



PINAL COUNTY  
wide open opportunity

## Offer & Acceptance Form

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

### OFFER AND ACCEPTANCE FORM

TO PINAL COUNTY:

The undersigned hereby offers and agrees to furnish the material, service, or construction in compliance with all terms, conditions, specifications, and amendments in the Solicitation.

Phil A. Graziano PANTS MANAGER  
 Authorized Signature Title  
PHILIP A GRAZIANO 5-17-12  
 Printed Name Date  
COURTESY CHEVROLET (602) 604-3003  
 Company Name Telephone  
1233 E. CAMELBACK RD, PHOENIX, AZ 85014  
 Address City, State, Zip

For clarification of this offer, contact:  
 Name: PHIL Phone: (602) 604-3003 Fax: (602) 604-3099  
GRAZIANO

#### ACCEPTANCE OF OFFER (For Pinal County Use Only)

The offer is hereby accepted and the Responder is now bound to sell or provide the materials, services, or construction as indicated by the Purchase Order or Notice of Award and based upon the solicitation, including all terms, conditions, specifications, amendments, etc. and the Offer as accepted by Pinal County.

The contract is for:

This contract shall henceforth be referenced to as Contract No. PC-112217. The Offeror is cautioned not to commence any billable work or to provide any material or service under this contract until Offeror receives an executed purchase order or notice to proceed.

Awarded this 20<sup>th</sup> day of June, 2012.  
David Snider Chairman David Snider  
 Name (Print) Title Signature

Approved as to form:  
[Signature] 6/1/12  
 Pinal County Attorney's Office



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### OFFER AND ACCEPTANCE FORM – Page 2

By signing the previous page of the Offer and Acceptance Form, Responder certifies:

- A. The submission of the bid did not involve collusion or other anti-competitive practices.
- B. The Responder shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11246.
- C. The Responder has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the Submittal.
- D. The Responder certifies that it complies with Executive Order 12549 related to Federal Government Debarment and Suspension (see 4-7)
- E. The Responder certifies that the individual signing the bid is an authorized agent for the Responder and has the authority to bind them to the contract.

**F. Intergovernmental Cooperative Purchasing**

The County has entered into various cooperative purchasing agreements with other Arizona government entities in order to conserve resources, reduce overhead and purchase costs and improve delivery time. The contract resulting from this Solicitation may be extended for use by other municipalities, school districts and government agencies in the State of Arizona with the approval of the Contractor. Orders placed by other agencies and payment thereof will be the sole responsibility of that agency. The County shall not be responsible for any disputes arising out of transactions made by others.

Pursuant to PC-112217 Special Terms and Conditions, paragraph 5, titled Eligible Agencies (Cooperative Usage), Responder shall designate whether other governmental entities will be allowed to purchase from this contract:

Yes

No

COURTESY CHEVROLET

Firm

Pho A Lu

Authorized Signature



# RFP PC-112217

**Courtesy Chevrolet  
1233 E Camelback Rd  
Phoenix, AZ 85014**

**Phil Graziano  
Parts Manager  
toll-free 888 604-3003  
local 602 604-3003  
[pgraziano@courtesychev.com](mailto:pgraziano@courtesychev.com)**



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# Addendum Acknowledgement Form

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

## ADDENDUM ACKNOWLEDGEMENT FORM

Solicitation Addendums are posted on the Pinal County website at the following address:  
<http://pinalcountyz.gov/Departments/Finance/Pages/BidsProposals.aspx> . It is the responsibility of the Responder to periodically check this website for any Solicitation Addendum.

This page is used to acknowledge any and all addendums that might be issued. Any addendum issued within five days of the solicitation due date, will include a new due date to allow for addressing the addendum issues. Your signature indicates that you took the information provided in the addendums into consideration when providing your complete response.

Please sign and date:

ADDENDUM NO. 1 Acknowledgement \_\_\_\_\_  
Signature Date

ADDENDUM NO. 2 Acknowledgement \_\_\_\_\_  
Signature Date

ADDENDUM NO. 3 Acknowledgement \_\_\_\_\_  
Signature Date

If no addendums were issued, indicate below, sign the form and return with your response.

COURTESY CHEVROLET  
Firm  
[Signature]  
Authorized Signature



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# Non-Collusion Statement

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

## NON-COLLUSION STATEMENT

State of Arizona )

County of )

ss.

PHILIP GRAZIANO, affiant,

the PARTS MANAGER (Name)

COURTESY CHEVROLET (Title)  
(Contractor/Offeree)

the persons, corporation, or company who makes the accompanying Offer, having first been duly sworn, deposes and says:

That such Offer is genuine and not sham or collusive, nor made in the interest of, or behalf of, any persons not herein named, and that the Responder has not directly or indirectly induced or solicited any other Responder to put in a sham Offer, or any other person, firm or corporation to refrain from offering, and that the Responder has not in any manner sought by collusion to secure for itself an advantage over any other Responder.

