

ATTACHMENT 1 TO BULLETIN NUMBER 15
PART 3 – QUESTIONS AND ANSWERS
LOS ANGELES COUNTY SHERIFF’S DEPARTMENT

REQUEST FOR PROPOSALS (RFP) NO. 475-SH
AUTOMOTIVE FLEET MANAGEMENT AND MAINTENANCE SERVICES

QUESTION NUMBER	RFP LANGUAGE (IF PROVIDED)	POTENTIAL PROPOSER’S QUESTION	ANSWER
81.	<p>RFP 2.1.1 The Department is issuing this RFP to solicit proposals from interested and qualified fleet service providers (Proposers) for a contract with an organization that is capable of providing full and comprehensive management and maintenance service of the Department’s fleet of vehicles, which includes off-highway equipment, boats, and trailers. The Department anticipates changes in the number and composition of the fleet from the release of this RFP to the date of commencement of the new contract and throughout the term of the contract. Additional County departments may be added during the term of the contract.</p> <p>SOW 3.1 Contractor shall utilize industry best practices to efficiently transition the provision of Fleet management and maintenance services from the outgoing Contractor to Contractor. Contractor shall address all start-up and transition requirements in a timely fashion and in a manner so as not to negatively impact not impede the outgoing Contractor’s Fleet operation.</p>	<p>a. Please provide a comprehensive list with VIN, make, model, whether fixed fee/FFS, and unit of assignment of all vehicles covered by the contract.</p> <p>b. What is anticipated work backlog at contract turnover and will this be a fixed quantity for proposal purposes? The variability of a constantly shifting backlog is impossible to fairly and accurately estimate, and even more difficult for LASD to evaluate.</p> <p>Will the Offeror be expected to take responsibility for the work backlog, or will incumbent be required to work through the backlog?</p> <p>c. Will the County provide the Proposer's with the monthly PM Compliance Report for the past 12 months?</p> <p>d. Please provide a ShopFax report on the Department's current deferred maintenance backlog.</p>	<p>a. The Vehicle Repair History Documents were provided August 22, 2018.</p> <p>b. The SOW will be revised in a subsequent bulletin to reflect that, if the incoming Contractor is required to provide remedial vehicle maintenance on a Fixed-Price vehicle that is overdue for regular maintenance or Preventive Maintenance, or has an open Repair Order or has deferred work, then this work will be paid at the Fee-for-Service billing rates, as approved by the County. However, this requirement will not cause to move the vehicle from Fixed-Price to Fee-for Service.</p> <p>c. Refer to the attached Monthly Compliance Report for the time period of August 2018 through July 2019.</p> <p>d. Refer to the attached Deferred Work for October 2018 and November 2018. Note: Document was originally provided on March 27, 2019 and is amended to reference the current question number.</p>

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82.	<p>SOW 2.2.10.9 Contractor shall bill County for labor during an emergency as FFS in accordance with Exhibit B (Price Sheet) of Appendix C (Sample Contract). Contractor shall bill for parts and materials at Contractor’s actual cost with tax, plus six percent (6%), for all emergency repair of vehicles that occurs outside of business hours, as approved by County Project Manager or designee.</p>	<p>a. Does the incumbent Contractor own all parts at each shop?</p> <p>b. How much emergency labor was charged as Fee-for-Service in the last 12 months?</p>	<p>a. Yes, with the exception of the Department’s Outfitting parts and components and the Department’s cannibalized parts inventory.</p> <p>b. In the last 12 months there were 78 overtime labor hours worked providing services for an emergency.</p>
83.	<p>SOW 2.3.7.1</p> <p>“Contractor shall, at Contractor's expense, within thirty (30) calendar days after the Work Start Date, provide a minimum of eight (8) hours of classroom training, which includes a demonstration of performance, for all journey-level employees filling positions in the following categories:</p> <p>a. Vehicle maintenance and repair technician</p> <p>(Appendix B (SOW Exhibits), Exhibit 3A (Minimum Staffing Levels per Repair Location));</p> <p>b. Body shop worker</p> <p>(Appendix B (SOW Exhibits), Exhibit 3A (Minimum Staffing Levels per Repair Location));</p> <p>c. FFS vehicle maintenance and repair technician</p>	<p>a. What training is required?</p> <p>b. If the current staff is retained, is this training necessary and required?</p>	<p>a. 8 hours of classroom training, which includes a demonstration of performance to ensure that journey-level employees are skilled in their assigned tasks and are familiar with the safety and work requirements.</p> <p>b. Yes. Additionally, this training will be required for any new hires. This revision to the SOW will be revised in a subsequent bulletin to include the training for new hires.</p>

