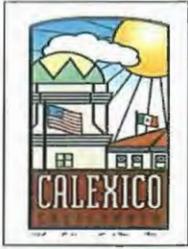


**AGENDA
ITEM**

7



AGENDA STAFF REPORT

DATE: April 1, 2020

TO: Mayor and City Council

APPROVED BY: David B. Dale, City Manager *M*

PREPARED BY: Lilliana Falomir, Public Works Manager – Administrative *[Signature]*

SUBJECT: Authorize the City Manager to Purchase One (1) Asphalt Patch Truck in the amount of \$212,984.00 from PB Loader Corporation under Sourcewell (Formerly NJPA) Cooperative Purchase Agreement for the Public Works Department – Streets Division.

=====

Recommendation:

Authorize the City Manager to Purchase One (1) Asphalt Patch Truck in the amount of \$212,984.00 from PB Loader Corporation under Sourcewell (Formerly NJPA) Cooperative Purchase Agreement for the Public Works Department – Streets Division.

Background:

The Public Works Department – Streets Division is requesting to purchase one (1) asphalt patch truck to replace the Streets Division asphalt patch truck that was purchased in 1991 and is no longer working. The asphalt patch truck is a piece of equipment that is essential for the Public Works Department – Streets Division to perform maintenance on City streets and patch potholes.

Discussion & Analysis:

Public Works staff is requesting that City Council authorized the City Manager to purchase one (1) Asphalt Patch Truck from PB Loader Corporation under Sourcewell (Formerly NJPA) cooperative purchase agreement. Sourcewell (Formerly NJPA) provides cooperative solutions that assist both government and education agencies. In addition, they provided qualified public bidding process through purchasing cooperative, which the City may join pursuant to Ordinance No. 1165, Purchasing Policies and Procedures – Cooperative Purchases.

AGENDA
ITEM
7

Fiscal Impact:

Budgeted Item for FY 2019-2020
Gas Tax Fund No. 231-90-951-56014-000
\$212,984.00

Coordinated With:

Public Works Department.

Attachment(s):

