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# Request for Proposals

## Fire Apparatus Maintenance Services

#26-100

Issued: May 12, 2026

Questions Due: May 26, 2026, at 2pm EST

Proposals Due: June 11, 2026, at 2pm EST

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## 1 Introduction

The Leland Fire Department is a comprehensive all-hazards emergency services department that offers fire protection, first responder emergency medical services, technical rescue, and public education to the citizens of the Town of Leland, Town of Belville, and unincorporated portions of Northern Brunswick County. The department serves a total area of 60 square miles and a population of nearly 37,000 citizens. The department provides these services out of three fire stations, staffing three engine companies, two truck companies, and a Battalion Chief with approximately sixty full-time sworn personnel, a full-time civilian Administrative Supervisor, and four part-time positions.

Proposals must be received by 2:00 PM on June 11, 2026. Inquiries, amendments, or submissions received after the time and date listed above shall not be considered for evaluation.

Questions and Proposals shall be addressed and delivered to:

Town of Leland  
Finance Department  
Attn: Alley Gallagher, RFP # 26-100  
102 Town Hall Drive  
Leland, NC 28451  
agallagher@townofleland.com

The Town of Leland reserves the right to reject any and all submissions for any reason or no reason. This RFP does not obligate the Town to pay any cost incurred by respondents in the preparation and submission of a response nor does it obligate the Town to accept or contract for any expressed or implied services.

## 2 Purpose

The Town of Leland ("Town") is soliciting proposals for the Town's Fire Apparatus Maintenance Services. Fire Apparatus Maintenance Services pertain to the maintenance and repair of said vehicles utilized by the Town, including all labor, parts, and materials necessary for the various classifications, types, and make/model of vehicles. A list of existing Town-utilized vehicles is attached hereto as Exhibit C and incorporated herein by reference. The number, make/model and composition of vehicles may change without prior notice.

## 3 Scope of Services

The scope of services, operating procedures, proposal forms, and vehicles to be covered are attached herein as Exhibit A, B, C, and D respectively. The Town reserves the right to complete occasional maintenance or repairs by its own staff or another company. The awarded company will not be permitted to refuse to conduct maintenance, repairs or testing because of this or any other variable.

The awarded company's staff must be Emergency Vehicle Technician (EVT) and Automotive Service Excellence (ASE) certified. All maintenance and repairs must comply with NFPA standards of compliance #1911 (Standard for the Inspection, Maintenance, Testing, and Retirement of In-Service Automotive Fire Apparatus). If the awarded company intends to subcontract any services, the subcontractors must be listed on the proposal form. The Town must be notified of changes, additions or

deletions to subcontractors, and the awarded company must receive written approval from the Town in advance of services being performed.

The Town requires use of OEM parts for all services unless specified herein or otherwise approved by the Town in writing prior to repair and/or services.

The awarded company will be required to schedule weekly meetings with designated Town staff to review service performance and provide updates on the status of all service, repair and parts. The awarded company will be required to track the performance of parts delivery, as well as vehicle downtime, and time required for repair and must schedule and present this in quarterly meetings with designated Town staff.

Additionally, the Town reserves the right to perform site visits both prior to selection and during the contract term to evaluate inventory on hand, shop organization, operational efficiency and overall service.

The selected company must maintain adequate insurance for the duration of the Agreement contemplated by this RFP. The cost of such insurance shall be paid by the company. Insurance shall meet or exceed the following coverage limits unless otherwise approved by the Town Manager, or his/her designee, in writing:

- Workers' Compensation coverage as required by the State of North Carolina. If you do not carry Workers' Compensation coverage, you will need to complete an Independent Contractor Form.
- Comprehensive or Commercial General Liability: \$1,000,000 combined single limit per occurrence for bodily injury, personal injury, and property damage, and \$2,000,000 aggregate, or an amount the company and Town mutually agree is satisfactory.
- The Town of Leland must be both named and endorsed as an additional insured on this policy.
- Automobile Liability: \$1,000,000 combined single limit per accident for bodily injury and property damage.

The company shall provide Town with proof of the above-described insurance prior to performing services under the Agreement.

#### 4 Questions

Questions regarding the proposal must be directed to Alley Gallagher, Fleet and Finance Coordinator, in writing, via email at [agallagher@townofleland.com](mailto:agallagher@townofleland.com) no later than May 26, 2026, by 2pm. Answers will be issued in the form of an Addendum within three days from the question deadline. Any/all addenda will be posted to the Town website at <https://www.townofleland.com/rfps-rfqs>. It is the sole responsibility of proposing company to ensure receipt and compliance with any addenda issued by the Town for this project.

Any/all addenda will be issued in writing. No oral statements, explanations, or commitments by anyone shall be of effect unless incorporated in the written addenda.

## 5 Anticipated Schedule

The Town reserves the right to make adjustments to this schedule as necessary.

<b>Preliminary Project Schedule</b>	<b>Date</b>	<b>Time</b>
Issue/Advertise RFP in official advertising publications	May 11, 2026	
Deadline for written questions and clarifications on the RFP	May 26, 2026	2:00 PM
Deadline for submission of Sealed Proposals	June 11, 2026	2:00 PM
Anticipated Award of Contract	June 18, 2026	
Contract Effective Date	July 1, 2026	

## 6 Evaluation and Selection Criteria

Proposals will be evaluated with respect to criteria specifically developed to examine the technical competence and suitability of a prospective company. The Town will only award the contract utilizing the best overall value method of award as permitted by **N.C.G.S. § 143-135.9**, as determined by the information provided in the proposal. The Town may also use information other than that provided by the company in its evaluation. Review criteria will include, but not be limited to, the following:

- Companies who commit to respond to emergency calls within two hours and non-emergency calls within 48 hours (40%)
- Price proposal (40%)
- Responsiveness of the written proposal to the purpose and scope of service, completeness and clarity of all required information, and any supplemental information provided by the company that will demonstrate the quality of services (10%)
- Ability, experience, financial resources, and history of successfully executing the type of work outlined in this RFP; ability to meet projected deadlines; professional judgment, efficiency, and experience performing similar work; location, character, integrity, and reputation of the company (past performance and references) (10%)

The Town reserves the right to interview and/or request demonstrations if deemed necessary in the evaluation process. The Town may perform site visits and conduct interviews with staff and management in the evaluation period.

