

RFP-RH-10-075		
Heavy Duty Truck Parts		
Firm Name	Van Horn Truck Parts, Inc.	Great Lakes Truck and Trailer
Firm Address	100 South Street	5912 Executive dRive East
	Rochester, MI 48307	Westland, MI 48185
Firm established	1982	1979
Years in business	28	31
List of three client references	Provided	Provided
Explain ordering/delivery service provided including contact personnel	Place orders M-F 7-5 with same day delivery most	Usually next day or same day depending on time and purchase
Describe customer service strategy	Offer customers professional courtesy and expert knowledge. Can fill all your parts needs from many years of experience.	Service 200+ customers with delivery service and a will call parts department. Have walk-in cutomers on a daily basis. We have 4 drivers that drive 2 routes each per day. The run leaves at 9am, second run a 1pm.

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Detailed overview of ordering process.	Order process is controlled in-house. We have complete computerized inventory system. Qty and part #'s are checked and double checked for accuracy. In stock inventory will be delivered same day if ordered by 1pm. May place orders by phone, fax, or email. Emergency orders will be delivered from in stock inventory within 2 hours. Special orders will be delivered per your instructions. Drop ship-UPS next day or per your instruction	Over 200+ different part lines. Do not have a problem with stocking parts for your company. Cannot provide emergency runs for your parts, thus our will call dept. You can fax all orders in, or phone in an order, or by email.
Information on stocking capabilities for parts required by cities	Current inventory may already be in place to take care of your needs, if not we will build our stock to satisfy your needs.	Stock over 1.5 million dollars of parts inventory. Usually have the parts you need, or can put them in stock. Have 5 counter men manning our phones.

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Transition plan	Our approach is to satisfy your parts needs. We can setup your account with a billing cycle, net the 10th of month following purchase. We will offer some of the best service and attitudes in our industry. We will make transition as seamless as possible.	New customers do not get to send back (old) parts from other vendors. Unless pre-arranged or a (1) for (1) basis.
Names and Quals of representatives assigned to City	Bruce J. Peters - Over 28 year experience w/company. MI state certified master mechanic. Various auto related classes at MCC, 6 years service with MI Nat'l Guard - trained on HD trucks with their fleet mechanic. Total 31 yrs experience. Is the 152nd mechanic certified in State of MI.	Matt Atcheson - Salesman - in truck parts since 1980 - 30 years. Al Coffman - parts supervisor - 35 years exp Brian W - 15 years Rob Cable 12 years These are the day shift on the parts counter
Standard delivery charge	No	Yes.
		\$1.85 baed on gas pump prices
Minimum order for delivery	No	Yes.
		\$25.00
Miles from RH DPS	2 Miles	45 miles
Miles from FH DPS	29 miles	20 miles

RFP-RH-10-075		
Heavy Duty Truck Parts		
Firm Name	Tri-County International Trucks, Inc.	All Type Truck and Trailer
Firm Address	23508 Groesbeck Hwy	23660 Sherwood
	Warren, MI 48089	Warren, MI 48091
Firm established	1984	1968
Years in business	26	42
List of three client references	Provided	Provided
Explain ordering/delivery service provided including contact personnel	If mutually agreed, can assign local Account Mgr to each entity. That person will set up each City location w/phone # and contact info. Secondary location will provide back up option. Accept phone, fax, electronic orders. Web based ordering is an option. Process orders as they come in and typically have delivereies for in-stock items set up for next day. Orrdered items go out the day after they are received.	Order from Randy Ferguson in our parts department and we deliver with own truck and driver
Describe customer service strategy	Goal is to provide highest over all value to our customers. Accomplish through constant training of counter and technical team members, working with vendors to implement best practices and volume purchasing utilizing established programs. Our affiliation with Navistar parts allows us to provide nationwide warranty on most products offered. also allows access to vendors which provide technical assistance to be sure our customers are getting their moneys worth out of their product. We also add value by being adaptable and embracing technology to work smarter. If we cooperate on purchase timing, we can provide excellent pricing by sharing savings with our customer at every opportunity.	Our strategy is to accommodate our customers in any way we can to make their parts ordering and acquiring seamless in every way. We carry a \$750,000 parts inventory, have experienced parts personnel, and a quick delivery policy to implement that strategy.

