

TULSA COUNTY

**PURCHASING
DEPARTMENT**

MEMO

DATE: AUGUST 16, 2016

TO: BOARD OF COUNTY COMMISSIONERS

FROM: LINDA R. DORRELL
PURCHASING DIRECTOR 

SUBJECT: BID AWARD RECOMMENDATION- AUTOMOTIVE GLASS REPAIR

IT IS THE RECOMMENDATION OF THE TULSA COUNTY BUILDING OPERATIONS-CENTRAL GARAGE, TULSA COUNTY ENGINEERING DEPARTMENT, AND THE TULSA COUNTY PURCHASING DEPARTMENT TO AWARD THE BID FOR AUTOMOTIVE GLASS REPLACEMENT TO THE FOLLOWING VENDOR:

SAFELITE FULFILLMENT, INC.

WHILE THIS WAS THE ONLY BID RECEIVED, IT IS WITHIN BUDGETED EXPECTATIONS.

THIS AWARD IS FOR A ONE (1) YEAR PERIOD BEGINNING AUGUST 31, 2016 THROUGH AUGUST 30, 2017.

THIS RECOMMENDATION IS RESPECTFULLY SUBMITTED FOR YOUR APPROVAL.

LRD/skb

ORIGINAL: PAT KEY, COUNTY CLERK, FOR THE AUGUST 22, 2016 AGENDA.

COPIES: COMMISSIONER JOHN M. SMALIGO
COMMISSIONER KAREN KEITH
COMMISSIONER RON PETERS
MICHAEL WILLIS, CHIEF DEPUTY
VICKI ADAMS, CHIEF DEPUTY
DAN BELDING, DIRECTOR, BUILDING OPERATIONS
TOM RAINS, COUNTY ENGINEER

**TULSA
COUNTY
Engineering
Division**

MEMORANDUM

DATE: August 15, 2016

TO: Linda Dorrell, Purchasing Director

FROM: Tom Rains, County Engineer



SUBJECT: Bid review for Automobile Glass Replacement


This office has reviewed the bids received for automobile glass replacement.

We would recommend awarding the bid to Safelite Fulfillment, Inc.

This was the only bid received.

TR: am

Memo

To: Linda Dorrell
From: Darren Hensley 
CC: Dan Belding, Susan Belding, File
Date: 8/16/2016
Re: Bid for **Automotive Glass Repair**

It is the recommendation of Tulsa County Central Garage to award the bid for **Automotive Glass Repair** to the following vendor:

Safelite Fulfillment, Inc.

It is the only bid received.

DH/cg

Safelite Fulfillment, Inc.

Tulsa County

Automotive Glass Replacement

August 12, 2016

Contents

- 1. Safelite Fulfillment, Inc. Profile**
- 2. Bid Response**
- 3. W9**
- 4. Warranty Statement**
- 5. Certificate of Insurance**

Tulsa County, OK

Scope of work: Furnish and install automobile and heavy duty vehicle glass on an as needed basis.

Summary of Ability

Safelite Fulfillment, Inc. (hereafter referred to as SFI), doing business as Safelite AutoGlass, has for 69 years (EST.1947), provided safety and service to auto glass customers.

Advocating Industry Standardization: SFI's experts helped the Auto Glass Replacement Safety Standard (AGRSS) craft the industry's first auto replacement standards.

Leading Advanced Training & Certification: SFI has developed one of the most stringent internal installation training and compliance programs in the industry. SFI's trainers are practicing an ANSI-compliant certification program designed to set new standards for excellence and safety among auto glass installers.

Innovating Safer Materials: SFI's leadership in the development of quick-cure urethane adhesives brought a new level of speed and safety to auto glass replacements.

Providing Quality Products: Independent laboratory tests, ISO certification and Six Sigma training are all regimens that help SFI's windshield fabrication plant in North Carolina produce materials that meet or exceed all government DOT safety standards. With over 60 years of experience in providing safe, quality auto glass replacement and repair services, Safelite AutoGlass is the Nation's aftermarket leader in auto glass. One in five windshields replaced nationally bears the SGC brand Safelite name.

Safelite's "Windshield Repair Programs" perform over 1 million windshield repairs annually.

Based upon the quality of its products and allied with the stringent training of its technicians, Safelite proudly offers a Lifetime National Warranty on parts and workmanship. Safelite's windshield repairs are guaranteed, with the cost credited to a new windshield if the repair fails!

