

CITY OF ATLANTA

SPECIFICATION FOR GLASS REPAIR PRODUCTS AND SERVICES

Scope

This specification defines minimum requirements for glass repair, replacement, installation, fabrication, and tinting services for City vehicles, machinery, heavy equipment, off-road equipment, and specialized municipal and emergency response assets. Services must comply with all applicable manufacturers, industry, environmental, and safety standards in effect at the time-of-service delivery.

This contract applies to automotive vehicles, machinery, heavy equipment, off-road equipment, specialty fleet assets, and emergency response equipment.

Intended Outcome

The City of Atlanta seeks qualified and reliable vendors to provide timely, high-quality glass repair and installation services that ensure operational readiness of vehicles and equipment, minimize downtime, maintain public safety, and comply with all applicable legal and operational requirements.

Deliverables

Vendors are responsible for providing the following services:

- Repair and replacement of automotive and equipment glass according to manufacturer specifications.
- Installation of acrylic, Lexan, and polycarbonate materials where required.
- Window and windshield tinting services according to authorized Visible Light Transmission (VLT) requirements.
- **Tint replacement, repair, and warranty services where applicable.**
- Emergency repair services within required response timelines.
- Mobile/on-site repair capabilities for approved locations.
- Documentation of labor, parts, warranties, leak testing, and approvals for City verification.
- Certified technicians to perform all services.
- Maintenance of repair records, warranty information, leak testing documentation, and service history records.

Classification

The services must be classified as follows:

Group I – Glass Repair and Replacement

Includes repair and replacement of windshields, side glass, rear glass, quarter glass, mirrors, and specialty glass for sedans, SUVs, pickup trucks, vans, police vehicles, sanitation vehicles, machinery, heavy equipment, off-road equipment, and other fleet assets.

Services must include complete removal of damaged glass, preparation of mounting surfaces, resealing, and leak testing following installation.

Group II – Installation of Automotive and Equipment Glass

Includes complete glass installation services for fleet vehicles, machinery, heavy equipment, off-road equipment, and specialty fleet assets.

Services must include:

- Removal of damaged glass
- Surface preparation
- Installation according to manufacturer standards
- Resealing procedures
- Leak testing procedures

OEM glass is required for Atlanta Police Department (APD) vehicles unless otherwise approved by the City. Aftermarket glass may be utilized for all other departments provided products meet or exceed OEM safety and performance standards.

Group III – Acrylic and Lexan Sheets Application and Installation

Includes custom fabrication, cutting, shaping, fitting, and installation of acrylic, Lexan, and polycarbonate materials for machinery, heavy equipment, off-road equipment, and specialty assets.

Typical applications may include:

- Construction equipment
- Sanitation equipment
- Emergency response equipment
- Specialty municipal fleet equipment

- Airport equipment

Impact-resistant materials may be required depending on operational use. Bullet-resistant materials are not required under this contract. Specialty asset lists may be provided upon request.

Group IV – Window and Windshield Tinting

Includes window tint installation, replacement, repair, and warranty services for authorized City vehicles and equipment.

- Tint percentages may vary by department and operational requirements.
- All tinting services must comply with Georgia law and City requirements.
- Requests for darker tint percentages require written authorization from the City.

Vendors may submit bids for one or more groups listed above. Vendors are not required to provide all services to be eligible for award.

Quantities, service frequencies, and repair volumes are estimates only and are not guaranteed by the City.

The City reserves the right to make single or multiple awards by group, service category, qualifications, experience, responsiveness, service capabilities, references, pricing, and overall best value to the City.

1. Standards and Compliance

All services and materials must comply with applicable:

- Manufacturer standards
- OSHA requirements
- DOT requirements
- EPA requirements
- Environmental and safety regulations
- Applicable federal, state, and local laws

2. Availability and Response Requirements

Vendors must supply at least 80% of requested items within 24 hours and access the remaining 20% within 72 hours.

2.1 Quotes

Quotes for non-specialty assets must be submitted within 48 business hours after receipt of sufficient vehicle or equipment information.

Business days are defined as Monday through Friday excluding City-recognized holidays.

Pricing must include all labor, travel, mobilization, disposal, and standard operating costs unless otherwise approved by the City.

2.2 Repair Completion Timelines

After receipt of the purchase order, vendors must complete non-emergency repairs within 3–5 business days unless delays are caused by supply chain constraints, specialty materials, or manufacturer availability.

2.3 VIN and Asset Identification

Vendors must use VIN numbers, equipment identification numbers, or other asset identifiers to determine all required parts and provide accurate quotes.

Vendors must not begin non-emergency work without an authorized City purchase order unless otherwise approved by the City.

2.4 Supply Chain Documentation

Vendors must provide documented evidence of supply chain capacity upon request.

2.5 Performance Monitoring

The City reserves the right to monitor vendor performance and utilize alternate sourcing if vendors repeatedly fail to meet contractual timelines.