1. PB Loader Corporation Quotation No. 10230.
2. Sourcewell (Formerly NJPA) Contract Award No. 052417-PBL.





**QUOTATION
NO. 10230**

CITY OF CALEXICO
608 HEBER AVENUE
CALEXICO, CA 92231
SOURCEWELL MEMBER ID NO. 165367

DATE:
TERMS: NET 30
F.O.B: DEALER
MFG PRODUCT: SEE BELOW
INSTALL: SEE BELOW

QTY	PART NO.	DESCRIPTION	PRICE	EXTENSION
		PB LOADER CONTRACT NO. 052417-PBL SOURCEWELL CONTRACT - LISTED PRICES		
		PATCHER BDX & ACCESSORIES		
1	51623-04	MODEL DA-4 (4 CUBIC YARD CAPACITY) ABOVE MODEL EQUIPPED WITH RADIANT HEATER, THERMOSTATICALLY CONTROLLED LPG BURNER, HYDRAULIC TOP LIDS AND DOORS, DUAL AUGER CONVEYOR, HAND TORCH, SHOVEL APRON, 25 GAL. LPG TANK, INSTALLATION AND PAINT BLACK		\$76,521.00
1	50556-00	LPG TANK 50 GAL W/BRACKETS - IN LIEU OF 25GAL.		\$1,498.00
1	50567-00	SPOILS BIN 18"		\$2,575.00
2	6024-00	THERMOMETER 0-300	\$208.00	\$416.00
1	50553-00	PIVOTAL ASPHALT CHUTE		\$1,138.00
1	7725-00	OIL COOLER		\$593.00
1	7000-24	TOOL BOX 24"		\$816.00
1	MODS-51	20" WORK PLATFORM/CATWALK WITH HAND RAILS AND LADDERS		\$3,046.00
1	5999-00	LOCKABLE SIDE TOOL BASKET		\$1,669.00
1	130-08	8 GAL. POLY WATER TANK W/ 10' HOSE & SPIGOT		\$349.00
		HYDRAULIC TOOL CIRCUIT & EQUIPMENT		
1	50480-00	HYDRAULIC TOOL CIRCUIT		\$1,676.00
1	7020-11	HYDRAULIC HAMMER BR-67 W/ ASPHALT CUTTER AND TAMPER PAD		\$3,797.00
1	5399-00	HOSE REEL - DUAL 1/2" X 25' FOR HYD HAMMER		\$1,419.00
		COMPACTOR AND ACCESSORIES		
1	7100-31	COMPACTOR PLATE - WACKER WP1550AW HONDA		\$2,813.00
		LIGHTS & SAFETY EQUIPMENT		
1	MODS-38	ECCO K7000B BACKUP CAMERA SYSTEM (MONITOR + 1 CAM)		\$981.00
2	MODS-23	WHELEN MODEL L31HAF STROBE W/L360BGB BRANCH GUARD	\$1,588.00	\$3,172.00
		EMULSION SYSTEM & ACCESSORIES		
1	BH-100-15	PB MODEL BH-100-15 EMULSION SPRAY UNIT HEATED BY TRUCK COOLING SYSTEM, Y STRAINER, FILL BASKET, HYDRAULICALLY POWERED, 15 GAL. SOLVENT TANK, 85 GAL. EMULSION, WAND WITH 25' HOSE, AUXILIARY ELECTRIC HEAT SYSTEM, INSTALLATION AND PAINT BLACK		\$11,313.00
1	4016-10	DEADMAN SPRAY WAND "LA STYLE"		\$597.00
1	50590-00	SOLVENT PUMP & WAND		\$750.00
1	5438-00	HOSE REEL - 1/2" X 25' FOR EMULSION		\$489.00
1	5437-00	HOSE REEL - 3/8" X 25' FOR SOLVENT		\$443.00
		SOURCEWELL LISTED CHASSIS		
1	FORD-04	2018 FORD F-750 CHASSIS, 31,000 GVWR, 6.8L V10 GASOLINE 320HP ENGINE, TOROSHIFT AUTOMATIC TRANSMISSION WITH OVERDRIVE AND PTO PROVISION, TOW PROVISIONS, LEAF SPRING SUSPENSION, 60 GALLON FUEL TANK, STEEL WHEELS, CAB PAINTED WHITE		\$63,208.00
		SUB TOTAL:		\$179,269.00
		3% SOURCEWELL DISCOUNT:		(\$5,378.00)
		NON-LISTED CHASSIS		
1	UPGRADE	ADD TO UPGRADE ABOVE CHASSIS TO 2021 FORD F-750 DIESEL REG CAB, 270 HP, 6.7L OHV V8 ENGINE, 60 GAL FUEL TANK, STEEL WHEELS, CAB PAINTED WHITE.		\$19,350.00
		SUBTOTAL:		\$193,241.00
		8.25% CALEXICO SALES TAX:		\$15,943.00
		FREIGHT AND PDI:		\$3,800.00
		TOTAL WITH FREIGHT:		\$212,984.00
		OPTION		
1		UPGRADE TO KEVLAR BELT AND CHAIN IN LIEU OF AUGER		NO CHARGE
		NOTES:		
		1. LEAD TIME FOR BODY PRODUCTION IS 120 DAYS, WITH AN ADDITIONAL 120- 150 DAYS TO INSTALL AFTER RECEIPT OF CHASSIS AND BODY.		
		2. PB LOADER REQUIRES A 120" CAB TO AXLE, REQUIREMENT MUST TO BE MUTUALLY AGREED UPON WITH PB LOADER PRIOR TO ORDERING THE CHASSIS. PB LOADER WILL NOT BE RESPONSIBLE FOR FRAME CHANGES DUE TO INSUFFICIENT CHASSIS FRAME SPACE.		
		3. LEAD TIME SUBJECT TO CHANGE AT TIME OF ORDER		
		4. CHASSIS REQUIRES PTO AND AUXILIARY SWITCHES IN DASH.		
		5. DELIVERY DATE FOR CHASSIS TO PB LOADER MUST BE MUTUALLY AGREED UPON		
		<small>Delivery times are approximate</small>		

