vice President

25 AUG '09 AM 9:40

From: Origin ID: FTWA (817) 377-3844
Jamie Rifenburg
All-Star Technical Services
4800 Overton Plaza
Suite 400
Fort Worth, TX 76109

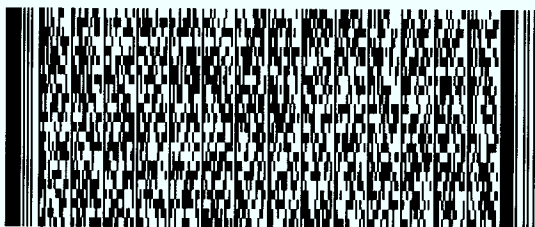


J05200906152023

SHIP TO: (706) 821-2422

BILL SENDER

Geri Sams
Augusta, Georgia Commission
530 Greene Street - Room 605
Procurement Department
Augusta, GA 30901



Ship Date: 25AUG09
ActWgt: 1.0 LB
CAD: 8233612/INET9060
Account#: S *****

Delivery Address Bar Code



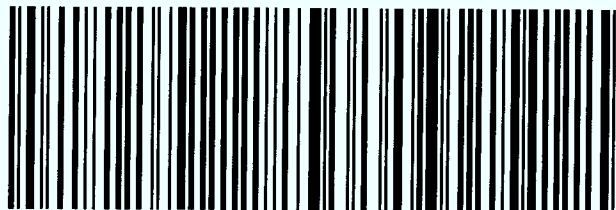
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Invoice #
PO #
Dept #

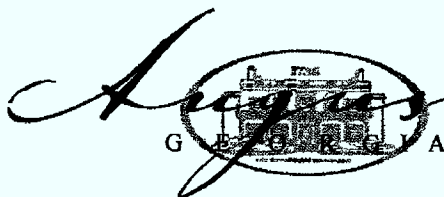
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WED - 26AUG AA
PRIORITY OVERNIGHT

XH AGSA

30901
GA-US
CAE





Office Of The Administrator

Frederick L. Russell, Administrator
Tameka Allen, Interim Deputy Administrator
Robert Leverett, Interim Deputy Administrator

Room 801 - Municipal Building
530 Greene Street - AUGUSTA, GA. 30901
(706) 821-2400 - FAX (706) 821-2819
www.augustaga.gov

September 15, 2009

VIA US MAIL AND FAX
(817) 377-4187
All Star Fleet Services, LLC
Attn: John N. Stewart, Senior Vice President
4800 Overton Plaza, Suite 380
Fort Worth, TX 76109

RE: RFP No. 09-123: Fleet Maintenance Service

Dear Mr. Stewart:

This letter is in response to your protest regarding the rejection of All Star's bid on RFP No. 09-123 for failure to properly execute the Subcontractor Affidavit. Augusta, GA. Code § 1-10-69 authorizes the Administrator to "settle any protest regarding the solicitation or award of a County contract ... prior to an appeal to the Augusta-Richmond County Commission."

The Procurement Department has indicated that All Star's bid was incomplete because of a failure to complete the Subcontractor Affidavit as required. It is my understanding that All Star does not dispute the fact that the Subcontractor Affidavit was not completed, but believes that the form was not applicable because All Star proposed no subcontractors. All Star seeks to revise their submission to include a properly executed Subcontractor Affidavit pursuant to Augusta, GA. Code § 1-10-44.

I agree with the Procurement Department and find that All Star's bid was properly rejected as non-compliant. The completion of the Subcontractor Affidavit is a requirement of state law as well as the specification of RFP 09-123. The general specifications of this RFP states in bold: "All reference documents must be completed and returned in their entirety to constitute a complete RFP. Failure to do so will render vendor's RFP submittal to be "non-compliant[.]" In addition, the Subcontractor Affidavit clearly states that the Affidavit must be filled out, signed, notarized and returned with the proposal. All Star's bid was unequivocally "incomplete" in my opinion and must be rejected. In addition, if All Star had some concerns regarding the need to complete and notarize the Subcontractor Affidavit, such concerns could have and should have been raised at numerous stages in the proposal process before the proposals were due. See Augusta, GA. Code § 1-10-67(b). Such a protest is now lost.

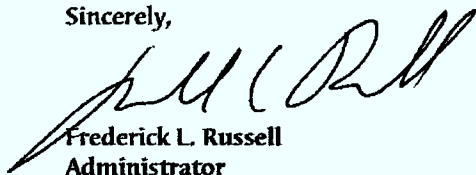
As to your request for a waiver of a material condition of the proposal, such a request must be determined by the Augusta-Richmond County Commission. The procedure to appeal to the Commission for this purpose is provided in Augusta, GA. Code § 1-10-43(b):

All requests to waive or modify any such material condition shall be submitted through the Procurement Director to the appropriate Committee of the Augusta-Richmond County Commission for approval by the Augusta-Richmond County Commission.

Mr. John N. Stewart
September 15, 2009
Page 2

Thus, if you would like to request such a waiver, please submit your request for same directly to the Procurement Director. If you have any questions relating to this matter, please let me know.

Sincerely,



Frederick L. Russell
Administrator

cc: Ms. Geri A. Sams, Procurement Director
Mr. Ron Cowden, Fleet Manager
Ms. Chiquita T. Johnson, General Counsel

ALL STAR FLEET SERVICES, LLC

September 3, 2009

Mr. Fred Russell
Augusta-Richmond County Administrator
Augusta, Georgia Commission
530 Greene Street - Room 801
Augusta, Georgia 30901

Subject: RFP Item 09-123 Fleet Maintenance Service for the Fleet Department

Dear Mr. Russell,

All Star Fleet Services, LLC inadvertently omitted the subcontractor affidavit from our submission under RFP Item 09-123 Fleet Maintenance Service for the Fleet Department. This was an administrative oversight. The form was not applicable because we have proposed no subcontractors, and the form should have been submitted as such.

We have been in contact with Ms. Sams to resolve this administrative error.

All Star understands that in the current environment of ever decreasing budgets and other fiscal constraints placed on municipalities, competition is imperative to ensure that Local Governments receive high quality service at the absolute best prices. Competition ensures that the best and most cost effective service providers partner with Government customers to provide the best value to the taxpayers.

In that regard, All Star respectfully requests consideration under Augusta-Richmond County Article 6 (Procurement source selection methods and contract awards), Section 1-10-44 (Request for proposals), Paragraph (f) which states:

Nonmonetary revisions may be permitted after submissions and prior to award for the purpose of obtaining the best and final offers.

All Star respectfully submits the attached signed and notarized affidavit for your consideration. This affidavit is submitted to correct the administrative oversight, and has no monetary impact on the proposal as submitted.

Thank you in advance for your time and consideration,



John N. Stewart
Senior Vice President

Enclosure: Completed Subcontractor Affidavit





City of Augusta, Georgia
Fleet Maintenance Services
 Solicitation Number: 09-123

Bid/RFP/RFQ#09-123

SUBCONTRACTOR AFFIDAVIT

By executing this affidavit, the undersigned subcontractor verifies its compliance with O.C.G.A. 13-10-91, stating affirmatively that the individual, firm, or corporation which is engaged in the physical performance of services under a contract with on behalf of Augusta Richmond County Board of Commissioners has registered with and is participating in a federal work authorization program* [any of the electronic verification of work authorization programs operated by the United States Department of Homeland Security or any equivalent federal work authorization program operated by the United States Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA), P.L. 99-603], in accordance with the applicability provisions and deadlines established in O. C. G. A 13-10-91.

