



**Request for Proposal Fleet Collision Repairs, Body
Repairs and Refinishing Services**

RFP Number: 26-0020

Issue Date: October 19, 2026

Due Date: November 20, 2026
and time: 2:00 PM Eastern Time

Mailing/Delivery 323 N. Avon St.
Address: Gastonia, NC 28054

Contact: Greg Ebenhoeh
E-mail: Greg.Ebenhoeh@gastongov.com
Phone: 704-866-3059

NOTICE TO BIDDERS

REQUEST FOR PROPOSALS FLEET COLLISION REPAIRS, BODY REPAIRS AND REFINISHING SERVICES RFP 26-0020

Gaston County Fleet Service Department is seeking vendors to provide vehicle body collision and paint repair for its fleet of Light and Medium Duty vehicles, and Police Vehicles in support of the County's Fleet Department.

Sealed Proposals will be received by Gaston County until **2:00 P.M.**, Eastern Time, on **November 20, 2026**. Proposals received after the stated deadline will not be considered. Proposals are to be labeled "**RFP # 26-0020, FLEET COLLISION REPAIRS, BODY REPAIRS AND REFINISHING SERVICES**."

Proposers may mail or hand deliver proposals as follows:

Gaston County Public Works
RFP # 26-0020
FLEET COLLISION REPAIRS, BODY REPAIRS AND REFINISHING SERVICES
323 N. Avon St.
Gastonia, NC 28054

An electronic copy of this Request for Proposals, including all attachments, forms, and subsequently issued addenda, may be obtained from the County's official bid posting webpage <https://www.gastongov.com/Bids.aspx>. Proposers are responsible for monitoring the County's bid posting webpage for addenda and other official solicitation information.

Questions pertaining to this RFP are due in writing via e-mail by October 30, at 12:00PM to Greg.Ebenhoeh@gastongov.com

Written questions concerning this RFP must be submitted by email to Greg.Ebenhoeh@gastongov.com, the designated Project Contact, no later than 12:00 P.M., Eastern Time, on October 30, 2026.

The County will respond to material questions through written addenda posted to the County's official bid posting webpage <https://www.gastongov.com/Bids.aspx>. Only written addenda issued by the County shall modify or supplement the requirements of this RFP.

Gaston County reserves the right, in accordance with applicable law and County policy, to reject any or all Proposals, waive minor informalities or non-material irregularities, cancel or withdraw this RFP, or make no award if the County determines that doing so is in the best interest of the County. The County will not waive a material requirement of the RFP if doing so would result in unequal treatment of Proposers or otherwise violate applicable law.

Gaston County reserves the right to award to multiple vendors.

--End of Advertisement--

1. GENERAL INFORMATION

a) **INTRODUCTION:**

Gaston County, through its Public Works Department/Fleet Services Division, is soliciting Proposals from qualified firms to provide vehicle collision repair, body repair, refinishing, and related services for the County's fleet of light- and medium-duty vehicles and law-enforcement vehicles. The County has a Fleet of vehicles consisting of different makes and models. Awarded Vendors will be expected to complete all repairs necessary to restore vehicles to its pre-damage condition in terms of form, fit, finish, appearance, durability, functionality, safety, and value.

The County anticipates establishing contracts with one or more qualified Proposers to provide services on an as-needed, on-call basis during the contract term. Award of a contract does not guarantee any minimum quantity, frequency, or dollar value of work.

b) **PROPOSAL SCHEDULE:**

This is to provide interested Proposers with information about the schedule anticipated by the County. This is an estimate only and may change.

Issue RFP	October 19, 2026
Submission of Written Questions Due	October 30, 2026 by 12:00PM Eastern Time
Proposals Due	November 20, 2026 by 2:00 PM
Anticipated Contract Award	January 2027

c) **PROPOSAL QUESTIONS:**

Proposal questions will be due on or before October 30, 2026, at 12:00 PM EST. The primary purpose of this is to provide participating Proposers with the opportunity to ask questions, in writing, related to the RFP.

Submit questions by email to Greg.Ebenhoeh@gastongov.com by the deadline shown above. The email should identify the proposal number and title in the subject line.

All questions and answers, if any, will be posted as addenda on <https://www.gastongov.com/Bids.aspx>

d) **PROPOSAL ADDENDUM:**

Gaston County may modify the RFP prior to the date fixed for submission of proposals by the issuance of an addendum. Should a Proposer find discrepancies or omissions in this RFP, or any other documents provided by Gaston County, the Proposer should immediately notify the County of such potential discrepancy in writing via email as noted above.

Any addenda to these documents shall be issued in writing. No oral statements, explanations, or commitments by anyone shall be of effect unless incorporated in the written addenda.

Proposers are responsible for reviewing all addenda issued prior to the Proposal deadline and incorporating applicable addenda into their Proposals. Failure to acknowledge an addendum may result in rejection of the Proposal when the addendum materially affects the requirements of the solicitation.

e) **COMMUNICATION:**

To promote consistent and equitable treatment of all Proposers, all substantive questions and communications concerning this RFP shall be directed to the designated County Contact identified in this RFP. Proposers shall not communicate with County personnel regarding the substance of this procurement except as authorized by the County. This restriction does not prohibit routine communications concerning proposal delivery, public records, accessibility, or other administrative matters.

f) **PROPOSAL SUBMISSION REQUIREMENTS:**

Proposers shall submit one (1) original hard-copy Proposal submitted in 8-1/2 x 11 inch format. The Proposal shall be signed by an individual authorized to legally bind the Proposer.

Only mailed or hand-delivered proposals will be accepted.

Address bid envelope as shown below:

DELIVERED BY U.S. POSTAL SERVICE	HAND DELIVERED OR OTHER COURIER METHOD
BID# 26-0020 – Fleet Collision Repairs, Body Repairs and Refinishing Services Gaston County Fleet Services Attn: Greg Ebenhoeh 323 N. Avon St. Gastonia, NC 28054	BID# 26-0020 – Fleet Collision Repairs, Body Repairs and Refinishing Services Gaston County Fleet Services Attn: Greg Ebenhoeh 323 N. Avon St. Gastonia, NC 28054

Proposals shall be physically received at the designated County delivery location no later than the Proposal deadline. A postmark, shipping receipt, or other evidence that a Proposal was mailed prior to the deadline shall not constitute receipt by the County. Proposers are solely responsible for selecting a delivery method that ensures timely receipt.

There is no expressed or implied obligation for Gaston County to reimburse Proposers for any expenses incurred in preparing proposals in response to this request.

g) **PROPOSAL DUE DATE:**

Sealed proposals shall be mailed or hand delivered no later than **2:00 PM Eastern Time, on November 20, 2026**. There will be no public opening of Proposals. Proposals will be received and maintained in accordance with applicable North Carolina law and County policy.

h) **LATE BIDS:**

Any Proposal received after the stated deadline will be deemed late and will not be considered, except as otherwise expressly permitted by applicable law. Late Proposals will be returned unopened when practicable.

i) **PERIOD AND TERMS OF CONTRACTUAL AGREEMENT:** The selected Vendor(s) will enter into a contract with the County to cover the scope of services outlined in this RFP. The initial contract term shall be three (3) years. The County may, at its option and subject to agreement by both parties, extend the contract for up to two (2) additional one-year periods. Any extension shall be in writing and executed by authorized representatives of both parties.

j) **COMPETITIVE SELECTION:**

Proposals will be evaluated using the evaluation criteria and weights stated in Section 3 of this RFP. Only Proposals determined to be responsive and submitted by responsible Proposers will be evaluated.