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	<p>(Appendix B (SOW Exhibits), Exhibit 3B (Administrative and Other Required Staffing));</p> <p>d. FFS boat technician”</p> <p>e. Relief/additional support staff technician</p>		
84.	<p>SOW 5.2.1 ShopFax is an automated asset management system licensed by the Department, which provides Fleet management and maintenance information for the Fleet. Both fleet Contractor and Department staff use ShopFax. Among other things, ShopFax is used to generate Repair Orders, monitor PM schedules, track vehicle repair progress, track vehicle and parts inventories, document estimates and actual costs for repairs, and provide invoicing data for all Fixed-Price and FFS work rendered to the Department.</p> <p>SOW 5.2.7 Contractor shall make full and proper use of the features and functionality of ShopFax in support of the management and maintenance services required hereunder. Contractor shall manage and maintain all aspects of ShopFax, including all software, software licensing, access point hardware and peripherals, and resident data.</p>	<p>a. Are the licenses for ShopFax each year at Contractor cost? What have approximate costs been for these licenses year to year? If at Contractor expense, can LASD ensure all vendors get the same pricing from World Information System?</p> <p>b. Please confirm that the mandated ShopFax software is capable of producing all required reports.</p>	<p>a. Yes, the cost for the ShopFax license is through an agreement between the Contractor and World Information System.</p> <p>Refer to the attached License Costs for Shop fax.</p> <p>Note: Document was originally provided on March 27, 2019 and is amended to reference the current question number.</p> <p>b. Yes</p>

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85.	RFP 475-Sh Vehicle Inventory Addendum	Can you provide a chart or guide which Department Repair Location the Domicile Code represents?	<p>We do not have a chart or guide available.</p> <p>Vehicles are assigned to Domiciles (Unit of Assignment). Repair locations are the actual shops that perform the maintenance/repairs.</p> <p>Some Domiciles are assigned Repair Locations [i.e. CEN (Century) vehicles are assigned to the Century Repair Location]. Not all vehicles have an assigned Repair Location because they are Countywide and can go anywhere for maintenance.</p>
86.		<p>a. How are vehicle conversions carried out?</p> <p>b. How are vehicles decommissioned?</p>	<p>a. Contractor provides the training to their staff for the conversion/outfitting and decommissioning processes.</p> <p>b. Refer to sub-paragraph 4.32 (Vehicle Decommissioning Services) of Appendix A (Statement of Work).</p>
87.		What is your current procedure for installation of communications and emergency equipment (light bars, sirens, etc.)? Is it invasive (i.e. drilling into structures)?	All vehicles have different procedures for communication, lighting equipment, etc., and can include drilling into the frame and body of the vehicles as recommended by the Manufacturer. Refer to Appendix A (SOW) and Appendix C (Sample Contract).
88.		a. How are mobile mechanics scheduled, deployed, and measured for efficiency?	<p>a. Refer to Appendix A (Statement of Work), including but not limited to:</p> <p>i. sub-paragraph 2.2.12 (Staffing During Special Events);</p> <p>ii. sub-paragraph 4.25.7 (Option for Mobile Service in Lieu of Tow);</p> <p>iii. sub-paragraph 4.26 (Mobile Technician Services);</p>