N/A

E-Verify* User Identification Number

500 or More

Please Check One

100 or more 100 or less
Number of Employees

N/A

Company Name

John N. Stewart

BY: Authorized Officer or Agent
(Contractor Signature)

Date: September 3, 2009

Senior Vice President

Title of Authorized Officer or Agent of Contractor

John N. Stewart

Printed Name of Authorized Officer or Agent

- ✓ Vendor with 100 employees or more — must have an E-Verify * User Identification Number
- ✓ Vendor with less than 100 employees — check 100 or less box, fill out the form and return with your submittal. (Georgia Law requires you to have an E-Verify*User Identification Number on or after July 1, 2009.)

SUBSCRIBED AND SWORN
BEFORE ME ON THIS THE

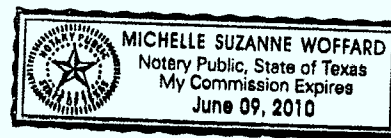
3 DAY OF September, 2009

Michelle S. Woffard-Wallace
Notary Public

My Commission Expires:

June 09, 2010

(Seal)



MUST BE RETURNED WITH YOUR SUBMITTAL

If there are no subcontracting opportunities, please fill out the form (NIA, sign, date and notarize).

ALL STAR FLEET SERVICES, LLC

September 16, 2009

Augusta, Georgia Commission
Procurement Department
530 Greene Street - Room 605
Augusta, Georgia 30901

Attn: Ms. Geri A. Sams, Director of Procurement

Subject: RFP Item 09-123 Fleet Maintenance Service for the Fleet Department

Dear Ms. Sams:

Pursuant to Augusta, GA Code § 1-10-43(b), All Star Fleet Services, LLC respectfully appeals to the Augusta Georgia Commission for a waiver to the material conditions of the subject Request for Proposals.

All Star does not request a waiver of the submission of the subcontractor affidavit. All Star respectfully requests that a waiver of the submission of the subcontractor affidavit with the Proposal submission be granted, and that All Star be allowed to submit the Subcontractor Affidavit after the fact as a non-monetary revision pursuant to August, GA code §1-10-44(f). As stated in our previous appeal to the Augusta Administrator, this form was not applicable in that we have no subcontractors on our proposed team to perform the work under the subject solicitation, and this form was inadvertently left out of our submission as an administrative oversight.

All Star does not request this lightly, we fully understand the importance of providing a complete submission in full compliance with applicable laws and regulations. In response to our initial appeal, we were referred to Augusta, GA Code § 1-10-44 which states in part that this submission was a "material condition of the bid which are not waiveable or modifiable by the Procurement Director." In addition to complying with Augusta GA Code, we were referred to the requirements of the **Georgia Security and Immigration Compliance Act of 2006, O.C.G. A. 13-10-91** by the City of Augusta as a governing requirement for the submission of the form in question.

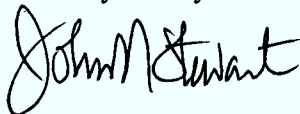
Paragraph (b)(1) of the Georgia Security and Immigration Compliance Act of 2006 specifically states:

No public employer shall enter into a contract for the physical performance of services within this state unless the contractor registers and participates in the federal work authorization program to verify information of all new employees.

Failure to submit the form in question does not violate this Act so long as no contract exists, and the form is submitted prior to "entering into a contract..."

By waiving the requirement to submit this non-applicable form with the proposal package, and allowing a late submission of this form, the County Commission will increase competition in furtherance of cost savings goals without violating ANY state or federal regulations.

Thank you for your time and consideration,



John N. Stewart
Executive Vice President

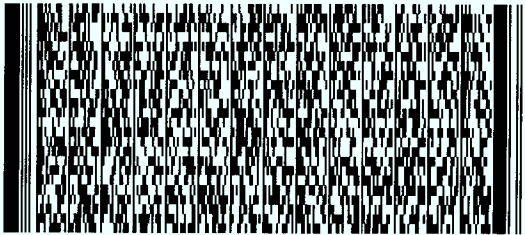
13 SEP '09 AM 9:20

From: Origin ID: FTWA (817) 377-3844
Mercedes Benavides
All Star Services
4800 Overton Plaza
Suite 380
Ft. Worth, TX 76109



J09280906152823

SHIP TO: (817) 377-3844 BILL SENDER
Geri A. Sams, Dir of Procurement
Augusta, Georgia Commission
530 GREENE ST RM 605
PROCUREMENT DEPARTMENT
AUGUSTA, GA 30901



Ship Date: 17SEP09
ActWgt: 1.0 LB
CAD: 8233612/INET9060
Account#: S *****

Delivery Address Bar Code



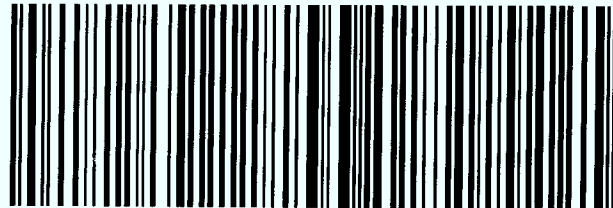
Ref # Augusta Letter
Invoice #
PO #
Dept #

TRK# 7979 4200 3528
0201

FRI - 18SEP AA
PRIORITY OVERNIGHT

XH AGSA

30901
GA-US
CAE



ALL STAR FLEET SERVICES, LLC

September 16, 2009

Augusta, Georgia Commission
Procurement Department
530 Greene Street - Room 605
Augusta, Georgia 30901

Attn: Ms. Geri A. Sams, Director of Procurement

Subject: RFP Item 09-123 Fleet Maintenance Service for the Fleet Department

Dear Ms. Sams:

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All Star does not request a waiver of the submission of the subcontractor affidavit. All Star respectfully requests that a waiver of the submission of the subcontractor affidavit with the Proposal submission be granted, and that All Star be allowed to submit the Subcontractor Affidavit after the fact as a non-monetary revision pursuant to August, GA code §1-10-44(f). As stated in our previous appeal to the Augusta Administrator, this form was not applicable in that we have no subcontractors on our proposed team to perform the work under the subject solicitation, and this form was inadvertently left out of our submission as an administrative oversight.

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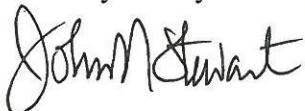
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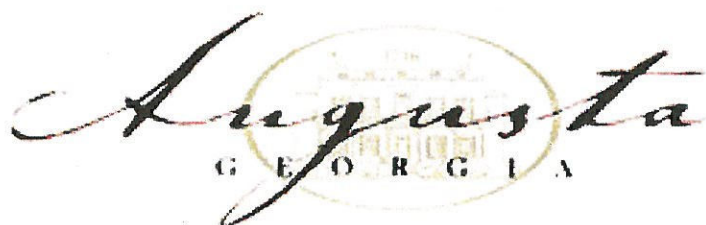
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Thank you for your time and consideration,

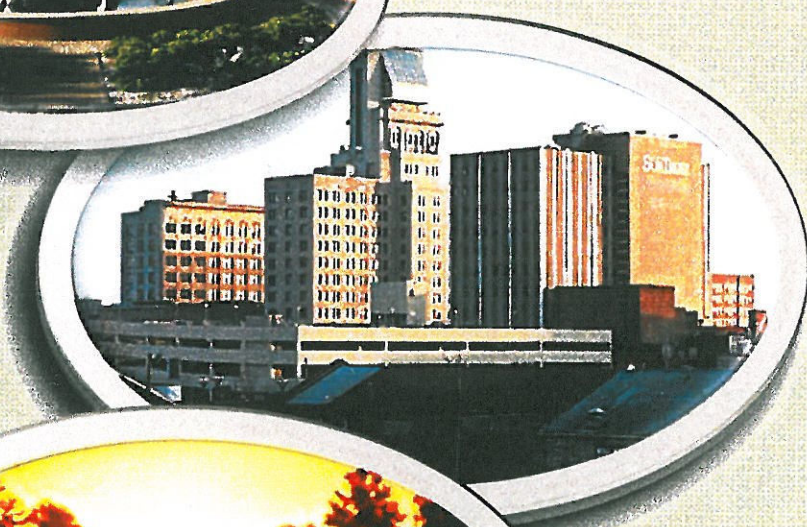


John N. Stewart
Executive Vice President

18 SEP '09 AM 9:20



**FLEET MAINTENANCE SERVICE
FOR
THE CITY OF AUGUSTA
FLEET DEPARTMENT
SOLICITATION #: 09-123**



**SUBMITTED BY:
ALL STAR FLEET SERVICES, LLC
AUGUST 2009
TECHNICAL (PARTS I-IV)
ORIGINAL**



ATTACHMENTS

ATTACHMENT I

BUSINESS AND OWNERSHIP INFORMATION FORM

Pursuant to your Request for Proposal, the respondent identified herein submits this proposal to provide fleet maintenance services to the Augusta Commission