PHILIP GRAZIANO (Name)

PARTS MANAGER (Title)

Subscribed and sworn to before me

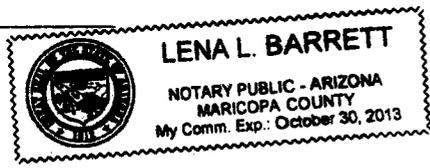
this 17<sup>th</sup> day of May, 2012

Lena L. Barrett

Signature of Notary Public in and for the

State of Arizona

County of Maricopa



NAME AND ADDRESS OF CERTIFICATE HOLDER:	DATE ISSUED _____  AUTHORIZED REPRESENTATIVE _____
---	--

## Request for Taxpayer Identification Number and Certification

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

Print or type See Specific Instructions on page 2.	Name (as shown on your income tax return) <b>COURTESY CHEVROLET</b>	
	Business name/disregarded entity name, if different from above	
	Check appropriate box for federal tax classification: <input type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> C Corporation <input checked="" type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate  <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____  <input type="checkbox"/> Other (see instructions) ▶ _____	
	<input type="checkbox"/> Exempt payee	
	Address (number, street, and apt. or suite no.) <b>1233 E CAMELBACK RD</b>	Requester's name and address (optional)
City, state, and ZIP code <b>PHOENIX, AZ, 85014</b>		
List account number(s) here (optional)		

### Part I Taxpayer Identification Number (TIN)

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

Social security number								

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

Employer identification number									
8	6	-	0	1	2	3	4	6	3

### Part II Certification

Under penalties of perjury, I certify that:

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

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 4.

<b>Sign Here</b>	Signature of U.S. person ▶ <i>Rhp A Low</i>	Date ▶ <i>5-17-12</i>
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### General Instructions

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

#### Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

**Note.** If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.



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## W-9 Form

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### W-9 FORM

Download W-9 Form from <http://www.irs.gov/pub/irs-pdf/fw9.pdf>



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Phil A. Graziano PANTS MANAGER  
 Authorized Signature Title  
PHILIP A GRAZIANO 5-17-12  
 Printed Name Date  
COURTESY CHEVROLET (602) 604-3003  
 Company Name Telephone  
1233 E. CAMELBACK RD, PHOENIX, AZ 85014  
 Address City, State, Zip

For clarification of this offer, contact: (602)  
 Name: PHIL Phone: 604-3003 Fax: (602) 604-3099  
GRAZIANO

#### ACCEPTANCE OF OFFER (For Pinal County Use Only)

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The contract is for:

This contract shall henceforth be referenced to as Contract No. PC-112217. The Offeror is cautioned not to commence any billable work or to provide any material or service under this contract until Offeror receives an executed purchase order or notice to proceed.

Awarded this \_\_\_\_\_ day of \_\_\_\_\_ 2012.

Name (Print) Title Signature

Approved as to form:

Pinal County Attorney's Office



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### OFFER AND ACCEPTANCE FORM – Page 2

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- B. The Responder shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11246.
- C. The Responder has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the Submittal.
- D. The Responder certifies that it complies with Executive Order 12549 related to Federal Government Debarment and Suspension (see 4-7)
- E. The Responder certifies that the individual signing the bid is an authorized agent for the Responder and has the authority to bind them to the contract.

**F. Intergovernmental Cooperative Purchasing**

The County has entered into various cooperative purchasing agreements with other Arizona government entities in order to conserve resources, reduce overhead and purchase costs and improve delivery time. The contract resulting from this Solicitation may be extended for use by other municipalities, school districts and government agencies in the State of Arizona with the approval of the Contractor. Orders placed by other agencies and payment thereof will be the sole responsibility of that agency. The County shall not be responsible for any disputes arising out of transactions made by others.

Pursuant to PC-112217 Special Terms and Conditions, paragraph 5, titled Eligible Agencies (Cooperative Usage), Responder shall designate whether other governmental entities will be allowed to purchase from this contract:

Yes

No

COURTESY CHEVROLET

Firm

Pho A Lu

Authorized Signature



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## End of Solicitation



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## Responders Checklist

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

### RESPONDERS CHECKLIST

	Yes/No
Did you <b>sign</b> your Offer sheet?	yes
Did you sign and notarize the Non-collusion statement?	yes
Did you acknowledge all addendums, if any?	yes
Did you complete all required Response Forms?	yes
Did you include your W-9 Form?	yes
Did you include any necessary attachments?	yes
Is the outside of your submittal marked with the Solicitation #, Due Date and Time?	yes
Did you include one original and the required number of copies?	yes 1 + 5
Did you follow the order for submissions of documents?	yes
Did you include proof of insurance(s) if requested?	< (will supply if awarded) contract

 <p><b>PINAL COUNTY</b> <i>wide open opportunity</i></p>	<p align="center"><b>RFP PC-112217 Vehicles &amp; Equipment: Parts, Repairs &amp; Services Response Form</b></p>	<p align="right">Pinal County Finance Department 31 N. Pinal St. Bldg. A P.O. Box 1348 Florence, AZ 85132</p>
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**Responder Name: *Courtesy Chevrolet***

Responders shall complete the following Response Form, indicating their responses in the spaces provided. Additional pages may be added so long as they are clearly referenced in the spaces provided.

Please note: Any exception and the total number of exceptions taken will negatively affect your evaluation score. Compliance to Terms & Conditions has been identified as an evaluation criteria for this Solicitation.