Form C

EXCEPTIONS TO PROPOSAL, TERMS, CONDITIONS,
AND SOLUTIONS REQUEST



Company Name: PB Loader Corporation

Any exceptions to the terms, conditions, specifications, or proposal forms contained in this RFP must be noted in writing and included with the Proposer's response. The Proposer acknowledges that the exceptions listed may or may not be accepted by NJPA or included in the final contract. NJPA will make reasonable efforts to accommodate the listed exceptions and may clarify the exceptions in the appropriate section below.

Section/page	Term, Condition, or Specification	Exception	NJPA ACCEPTS
N/A	N/A	N/A	

Proposer's Signature: *[Signature]* Date: 5-19-17

NJPA's clarification on exceptions listed above:

Review and Approved:
[Signature] 7/27/17
NJPA Legal Department

Contract Award
RFP #052417

FORM D



Formal Offering of Proposal
(To be completed only by the Proposer)

ROADWAY MAINTENANCE EQUIPMENT WITH RELATED ACCESSORIES, ATTACHMENTS, MATERIALS,
AND SUPPLIES

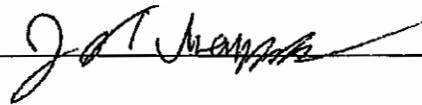
In compliance with the Request for Proposal (RFP) for ROADWAY MAINTENANCE EQUIPMENT WITH RELATED ACCESSORIES, ATTACHMENTS, MATERIALS, AND SUPPLIES, the undersigned warrants that the Proposer has examined this RFP and, being familiar with all of the instructions, terms and conditions, general and technical specifications, sales and service expectations, and any special terms, agrees to furnish the defined products and related services in full compliance with all terms and conditions of this RFP, any applicable amendments of this RFP, and all Proposer's response documentation. The Proposer further understands that it accepts the full responsibility as the sole source of solutions proposed in this RFP response and that the Proposer accepts responsibility for any subcontractors used to fulfill this proposal.

Company Name: PB Loader Corporation Date: S-19-17

Company Address: 5778 W Barstow Ave

City: Fresno State: CA Zip: 93722

Contact Person: Jason Thompson Title: President

Authorized Signature:  Jason Thompson
(Name printed or typed)

FORM E
CONTRACT ACCEPTANCE AND AWARD



(Top portion of this form will be completed by NJPA if the vendor is awarded a contract. The vendor should complete the vendor authorized signatures as part of the RFP response.)

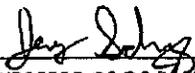
NJPA Contract #: 052417-PBL

Proposer's full legal name: PB Loader Corporation

Based on NJPA's evaluation of your proposal, you have been awarded a contract. As an awarded vendor, you agree to provide the products and services contained in your proposal and to meet all of the terms and conditions set forth in this RFP, in any amendments to this RFP, and in any exceptions that are accepted by NJPA.

The effective date of the Contract will be October 2, 2017 and will expire on October 2, 2021 (no later than the later of four years from the expiration date of the currently awarded contract or four years from the date that the NJPA Chief Procurement Officer awards the Contract). This Contract may be extended for a fifth year at NJPA's discretion.

NJPA Authorized Signatures:



NJPA DIRECTOR OF COOPERATIVE CONTRACTS
AND PROCUREMENT/APO SIGNATURE

Jeremy Schwartz
(NAME PRINTED OR TYPED)



NJPA EXECUTIVE DIRECTOR/CEO SIGNATURE

Chad Coauette
(NAME PRINTED OR TYPED)

Awarded on September 29, 2017

NJPA Contract # 052417-PBL

Vendor Authorized Signatures:

The Vendor hereby accepts this Contract award, including all accepted exceptions and amendments.