1. Respondent is (check one): An Individual _____
 A Partnership _____
 A Corporation ✓ _____
2. The name and position of the person duly authorized to represent respondent regarding this proposal, including negotiation of Contract if respondent is selected, is:
John N. Stewart, Senior Vice President
3. The name and position of the person duly authorized to execute Contracts on behalf of respondent is: John N. Stewart, Senior Vice President
4. If respondent is an Individual, complete the following:

Respondent is an individual doing business under the name(s) of _____

_____ At _____
_____ in the Government of _____, in the
Government of _____ in the State of _____

The following is a complete and accurate list of the names and addresses of all persons interested in this proposal, or who may represent respondent regarding this proposal.

NAME	ADDRESS
_____	_____
_____	_____
_____	_____

5. If respondent is a Partnership, complete the following:
Respondent is a (general) or (limited) Partnership, doing business under the name of _____
_____ at _____ Government of _____,
Government of _____, in the State _____.
The Partnership was formed on _____ and the Partnership is recorded in the
Government of _____, State of _____.
The following is a complete and accurate list of the names and addresses of the Partners:



City of Augusta, Georgia
Fleet Maintenance Services
Solicitation Number: 09-123

NAME

ADDRESS

_____	_____
_____	_____
_____	_____

6. If the respondent is a Corporation, complete the following:

Respondent is a Corporation doing business under the name of All Star Fleet Services, LLC

_____ at 4800 Overton Plaza, Suite 380

in the Government and State of Fort Worth, TX 76109

The Corporation was organized on 12/17/07 and existing under the laws of the State
of Nevada, in the Government of Carson City.

Mailing address, if different from above, for correspondence pertaining to this proposal is

7. Financial Responsibility

BANK

ADDRESS

California Bank and Trust

4320 Lajolla Village Drive, Suite 130

Metropolitan Corporate Bank #252

San Diego, CA 92122-1204



City of Augusta, Georgia
Fleet Maintenance Services
Solicitation Number: 09-123

ATTACHMENT K
DRUG-FREE WORKPLACE CERTIFICATION

I, John N. Stewart of All Star Fleet Services, LLC
(contractor/vendor's certifying official) (company name)

4800 Overton Plaza, Suite 380, Fort Worth, TX. 76109

(address)

certify that a drug-free workplace will be provided for the employees of this company during the performance of this contract pursuant to section 50-24-3 of O.C.G.A. I further certify that in accordance with O.C.G.A. 50-24-3 paragraph (a) subsection (2) that should this company require the services of a subcontractor as part of this contract, that all subcontractors will be required to provide this company with a certificate of compliance for the establishment of a Drug Free Work Place.

I understand that a drug-free work place may be provided by my:

1. Publishing a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractors/subcontractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition;
2. Establishing a drug-free awareness program to inform employee about:
 - a. The dangers of drug abuse in the workplace;
 - b. The contractor's/subcontractor's policy of maintaining a drug-free workplace;
 - c. Any available drug counseling, rehabilitation, and employee assistance program; and
 - d. The penalties that may be imposed upon employees for drug abuse violations.
3. Providing each employee with a copy of the statement provided for in paragraph one above.
4. Notifying each employee in the statement provided for in paragraph one above, that as a condition of employment, the employee shall:
 - a. Abide by the terms of the statement; and
 - b. Notify the contractor/subcontractor of any criminal drug stature conviction for a violation occurring in the workplace within five days of the conviction;
5. Notifying the contractor principal representative within ten days after receiving from such an employee or a subcontractor a notice of conviction as provided under paragraph 4b, above or otherwise receiving actual notice of such a conviction;
6. Making a good faith effort on a continuing basis to provide a drug-free workplace for employees; and
7. Requiring that such contractor/subcontractor include in any agreement or contract with a subcontractor a provision that such subcontractor will provide a drug-free workplace for his employees by complying with the provision of paragraphs 1, 2, 3, 4, and 6 as listed above.


(Signature)

John N. Stewart, Senior Vice President
(Printed Name & Title)



City of Augusta, Georgia
Fleet Maintenance Services
Solicitation Number: 09-123



EXCEPTION SHEET

If the commodity (ies) and/or services proposed in the response to this bid is in anyway different from that contained in this proposal or bid, the bidder is responsible to clearly identify by specification section number, all such differences in the space provided below. Otherwise, it will be assumed that bidder(s) offer is in total compliance with all aspects of the proposal or bid.

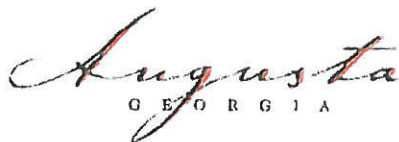
Below are the exceptions to the stated specifications:

August 14, 2009
Date

John M. Stewart
Signature
All Star Technical Services, LLC
Company
Senior Vice President
Title



City of Augusta, Georgia
Fleet Maintenance Services
Solicitation Number: 09-123



STATEMENT OF NON-DISCRIMINATION

The undersigned understands that it is the policy of Augusta-Richmond County to promote full and equal business opportunity for all persons doing business with Augusta-Richmond County. The undersigned covenants that we have not discriminated, on the basis of race, religion, gender, national origin or ethnicity, with regard to prime contracting, subcontracting or partnering opportunities.

The undersigned covenants and agrees to make good faith efforts to ensure maximum practicable participation of local small businesses on the bid or contract awarded by Augusta-Richmond County. The undersigned further covenants that we have completed truthfully and fully the required forms regarding good faith efforts and local small business subcontractor/supplier utilization.

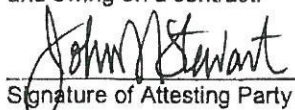
The undersigned further covenants and agrees not to engage in discriminatory conduct of any type against local small businesses, in conformity with Augusta-Richmond County's Local Small Business Opportunity Program. Set forth below is the signature of an officer of the bidding/contracting entity with the authority to bind the entity.

The undersigned acknowledge and warrant that this Company has been made aware of understands and agrees to take affirmative action to provide such companies with the maximum practicable opportunities to do business with this Company;

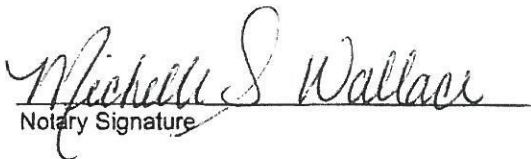
That this promise of non-discrimination as made and set forth herein shall be continuing in nature and shall remain in full force and effect without interruption;

That the promises of non-discrimination as made and set forth herein shall be and are hereby deemed to be made as part of and incorporated by reference into any contract or portion thereof which this Company may hereafter obtain and;

That the failure of this Company to satisfactorily discharge any of the promises of nondiscrimination as made and set forth herein shall constitute a material breach of contract entitling the City of Augusta to declare the contract in default and to exercise any and all applicable rights remedies including but not limited to cancellation of the contract, termination of the contract, suspension and debarment from future contracting opportunities, and withholding and or forfeiture of compensation due and owing on a contract.