Any exception not contained within this section of the Solicitation will be deemed invalid and will not be considered.

**Acceptability of Responses**

Offers that do not include this completed Response Form or that do include an incomplete Response Form or that include a completed Response Form with unacceptable responses may cause the entire offer to be deemed unacceptable and therefore non-responsive.

**1 Price**

Responders shall complete the following pricing tables below.

**1.1 Parts (per Section 2.1.1 of the Statement of Work)**

Responder shall state the offered discount for parts in the table below. Pricing shall be a discount from list or published price. Using blank spaces in the tables below, Responder shall state additional discounts offered on other parts provided that could benefit Pinal County.

***Responder Response***

<b>Manufacturer</b>	<b>% Discount from List Price or Published Price</b>	<b>Source for Manufacturer's pricing (website, etc.)</b>
Allis Chalmers		
Allmand		
Artic Cat		
Bear Cat		
Big Tex		
Blue Bird		
Broce		
Carson		
Case		
Caterpillar		



**PINAL COUNTY**  
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**RFP PC-112217  
Vehicles & Equipment: Parts,  
Repairs & Services  
Response Form**

Pinal County  
Finance Department  
31 N. Pinal St.  
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Chevrolet	<i>LIST - 35%</i>	<i>Monthly electronic updates / quarterly price books</i>
Crafc		
Dodge		
EZ-Go		
Fleming		
Ford		
Freightliner		
GMC	<i>LIST -35%</i>	<i>Monthly electronic updates / quarterly price books</i>
Gorman Rupp		
Gravelly		
Haul Mark		
Honda		
Hummer <i>(H2 &amp; H3 ONLY)</i>	<i>LIST - 35%</i>	<i>Monthly electronic updates / quarterly price books</i>
Hyster		
Ingersoll Rand		
International		
Interstate		
Isuzu <i>(MEDIUM DUTY)</i>	<i>LIST - 25%</i>	<i>Monthly electronic updates / quarterly CD discs</i>
Jeep		
John Deere		
Kenworth		
Kodiak	<i>LIST - 30%</i>	<i>Monthly electronic updates / quarterly price books</i>
Kubota		



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**RFP PC-112217  
Vehicles & Equipment: Parts,  
Repairs & Services  
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Landa		
Mega		
Nissan		
Oldsmobile	<i>LIST – 35%</i>	<i>Monthly electronic updates / quarterly price books</i>
Pace		
Polaris		
Peterbilt		
Pontiac	<i>LIST – 35%</i>	<i>Monthly electronic updates / quarterly price books</i>
Porter		
Ranco		
Rosco		
Solar Tech		
Suzuki		
Towmaster		
Trail King		
Trail-Eze		
United Truck Equipment		
Vermeer		
Water Buffalo		
Western Star		
White/GMC		
Yale		
MV-1	<i>LIST-10%</i>	<i>Monthly electronic updates</i>
AC DELCO	<i>GM Dealer cost</i>	<i>Monthly electronic updates / quarterly price books</i>



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RFP PC-112217  
Vehicles & Equipment: Parts,  
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Other		
Other		
Expedited parts delivery fee (Fixed fee, not discount from list price)	<b><i>No delivery fee for normal delivery schedule or same day emergency delivery. County requested next day shipments from General Motors, Courtesy will charge actual freight charges we incur from GM</i></b>	<b><i>General Motors uses FedEx, FedEx Freight, UPS</i></b>



**P I N A L • C O U N T Y**  
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**RFP PC-112217**  
**Vehicles & Equipment: Parts,**  
**Repairs & Services**  
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**1.2 Scheduled maintenance and Minor service (per Section 2.1.2 of the Statement of Work)**

Responder shall state the price for scheduled maintenance and minor service in the table below. **Prices for services listed below shall be all inclusive of parts, labor and fees.** Using blank spaces in the tables below, Responder shall state additional discounts offered on other services provided that could benefit Pinal County

Service	Price	Includes
Lube, oil & filter	31.88	5 quarts of oil, filter & hazardous waste fees. Lt duty vehicles. Diesel, synthetic lubricants additional.
Tire rotation	24.88	4 wheels, Lt duty vehicles
Scheduled maintenance (Include interval or number of miles)	As per manufactures recommendations	
Wheel alignment – 2 wheel drive	59.95	Lt duty vehicles
Wheel alignment – 4 wheel drive	89.95	Lt duty vehicles
Wheel balance	45.88	4 wheels, Lt duty vehicles
Transmission service	99.99	Filter & 4 quarts of fluid, Lt duty vehicles
Air conditioning/Heating service	79.99	Freon extra charge, Lt duty vehicles
Brake inspection	N/C	
Brakes – Front pads only	99.99	Dura stop brake pads, Lt duty vehicles
Power steering service	89.88	Lt duty vehicles
Vehicle washing services	N/C	
Vehicle detailing services	149.95	Most vehicles, Lt duty
Windshield repair	N/A	
Window tinting	125.00	3 windows, Lt duty vehicles
Bed-liner	299.95	Spray in bed-liners(over/under available),Lt duty vehicles
Other		



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Other		
Other		
Other		

**1.3 Other services or major services (other than listed above in section 1.2)**

Responder shall provide labor rates and fees listed below. Note: Any fees or rates not included will not be considered part of the final contract. Parts as needed for repairs may be charged in excess of labor rates/shop fees/etc. Parts shall be a discount from list price. Responders shall include such parts in section 1.1 pricing table above.