The County intends to evaluate Proposals based solely on the criteria stated in this RFP, together with information obtained through permitted reference checks, clarifications, presentations, or discussions conducted in accordance with this RFP and applicable law.

The County may select one or more Proposers for contract award. Selection does not obligate the County to issue any minimum number of work orders or expend any minimum amount.

k) **SALES TAX:**

Sales Tax **shall not** be included in any proposed prices. Gaston County is not tax exempt and will pay sales tax where applicable. Sales tax shall be invoiced as a separate item. Proposers shall separately identify sales tax on invoices where applicable. Proposed labor rates and markups shall be exclusive of sales tax unless otherwise specified in the Cost Proposal Form.

l) **CONTRACTS:**

In submitting a proposal, Proposers understand that they are prepared to complete a contract containing all the information submitted in their proposal if awarded a contract.

m) **REJECTION OF PROPOSAL:**

Gaston County reserves the right to reject all Proposals, to waive any informality in proposals received, to accept or reject any or all the items in the proposal, and to award the contract in whole or in part and/or negotiate any or all items with individual Proposers if it is deemed in the County's best interest. Moreover, the County reserves the right to make no selection if proposals are deemed to be outside the fiscal constraint or not in the best interest of the County.

n) **INSURANCE:**

The Vendor shall purchase and maintain during the life of this contract comprehensive general liability and other insurance as is appropriate for the work being performed and as required by the County (See Attachment D). **A Certificate of Insurance will be required at the time of executing the final contract.**

o) **PAYMENT:**

Payment shall be made for authorized services actually performed and accepted by the County in accordance with the executed contract, approved work order, and applicable pricing established through this RFP. No work shall be performed without County authorization unless expressly permitted under the contract. Each invoice shall identify the vehicle, work order/purchase order number, labor hours, labor category, parts, parts markup, materials, applicable fees, and any other charges.

p) **BID PROTEST:**

Gaston County maintains a formal Bid Protest Policy governing protests related to County solicitations and contract awards. Any protest to the solicitation process, evaluation, or award must be submitted in accordance with the requirements, procedures, and timelines established in the County's Bid Protest Policy found at <https://gastongov.com/BidProtestPolicy>

2. QUALIFICATIONS AND SUBMISSION REQUIREMENTS

a) Letter of Transmittal

The Proposal shall include a signed Letter of Transmittal attesting to the accuracy and completeness of the information contained in the Proposal.

The Letter of Transmittal shall identify the legal entity that would enter into the contract with the County and shall include:

- Full legal name of the Proposer;
- Address of the Proposer's headquarters;
- Address of the local office, if applicable; and
- Name and title of the individual authorized to enter into a contract on behalf of the Proposer.

The individual signing the Proposal shall certify that he or she is authorized to bind the Proposer and that the information contained in the Proposal is true and accurate to the best of his or her knowledge.

b) Organization and Staffing

Provide information demonstrating that the Proposer has sufficient qualified personnel and organizational capacity to perform the services required by this RFP.

The response shall include:

- The number of personnel available to perform the services;
- The names, titles, roles, and qualifications of key personnel who would be assigned to the contract;
- Relevant certifications, training, licenses, and experience of key personnel;
- The anticipated availability of key personnel to perform the services;
- The Proposer's organizational structure as it relates to performance of the contract; and
- Identification **of any subcontractors that may be used.**

For each proposed subcontractor, provide:

- Legal business name;
- Office location;
- Contact name and telephone number;
- Services to be provided; and
- Relevant qualifications and experience.

c) Qualifications and Experience

Describe the Proposer's qualifications, experience, and past performance providing collision repair, body repair, refinishing, vehicle repair, or substantially similar services.

The response shall include:

- Length of time the Proposer has provided comparable services;
- Description of relevant projects or contracts of similar scope, size, and complexity;
- Types and quantities of vehicles or equipment serviced, where applicable;
- Experience serving public-sector or local government clients;
- Experience responding to time-sensitive, emergency, or high-volume repair needs, if applicable;
- Any relevant industry certifications or qualifications; and
- At least three (3) references for contracts performed within the past three (3) years that are similar in scope and size to the services requested in this RFP.

For each reference, provide the information requested in Attachment B.

Proposers shall specifically identify any North Carolina local government clients for whom the Proposer has provided similar services.

The County will consider the relevance, recency, scope, size, complexity, and quality of the Proposer's prior experience when evaluating this criterion.

d) Conflict of Interest

The Proposer shall disclose any actual, potential, or perceived conflict of interest involving the Proposer, its principals, proposed subcontractors, or key personnel that could reasonably affect performance of the contract or the integrity of the procurement.

If no conflict exists, the Proposer shall affirmatively state that no known conflict of interest exists.

e) Submittal Package Content and Format

Proposals shall be prepared on standard 8-1/2" x 11" paper using a minimum 10-point font, except for tables, charts, or other graphics where a smaller font is reasonably necessary for presentation. **All submissions must be completed using the Submission Template provided as Attachment E.** Proposals should be clearly organized and securely packaged. Proposals shall be placed in a manila envelope with the words, "FLEET COLLISION REPAIRS, BODY REPAIRS AND REFINISHING SERVICES, RFP # 26-XXXXX" clearly visible. The County will not consider proposals that arrive after the proposal deadline.

3. **EVALUATION CRITERIA:**

Proposals will be evaluated using the following weighted criteria:

Evaluation Criteria	Percentage
Relevant Experience and Past Performance	30%
Demonstrated Ability and Capacity	10%
Qualifications of Assigned Personnel	10%
Project Approach and Methodology	10%
Price	30%
Geographic Proximity to County Fleet Storage Location(s)	10%

The County will evaluate the quality, completeness, relevance, and demonstrated nature of each response. Proposers should provide specific information and supporting detail sufficient for the County to determine the extent to which the Proposal satisfies each evaluation criterion.

3.1 Minimum Qualifications

a) Experience

The Proposer must demonstrate at least three (3) years of experience providing collision repair, body repair, refinishing, or substantially similar services.

The response shall identify:

- The number of years the Proposer has provided these services;
- The types of services provided;
- The types and approximate volume of vehicles serviced, if applicable; and
- Relevant contracts or projects demonstrating the required experience.

If the Proposer relies upon the experience or qualifications of a parent company, affiliate, subcontractor, or other entity, the Proposer shall clearly identify the entity and explain specifically how that entity's personnel, resources, facilities, equipment, or experience will be available to perform the resulting contract.

b) Certifications

Identify relevant certifications held by the Proposer's facility and/or personnel, including, as applicable:

- I-CAR certifications;
- ASE certifications;
- OEM or manufacturer certifications;
- Manufacturer-specific training;
- Welding certifications; and
- Other relevant industry certifications or credentials.

For each certification, identify the individual or facility holding the certification and the type of certification.

c) Hours of Operation and Availability

Describe the Proposer's normal hours of operation and availability to provide services under the contract.