3. Warranty Requirements

- Minimum one-year warranty required.
- Vendors must acknowledge warranty claims within 24 hours.
- ~~Repair or replacement of defective items must be completed within 72 hours (special emergency products: 96 hours).~~
- **Repair or replacement of defective items must be completed within 3–5 business days unless impacted by operational urgency, supply chain constraints, or specialty part availability.**
- Vendors are responsible for all labor, materials, shipping, disposal, and associated warranty costs.
- Warranty repairs must restore equipment to manufacturer specifications.
- **Warranty coverage must include labor, materials, tint services, leak repairs, and resealing services.**

4. Brand / Equivalent Products

- All products must be identified by manufacturer part numbers or serial numbers.
- Vendors must provide manufacturer crossover numbers for non-OEM products.
- Equivalent products must be pre-approved by the City.
- **OEM glass is required for APD vehicles unless otherwise approved by the City. Aftermarket products must meet or exceed OEM safety and performance standards.**

5. Technician Certification Requirements

- ~~At least two certified technicians per vendor, each with five (5) years' experience.~~
- **Vendors must employ at least two certified technicians with a minimum of two (2) years of experience.**
- Acceptable certifications may include AGSC/NGA, I-CAR, manufacturer-issued certifications, or equivalent.
- Certifications may be verified by the City.
- Vendors are responsible for providing all tools, repair kits, and equipment necessary to perform services.
- **Manufacturer authorizations or certifications may be required upon request.**

6. Service Standards and Labor Requirements

- Repairs and installations must follow manufacturer repair procedures.
- **Any additional labor, materials, or unforeseen repairs must receive prior approval from the Office of Fleet Services (OFS) before work is performed.**
- Additional labor beyond standard labor time must be documented, justified, and approved by the City prior to billing.
- **Installations requiring replacement must include complete removal and resealing procedures.**
- **Leak testing must be performed following installation to verify sealing integrity.**

7. Tinting Requirements

- Standard VLT percentages must comply with Georgia law.
- Mayor's Office vehicles may require darker tint with written authorization.
- **Tint requirements may vary by department and operational needs.**
- Vendors must retain written authorization documentation for any approved tint exceptions.
- **Tint replacement, repair, and warranty services must be included where applicable.**

8. Emergency Repair Requirements

- **Emergency/public safety vehicle repairs must be responded to within 48 hours.**
- **Specialty equipment and fire apparatus repairs must be responded to within 72 hours.**
- **Non-emergency repairs must be completed within 3–5 business days.**
- The City will determine emergency classifications and applicable response requirements.
- Vendors unable to meet emergency timelines must immediately notify the City.
- The City may transport vehicles or equipment to alternate repair facilities if necessary.
- **Emergency response timelines remain subject to operational demand, parts availability, and supply chain conditions.**

9. Mobile and After-Hours Support

- **Vendors performing onsite/mobile services must maintain safe work zones and comply with all City safety and operational requirements while on City property.**
- **Mobile/on-site service capability is required at all listed locations during normal operating hours of 8:15 AM – 5:00 PM Eastern Time.**
- **Vendors must be available to support operations during holidays, emergencies, nights, and weekends when requested by the City.**
- **After-hours emergency support is preferred for critical fleet operations and emergency response assets.**

10. Disposal and Environmental Requirements

- **Vendors are responsible for cleanup and disposal of damaged glass materials and related debris.**
- **Vendors are responsible for all disposal costs associated with repair and installation services.**
- **All disposal activities must comply with OSHA, EPA, environmental, and safety regulations.**
- **Vendors must properly dispose of adhesives, sealants, tint materials, and related waste products.**

11. Subcontracting

- **Subcontracting is not permitted without written City approval.**
- **Subcontracting for specialty services may be permitted with prior written approval from the City.**

12. Invoicing and Documentation Requirements

Invoices must include, at minimum:

- Itemized labor hours
- Technician labor rates
- Part numbers
- Supplier invoices when requested
- Warranty documentation
- Leak testing documentation
- VIN numbers or equipment identification numbers when applicable
- Before and after photographs when requested by the City

13. Performance Metrics / KPI Requirements

- **Quotes must be submitted within 48 business hours for non-specialty assets.**
- **Emergency response timelines must comply with contract requirements.**
- **Vendors must maintain a minimum 95% on-time repair completion rate measured monthly based on completed work orders and purchase orders unless impacted by supply chain constraints or manufacturer delays.**
- Warranty claims and repeat repairs may be monitored for vendor performance evaluation.
- Vendors must maintain acceptable customer service communication and responsiveness.

14. Reporting Requirements

Vendors must maintain and provide service records upon request, including:

- Repair date
- Vehicle or equipment identification number
- VIN number when applicable
- Type of repair performed
- Parts installed
- Technician name
- Warranty expiration date
- Leak testing results
- Labor hours
- Repeat repair history and warranty claims

15. Locations

Primary repair coordination and approvals must be managed through the Office of Fleet Services (OFS).

Vendors must be capable of servicing all listed locations unless otherwise approved by the City.

Office of Fleet Services Locations:

- 23 Claire Dr. S.E.
- 128 Claire Dr.
- 1540 Northside Dr.
- 1370 Howell Mill Rd.

Airport Shop Locations:

- 1300 Inner Loop Rd.
- 130 ASR Rd.

Major Fleet Vehicle and Equipment Manufacturers

The City commonly services, but is not limited to, the following manufacturers and brands:

- Ford
- Chevrolet
- Freightliner
- International
- Mack
- Peterbilt
- Caterpillar
- John Deere
- Kubota
- Komatsu
- Crane Carrier
- Western Star
- Kase
- Spartan
- Quality
- KME