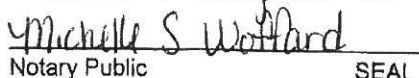

Signature of Attesting Party

Senior Vice President
Title of Attesting Party


Notary Signature



Subscribed and sworn to before me
this 10 day of August, 2009


Notary Public SEAL

My commission expires: June 09, 2010

This form MUST be submitted with RFP package. NO Exception(s) will be granted



City of Augusta, Georgia
Fleet Maintenance Services
Solicitation Number: 09-123



RFP FORM

City of Augusta Procurement Dept
530 Greene Street Suite 605
Augusta, Georgia 30901

Business Location: (Check One)
 Augusta Richmond County

ATTN: Procurement Director

 X Other (Please attach copy)

Name of Bidder: All Star Fleet Services, LLC

Street Address: 4800 Overton Plaza, Suite 380

City, State, Zip Code: Fort Worth, TX, 76109

Phone: (817) 377-5839 Fax: (817) 377-5897 Email: jstewart@all-star.com

Do You Have A Business License In The State Of Georgia? (Check One) Yes: No: X

Licensed By What City/County We hold a "Certificate of Authority" issued by the State and attached herein.

Business License #: Control # 07102458 Fed Tax Id #: 26-1477428

Indicate Legal Form Of Ownership Of Bidder (Statistical Purposes Only):

Check One: Corporation Partnership Individual Other (Specify: LLC)

Acknowledgement Of Addendum: Check and Initial the appropriate box:

Addenda 1 <u> X </u> Initial <u> CSH </u>	Addenda 5 <u> </u> Initial <u> </u>
Addenda 2 <u> </u> Initial <u> </u>	Addenda 6 <u> </u> Initial <u> </u>
Addenda 3 <u> </u> Initial <u> </u>	Addenda 7 <u> </u> Initial <u> </u>
Addenda 4 <u> </u> Initial <u> </u>	Addenda 8 <u> </u> Initial <u> </u>

THE UNDERSIGNED PROPOSES TO FURNISH THE FOLLOWING ITEMS IN STRICT CONFORMANCE TO THE RFP SPECIFICATIONS AND RFP INVITATION ISSUED BY THE CITY OF AUGUSTA FOR THIS RFP. ANY EXCEPTIONS ARE CLEARLY MARKED IN THE ATTACHED COPY OF RFP SPECIFICATIONS:

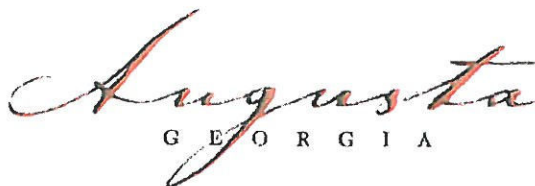
Signature: Charles H. Stewart Date: August 14, 2009

*This form **MUST** be submitted with RFP package. **NO Exception(s)** will be granted*

RFP 09-123 Fleet Maintenance Service Specs
Page 130 of 137



City of Augusta, Georgia
Fleet Maintenance Services
Solicitation Number: 09-123



CONFLICT OF INTEREST:

It shall be unethical for any City of Augusta business or participant directly or indirectly in a procurement contract when the employee or official knows that:

- (a) the employee or official or any member of the employee's or official's immediate family has a substantial interest or financial interest pertaining to the procurement contract, except that the purchase of goods and services from businesses which a member of the Commission or other City of Augusta employee has a financial interest is authorized as per O.C.G.A. 36-1-14, or the procurement contract is awarded pursuant to O.C.G.A. 45-10-22 and 45-10-24, or the transaction is excepted from said restrictions by O.C.G.A. 45-10-25;
- (b) Any other person, business, or organization with whom the employee or official of any member of an employee's or Official's immediate family is negotiating or has an arrangement concerning prospective employment is involved in the procurement contract.

Any employee or official or any member of an employee's or official immediate family who holds a substantial interest or financial interest in a disclosed blind trust shall not be deemed to have a conflict of interest with regard to matters pertaining to that substantial interest or financial interest.

I, (vendor) John N. Stewart have read and understand the information contained in the bid specifications.

Vendor Name: All Star Fleet Services, LLC

Address: 4800 Overton Plaza, Suite 380

City & State: Fort Worth, TX 76109

Phone #: (817) 377-5839 Fax # (817) 377-5837

Signature: John N. Stewart Date: August 14, 2009

Bid Item Number and Name: 09-123, Fleet Maintenance Service for the City of Augusta Fleet Department

*This form **MUST** be submitted with RFP package. **NO Exception(s)** will be granted*

RFP 09-123 Fleet Maintenance Service Specs
Page 128 of 137



City of Augusta, Georgia
Fleet Maintenance Services
 Solicitation Number: 09-123

Bid/RFP/RFQ # 09-123

CONTRACTOR AFFIDAVIT AND AGREEMENT

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. 13-10-91, stating affirmatively that the individual, firm, or corporation which is contracting with Augusta Richmond County Board of Commissioners has registered with and is participating in a federal work authorization program* [any of the electronic verification of work authorization programs operated by the United States Department of Homeland Security or any equivalent federal work authorization program operated by the United States Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA), P.L. 99-603], in accordance with the applicability provisions and deadlines established in O.C.G.A 13-10-91.

The undersigned further agrees that, should it employ or contract with any subcontractor(s) in connection with the physical performance of services pursuant to this contract with Augusta Richmond County Board of Commissioners, contractor will secure from such subcontractor(s) similar verification of compliance with O.C.G.A 13-10-91 on the Subcontractor Affidavit provided in Rule 300-10-01-.08 or a substantially similar form. Contractor further agrees to maintain records of such compliance and provide a copy of each such verification to the Augusta Richmond County Board of Commissioners at the time the subcontractor(s) is retained to perform such service.

58369

E-Verify * User Identification Number

Please Check One

500 or More X 100 or more 100 or less
 Number of Employees

All Star Fleet Services, LLC

Company Name

John N. Stewart

BY: Authorized Officer or Agent
 (Contractor Signature)

Date: August 14, 2009

Senior Vice President

Title of Authorized Officer or Agent of Contractor

John N. Stewart

Printed Name of Authorized Officer or Agent

- ✓ Vendor with **100 employees or more** – must have an E-Verify * User Identification Number
- ✓ Vendor with **less than 100 employees** – check 100 or less box, fill out the form and return with your submittal. (Georgia Law requires you to have an E-Verify* User Identification Number on or after July 1, 2009.)

SUBSCRIBED AND SWORN
 BEFORE ME ON THIS THE

10 DAY OF August, 2009

Michelle Suzanne Woffard

Notary Public

My Commission Expires:

June 09, 2010

(Seal)



MUST BE RETURNED WITH YOUR SUBMITTAL



City of Augusta, Georgia
Fleet Maintenance Services
Solicitation Number: 09-123



In accordance with the Laws of Georgia, the following affidavit is required by all vendors

NON-COLLUSION AFFIDAVIT OF BIDDER/OFFEROR

I, John N. Stewart certify that this bid or proposal is made without prior understanding, agreement or connection with any corporation, firm or person submitting a bid for the same work, labor or service to be done or the supplies, materials or equipment to be furnished and is in all respects fair and without collusion or fraud. I understand collusive bidding is a violation of state and federal law and can result in fines, prison sentences and civil damages awards. I agree to abide by all conditions of this bid or proposal and certify that I am authorized to sign this bid or proposal for the bidder.

Affiant further states that pursuant to O.C.G.A. Section 36-91-21 (d) and (e), All Star Fleet Services, LLC has not, by itself or with others, directly or indirectly, prevented or attempted to prevent competition in such bidding or proposals by any means whatsoever. Affiant further states that (s)he has not prevented or endeavored to prevent anyone from making a bid or offer on the project by any means whatever, nor has Affiant caused or induced another to withdraw a bid or offer for the work.