The response shall identify:

- Normal business hours;
- Days of operation;
- After-hours availability, if applicable;
- Emergency service availability, if applicable; and
- The process for receiving and responding to County requests outside normal business hours.

d) Geographic Proximity

Provide the physical address of each facility proposed for providing services under this RFP. The County will evaluate the geographic location of the Proposer's collision repair facility based on the distance and anticipated travel time from the County's designated fleet/vehicle storage location(s). This criterion is intended to evaluate the potential impact of towing distance on transportation costs, vehicle availability, and overall fleet downtime. The County will determine the applicable distance using a consistent mapping methodology.

If a Proposer offers multiple repair facilities, the Proposer shall identify the primary facility that will service County vehicles. The County may consider the location of the primary facility for purposes of this evaluation.

3.2 Services Offered and Demonstrated Capability

For each service listed below, the Proposer shall indicate whether it has the demonstrated capability, qualified personnel, equipment, facilities, and/or established resources necessary to perform the service.

A response of "Yes" indicates that the Proposer currently has the demonstrated capability and qualified personnel and/or resources necessary to perform the service.

A response of "No" will not automatically disqualify a Proposer unless the service is identified elsewhere in this RFP as mandatory.

For each "Yes" response, please indicate if the service is performed In-House or is Subcontracted.

Service	Yes	No	In-House	Subcontracted
General Body Repair	☐	☐	☐	☐
Dent Repair	☐	☐	☐	☐

Collision Repair	☐	☐	☐	☐
Body Component Replacement (interior / exterior)	☐	☐	☐	☐
Glass Replacement	☐	☐	☐	☐
Paint All or Portions of Vehicle	☐	☐	☐	☐
Aluminum Body Repair	☐	☐	☐	☐
Aluminum Body Component Replacement	☐	☐	☐	☐
Frame Repair / Straightening	☐	☐	☐	☐
Vehicle Alignment (Thrust & 4- Wheel)	☐	☐	☐	☐
Welding (Mig/Tig)	☐	☐	☐	☐
Use of OEM Parts	☐	☐	☐	☐
Warranty on Parts	☐	☐	☐	☐
Warranty on Work	☐	☐	☐	☐

3.3 Project Understanding and Approach

a. Estimate Process

Describe the Proposer's process for preparing and submitting estimates for body repair, collision repair, and paint services.

The response shall address:

- The estimating software used;
- Labor-rate and labor-time databases used;
- Parts databases used;
- Methods used to identify vehicle damage;
- Procedures for documenting damage;
- Use of photographs;
- Identification of vehicle information;
- Identification of parts, labor, materials, and other charges;
- Identification of shop supplies, fees, or other applicable charges;
- Quality-control or review procedures used to ensure estimates are accurate and complete; and
- Typical timeframe for completing and submitting an estimate to the County.

The Proposer should provide a sample estimate, if available, demonstrating the level of detail normally provided to customers.

The County will consider the completeness, accuracy, transparency, and effectiveness of the proposed estimating process when evaluating the Project Approach and Methodology criterion.

b. Additional Repair Requirements

Describe the Proposer's process for identifying, documenting, estimating, and obtaining authorization for additional repair work discovered after the initial estimate.

Additional repairs may include, but are not limited to:

- Frame repair or straightening;
- Vehicle alignment;
- Welding;
- Additional body repair;
- Additional parts or component replacement; and
- Additional refinishing or paint work.

The response shall explain:

- How additional damage is identified;
- How the need for additional repairs is documented;
- How the Proposer determines the appropriate repair method;
- How the Proposer determines whether specialized personnel or subcontractors are required;
- How the qualifications of subcontractors or specialty service providers are verified;
- How supplemental estimates are prepared and submitted;
- How the County will be notified of additional costs and anticipated schedule impacts; and
- The process for obtaining County approval before additional work is performed.

No supplemental repair work shall be performed without prior written authorization from the County.

Supplemental estimates shall identify the additional damage, proposed repair, labor, parts, materials, and additional cost.

The County will consider the Proposer's ability to identify and communicate additional repair needs, control costs, obtain appropriate authorization, and maintain clear documentation when evaluating the Project Approach and Methodology criterion.

4. PUBLIC RECORDS

Upon receipt by the County, proposals are considered public record except for material that qualifies as "Trade Secret" information under North Carolina General Statute 66-152 et seq. Proposal Packages will be reviewed by a Selection Committee, or other County staff and members of the public who submit public record requests. To properly designate material as a trade secret under these circumstances, each Proposer must take the following precautions: (a) any trade secrets submitted by a Proposer should be submitted in a separate, sealed envelope marked "Trade Secret - Confidential and Proprietary Information - Do Not Disclose Except for the Purpose of Evaluating this Proposal," and (b) the same trade secret/confidentiality

designation should be stamped on each page of the trade secret materials contained in the envelope. Do not designate your proposed pricing as a trade secret.

In submitting a proposal, each Proposer agrees that the County may reveal any trade secret materials contained in such response to all County staff and County officials involved in the selection process. Furthermore, each Proposer agrees to indemnify and hold harmless the County and each of its officers, employees and agents from all costs, damages, and expenses incurred in connection with refusing to disclose any material that the Proposer has designated as a trade secret. Any Proposer that designates its entire Proposal as a trade secret may be disqualified from the selection process.

Information in the Request for Proposal responses will not be shared until after award of contract.

5. CONDITIONS AND RESERVATIONS

Upon receipt of this proposal, the County reserves the right to meet with any or all Proposers submitting proposals at any time prior to an award to assure that the successful proposal meets the County's goals and objectives. The right is further reserved to use any or all ideas presented in any response to this Request for Proposals, whether amended or not. Selection or rejection of the proposal does not affect this right. During review and evaluation of proposals, the County further reserves the right to negotiate with the Proposer whose proposal most closely meets the County's goals and objectives for this project, to amend that Proposer's original proposal by additions or deletions.

6. PURCHASE ORDERS

No Vendor shall commence work without a valid County purchase order, work authorization, or other written authorization issued by an authorized County representative, except as expressly provided for emergency services under the contract.

7. SCOPE OF SERVICES

Gaston County's fleet includes light- and medium-duty vehicles, law enforcement vehicles, and ambulances of many makes and models. Many of these manufacturers use aluminum construction, and Vendors must be capable of repairing and refinishing aluminum body components in accordance with OEM specifications. County trucks may also be equipped with specialty bodies suited to departmental needs, such as work bodies, flatbeds, and service bodies from manufacturers such as Knapheide and Reading. Ambulance work may include repair and refinishing of ambulance bodies, including patient compartment modules and associated exterior components, in accordance with the body manufacturer's specifications.

Selected vendors will be expected to complete all repairs necessary to restore the vehicle to its pre-damage condition in terms of form, fit, finish, appearance, durability, functionality, safety, and value. All such repairs will be completed in accordance with or shall exceed industry standards in effect at the time of repair. The County's Fleet Management will arrange delivery and pickup of vehicles from the vendor's facility. Timely repairs are critical in returning the County's vehicles to service. For each authorized repair, the County may establish a required completion date based on the condition of the vehicle, operational requirements, parts availability, and the complexity of the repair. The Vendor shall promptly notify the County if circumstances arise that are reasonably expected to delay completion. If the workload of the Proposer is such that timeliness is not possible the County reserves the right to award to another vendor. The Fleet Manager, or their designee, may also negotiate with the awarded vendor(s)

on a timeline that meets the needs of both parties. Being selected as an on call vendor does not guarantee that the County will issue any work orders to a vendor.