The Town reserves the right to award any contract to the next most qualified company if the successful company does not execute a contract within ten (10) working days after contract award notification. The Town reserves the right to award all or a portion of the required services to more than one qualified company at the Town's sole discretion.

The initial term of the anticipated Fleet Maintenance Agreement will be 12 months with two 12-month renewal options, for a total of 36 months, starting on July 1, 2026. The Town's decision to exercise its option will be based upon satisfactory performance of fire apparatus maintenance services as determined by the Town. The Town reserves the right, and the company agrees to allow the Town the option to renew, at the Town's sole discretion, for each 12-month term. Renewal options must be executed by March 1 prior to the contract expiration date of June 30 of that year. Either party may terminate the services with 60 days of written notice, confirmed received.

Payment by the Town for services will only be made after the services have been performed and accepted by authorized Town representatives. The Town will require the company to complete the company paperwork and supply a W-9. Payment will be in monthly increments upon receipt of an invoice from the company and approval by the authorized Town representative. The Town has a 30-day payment policy for all invoices. All monthly statements shall be submitted to the Town by the 30th of each month with a listing of all repair order numbers that identify the vehicle asset number, cost of service, and date identified. We ask that you present a pricing template including hourly rate, percentage markup on parts, flat fees for preventative maintenance and any travel fees.

**E-Verify Compliance:**

The Fire Apparatus Maintenance Services contract will require that the selected company and its subcontractors comply with the requirements of Article 2 of Chapter 64 of the North Carolina General Statutes consistent with state law requirements for municipal contracts.

## 7 Submittal Requirements and Format

Proposals are due no later than 2:00 pm on June 11, 2026. Your proposal may be emailed, hand delivered, or mailed to the Town addressed to:

Town of Leland  
Finance Department  
Attn: Alley Gallagher, RFP # 26-100  
102 Town Hall Drive  
Leland, NC 28451  
[agallagher@townofleland.com](mailto:agallagher@townofleland.com)

Your proposal must include all responses to the requirements contained within this RFP and all appendices must be completed in their entirety. Proposals submitted in response to RFP # 26-100: Fire Apparatus Maintenance Services will not be public record until the contract is awarded.

The Town reserves the right to reject any or all proposals which are deemed to be non-responsive, late in submission, or incomplete. The Town reserves the right to accept or reject any or all bids, waive technicalities, and make decisions as it deems its own best interest. This RFP does not obligate the Town to pay any cost incurred by respondents in the preparation or submission of a response, nor does it obligate the Town to accept or contract for any expressed or implied services.

The Town reserves the right to request clarification of information submitted, and to request additional information from any company.

A sample agreement contract is attached as Exhibit E for informational purposes, but the Town may modify this contract to suit the specific services and needs of the Town. If a company has any exceptions to the terms of the sample contract, these must be submitted for consideration with the proposal. Otherwise, the company will be deemed to have accepted the form of the agreement. The Town will not consider changes to its indemnification and insurance. By submitting a proposal, your company agrees to all applicable provisions, terms, and conditions associated with this RFP. This RFP,

your submitted proposal, all appendices and attachments, and stated terms and conditions may become part of the resulting contract.

The Town reserves the right to award any contract to the next most qualified company if the successful company does not execute a contract within ten (10) working days after contract award notification. The Town reserves the right to award all or a portion of the required services to more than one qualified company at the Town's sole discretion.

## Exhibit A: Scope of Services

### General Provisions

The selected company must be able to perform general and preventive maintenance and routine repair services on vehicles and equipment including, but not limited to, brakes, tires, suspension, heat/air conditioning systems, electrical systems, engine, transmission, differential, pumps, filter replacement, DOT inspection, etc. The Town's preference is for the company to have the ability to perform all required services. However, work may be subcontracted. When subcontractors are used, the selected company will be responsible for the performance of the work including, but not limited to, billing, reporting, scheduling, delivery, work quality, and warranty. NFPA standards of compliance: all maintenance and repairs must comply with NFPA 1911 (Standard for the Inspection, Maintenance, Testing, and Retirement of In-Service Automotive Fire Apparatus).

This RFP is divided into vehicle manufacturers, service items, and subitems to allow the award of more than one contract, if it is deemed to be in the Town's best interest.

The selected company must have the ability to provide preventive maintenance and repair services listed in Item E (below) for the fleet inventory listed in Exhibit D. Any exception, including subcontracting, must be noted in the response.

#### A. Preventive Maintenance

The Town vehicles are routinely driven over short distances, with frequent starts and stops, as well as long idle periods. The Service Schedule listed in Item F outlines preventive maintenance requirements due to these types of use conditions.

#### B. Repairs and Maintenance

Provide service and repair to all common mechanical, electrical, and pump systems, as needed.

#### C. Conditions regarding Required Services

Priority of two business days (8 hours per day) turnaround for routine repairs, such as breaks, and routine maintenance is required. Non-routine major repairs should be initiated within 48 hours. Provide adequate inventory of special parts to ensure minimum turn-around on routine and non-routine. Will work together to determine special parts once a vendor is selected.