Vendor Name PB Loader

Authorized Signatory's Title President



VENDOR AUTHORIZED SIGNATURE

Jason Thompson
(NAME PRINTED OR TYPED)

Executed on _____, 20__

NJPA Contract # 052417-PBL

PROPOSER ASSURANCE OF COMPLIANCE



Proposal Affidavit Signature Page

PROPOSER'S AFFIDAVIT

The undersigned, authorized representative of the entity submitting the foregoing proposal (the "Proposer"), swears that the following statements are true to the best of his or her knowledge.

1. The Proposer is submitting its proposal under its true and correct name, the Proposer has been properly originated and legally exists in good standing in its state of residence, the Proposer possesses, or will possess before delivering any products and related services, all applicable licenses necessary for such delivery to NJPA members agencies. The undersigned affirms that he or she is authorized to act on behalf of, and to legally bind the Proposer to the terms in this Contract.
2. The Proposer, or any person representing the Proposer, has not directly or indirectly entered into any agreement or arrangement with any other vendor or supplier, any official or employee of NJPA, or any person, firm, or corporation under contract with NJPA, in an effort to influence the pricing, terms, or conditions relating to this RFP in any way that adversely affects the free and open competition for a Contract award under this RFP.
3. The Proposer has examined and understands the terms, conditions, scope, contract opportunity, specifications request, and other documents in this solicitation and affirms that any and all exceptions have been noted in writing and have been included with the Proposer's RFP response.
4. The Proposer will, if awarded a Contract, provide to NJPA Members the /products and services in accordance with the terms, conditions, and scope of this RFP, with the Proposer-offered specifications, and with the other documents in this solicitation.
5. The Proposer agrees to deliver products and services through valid contracts, purchase orders, or means that are acceptable to NJPA Members. Unless otherwise agreed to, the Proposer must provide only new and first-quality products and related services to NJPA Members under an awarded Contract.
6. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
7. The Proposer understands that NJPA will reject RFP proposals that are marked "confidential" (or "nonpublic," etc.), either substantially or in their entirety. Under Minnesota Statute §13.591, Subd. 4, all proposals are considered nonpublic data until the evaluation is complete and a Contract is awarded. At that point, proposals generally become public data. Minnesota Statute §13.37 permits only certain narrowly defined data to be considered a "trade secret," and thus nonpublic data under Minnesota's Data Practices Act.
8. The Proposer understands that it is the Proposer's duty to protect information that it considers nonpublic, and it agrees to defend and indemnify NJPA for reasonable measures that NJPA takes to uphold such a data designation.

[The rest of this page has been left intentionally blank. Signature page below]

By signing below, Proposer is acknowledging that he or she has read, understands, and agrees to comply with the terms and conditions specified above.

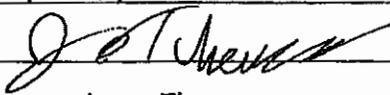
Company Name: PB Loader Corporation

Address: 5778 W Barstow Ave

City/State/Zip: Fresno, CA 93722

Telephone Number: 559-277-7370

E-mail Address: jthompson@pbloader.com

Authorized Signature: 

Authorized Name (printed): Jason Thompson

Title: President

Date: 5-10-17

Notarized

SEE ATTACHED
NOTARIAL CERTIFICATE

Subscribed and sworn to before me this _____ day of _____, 20_____

Notary Public in and for the County of _____ State of _____

My commission expires: _____

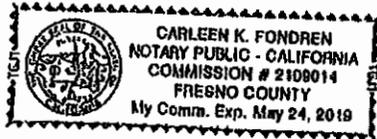
Signature: _____

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California
County of Fresno

Subscribed and sworn to (or affirmed) before me on this 19
day of May, 2017, by Jason Thompson

proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.