The County anticipates awarding contracts to multiple qualified Vendors. Award of a contract does not guarantee any minimum quantity or dollar value of work.

Work orders will generally be assigned using a rotating distribution process among awarded Vendors that are qualified and available to perform the specific work. Before assigning a work order, the County may consider the Vendor's availability, required turnaround time, demonstrated capability for the particular repair, geographic/logistical considerations, prior documented performance, and other objective factors identified in this RFP or resulting contract.

If the Vendor next in rotation cannot meet the County's required schedule or does not possess the capability or equipment necessary for the specific repair, the County may bypass that Vendor and assign the work to the next qualified Vendor. The County shall document the reason for the bypass when practicable.

Emergency work or specialized repairs may be assigned outside the normal rotation when necessary to protect County property, maintain essential operations, or obtain services that are not reasonably available through the normal rotation.

Below is a list of vehicle examples that may be included in the expected scope of work.

1. Full Size Sedans.
 - a. Chevrolet Impala.
2. Mid-size SUV
 - a. Chevrolet Equinox, Ford Escape, Ford Explorer, Ford Police Interceptor Utility
3. Full-size SUV
 - a. Chevrolet Tahoe, Chevrolet Suburban, Ford Expedition
4. Mid-size Truck
 - a. Ford Ranger.
5. Full-size Truck
 - a. Chevrolet Silverado up to 3500, Ford F-Series up to F-550
6. Mid-size Van
 - a. Ford Transit Connect
7. Full-size Van
 - a. Chevrolet Express, Ford Transit, Dodge Sprinter
8. Medium and Heavy-Duty Trucks
 - a. Ford F450/F550/F650
 - b. Freightliner M2 Business Class

The vehicles identified above are examples and are not intended to constitute an exhaustive list. The County may require services for other makes, models, vehicle classes, or configurations within the general scope of this RFP.

8. PROPOSER'S REQUIREMENTS

1. Proposer shall maintain all licenses, permits, registrations, environmental approvals, and other authorizations required by applicable federal, state, and local law for the services being provided.
2. Vendor shall maintain a secure facility capable of protecting County vehicles from theft, unauthorized use, vandalism, weather-related damage, and unauthorized access while vehicles are in the Vendor's custody.
3. Vendor shall be responsible for loss of or damage to County vehicles, equipment, keys and content while such property is in the Vendor's custody or control, to the extent caused by the Vendor's negligence, intentional misconduct, or failure to exercise reasonable care, subject to the terms and limitations of the executed contract.
4. All repairs to meet or exceed OEM Manufacturer Specifications
5. Unless otherwise approved in writing by the County, parts shall be new OEM parts. The County may authorize the use of non-OEM, aftermarket, recycled, remanufactured, or reconditioned parts when appropriate. Any proposed non-OEM or other non-new part shall be identified in the estimate and shall require prior written approval from the Fleet Manager or designee.

COST PROPOSAL FORM**RFP 26-0020****FLEET COLLISION REPAIRS, BODY REPAIRS AND REFINISHING SERVICES**

Instructions: The proposal shall include pricing for all services. Pricing shall be inclusive unless otherwise indicated. The proposal shall itemize all services, including any hourly rates for all professional, technical and support personnel as well as all other charges related to completion of a fully functioning system. The proposal shall include a total cost not to be exceeded.

(Please add lines/descriptions if necessary) NOTE: Pricing is not confidential.

<u>Description</u>	<u>Hourly Rate</u>
Standard Hourly Labor	\$
Body & Dent Repair	\$
Aluminum Body/Dent Repair	\$
Painting	\$
Frame Repair/Straightening	\$
Glass Replacement	\$
Mechanical/Electrical	\$
Interior/Trim Repair	\$
Travel	\$
After Hours Service	\$
Expedited/Emergency Service	\$
Holiday Services	\$
<u>Material Mark Up</u>	<u>% Over Cost</u>
OEM Part	
Non-OEM Parts	
Glass	
Paint Materials	

<u>Shop Supplies & Fees Per Invoice</u>	<u>% or \$</u>

*****Please provide pricing for any other items that are not detailed**

The undersigned hereby acknowledges receipt of the following Addenda to the Request for Proposal (RFP) and affirms that all changes, clarifications, and requirements contained therein have been fully incorporated into this proposal:

Addendum Number	Date Downloaded/Received

☐ Check here if NO addenda were issued for this RFP.

The undersigned hereby acknowledges and certifies that:

- **Gaston County reserves the right** to accept or reject, in whole or in part, any or all proposals submitted. The County further reserves the right to accept or reject any phase, section, or alternate of any proposal. The County may, at its sole discretion, waive minor defects or informalities and/or re-advertise the project.
- **No known conflict of interest exists** in connection with the submission of this proposal.
- **This proposal shall remain valid for a period of ninety (90) days** from the proposal submission deadline.
- **This proposal is submitted by an authorized executive of the company** who has full authority to submit the proposal and enter into a contract with Gaston County, North Carolina, on behalf of the company.

Company Name

Signature

Date

Phone Number

REFERENCES
FLEET COLLISION REPAIRS, BODY REPAIRS AND REFINISHING SERVICES
RFP #26-0020

1. Vendor Name: _____
Vendor Contact Name and Title: _____
Vendor Phone Number/Email: _____
Description of Services Provided: _____
Contract/Project Dates: _____

2. Vendor Name: _____
Vendor Contact Name and Title: _____
Vendor Phone Number/Email: _____
Description of Services Provided: _____
Contract/Project Dates: _____

3. Vendor Name: _____
Vendor Contact Name and Title: _____
Vendor Phone Number/Email: _____
Description of Services Provided: _____
Contract/Project Dates: _____

ATTACHMENT C

DO NOT SUBMIT WITH PROPOSAL

STATE OF NORTH CAROLINA

COUNTY OF GASTON

MASTER AGREEMENT FOR ON CALL FLEET SERVICES

THIS AGREEMENT (hereinafter the "Agreement") is made and entered into the day fully executed by all parties (hereinafter the "Effective Date"), by and between Gaston County, a corporate and political body and a subdivision of the State of North Carolina (hereinafter the "County") and _____ (hereinafter the "Contractor").

WHEREAS, County desires to retain and engage multiple contractors to perform on-call collision repairs, body work, refinishing, and related services (hereinafter, the "Services"); and

WHEREAS, the County will place qualified contractors on an approved vendor list from which the County will assign work using a rotating distribution process as the need arises; and

WHEREAS, specific projects will be awarded by written task orders or amendments to this Agreement; and

WHEREAS, Contractor possesses the experience and ability to provide said Services and further that the parties hereto desire to reduce the terms of this Agreement to writing.

NOW, THEREFORE, for good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged and agreed upon by the parties, and in further consideration of the covenants and representations contained herein, the parties agree as follows:

1. TERM OF AGREEMENT

The term of this Agreement shall commence as of the Effective Date and shall have a term of three (3) years with the option to renew for up to two (2) additional one-year periods. Individual projects awarded will commence and terminate as provided in each Task Order or amendment ("Project"). The time for completion of Contractor's services for each Project shall be determined in each Task Order. All references to days in this Contract (including the exhibits) shall refer to calendar days rather than business days, unless a provision specifically uses the term "business days." Any references to "business days" shall mean the days that the County's offices are open for the public to transact business.

