



Town of Fountain Hills
16705 East Avenue of the Fountains
Fountain Hills, Arizona 85268
Phone: 480-816-5100
Fax: 480-837-3145

**REQUEST FOR QUOTATION
FOR
SWEEPER AND FLOOR SCRUBBER
MAINTENANCE, SERVICE AND REPAIR**

C2017-112

All quotes due by May 17, 2017, at 3:00 P.M., Local Time, Phoenix, Arizona.

The Town of Fountain Hills (the "Town") is seeking a licensed and qualified Vendor to provide all material and labor required as described below on an as-needed basis for a period of one year, with up to four renewable one-year options.

Section I – Project Information

Vendor will provide on-site maintenance, service and repair on Town sweepers and floor scrubbers upon request (the "Services"). Vendor will provide an estimate of all costs prior to Services being performed.

The Contract created by this request and the resulting quotation will automatically renew for up to four successive one-year terms, unless the Vendor notifies the Town in writing of its desire to terminate the Contract. If extended, the then-current prices shall be applicable during the subsequent renewal year unless the Vendor notifies the Town in writing of any rate increase and the Town approves the increase with an authorized signature, prior to the end of the then-current term.

Section II – Instructions and Conditions

1. This is an indefinite quantity and indefinite delivery Agreement for Services, which shall only be provided when the Town chooses to move forward with a pending project and proper authorization and documentation have been approved. The Town does not guarantee any minimum or maximum amount of Services will be requested under this Agreement.
2. All quotations must contain the quoting firm's name and be signed by an authorized agent, officer or employee.
3. Award will be made to the Vendor whose quotation is the most advantageous to the Town.
4. Please attach your Quotation behind the Exhibit A cover sheet and submit this document to the address above.

If you need additional information or have questions please contact Kevin Snipes by email ksnipes@fh.az.gov.

Section III – Pricing

The Quotation shall be attached hereto as Exhibit A and shall contain pricing. **Note:** Prices offered shall include applicable state and local taxes.

Section IV – Execution and Submission

By executing this document and submitting a quotation to the Town of Fountain Hills, the authorized agent agrees (i) he/she has read the Town’s Standard Terms and Conditions, dated April 14, 2016, as set forth on the Town of Fountain Hills website (<http://www.fh.az.gov/po-terms>), which are incorporated into and become a part of the company’s quotation offer as if set forth fully herein and (ii) the company shall be bound by the Standard Terms and Conditions, dated April 14, 2016. By signing below the company is offering to provide the services set forth in Exhibit A and upon written acceptance of the company’s offer by the Town, it will have entered into a binding agreement. The offer shall be considered held open for 60 days from the quotes due date set forth above. ****Accepted as modified on the attached.**

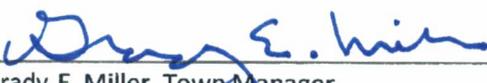
Signature:  Date: 5.25.2017
Printed Name: Diane Zanish Title: Sr. Contract Specialist
Company Name: Tennant Sales and Service Company
Address: 701 N. Lilac Drive
City: Minneapolis State: MN Zip: 55422
Email Address: diane.zanish@tennantco.com Telephone No. _____

The total contract amount, including all renewal terms, may not exceed \$49,999.99. Contracts for \$50,000 or more will not be authorized and will require a formal procurement process.

ACCEPTANCE OF OFFER AND CONTRACT AWARD (For Town of Fountain Hills Use Only)

The Vendor’s Offer is hereby accepted. The Vendor shall not commence any billable work or provide any materials or service under this Contract prior to the date this Contract is executed.

Town of Fountain Hills, an Arizona municipal corporation

 Date: 5/25/2017
Grady E. Miller, Town Manager

Town Attorney Approval: 2117150

GR
5/25/17

Tenant Sales and Service Company modification to the Town of Fountain Hills Standard Terms and Conditions found at <http://www.fh.az.gov/po-terms>

Section 3.3 (J) With respect to the insurance certificate requirements, our insurer uses Accord Form 25 (2016/03), and can only provide the following language regarding cancellation notice: "SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS."