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		<p>b. What scope of repairs do the Mobile Engineers do? Is this limited to minor repairs?</p> <p>c. What documentation do mobile mechanics complete to start, stop, and verify job completion and return to service?</p> <p>d. How are parts/tooling/fluids tracked and replaced on mobile mechanics vehicles?</p>	<p>iv. Appendix B (SOW Exhibits) v. Exhibit 3A (Minimum Staffing Levels per Repair Location), Eastern Avenue, Mechanical Day Shift and Pitchess Detention Center.</p> <p>Contractor schedules, deploys, and measures their own employees efficiency based on the workload and the needs of the Department.</p> <p>b. Scope of repairs for Mobile Technicians is outlined in sub-paragraphs 2.2.12 (Staffing During Special Events), 4.25.7 (Option for Mobile Service in Lieu of Tow), 4.26 (Mobile Technician Services) of Appendix A (SOW) as well as Appendix B (SOW Exhibits), Exhibit 3A (Minimum Staffing Levels per Repair Location), Eastern Avenue, Mechanical Day Shift and Pitchess Detention Center. It is the Contractor’s responsibility to schedule and deploy. Lastly, scope of repairs is as determined by County Project Manager or designee.</p> <p>c. All work performed is to be documented on the Repair Order per sub-paragraph 4.17 (Inspection Checklist Documents) of Appendix A (SOW)</p> <p>d. Refer to Appendix A (SOW) including, but not limited to, replacement of parts/tooling/fluids on mobile technician. Service trucks are the responsibility of the Contractor, see sub-paragraph 3.12 (Other Contractor-Provided Material,</p>

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			Equipment, and Services (Fixed-Price)) of Appendix A (SOW) specifically sub-paragraph 3.12.2.
89.		How do you use the current systems to manage the fleet day to day? How do you use the current systems to manage the fleet at a strategic level?	It is the Contractor who manages the day-to-day fleet operations using Shopfax. Department uses the data that is included in the required reports throughout the Statement of Work.
90.		<p>a. How has Shopfax been used in order to support the modification of assets from the manufacturer specification?</p> <p>b. What mechanical, cosmetic, structural, equipment, livery or other modifications are implemented and on which types of assets?</p> <p>c. How does Shopfax support the control and tracking of those modifications including any agreements or inspections that are required once the modification has been completed?</p>	<p>a. Done on the floor and tracked in ShopFax.</p> <p>b. Upfitting on ERVs as needed. Refer to sub-paragraphs 4.27 (New Vehicle Receiving, Processing, and Outfitting), 4.29 (Fabrication), 4.30 (Modifications), and 4.31 (Installation, Miscellaneous)</p> <p>c. All are tracked in ShopFax in Detailed Specifications once vehicle is completed.</p>
91.	ShopFax	<p>a. How has Shopfax been used to support the accounting and management of costs incurred?</p> <p>b. What approaches are available such as standard and average cost profiles?</p>	<p>a. ShopFax is not used for this purpose. For mechanical costs only.</p> <p>b. Time studies for upfitting and outfitting only sets average cost for that service.</p>

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		<p>c. How is this integrated with the costs for items or services provided?</p> <p>d. How is this information made available to production planning based on business demand and forecasting and how is it possible to summarize the various cost elements across the range of services provided.</p>	<p>c. ShopFax is not used for this purpose.</p> <p>d. Production planning done by Contractor.</p>
92.		Please explain how ShopFax supports the ability for Workshop or Mobile Mechanic users to obtain parts/inventory required for a given work order.	Shop Fax has the ability to generate Purchase Orders to order parts. Parts are manually entered on Repair Orders. No Repair Orders are generated in the field.
93.		Please explain how ShopFax allows stock levels for spares, parts, or inventory to be set and the extent to which this can be automated.	Minimum/Maximum levels can be set in Shopfax, however, it only alerts that parts need to be ordered.
94.		How does ShopFax enable location tracking of inventory to improve job scheduling for engineers (workshop and mobile mechanic units) to be prioritized based on inventory availability?	ShopFax has the ability to provide this information for the Contractor. Work is not prioritized by inventory.
95.	SOW 4.3.9; Most Appropriate PM Service and/or Inspection Shall Be Performed Contractor shall perform the most appropriate PM service and/or inspection when the vehicle is in the County’s repair location, even if the vehicle’s time and/or mileage requirement (Appendix	<p>a. What is the County attempting to achieve by having a PM and/or inspection done every time the Contractor touches the vehicle?</p> <p>b. Does an impromptu PM and/or inspection reset the regularly scheduled PM cycle?</p>	<p>a. County attempts to ensure that the vehicles are kept in a safe state of repair.</p> <p>b. Only an actual PM performed and entered in ShopFax will reset the PM cycle. Inspections do not.</p>