2. SCOPE OF WORK

Contractor hereby agrees to perform, in a manner satisfactory to the County, professional and timely services as set forth in assigned Task Orders. The parties agree that in event of a conflict, the terms and conditions outlined in the Task Orders take precedence, then those of this Agreement. Terms and conditions included in Contractor's proposal or response to Task Order requests shall not apply unless explicitly stated otherwise in the body of this Agreement or the body of the Task Order.

3. COMPENSATION AND PAYMENTS

Unless otherwise provided within this Agreement, Contractor shall obtain and provide all labor, materials, equipment, facilities, services, permits, and licenses necessary to perform the Project. The Contractor shall perform the services described in each Task Order, using the Schedule of Hourly Rates and Expenses attached to this Agreement and incorporated hereto in Exhibit A. Payment will be paid within 30 days after receipt of an approved invoice, which must include documentation of expenses incurred.

4. TERMINATION

- a) Termination Without Cause: Either party shall have the right to terminate this Agreement and Task Orders at any time and without cause upon 30 days' written notice to the other party.
- b) Upon receipt of Notice of Termination, the Contractor shall immediately discontinue all services directed (unless the Notice directs a date specific for services to terminate). As soon as practicable after receipt of a written Notice of Termination, Contractor shall submit a statement to the County showing in detail the Work performed under this Agreement through the date of termination. County shall pay Contractor for Work rendered through the date of termination.

5. RECORDS

County has the right to audit all records pertaining to this Agreement both during its performance and for three years after its completion.

6. INDEPENDENT CONTRACTOR

This Agreement does not create an employee/employer relationship between the parties. It is the intention of the parties that Contractor will be an independent contractor and not County's employee for all purposes, including, but not limited to, the application of the Fair Labor Standards Act, the Social Security Act, the Federal Unemployment Tax Act, the provisions of the federal Internal Revenue Code, the provisions of the North Carolina revenue and taxation laws, the North Carolina Wage and Hour Act, the North Carolina Workers' Compensation Act, and the provisions of the North Carolina Employment Security Law.

7. RELEASE AND INDEMNIFICATION

To the fullest extent permitted by law, Contractor shall release, indemnify, keep, and save harmless County, its agents, officials, and employees, from all liability for any damage or injury of any kind (including death resulting therefrom) to all persons and to all property proximately caused by any negligent acts, errors, or omissions or willful misconduct of Contractor (or by any subcontractor, agent, employee, or other person or entity for which Contractor is liable or responsible). Expenses as used herein shall include without limitation the costs incurred by County, its agents, officials, and employees, in connection with investigating any claim or defending any action and shall also include reasonable attorneys' fees by reason of the assertion of any such claim against County, its agents, officials, or employees. Contractor expressly understands and agrees that any insurance protection required by this Agreement, or otherwise provided by Contractor, shall in no way limit Contractor's responsibility to release, indemnify, keep, and save

harmless County as herein provided.

8. NOTICE

_____ is designated as County's contract administrator for this Agreement. Further, any notice required to County under this Agreement shall be sufficient if mailed to the County by certified mail as indicated below:

Matt Rhoten, County Manager
Gaston County
P.O. Box 1578
Gastonia, NC 28052

cc: _____
Project Manager
P.O. Box 1578
Gastonia, NC 28052

_____ shall be Contractor's representative for this Agreement. Any notice required to Contractor under this Agreement shall be sufficient if mailed to Contractor by certified mail as indicated below:

Company name
Address
Address

9. OTHER LAWS AND REGULATIONS

Contractor shall comply with any and all applicable federal, state, and local standards, regulations, laws, statutes, and ordinances including those regarding toxic, hazardous, and solid wastes and any pollutants; public and private nuisances; health or safety; and zoning, subdivision or other land use controls. Contractor will take all reasonably necessary, proper, or required safety, preventative and remedial measures in accordance with any and all relations and directives from the North Carolina Department of Human Resources, the United States Environmental Protection Agency, the North Carolina Department of Environmental Quality, Health Departments, and any other federal, state, or local agency having jurisdiction, to ensure the prompt prevention or cessation (now or in the future) of violations of either the applicable provisions of such standards, regulations, laws, statutes, and ordinances or any permits or conditions issued thereunder. Contractor specifically acknowledges and agrees that it has complied with and shall continue to comply with the provisions of the federal E-Verify program in compliance with N.C. Gen. Stat. §64-25 *et seq.* Any subcontractors employed by Contractor shall also be in compliance with the federal E-Verify program in accordance with N.C. Gen. Stat. §64-25 *et seq.* Contractor shall maintain adequate safeguards with respect to sensitive customer information in conformance with and pursuant to 16 C.F.R. §681.1 and in accordance with N.C. Gen. Stat. §132-1.10 and §75-65.

10. INSURANCE REQUIREMENTS

- a) Commercial General Liability
 - i. Contractor shall maintain Commercial General Liability (CGL) and if necessary, Commercial Umbrella Liability insurance with a total limit of not less than \$1,000,000

each occurrence for bodily injury and property damage, \$2,000,000 general aggregate, \$2,000,000 products/completed operations aggregate, \$100,000 damage to rented premises, and \$5,000 medical payments. If such CGL insurance contains a general aggregate limit, it shall apply separately to this project/location or the general aggregate shall be twice the required limit.

- ii. CGL insurance shall be written on Insurance Services Office (ISO) “occurrence” form CG 00 01 covering Commercial General Liability or its equivalent and shall cover the liability arising from premises, operations, independent Contractors, products-completed operations, personal and advertising injury, and liability assumed under an insured contract (including the tort liability of another assumed in a business contract).
- iii. Gaston County, its officers, officials, agents, and employees are to be covered as additional insureds under the CGL by endorsement CG 20 10 or CG 20 33 **AND** CG 20 37 or an endorsement providing equivalent coverage as respects to liability arising out of activities performed by or on behalf of Contractor; products and completed operations of Contractor; premises owned, leased or used by Contractor; personal and advertising injury; and under the commercial umbrella, if any. The coverage shall contain no special limitations on the scope of protection afforded to the County, its officers, officials, agents, and employees.

b) Workers’ Compensation and Employer’s Liability

Contractor shall maintain Workers’ Compensation as required by the general statutes of the State of North Carolina and Employer’s Liability Insurance. The Employer’s Liability, and if necessary, Commercial Umbrella Liability insurance shall not be less than \$1,000,000 each accident for bodily injury by accident, \$1,000,000 each employee for bodily injury by disease, and \$1,000,000 policy limit.

c) Business Auto Liability

- i. Contractor shall maintain Business Auto Liability and, if necessary, Commercial Umbrella Liability insurance with a limit of not less than \$1,000,000 each accident.
- ii. Pollution liability coverage equivalent to that provided under the ISO pollution liability-broadened coverage for covered autos endorsement shall be provided, and the Motor Carrier Act endorsement shall be attached when those exposures exist.
- iii. Contractor waives all rights against Gaston County, its officers, officials, agents, and employees for recovery of damages to the extent these damages are covered by the business auto liability or commercial umbrella liability insurance obtained by Contractor pursuant to this Agreement.
- iv. Contractor’s Business Auto Liability insurance shall be primary as respects to Gaston County, its officers, officials, agents, and employees. Any other insurance or self-insurance maintained by the County, its officers, officials, and employees shall be excess of and not contribute with Contractor’s insurance.

d) Garage Keepers Legal Liability

- i. Contractor shall maintain Garage Keepers Legal Liability coverage with a limit of not

less than \$1,000,000 per occurrence for fleet vehicles, \$2,000,000 per occurrence for law enforcement and GEMS vehicles.

