

A. Management Summary

ISS is committed to reduce emissions and reduce operating costs for fleets in Colorado. ISS Fleet has been focused only on the retrofit business for the last eight years. In this time, we have had many great successes, and yet we have not always completely delivered on our quality and service commitments.

ISS is working hard to combine the comprehensive experience and knowledge of our team members with information systems and management discipline to raise our quality and service standards EVERY day, in EVERY interaction, on EVERY vehicle we touch.

ISS has re-focused our attention on project management and customer service.

Two keys to success are consistent, regular and clear communication with stake holders, and following our proven processes on each project. Simply put, our process works when we follow it. Solid, collaborative communication engages fleets in retrofit decisions and limits disruption of operations. Organized project management systems ensure proper specification, clear timelines, quality installations, and accurate and complete reporting of completed work.

ISS has invested in several software systems in 2010, including a project management system (to track and share project progress and tasks), a customer call management system (to ensure customer interactions and problems are tracked and resolved quickly), and secure customer websites for each project to share project information and files (also available to the Council).

ISS focuses only on field installation, and we offer convenience and efficiency to fleet customers by reducing logistical headaches and downtime. Our organization is not tied to a single manufacturer or dealer, allowing us to pursue the best product for an individual application or fleet regardless of who built the parts. We are actively building our stable of products to meet a wider range of applications.

ISS has learned from literally thousands of installations of exhaust systems, crankcase filters and idle reduction technologies in Colorado. ISS adheres to a corporate quality improvement process and we are ISO certified.

ISS realized in late 2009 that we were not providing an adequate sales and service presence in Colorado. In 2010, we have nearly doubled our installation team and added a full-time service and sales presence in Denver named Chip Raches. We have also hired better experienced installers to free our management team to focus on organization and process improvement.

ISS is ready to meet the requirements of the Council and participating fleets. Our products match the program goals of reducing pollution, protecting human health, and lowering dependence on foreign oil. We have deep experience with field installations of verified equipment in the target fleets of school buses, on-road and off-road equipment across the nine county area targeted by this Offer.

After many years in the field, we know we have a lot more to do that just install equipment. Even our most engaged and motivated customers are very busy and have limited time to invest in the retrofit process. Our larger responsibility is to use our process improvements and tools to make retrofits as simple and painless as possible. Proactive outreach and service reminders are critical to the long term success of our projects and our business. ISS seeks to raise the standard for our industry by improving service and using technology to improve communication and results. We are using photography to better document installations and approval processes, and we are building a library of training videos to allow customers to refresh maintenance knowledge at their convenience.

Everyone at ISS is excited to provide this proposal because we wholeheartedly support the program goals as several of our family members are directly impacted by air quality. The scope of this program fits our experience and mission like a glove. We have carefully read the solicitation, participated in the pre-bid meeting and fleet reviews, and we are comfortable we will meet all requirements, terms, and conditions of the Solicitation. The Solicitation is thorough and well-prepared.

Pete Batten is authorized to negotiate this contract and make decisions concerning the negotiations.



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B. Vendor Profile/Installer Experience

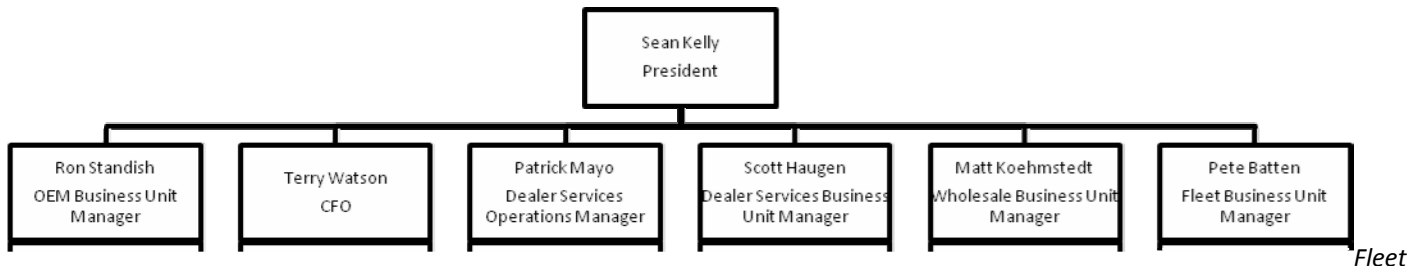
1. Instrument Sales and Service Inc, (ISS) has been headquartered in Portland, OR since 1949 and has operated in the Denver area for over 30 years. The company also maintains offices in Seattle and Phoenix. Each location operates under ISO9001:2000 and ISO/TS 16949:2002 certifications, which govern all processes and procedures, and are regularly reviewed by a third party auditor. Copies of our certifications are included in the appendix of this response. ISS is owned by J2 Partners located in Boulder, CO.