Description	Rate	Comment
Shop labor rate	85.00/per flat rate hour	Open Mon-Fri 6:30am-6:30pm, Sat 7am-6pm
Shop labor rate – after hours	N/A	
Field service call rate	N/A	
Field service call rate – after hours	N/A	
Mileage	N/A	
Hazardous Waste Fee	\$2.00 per occurrence	
Environmental Fee	\$2.50	
Shop supplies	10% of labor( max \$49.99)	
Other		

 <p><b>PINAL COUNTY</b> <i>wide open opportunity</i></p>	<p><b>RFP PC-112217</b> <b>Vehicles &amp; Equipment: Parts, Repairs &amp; Services</b> <b>Response Form</b></p>	<p>Pinal County Finance Department 31 N. Pinal St. Bldg. A P.O. Box 1348 Florence, AZ 85132</p>
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**2 Capacity of Offeror**

2.1. Responder shall provide:

2.1.1 Name, Title and email address of Primary Responder

***Phil Graziano, Parts Manager, [pgraziano@courtesychev.com](mailto:pgraziano@courtesychev.com)***

2.1.2 Address, phone, fax and email address of Primary Servicing Office

***Parts Dept.***

***1233 E Camelback Rd, Phoenix, AZ 85014***

***Phone: 602(local) or 888(toll-free) 604-3003***

***Fax: 602 604-3099***

***Email: [pgraziano@courtesychev.com](mailto:pgraziano@courtesychev.com)***

2.1.3 Address, phone, fax and email address of additional Servicing Offices (if different than 2.1.2)

***Commercial Fleet Service Dept.***

***Jack Walker, Manager***

***1233 E Camelback Rd, Phoenix, AZ 85014***

***Phone: 602(local) or 888(toll-free) 604-3070***

***Fax: 602 604-3069***

***Email: [jwalker@courtesychev.com](mailto:jwalker@courtesychev.com)***

2.1.4 Name, Title and email address of Key Personnel assigned to Pinal County. Responders shall include a description of their responsibilities under the contract (Ordering, Billing, Customer Service, etc).

**PARTS DEPT.**

***Phil Graziano, Parts Manager, [pgraziano@courtesychev.com](mailto:pgraziano@courtesychev.com) ,***

***Responsible for all parts aspects of contract .***

***Todd Garrett, Commercial Parts Rep., [tgarrett@courtesychev.com](mailto:tgarrett@courtesychev.com)***

***Customer Service; outside sales, will visit Pinal County facilities for any parts related questions or issues.***

***Bryan Korthals, Wholesale Parts Rep., [bkorthals@courtesychev.com](mailto:bkorthals@courtesychev.com)***

***Ordering; primary contact to order parts (20 years experience)***

***Louie Bassett, Wholesale Parts Rep., [lbassett@courtesychev.com](mailto:lbassett@courtesychev.com)***

***Ordering; secondary contact to order parts (21 years experience)***

***Maryann Lindzy, Administration, [mlindzy@courtesychev.com](mailto:mlindzy@courtesychev.com)***

***Billing; invoice or statement questions***



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**COMMERCIAL SERVICE DEPT.**

*Jack Walker, Commercial Service manager, [jwalker@courtesychev.com](mailto:jwalker@courtesychev.com)*

*Responsible for all aspects of contract relating to Service Dept.*

*Tom Flanigan, Service Consultant, [tflanigan@courtesychev.com](mailto:tflanigan@courtesychev.com)*

*Customer Service, contact for Service Dept. repairs & services*

*Holly Romero, Administration, [hromero@courtesychev.com](mailto:hromero@courtesychev.com)*

*Billing, Repair Order or Statement questions*

- 2.2 Responder shall provide general background information regarding their company. Responder shall describe in detail their overall experience in the industry relative to the Products and/or Services offered. Responders shall include at least three (3) references in this regard.

***Family owned and operated since 1955. Courtesy Chevrolet offers New and Used Vehicle Sales, Service, Body and Parts for GM, Isuzu and MV-1. Service Dept. offers full light duty and medium Duty vehicle maintenance and repair, along with 20 highly trained technicians on duty.***

***The parts dept. has a \$5 million inventory, which includes all GM passenger car, light and medium duty truck, Isuzu and MV-1, with 45 parts professionals. We offer 24 hour parts ordering thru a GM supported website at no cost to the County. This ordering system includes GM catalog and diagrams with up to date County pricing. We would train County personnel in the set up and use of this system. We also have dedicated toll free direct phone numbers to place your parts orders.***

**PARTS REFERENCES:**

***Maricopa County, Equipment Services Department  
Nat Matsuda, Administrator, (602)506-2132, [NatMatsuda@mail.maricopa.gov](mailto:NatMatsuda@mail.maricopa.gov)***