(Seal)

Signature

A handwritten signature in black ink, appearing to read "Jason Thompson", written over a horizontal line.

Form P



PROPOSER QUESTIONNAIRE

Payment Terms, Warranty, Products and Services, Pricing and Delivery, and Industry-Specific Questions

Proposer Name: PB Loader Corporation

Questionnaire completed by: Jason Thompson

Payment Terms and Financing Options

1) What are your payment terms (e.g., net 10, net 30)?

Net 30. We do take Visa and MasterCard credit cards. We do not have a processing fee.

2) Do you provide leasing or financing options, especially those options that schools and governmental entities may need to use in order to make certain acquisitions?

We offer financing and leasing with StradaCapital Corporation. We will work with other third-party vendors at our customers' request. Many of our dealers do provide finance/leasing options of their own.

3) Briefly describe your proposed order process. Please include enough detail to support your ability to report quarterly sales to NJPA. For example, indicate whether your dealer network is included in your response and whether each dealer (or some other entity) will process the NJPA Members' purchase orders.

Our dealer's sale force will work closely with PB Loader and the customer to ensure the equipment they are buying will meet their needs. Once an order is placed our delivery times are 60 to 120 days (typically 90 days) after we receive the truck chassis.

We track all NJPA sales made by us and through our dealers and our inside sales staff ensures that we can generate quarterly reports and do so accurately. We control this by generating the quotes ourselves for our dealers. This way, when a quote becomes an order, it is tagged for NJPA and once delivered, will go on the quarterly report.

4) Do you accept the P-card procurement and payment process? If so, is there any additional cost to NJPA Members for using this process?

We accept P-card payments with no additional processing fee.

Warranty

5) Describe in detail your manufacturer warranty program, including conditions and requirements to qualify, claims procedure, and overall structure. You may include in your response a copy of your warranties, but at a minimum please also answer the following questions.

- Do your warranties cover all products, parts, and labor?

Yes, we cover all products, parts, and labor.

- Do your warranties impose usage restrictions or other limitations that adversely affect coverage?

No, we do not have usage restriction or other limitations.

- Do your warranties cover the expense of technicians' travel time and mileage to perform warranty repairs?

No, warranties do not cover travel time and mileage. Our agreement with our dealers is that they will cover mileage.

In cases where PB Loader is performing warranty work direct to the end user, we will cover mileage costs and/or freight costs.

- Are there any geographic regions of the United States for which you cannot provide a certified technician to perform warranty repairs? How will NJPA Members in these regions be provided service for warranty repair?

In regions where we do not provide a certified technician, we offer over the phone technical support, if problem is not resolved we may send a PB Loader technician to fix unit, utilize local third-party repair shops.

- Will you cover warranty service for items made by other manufacturers that are part of your proposal, or are these warranties issues typically passed on to the original equipment manufacturer?

Yes, we will cover all items sold by PB Loader including those manufactured by others. We believe this provides the best customer service to the end user.

- What are your proposed exchange and return programs and policies?

Customers are allowed to return and exchange parts within 30 days without a restocking fee, but pay return freight. If PB Loader sends a mistaken part, we will immediately replace it at no extra cost to the customer.

After 30 days, there is a 25% restocking fee, but in appropriate cases this may be waived. We wish to ensure customer satisfaction.

- 6) Describe any service contract options for the items included in your proposal.

PB Loader offers starter spare parts kits. We are researching with our dealers and customers to determine the viability of service contracts on the NJPA contract for future submittals.

Pricing, Delivery, Audits, and Administrative Fee

- 7) Provide a general narrative description of the equipment/products and related services you are offering in your proposal.

PB Loader offers by far the largest selection of asphalt (pothole) patcher models, sizes, and options in the industry. As well as customizing above and beyond that. We offer turnkey solutions on this contract by also providing the chassis so we can deliver a work-ready piece of equipment.