#### D. Repair Order Content and Procedure

Priority of two business days (8 hours per day) turnaround for routine repairs, such as breaks, and routine maintenance is required. Non-routine major repairs should be initiated within 48 hours. Adequate inventory must be available. Maximum Allowable Downtime per Incident is dependent on the severity and nature of the required repair. Downtime expectations should be defined based on service priority levels (e.g., critical, major, minor), with agreed response and resolution timeframes for each category. Proposals should define category of repair and the associated guaranteed response times (i.e. emergency repairs may be technician on-site within 8 hours for emergency calls).

The company shall provide Repair Orders for all services provided containing the following information:

- Repair estimates with anticipated work to be performed, estimated completion time, and estimated cost signed by Town staff upon pick-up and drop-off. A confirming copy of the final cost shall be mailed and/or e-mailed to the Town upon completion, and a billing copy shall be sent to the Town with the monthly statement.
- Actual work and cost above a written estimate require Town approval prior to work commencing.
- Authorization of work by the Fleet Representative, or designee, is required for all repair orders.
- Individual vehicle charges shall be submitted on separate repair orders for each service visit.
  - The repair order must include:
    - Date the work is performed
    - Town assigned vehicle asset number and make and model
    - Vehicle mileage at the time of service/repair
    - Date in, date out, and time completed
    - Detail type of service, hours, material used, and cost associated with each
    - Subcontracted repair orders containing the same information shall be attached to the repair order
  - The selected company guarantees and warrants that all material furnished, and all services performed will be free from defects in material and workmanship and will be warranted by the selected company for a minimum of 120 days, 4,000 miles, or the length of time of any warranty given by the manufacturer, whichever is greater, after acceptance. The selected company shall remedy all such defects at his or her own expense within one (5) working day after notification by the Town.
  - Warranty and subcontracted repair orders need to be provided by the selected company. The selected company shall be the prime contractor; however, subcontractors may be used by the selected company. The selected company assumes responsibility for the work of its subcontractors. The charges for such services to the Town shall be the amount of the subcontractor's invoice for services performed, or the contract price, whichever is less.

**E. Minimum Warranty Period for Labor and Parts**

A minimum warranty period of 60-90 days shall be provided for labor. Part warranties shall follow the applicable manufacturer's warranty terms.

**F. Hours of Operation**

Normal business hours shall be no less than Monday through Friday 8 AM – 5 PM.

**G. Service Schedule**

<b>PM</b>	<b>PM Focus</b>	<b>Cycle</b>
PM-1	Complete chassis service to include Oil, oil filter, fuel filter, lubrication of all components.	Annually (first PM of the physical year to be performed during the Spring)
PM-1.1	Complete Pump Test	Annually (during the first PM of the physical year to be performed during the month of May)
PM-2	Complete chassis service, pump service, Transmission Service to include oil, oil filter, fuel filter, coolant filter, transmission filter, transmission fluid, air filter, embers filter, air dryer cartridge.	Annually (during the second PM of the physical year to be performed during fall)
PM-2.1	DOT Inspection	Annually (during the second PM of the physical year to be performed during the month of November)
PM-2.2	UL Non-destructive Ladder Test	Annually (during the second PM of the physical year to be performed during the Fall but before the end of November)

## Exhibit B: Operation Procedures for Fire Apparatus Maintenance Services

This Exhibit sets forth the operating policy and procedures for servicing Town vehicles and equipment. It discusses maintenance scheduling procedures and invoicing requirements as well.

Contracted maintenance facilities are expected to provide prompt, courteous, and competent service. Garage staff must be knowledgeable about service procedures and initiate the service transaction within 30 minutes of their arrival and/or when the service call is placed. It is important that the service desk is staffed adequately to provide efficient customer service in a timely manner.

To assist the selected company with the maintenance program, the Town will provide:

1. Listing of covered vehicles (Exhibit D), updated as necessary
2. Town preventive maintenance schedule (Service Schedule)
3. Designated Town staff contacts

### A. Safety Checks

The selected company shall perform a safety check in conjunction with all maintenance requirements listed within this RFP. These safety checks shall be performed each time a vehicle is brought in for service.

- ✓ Tires – Visually check condition.
- ✓ Lights – Check directional signaling devices and emergency light systems for proper operation.
- ✓ Seat belt – Check operation of seat belts.
- ✓ Windshield Wipers and Washers – Check condition of wiper arms and blades. Check aim and flow of washer spray. Fill washer reservoir with washer solvent.
- ✓ Fluid Levels – Check and replenish fluid levels in transmission, differential, steering sector of power steering pump, and master cylinder. Inspect all units for leakage and clogging.
- ✓ Battery – Check condition of heat shield, hold-down clamps, and cable ends. Clean top and terminals as necessary.
- ✓ Heater-Defroster-Air Conditioner Systems and Wiper Controls – Check switches, valves, and ducting doors for proper operation.
- ✓ Exhaust System – Visually inspect complete exhaust system including catalytic converter and heat shielding.
- ✓ Frame/Sub-Frame and Cross Member – Visually check for “driver-over” and/or vehicular damage and fatigue.
- ✓ Drive Shaft U-Joints/CV Joints – Conduct a “look” and “shake” inspection for seal leakage and joint failure.
- ✓ Critical Components – Check condition of all under-hood heat shields and the routing of all hoses and wiring to ensure maximum protection from radiated exhaust heat. Inspect all coolant hoses, fuel line hoses, power steering hoses, engine accessory belts, and other under-hood plastic or rubber components.
- ✓ Brakes – Inspect all brake line hoses and the master cylinder for signs of leaks or damage. Inspect front and rear pads, brake linings, wheels cylinders, and parking brake cables and linkage. Report estimate of remaining line of pads and shoes.
- ✓ Starter/Charging System – Electronically check starter motor cranking speed and current draw. Check the alternator charging rate.