***City of Phoenix / Public Works  
Thomas E. Treesh, Auto Stores, (602)534-2604, [tom.treesh@phoenix.gov](mailto:tom.treesh@phoenix.gov)***

***City of Goodyear, Equipment Management  
Mike Hules, Fleet Maintenance Foreman, (623) 882-7196, [Mike.Hules@goodyearaz.gov](mailto:Mike.Hules@goodyearaz.gov)***

***Town of Buckeye  
Mike DePaulo, Fleet Supervisor, (623) 349-6841***

**SERVICE REFERENCES:**

***Maricopa County Sheriff dept. Brian Stutsman 602-292-4041***

***DEA Chuck Binard 602-664-5632***

***City of Phoenix Randy Heims 602-262-6707***



PINAL COUNTY  
wide open opportunity

RFP PC-112217  
Vehicles & Equipment: Parts,  
Repairs & Services  
Response Form

Pinal County  
Finance Department  
31 N. Pinal St.  
Bldg. A  
P.O. Box 1348  
Florence, AZ 85132

- 2.3 Responder shall describe the services or materials offered in response to Section 2 – General Requirements in the Statement of Work on page 11 of the Request for Proposal (Section 2.1.2).

**Lube, oil and filter services all light and medium duty vehicles**  
**All scheduled maintenance according to manufacturer recommendations**  
**Alignment services**  
**Tire and wheel services**  
**Transmission repairs and maintenance services**  
**Air conditioning repair and maintenance services**  
**Brake repair and maintenance services**  
**Power steering repair and maintenance services**  
**Complete washing and detailing services**  
**Windshield replacement and repairs offered on sublet basis only**  
**Window tinting services**  
**Bed liners available (spray in)**  
**Complete engine diagnoses and repairs**  
**Differential maintenance and repair**  
**Electrical systems diagnoses and repair**

- 2.4 Responder shall describe their compliance with Section 3-Specific Requirements in the Statement of Work on page 11 of the Request for Proposal
- 2.3.1 Responder will indicate which flat rate manual will be used that is compatible with the vehicle or equipment being serviced. Include Name, Date and Volume.
- Motor labor time guide (2012)**
- 2.4.1 Certified as a manufacturer's authorized service facility – indicate which manufacturers. Responders shall include a copy of the certification or include a letter from the manufacturer.
- Licensed/Certified General Motors & Isuzu Dealership**
- 2.4.2 Certification of technicians – indicate which certifications (ASE, etc). Responders shall include a copy of the certifications as applicable.
- GM Certification/ASE Certifications (see attachment)**
- 2.4.3 Service hours of operation
- Mon-Fri 6:30am-6:30pm, Sat. 7am-6pm Sun. closed**
- 2.4.4 Responder shall describe how service trucks are generally equipped in order to comply with the Scope of Work.
- N/A**
- 2.5 Responder shall indicate which County locations (cities) they will provide on-site services and repairs per Section 3.1.3 of the Statement of Work (for example, a Coolidge vendor may want to provide services to Coolidge and Florence only).

**Courtesy Service Dept. does not offer Pinal County on-site services and repairs at this time. Parts offers parts deliveries to each facility at no additional charge/fee .**

2.6 Responders shall indicate the types of vehicles your facility can repair:

- 2.6.1 Light Duty Vehicles (1 ton and below): [X]
- 2.6.2 Medium Duty Vehicles (1-1/2 ton to 26,000 GVW): [X]
- 2.6.3 Heavy Duty Vehicles (26,000 GVW and Heavier): [ ]
- 2.6.4 Heavy Equipment (Off Road): [ ]

2.7 Responder shall specify which of the Fleet Maintenance yards to which they would provide expedited parts delivery service. See Exhibit 1 for a list of locations. Include any fees associated with expedited delivery on price list in Section 1.1.

2.7.1 Location

***Florence, Oracle, Hidden Valley & Riverside Yards on orders placed by 5pm will receive in stock parts by 12:00pm the following day***

***Arizona City, Apache Junction & San Tan Yards on orders placed by 5pm will receive in stock parts by 10am the following day***

***Casa Grande Yard on orders placed by 5pm will receive in stock parts by 9am the following day***

2.7.2 Frequency

***Once a day (following work day of placing the order)***

2.7.3 Same day delivery

***Courtesy Chevrolet would offer same day delivery to all Pinal County Maintenance Yards for emergency deliveries at no charge/fee to the County.***

**3 Method of Approach**

3.1 Responder shall describe in detail their methodology in providing any inventory replacement program, scheduled maintenance program, etc. (if offered), to assist and improve the scheduling of general maintenance and upkeep of vehicles and equipment in accordance with Statement of Work paragraph 3.3.