Affiant further states that the said offer of Fleet Maintenance Services is bona fide, and that no one has gone to any supplier and attempted to get such person or company to furnish the materials to the bidder only, or if furnished to any other bidder, that the material shall be at a higher price.

John N. Stewart
Signature of Attesting Party

Senior Vice President
Title of Attesting Party

Sworn to and subscribed before me this 10 day of August, 2009.

Michelle S. Wallace - Woffard
Notary Signature

(Affix Corporate Seal here, if a corporation)

Notary Public: Michelle Wallace - Woffard

County: Tarrant

Commission Expires: June 09, 2010

SEAL



Failure to properly execute the above affidavit must be considered grounds for rejecting vendor submittal
Failure to properly affix a Corporate Seal if you are a corporation will be considered grounds for rejecting vendor submittal



City of Augusta, Georgia
Fleet Maintenance Services
Solicitation Number: 09-123



In accordance with the Laws of Georgia, the following affidavit is required by all vendors

NON-COLLUSION AFFIDAVIT OF SUBCONTRACTOR

I, N/A certify that this bid or proposal is made without prior understanding, agreement or connection with any corporation, firm or person submitting a bid for the same work, labor or service to be done or the supplies, materials or equipment to be furnished and is in all respects fair and without collusion or fraud. I understand collusive bidding is a violation of state and federal law and can result in fines, prison sentences and civil damages awards. I agree to abide by all conditions of this bid or proposal and certify that I am authorized to sign this bid or proposal for the bidder.

Affiant further states that pursuant to O.C.G.A. Section 36-91-21 (d) and (e), _____ has not, by itself or with others, directly or indirectly, prevented or attempted to prevent competition in such bidding or proposals by any means whatsoever. Affiant further states that (s)he has not prevented or endeavored to prevent anyone from making a bid or offer on the project by any means whatever, nor has Affiant caused or induced another to withdraw a bid or offer for the work.

Affiant further states that the said offer of _____ is bona fide, and that no one has gone to any supplier and attempted to get such person or company to furnish the materials to the bidder only, or if furnished to any other bidder, that the material shall be at a higher price.

John Stewart
Signature of Attesting Party

Senior Vice President
Title of Attesting Party

Sworn to and subscribed before me this 10 day of August, 2009.
Michelle Suzanne Woffard
Notary Signature

(Affix Corporate Seal here, if a corporation)

Notary Public: Michelle Suzanne Woffard - Walker

County: Tarrant

Commission Expires: June 09, 2010 SEAL



Failure to properly execute the above affidavit must be considered grounds for rejecting vendor submittals
If there are no subcontracting opportunities, please fill out the form (N/A, sign, date and notarize).



City of Augusta, Georgia
Fleet Maintenance Services
 Solicitation Number: 09-123

AUGUSTA-RICHMOND COUNTY LOCAL SMALL BUSINESS OPPORTUNITY PROGRAM
GOOD FAITH EFFORTS
SUBCONTRACTOR & SUPPLIER CONTACT FORM

Attention Bidder/Proponent: List all subcontractors or suppliers that were contacted regarding this project. Use additional sheets as necessary.

Name of Subcontractor/Supplier	Subcontractor/Supplier Name, Address and Phone Number	Augusta-Richmond Co. Business License? (Yes or No)	Scope of Work Solicited	Local Small Business?	ARC LSBOP Registration No.	Results of Contact
Chanecy's Wrecker Service	3102 Mike Padgett Hwy Augusta, GA 30906 (706) 796-1642	Yes	Towing	Yes		
Meineke Car Care Center	1634 Gordon Hwy Augusta, GA 30906 (706) 771-0620	Yes	Wheel Alignments	Yes		National Account
Abbott Oil Company	2834 Walden Drive Augusta, GA 30906 (706) 738-3710	Yes	Bulk Petroleum	Yes		
Analyze America Labs	1840 Wrightskov Road Augusta, GA 30904 (706) 738-3145	Yes	Drug Screen	Yes		

Bidder/Proponent's All Star Fleet Services, LLC

Project Name: Fleet Maintenance Services

RFP#: 09-123

Signature: _____

Date: August 14, 2009

This form MUST be submitted with RFP package
If there are no subcontracting opportunities the form must be executed (write N/A, sign, date and return).
 Questions: Contact Ms. Yvonne Gentry -Office: (706) 821-2406 or Fax: 706 821-4228

AUGUSTA-RICHMOND COUNTY LOCAL SMALL BUSINESS OPPORTUNITY PROGRAM
LSB SUBCONTRACTOR / SUPPLIER UTILIZATION PLAN

Attention Bidder/Proponent: List all ARC Registered Local Small Business subcontractors/suppliers, including lower tiers, to be used in the Project.

[illegible]

Company Name All Star Fleet Services, LLC

Signature: Shubh Dhand

This form *MUST* be submitted with RFP package
If there are no subcontracting opportunities the form must be executed (write N/A, sign, date and return).
Questions: Contact Ms. Yvonne Gentry –Office: (706) 821-2406 or Fax: 706 821-4228

THE AMERICAN INSTITUTE OF ARCHITECTS



AIA Document A310

Bid Bond

KNOW ALL MEN BY THESE PRESENTS, that we **All Star Fleet Services, LLC**

as Principal, hereinafter called the Principal, and **Safeco Insurance Company of America**

a corporation duly organized under the laws of the State of **Washington**

as Surety, hereinafter called the Surety, are held and firmly bound unto **City of Augusta**

as Obligee, hereinafter called the Obligee, in the sum of **Ten Percent of Bid Amount (\$10% of Bid Amount)**, for the payment of which sum well and truly to be made, the said Principal and the said Surety, bind ourselves, our heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, the Principal has submitted a bid for **City of Augusta Georgia, Fleet Maintenance Service**

NOW, THEREFORE, if the Obligee shall accept the bid of the Principal and the Principal shall enter into a Contract with the Obligee in accordance with the terms of such bid, and give such bond or bonds as may be specified in the bidding or Contract Documents with good and sufficient surety for the faithful performance of such Contract and for the prompt payment of labor and material furnished in the prosecution thereof, or in the event of the failure of the Principal to enter such Contract and give such bond or bonds, if the Principal shall pay to the Obligee the difference not to exceed the penalty hereof between the amount specified in said bid and such larger amount for which the Obligee may in good faith contract with another party to perform the Work covered by said bid, then this obligation shall be null and void, otherwise to remain in full force and effect.

Signed and sealed this **31st** day of **July**, 2009.


(Witness)

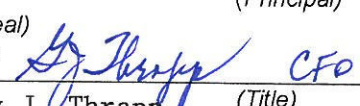

(Witness) Leticia Martinez, Account Rep.

All Star Fleet Services, LLC

(Principal)

(Seal)

By

 CFO
(Title)

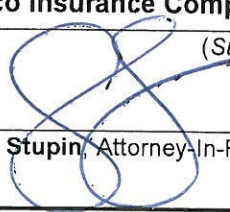
Gary J. Thrapp
CFO for All Star Fleet Services, LLC

Safeco Insurance Company of America

(Surety))

(Seal)

By


Sarah Stupin, Attorney-In-Fact (Title)

CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT

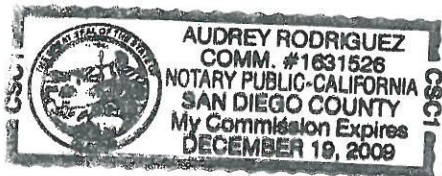
State of California

County of San Diego

On JUL 31 2009 before me, Audrey Rodriguez, Notary Public

personally appeared Sarah Stupin

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/~~are~~ subscribed to the within instrument and acknowledged to me that ~~he~~/she/~~they~~ executed the same in ~~his~~/her/~~their~~ capacity(~~ies~~), and that by ~~his~~/her/~~their~~ signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.