- ✓ Cooling System – Visually inspect entire system for leaks, damage, or other signs of needed repair.
- ✓ Pump System – Visually inspect entire system for leaks, damage, or other signs of needed repair.
- ✓ Aerial Ladders – Visually inspect entire system for hydraulic leaks, damage, or other signs of needed repair.

**B. Scheduling of Maintenance and Service Procedures**

1. The Town has designated the Logistics Captain as the Fleet Representative (FR); the FR, or designee(s), is the selected company's primary contact with the Town.
2. The selected company shall identify a single individual to serve as the responsible contact for daily communication with the Town regarding vehicle scheduling and vehicle status update(s).
3. The FR contacts the selected company's representative between 8:00 AM and 5:00 PM on weekdays to determine the status of vehicles and/or equipment being serviced. The representative shall provide accurate and timely information to the FR on vehicle status.
4. For other services, the vehicle will be provided to the company selected at a mutually agreed location, with the highest likelihood of being a town fire facility.
5. The selected company shall contact the FR, or designee, and provide an estimate and obtain authorization to proceed. For services estimated at over \$1500.00, the selected company must obtain FR approval.
6. After the service and/or repair is completed, the selected company shall:
7. Complete a Vehicle Service Order, specific to each issue.
8. For PM services, and DOT inspections, the selected company will place a service reminder label on the driver's side windshield stating the next maintenance mileage and date for routine preventive maintenance as well as the DOT inspection record in the interior door panel.
9. At the completion of each workday, the selected company will coordinate an onsite meeting to provide an update of work completed to the FR or designee, as well as a written report providing detailed notes.
10. When repairs cannot be accomplished at the selected company's facility or a Town approved subcontractor facility, the selected company must contact the FR or designee for instructions. No repairs shall be made by non-authorized facilities without notification of the FR.
11. The selected company will be responsible for loss and damage to all Town vehicles under its custody and/or control.
12. All repair parts are to be original equipment manufacturer (OEM) or equivalent. Exceptions will be individually considered by the FR, or designee, on a case-by-case basis.

**C. Preventive Maintenance**

The FR, or designee, will notify the selected company for specific dates upon which vehicles will be ready for service.

The preventive maintenance services will be in accordance with the Service Schedule provided in Exhibit A, Item G.

**D. Non-Preventive Maintenance Service and Emergencies**

- i. Non-routine maintenance, other than emergencies, will be handled by appointment through the FR, or designee. If a Town employee delivers a vehicle to the selected company's facility Monday through Friday between 8:00 AM and 5:00 PM requesting service without notification from the Town, the selected company will call the FR, or designee, for instructions on how to proceed.
- ii. If a Town vehicle has a breakdown or is involved in an accident after business hours, depending on the breakdown or accident, it will be towed to the appropriate facility. In such a situation, the selected company shall contact the FR, or designee, for further instructions.
- iii. The service provider will provide road service substantially similar to the type of service provided at its primary place of business such as dead battery replacement, broken lights replacement etc. as well as non-repair types of service such as apparatus pump issue of aerial device issues.

Exhibit C: Proposal Form

**I. MANAGEMENT INFORMATION**

The selected company, and its subcontractor(s), must have prior successful experience performing maintenance and repair services on automobiles, trucks, and other vehicles, must be licensed to conduct business in the State of North Carolina, and must possess all permits, licenses, certifications, approvals, equipment, materials, and staff necessary to perform and/or carry out the requirements of the contract. It is vitally important that the selected business has staff who are Emergency Vehicle Technician (EVT) Certified. NFPA standards of compliance: all maintenance and repairs must comply with NFPA 1911 (Standard for the Inspection, Maintenance, Testing, and Retirement of In-Service Automotive Fire Apparatus). Additionally, it is expected that staff will all be Automotive Service Excellence (ASE) certified to complete all work. Please list what warranty work you are able to perform.

Please provide the information requested below. Attach additional sheets, if necessary, to provide required information.

1. SHOP PROFILE RESPONSIBILITY

SHOP NAME: \_\_\_\_\_

NAME OF SHOP OWNER(S): \_\_\_\_\_

SHOP ADDRESS: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

FAX NUMBER: \_\_\_\_\_

NUMBER OF YEARS IN BUSINESS: \_\_\_\_\_

NUMBER OF YEARS IN BUSINESS AT THIS LOCATION: \_\_\_\_\_

AUTOMOTIVE REPAIR DEALER LICENSE NO: \_\_\_\_\_

2. PROXIMITY TO LELAND TOWN HALL (102 Town Hall Drive): \_\_\_\_\_ MILES

3. NAME OF SHOP MANAGER(S): \_\_\_\_\_

State the duties and qualifications of shop manager(s):

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



**II. REFERENCES AND QUALIFICATIONS**

- 1. Describe the company’s experience providing fire apparatus maintenance services, including the number of years in business and type of services provided.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

- 2. Please provide three (3) commercial fleet maintenance client references which the company has provided service within the last five (5) years, their size of fleet by vehicle type, years of contract relations, and type and frequency of the services provided. Please identify the contact person and phone number for each. Use additional sheets if necessary.