**Commercial Service**

***Retained vehicle history report***

***Mobile Productivity Inc. (bumper to bumper safety/maintenance inspection report)***

3.1 cont'd

**Parts Department**

***Inventory: Parts purchased from Courtesy Chevrolet can be returned at full purchase price/no restocking fee. Existing/obsolescent parts inventory not purchased thru Courtesy Chevrolet can be returned at GM Dealer cost less 10%.***

**4 Conformance to Terms and Conditions and Statement of Work**

**Response Form Responses**

Phil Graziano have read, understand, and shall comply with all Terms and Conditions and Scope of Work. Responders that



P I N A L • C O U N T Y  
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accept the County's Terms and Conditions and Instructions shall check **YES** or **NO** to clearly indicate their acceptance. Responders who take exception to the County's Terms and Conditions and Scope of Work shall likewise clearly indicate their exception and provide Responder's suggested language.

**YES**, I acknowledge that I have read and understand all Terms and Conditions and the Scope of Work and will comply in any resultant contract.

**NO**, I acknowledge that I have read, understand all Terms and Conditions and the Scope of Work and will comply in any resultant contract with the exceptions listed below.

**Exceptions (If checked NO)**

Responders that take exception to any Terms and Conditions or Scope of Work shall justify their exception as well as proposing any changes to the County's language with the Responder's suggested changes clearly indicated. Additional pages may be added so long as they are clearly referenced in the spaces provided. Please note that taking exception to any Terms and Conditions or Scope of Work may affect your evaluation score. Both the number of exceptions and the severity of the exceptions can affect your score and may have you deemed non-responsive for this solicitation.

Cite the specific Term and Condition for which an exception is taken: **Responder Response**

Responder's justification for the exception: **Responder Response**

Responder's suggested changes: **Responder Response**

Resources Profiles Training Path Catalog Schedule Enrollment Testing Training Records Help Explore



Jack Walker  
COURTESY CHEVROLET  
Service Manager

Admin Tools Language Reports  
Search LOGOUT



Dealership Name: COURTESY CHEVROLET  
 Address: 1233 E CAMELBACK RD  
 City: PHOENIX  
 State/Province: AZ  
 Zip/Postal Code: 85014  
 Report Date: May 21, 2012  
 Dealership Group: E  
 Num Technicians: 28  
 Division/Product: C.F.X

Area	Percent Complete
<u>Fundamentals</u>	100%
<u>Fundamentals - Tech Apprentice (Display Only)</u>	78%
<u>Emerging Issues</u>	192%
<u>Engine Performance</u>	100%
<u>Diesel Engine Performance</u>	97%
<u>Engine Repair</u>	133%
<u>Electrical/Electronics</u>	100%
<u>Manual Drivetrain &amp; Axle</u>	100%
<u>Automatic Transaxle/Transmission</u>	100%
<u>Brakes</u>	133%
<u>Steering &amp; Suspension</u>	98%
<u>HVAC</u>	150%
<u>Mech/Elec/Body Repair</u>	200%
<u>Advanced Technology Vehicles</u>	100%
<u>Bi-Fuels</u>	400%
Service Training Subtotal	99%
<u>Body Structural Repair (I-CAR)</u>	166%
<u>Paint</u>	100%
Body/Paint Training Subtotal	133%
% Training Requirement Completed	99%
% Certification National Average	98%
% Certification Regional Average	95%
% Certification Market Average	98%
Number GM Master Technicians Certified	5

	GM Master Tech Left Course	*	*	*	*	*	*	*	*	*	*	*	*	*	*				
Minimum Mandatory Course Count	>>>>	5	6	5	5	5	5	5	5	5	5	5	5	5	5				
Allen, Eddie	263101		C			C				C	C	C	C		45%				
BONGIORNO, GAETANO	251974	13	C	C	C	C	C	C	C	C	C	C	C	C	100%		C	C	
Bora, Dean	273114											C			9%				
Bowman, Lance	500119	16					C		C	C		C	C		45%			2/3	
BUFFING, KEVIN	287056				B/B				C	4/5		C	C		33%		5/6	C	
Carbajal, Steve	251405	14			5/8		C	C		C	4/5				48%		3/6	C	
Deaton, Dennis	268483				5/9	C	C	C	C	C	C	C	C	C	77%		3/6	C	
Detacruz, Keith	1220405	14	C				C	C	C	4/5	C	C	C	C	70%			1/3	
Gilson, Brent	676878								C			C	C		18%			C	
Havens, John	250777					C						C			18%				
Hurd, David	1211757					C						C			18%				
Kleiner, Roy	652080														0%				
Konaki, Robert	251478		C	5/9		C	C		C	C	C	C	C	C	66%		3/6	1/3	
Kurtner, Ted	759070	16	C	C	C	C	C	C	C	C	C	C	C	C	100%		6/6	1/3	
Lee, Eric	168150	16	C	C	C	C	C	C	C	C	C	C	C	C	100%		6/6	2/3	
Luzova, Evander	1240003		C			C				C	4/5	C	C	C	52%			1/3	
Martinez, Abel	1203935				B/B	C		C	C	C	C	C	C	C	80%		7/8	1/3	
Meli, Sabah	159222				5/6		C	C	C	C	C				58%		3/8	C	
Moore, William	271220	13	C	C	C	C	C	C	C	C	C	C	C	C	100%		6/6	1/3	
Singer, Jeff	252214	14	C	C	C	C	C	C	C	C	C	C	C	C	100%		6/6	1/3	
% Training Req Completed		100%																	
No. Techs GM Master Tech Certified																	0		