EXHIBIT A
TO
REQUEST FOR QUOTATION
FOR
SWEEPER AND FLOOR SCRUBBER
MAINTENANCE, SERVICE AND REPAIR

[Vendor's Quotation]

TennantTrue[®] Service

Optional equipment performance and reduced total cost of ownership



Prepared for:

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TOWN OF FOUNTAIN HILLS
15900 E GOLDEN EAGLE BLVD
FOUNTAIN HILLS, Arizona, 85268-1848

Prepared On:

Apr-25-2017

S30	Term	36	Service Hours	25				
Used Machine?	Hassle Free	Gold	Silver	Pay As You Go	Block of Time - Weekly	Block of Time - Bi-Weekly	Road Runner	On Demand
Monthly Rate			\$104.00					
Annually			\$1,223.00					
Pre Pay 36 mo			\$3,594.00					
Per Visit			\$497.00					
Hourly Labor Rate	Only for catastrophic events	See Below		\$93.00				\$115.00
Site Visit Charge				\$96.00				\$96.00

Machine 2	Term		Service Hours					
Used Machine?	Hassle Free	Gold	Silver	Pay As You Go	Block of Time - Weekly	Block of Time - Bi-Weekly	Road Runner	On Demand
Monthly Rate								
Annually								
Pre Pay 36 mo								
Per Visit								
Hourly Labor Rate	Only for catastrophic events	See Below						
Site Visit Charge								

Machine 3	Term		Service Hours					
Used Machine?	Hassle Free	Gold	Silver	Pay As You Go	Block of Time - Weekly	Block of Time - Bi-Weekly	Road Runner	On Demand
Monthly Rate								
Annually								
Pre Pay 36 mo								
Per Visit								
Hourly Labor Rate	Only for catastrophic events	See Below						
Site Visit Charge								

**All rates and fees above reflect service for one (1) unit with the exception of Block of Time service.

** **Customer Abuse/Misuse** service calls include a Site Visit Charge and will be billed at the current "Pay As You Go" Hourly Labor Rate. Parts will be billed at list price.

** **Breakdown** service calls for **Silver** customers include a Site Visit Charge and will be billed at the current "Pay As You Go" Hourly Labor Rate. Parts will be billed at list price.

Tennant Company Sales Representative:

Rick Kazmer

TennantTrue[®] Service

Optional equipment performance and reduced total cost of ownership



Choose the best plan for you

The Service Spectrum

Today



TENNANT SERVICE PLANS



SAFETY & PERFORMANCE INSPECTION

Provides a visual inspection of equipment to help ensure proper operation and maintenance protocols.



PAY AS YOU GO

Offers scheduled maintenance at regular intervals. Pay for services when performed based on actual labor and parts.



SILVER SERVICE

Service plan that provides predictability and control of routine planned maintenance costs. Planned maintenance and select parts are included under this plan.



GOLD SERVICE

Full service program that provides maintenance and breakdown coverage and includes most parts and wear items. Offers great budget management and control while maximizing uptime and equipment life.



BLOCK OF TIME

Provides the consistency of the same tech on-site on the same day at the same time. Structured in 6 hour visits every week or every other week, this plan is ideal for campus like environments with a variety of makes and models of equipment.



ROAD RUNNER

Designed for the run-to-fail customer, this plan provides a response time service level agreement within 24 hours and an uptime goal of 95%. Pay for services when performed based upon actual labor and parts.



HASSLE FREE

Plan designed to provide complete peace of mind and remove the hassles associated with surprise billing. This program take care of all things service, including maintenance, breakdown repairs, parts and wear items and daily misuse and abuse.

Clear Advantages

TRUST Tennant True[®] SERVICE TO DELIVER

- **Technical Expertise**—Unmatched knowledge of Tennant equipment
- **Trustworthy Staff**—Background checks
- **Complete Picture**—Immediate access to your machine's full service history through ServiceLINK[®]
- **Quick Answers**—Tennant Tech Line is available, and staffed with our expert service representatives

"There are no surprises—ever!"

"A planned maintenance agreement with a predictable rate is the best way to go. It's the biggest bang for the buck. There are no surprises—ever! I've had a good working relationship with Tennant. The thoroughness of their service work is stellar."

—Brian Schubert, Maintenance Manager at Wilbert Plaste Services

"They follow up quickly—and they get things done right."

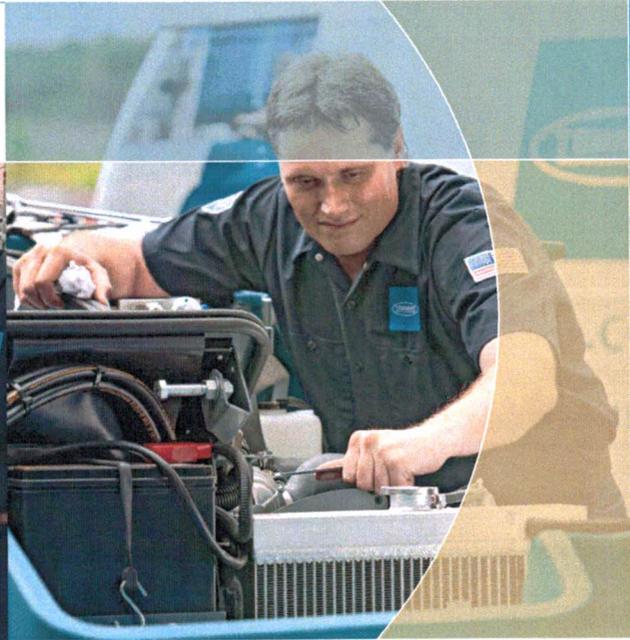
"We operate around the clock here. Our Tennant service rep makes sure our floor cleaning equipment is ready day or night. He does a great job. When I call Tennant, they follow up quickly—and they get things done right."