I certify under PENALTY OF PERJURY under the laws of the state of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Audrey Rodriguez
Signature of Notary

OPTIONAL

Though the data below is not required by law, it may prove valuable to persons relying on the document and could prevent fraudulent reattachment of this form.

CAPACITY CLAIMED BY SIGNER

- ☐ INDIVIDUAL
☐ CORPORATE OFFICER

☐ PARTNER(S)
☐ MEMBER of LLC
☒ ATTORNEY-IN-FACT
☐ TRUSTEE(S)
☐ GUARDIAN/CONSERVATOR

OTHER: _____

SIGNER IS REPRESENTING:
NAME OF PERSON(S) OR ENTITY(IES)

DESCRIPTION OF ATTACHED DOCUMENT

Title or Type of Document

Number of Pages

Date of Document

Signer(s) other than named above



POWER
OF ATTORNEY

Safeco Insurance Company of America
General Insurance Company of America
1001 4th Avenue
Suite 1700
Seattle, WA 98154

KNOW ALL BY THESE PRESENTS:

No. 4273

That **SAFECO INSURANCE COMPANY OF AMERICA** and **GENERAL INSURANCE COMPANY OF AMERICA**, each a Washington corporation, does each hereby appoint

***** JAMES BALDASSARE, JR.; LAWRENCE F. MCMAHON; AUDREY RODRIGUEZ; SARAH STUPIN;
MARIA WHITECAGE; San Diego, California *****

its true and lawful attorney(s)-in-fact, with full authority to execute on its behalf fidelity and surety bonds or undertakings and other documents of a similar character issued in the course of its business, and to bind the respective company thereby.

IN WITNESS WHEREOF, **SAFECO INSURANCE COMPANY OF AMERICA** and **GENERAL INSURANCE COMPANY OF AMERICA** have each executed and attested these presents

this 21st day of March, 2009

Dexter R. Legg, Secretary

Timothy A. Mikolajewski, Vice President

CERTIFICATE

Extract from the By-Laws of **SAFECO INSURANCE COMPANY OF AMERICA**
and of **GENERAL INSURANCE COMPANY OF AMERICA**:

"Article V, Section 13. - FIDELITY AND SURETY BONDS ... the President, any Vice President, the Secretary, and any Assistant Vice President appointed for that purpose by the officer in charge of surety operations, shall each have authority to appoint individuals as attorneys-in-fact or under other appropriate titles with authority to execute on behalf of the company fidelity and surety bonds and other documents of similar character issued by the company in the course of its business... On any instrument making or evidencing such appointment, the signatures may be affixed by facsimile. On any instrument conferring such authority or on any bond or undertaking of the company, the seal, or a facsimile thereof, may be impressed or affixed or in any other manner reproduced; provided, however, that the seal shall not be necessary to the validity of any such instrument or undertaking."

Extract from a Resolution of the Board of Directors of **SAFECO INSURANCE COMPANY OF AMERICA**
and of **GENERAL INSURANCE COMPANY OF AMERICA** adopted July 28, 1970.

"On any certificate executed by the Secretary or an assistant secretary of the Company setting out,

- (i) The provisions of Article V, Section 13 of the By-Laws, and
- (ii) A copy of the power-of-attorney appointment, executed pursuant thereto, and
- (iii) Certifying that said power-of-attorney appointment is in full force and effect,

the signature of the certifying officer may be by facsimile, and the seal of the Company may be a facsimile thereof."

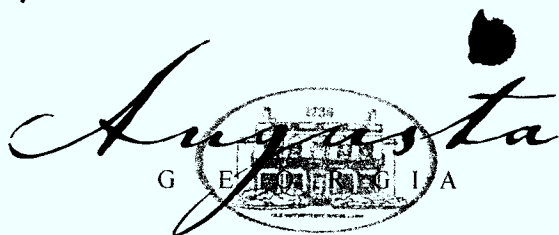
I, Dexter R. Legg, Secretary of **SAFECO INSURANCE COMPANY OF AMERICA** and of **GENERAL INSURANCE COMPANY OF AMERICA**, do hereby certify that the foregoing extracts of the By-Laws and of a Resolution of the Board of Directors of these corporations, and of a Power of Attorney issued pursuant thereto, are true and correct, and that both the By-Laws, the Resolution and the Power of Attorney are still in full force and effect.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the facsimile seal of said corporation

this day of JUL 31 2009



Dexter R. Legg, Secretary



Procurement Department

Mrs. Geri Sams, Director

August 17, 2009

FAXED/MAILED

All Star Fleet Services, LLC
Attn: John N. Stewart
4800 Overton Plaza, Suite 380
Forth Worth, TX 76109

Re: RFP Item 09-123 Fleet Maintenance Service for the Fleet Department

Dear Mr. Stewart:

Thank you for your submittal in response to the above referenced RFP Item. After reviewing your package it was noted that you failed to properly complete and return the Subcontractor Affidavit. We have included a copy of the required form for your review.

In accordance to the RFP specifications and the Augusta-Richmond County Code, your company's submittal was deemed as non-compliant. I wish to call your attention to the following paragraph included in all invitation to bids which we have included below to address omissions of this nature.

"Bidders will please note that the number of copies requested; all supporting documents including financial statements and references and such other attachments that may be required by the bid invitation are material conditions of the bid. Any package found incomplete or submitted late shall be rejected by the Procurement Office. Any bidder allegedly contending that he/she has been improperly disqualified from bidding due to an incomplete bid submission shall have the right to appeal to the appropriate committee of the Augusta commission. Please mark BID number on the outside of the envelope."

I further wish to call your attention to **ARTICLE 6, Sec. 1-10-43 (b)** and **ARTICLE 9, 1-10-67 (b)** of our Augusta Richmond County Code as it relates to handling claims:

ARTICLE 6 PROCUREMENT SOURCE SELECTION METHODS AND CONTRACT AWARDS
Sec. 1-10-43. Sealed bids selection method.

(a) Conditions for use. All contracts of Augusta-Richmond County shall be awarded by competitive sealed bidding except as otherwise provided elsewhere in this article (see section 1-10-45-Sealed Proposals; 1-10-46-Professional Services; 1-10-47-Quotations; 1-10-49-Sole Source Procurement; and 1-10-50-Emergency Procurements, of this chapter).

(b) Invitation for bids and specifications. An invitation for bids shall be issued by the Procurement Office and shall include specifications prepared in accordance with Article 4 (Product Specifications), and all contractual terms and conditions, applicable to the procurement. All specific requirements contained in the invitation to bid including, but not limited to, the number of copies needed, the timing of the submission, the required financial data, and any other requirements designated by the Procurement Department are considered material conditions of the bid which are not waiveable or modifiable by the Procurement Director. All requests to waive or modify any such material condition shall be submitted through the

Room 605 - 530 Greene Street, Augusta Georgia 30901
(706) 821-2422 - Fax (706) 821-2811

www.augustaga.gov

Register at www.demandstar.com/supplier for automatic bid notification

Item # 3

Procurement Director to the appropriate committee of the Augusta-Richmond County Commission for approval by the Augusta-Richmond County Commission.

ARTICLE 9 APPEALS AND REMEDIES Sec. 1-10-67. Procurement protests.

(a) *Right to protest.* Any actual or prospective bidder, offeror, or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to Augusta-Richmond County. Protestors shall seek resolution of their complaints initially with the Procurement Director. All protests must be submitted in writing to the Procurement Director.

(b) *Protests concerning invitations to bid.* A protest with respect to an invitation for bids or request for proposals shall be submitted in writing prior to the opening of bids or the closing date of proposals. If not done by that time, the complaint or protest is lost.