- ii. Coverage shall apply to all County vehicles in the Contractor's care, custody, and control, and include endorsements for loss or damage by fire, explosion, theft, vandalism, collision, and loss of equipment, keys, and contents on or in the County vehicles while in the Contractor's care, custody, and control.

e) Evidence of Insurance

- i. Contractor shall furnish the County with a current certificate(s) of insurance, executed by a duly authorized representative of each insurer, showing compliance with the insurance requirements prior to commencing any work.
- ii. Evidence of additional insured status shall be noted on the certificate of insurance as per the requirements of this Section.

f) Acceptability of Insurers

Insurance is to be placed with insurers licensed to do business in the State of North Carolina with an A.M. Best's rating of no less than A VII unless specific approval has been granted by the County.

g) Miscellaneous Provisions

- i. The Contractor shall provide that the insurance contributing to satisfaction of insurance requirements in this section not be canceled, terminated, or modified by the Contractor without prior written approval of the County.
- ii. The Contractor shall promptly notify the Project Manager of any accidents arising in the course of operations under this Agreement causing bodily injury or property damage.
- iii. By requiring insurance herein, the County does not represent that coverage and limits will necessarily be adequate and such coverage and limits shall not be deemed as a limitation of Contractor's liability under the indemnities granted to Gaston County in this Agreement.

11. ENTIRE AGREEMENT AND AMENDMENTS

This Agreement, including any Exhibits attached, which are incorporated herein and made a part hereof, constitutes the entire contract between the parties, and no warranties, inducements, considerations, promises or other inferences shall be implied or impressed upon this Agreement that are not set forth herein. This Agreement shall not be altered or amended except in writing signed by all Parties.

12. ASSIGNMENT

No party shall sell or assign any interest in or obligation under this Agreement without the prior express written consent of all the parties, such consent shall not be unreasonably withheld. Provided, however, that this Agreement may be assigned by the Contractor to a wholly owned subsidiary of the Contractor, without the consent of all other parties, provided that the Contractor will guarantee the performance by the Subsidiary of the obligations due under this Agreement.

13. NON-WAIVER OF RIGHTS

It is agreed that neither party's failure to insist upon the strict performance of any provision of this Agreement, or to exercise any right based upon a breach thereof, or the acceptance of any performance during such breach, shall not constitute a waiver of any rights under this Agreement.

14. GOVERNING LAW AND INTERPRETATION

All of the terms and conditions contained herein shall be interpreted in accordance with the laws of the State of North Carolina without regard to any conflicts of law principles and subject to the exclusive jurisdiction of federal or state courts within the State of North Carolina. In the event of a conflict between the various terms and conditions contained herein or between these terms and other applicable provisions, then the more particular shall prevail over the general and the more stringent or higher standard shall prevail over the less stringent or lower standard. The place of this Agreement, its situs and forum, shall be Gastonia, Gaston County, North Carolina, and in said County and State shall all matters, whether sounding in contract or tort relating to the validity, construction, interpretation, or enforcement of this Agreement be determined.

15. SAVING CLAUSE

If any section, subsection, paragraph, sentence, clause, phrase, or portion of this Agreement is for any reason held invalid, unlawful, or unconstitutional by any court of competent jurisdiction, such portion shall be deemed severable and such holding shall not affect the validity of the remaining portions hereof.

16. IMMUNITY NOT WAIVED

This Agreement is governmental in nature, for the benefit of the public. Contractor acknowledges that County reserves all immunities, defenses, rights, or actions arising out of County's sovereign status under applicable law. No waiver of any such immunities, defenses, rights, or actions shall be implied or otherwise deemed to exist by reason of County's entry into this Agreement.

17. AUTHORITY TO ACT

Each of the persons executing this Agreement on behalf of Contractor does hereby covenant, warrant, and represent that Contractor is a duly organized and validly existing legal entity authorized to transact business within the State of North Carolina, that Contractor has full right and authority to enter into this Agreement, and that each and all persons signing on behalf of the Contractor were authorized to do so.

18. COUNTERPARTS

This Agreement may be executed in several counterparts, including separate counterparts. Each shall be an original, but all of them together constitute the same instrument.

19. PUBLIC RECORDS

Contractor acknowledges that the County is a public entity, subject to North Carolina's public records laws (N.C. Gen. Stat. 132) and that any documents related to this Agreement may be subject to disclosure pursuant to state law in response to a public records request or to subpoena or other judicial process.

20. CONSTRUCTION OF AGREEMENT

The captions and headings are inserted for convenience of reference and do not define, describe, extend, or limit the scope or intent of this Agreement.

21. SPECIAL OR CONSEQUENTIAL DAMAGES

Neither party shall be liable to the other party, its agents, representatives, or any subcontractors for any consequential, indirect, or special damages or lost profits related to this Agreement.

22. DIVESTMENT ACTS

Pursuant to Chapter 147 of the North Carolina General Statutes, the undersigned certifies that Contractor is not designated as a company engaged in the boycott of Israel by the State Treasurer nor is the company on the Final Divestment List (Iran Divestment Act) created by the State Treasurer.

23. NON-APPROPRIATION CLAUSE

In the event no County funds or insufficient County funds are appropriated in any fiscal year for any payment due under this Agreement, then the County will immediately notify the Contractor of such occurrence and this Agreement shall create no further obligation of the County as to such fiscal year and shall be null and void, except as to the portions of payments for which funds shall have been appropriated and budgeted. In such event, this Agreement shall terminate on the last day of the fiscal year for which appropriations were received without penalty or expense to the County of any kind whatsoever.

24. NON-DISCRIMINATION

Contractor will take affirmative action not to discriminate against any employee or applicant for employment or otherwise illegally deny any person participation in or the benefits of the program which is the subject of this Agreement because of race, creed, color, sex, age, disability, or national origin. To the extent applicable, Contractor will comply with all provisions of Executive Order No. 11246 the Civil Rights Act of 1964, (P.L. 88-352) and 1968 (P.L. 90-284), and all applicable federal, state and local laws, ordinances, rules, regulations, orders, instructions, designations, and other directives promulgated to prohibit discrimination. Violation of this provision, after notice, shall be a material breach of this Agreement and may result, at County's option, in a termination or suspension of this Agreement in whole or in part.

25. LIABILITY OF OFFICERS AND AGENTS

No officer, agent, or employee of the County or the Company shall be subject to any personal liability or accountability by reason of the execution of this Agreement or any other documents related to the transactions contemplated hereby. Such officers, agents, or employees shall be deemed to execute such documents in their official capacities only, and not in their individual capacities. This section shall not relieve any such officer, agent, or employee from the performance of any official duty provided by law.