Facilities and Resources

To meet the needs of Tulsa County, Safelite AutoGlass operates from **10 locations** within the State of Oklahoma, including a warehouse and dispatch center in Broken Arrow and Oklahoma City. Also, we have the ability to pull resources from adjacent states in a time of need.

Professional Services

Safelite provides services in the following areas:

- Processes 3.8 million claims per year for 100+ clients
- Maintains 10,000+ government accounts (federal, state, & local)
- Manages programs for 17 of the top 20 insurance companies

- Provide superior customer service via tailored processes
- Reduces customer's administrative expenses with state-of-the-art IT technology
- Produces fraud reduction and severity savings via tailored managed processes
- Produce savings growth through continued program enhancements

Facilities and Equipment

The company's corporate headquarters is located in Columbus, Ohio. Safelite also has two call centers in Columbus with:

- **1500+ Customer Service Representatives** – 1400+ dedicated stations – 100 overflow stations
- Full catastrophe back-up redundancy
- **25-30 highly trained & qualified fleet based associates** w/2 – 3 years avg. tenure
- Operates 24/7/365 to take your calls
- Includes web-based service contact points
- Online scripting assures Quality and Process controls
- Legislation Compliant
- 100% digital recording of all calls, both inbound and outbound

Safelite's facilities include a manufacturing plant in Enfield, NC. Warehouse/Installation & Dispatch Centers provide convenient mobile service to more than 95 percent of the US drivers in all 50 states. Safelite has 750+ company-owned service outlets with over 3,500 certified installation technician.

Expertise and Quality Assurance

Columbus, OH-based Safelite Group (a part of Belron, US) is a multi-faceted auto glass and claims management service organization comprised of three major business operations that include auto glass fulfillment services, windshield manufacturing and fleet and insurance claim management services. Safelite employs more than 11,000 people throughout the U.S!

A Quality Installation begins with a Superior Product:

- Safelite's flat glass and vinyl components are sourced from the same suppliers as OE Manufacturers
- More than \$11 million invested in Safelite's state-of-the-art manufacturing and distribution facilities
- Safelite's ISO certified facilities produce OEE windshields that meet or exceed all government standards for safety and performance
- Safelite has Six Sigma initiatives in-place with several "Black Belts" leading the continuing process

Customer satisfaction measurements include:

- A Quickie Questionnaire delivered by the servicing technician
- A courtesy call-back placed within three days of the service
- A customer satisfaction hotline staffed 24/7/365

Auto Glass Technician Certification

SFI takes an industry-leading role in ensuring that its installing associates are trained to perform a quality installation on every job.

This is accomplished by requiring all installing associates' use procedures that **comply with the ANSI standard for safe auto glass installations.**

- Safelite follows procedures recognized by the American National Standards Institute
- Safelite experts served on the committee which created the standard and ensure all procedures fulfill "best practices"

Safelite/Diamond installation materials comply with the ANSI standard for safe auto glass installations

- Safelite uses only the highest quality adhesive systems compliant with the ANSI standard

All Safelite Technicians are required to be SafeTech Certified

- SafeTech Certification was created and designed to exceed the knowledge required of NGA certification
- The SafeTech Certification program was created by Safelite's Technical Director (a past chairman of the NGA certification committee), and in conjunction with a professional certification consultant
- Passing the SafeTech certification test requires a higher score than that required for NGA certification (85% vs. 75%)
- SafeTech Certification tests knowledge required to perform an ANSI standard compliant installation utilizing the full-cut method

All trainee installers must pass Safelite's SafeTech Certification before transitioning to "Technician" status

- Trainee's are supervised during their training period and must pass the SafeTech Certification tests before beginning "solo" installations.

SFI's installers are **drug tested** and **background checked** before hiring.

Due to the effect that the proper installation of vehicle glass can have on the safe operation of a vehicle, all installations are performed by employees of Safelite Fulfillment, Inc. SFI does not use subcontractors for installation services.

Disposal of Glass and Installation Supplies

SFI has a National agreement for the disposal of all waste that results from the replacement and repair of vehicle glass. Refuse containers are placed at SFI's operating locations and are emptied on a regular basis.