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	B (SOW Exhibits), Exhibit 4 (Preventive Maintenance Schedules, Labor Times, and Vehicle Classifications) and Exhibit 5 (Preventive Maintenance and Other Inspection Checklists)) indicates the subject vehicle is not yet due for such service, and as determined by fleet management “best practices.”	How will the County determine “the most appropriate PM and/or inspection” requirement for the assessment of Liquidated Damage?	When a vehicle is in for PM or repairs and is due for a PM, the Contractor, per sub-paragraph 4.3.9 (Most Appropriate PM Service and/or Inspection Shall Be Performed), of Appendix A (SOW), is required to perform the most appropriate PM service. For example, if ShopFax indicates that a vehicle, in this case a B/W ERV, is due in 50 miles for a PM-A, but is next due in 500 miles for a PM-B, then the Contractor would perform the PM-B. It would be the most appropriate PM to perform to preclude the vehicle from having to return in 500 miles for another PM instead of at the regular interval of 3000 miles or 90 Days, whichever comes first.
96.	SOW 4.9.1.1; Contractor shall complete all mechanical repair estimates within one (1) business day of receipt of either FFS or Fixed-Price vehicles submitted for FFS repairs.	Since vehicles can arrive any time during the business day, please clarify that (1) business day means by the end of the following regularly scheduled business day.	If a vehicle arrives at 5:00 pm on one day, then by 5:00 pm the following regularly scheduled business day will be one (1) business day. Weekends and County Holidays are not counted as business days.
97.	Appendix C (Sample Contract) 5.1.6: Contract Prices & Rates The annual price for Fixed-Price services shall be adjusted based upon the increase or decrease in the mandated minimum staffing levels in accordance with the process stated in this Contract, including Exhibit B (Price Sheet) and sub-paragraph 8.1.5 below.	How will the contractor be compensated for additional manpower when minimum headcounts are not increased?	The Proposer will not be compensated and should anticipate those costs in their Proposal. It is Contractor’s responsibility to fulfill the obligations set forth in this RFP. The Minimum Staffing is specified in Appendix B (SOW Exhibits). The Contractor may find that it actually needs additional manpower.

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98.	SOW 2.0 Scope of Work (Exhibit 1 and 1A)	Can you provide a detailed listing of the fleet by class, with Vehicle PM Classification, and the typical repair location assigned to?	Refer to the Vehicle Inventory Report that was provided on September 27, 2019, which provided all information with the exception of location, since the locations can be fluid.
99.	SOW 2.0 Staffing, 2.1.3 Staffing Levels and Schedules, General	Does the current fleet maintenance provider have the twelve (12) Relief/Additional Support Technicians included in their current contract cost or are they charged FFS? If not, how many relief/additional support staff do they have?	There is no “twelve (12) Relief/Additional Support Technicians” requirement in the current Contract. Refer to the Penske Personnel Listing that was provided on September 27, 2019.
100.	SOW 2.0 Staffing, 2.3.7.11 Contractor Employee Qualifications and Training	Does the County provide all updates and support for the Chief Frame Machine and Genesis measuring system?	No, it is the Contractor’s responsibility. Refer to sub-paragraph 5.3.3 of Appendix A (SOW).
101.		Would you be able to provide us with a WORD version of your terms and conditions associated with the RFP No. 475-SH for Automotive Fleet Management & Maint Services? Our legal counsel is requesting it for redline purposes.	No.
102.	SOW 3.1 Startup and Transition, 3.1.2 STP Requirements, Task-subsection 3.1.2.17	Are the current fire extinguishers owned by the County or the current fleet maintenance provider?	Fire extinguishers are owned by County. Contractor is required to maintain.
103.	SOW 3.8 Warranty Work, 3.8.5 Warranty Records Requirements - subsection 3.8.5.2	Does the County provide the file cabinets to store warranty records?	Yes, for Warranty Records.