(c) *Stay of procurement during protests.* In the event of a timely protest under subsection (b) of this Section, the Procurement Director shall not proceed further with the solicitation or award of the contract until all administrative remedies have been exhausted or until the Augusta-Richmond County Administrator or Commission makes a determination on the record that the award of the contract without delay is necessary to protect the interests of Augusta-Richmond County. (Ord. No. 6939, § 16, 1-2-07)

We would like to thank you for your interest in doing business with the City of Augusta and look forward to your company participating in future bids. Please do not hesitate to contact us at (706) 821-2422 at any time when you have a concern and are preparing for a future bid submission.

Sincerely,

Gerri psm

Gerri A. Sams, Director
Procurement Department

GAS/sp

Attachments

cc: Tameka Allen, Interim Deputy Administrator
Ron Crowden, Fleet Department

Bid/RFP/RFQ # _____

SUBCONTRACTOR AFFIDAVIT

By executing this affidavit, the undersigned subcontractor verifies its compliance with O.C.G.A. 13-10-91, stating affirmatively that the individual, firm, or corporation which is engaged in the physical performance of services under a contract with _____ on behalf of Augusta Richmond County Board of Commissioners has registered with and is participating in a federal work authorization program [any of the electronic verification of work authorization programs operated by the United States Department of Homeland Security or any equivalent federal work authorization program operated by the United States Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 ([RCA), P.L. 99-603], in accordance with the applicability provisions and deadlines established in O. C. G. A 13-10-91.

E-Verify * User Identification Number

Please Check One
500 or More _____ 100 or more _____ 100 or less _____
Number of Employees

Company Name

BY: Authorized Officer or Agent
(Contractor Signature)

Date: _____

Title of Authorized Officer or Agent of Contractor

Printed Name of Authorized Officer or Agent

SUBSCRIBED AND SWORN
BEFORE ME ON THIS THE
_____ DAY OF _____, 200_____

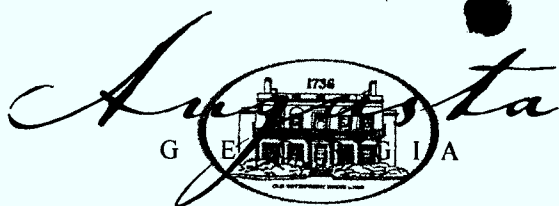
Notary Public
My Commission Expires: _____

- ✓ Vendor with **100 employees or more** – must have an E-Verify * User Identification Number
- ✓ Vendor with **less than 100 employees** – check 100 or less box, fill out the form and return with your submittal. (Georgia Law requires you to have an E-Verify*User Identification Number on or after July 1, 2009.)

Vendor Non-Compliant - #09-123 8/14/09 - DO NOT RESUBMIT

MUST BE RETURNED WITH YOUR SUBMITTAL

If there are no subcontracting opportunities, please fill out the form (N/A; sign, date and notarize).



Procurement Department

Mrs. Geri James, Director

August 31, 2009

FAXED/MAILED

All Star Fleet Services, LLC
Attn: Lowell Davis
4800 Overton Plaza, Suite 380
Forth Worth, TX 76109

Ref: RFP Item: 09-123 Fleet Maintenance Services
For the City of Augusta – Fleet Department
RFP Opening Date: Friday, August 14, 2009 at 11:00 a.m.

Dear Mr. Davis:

This correspondence comes to you pursuant to AUGUSTA, GA CODE §1-10-67(b), and in response to your August 25, 2009 letter regarding the above referenced RFP. In your letter you wish to protest your company's submittal which was deemed non-compliant because you did not complete and return the Subcontractor Affidavit as required by the Specifications.

The Procurement Department has carefully reviewed your submittal and the requirements of the Augusta-Richmond County bidding process. The RFP specifications clearly state that "all supporting documents ... and such other attachments that may be required by the RFP invitation are material conditions of the proposal" and "[A]ny package found incomplete ... shall be rejected by the Procurement Office." RFP 09-123, page 7, section 2.13 Employment Eligibility Verification provides explanation that this document is required under Senate Bill 529 "Georgia Security and Immigration Compliance Act" of 2006, O.C.G.A. Section 2, Article 3 13-10-91. In addition, the RFP Specifications page 7, Section 2.13 Employment Eligibility Verification clearly states the form must be filled out, signed, notarized and returned with your submittal. And RFP 09-123, General Specifications, page 10, section 5.1 states: "And/or any requested documentation must be submitted with RFP package. All reference documents must be completed and returned in their entirety to constitute a complete RFP. Failure to do so will render vendor's RFP submittal to be "non-compliant".

The Augusta procurement process provided All Star Fleet Services, LLC with an opportunity to raise the issue of the criticality of this form in the case of subcontracted efforts "prior to the opening of the RFP...If not done by the time, the complaint or protest is lost." AUGUSTA, GA CODE §1-10-67(b). Since All Star Fleet Services, LLC submittal was "found incomplete", the Procurement Office has no choice but to stand by our initial decision to deem your submittal as non-compliant.

If you would like to pursue your request further, AUGUSTA, GA. CODE §1-10-69 authorizes the Augusta-Richmond County Administrator "to settle any protest regarding the solicitation or award of a County contract..." If you would like the Administrator to review your request, please let me know and I will forward your request to the Administrator's Office.

Room 605 - 530 Greene Street, Augusta Georgia 30901
(706) 821-2422 - Fax (706) 821-2811

www.augustaga.gov

Register at www.demandstar.com/supplier for automatic bid notification

Item # 3

August 26, 2009
Page 2

Please do not hesitate to contact us at (706) 821-2422 at any time when you have a concern and are preparing for a future RFP/Bid submission.

Sincerely,


Geri A. Sams, Director
Procurement Department

GAS/nw

cc: Fred Russell, Administrator
Chiquita T. Johnson, General Counsel
Ron Crowden, Fleet Department

- 2.11 **Bid opening.** Sealed Bids/RFPs shall be opened publicly in the presence of one or more witnesses at the time and place designated in the public notice and invitation for bids. The amount of each bid, and such other relevant information as the Purchasing Director deems appropriate, together with the name of each bidder shall be recorded; the record and each bid shall be open to public inspection in accordance with § 1-10-5 (Public Access to Procurement Information).
- 2.12 **Bid acceptance and bid evaluation.** Provided that the bids are delivered to the Purchasing Director at the time, place, and under the conditions contained in the Invitation for Bids, the bids shall be conditionally accepted without alteration or correction pending evaluation. Bids shall be evaluated based on the requirements set forth in the invitation for bids, which may include bidder responsiveness, capability and past performance, and criteria to determine acceptability such as inspection, testing, quality workmanship, delivery, and suitability for a particular purpose. Those criteria that will affect the bid price and be considered in evaluation for award shall be objective and clearly measurable, including but not limited to discounts, transportation costs, and total or life cycle costs. The main advantage of using life-cycle costing is that both initial costs and related costs for the life of the item are considered. When the criterion for awarding the contract is based on lowest responsive bidder, it may mean that the contract specifications are just minimally complied with. Selecting of the lowest bidder could result in a higher incidence of maintenance, and down-time could eat up any savings made if the purchasing process considers only the initial cost.