Our PB Asphalt Patchers provide all the equipment and tools needed for a two-person crew to repair all pavement maintenance needs. We have four (4) conveying options, four (4) mounting options, eight (8) sizes, and hundreds of options and custom configurations. We do this because it is our belief that one size does not fit all and the need of a customer like City of Los Angeles is very different than Kansas City, KS.

We offer a premier line of PB Emulsion Sprayers with more sizes and features than anyone else in the industry. These sprayers come in a pump type and air compress delivery methods as well as being mounted on chassis, slip-in or trailers.

Our unique PB Truck Mounted Front Loader combines a dump truck and loader into one unit. Designed to load, haul and dump leaves, gravel, dirt, snow, trash, cold patch or brush just to name a few. Saving operation costs by reduce man power, and-lets you tackle a variety of jobs that would otherwise require several pieces of equipment.

PB Support Bodies are offered in a variety of models and capacities to be used in conjunction with a PB Front Loader and PB Emulsion Systems.

We are adding the Swaploader product line to our catalog. Swaploader offers a full line of truck mounted hook-lift systems.

Tommy Lift Gates: Truck mounted lift gate systems that offer value added ease of accessibility to many truck equipment products.

Chassis: PB Loader offers full turn-key solutions (single PO Source Purchasing) for our customers by providing a variety of chassis that are used in conjunction with our truck mounted products.

City Specific Custom Road Maintenance Equipment: We are offering turn-key solutions by adding customer specific configurations of our products on this contract. This makes it easy for fleets to reorder customized products. This is a recent development on our current contract. The first of these customers is the City of Los Angeles, but we believe this is such a great idea that we are encouraging many other agencies to do the same.

- 8) Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the NJPA discounted price) on all of the items that you want NJPA to consider as part of your RFP response. Provide a SKU for each item in your proposal. (Keep in mind that reasonable price and product adjustments can be made during the term of an awarded Contract. See the body of the RFP and the Price and Product Change Request Form for more detail.)

See the attached Price Catalog for all of our products being offered, which include their SKUs, MSRP, and NJPA discounts.

- 9) Please quantify the discount range presented in this response. For example, indicate that the pricing in your response represents is a 50% percent discount from the MSRP or your published list.

In the catalog we are offering a 3% discount to our customers for ordering on NJPA. We are also offering a 3% quantity discount for orders over five (5) units.

10) The pricing offered in this proposal is

- a. the same as the Proposer typically offers to an individual municipality, university, or school district.
- b. the same as the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.
- c. better than the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.
- d. other than what the Proposer typically offers (please describe).

11) Describe any quantity or volume discounts or rebate programs that you offer.

We are also offering a 3% quantity discount for orders over five (5) units.

12) Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "nonstandard options". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request.

We like to approach sourced items in one of two ways. First, these custom sourced items, if they are customer specific, we will be adding them to contract as we go just for that customer so it makes repeat purchasing easier for them. The second method is to supply a cost plus a percentage quote for these specialty items.

13) Identify any total cost of acquisition costs that are **NOT** included in the pricing submitted with your response. This cost includes all additional charges that are not directly identified as freight or shipping charges. For example, list costs for items like installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.

There are no additional costs. Our price includes installation, training (free, see above), etc.

14) If delivery or shipping is an additional cost to the NJPA Member, describe in detail the complete shipping and delivery program.

Shipping and delivery is an additional cost, depending on the length of the product and where going in the country, we quote market rate.

15) Specifically describe those shipping and delivery programs for Alaska, Hawaii, Canada, or any offshore delivery.

For Canada, we contact truck freight brokers who specialize in crossing the border. We and our dealers are very familiar with the NAFTA processes.

For Alaska, Hawaii and offshore deliveries, our dealers have freight brokers that handle the complete process.

We have regularly shipped to all these locations. This is nothing out of the ordinary for us.