Firm Name	Tri-County International Trucks, Inc.	All Type Truck and Trailer
Firm Address	23508 Groesbeck Hwy	23660 Sherwood
	Warren, MI 48089	Warren, MI 48091
Detailed overview of ordering process.	<p>Can order parts through various sources. Generally we buy from International or we purchase direct from vendors through an arrangement with International. Direct purchasing usually involves larger/minimum quantities and slower turn around time, but offers lower pricing. Stock orders can be placed daily with delivery to follow within 3 days. On demand orders can be placed any time. Provide delivery several times a week if demand warrants it. When purchase through International at their parts distribution centers there are 3 ways to get parts here, stock order (no freight), Next day truck (minimal freight), Next day UPS, parts here by 9 am freight is very expensive. Employ over 9 delivery vehicle in SE MI area.</p>	<p>Currently we do not have fully automated web order placement, although ordering via email is encouraged. All orders receive the same expeditious service and are handled immediately for quick turn around.</p>
Information on stocking capabilities for parts required by cities	<p>Currently stock over \$2 million in parts inventory between 5 locations Southeastern MI. Been under curent ownership since 1980 in Flint, 1986 Detroit C&S motors established in 1949. Employ factory supported inventory mgmt process which allows for constant adj based upon sales. Inventory 100% owned by us and not floor planned through finance company. anyone can tell you they have everything. Key is to work with Cities to anticipate needs and make adj in timely manner.</p>	<p>Now we have \$750,000 of heavy duty parts in stock. Stocking to accommodate the specific needs of the City of Rochester Hills would not be a problem. We would have our vendors put in stock to satisfy your needs.</p>

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	Warren, MI 48089	Warren, MI 48091
Transition plan	<p>Would bring in a team from Tri-County Int'l to listen to the City team members and analyze their current inventory, fleet make up and planned replacements. Can look at parts storage areas to determine if obsolete inventory. Analyzing cities repair and PM trends and parts usage, will be able to stock necessary parts when needed eliminate possibility of obsolete.</p>	<p>I find it not possible to describe in detail a plan for this transition because I do not know the brand name or quantity of stock the previous vendor, nor do I know the condition of the stock, price expected or location of the previous vendor. Obviously we would be eager to effect a smooth and equitable transition and promise to work with the previous vendor to make it so.</p>
Names and Quals of representatives assigned to City	<p>Flint: Norm Bacon - Oustide Sales Rep - 3 Years Jim Pierce - Oustide Sales Rep - 20 years Frank Taylor - Parts Manager - 10 years Dearborn: Kevin Clark - Parts Manager - 4 years Jim Mucciante - Outside Parts Sales Warren: Robert Compean - Parts Manager - 10 years Craig Lewis - Outside Sales Rep - 8 Years Management: Cathy Laube - 17 years Todd Fracalossi - Vice President & Parts Sls Mgr - 25 years</p>	<p>Rob Amoe - Parts Manager - Mr. Amoe has been in our employ over one year but he has over 30 years experience in an aspects of the heavy truck parts field. Mr. Amoe has some college and a plethora of technical training in heavy duty parts and repair. Randy Ferguson - over 20 years experience in parts logistics and control.</p>
Standard delivery charge	No	No
Minimum order for delivery	No	No
Miles from RH DPS	22 - Warren, 49.6 - Flint, 26.6 - Dearborn	20 miles
Miles from FH DPS	24.9 - Ypsilanti, 26.8 - Warren, 23.4 - Dearborn	25 miles

