

Invitation for Bid

April 10, 2018 3PM

(BUS) 17180410-1

This form must be used for requested clarifications, changes, substitutes or approval of items equal to items specified with a brand name and must be submitted as far in advance of the Due Date, as specified in "Questions, Clarifications and Omissions."

Spartanburg Area Regional Transit Agency

17180410-1 3 Low Floor Heavy Duty Diesel Buses **Request #: 51**

Bidder: New Flyer of America Inc.

IFB Section: 2.4.1 Warranty requirements

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Questions/clarification or approved equal:]

New Flyer requests your approval to reimburse for labor on warranty repairs using New Flyer's Standard Repair Time Manual to determine the reimbursement amount. Using our manual to calculate repair times helps to keep the claims process consistent and efficient so that you can get your vehicles back in revenue service as soon as possible. Please note that:

- This coverage does not include travel costs of technicians or the cost of labor incurred to diagnose the problem
- Repairs must be completed by a 5m mechanic

Agency action:

☐ Approved

☐ Denied

☐ See addendum

X See response below

Agency response:

Clarify what is a 5M mechanic

A 5M mechanic is a Certified Senior Diesel Mechanic.

Agency Response:

Agency does not have a Certified Senior Diesel Mechanic on staff. Does New Flyer have a 5M mechanic on stand by for those repairs within Agency area? What is New Flyer's process for making sure these repairs are completed by a 5M mechanic?