Company Name \_\_\_\_\_

Company Address \_\_\_\_\_

Company Phone \_\_\_\_\_

Contact Person \_\_\_\_\_

Fleet Size/Type \_\_\_\_\_

Years of Contract \_\_\_\_\_

Frequency of Service \_\_\_\_\_

Company Name \_\_\_\_\_

Company Address \_\_\_\_\_

Company Phone \_\_\_\_\_

Contact Person \_\_\_\_\_

Fleet Size/Type \_\_\_\_\_

Years of Contract \_\_\_\_\_

Frequency of Service \_\_\_\_\_

Company Name \_\_\_\_\_

Company Address \_\_\_\_\_

Company Phone \_\_\_\_\_

Contact Person \_\_\_\_\_

Fleet Size/Type \_\_\_\_\_

Years of Contract \_\_\_\_\_

Frequency of Service \_\_\_\_\_

3. Approximately what percent of the company's work is currently derived from fleet business?

\_\_\_\_\_ %

4. Has the company ever been the subject of a Better Business Bureau action within the past seven years? Yes \_\_\_\_\_ No \_\_\_\_\_ If yes, please describe:

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

5. Has the company been subject to any litigation, criminal proceedings, regulatory investigation, or governmental enforcement action within the past seven years.

Yes \_\_\_\_\_ No \_\_\_\_\_ If yes, please describe:

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

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6. Are you currently or have you ever previously provided repair services to other government entities?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, please list the entity names, contact person(s), and phone number(s):

Entity Name \_\_\_\_\_

Contact Person \_\_\_\_\_

Contact Phone Number \_\_\_\_\_

Entity Name \_\_\_\_\_

Contact Person \_\_\_\_\_

Contact Phone Number \_\_\_\_\_

Entity Name \_\_\_\_\_

Contact Person \_\_\_\_\_

Contact Phone Number \_\_\_\_\_

7. Briefly describe your interest in servicing the Town's fire apparatus fleet (See attached list of vehicles in Exhibit D) and what factors make you the best candidate.

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**III. SUPPLEMENTAL QUESTIONNAIRE**

1. What procedures are followed to ensure the successful completion of service work prior to the vehicle being released to the customer?

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2. The Town expects 8-hour turnaround time for preventative and 48-hour turnaround time non-routine repair services. Can you meet this standard and provide quality repair work?

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3. Please specify whether Original Equipment Manufacturer (OEM) or after-market parts will be used for repairs? If after-market parts are used, please explain under what circumstance(s). Please be aware the Town requires use of OEM parts for all services unless specified herein or otherwise approved by the FR, or designee, prior to repair/all services.

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4. Please note after-hours emergency services availability.

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5. Describe the availability of secure parking spaces for vehicles awaiting repairs or pick-ups.

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**IV. FACILITY DESCRIPTION**

1. How many bays are available for vehicles? \_\_\_\_\_

2. Indicate the number and type of vehicle lifts in the shop. Describe the diagnostic and service equipment currently used. List equipment by function, make, model, and age.

Equipment/Function	Make	Model	Age

- 3. Describe what provisions and procedures you have in place to dispose of hazardous substances, such as oils and coolants.

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- 4. Do you have a certified emissions specialist on staff? Yes \_\_\_\_\_ No \_\_\_\_\_

- 5. Do you have an electrical systems specialist on staff? Yes \_\_\_\_\_ No \_\_\_\_\_

- 6. The Town requires the company to coordinate warranty work. Please describe how you would perform that process and which dealership/service departments you will use. Please provide the name of each dealership, shop location, and phone number.

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Dealership Name \_\_\_\_\_

Dealership Location \_\_\_\_\_

Contact Number \_\_\_\_\_

Dealership Name \_\_\_\_\_

Dealership Location \_\_\_\_\_

Contact Number \_\_\_\_\_

Dealership Name \_\_\_\_\_

Dealership Location \_\_\_\_\_

Contact Number \_\_\_\_\_

Dealership Name \_\_\_\_\_

Dealership Location \_\_\_\_\_

Contact Number \_\_\_\_\_

7. Can you perform emergency roadside service if required? Yes \_\_\_\_\_ No \_\_\_\_\_

**V. SUBCONTRACTORS**

Companies unable to perform all services listed herein may subcontract out services outside of their expertise. However, the selected company responding to this RFP shall be considered the prime contractor and therefore will be responsible for all services rendered. Proposals must include names and addresses of all subcontractors to be used in conjunction with the contract.

Indicate what work is proposed to be performed by each subcontractor(s). Indicate on the following list the name and location of all subcontractors.

ENGINE WORK			
Service	Subcontractor	Primary Contact	Phone Number
Minor Work			
Major Rebuild/ Repair			

ELECTRICAL		
Subcontractor	Primary Contact	Phone Number

<b>DRIVABILITY</b>			
<b>Service</b>	<b>Subcontractor</b>	<b>Primary Contact</b>	<b>Phone Number</b>
<b>Tune Up</b>			
<b>Fuel System</b>			
<b>Ignition System</b>			
<b>Coolant System</b>			

<b>HEATING/AIR CONDITIONING</b>		
<b>Subcontractor</b>	<b>Primary Contact</b>	<b>Phone Number</b>

<b>POWER TRANSMISSION</b>		
<b>Subcontractor</b>	<b>Primary Contact</b>	<b>Phone Number</b>

<b>CHASSIS</b>			
<b>Service</b>	<b>Subcontractor</b>	<b>Primary Contact</b>	<b>Phone Number</b>
<b>Steering</b>			
<b>Suspension</b>			
<b>Tires</b>			
<b>Wheels</b>			

<b>BRAKES</b>		
<b>Subcontractor</b>	<b>Primary Contact</b>	<b>Phone Number</b>

<b>BODY REPAIR</b>		
<b>Subcontractor</b>	<b>Primary Contact</b>	<b>Phone Number</b>

<b>AERIAL SYSTEMS</b>		
<b>Subcontractor</b>	<b>Primary Contact</b>	<b>Phone Number</b>

<b>OTHER</b>			
<b>Service</b>	<b>Subcontractor</b>	<b>Primary Contact</b>	<b>Phone Number</b>

All repair parts are to be OEM or equivalent. Exceptions will be individually considered on a case -by-case basis. The price for each service shall include parts, labor, and all necessary fluids, and free fluid to top off between service intervals. Service reminder stickers are required for each service.