26. CONFLICT OF INTERESTS

No paid employee of the County shall have a personal or financial interest, direct or indirect, as a contracting party or otherwise, in the performance of this Agreement. Gaston County's Conflict of Interest Policy relative to contracts and subawards can be found at this link: <https://www.gastongov.com/DocumentCenter/View/3821/Conflict-of-Interest-Policy-PDF>.

EXHIBIT A – Schedule of Hourly Rates and Expenses

EXAMPLE

EXHIBIT B
TASK ORDER (Template)

Pursuant to the Master Agreement for On-Call Services (“Master Agreement”), Contract #_, this Task Order (“Task Order”) is made by and between Gaston County (“County”) and _____ (“Contractor”).

1. Purpose

This Task Order specific the services to be provided by Contractor, the schedule, cost, invoicing requirements, and other matters.

2. Services

(Insert description of work to be done / scope) Attach tasks and proposed fees.

3. Location

(Insert location where services will be performed)

4. Timeframe

Time is of the essence in this Project. Contractor must begin work on the Project within ____ days of a written notice to proceed from the Project Manager. *(Insert schedule, start and completion dates, or number of days)*

5. Compensation

The County agrees to pay an amount not to exceed _____ for work performed satisfactorily under this Task Order. Each Invoice must include the following information accompanied by supporting documentation.

6. Termination

County may terminate this Task Order at any time with or without cause by giving written notice to Contractor’s Project Representative. If County terminates a Task Order without cause, the County shall pay Contractor for services rendered under this Task Order through the date of termination.

7. Terms and Conditions

Contractor acknowledges and agrees to be bound by the terms and conditions stated in the Master Agreement and this Task Order.

GASTON COUNTY INSURANCE REQUIREMENTS

Commercial General Liability

Contractor shall maintain Commercial General Liability (CGL) and if necessary, Commercial Umbrella Liability insurance with a total limit of not less than \$1,000,000 each occurrence for bodily injury and property damage, \$2,000,000 general aggregate, \$2,000,000 products/completed operations aggregate, \$100,000 damage to rented premises, and \$5,000 medical payments. If such CGL insurance contains a general aggregate limit, it shall apply separately to this project/location or the general aggregate shall be twice the required limit.

CGL insurance shall be written on Insurance Services Office (ISO) "occurrence" form CG 00 01 covering Commercial General Liability or its equivalent and shall cover the liability arising from premises, operations, independent Contractors, products-completed operations, personal and advertising injury, and liability assumed under an insured contract (including the tort liability of another assumed in a business contract).

Gaston County, its officers, officials, agents, and employees are to be covered as additional insureds under the CGL by endorsement CG 20 10 or CG 20 33 **AND** CG 20 37 or an endorsement providing equivalent coverage as respects to liability arising out of activities performed by or on behalf of Contractor; products and completed operations of Contractor; premises owned, leased or used by Contractor; personal and advertising injury; and under the commercial umbrella, if any. The coverage shall contain no special limitations on the scope of protection afforded to the County, its officers, officials, agents, and employees.

Workers' Compensation and Employer's Liability

Contractor shall maintain Workers' Compensation as required by the general statutes of the State of North Carolina and Employer's Liability Insurance. The Employer's Liability, and if necessary, Commercial Umbrella Liability insurance shall not be less than \$1,000,000 each accident for bodily injury by accident, \$1,000,000 each employee for bodily injury by disease, and \$1,000,000 policy limit.

Business Auto Liability

Contractor shall maintain Business Auto Liability and, if necessary, Commercial Umbrella Liability insurance with a limit of not less than \$1,000,000 each accident.

Pollution liability coverage equivalent to that provided under the ISO pollution liability-broadened coverage for covered autos endorsement shall be provided, and the Motor Carrier Act endorsement shall be attached when those exposures exist.

Contractor waives all rights against Gaston County, its officers, officials, agents, and

employees for recovery of damages to the extent these damages are covered by the business auto liability or commercial umbrella liability insurance obtained by Contractor pursuant to this Agreement.

Contractor's Business Auto Liability insurance shall be primary as respects to Gaston County, its officers, officials, agents, and employees. Any other insurance or self-insurance

maintained by the County, its officers, officials, and employees shall be excess of and not contribute with Contractor's insurance.

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Contractor shall maintain Garage Keepers Legal Liability coverage with a limit of not less than \$1,000,000 per occurrence for fleet vehicles, \$2,000,000 per occurrence for law enforcement and GEMS vehicles.

Coverage shall apply to all County vehicles in the Contractor's care, custody, and control, and include endorsements for loss or damage by fire, explosion, theft, vandalism, collision, and loss of equipment, keys, and contents on or in the County vehicles while in the Contractor's care, custody, and control.

GASTON COUNTY

Fleet Services Division

VENDOR PROPOSAL SUBMISSION TEMPLATE

Fleet Collision Repairs, Body Repairs and Refinishing Services

RFP # 26-0020

How to use this template

This template is provided to help Proposers organize a responsive proposal to RFP # 26-0020, Fleet Collision Repairs, Body Repairs and Refinishing Services, issued by Gaston County Fleet Services. It mirrors the submission requirements in Section 2 of the RFP and reproduces Attachments A and B for completion.

Complete every section. Where a section does not apply, write "Not Applicable" rather than leaving it blank. Add pages if you need more space — do not delete any required section or field.

This template does not replace the RFP document. Proposers remain responsible for reading and complying with the full RFP, including all General Information requirements, the Sample Contract Agreement, Terms and Conditions (Attachment C), and Insurance Requirements (Attachment D).

Key Submission Reminders

- ☐ One (1) original hard-copy proposal, printed on 8-1/2" x 11" paper, minimum 10-point font
- ☐ Signed by an individual authorized to legally bind the Proposer
- ☐ Placed in a manila envelope clearly marked: "FLEET COLLISION REPAIRS, BODY REPAIRS AND REFINISHING SERVICES, RFP # 26-0020"
- ☐ Mailed or hand-delivered only — electronic/faxed submissions are not accepted
- ☐ Received by Gaston County no later than the stated due date and time (see RFP cover page) late proposals will not be considered
- ☐ Delivered to: Gaston County Fleet Services, Attn: Greg Ebenhoeh, 323 N Avon St, Gastonia, NC 28054

Table of Contents

Organize your proposal in the following order. Tab or label each section for ease of review.

1. Letter of Transmittal
 2. Organization and Staffing
 3. Qualifications and Experience
 4. Conflict of Interest Statement
 5. Minimum Qualifications (Experience, Certifications, Hours of Operation)
 6. Services Offered and Demonstrated Capability
 7. Project Understanding and Approach (Estimate Process, Additional Repair Requirements)
- Attachment A – Cost Proposal Form
- Attachment B – References

1. Letter of Transmittal

Instructions: Provide a signed letter, on company letterhead if available, attesting to the accuracy and completeness of this proposal. At minimum, include the information below.

Full Legal Name of Proposer	
Address of Headquarters	
Address of Local Office (if applicable)	
Name & Title of Authorized Signer	

Certification

By signing below, I certify that I am authorized to bind the Proposer named above, and that the information contained in this proposal is true and accurate to the best of my knowledge.

Signature	
Printed Name / Title	
Date	

2. Organization and Staffing

Instructions: Demonstrate that your organization has sufficient qualified personnel and capacity to perform the services required.