16) Describe any unique distribution and/or delivery methods or options offered in your proposal.

Our units are built as turnkey work ready products, so they can be delivered directly to the end user and are ready for operation.

- 17) Please specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed Contract with NJPA. This process includes ensuring that NJPA Members obtain the proper pricing, that the Vendor reports all sales under the Contract each quarter, and that the Vendor remits the proper administrative fee to NJPA.

Even though our dealers have a PBL/NJPA price catalog it is mandatory for them to request a quote and present an end user to us. From this, we assign the quote a number and are able to track it through its sales process. This ensures that all NJPA orders make it on the quarterly report and that the dealer cannot sell an NJPA product without our knowledge.

- 18) Identify a proposed administrative fee that you will pay to NJPA for facilitating, managing, and promoting the NJPA Contract in the event that you are awarded a Contract. This fee is typically calculated as a percentage of Vendor's sales under the Contract or as a per-unit fee; it is not a line-item addition to the Member's cost of goods. (See RFP Section 6.29 and following for details.)

Our current contract has a fee of 2%. We would like to continue this with the new contract.

Industry-Specific Questions

- 19) Identify the required subcategory or subcategories that best describe your solutions: Subcategory A) Roadway Surface Maintenance and Repair Equipment; Subcategory B) Roadway Surface Marking Equipment and Paint; Subcategory C) Road Right-of-Way Management Equipment and Chemicals; and/or Subcategory D) Equipment and Products in Support of Roadway Maintenance and Repair.

Subcategory A) Roadway Surface Maintenance and Repair Equipment – We manufacture pothole (asphalt) patchers and emulsion transport and sprayers. We offer the largest selection by far of models and sizes of pothole patchers also custom built to our customers' needs.

Subcategory D) Equipment and Products In Support of Roadway Maintenance and Repair – We offer many additional asphalt support bodies that utilize emulsion systems and other products that municipalities use in conjunction with their pothole patcher and road maintenance programs. This also includes our PB front loader systems.

- 20) Describe the features of your proposed solution(s) that address serviceability (parts availability, maintenance, repairs, support, etc.) and which you believe are "vendor differentiators."

We have a large dealer network with dedicated and trained service and support staff which in turn is supported by not only our inside sales team, but also our engineering team. This allows us to provide a high level of knowledgeable service to our customers. Our dealers stock common parts and we have a complete supply of spare parts at the factory with a policy to ship same day as ordered. We also support our customers with numerous engineering schematics and have just developed troubleshooting videos and have plans to develop even more videos. We have an in-house service software system that allows us to create help tickets which ensures the quality and quickness of responding to customers' service requests.

Even though our products state a one-year warranty, we are very lenient to granting warranty beyond the one year if it's believed that the problem was a factory defect. We do this because of our

policy of striving for complete customer satisfaction. We do not want our customers to ever feel that they got an un-fair deal.

21) Describe any manufacturing processes or material specification attributes that differentiate your offered solutions.

Our design philosophy is to engineer and construct our products to a heavy duty standard. We understand how rough the real world environment can be on road maintenance equipment. For example on our asphalt patchers, we use 10 gauge steel on our outer walls whereas most of the industry will use thinner 12 or 14 gauge. Another example is we use mechanical type thermostats which are far more durable and less sensitive to damage, including water, than digital thermostats used by others. We take many of these small items into account in the features and design of our units so our customers can maximize their productivity and minimize down time due to maintenance.

We have a multi-step Quality Control program integrated within our manufacturing process to ensure our customers have the best experience with our product. We also perform a factory PDI of all units before they leave and do not rely on the dealers to do this for us unlike typical industry standards.

It is our policy to carefully choose the brands and vendors we use for components we incorporate into our units. We choose only top-name products such as Whelen, Chelsea PTOs, Parker Hydraulics for example. By working with top vendors we can ensure our product meets our high quality standards.

Signature: _____



Date: _____

S-19-17