The selected company must state the unit price separately for each item and extend the total. Unit prices shall include all packing charges. Unit prices will be used as a basis for award when an error in extending total amounts occurs. A company who restricts offers the basis of "Lots" or "All or None" must clearly indicate such restrictions in writing in the proposal.

The Town is required to pay sales and use taxes for all goods and services. Taxes should NOT be included in the bid prices. Applicable taxes will be added to the invoice as a separate item.

**VI. COST AND CONDITIONS**

Services/Cost	Fire Apparatus Vehicle	
	Labor Hour	Material Cost
<b>Scheduled Preventive Maintenance:</b>		
Service PM - 1		
Service PM - 1.1		
Service PM - 2		
Service PM - 2.1		
Service PM – 2.2		
Cost of Hourly Labor Rate Normal	\$	-----
Cost of Hourly Labor Rate for Emergency	\$	-----
Cost of Hourly Labor Rate for Mechanical	\$	-----
Cost of Hourly Labor Rate for Diagnostic	\$	-----
Cost of Hourly Rate for Pump Work	\$	-----
Cost of Hourly Labor Rate for Aerial Work	\$	-----
Replacement Dealer Parts (Price plus markup %)	-----	%
Replacement Non-Dealer Parts (Price plus markup %)	-----	%

**Conditions:**

1. Prices for the services listed above must include all labor and material needed to complete the services specified.
2. Prices proposed in this section are firm fixed prices for the initial period of the contract (two years).
3. All repair parts are to be OEM or equivalent. Exceptions will be individually considered on a case-by-case basis. The price for each service shall include parts, labor, and all necessary fluids, and free fluid to top off between service intervals.
4. Provide breakdown of labor hours for each periodic repair item and indicate any exceptions, if applicable. Labor hours shall be repaired time, not factory time.
5. Unless otherwise specified and/or agreed to, all services performed will be free from defects in material and workmanship and will be warranted for a minimum of 120 days or 4,000 miles, or the length of time of any warranty given by the manufacturer or rebuilder/manufacturer, whichever is greater, after acceptance.

**Exhibit D: Inventory of Existing Town Fire Apparatus\***

Asset Number	VIN	Tag Number	Year	Make	Model	Mileage 2/2026
7202	4S7HT2D917C057202	48337T	2007	Spartan	Crimson Engine	87011
7203	4S7HT2D937C057203	48336T	2007	Spartan	Crimson Engine	82492
0075	1F9KC2CK2RH140075	78824W	2024	KME	Engine	10976
8144	1K9AF4S86NN058144	42214W	2022	KME	Engine	61917
0042	1F9807834NH140042	73629W	2022	KME	Aerial	17246
6882	4S7HT2M907C056882	15167W	2007	Spartan	Rescue	54197
2211	4P1CT02U92A002211	86600W	2002	Pierce	Pumper	31000
0117	1F9KC2CK6SH140117	88450W	2025	KME	Engine	2310
Engine 51	Coming May 2026	UNK	2026	Pierce	Enforcer	
Tuff Truck	Coming Fall 2026	UNK				
New Engine 52	Coming January 2027	UNK				

\*Subject to change

## Exhibit E: Fire Apparatus Maintenance Service Agreement

**AGREEMENT BETWEEN THE TOWN OF LELAND  
AND \_\_\_\_\_  
FOR FIRE APPARATUS MAINTENANCE SERVICES**

This Fire Apparatus Maintenance Service Agreement (“Agreement”) is entered into on by and between the TOWN OF LELAND (“TOWN” herein), a municipal corporation organized and existing under the laws of the State of North Carolina, and \_\_\_\_\_, (hereinafter “COMPANY”), a [ insert type of entity and state of organization of company] (collectively referred to as “PARTIES”).

THE PARTIES HEREBY AGREE AS FOLLOWS:

1. **SCOPE OF SERVICES:** COMPANY shall perform all services described in the TOWN’S Request for Proposal for Fleet Maintenance Services, issued on \_\_\_\_\_ 2026 (“RFP – Exhibit A”) and COMPANY’S proposal, dated \_\_\_\_\_ 2026, in response to said RFQ (“Proposal – Exhibit B”), both of which are attached hereto and incorporated herein by reference as if fully set forth as part of this Agreement. COMPANY shall, at its sole cost and expense, furnish all facilities and equipment which may be required for furnishing services pursuant to this Agreement.
2. **ACCIDENT REPORTS:** COMPANY shall immediately report (as soon as feasible, but not more than 24 hours) to the Fleet Representative, or designee, any accident or other occurrence causing injury to persons or property during the performance of this Agreement. The report shall be made in writing and shall include, at a minimum: (a) the names, addresses, and telephone numbers of the persons involved, (b) the names, addresses and telephone numbers of any known witnesses, and (c) the date, time, and a description of the accident or other occurrence.
3. **LICENSES AND PERMITS:** COMPANY represents and warrants to the TOWN that all the services shall be provided by a person or persons duly licensed by the State of North Carolina to provide the type of services to be performed under this Agreement and that COMPANY has all the permits, qualifications, and approvals of whatsoever nature which are legally required for COMPANY to perform the services under this Agreement. COMPANY represents and warrants to TOWN that it shall, at its sole cost and expense, keep in effect at all times during the term of this Agreement any licenses, permits, and approvals which are legally required for COMPANY to perform the services under this Agreement.
4. **TERM:** This Agreement shall commence on \_\_\_\_\_ and shall continue in full force and effect until \_\_\_\_\_. The TOWN reserves the right, and COMPANY agrees to allow the TOWN the option to renew, at the TOWN’S sole discretion, an additional 12-month term by written notice to COMPANY prior to the expiration of the initial term. The total duration of this Agreement, including the exercise of any option under this clause, shall not exceed a total of forty-eight (48) months.