—Rosa Ornelas, Logistics Supervisor, HBTY, Garden Grove, California

"We call in the morning and he's here in the afternoon."

"I'm very satisfied with Tennant. Our service rep is very prompt—we call in the morning and he's here in the afternoon. He makes recommendations on machines and tools as when things need attention. He's very conscientious about taking care of us."

—Judy Pennington, Asset/Supervisor, Buildings, Security and Maintenance Department, Mason City Schools, Iowa



To learn more about Tennant True[®] Service, call 1-800-553-8033 or visit www.tennantco.com today.

Tennant True[®] Service

Optimized equipment performance
and reduced total cost of ownership



1800-09 Service Brochure 2/11

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Tennant
701 N. Lilac Drive
Minneapolis, MN 55440-1452
800-553-8033 / 763-540-1200
In Quebec: 514-335-6061
www.tennantco.com
info@tennantco.com

Tennant True®



DEPENDABLE EXPERTISE

- **Unmatched Knowledge**—more than 400 factory-trained Tennant service reps have the experience to quickly trouble-shoot and fix problems
- **Continental Coverage**—Tennant's service networks, including over 50 authorized dealers and distributors, provide consistent service across the United States and Canada
- **Prompt Response**—We guarantee phone response within two hours on weekdays and our service reps can be on site within 24 hours in most areas
- **Durable Quality**—Tennant genuine parts are precisely designed to maximize machine performance

Optimal Performance Depends on Planned Maintenance

Manufacturing studies across industries show planned maintenance increases productivity, equipment performance and life.*

- Extend the service life of your equipment by up to 20 percent
- Reduce unscheduled downtime by up to 45 percent
- Reduce maintenance costs by up to 60 percent
- Increase productivity by up to 40 percent

* "Cost a Planned Maintenance System Reduce Your Cost? Produce Your Pro, Part 2" James W. Taylor, published by the American Society of Mechanical Engineers

Tennant True® Planned Maintenance Keeps Your Equipment Running at its Best

PLANNED MAINTENANCE	PERFORMANCE RESULT	BUSINESS BENEFIT
<ul style="list-style-type: none"> • Squeegee pressure & solution flow adjustments, squeegee turning or replacement • Vacuum fan filter cleaned or replaced • Hoses & connections checked to prevent vacuum leaks 	Better water pick-up	Reduced risk/less slip & fall
<ul style="list-style-type: none"> • Scrub head/pad driver adjustment • Brush/squeegee lift actuator adjustment • Brush motor adjustment 	Consistent cleaning (scrubbing) pattern	Positive facility image
<ul style="list-style-type: none"> • Brush adjustment 	Better debris pick-up	Positive facility image/reduced risk
<ul style="list-style-type: none"> • Battery fluid level & connections checked 	Longer run time	Increased staff productivity
<ul style="list-style-type: none"> • Hopper seals & dust filter shaker checked • Vacuum duct/hose/fan checked 	Improved dust control	Better air quality
<ul style="list-style-type: none"> • Alignment of brush, guards, belts, chains checked 	Quieter operation	Quieter environment

Choose the best plan for you

	GOLD	SILVER	PAY AS YOU GO
WHAT IS IT?	<ul style="list-style-type: none"> • Planned maintenance • Repairs including major components • Brushes 	<ul style="list-style-type: none"> • Planned maintenance • Select wearable parts 	<ul style="list-style-type: none"> • Planned maintenance
WHERE IT WORKS?	<ul style="list-style-type: none"> • Usage up to 100 hours/month • Light/medium environments 	<ul style="list-style-type: none"> • Usage up to 100 hours/month • Light/medium environments 	<ul style="list-style-type: none"> • Heavy usage/100+ hours/month • Harsh environments
WHY DO I WANT IT?	<ul style="list-style-type: none"> • Assures peace of mind—maintenance and breakdown coverage • Provides budget management and control • Helps maximize uptime and equipment life 	<ul style="list-style-type: none"> • Provides predictability and control of routine maintenance costs 	<ul style="list-style-type: none"> • Pay for services when performed based on the actual labor hours and parts used
HOW DO I PAY FOR IT?	Monthly	Monthly	Pay per visit/based on actual labor hours and parts used

TRUE quality. TRUE performance. TRUE peace of mind.