

ATTACHMENT B: Specifications

RFx Number: 3000022906 **RFx Title: Supplemental - Autoglass Repair/Replacement – Statewide**

1. **Scope of Services:** The Contractor is to provide repair and replacement services for auto glass as specified herein: services to include, but are not limited to, supplying replacement items, installation of items, and disposal of items being replaced or repair of existing glass.

The contract is applicable to glass replacement and repair only and is not in any way inclusive of glass tinting.

2. **Contract Award:** Award will be made by region. See Attachment E - Regions Map for specific parishes/areas covered by each region.
 - Region B, New Orleans Area
 - Region D, Lake Charles Area
 - Region E, Alexandria Area
 - Region F, Monroe Area
 - Region G, Shreveport Area
 - Region L, Mandeville Area

Method of Award: The award for each region will be made on an all-or-none basis to the lowest responsive, responsible bidder meeting the specifications, and as determined by a sealed cost model. The sealed cost model shall be available to bidders at the bid opening. Please contact Tuan Nguyen at tuan.nguyen@la.gov, to obtain a copy of the sealed cost model, after the bid opening.

3. **Price List:** Pricing for glass replacement to be based on a discount off the list price published in the National Auto Glass Specifications (NAGS). Contractor must indicate the effective date of the NAGS publication and **include one copy (preferably electronic) of the NAGS publication indicated.**

Specify Effective Dates of NAGS Bidding: _____

4. **Price List Changes:** Any price list changes must be approved by the Office of State Procurement. Price list changes will be considered once in each contract period beginning in the initial award period. The original price list discount awarded shall remain constant throughout the duration of the contract and renewals. Deeper discounts will be accepted.
5. **Service requirements**
 - A. The Contractor shall be available to perform services at least five days per week, Monday through Friday, during regular working hours (8:00 AM – 5:00 PM Central Time). At the option of the Contractor with Agency approval, weekend/off-hour service may be provided so that the Contractor may work with the Agency to schedule repairs/replacement when a group of vehicles are available. The desire is to disrupt Agency use of vehicles as little as possible.

- B. **Response Time:** The Contractor is to respond to Agency phone/fax requests for replacement and repair service by arranging an appointment within two working days of request. Appointments may be rescheduled if weather conditions needed for proper windshield repair/replacement do not exist on the scheduled appointment day (no rain, sleet, snow or extreme winds). Schedules must be made within two working days per above.

- C. **Mobile Service:** Repair/replacement must be done at locations designated by the Using Agency and the Agency location must be located within the Contractor's awarded state contract area per the attached list of parishes, Attachment E – Regions Map. Repair/replacement may be done at the Contractor's location if the Agency requests.

6. Definitions:

- A. Laminated safety glass to be made of two pieces of glass, with a thin layer of vinyl sandwiched between them. The three pieces are to be laminated together by applying heat and pressure. In a severe impact the glass shatters but does not fly apart. The broken pieces of glass are to adhere to the vinyl inner lining. This glass is to be used in windshields and can be repaired.

- B. Tempered glass is glass that has been put through a special process where it is heated, then rapidly cooled. This tempering process makes the glass up to 10 times stronger than untempered glass of the same thickness. Tempered glass does not shatter on impact but rather it disintegrates into dull-edged pieces, almost like pebbles. Tempered glass is used in side and rear windows. Tempered glass cannot be repaired.

- C. Windshield repair is defined as repair to an in-place windshield (windshield is not removed from vehicle) by injecting a bonding agent, referred to as resin, into the broken area. A special process is then performed to complete the repair which bonds the glass surfaces together inside the broken area and stops the cracking or breaking process.

- D. Repairable windshield damage is defined as pecks or nicks, (bull's eye, star, moon, half-moon, combination) smaller than approximately 1" in diameter and cracks smaller than a dollar bill (2 1/2" x 6"). The area approximately 8 1/2" x 11" in front of the driver's eyes may be repaired at the Contractor's option with the Agency's approval and to the Agency's satisfaction.

7. **Guarantee:** The Contractor guarantees the repair(s) not to run (crack) or discolor within one year. The Contractor further guarantees that the vehicle will not fail the State of Louisiana vehicle inspection due to faulty repair(s) during this one year period. If either guarantee fails, the Contractor shall issue the State Agency a full refund at the Agency's request and the Contractor's verification.

8. Invoicing procedure:

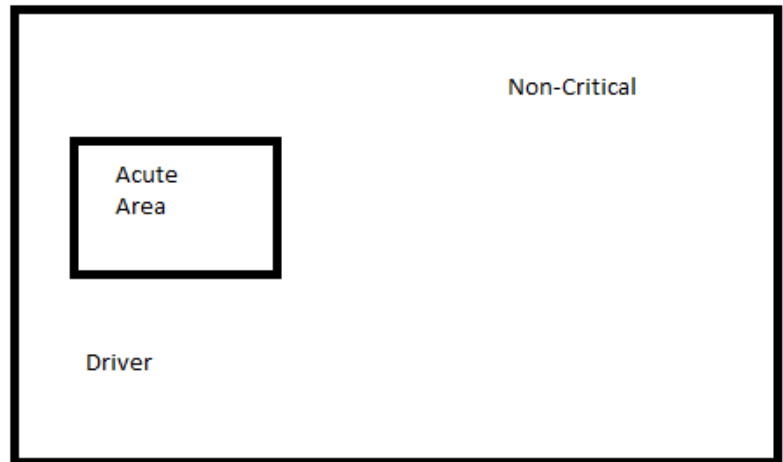
- A. Contractors are to submit a minimum of two copies of the invoice to the Agency.
- B. Invoices must list the following information:

- 1) Vehicle Identification Number (VIN)

- 2) La. License tag number
- 3) Year, make and model of vehicle
- 4) Have authorized agency employee's signature required on invoice for each vehicle repaired.
- 5) Replacement glass - invoice must include the list price of the item, and applicable discount.
- 6) Show number and location of repairs on windshield on a diagram similar to below:

Circle type of damage and indicate location on windshield diagram.

1. Star break
2. Bull's eye
3. Half-moon
4. Cracked
5. Pitted
6. Full moon
7. Combination



Note: The acute area approximately 8 1/2" x 11" in front of the driver's eyes may be repaired at the Contractor's option with the Agency's approval and to the Agency's satisfaction.