5. COMPENSATION AND PAYMENT: Payments to COMPANY by the TOWN shall be made within thirty (30) days after receipt by the TOWN of COMPANY'S itemized invoice.

The TOWN shall pay COMPANY based on the Repair Order Content and Procedures set forth in the RFP-Exhibit A and at the rates and charges set forth in COMPANY'S Proposal-Exhibit C. The TOWN shall have the right, upon reasonable notice to COMPANY, to perform an audit of the COMPANY'S relevant records pertaining to the COMPANY's charges under this Agreement and any extension of this AGREEMENT.

6. INDEPENDENT CONTRACTOR: COMPANY shall be deemed at all times to be an independent contractor and shall be wholly responsible for the manner in which COMPANY performs the services required of COMPANY by the terms of this Agreement. COMPANY shall be liable for its acts and omissions, and those of its employees, subcontractors, and its agents. Nothing contained herein shall be construed as creating an employment, agency, joint venture or partnership relationship between the TOWN and COMPANY. COMPANY'S officers, employees, agents, or subcontractors, if any, are not entitled to participate in any employment benefits available to Town employees.
7. ASSIGNMENT/DELEGATION: The parties agree that the expertise and experience of COMPANY are material considerations for this Agreement. COMPANY shall not assign or transfer any rights, duties, obligations, or interest in this Agreement nor the performance of any of COMPANY'S obligations hereunder, without the prior written consent of the TOWN'S Manager, or his or her designee, and any attempt by COMPANY to so assign this Agreement or any rights, duties, or obligations arising hereunder shall be void and of no effect and a breach of this Agreement. Consent to any single assignment or transfer shall not constitute consent to any further assignment or transfer.

8. INDEMNIFICATION

- 8.1 COMPANY, to the fullest extent permitted by law, shall protect, defend (with counsel acceptable to TOWN), indemnify, and hold harmless the TOWN, its elected officials, officers, employees, and agents (each an "Indemnified Party") from and against any and all actions, causes of actions, demands, claims, losses, expenses (including reasonable attorney's fees, expert's fees, court costs, and disbursements) or liability (collectively called "Actions") of any nature, including death or injury to any persons, property damage, or any other loss, resulting from, arising out of, or in any manner related to performance or nonperformance by COMPANY, its officers, employees, agents, or subcontractors under this Agreement, regardless of whether or not it is caused in part by an Indemnified Party. The acceptance of COMPANY'S services by the TOWN shall not operate as a waiver of such right to indemnification.
- 8.2 COMPANY acknowledges and agrees that it has an immediate and independent obligation to defend the TOWN, its elected officials, officers, employees, and agents from any claim or Action which potentially falls within this indemnification provision, which obligation shall arise at the time such claim is tendered to COMPANY by TOWN and continues at all times thereafter. The provisions of this section shall survive the

expiration or termination of this Agreement and are not limited by any provisions relating to insurance in this Agreement.

8.3 All the COMPANY'S obligations under this section are intended to apply to the fullest extent permitted by law.

9. INSURANCE REQUIREMENTS: COMPANY agrees to have and maintain the policies set forth in the General Considerations entitled "Insurance and License" which is attached hereto as Exhibit C and incorporated in this Agreement by reference as if set forth in full. All policies, endorsements, certificates, and/or binders shall be subject to approval by the Town Attorney. These requirements are subject to amendment or waiver only if so approved in writing by the Town Attorney. COMPANY shall not commence work until all insurance required hereunder has been submitted and approved. A lapse in any required amount or type of insurance coverage during this Agreement shall be a material breach of this Agreement by COMPANY
10. INSPECTION OF RECORDS: COMPANY shall maintain full and accurate records with respect to all matters covered under this Agreement for three (3) years from the date of final payment to COMPANY for services rendered pursuant to this Agreement and any extension of this Agreement. During such period, TOWN, upon reasonable notice to COMPANY, shall have the right to examine and audit the records and to make transcripts therefrom. Copies of such documents shall be provided to the TOWN for inspection at Town Hall when it is practical to do so. Otherwise, unless an alternative is mutually agreed upon, the records shall be available for inspection or audit at COMPANY'S address indicated for receipt of notices in this Agreement during COMPANY'S normal business hours. Where the TOWN has reason to believe that such records or documents may be discarded due to dissolution, disbandment, or termination of COMPANY'S business, or closure of the local office of COMPANY'S business, the TOWN may, by written request by the Town Attorney, require that custody of the records be given to the TOWN and that the records and documents be maintained at Town Hall. Access to such records and documents shall be granted to any party authorized by COMPANY, COMPANY'S representatives, or COMPANY'S successor-in-interest.
11. CONFLICT OF INTEREST: COMPANY shall at all times avoid conflicts of interest and take reasonable steps to avoid appearances of conflicts of interest in the performance of this Agreement. Without limiting the foregoing, COMPANY, including its officers, employees, and subcontractors, specifically covenants that it presently has no interest, and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with COMPANY'S performance of its service hereunder. COMPANY further covenants that no one who has or will have any financial interest under this Agreement is an officer or employee of the TOWN.
12. NON-DISCRIMINATION & NON-HARASSMENT: COMPANY shall comply with all applicable federal, state, and local laws, rules, and regulations with respect to nondiscrimination and non-harassment in employment because of race, color, ancestry, national origin, religion, sex, marital status, age, sexual orientation, medical condition, physical handicap, or any other protected class as provided by law.