Number of personnel available to perform the services:

Key Personnel

List key personnel who would be assigned to this contract, including certifications, training, licenses, and experience.

Name	Title / Role	Qualifications	Availability

Organizational Structure

Describe your organizational structure as it relates to performance of this contract.

Subcontractors

Identify any subcontractors that may be used. If none, write "Not Applicable."

Legal Business Name	Office Location	Contact Name / Phone	Services Provided	Qualifications / Experience

3. Qualifications and Experience

Instructions: Describe your qualifications, experience, and past performance providing collision repair, body repair, refinishing, or substantially similar services. At least three (3) references are required — complete Attachment B.

Length of time providing comparable services:

Relevant Projects / Contracts of Similar Scope, Size, and Complexity

Types and Quantities of Vehicles or Equipment Serviced

Public-Sector / Local Government Experience

Specifically identify any North Carolina local government clients for whom you have provided similar services.

Experience with Time-Sensitive, Emergency, or High-Volume Repair Needs

Relevant Industry Certifications or Qualifications

4. Conflict of Interest Statement

Instructions: Disclose any actual, potential, or perceived conflict of interest involving the Proposer, its principals, proposed subcontractors, or key personnel. If none exists, check the box below.

☐ No known conflict of interest exists in connection with the submission of this proposal.

☐ A potential or actual conflict of interest exists (describe below):

5. Minimum Qualifications

5.1 Experience (minimum 3 years required)

Number of years providing these services:

Types of services provided: _____

Types / approximate volume of vehicles serviced:

Relevant contracts or projects demonstrating the required experience:

If relying on the experience or qualifications of a parent company, affiliate, subcontractor, or other entity, identify the entity and explain how its personnel, resources, facilities, equipment, or experience will be available for this contract:

5.2 Certifications

Identify relevant certifications held by your facility and/or personnel (e.g., I-CAR, ASE, OEM/manufacturer certifications, manufacturer-specific training, welding certifications, and other relevant credentials).

Certification Type	Individual or Facility Holding Certification	Type / Level

5.3 Hours of Operation and Availability

Normal business hours: _____

Days of operation: _____

After-hours availability (if applicable): _____

Emergency service availability (if applicable):

Process for receiving and responding to County requests outside normal business hours:

5.4 Geographic Proximity

Provide the physical address of each facility proposed for providing services. If Proposer offers multiple repair facilities, please indicate the primary facility that will service County vehicles:

6. Services Offered and Demonstrated Capability

Instructions: For each service listed, mark “Yes” if you currently have the demonstrated capability and qualified personnel/resources to perform it, or “No” if you do not. For each “Yes,” also indicate whether the service is performed In-House or Subcontracted. A “No” response will not automatically disqualify a Proposer unless the service is identified elsewhere in the RFP as mandatory.

Service	Yes	No	In-House	Subcontracted
General Body Repair	☐	☐	☐	☐
Dent Repair	☐	☐	☐	☐
Collision Repair	☐	☐	☐	☐
Body Component Replacement (interior / exterior)	☐	☐	☐	☐
Glass Replacement	☐	☐	☐	☐
Paint All or Portions of Vehicle	☐	☐	☐	☐
Aluminum Body Repair	☐	☐	☐	☐
Aluminum Body Component Replacement	☐	☐	☐	☐
Frame Repair / Straightening	☐	☐	☐	☐
Vehicle Alignment (Thrust & 4-Wheel)	☐	☐	☐	☐
Welding (Mig/Tig)	☐	☐	☐	☐
Use of OEM Parts	☐	☐	☐	☐
Warranty on Parts	☐	☐	☐	☐
Warranty on Work	☐	☐	☐	☐

7. Project Understanding and Approach

7.1 Estimate Process

Instructions: Describe your process for preparing and submitting estimates for body repair, collision repair, and paint services, addressing each item below. Attach a sample estimate if available.

- Estimating software used
- Labor-rate and labor-time databases used
- Parts databases used
- Methods used to identify vehicle damage
- Procedures for documenting damage (including use of photographs)
- How vehicle information is identified
- How parts, labor, materials, and other charges are identified
- Shop supplies, fees, or other applicable charges
- Quality-control / review procedures to ensure estimates are accurate and complete
- Typical timeframe for completing and submitting an estimate to the County

7.2 Additional Repair Requirements

Instructions: Describe your process for identifying, documenting, estimating, and obtaining authorization for additional repair work discovered after the initial estimate (e.g., frame repair, alignment, welding, additional body or paint work), addressing each item below.

- How additional damage is identified
- How the need for additional repairs is documented
- How the appropriate repair method is determined
- How the need for specialized personnel or subcontractors is determined
- How subcontractor / specialty service provider qualifications are verified
- How supplemental estimates are prepared and submitted
- How the County is notified of additional costs and anticipated schedule impacts
- Process for obtaining County approval before additional work is performed

Attachment A – Cost Proposal Form

RFP # 26-0020 – Fleet Collision Repairs, Body Repairs and Refinishing Services

Instructions: Provide pricing for all services. Pricing shall be inclusive unless otherwise indicated and itemize all hourly rates and other charges. Pricing is not confidential and should not be designated as a trade secret. Add lines if necessary.

Description	Hourly Rate
Standard Hourly Labor	\$
Body & Dent Repair	\$
Aluminum Body/Dent Repair	\$
Painting	\$
Frame Repair/Straightening	\$
Glass Replacement	\$
Mechanical/Electrical	\$
Interior/Trim Repair	\$
Travel	\$
After Hours Service	\$
Expedited/Emergency Service	\$
Holiday Services	\$

Material Mark Up	% Over Cost
OEM Part	
Non-OEM Parts	
Glass	
Paint Materials	

Shop Supplies & Fees Per Invoice	% or \$

*** Please provide pricing for any other items that are not detailed above:

--

Addenda Acknowledgment

The undersigned acknowledges receipt of the following Addenda to this RFP and affirms that all changes, clarifications, and requirements have been fully incorporated into this proposal:

Addendum Number	Date Downloaded/Received

☐ Check here if NO addenda were issued for this RFP.

Certifications

The undersigned hereby acknowledges and certifies that: Gaston County reserves the right to accept or reject, in whole or in part, any or all proposals, and may waive minor defects or informalities and/or re-advertise the project; no known conflict of interest exists in connection with this proposal; this proposal shall remain valid for ninety (90) days from the proposal submission deadline; and this proposal is submitted by an authorized executive of the company with full authority to submit the proposal and enter into a contract with Gaston County, North Carolina, on behalf of the company.

Company Name	
Signature	
Date	
Phone Number	

Attachment B – References

RFP # 26-0020 – Fleet Collision Repairs, Body Repairs and Refinishing Services

Instructions: Provide at least three (3) references for contracts made within the past three (3) years that are similar in scope and size to the services requested in this RFP.

Reference 1

Vendor Name	
Vendor Contact Name and Title	
Vendor Phone Number / Email	
Description of Services Provided	
Contract / Project Dates	

Reference 2

Vendor Name	
Vendor Contact Name and Title	
Vendor Phone Number / Email	
Description of Services Provided	
Contract / Project Dates	

Reference 3

Vendor Name	
Vendor Contact Name and Title	
Vendor Phone Number / Email	
Description of Services Provided	

Contract / Project Dates	
---------------------------------	--