\* Any Combination of Technician Completions Satisfies STS Requirement  
 \* denotes a subiel/shared relationship

	GM Master Tech Cert Course		*	*			*	*		*	*		*		
Minimum Mandatory Course Count	>>>>>	1	1	1	1	1	1	1	1	1	1				
Allen, Eddie	263101			C				C	C	C	C	50%			
BONGIORNO, GAETANO	251974			C				C	C	C	C	62%			C
Bora, Dean	273114									C		12%			
Rowman, Lance	500119		13			2/7		C	C		C	C	53%		2/3
BLJENING, KEVIN	267056					1/7		C	4/5		C	C	36%		C
Carbriel, Steve	251405							C	4/5				22%		C
Deaton, Dennis	268483							C	C	C	C	C	50%		C
Delacruz, Keith	1220405		11	C	C	C	C	4/5	C	C	C	57%			1/3
Gibson, Brent	676678							C			C	C	25%		C
Havas, John	250777									C			12%		
Hurd, David	1211757									C			12%		
Kleiner, Roy	652060					2/7							3%		
Konshi, Robert	251476			C				C	C	C	C	C	62%		1/3
Kutiner, Ted	759070			C				C	C	C	C	C	62%		1/3
Lee, Eric	166150			C				C	C	C	C	C	62%		2/3
Lozova, Evander	1240003			C	C	C	C	4/5	C	C	C	C	85%		1/3
Machos, Abel	1203935			C	C	C	C	C	C	C	C	C	67%		1/3
Matt, Sabah	156222							C	C	C			37%		C
Moore, William	271220			C				C	C	C	C	C	62%		1/3
Singer, Jeff	252214			C	C	C	C	C	C	C	C	C	67%		1/3
% Training Req Completed													97%		
No. Techs GM Master Tech Certified														0	

# Any Combination of Technician Completions Satisfies STS Requirement  
 \* denotes a suble/shared relationship

	GM Master Tech Cert Courses	*	*	*	*	*			*				
<b>Minimum Mandatory Course Count</b>	>>>>	3	3	3	3	3	3						
<b>Allen, Eddie</b>	263101			C				20%					C
<b>BONGIORNO, GAETANO</b>	251974	13			3/5	C	C	72%					
<b>Born, Dean</b>	273114			C				20%					C
<b>Bowman, Lance</b>	500119	16	13	C	C	C		80%					C
<b>BUENING, KEVIN</b>	287056			C	3/5			32%					C
<b>Carbatal, Steve</b>	251405	14		C	C	C		80%					C
<b>Deaton, Dennis</b>	266483	13		C	C	C	C	100%	Y	Y			C
<b>Delacruz, Keith</b>	1220405	14	11	C	4/5	C	C	96%					C
<b>Glison, Brent</b>	676678			C	C			40%					C
<b>Haves, John</b>	250777	16		C	1/5			44%					C
<b>Hurd, David</b>	1211757			C				20%					C
<b>Klained, Roy</b>	652080			C	3/5			32%					C
<b>Konaki, Robert</b>	251478			C	C	C		60%					C
<b>Kuttner, Ted</b>	759070			C		C	C	60%					C
<b>Lee, Eric</b>	186150	12		C	C	C	C	100%					C
<b>Lozoya, Evander</b>	1240003			C	2/5			28%					C
<b>Martinez, Abel</b>	1209635					C	C	40%					
<b>Meli, Sabah</b>	159222	14		C	C	C	C	100%					C
<b>Moore, William</b>	271220	13		C	4/5	C	C	96%					C
<b>Singer, Jeff</b>	252214	14		C	C	C	C	100%					C
<b>% Training Req Completed</b>								133%					
<b>No. Techs GM Master Tech Certified</b>											1		

# Any Combination of Technician Completions Satisfies STS Requirement  
 \* denotes a subset/shared relationship







	GM Master Tech Cert Course	*	*	*	*	*	*	*	*	*	*	*
Minimum Mandatory Course Count	>>>>>	3	3	3	3	3	3					
Allen, Eddie	263101			C	C	C	C	80%			C	C
BONGIORNO, GAETANO	251974	13			4/6	C	C	73%				5/6
Rono, Dean	273114	14		C	C		C	80%			C	C
Bowman, Lance	500119	16		C	C			60%			C	C
BUENING, KEVIN	287056			C	C			40%			C	C
Carbaki, Steve	251405	14	14	C			C	60%			C	
Daston, Dennis	266483			C	C	C	C	60%			C	C
Delacruz, Keith	1220405	14		C			C	60%			C	
Gilson, Brent	676678			C	C			40%			C	C
Hayes, John	250777	16		C	C	C	C	100%			C	C
Hurd, David	1211757			C	5/6	C	C	78%			C	5/6
Kleinert, Roy	652080			C				20%			C	
Konaki, Robert	251476	11		C	C	C	C	100%			C	C
Kutner, Ted	759070	16		C	C	C	C	100%			C	C
Lee, Eric	166150	12		C	C	C	C	100%	Y	Y	C	C
Loxova, Evander	1240003			C	5/6	C	C	75%			C	5/6
Marinas, Abel	1203935						C	20%				
Mati, Sebastian	159222	15		C	2/6	C	C	88%			C	4/6
Moore, William	271220	13		C	3/6	C	C	90%			C	4/6
Singer, Jeff	252214	15		C	5/6	C	C	96%			C	5/6
% Training Req Completed								133%				
No. Techs GM Master Tech Certified									1			