13. E-VERIFY REQUIREMENT: As required by N.C.G.S. § 143-133.3, the Town of Leland may not enter a contract unless the Company and any of its subcontractors comply with the requirements of Article 2 of Chapter 64 of the North Carolina General Statutes. By submitting a proposal, the Company certifies that it follows these requirements and will continue to comply with these requirements throughout the term of any resulting contract.
14. Public Records & Confidentiality: All proposals received by the Town shall become the property of the Town and are subject to the North Carolina Public Records Law (N.C.G.S. Chapter 132). Any information that the Company deems a "Trade Secret" as defined by N.C.G.S. § 66-152(3) must be clearly marked "CONFIDENTIAL" and "TRADE SECRET." However, the Company understands that the Town is bound by law to provide access to public records and may be required to disclose such information upon request or court order.
15. Iran Divestment Act Certification: As provided in **N.C.G.S. § 147-86.55 et seq.**, any person or entity identified on the Final Divestment List, created by the North Carolina State Treasurer pursuant to **N.C.G.S. § 147-86.58**, is ineligible to contract with the State of North Carolina or any political subdivision of the State. By submitting this proposal, the Company certifies that it is not on the State Treasurer's Final Divestment List and will not utilize any subcontractor on such list.
16. Companies Boycotting Israel Divestment: Pursuant to **N.C.G.S. § 147-86.81**, the Company certifies that: (i) it is not identified on the Final Divestment List or any other list of prohibited companies created by the State Treasurer pursuant to **N.C.G.S. § 147-86.81**; and (ii) it will not utilize any subcontractor in the performance of this contract that is identified on such list.
17. TERMINATION FOR CONVENIENCE: At any time and without cause, the TOWN shall have the right, in its sole discretion, to terminate this Agreement by giving written notice to the COMPANY. In the event of such termination, the TOWN shall pay COMPANY for adequate services rendered prior and up to the termination date, but no other form of compensation shall be owed to COMPANY by TOWN.
18. TERMINATION FOR NON-APPROPRIATION: The Town of Leland is a governmental entity, and the contract validity is based upon the availability of public funding. In the event that public funds are not appropriated for the performance of Town of Leland's obligations under this contract, then this contract shall automatically expire without penalty to the Town of Leland (30) days after written notice to COMPANY of the unavailability and non-appropriation of public funds.
19. DIRECTION OF WORK: COMPANY'S work shall be performed and completed under the direction of the TOWN'S Fleet Manager, or his or her designee, provided, however this direction does not pertain to the methods and means in which COMPANY performs COMPANY's obligations under this Agreement

20. GOVERNING LAW: This Agreement shall in all respects be governed by the law of the State of North Carolina without regard to its conflicts of law rules. Litigation arising out of or connected with this Agreement shall be instituted and maintained exclusively in the courts of Brunswick County in the State of North Carolina. The PARTIES consent to jurisdiction over their person and over the subject matter of any such litigation in such courts, and further consent to service of process issued by such courts.
21. COMPLIANCE WITH LAWS: COMPANY shall comply with all applicable laws, ordinances, codes, and regulations of the federal, state, and local governments in COMPANY's performance of its obligations under the Agreement and any extension hereof.
22. WAIVER: Waiver of any breach or isolation of any term or condition of this Agreement shall not be deemed to be a waiver of any other term or condition contained herein or a waiver of any subsequent breach or violation of the same or any other term or condition. The acceptance of TOWN of the performance of any work or services of COMPANY shall not be deemed to be a waiver of any term or condition of this Agreement.
23. SEVERABILITY: Each provision of this Agreement is intended to be severable. If any term of any provision shall be determined, by a court of competent jurisdiction, to be illegal or invalid for any reason whatsoever, such provision shall be severed from this Agreement and shall not affect the validity of the remainder of this Agreement.
24. AMBIGUITY: The parties acknowledge that this is a negotiated agreement, that they have had the opportunity to have this Agreement reviewed by their respective legal counsel, and that the terms and conditions of this Agreement are not to be construed against any party on the basis of such party's draftsmanship thereof.
25. HEADINGS: The section headings contained in this Agreement are inserted for convenience only and shall not affect, in any way, the meaning or interpretation of this Agreement.
26. TIME: Time is the essence of this Agreement. Any reference to days means calendar days, unless otherwise specifically stated.

THE TERMS AND CONDITONS OF THIS AGREEMENT ARE HEREBY ACKNOWELGDG AND AGREED TO:

**TOWN OF LELAND**

\_\_\_\_\_  
Company Name

**102 Town Hall Drive**

\_\_\_\_\_  
Address

**Leland, NC 28451**

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

**Federal ID # 56-1685672**

**Federal ID#** \_\_\_\_\_

\_\_\_\_\_  
David Hollis, Town Manager

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

**APPROVED AS TO FORM:**

\_\_\_\_\_  
Joshua Hall, Staff Attorney, Town of Leland      Date

PREAUDI: This instrument has been preaudited in the manner required by the Local Government

Budget and Fiscal Control Act, this the \_\_\_\_\_ day of \_\_\_\_\_, 2026.

\_\_\_\_\_  
Carly Hagg, Finance Director, Town of Leland



Town of  
**Leland**

Growing our future. Nourishing our roots.