Following is the contract clause that covers the disposal of such waste:

I. Disposal of Waste

- A. It shall be the responsibility of the Contractor (collectively referred herein as the contractor specified below, its affiliates, officers, directors, shareholders, employees, agents, nominees, subcontractors, successors and assigns) to ensure that the disposal of all waste and or recyclable from container(s) supplied by Contractor to National Waste Associates, LLC's (herein referred to as NWA) Customer pursuant to this agreement be in compliance with applicable federal, state, county, and municipal laws and regulations

Recycled Products/Materials

SFI, in the operation of its North Carolina windshield manufacturing facility, recycles all materials that are so identified. Currently, at this plant, SFI recycles glass, vinyl, and packaging materials with an annual purchase value in excess of \$250,000.

The packaging materials used to ship SFI's finished windshields are largely created from recycled cardboard, wood, and plastic. Safelite disposes of all materials that are a by-product of its services in the most "environmentally friendly" fashion.

Codes & Contact

Duns Number – 18-050-1108

Contact for Government Accounts

FEIN #: 36-4523816

Brendan Jenkins

Office Telephone: 614-210-9209

Fax: 614-210-9421

Dedicated line for scheduling – 800-469-3941

*Operating 24 hours a day, 7 days a week. Same or next day installation service in most cases.

Brands of Glass Used to Fulfill This Agreement

SFI, in servicing of this contract, will use OE and OE equivalent glass products produced by Pilkington (LOF), and PPG.

All products meet or exceed the applicable FMVS Standards for vehicle glass sold and/or installed in the United States.

VENDOR: Safelite Fulfillment, Inc. DBA Safelite AutoGlass

REPRESENTATIVE: Brendan Jenkins

MAILING ADDRESS: 7400 Safelite Way, Columbus, OH 43235

REMITTANCE ADDRESS: P.O. Box 633197, Cincinnati, OH 45263-3197

TELEPHONE NUMBER: 614-210-9209

FAX NUMBER: 614-210-9421

EMAIL ADDRESS: brendan.jenkins@safelite.com
(Please Print)

CONDITIONS AND SPECIFICATIONS

INTENT:

THE PURPOSE OF THIS BID IS TO SECURE A CONTRACT ON THE PURCHASE OF **AUTOMOTIVE GLASS REPLACEMENT** FOR ALL TULSA COUNTY DEPARTMENTS AND RELATED AGENCIES FOR A PERIOD OF ONE (1) YEAR BEGINNING ON DATE OF AWARD.

GENERAL:

ANY GLASS INSTALLATION IS TO BE COMPLETED AT THE TULSA MAINTENANCE CENTRAL GARAGE WHENEVER POSSIBLE.

TULSA COUNTY CENTRAL GARAGE
2321 CHARLES PAGE BLVD.
TULSA, OKLAHOMA 74103

THE TURN-AROUND TIME REQUIRED FOR AUTOMOTIVE AND TRUCK GLASS WILL BE A MAXIMUM OF SIX (6) HOURS.

PURCHASE ORDERS WILL BE ISSUED BY TULSA COUNTY ON AN AS NEEDED BASIS DURING THE CONTRACT PERIOD.

INSURANCE REQUIREMENTS:

BIDDER SHALL PROVIDE TULSA COUNTY WITH CERTIFICATE OF INSURANCE BOTH GENERAL LIABILITY AND WORKMAN'S COMPENSATION INSURANCE COVERAGE FOR WORK AT THE TULSA COUNTY FACILITIES WITH LIMITS OF NOT LESS THAN \$100,000/\$300,000/\$100,000 WITH EXCESS UMBRELLA LIABILITY OF \$1,000,000.00. BIDDER SHALL SUBMIT THEIR CURRENT INSURANCE WITH THEIR BID.

ALL QUESTIONS REGARDING THIS BID SHOULD BE DIRECTED TO DARREN HENSLEY, MAINTENANCE CENTRAL GARAGE SUPERVISOR AT (918) 596-5195 OR CONNIE McCALLIE WITH THE TULSA COUNTY MAINTENANCE CENTRAL GARAGE AT (918) 596-5197.

Up to 3
on the same
\$39.95 windshield CHIP REPAIR FOR WINDSHIELDS TULSA COUNTY CC#1500 018 0008

COST PLUS * % ON REPLACEMENT OF WINDSHIELDS TULSA COUNTY CC#1500 018 0009

* We will offer a 35% discount off the current NAGS list price with no labor cost

NAGS list price - 35% discount = total replacement price

This Invitation to Bid document is prepared in Microsoft Word Office (Office for Windows 2013) or Adobe Acrobat format. Any alterations to this document made by the Offeror may be grounds for rejection of the proposal, cancellation of any subsequent award, or any other legal remedies available to the County of Tulsa.