2. ISS operates four business units, each of which deals with a separate segment of the automotive industry.

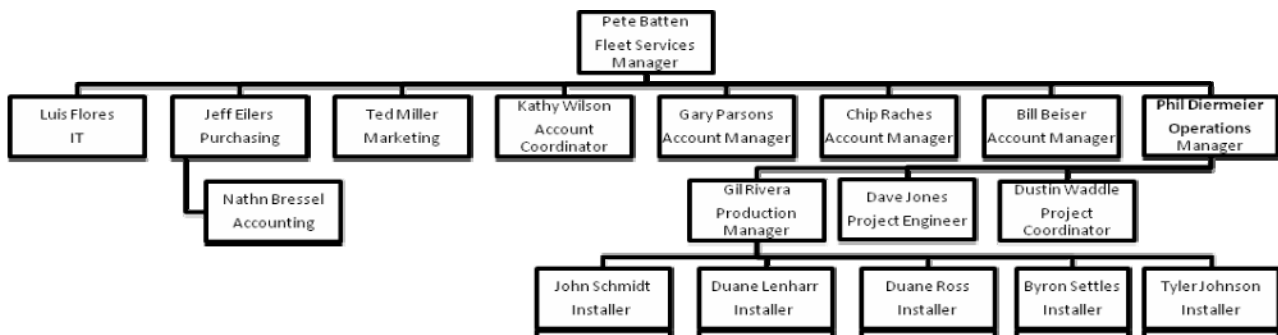
- **The Fleet Business Unit** which has been operating continuously in Denver, CO for eight years, is the respondent to this RFP and offers years of specialized experience in our core business: Field installation of equipment to reduce emissions and idling.
- **The OEM Business Unit** is a tier one supplier of gauges and systems for General Motors, Allison Transmissions and Harley Davidson.
- **The Wholesale Business Unit** services over 5,000 customers meeting their daily needs for product that enhance operator information and comfort, including technical advice and training.
- **The Dealer Services Business Unit** Manufactures and remanufactures electronics and systems for the automotive industry and services thousands of auto dealers as well as OEM customers.

3. ISS Fleet has the support of our larger organization to help meet our mission. We benefit from the corporate staffing and processes for quality improvement, information technology, human resources and purchasing.

ISS Corporate Organization Chart



Business Unit Organization Chart



Team members and experience:

Name	Title	Experience	Additional Credentials
John Schmidt	Sr. Installer	6 years at ISS, race car	• Certified Installation Technician for Webasto