\* Any Combination of Technician Completions Satisfies STS Requirement  
 - denotes a subset/shared relationship

	GM Master Tech Cert Course	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Minimum Mandatory Course Count	>>>>>	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
Alan_Edge	263101					1/2							C	21%			C	
BONGIORNO_GAETANO	251974	14		C									C	42%				
Bora_Dean	273114	14		C	C	C	C	C	C	C	C	C	C	100%			C	C
Bowman_Lance	500119	16			C	C							C	57%			C	C
BUENING_KEVIN	287056				C	C	1/2						C	50%			C	C
Carbarel_Steve	251405	14			C	C								42%			C	C
Deaton_Dennis	268403				C	C							C	42%			C	C
Delacruz_Keith	1220405	14				1/2								21%			C	
Ellison_Brent	676678	12		C	C	C	C	C	C	C	C	C	C	100%			C	C
Haves_John	250777	18	12	C	C	C	C	C	C	C	C	C	C	100%			C	C
Hurd_David	1211757			C		1/2		C					C	50%			C	1/2
Kreinert_Roy	652060					1/2								7%			C	
Konaki_Robert	251478	13				1/2							C	35%			C	
Kutner_Ted	759070					1/2	C	1/2					C	42%			C	1/2
Lee_Eric	166150				C	C							C	42%			C	C
Lazove_Evander	1240003			C		1/2	C	C					C	64%			C	1/2
Martinez_Abel	1203635													0%				
Mati_Sebah	159222			C	C	C							C	57%			C	C
Moore_William	271220	13				1/2							C	35%			C	
Singer_Jeff	252214	15		C		1/2	C	C	C	C	C	C	C	92%			C	C
% Training Req Completed		98%																
No. Techs GM Master Tech Certified		0																

# Any Combination of Technician Completions Satisfies STS Requirement  
 \* denotes a subset/shared relationship

	GM Master Tech Cert Course	*	*	*		*		
Minimum Mandatory Course Count	>>>>	2	2	2				
Allen, Eddie	283101		C	C	66%			
BONGIORNO, GAETANO	251974	13	C	C	100%			
Bora, Dean	273114				0%			
Bowman, Lance	500119	10	C		68%			
BUENING, KEVIN	287056		6/7		28%			
Carbasiel, Steve	251405	14	4/7	C	85%			
Deaton, Dennis	288483			C	33%			
Deleacruz, Keith	1220405	14			33%			
Gilliam, Brent	876878		5/7		23%			
Hayes, John	250777			C	33%			
Hurd, David	1211757			C	33%			
Kleinerl, Roy	852080				0%			
Kenaki, Robert	251476	11	C	C	100%	Y	Y	
Kutner, Ted	759070		C	C	80%			
Lapp, Eric	188150			C	33%			
Lorenzo, Evander	1240003			C	33%			
Martinez, Abel	1203835				0%			
Mali, Sabah	159222		2/7	C	42%			
Moore, William	271220	13	C	C	100%			
Singer, Jeff	252214	14	8/7	C	95%			
% Training Req Completed		150%						
No. Techns GM Master Tech Certified							1	

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 \* denotes a sublet/shared relationship



# MANUFACTURER'S CERTIFICATION OF DEALER

Date: November 1, 2010

To the Department or  
Bureau of Motor Vehicles

This is to certify that:

COURTESY CHEVROLET

Dealer Firm Name

- an individual
- a partnership
- a corporation
- a limited liability company
- other - specify \_\_\_\_\_

1233 E CAMELBACK RD

Dealership Street and Number

PHOENIX, ARIZONA

City, State

is a party to a written Dealer Sales and Service Agreement effective November 1, 2010 for:  Chevrolet Passenger Vehicles and Light Duty Trucks,  GMC Light Duty Trucks,  Buick Motor Vehicles,  Cadillac Motor Vehicles, and GENERAL MOTORS LLC, Detroit, MI, authorizing such party as a Dealer to sell and service new motor vehicles commonly known and designated as:

- Chevrolet: Dealer Firm Name d/b/a ,
- GMC: Dealer Firm Name d/b/a,
- Buick: Dealer Firm Name d/b/a,
- Cadillac: Dealer Firm Name d/b/a.

The above stated Dealer Sales and Service Agreement(s) is a personal service contract dependent upon the personal

services of WILLIAM R. GRUWELL

\_\_\_\_\_  
\_\_\_\_\_

All Persons Named in Paragraph Third

with the above stated Dealer's business and the Dealer Sales and Service Agreement(s) expires on October 31, 2015 unless sooner terminated pursuant to the provisions thereof.

GENERAL MOTORS LLC

By \_\_\_\_\_  
Authorized Representative Signature and Title

100 RENAISSANCE CENTER  
Office Address

DETROIT, MICHIGAN  
City, State