RFP-RH-10-075		
Heavy Duty Truck Parts		
Firm Name	Kirk's Automotive	Traction Heavy Duty of Michigan
Firm Address	9330 Roselawn	1012 University
	Detroit, MI 48204	Pontiac, MI 48342
Firm established	1946	1925
Years in business	64	85
List of three client references	Provided	Provided
Explain ordering/delivery service provided including contact personnel	Place order today and it will be delivered next day. A personnel contact list is included with this bid package	Our Pontiac store location would be the main supplier for this contract, Jeff Crozeir and Jeff Darling can be contacted daily by phone/email with any orders or with assistance for parts look-ups. Hours of operation M-F 7:30 am-5pm our delivery schedule would be same hours.
Describe customer service strategy	Kirk's Automotive Inc. customer service is dedicated to supplying new and remanufactured products to all our customers. We will supply service tech and any additional service information that is need. We can supply free training from our many manufactures at your location.	To provide our customers with the highest quality products and exceptional service through continous improvement.

Firm Name	Kirk's Automotive	Traction Heavy Duty of Michigan
Firm Address	9330 Roselawn	1012 University
	Detroit, MI 48204	Pontiac, MI 48342
Detailed overview of ordering process.	Orders can be placed via phone, fax, e-mail and soon to be on-line log in. All orders will be shipped next business day, unless there is an emergency order. Will call is available everyday for customer pick up.	<p>Stock orders can be ordered weekly either by the cities personnel or by weekly inventory visits from the outside salesman these orders will be entered into the system and filled the day orders are received.</p> <p>On-Demand and Emergency orders will be handled the same way the parts can be ordered over the phone or through our Internet Parts Purchasing Program which is available 24/7 365 days the order can be placed via Internet and prints our order at our Pontiac location. If parts are not available at Pontiac store we will source from one of our 3 other metro detroit stores before getting out of our parts warehouse in Atlanta, GA.</p> <p>Internet parts purchase program as stated is available 24/7 365 showing price and availability at all 4 of our MI stores, you can also setup a favorites order form for commonly used parts and fill in quantity needed saving time and part number look up. Deliveries will be made for all these types of orders.</p>
Information on stocking capabilities for parts required by cities	Kirk's currently inventories over 1 million at our 9330 Roselawn location our Distribution Center in Romulus has over 10 million back up inventory.	<p>Approx \$2.2 million in parts, with no limitation on stocking levels. The philosophy to handle cities parts needs would be to keep double the cities stock levels at our Pontiac facility. By getting with the cities equipment manager and going over the equipment list we come up with the main part numbers and quantities Cities feel we need to have on hand for their needs.</p>

Firm Name	Kirk's Automotive	Traction Heavy Duty of Michigan
Firm Address	9330 Roselawn	1012 University
	Detroit, MI 48204	Pontiac, MI 48342
Transition plan	Kirk's will have our NAPA team come in and change over and clean up current inventory per location cataloging and part number cross referencing will be supplied.	Not knowing what parts the cities are stocking at the present time we would have to meet with your people to go over inventory numbers wanted and needed and parts currently in stock for any possible buy back credit or exchange program. By going over equipment list with the equipment manager we can formulate a parts list for each unit and a stock plan for your location. Although we don't have a plan up front for this I have all the confidence we could formulate a plan to the cities needs.
Names and Quals of representatives assigned to City	Andy Pucci - 18 years with Kirk's Automotive Robert Williams - 24 year with Kirk's Automotive Mike Martin - 29 years with Kirk's Automotive All of the above have been trained by our O.E.M. suppliers and are ASE trained.	Ken Patrick - Outside parts salesman - 2 years with Traction HD - 31 years at MI CAT Jeff Crozeir - Pontiac store manager - 14 years with Traction HD - 35 years in HD truck dealerships Josh Darling - Parts counterman Pontiac - 11 years with Traction HD
Standard delivery charge	No	No
Minimum order for delivery	No	No
Miles from RH DPS	20 miles	10 miles
Miles from FH DPS	20 miles	17 miles