

ATTACHMENT 6 OUT-OF-SERVICE RATES

ERVs (BLACK AND WHITE)		NON-ERVs		INMATE TRANSPORT BUSES	
Vehicle Types*: 1, 9, 19, 22, and 26.		All other Vehicle Types* except for types: 1, 9, 16, 19, 22, 26, 30, 31, 34, 37, and 99.		Vehicle Types*: 30, 31, 34, and 37.	
Number of Assigned Vehicles	Maximum Number of Vehicles Out-of-Service	Number of Assigned Vehicles	Maximum Number of Vehicles Out-of-Service	Number of Assigned Vehicles	Maximum Number of Vehicles Out-of-Service
0 to 5 Vehicles	N/A	0 to 4 Vehicles	N/A	0 to 5 Vehicles	N/A
6 to 15 Vehicles	1	5 to 7 Vehicles	2	6 to 15 Vehicles	1
16 to 25 Vehicles	2	8 to 43 Vehicles	3	16 to 25 Vehicles	2
26 to 35 Vehicles	3	44 to 56 Vehicles	4	26 to 35 Vehicles	3
36 to 50 Vehicles	4	57 to 68 Vehicles	5	36 to 50 Vehicles	4
51 to 60 Vehicles	5	69 to 81 Vehicles	6	51 to 60 Vehicles	5
61 to 70 Vehicles	6	82 to 93 Vehicles	7	61 to 70 Vehicles	6
71 to 80 Vehicles	7	94 to 106 Vehicles	8	71 to 80 Vehicles	7
81 to 90 Vehicles	8	107 to 118 Vehicles	9	81 to 90 Vehicles	8
91 to 100 Vehicles	9	119 to 131 Vehicles	10	91 to 100 Vehicles	9
101 to 110 Vehicles	10	132 to 143 Vehicles	11	101 to 110 Vehicles	10
111 to 120 Vehicles	11	144 to 156 Vehicles	12	111 to 120 Vehicles	11
121 to 130 Vehicles	12	157 to 168 Vehicles	13	121 to 130 Vehicles	12
131 to 140 Vehicles	13	169 to 181 Vehicles	14		
141 to 150 Vehicles	14	182 to 193 Vehicles	15		
151 to 160 Vehicles	15	194 to 206 Vehicles	16		
161 to 170 Vehicles	16	207 to 218 Vehicles	17		
171 to 180 Vehicles	17	219 to 231 Vehicles	18		
181 to 190 Vehicles	18	232 to 243 Vehicles	19		
191 to 200 Vehicles	19	244 to 256 Vehicles	20		
201 to 210 Vehicles	20	257 to 269 Vehicles	21		
211 to 220 Vehicles	21	270 to 281 Vehicles	22		
221 to 230 Vehicles	22	282 to 293 Vehicles	23		
231 to 240 Vehicles	23	294 to 306 Vehicles	24		
241 to 250 Vehicles	24	307 to 319 Vehicles	25		
		320 to 332 Vehicles	26		
		333 to 345 Vehicles	27		

* Refer to Attachment 1 (Vehicle and Equipment List) to Exhibit A (Statement of Work)

**ATTACHMENT 7
COMPONENTS, PARTS AND LABOR WARRANTY**

	COMPONENTS, PARTS AND LABOR	PERIOD
a.	New or remanufactured parts, components, and all labor. (All Vehicles)	Minimum 1 year / 12,000 miles, or as extended by OEM
b.	New or remanufactured engines, transmissions, and all related labor. (Light and Medium Vehicles)	Minimum 3 years/36,000 miles, or as extended by OEM
c.	New or remanufactured engines, transmissions, and all related labor. (Heavy/Super Heavy Vehicles)	Minimum 1 year/unlimited miles, or as extended by OEM
d.	Discoloration/fading of paint	5 years
e.	Flaking/peeling/cracking of paint (Vehicles painted when trim is removed and re-installed)	5 years
f.	Flaking/peeling/cracking of paint (Vehicles painted when trim is masked instead of removed and re-installed)	3 years
g.	Body/frame repair	Through the term of the Contract

**ATTACHMENT 8
FIXED-PRICE TO FEE-FOR-SERVICE
VEHICLE REASSIGNMENT GUIDELINES**

All requests for Vehicle reassignment from Fixed-Price to FFS will be evaluated on a case-by-case basis using the guidelines listed below.

The criteria listed below are for guideline purposes only. The final determination will be at the County's sole discretion.

FLEET GROUP	MILEAGE RANGE OVER		REPAIR COST EXCEEDS
Groups 1 – 3 (except buses and motorcycles)	120,000	and	\$1,500
Group 4 – Buses	700,000	and	\$20,000
Motorcycles (on road patrol)	100,000	and	\$2,000

**ATTACHMENT 9
DETAILED EQUIPMENT SPECIFICATIONS, SHOPFAX**

1	Acquisition Method	33	Model Year
2	Alarm	34	Power Take Off
3	Aux Equipment Type	35	Prisoner Cage
4	Aux Equipment Unit Number	36	Purchase Order Number
5	Auxiliary Battery	37	Radio Makes
6	Auxiliary Equipment	38	Radio Models
7	Axles	39	Radio Serial Number
8	Bilge Pump	40	Radio, Department
9	Body Type	41	Rear Seat
10	CF Number	42	Reason for Removal
11	Drive	43	Refrigeration Unit
12	Driver's Name	44	Replacement Vehicle
13	Engine Family Number	45	Retrofit Type
14	Engine Horsepower	46	Retrofit Vehicle
15	Engine Make	47	RFF Number Issued
16	Engine Model	48	RFF Vehicle Replaced
17	Engine serial Number	49	Roll bar
18	Engine Size	50	Secure Idle
19	Engine Year	51	Serial Number
20	Fire Monitor Apparatus	52	Siren
21	Fuel Tanks	53	Special Equipment
22	Fuel Total Capacity	54	Spotlight
23	Fuel Type	55	Tow Bitt
24	Gross Vehicle Weight (GVWR)	56	Tow Line Reel
25	GVWR <= 14000lb	57	Transmission Make
26	GVWR => 14000lb	58	Transmission Model
27	GVWR => 22000lb	59	Transmission Type
28	GVWR >= 6000lb	60	Undercover Lights
29	GVWR Weight Rating	61	Vehicle Key Code
30	ICL	62	Warranty Status
31	Meter Type	63	Winch
32	Mileage Received	64	Mobile Digital Computer

**ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART**

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
1.0 SCOPE OF WORK		
Exhibit A (SOW) Paragraph 1.5(h) (Contractor Responsibilities)	Security of all Vehicles accepted for Service. Contractor must secure Vehicles from theft and vandalism when stored at Department repair locations or Subcontractor locations, and during transportation between locations. When not inside a fully enclosed, secure building, Vehicles must be stored at all repair locations with windows up and doors locked. Any vandalism, theft or damage to Vehicles determined to be the responsibility of Contractor, by failure of safekeeping, must be repaired at Contractor's sole expense.	\$100 per incident + actual damages incurred.
Exhibit A (SOW) Paragraph 1.5(i) (Contractor Responsibilities)	Ensuring there is no misuse of County Vehicles, equipment, and/or radios, while Vehicles are under Contractor's control, or the control of any Subcontractor. This includes, but is not limited to, unauthorized and/or inappropriate use of County Vehicles, equipment, and communication radios, MDCs, GPSs, or any other Vehicle equipment	\$100 per incident plus actual damages incurred.
Exhibit A (SOW) Paragraph 1.6 (Days and Hours of Operation)	<p>1.6.1 Contractor must receive Vehicles for maintenance/repair Work, and provide both on-site and telephonic customer Service, during the hours of operation listed in Attachment 3 (Repair Locations and Minimum Staffing Requirements) to the SOW, for each repair location.</p> <p>1.6.6 County Project Manager must pre-authorize any closure of any repair location by Contractor during regular business hours.</p>	<p>\$100 per business hour not open and staffed.</p> <p>\$100 per unauthorized closure of repair location.</p>

**ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART**

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
2.0 CONTRACTOR PERSONNEL		
Exhibit A (SOW) Paragraph 2.0 (Contractor Personnel)	Contractor is required to provide a full-time qualified replacement for any of the “Administration” personnel identified in Attachment 3 (Repair Locations and Minimum Staffing Requirements) to the SOW, only if the individual is absent from their position for more than 30 consecutive Business Days during any Contract year. Administrative personnel are entitled to vacation, sick, and other time-off necessities without replacement provided they do not exceed the above stated absence standard for more than 30 consecutive Business Days during any Contract year, unless specifically identified as critical to the Contract operation by County Project Manager, and approved in writing.	\$50 per Business Day exceeding 30 Business Days not provided.
Exhibit A (SOW) Paragraph 2.4 (Contractor’s Information Technology (IT) Staff)	2.4.1 At a minimum, Contractor must staff one IT System Administrator/ Programmer (SAP) and one IT Assistant System Administrator/Programmer (AAP) (collectively, “IT Staff”), as outlined in Attachment 3 (Repair Locations and Minimum Staffing Requirements) to the SOW.	\$50 per business hour per IT staff not provided.
Exhibit A (SOW) Paragraph 2.4 [Contractor’s Information Technology (IT) Staff]	2.4.3 IT Staff Schedules (b) Contractor must ensure at least one dedicated IT staff is on-site at Eastern Avenue between 6:00 a.m. and 4:30 p.m., Monday through Friday, excluding County-observed holidays, regardless of approved vacation, sick time, and other employee time off benefits.	\$100 per employee per Business Day.

ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
Exhibit A (SOW) Paragraph 2.5 (Contractor's Technicians)	<p>2.5.2 Contractor must meet the minimum staffing levels specified in Attachment 3 (Repair Locations and Minimum Staffing Requirements), by job classification and repair location, for each Business Day and work shift. Staffing for additional repair locations will be determined by the County as they become operational.</p> <p>2.5.3.2 A two-hour allowance will apply for all unplanned absences. Contractor is authorized to use the technicians identified as Relief Support Staff on Attachment 3 (Repair Locations and Minimum Staffing Requirements) to the SOW to replace and/or substitute for their equivalent positions.</p>	\$50 per employee per business hour exceeding the two hour allowance.
Exhibit A (SOW) Paragraph 2.5.7 (Staffing During Joint Vehicle Inspections)	Contractor must staff qualified technicians to perform Vehicle inspections in the presence of County personnel and interested third parties.	\$50 per vehicle, per business hour, exceeding requested inspection time.
Exhibit A (SOW) Paragraph 2.5.9 (Staffing During Emergencies)	2.5.9.1 Contractor must comply with the Department's request to provide stand-by support during emergencies declared by the County at each applicable repair location. The Department will notify Contractor when an emergency situation exists (e.g., Force Majeure events), and the nature and anticipated duration of the response needed from Contractor.	\$1000 per Day per repair location for failure to provide required staffing.
Exhibit A (SOW) Paragraph 2.8 (Training)	2.8.6 Contractor must ensure and document that employees receive ongoing training appropriate to the position for which they are employed after they start work on the Contract, as approved by the County. County Project Manager has the sole discretion in approving ongoing Contractor's employee training.	\$50 per Business Day, per employee needing training.
Exhibit A (SOW) Paragraph 2.9 (Licensing, Permits and Certifications)	2.9.2 Contractor must maintain current all licenses, permits, and certifications required for the performance of all Work at no additional cost to the County.	\$50 per Business Day per missing or expired license, permit, and/or certification.

ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
Exhibit A (SOW) Paragraph 2.9 (Licensing, Permits and Certifications)	2.9.5 All Contractor employees who perform brake system inspections and/or other brake Work on Vehicles must, at a minimum, be certified/licensed to perform such Work by ASE or BAR. Employee certifications must be appropriate to the Vehicles requiring inspection and/or repair (e.g., ASE medium/heavy truck, bus, automobile, or BAR class A, B, or C).	\$100 per un-certified/unlicensed employee per Business Day.
Exhibit A (SOW) Paragraph 2.9 (Licensing, Permits and Certifications)	2.9.6 Contractor must ensure technicians who perform Services to Vehicle systems [e.g., air conditioning, Compressed Natural Gas (CNG) fuel systems, Hybrid and all-electric propulsion system, passive-restraint airbag*, etc.] have valid certifications for the systems they are servicing.	\$100 per un-certified/unlicensed employee per Business Day.
Exhibit A (SOW) Paragraph 2.9 (Licensing, Permits and Certifications)	2.9.8 All Contractor employees who perform headlight adjustments on Vehicles must be BAR licensed lamp adjusters. Contractor's licensed employees must certify the lighting systems on all Vehicles repaired due to accidents involving side or front impacts, or other impact areas that would possibly affect proper headlight alignment of the Vehicle, as determined and approved by County Project Manager. 2.9.8.1 Contractor must staff at least two BAR licensed lamp adjusters to Work at the Eastern Avenue repair location.	\$100 per unlicensed employee per Business Day.
3.0 SHOPFAX - BACKGROUND AND CONTRACTOR RESPONSIBILITIES		
Exhibit A (SOW) Paragraph 3.0 (ShopFax - Background and Contractor Responsibilities)	3.9.1 Contractor must operate, maintain, repair, and provide all necessary support and supplies for the ShopFax system to ensure total system and/or access points downtime does not exceed 20 business hours per year.	\$100 per business hour exceeding 20 business hours system downtime per year.

ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
<p>Exhibit A (SOW) Paragraph 3.0 (ShopFax - Background and Contractor Responsibilities)</p>	<p>3.6.1 As covered under the Fixed-Price portion of the Contract, Contractor must purchase annual licensing and on-going system support, which must include all software updates, for the current 79 ShopFax user licenses from Snider. Contractor must install all updates to ShopFax within 30 Days of release by Snider.</p> <p>3.15.1 Contractor must acquire all necessary support agreements, internet subscriptions/licenses, software licenses and updates, and Vehicle update modules (either annually or as available) for the equipment and resources listed below:</p> <ul style="list-style-type: none"> a. County-owned Vehicle computer scanner tools and any other Vehicle tools, b. Magnetic Level Gauge (MLG) manuals, c. ALLDATA online data, d. CCC ONE Estimating, e. Current Kelly Blue Books (electronic version), and f. Data Acquisition Devices (DAD) [e.g., Electronic Stability Program (ESP) System 1, On-Board Diagnostics (OBD) Inspection System]. 	<p>\$50 per Business Day exceeding 30 Days per repair location for failure to purchase and/or effect software updates, upgrades, licenses, and agreements.</p>
<p>Exhibit A (SOW) Paragraph 3.0 (ShopFax - Background and Contractor Responsibilities)</p>	<p>3.6.1.1(a) Expand ShopFax by adding additional access points, inclusive of hardware, additional ShopFax user licenses, and any other related licenses and support, in excess of the current 79 access points available as of the Work Start Date, to meet the needs and requirements of the Contract.</p>	<p>\$50 per Business Day additional access points are not provided as required by County Project Manager.</p>
<p>Exhibit A (SOW) Paragraph 3.0 (ShopFax - Background and Contractor Responsibilities)</p>	<p>3.7.6 Contractor must repair any inoperative access point hardware or components within five Business Days of notice to Contractor by County Project Manager and provide temporary replacements within two Business Days of notice to Contractor, when requested by County Project Manager.</p>	<p>\$50 per Business Day exceeding five Business Days for failure to repair or replace access point.</p>

ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
Exhibit A (SOW) Paragraph 3.17 (Additional Information System/Services)	3.15.2 Contractor must pay all telephone/data communication line expenses for ShopFax and the ALLDATA internet service. 3.15.3 Contractor must notify the utility service provider within 30 minutes of a reported inoperative communication line(s) and request expedited utility service repair, when necessary.	\$50 each Business Day per communications line/internet service not paid.
4.0 FLEET MANAGEMENT SERVICES		
Exhibit A (SOW) Paragraph 4.1 (Start-Up and Transition)	Contractor must utilize industry best practices to efficiently transition the provision of Services from previous Fleet contractor to Contractor. Contractor must address all start-up and transition requirements listed in this Paragraph 4.1 in a timely manner so as not to negatively impact nor impede the outgoing contractor's Fleet operation.	\$200 per Day per transition service not provided.
Exhibit A (SOW) Paragraph 4.1 (Start-Up and Transition)	4.1.2 STP Requirements, Tasks As part of Contractor's STP requirements, and unless otherwise approved by the County in writing, Contractor must: i. Establish agreements with its own supplier(s) to facilitate the transition with the outgoing Fleet contractor's vendors prior to the Work Start Date.	\$100 per vendor, per Business Day, not established and approved, in writing, by County Project Manager.
Exhibit A (SOW) Paragraph 4.2.3 (Parts Inventory, Usage, Coding and Verification)	4.2.4.1 Within 180 Days after the Work Start Date, Contractor must verify and update the VMRS codes for all parts entered into the ShopFax inventory.	\$500 for incomplete coding and verification plus \$5 for each VMRS code not verified and updated.
Exhibit A (SOW) Paragraph 4.2 (Work Start Date, Contractor Obligations)	4.2.7 ShopFax Fleet Codes Procedures Review Within 180 Days after the Work Start Date, Contractor must conduct an initial review of all ShopFax "Fleet Codes" procedures. Contractor must recommend changes or improvements to County Project Manager.	\$100 each Business Day not completed after 180 day requirement.

ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
Exhibit A (SOW) Paragraph 4.2.7 [Physical Fleet Inventory and Verification (Inventory), ShopFax Record Review]	4.2.8.2 Physical Fleet Inventory and Verification (Inventory), ShopFax Record Review Within one year of the Work Start Date, Contractor must perform a complete physical inventory of all in-service Vehicles, which are “Active” in ShopFax as identified during the initial Fleet reconfiguration and reassignment. (Note: ShopFax does not allow deletion of Vehicles or equipment data from its database. ShopFax categorically labels in-service Vehicles as “Active” and decommissioned Vehicles (e.g., salvaged, sold at auction) or Vehicles held in storage as “Inactive.”	\$100 each Business Day not completed after one year requirement.
Exhibit A (SOW) Paragraph 4.3 (Operational Plan)	4.3.3 Within 90 Days after the Work Start Date, Contractor must work with the County to finalize its Operational Plan.	\$100 per Business Day per section of plan not provided or incomplete.
Exhibit A (SOW) Paragraph 4.3 (Operational Plan)	4.3.4 Contractor must update the Operational Plan objectives annually, based on Contractor’s Annual Report required pursuant to Paragraph 13.5 (Annual Report) of the SOW, and Contractor’s prior year’s Work performance, as determined by County Project Manager. Contractor must deliver an updated Operational Plan annually to County Project Manager for approval, within 30 Days after the anniversary of the Contract’s effective date.	\$50 per section of plan, per Business Day not provided or incomplete.
Exhibit A (SOW) Paragraph 4.4 (Repair Order Processing)	4.4.1 Unless otherwise specified herein, Contractor must open a Repair Order in ShopFax immediately when a Vehicle is brought in for Service. All Repair Orders must be closed within two hours of repair completion.	\$50 per Vehicle per repair order not opened.
Exhibit A (SOW) Paragraph 4.4.2 (Out-of-Service Rates)	4.4.2.3 Contractor must calculate and record the out-of-service rate, in real time, based on the most current Repair Order data in ShopFax.	\$100 per out-of-service rate incorrectly calculated.

ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
Exhibit A (SOW) Paragraph 4.4.2 (Out-of-Service Rates)	4.4.2.5 Contractor must ensure the out-of-service rate does not exceed the maximum number of Vehicles, by category, allowed to be out-of-service at any one time for any of the Department's UOAs [refer to Attachment 6 (Out-of-Service Rates) to the SOW].	\$50 per Day per Vehicle exceeding the maximum number of Vehicles allowed out-of-service, by category, per UOA as of 2:30 PM each Business Day.
Exhibit A (SOW) Paragraph 4.4 (Repair Order Processing)	4.4.3 Contractor must capture accurate and complete parts information on all Repair Orders. Parts information on Repair Orders must include VMRS code, description, manufacturer, part number, and cost.	\$50 per part not fully and/or accurately identified.
Exhibit A (SOW) Paragraph 4.4 (Repair Order Processing)	4.4.5 Contractor must ensure quality control on all Repair Order data input into ShopFax, including, but not limited to, accurate repair reasons, all issued Work authorizations, parts issued, and Work performed. Contractor must ensure all written instructions or comments are inputted, using correct English grammar and spelling.	\$50 per inaccurate repair order.
Exhibit A (SOW) Paragraph 4.7 (Labor Time Estimates, Mechanical Repairs)	4.7.1 Labor Time Standards, Mechanical Repairs Under the Fixed-Price portion of the Contract, Contractor must purchase the most current electronic MOTOR Labor Guide (MLG) manuals for all Vehicles currently in the Department's inventory. Contractor must also purchase sufficient Labor Time Guide subscriptions, approved by County Project Manager, to accommodate a minimum of seven computer workstations (locations to be determined by County Project Manager).	\$100 per Business Day Labor Time Guide subscriptions are not provided.
Exhibit A (SOW) Paragraph 4.7 (Labor Time Estimates, Mechanical Repairs)	4.7.3 Contractor must complete all mechanical repair estimates within one Business Day of receipt of all Vehicles submitted for FFS repairs.	\$50 per estimate not completed within one Business Day of receipt of Vehicle.

**ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART**

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
Exhibit A (SOW) Paragraph 4.8 (Labor Time Estimates, Accident, Body, and Paint Repairs)	Contractor's accident repair estimates must be in accordance with accepted industry standards for each repair. In no event must such estimates exceed the CCC ONE Estimating or other County-approved estimating guide for parts cost and labor time allowances.	\$50 per incorrect estimate.
Exhibit A (SOW) Paragraph 4.10 (General Repair Time Requirements)	4.10.1 Contractor must generally complete repairs within three Business Days from either the Day the Vehicle is brought to a repair location, or the Day the Vehicle is identified to Contractor as requiring mobile Service or transport to a repair location, unless a written extension of time has been obtained from County Project Manager. Exceptions to the three-Business-Day requirement are identified under Paragraph 4.12 (Specific Repair Time Requirements).	\$50 per Business Day per Vehicle exceeding standard.
5.0 MAINTENANCE AND REPAIR		
Exhibit A (SOW) Paragraph 5.1 (General Vehicle Repairs)	5.1.3 Contractor must not service, nor provide any Work, on Vehicles that are not part of the Fleet listed in Attachment 1 (Vehicle and Equipment List) to the SOW, at any Department repair location, unless specifically authorized to do so, in writing, by County Project Manager.	\$100 per incident.
Exhibit A (SOW) Paragraph 5.1 (General Vehicle Repairs)	5.1.5 Comprehensive Service Contractor must provide comprehensive maintenance and repair Services for all Vehicles.	\$100 per Service component not performed.
Exhibit A (SOW) Paragraph 5.1 (General Vehicle Repairs)	5.1.7 Contractor must provide fabrication Services as required by the County. "Fabrication" is defined as the construction and/or reinforcement of Vehicle components. Fabrication does not include refurbishing of, or minor modifications to, existing components. Contractor must invoice the County for fabrication Services as FFS at the Body Repair regular hourly labor rates pursuant to Exhibit B (Price Sheet) to the Contract.	\$100 per Day fabrication Services are not provided plus cost of installation requested.

ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
Exhibit A (SOW) Paragraph 5.1 (General Vehicle Repairs)	5.1.7.6 Installation, Miscellaneous Contractor must provide installation Services as directed by County Project Manager. "Installation" means the addition of equipment on or in Vehicles at any time during a Vehicle's service life, after Vehicle outfitting is completed.	\$50 per Day installation Services are not provided plus cost of installation requested.
Exhibit A (SOW) Paragraph 5.1 (General Vehicle Repairs)	5.1.9 Vehicles required to be transported outside of Department repair locations for Services must be transported by Contractor at no additional charge to the County.	\$100 per Vehicle not transported to Subcontractor.
Exhibit A (SOW) Paragraph 5.3 (Vehicle Accident Repairs)	Contractor must process all Fleet accident repairs, including, but not limited to, opening an Accident Repair Order in ShopFax, transporting Vehicle(s) to and from repair sites, appraising value of damaged Vehicle, providing two types of repair estimates with digital pictures of damage, and repairing Vehicle to OEM/industry standards while ensuring timeliness and quality of repairs.	\$100 per Vehicle for failure to open or incomplete Accident Repair Order.
Exhibit A (SOW) Paragraph 5.3 (Vehicle Accident Repairs)	5.3.2 Full-Color Digital Images Contractor must, immediately upon receipt of any Vehicle involved in an accident (regardless of severity) and as determined by County Project Manager, take full-color digital photos of the repair while in process, capturing supplemental repairs, hidden damage and repair stages of the process and, at minimum, all four corners of the Vehicle, displaying the license plates, the Department assigned Vehicle number, undercarriage, odometer, spare tire, and the actual damages relating to the accident.	\$50 per Vehicle for failure to provide digital photos with each estimate.
Exhibit A (SOW) Paragraph 5.3 (Vehicle Accident Repairs)	5.3.3 Contractor must begin the calculation of out-of-service time for Vehicles involved in an accident at the time a Vehicle is delivered to Contractor to provide an initial estimate pursuant to Paragraph 5.3.4 (Accident Damage, Initial Estimate).	\$100 per Vehicle with no Tracking Repair Order opened.

ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
Exhibit A (SOW) Paragraph 5.3.4 (Accident Damage, Initial Estimates)	5.3.4.3 Contractor must deliver the estimate to County Project Manager as follows: a. Within two Business Days after receipt of any Vehicles with GVWR less than 22,000 lbs. b. Within five Business Days after receipt of any Vehicle with GVWR greater than 22,000 lbs.	\$50 per Business Day exceeding two Business Days, per complete estimate not provided.
Exhibit A (SOW) Paragraph 5.3.6 (Replace vs. Repair Recommendations)	5.3.6.1 Contractor must make RVR recommendations when Contractor believes the Vehicle is uneconomical or unsafe to repair as identified during a repair location visit and as approved in writing by County Project Manager.	\$50 per Vehicle for failure to provide RVR recommendation.
Exhibit A (SOW) Paragraph 5.4 (Quick Fix Repairs and Appointments)	5.4.6 Contractor must identify and record quick-fix repairs and their associated costs, in ShopFax.	\$50 per incorrect repair order.
Exhibit A (SOW) Paragraph 5.5 (Daily Vehicle Service Appointments)	5.5.2 Contractor must complete all PM Work in accordance with the time standards listed in Attachment 4 (Preventive Maintenance Schedules, Labor Times, and Vehicle Classifications) to the SOW.	\$50 per business hour exceeding standard.
Exhibit A (SOW) Paragraph 5.6 [Preventive Maintenance (PM) Program]	5.6.1 Contractor must maintain a continuously updated and current Preventive Maintenance (PM) program. Contractor must maintain all PM inspection checklists generated by ShopFax.	\$100 per PM checklist not updated.
Exhibit A (SOW) Paragraph 5.6 [Preventive Maintenance (PM) Program]	5.6.4.2 Contractor must retain copies of all required inspection checklist documents for five years after the expiration or termination of the Contract in a location within the state of California.	\$50 per record not retained.

ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
Exhibit A (SOW) Paragraph 5.6 [Preventive Maintenance (PM) Program]	5.6.6.3 Contractor must update all approved PM program changes in ShopFax within two Business Days of the County's approval. Updates to the PM program must include PM inspections/checklists, PM lead times/mileage, Vehicle/equipment group, and PM assignments/changes.	\$100 per Business Day exceeding two Business Days PM program not updated.
Exhibit A (SOW) Paragraph 5.6 [Preventive Maintenance (PM) Program]	5.6.8 Contractor must perform the most appropriate PM Service and/or inspection when the Vehicle is at a repair location, even if the Vehicle's time and/or mileage requirement listed in Attachment 4 (Preventive Maintenance Schedules, Labor Times, and Vehicle Classifications) and Attachment 5 (Preventive Maintenance and Other Inspection Checklists) to the SOW indicates the subject Vehicle is not yet due for such Service, and as determined by Fleet management "best practices."	\$100 per incorrect PM or PM not performed.
Exhibit A (SOW) Paragraph 5.6 [Preventive Maintenance (PM) Program]	5.6.10 Contractor must maintain a 90% monthly PM compliance rate, which must be included in Contractor's Monthly Report.	\$100 for failure to maintain 90% PM compliance for the month.
Exhibit A (SOW) Paragraph 5.6 [Preventive Maintenance (PM) Program]	5.6.12.2 Contractor must obtain an engine oil analysis as part of every PM Service for heavy duty Vehicles, having a GVWR of 22,000 lbs. or more, and boats. 5.6.12.3 Contractor's engine oil analysis must be conducted by a licensed laboratory for all Fleet buses, boats, and other on-road compressed natural gas and/or diesel-powered heavy-duty Vehicles, such as tractors and trucks having a GVWR of 22,000 lbs. or more.	\$100 per oil analysis not performed.
Exhibit A (SOW) Paragraph 5.6 [Preventive Maintenance (PM) Program]	5.6.14.2 Special Notification Contractor must notify the County fuel tanker and/or boom operators 30 to 90 Days prior to any scheduled PM or other required inspections, to allow operators to remove fuel from tankers and/or coordinate out-of-service time based on the needs of the Department.	\$100 per incident for failure to provide 30 to 90 Day notification of PM or inspection due.

ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
Exhibit A (SOW) Paragraph 5.7 (Vehicle Inspections)	5.7.4 Contractor must always staff a licensed smog inspection technician at the three Department emission-testing facilities (Eastern Avenue, Pitchess Detention Center, and STARS Center) during operational hours to perform such inspections. Contractor must have an alternate technician present at each of the three Department emission-testing facilities to cover any approved vacation, sick time, and other employee time off benefits.	\$20 per business hour per location without BAR licensed smog technician.
Exhibit A (SOW) Paragraph 5.8 (Safety Inspections, Recurring, Mandatory)	5.8.1.1 Contractor must conduct a mandatory safety inspection of at least two black-and-white ERVs per UOA, per week, pursuant to Paragraph 14.3 (Quality Control Plan) of the SOW, except for Vehicles assigned to Avalon Station (Catalina Island).	\$50 per week per ERV not inspected.
Exhibit A (SOW) Paragraph 5.8 (Safety Inspections, Recurring, Mandatory)	5.8.2.1 Contractor must conduct a quarterly inspection of all Vehicles assigned to Avalon Station.	\$50 per quarter per Vehicle and/or equipment assigned to Avalon Station not inspected.
Exhibit A (SOW) Paragraph 5.8.3 (Safety Inspections, Annual (ERV))	5.8.3.1 During each Contract year, Contractor must conduct a minimum of one annual safety inspection for all in-service ERVs.	\$50 per ERV not inspected annually.
Exhibit A (SOW) Paragraph 5.9 (Suspected Vehicle Abuse/Unusual Damage)	5.9.2 Documenting Repairs Contractor must identify repairs and estimated cost of repairs caused by suspected Vehicle abuse. County Project Manager will review all abuse-related damage reported by Contractor and make the final determination as to whether the damage is the result of abuse or misuse beyond the scope of normal emergency response operations. Upon approval by County Project Manager, Contractor must document such suspected abuse and provide a repair cost estimate on the Repair Order in ShopFax.	\$50 per Vehicle for failure to document and estimate suspected abuse.

ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
Exhibit A (SOW) Paragraph 5.10 (Theft or Vandalism)	5.10.1 Contractor must immediately report to County Project Manager, but in no case later than 24 hours after the incident is discovered, any incident of theft or vandalism to Vehicles. 5.10.2 When instructed by the County, Contractor must report incident to local law enforcement agency.	\$100 per incident not reported.
Exhibit A (SOW) Paragraph 5.11 (Contractor Negligence: Damage or Loss)	Contractor is responsible for repairs and/or reimbursement to the County for the value of Vehicles, or any component thereof, damaged due to Contractor or Subcontractor negligence while under control of Contractor or Subcontractor, as determined by County Project Manager. Examples of negligence include, but are not limited to, leaving Vehicle windows down or not securing plastic covers over a damaged and/or open area of Vehicle, which results in vandalism, weather damage, or animal contamination.	\$200 per incident plus repair/replacement cost.
Exhibit A (SOW) Paragraph 5.13.1 (New Vehicle Processing)	5.13.1.3 Fixed-Price New Vehicle Processing Services Under the Fixed-Price portion of the Contract, Contractor must process up to 40 new Vehicles per month, using the procedures approved by County Project Manager.	\$50 per Vehicle not completed during the month.
Exhibit A (SOW) Paragraph 5.14 (New Vehicle Outfitting, General)	5.14.4 Fixed-Price New Vehicle Outfitting (Class A) a. Under the Fixed-Price portion of the Contract, Contractor must transport from the Department's storage areas and outfit up to 40 Class A Vehicles per month. b. The actual number of Class A Vehicles required to be outfitted per month will be determined by County Project Manager.	\$100 per each Class A (fully outfitted) Vehicle not completed during the month requested.
Exhibit A (SOW) Paragraph 5.14 (New Vehicle Outfitting, General)	5.14.6 Contractor must complete and deliver up to 15 fully-outfitted Class A Vehicles within any 15-Day period when requested by County Project Manager. 5.14.7 Contractor must complete and deliver up to ten fully-outfitted Class B Vehicles requiring less than six hours of labor time within any seven-Day period when requested by County Project Manager.	\$100 per day per Vehicle not completed within specified time frame.

ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
Exhibit A (SOW) Paragraph 5.14.9 (Outfitting Requirement, Specific)	5.14.9.7 Contractor must paint and apply Vehicle/equipment numbers and decals, including station numbers on Vehicle roof, as specified by County Project Manager.	\$50 per Vehicle without numbers/decals applied.
Exhibit A (SOW) Paragraph 5.15 (Vehicle Decommissioning Services)	5.15.3 Contractor must complete routine decommissioning of all Vehicles, including those Vehicles requiring transport to an auction facility within 30 Days from the date of receiving the Vehicle list and Vehicle location information from the County. Contractor must document packages required to complete the auction preparation process, when applicable. Contractor must notify County Project Manager of any Vehicle decommissioning anticipated to exceed the 30-Day requirement.	\$50 per Vehicle not decommissioned within time period specified.

ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
<p>Exhibit A (SOW) Paragraph 5.15 (Vehicle Decommissioning Services)</p>	<p>5.15.5 Decommissioning Services include, but are not limited to, the following: e. Removing all emergency equipment as follows: i. Contractor must remove wiring, cables, connectors, and associated equipment intact and in good condition. Connectors and associated parts must not be cut off and/or damaged. ii. Contractor must, at the direction of County Project Manager, package all communications equipment (e.g., MDCs, radios, wiring, and other related components) in appropriately sized boxes and label each box with the individual Vehicle number or other identifying information iii. Contractor must deliver communications equipment package(s) to the Department’s Radio Services Unit, as directed by County Project Manager. iv. Contractor must invoice the County for all packaging materials requested by the County as FFS-Direct Purchase at Contractor's actual cost with tax, plus an administrative handling fee not to exceed two percent of actual cost. v. Contractor will be solely responsible for the repair or replacement of any equipment and wiring damaged during removal, as determined by County Project Manager.</p>	<p>\$100 per Vehicle for failure to remove emergency equipment.</p>
<p>Exhibit A (SOW) Paragraph 5.15 (Vehicle Decommissioning Services)</p>	<p>5.15.6.1 Under the Fixed-Price portion of the Contract, Contractor must decommission up to 40 Class A Vehicles per month. 5.15.7.1 Under the FFS billing category, Contractor must decommission all Class B Vehicles.</p>	<p>\$100 per Vehicle not decommissioned during the month requested.</p>

ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
Exhibit A (SOW) Paragraph 5.15.8 (Decommissioning for Auction or Sale)	5.15.8.1 Contractor must complete the procedures for the auction or sale of Vehicles to the public as directed by County Project Manager.	\$100 per Vehicle failing to comply and checklist not completed. \$50 per Vehicle for failure to complete insignia removal and/or paint. \$50 per vehicle for failure to complete repairs plus cost of repairs.
Exhibit A (SOW) Paragraph 5.15.9 (Decommissioning for Cannibalization/Dismantling)	5.15.9.2 Contractor must remove usable mechanical and body parts designated for cannibalization from decommissioned Vehicles and turn parts over to the Department for storage as directed by County Project Manager. Contractor must invoice the County for the removal of usable mechanical and body parts from decommissioned Vehicles as FFS at the Body Repair/Painting regular hourly labor rate in accordance with Exhibit B (Price Sheet) to the Contract.	\$100 per Vehicle not cannibalized as directed by County plus FFS labor cost.
Exhibit A (SOW) Paragraph 5.16 (Technical Service Bulletins and Recall Work)	5.16.5 Contractor must actively monitor all possible Vehicle recall programs applicable to the County. Contractor must complete all recall programs within 120 Days from the date of manufacturer's initial notice of recall. County Project Manager will have sole discretion to adjust the recall completion date based on the needs of the County.	\$50 per Business Day per Vehicle recall not completed, after the 120 Day allowance or as approved by County Project Manager.
Exhibit A (SOW) Paragraph 5.16 (Technical Service Bulletins and Recall Work)	5.16.9 Contractor must track the status of all OEM recalls for Vehicle parts, components, and equipment in ShopFax.	\$50 per Vehicle per recall not tracked in ShopFax.
Exhibit A (SOW) Paragraph 5.16 (Technical Service Bulletins and Recall Work)	5.16.10 Contractor must include the status of all OEM recall programs in the Monthly Report.	\$50 per Business Day until OEM status is included in the Monthly Report.

**ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART**

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
Exhibit A (SOW) Paragraph 5.17 (Deferred Work)	5.17.1 Contractor must complete all repair Work prior to Vehicle leaving the repair location, unless approved as deferred Work by County Project Manager and documented as such on the Repair Order. "Deferred Work" refers to any Service, inspection, or repair which County Project Manager has authorized not to be performed.	\$50 per authorization not documented on repair order.
Exhibit A (SOW) Paragraph 5.18 (Car Wash Services)	Contractor must provide car wash Services and all related supplies, at Eastern Avenue, for up to ten Vehicles per Business Day under the Fixed-Price portion of the Contract.	\$50 per car wash Service not provided per Business Day.
Exhibit A (SOW) Paragraph 5.19 (Detailing Services)	Contractor must provide detailing Services and related supplies, at Eastern Avenue, for up to ten Vehicles per Business Day under the Fixed-Price portion of the Contract.	\$100 per detailing Service not provided per Business Day.

**ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART**

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
6.0 AS-NEEDED SUBLET SERVICES		
<p>Exhibit A (SOW) Paragraph 6.6.1 (Mobile Roadside Assistance and Towing Services)</p>	<p>6.6.1.9 Towing Response Time Requirements a. Vehicles: i. For Vehicles located within the County limits, responding roadside Service unit must arrive on the scene within one hour from the time the dispatcher receives the call from the County. ii. For Vehicles located outside of the County limits, responding roadside Service unit must arrive on the scene within two hours from the time the dispatcher receives the call from the County. b. Inmate Transport Buses: Contractor's towing Subcontractors must provide towing, repair, and emergency road Services to cover all routes taken by inmate transport buses throughout the state of California, as follows: i. For buses located within the County limits: tow services must arrive within one hour from the time Contractor's towing Subcontractor dispatcher receives call from the County. ii. For buses located outside the County limits: tow services must arrive within two hours from the time Contractor's Subcontractor dispatcher receives call from the County.</p>	<p>\$50 per hour exceeding the standards.</p>
<p>Exhibit A (SOW) Paragraph 6.6.1 (Mobile Roadside Assistance and Towing Services)</p>	<p>6.6.1.14 Vehicle Verification after Tow Contractor must verify within 48 hours of a tow that the towed Vehicle has either been repaired and returned to service or is still in the shop undergoing repairs. Contractor must notify County Project Manager immediately when discovering a Vehicle cannot be located.</p>	<p>\$100 per Vehicle not verified after 48 hours.</p>
<p>Exhibit A (SOW) Paragraph 6.6.3 (Subcontracting within Five-Mile Radius)</p>	<p>Contractor must obtain Subcontractor service agreements, with Subcontractors located within a five-mile radius of each staffed repair location for upholstery, alignment, exhaust, and complete tire repair/replacement Work. Any exceptions to this Paragraph 6.6.3 must be approved in writing by County Project Manager.</p>	<p>\$50 per repair location per subcontractor service not obtained.</p>

**ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART**

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
7.0 PARTS		
Exhibit A (SOW) Paragraph 7.1 (Parts Inventory)	7.1.1 Contractor must maintain parts and tires inventory at all repair locations to meet the County operational needs and Contractor Work shift requirements with consideration for unplanned emergencies.	\$100 per repair location.
Exhibit A (SOW) Paragraph 7.3 (Parts Management)	Contractor must use ShopFax to manage the parts inventory, and capture and report usage history for each part utilized to maintain and repair the Fleet.	\$100 per business day inventory data is incomplete and inaccurate.
Exhibit A (SOW) Paragraph 7.4 (Cannibalization of Parts)	7.4.1 Contractor must ensure that all parts history information for cannibalized parts is accurately documented in ShopFax for all cannibalized parts.	\$50 per part not correctly identified and tracked in ShopFax.
Exhibit A (SOW) Paragraph 7.4 (Cannibalization of Parts)	7.4.4 Contractor must track the fair-market value of cannibalized parts actually used in the repair of Vehicles on an Excel spreadsheet.	\$50 per Cannibalized part not identified and tracked and/or \$200 per report not accurately provided in Monthly Report.
Exhibit A (SOW) Paragraph 7.5 (Outfitting Parts and Components, Inventory Program)	Contractor must manage the County's outfitting parts and components inventory program [refer to Paragraph 5.13 (New Vehicle Preparation) of the SOW]. Contractor will be responsible for: a. Receiving into inventory, and issuing, all outfitting parts and components purchased by the Department or Contractor. b. Inventorying all outfitting parts and components in ShopFax, and entering part information, including: part number, VMRS code, description, manufacturer, part value/cost. c. Running accurate Parts Usage Reports in ShopFax. d. Creating barcodes for outfitting parts when required by County Project Manager.	\$50 per outfitting part or component not correctly identified and tracked in ShopFax.

ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
Exhibit A (SOW) Paragraph 7.7 (Quality of Parts to be Furnished)	Parts used to maintain and repair all Vehicles and equipment must meet or exceed OEM specifications. If the OEM has updated the quality of parts for current production, parts supplied under the Contract must meet or exceed the updated quality. The County reserves the right to require or exclude the use of specific part brands or components on County Vehicles.	\$200 per incident plus cost of replacement part.

ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
<p>Exhibit A (SOW) Paragraph 7.7.4 (Tires)</p>	<p>7.7.4.1 Pursuit ERVs (Designated by Vehicle Type Code) a. The original OEM tire installed on any Police Package Vehicle purchased by the Department is the only tire preapproved as a replacement to be used on that specific year, make, and model of Police Package Vehicle. All pursuit tires used on ERVs, or any variance thereto, must be approved in writing by County Project Manager. b. Goodyear Eagle RS-A, Goodyear Eagle RS-A Plus, General G-MAX Justice, or Firestone Firehawk GT Pursuit tires are to be used on all Police Package Vehicles, whether the Vehicle is Black & White or a solid color sedan, SUV, etc. Tires may not be mismatched on the same Vehicle. Other tires for non-standard Police Package Vehicles may be used only when specifically approved, in writing, by County Project Manager.</p> <p>7.7.4.2 Non-ERVs, Other Vehicle Types Tires must meet or exceed OEM specifications. Retread tires must not be used on Vehicles or equipment except as follows: a. Bandag-quality premium retread tires are currently authorized by the Department for non-steering axles (e.g., drive axles and/or tag axles) of heavy trucks and buses, as are retread slicks used for portions of driver training. b. Retread tires may also be installed on certain off-road and other types of equipment only with prior written consent of County Project Manager. c. All non-ERVs must have tires of the same brand, model, and tread design on both steering and non-steering axles. The tire brand, model, and tread design for steering axles may differ from those installed on non-steering axles; however, all tires must meet or exceed OEM specifications. Any deviation from this standard must be pre-approved, in writing, by County Project Manager and documented in the Repair Order.</p>	<p>\$200 per incorrect tire installation plus actual damages.</p>
<p>Exhibit A (SOW) Paragraph 7.7.4 (Tires)</p>	<p>Contractor must replace tires on all Vehicles during PM or any other Service or repair when the tread depth is projected to reach the 3/32" minimum prior to the next PM or Service.</p>	<p>\$50 per tire found to be at or below 3/32" plus cost of replacement tire.</p>

**ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART**

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
8.0 WARRANTY		
Exhibit A (SOW) Paragraph 8.0 (Warranty)	Contractor must maintain the Fleet in accordance with OEM warranty specifications. Contractor must also ensure that all equipment, components, and parts are properly installed and/or otherwise maintained in compliance with OEM warranty requirements. Contractor is solely responsible for all repairs performed by Subcontractors and must ensure that all Work performed by Subcontractors meets or exceeds OEM specifications.	\$100 per Vehicle per Business Day not meeting OEM standards/compliance. All reworks will be at Contractor's sole expense.
Exhibit A (SOW) Paragraph 8.5 (After-Market Manufacturer Warranties)	8.5.1 Contractor must track the status of all warranties, warranty claims, and warranty reimbursements for all Vehicles, equipment, components, and parts in ShopFax, including, but not limited to, engines, transmissions, transaxles, transfer cases, and other parts/components, and all vendor repairs with warranties that exceed one year and/or 12,000 miles.	\$100 per incident for Contractor's failure to track status.
Exhibit A (SOW) Paragraph 8.6 (Warranty Record Requirements)	8.6.2 Contractor must include a summary of warranty reimbursement claims in the Monthly Report pursuant to Paragraph 13.3 (Monthly Report) of the SOW.	\$100 per Monthly Report missing summary.
Exhibit A (SOW) Paragraph 8.7 (Comebacks and Reworks)	Contractor must warrant all components, parts, and labor for the period specified in Attachment 7 (Components, Parts and Labor Warranty) to the SOW, or through the end of the term of the Contract, whichever comes first.	\$100 per failure to warrant Services as per Attachment 7 plus cost of repair.
Exhibit A (SOW) Paragraph 8.8 (Completion Times)	8.8.1.1 Contractor must complete mechanical/electrical comebacks or reworks Work within two Business Days, plus MLG or ALLDATA labor time allowance for the corrective Work, from time of delivery of Vehicle to Contractor.	\$100 per Business Day exceeding two Business Days standard.

ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
Exhibit A (SOW) Paragraph 8.9 (Percentage Standards)	8.9.2 Contractor must not exceed a rework or comeback rate of three percent per month for each repair location where original Work was completed.	\$100 per Vehicle causing combined comeback/rework rate to exceed 3%.
9.0 REPAIR LOCATIONS AND EQUIPMENT		
Exhibit A (SOW) Paragraph 9.2 (County-Owned Tools and Equipment, Maintenance and Repairs)	Contractor must establish a maintenance and repair program for all County-furnished tools and equipment, which includes OEM-recommended and, if applicable, Contractor-recommended inspection and Servicing schedules.	\$100 per County tool or shop equipment not inspected and maintained plus cost of replacement (as applicable).
Exhibit A (SOW) Paragraph 9.2 (County-Owned Tools and Equipment, Maintenance and Repairs)	9.2.2 Contractor must repair inoperative County tools and equipment immediately. Out-of-service time for any County tool and equipment must not exceed five Business Days	\$100 each Business Day exceeding five Business Day allowance, per tool and/or equipment.
Exhibit A (SOW) Paragraph 9.2 (County-Owned Tools and Equipment, Maintenance and Repairs)	9.2.2.2 Contractor must, at the request of County Project Manager, supply temporary replacements for County tools and equipment when out-of-service time exceeds two Business Days. The County will reimburse Contractor through FFS-Direct Purchase if there is a rental charge to supply temporary replacements for County tools and equipment, with prior written approval of County Project Manager.	\$100 each Business Day exceeding one Business Day allowance after request by County Project Manager, per tool and/or equipment.
Exhibit A (SOW) Paragraph 9.2 (County-Owned Tools and Equipment, Maintenance and Repairs)	9.2.5 Replacement of County Tools and Equipment, Contractor Negligence Contractor is responsible for all excessive wear, breakdown, loss, damage, or destruction of County tools and equipment resulting from Contractor's misuse or inadequate maintenance of County tools and equipment (Contractor negligence).	\$100 per tool and/or equipment plus cost of replacement, as determined by County Project Manager.

ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
Exhibit A (SOW) Paragraph 9.2 (County-Owned Tools and Equipment, Maintenance and Repairs)	9.2.6 Replacement of County Tools and Equipment, Normal Wear Contractor must replace County tools and equipment requiring replacement due to normal wear and tear within ten Business Days of final approval by County Project Manager.	\$100 per tool and/or equipment plus cost of replacement, as determined by County Project Manager.
Exhibit A (SOW) Paragraph 9.3 (Contractor-Owned Tools and Equipment)	9.3.1 Contractor must establish a maintenance and repair program for all Contractor-owned tools and equipment. The maintenance and repair program must include OEM-recommended inspection and servicing schedules, and, if applicable, Contractor-recommended inspection and servicing schedules.	\$100 per Business Day not established.
Exhibit A (SOW) Paragraph 9.3 (Contractor-Owned Tools and Equipment)	9.3.3 Contractor must repair inoperative Contractor-owned tools immediately. Out-of-service time must not exceed five Business Days.	\$100 per Business Day exceeding five Business Days per tool and/or equipment.
Exhibit A (SOW) Paragraph 9.5 (Repair Location Maintenance)	Contractor is responsible for the safety and clean appearance of all Department's repair locations, workshops, and other assigned areas on County properties.	\$100 per incident per location for failure to schedule and maintain Contractor-occupied repair locations.
Exhibit A (SOW) Paragraph 9.6 (Repair Locations, Tools and Equipment, Monthly Inspections)	9.6.2 Repair Location and Facility Equipment, Records/Reporting Contractor must maintain accurate records of all repair location equipment, facility internal maintenance, and equipment maintenance and repairs, as well as all documented justifications for repairs and Contractor recommendations for replacement of County-furnished tools.	\$50 per inspection and/or service record not documented (on file).
Exhibit A (SOW) Paragraph 9.6 (Repair Locations, Tools and Equipment, Monthly Inspections)	9.6.2.2 Contractor must inspect, document, and report the condition of all repair locations, tools, and equipment as part of the Monthly and Quarterly Reports.	\$100 per repair location not correctly reported.

ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
Exhibit A (SOW) Paragraph 9.6 (Repair Locations, Tools and Equipment, Monthly Inspections)	9.6.2.3 Contractor must report the status of facility environmental compliance in the Quarterly Report.	\$100 per repair location not correctly reported.
Exhibit A (SOW) Paragraph 9.8 (Contractor Responsibilities at Contract Conclusion)	9.8.1.1 Contractor must restore all repair locations (including County-furnished tools and equipment) to their original condition as of the Work Start Date, less normal wear, to the satisfaction of County Project Manager.	\$100 per tool and/or equipment plus actual Fair Market value.
Exhibit A (SOW) Paragraph 9.9 (Waste Management)	Contractor must dispose of all non-hazardous and hazardous trash and waste generated by the maintenance and repair of Vehicles and equipment, including waste tires and all other Work performed under the Contract. Contractor must provide waste disposal Services at no additional cost to the County in accordance with the Contract and all applicable federal, state, and local rules and regulations.	\$100 per incident plus cost of any penalties and/or fines.
Exhibit A (SOW) Paragraph 9.9.2 (Hazardous Waste Material)	9.9.2.2 Contractor must provide training to Contractor's employees and agents working with and handling hazardous materials, in accordance with all applicable laws including OSHA and EPA regulations.	\$100 per employee not trained per Business Day.
Exhibit A (SOW) Paragraph 9.9 (Waste Management)	9.9.2.4 Contractor must maintain records for five years from date of final disposal of the hazardous material. Contractor must make all records available to the County within 24 hours of any request by County Project Manager.	\$100 per missing record and/or required component of record.

**ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART**

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
10.0 RECORDS		
Exhibit A (SOW) Paragraph 10.0 (Records)	Contractor must track all data related to County's Fleet and keep records of all information pertaining to Services performed on the County's Fleet. Contractor must maintain copies of all Fleet operation records, in both hard copy and electronic (pdf) formats, on file at each record's original repair location for the initial three months following repair completion. Contractor must then relocate and maintain all records at Eastern Avenue throughout the term of the Contract, and for a period of five years after the Contract expiration or termination, pursuant to Paragraph 8.37 (Record Retention and Inspection-Audit Settlement) of the Contract.	\$50 per record not on file and/or not provided when requested by the County.
11.0 CONTINGENCY PLAN		
Exhibit A (SOW) Paragraph 11.0 (Contingency Plan)	Contractor must have a contingency plan in place to address any interruption or reduction in Service during the term of the Contract due to work stoppages, slowdowns, or Contractor's failure to provide adequate staffing, parts and/or Service delivery. Contractor must continue to provide required Services by whatever means available and must incur all related costs necessary to provide repair and maintenance Services as specified in the Contract. Should Contractor fail to supply an alternate service, the County will have the right to continue Services by whatever means available and charge any reasonable costs in excess of what would have been paid to Contractor associated with the alternate service to Contractor. Contractor's failure to remedy Service interruptions will be grounds for termination of the Contract.	Contract Termination

ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
13.0 REPORTING REQUIREMENTS		
Exhibit A (SOW) Paragraph 13.1 (Vehicle Out-of-Service Report)	13.1.2 Contractor must email an electronic version of the VOSR to both County Project Manager and County Supervising Contract Program Monitor by 3:30 p.m. on each Business Day. The VOSR must be run and must be current and accurate as of 2:30 p.m. on each Business Day.	\$20 per Business Day per section of report incomplete and/or not provided by 3:30 pm.
Exhibit A (SOW) Paragraph 13.1 (Vehicle Out-of-Service Report)	13.1.3(d)iii Contractor must use this portion of the VOSR to track and calculate motorcycle out-of-service non-compliance and self-assess the automatic deductions required pursuant to Paragraph 8.26.5(b) of the Contract.	\$100 per deduction missed.
Exhibit A (SOW) Paragraph 13.2 (Daily Staffing Report)	13.2.5 Contractor must email an electronic version of the initial DSR to County Supervising Contract Program Monitor and to each County Contract Program Monitor by noon on each Business Day.	\$50 per Business Day per DSR not provided by noon.
Exhibit A (SOW) Paragraph 13.3 (Monthly Report)	13.3.1 The Monthly Report must contain the following minimum information: k. Repair Time Requirement Deficiencies: Number of active, out-of-service Vehicles during the month that exceeded the mechanical repair time compliance requirements, and the total number of in-service Vehicles during the month that exceeded the accident, body, and paint repair time compliance requirements, less the exceptions listed by Department repair location, Vehicle number, days exceeded per Vehicle, and totals provided for each repair time category.	\$100 per deduction missed.
Exhibit A (SOW) Paragraph 13.3 (Monthly Report)	13.3.3 Monthly Report must be reviewed for accuracy by either Contractor Project Director or Contractor Project Manager, signed and dated, prior to submission to the County.	\$50 per Business Day exceeding five Business Days per report not provided or incomplete.

ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
Exhibit A (SOW) Paragraph 13.4 (Quarterly Report)	13.4.1 Contractor must provide an electronic version of the Quarterly Report to County Project Manager and County Supervising Contract Program Monitor within ten Business Days following the end of each quarter.	\$50 per Business Day exceeding ten Business Days per report not provided or incomplete.
Exhibit A (SOW) Paragraph 13.5 (Annual Report)	13.5.1 Contractor must provide an electronic version of the Annual Report to County Project Manager and County Supervising Contract Program Monitor no later than 30 Days following the anniversary of the Work Start Date for each year of the Contract. The Annual Report must contain: a. Cost per mile - maintenance and repairs (non-accident), b. Cost per mile - accident repairs, c. Vehicle inspection summaries, d. Total warranty revenues/savings, e. Clean fuel programs, f. Energy saving measures, g. Data communication line expenses, and h. Updated Quality Control Plan.	\$50 per Business Day exceeding 30 Days report not provided or incomplete.
Exhibit A (SOW) Paragraph 13.5 (Annual Report)	13.5.2.4 Cost Per Mile - Accident Repairs Contractor must report accident repair costs listed by UOA, Vehicle type, quantity and type of accident, including, but not limited to, accident, accident non-reported, and bottom out, as part of the Annual Report. Contractor must report the same information for any specific period by Vehicle types, when requested by County Project Manager.	\$100 per Business Day per accurate report not received.

**ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART**

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
14.0 QUALITY ASSURANCE/QUALITY CONTROL (QA/QC)		
Exhibit A (SOW) Paragraph 14.4 (Performance Evaluation Meetings)	Contractor must attend all performance evaluation meetings as directed by the County. Performance evaluation meetings will be held jointly by County Project Manager, County Contract Program Monitors, Contractor's Project Director, Contractor's Project Manager, and Contractor's supervisors, as appropriate, or as requested by the County.	\$100 per incident.
Exhibit A (SOW) Paragraph 14.6 (Performance Requirements)	14.6.2 When Contractor's performance does not conform to the requirements of the Contract, the County will have the option to apply the following non performance remedies: b. The County will determine whether a formal Contract Discrepancy Report (CDR) will be issued. This includes discrepancies not resolved through verbal notices or discrepancies that warrant the bypass of a verbal notice. Upon receipt of a CDR, Contractor must respond in writing to the County within five Business Days of CDR notice, acknowledging the identified discrepancies or presenting contrary evidence. Contractor must submit a corrective action plan for all deficiencies identified in the CDR to the County within 10 Business Days of CDR notice. The corrective action plan, subject to approval by the County, must include reasons for the unacceptable performance, specific steps to return performance to an acceptable level, and monitoring methods to prevent recurrence.	\$100 per Business Day exceeding five Business Days written response requirement.

**ATTACHMENT 10
PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART**

SPECIFIC PERFORMANCE REFERENCE	TASK	DEFICIENCY CREDIT
CONTRACT		
<p>Contract Paragraph 8.37 (Record Retention and Inspection-Audit Settlement)</p>	<p>8.37.1 Contractor must maintain accurate and complete financial records of its activities and operations relating to this Contract in accordance with generally accepted accounting principles. Contractor must also maintain accurate and complete employment and other records relating to its performance of this Contract. Contractor agrees that the County, or its authorized representatives, will have access to and the right to examine, audit, excerpt, copy, or transcribe any pertinent transaction, activity, or record relating to this Contract. All such material, including, but not limited to, all financial records, bank statements, cancelled checks or other proof of payment, timecards, sign-in/sign-out sheets and other time and employment records, and proprietary data and information, must be kept and maintained by Contractor and must be made available to the County during the term of this Contract and for a period of five years thereafter unless the County's written permission is given to dispose of any such material prior to such time. All such material must be maintained by Contractor at a location in the County, provided that if any such material is located outside the County, then, at the County's option, Contractor must pay the County for travel, per diem, and other costs incurred by the County to examine, audit, excerpt, copy, or transcribe such material at such other location.</p>	<p>\$100 per record that is unavailable, incomplete, or not provided upon request.</p>