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104.	SOW 3.9 OEM Recall Programs, Technical Service Bulletins, Manuals, 3.9.1 Recalls,- subsection 3.9.1.8	Is the status of all OEM recall programs placed in ShopFax, where the fleet provider can report this data in the Monthly Report?	Yes
105.	SOW 4.27 New Vehicle Receiving, Processing, and Outfitting, 4.27.1 – subsection 4.27.1.1	Is the DMV paperwork only done at Eastern Avenue or also at other locations, which classification of employee shown on Exhibit 3A is performing this work?	The paperwork is done at Eastern Avenue Outfitting . On Exhibit 3B (Administrative and Other Required Staffing) of Appendix B (SOW Exhibits), the classification is data entry/DMV clerk.
106.	SOW 4.32.6 Decommissioning for Auction or Sale.	Is this a Fixed-Price of Fee-for-Service task?	Refer to sub-paragraph 4.32.1 (Fixed-Price Decommissioning Services) and 4.32.2 (Fee-for-Service (FFS) Decommissioning Services) of Appendix A (SOW).
107.	SOW 4.33 Vehicle Decommissioning Records and Reports	Can you provide a sample of the format used today?	Refer to the Monthly Report that was provided on September 27, 2019.
108.	SOW 5.3 Technology Administration and Maintenance – subsection 5.3.3	Can you provide the estimated annual expense for diagnostic equipment subscriptions, licenses and updates?	Information is not available.
109.	SOW 5.12 Training, User – 5.12. Cognos / Crystal – subsection 5.12.2.1 and 5.12.2.3	<p>a. What is the historical expense for the initial two-day training on the use of Cognos at the Eastern Avenue repair location?</p> <p>b. What is the historical expense for the annual eight-hour continuing training for up to twenty (20) department personnel at the Eastern Avenue repair location?</p>	a./b. No historical data available.

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110.	SOW 6.0 Hours of Operations – 6.1.3 Minimum Hourly Requirement, Technicians – subsection 6.1.3.1	Does ShopFax provide a report of direct vehicle repair labor or how is this determined?	Yes.
111.	SOW 7.1 Vehicle Out-of-Service Report	Are all of these reports listed in this section automatically generated from ShopFax or how is this determined/prepared, can you provide an example of the report?	Yes. Refer to the attached Daily Report which is included in the Vehicle Out of Service Report which was provided on March 27, 2019.
112.	SOW 7.2 Daily Staffing Report	Is this report automatically generated from ShopFax or how is this determined/prepared, can you provide an example of the report?	No. Contractor generally takes a “roll call” from their Supervisors and inputs the results on their staffing report.
113.		What penalty clauses are included in the current contract and what penalties have been levied on the current supplier?	Refer to Exhibit E (Performance Standards) of Appendix B (SOW Exhibits) in the current Contract which was provided on March 22, 2019. Refer to attached Liquidated Damages Report from August 2016 through July 2018 that was provided on August 22, 2018.
114.		How do you enforce penalties?	Penalties are either self-assessed liquidated damages or issued by the County per sub-paragraph 9.1.3 (Credits for Contract Discrepancies), Appendix A (SOW). Also see Exhibit 8 (Performance Requirements Summary Chart), Appendix B (SOW Exhibits) and sub-paragraph 8.26 (Liquidated Damages) of the SC. All are deducted from the Contractor’s monthly invoice.

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115.	SOW 4.5.1; Contractor shall assist County Contract Program Monitors, when requested, at all repair locations during business hours with the inspection of all vehicle systems, including, but not limited to, electrical, ignition, fuel, cooling, heating, air conditioning, driveline, exhaust, suspension, steering, and wheel alignment.	<p>a. When contractor technicians are engaged in inspection support activities for County Contract Program Monitors, which is not tracked in ShopFax as applied labor, will the County waive minimum labor hour compliance standards and any associated liquidated damages for that location during the inspections?</p> <p>b. Additionally, such inspections use the locations hoists and other equipment during normal business hours, which makes needed equipment unavailable for regularly scheduled maintenance and repairs. Will the County waive all performance requirements and Liquidated Damages for that location during the inspections?</p>	<p>a. Refer sub-paragraph 2.2.13 (Staffing during Joint Vehicle Inspections) of Appendix A (SOW), the Contractor performs inspections with County personnel. Contractor documents technicians’ “applied” labor time on a repair order for the vehicle and system (i.e. brakes, steering, etc.) being inspected. This <u>is</u> tracked in ShopFax.</p> <p>b. Generally, hoists/lifts are not used during normal Contract Program Monitor Inspections at stations unless there was an urgency to inspect due to an allegation of some sort (i.e. loss of steering, loss of brakes, etc.). Inspections at the Eastern Avenue facility are scheduled with the Contractor. Only the County Project Manager or designee may waive liquidated damages. These would be on a case by case basis.</p>