2.13 **Employment Eligibility Verification:**

As required under Senate Bill 529 – “Georgia Security and Immigration Compliance Act” of 2006, O.C.G.A. Section 2, Article 3 13-10-91, public employers, their contractors and subcontractors are required to verify the work eligibility of all newly hired employees through an electronic federal work authorization program. The Georgia Department of Labor has added a new Chapter 300-10-1, entitled “Public Employers, Their Contractors and Subcontractors Required to Verify New Employee Work Eligibility Through a Federal Work Authorization Program, “to the Rules and Regulations of the State of Georgia. (website: http://www.dol.state.ga.us/pdf/rules/300_10_1.pdf.) The new rules designate the “Employment Eligibility Verification (EEV) Basic Pilot Program” operated by the U.S. Citizenship and Immigration Services Bureau of the U.S. Department of Homeland Security as the electronic federal work authorization program to be utilized for these purposes. The EEV/Basic Pilot Program can be accessed at: <https://www.vis-dhs.com/EmployerRegistration>. Bidders shall comply with this new rule and submit with your bid the attached “Contractor Affidavit and Agreement” and the “Subcontractor Affidavit.” Both forms must be filled out, sign, notarize and returned with your bid submittal. **If there are no subcontracting opportunities, please fill out the form and return with your submittal (N/A; sign, date and notarize).**

Excerpt from:

Excerpt from: 06 SB529/AP

Senate Bill 529

By: Senators Rogers of the 21st, Hamrick of the 30th, Douglas of the 17th, Schaefer of the 50th, Seabaugh of the 28th and others

No contractor or subcontractor who enters a contract with a public employer shall enter into such a contract or subcontract in connection with the physical performance of services within this state unless the contractor or subcontractor registers and participates in the federal work authorization program to verify information of all new employees.

(3) Paragraphs (1) and (2) of this subsection shall apply as follows:

(A) On or after July 1, 2007, with respect to public employers, contractors, or subcontractors of 500 or more employees;

(B) On or after July 1, 2008, with respect to public employers, contractors, or subcontractors of 100 or more employees; and

(C) On or after July 1, 2009, with respect to all public employers, contractors, or subcontractors.

General Specifications:

5.1 The RFP response must include the following documents when applicable:

- The Exception Sheet (if applicable)
- Statement of Non-Discrimination
- Conflict of Interest
- Local Vendor Preference (if applicable)
- RFP Form / Acknowledgement of Addenda
- Georgia Security and Immigration - Contractor Affidavit and Agreement
- Georgia Security and Immigration - Subcontractor Affidavit
- Non-Collusion Affidavit of Prime Bidder/Contractor and Sub-Contractor Form
- Local Small Business (LSB) Good Faith Efforts
- Local Small Business (LSB) Subcontractor/Supplier Utilization Plan
- Certification/Credentials (if applicable)
- Bid Bond (if applicable)
- Warranties (if applicable)
- Product Literature (if applicable)

And/or any requested documentation must be submitted with RFP package. All reference documents must be completed and returned in their entirety to constitute a complete RFP. Failure to do so will render vendor's RFP submittal to be "non-compliant"

5.2 RFPs must be submitted **(One (1) original and six (6) copies)**

5.3 Vendor is responsible for determining and acknowledging any addenda issued in connection with this RFP solicitation.

5.4 The City reserves the right to renew this contract for one additional 12 month periods if all terms and Conditions remain unchanged and if all parties agree.

5.5 The City pays by invoices only net 30. Unless otherwise arranged.

5.5 Invoices should be sent to the following address:

City of Augusta
Richmond County Georgia
Accounting Department – Room 105
City-Municipal Building
530 Greene Street
Augusta, Georgia 30901

5.6 All Bids, Request for Proposal/Qualifications and or Quote are governed and awarded in accordance to The City of Augusta, Georgia (Richmond County) Code. To view the Code visit Augusta's website at www.augustaga.gov.

***** -COMM. JOURNAL- ***** DATE AUG-31-2009 * TIME 19:17 *****

MODE = MEMORY TRANSMISSION

START=AUG-31 19:14

END=AUG-31 19:17

FILE NO.=634

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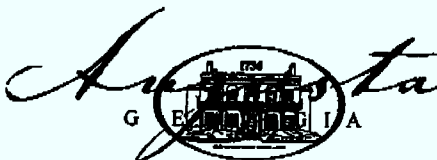
-ARC PURCHASING

-

***** -

- ***** -

- *****

*Procurement Department**Mr. Lowell Davis, Director*

August 31, 2009

FAXED/MAILED

All Star Fleet Services, LLC
Attn: Lowell Davis
4800 Overton Plaza, Suite 380
Forth Worth, TX 76109

Ref: RFP Item: 09-123 Fleet Maintenance Services
For the City of Augusta - Fleet Department
RFP Opening Date: Friday, August 14, 2009 at 11:00 a.m.

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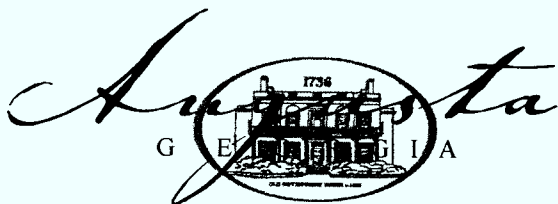
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Room 605 - 530 Greene Street, Augusta Georgia 30901
(706) 821-2422 - Fax (706) 821-2811

www.augustaga.gov

Register at www.demandstar.com/supplier for automatic bid notification

Item # 3



Procurement Department

Mrs. Geri Sams, Director

September 18, 2009

FAXED/MAILED

All Star Fleet Services, LLC
Attn: John Stewart
4800 Overton Plaza, Suite 380
Fort Worth, TX 76109

Subject: Response to Request to appeal to Augusta Georgia Commission
RFP Item #09-123 – Fleet Maintenance Services
for the Augusta Fleet Department

Dear Mr. Stewart:

We are in receipt of your letter dated September 16, 2009 requesting an appeal to the August Georgia Commission for a waiver to the material conditions of your submittal for RFP 09-123 Fleet Maintenance Services for the Augusta Fleet Department. According to your letter, you are requesting a waiver from the Board of Commission of the submission of the subcontractor affidavit with the proposal submittal and that All Star be allowed to submit the Subcontractor Affidavit after the fact as a non-monetary revision pursuant to Augusta, GA § 1-10-44(f). It is our understanding that you feel that this issue is a minor technicality and that the decision to deem your company as non-compliant should be waived.

I wish to call your attention to our Augusta Richmond County Code as it relates to Appeals and Remedies:

Guidelines and Procedures: Article 9 - Appeals And Remedies

§ 1-10-67. PROCUREMENT PROTESTS.

(a) **Right to protest.** Any actual or prospective bidder, offeror, or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to Augusta-Richmond County. Protestors shall seek resolution of their complaints initially with the Purchasing Director. All protests must be submitted in writing to the Purchasing Director.

(b) **Protests concerning invitations to bid.** A protest with respect to an invitation for bids or request for proposals shall be submitted in writing prior to the opening of bids or the closing date of proposals. If not done by that time, the complaint or protest is lost.

(c) **Stay of procurement during protests.** In the event of a timely protest under subsection (b) of this Section, the Purchasing Director shall not proceed further with the solicitation or award of the contract until all administrative remedies have been exhausted or until the Augusta-Richmond County Administrator or Commission makes a determination on the record that the award of the contract without delay is necessary to protect the interests of Augusta-Richmond County.

Room 605 - 530 Greene Street, Augusta Georgia 30901
(706) 821-2422 - Fax (706) 821-2811

www.augustaga.gov

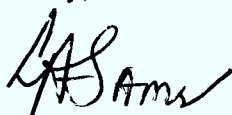
Register at www.demandstar.com/supplier for automatic bid notification

Item # 3

Per your request, we are placing your request for a waiver on the next Administration Services Committee meeting for review which is scheduled for September 28, 2009 in Room 802, 8th Floor of the Municipal Building. The committee meetings begin at 12:00 p.m. We invite you to attend the above meeting to voice any concerns you may have.

Please do not hesitate to contact the Procurement Department at (706) 821-2422 should have any quesitons or concerns relating to this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "GASams", written over a horizontal line.

Geri A. Sams, Director
Procurement Department

GAS/nw

cc: Fred Russell, Administrator
Chiquita Johnson, General Counsel
Ron Crowden, Fleet Maintenance