(75% to RAQC)		mechanic	<ul style="list-style-type: none"> • Certified School Bus Mechanic
Duane Lenharr (75% to RAQC)	Installer	8 months at ISS	<ul style="list-style-type: none"> • Army diesel mechanic
Duane Ross (50% to RAQC)	Sr. Installer	6 months at ISS, 10 years in diesel maintenance and retrofits	<ul style="list-style-type: none"> • Expert on several brands of CCF
Dave Jones (20% to RAQC)	Project Engineer	6 months at ISS, >10 years in diesel engine repair	<ul style="list-style-type: none"> • Certified Oregon Department of Education Annual Bus Inspector • ASE Certified Master School Bus Technician • ASE Certified Advanced Level Specialist in Electronic Diesel Engine Diagnosis • ASE Certified Transit Bus Specialist • ASE Certified Master Medium/Heavy Truck Technician
Byron Settles (80% to RAQC)	Installer	6 months at ISS,	<ul style="list-style-type: none"> • ASE Certified Medium/Heavy Truck Technician
Tyler Johnson (30% to RAQC)	Installer	3 months at ISS, 4 years installing CCF	<ul style="list-style-type: none"> • Marine diesel maintenance • Associate's degree in Diesel and Heavy Duty Equipment
Tuan Nguyen (80% to RAQC)	Installer (temp to hire)	2 months at ISS, 17 years as mechanic and fleet manager	<ul style="list-style-type: none"> • ASE Certified Medium/Heavy Truck Technician • CDL
Gil Rivera (60% to RAQC)	Production Manager	3 years at ISS, 26 years in diesel repair and shop management	<ul style="list-style-type: none"> • ASE Certified Master Automotive Technician • Fleet Maintenance Manager • CDL
Chip Raches (80% to RAQC)	Account/ Project Manager	4 months at ISS, facilitator for Marlboro Hot Laps event program for 5 years	<ul style="list-style-type: none"> • More than a decade of hands-on customer field service and sales experience • Led a volunteer fire department
Phil Diermeier (40% to RACQ)	Operations Manager	2 years at ISS, >10 years quality and manufacturing management	<ul style="list-style-type: none"> • Member of ISS corporate ISO quality assurance team
Dustin Waddles (15% to RAQC)	Project Manager	2 months at ISS, 10 years in engine maintenance and repair	<ul style="list-style-type: none"> • Army National Guard Mechanic
Kathy Wilson (20% to RAQC)	Project Coordinator	13 years at ISS	<ul style="list-style-type: none"> • 8 years in retrofit business programs and federal program reporting
Gary Parsons (<5% to RAQC)	Account Manager	8 years at ISS, 20 years running businesses in auto/truck repair	<ul style="list-style-type: none"> • Started ISS Fleet business 8 years ago • Expert on installation best practices
Pete Batten (15% to RAQC)	Fleet Manager	8 months at ISS, 10 years in automotive	<ul style="list-style-type: none"> • General Manager for several automotive companies • Master's degree in Information Management

4. ISS has completed thousands of vehicle retrofits similar to the target projects in Colorado. Specifically, ISS has installed in Colorado 24 Tank Warmers, 1,914 Engine Pre Heaters, 243 Engine Pre heaters/Cabin Heaters, 4,644 DOC (excluding units sold for self installation), and 4,144 CCF. The following is a list of example projects:

Engine Pre Heaters	27	Dump Trucks and Municipal Equipment	City of Arvada
Engine Pre Heaters	8	Refuse Vehicles	City of Thornton
Engine Pre Heaters Hydraulic Tank Warmers	16	Refuse Vehicles	City and County of Denver
Engine Pre Heaters	15	Asphalt Pavers	Brannan Sand and Gravel
Engine Pre Heaters	4	Dump Trucks and Municipal Equipment	City of Boulder
Engine Pre Heaters	963	School Bus	Sixteen School Districts in the Colorado front Range
Engine Pre Heaters/ Cabin Heat	83	Activity Buses	

Engine Pre Heaters	206	Special Need Buses	
Engine Pre Heaters	42	School Buses	Pueblo School District
Engine Pre Heaters/ Cabin Heat	19	School Buses	Pueblo Colorado
Engine Pre Heaters	47	School Buses	Poudre School District
Engine Pre Heaters	23	School Buses	Durango School District
Engine Pre Heaters/ Cabin Heat	10	School Buses	Durango School District
Engine Pre Heaters/ Cabin Heaters	24	OTR Trucks	American Furniture Warehouse
Cabin Heaters	4	Delivery Vans	State Management Fleet
Engine Pre Heater	12	Municipal Vehicles	City of Englewood
Engine Pre Heaters/ Cabin Heaters	36	OTR Trucks	Mile Hi Food Distribution
Engine Pre Heaters	10	Shuttle Vans	National Rental Car
Engine Pre Heaters	4	Trucks	Foot Hills Park and Recreation

- ISS maintains a quality control program at the corporate level. Projects and processes follow a Plan-Do-Check-Act cycle to review progress against measures and improve performance.
- ISS has developed checklists and work instructions for our equipment installations and administrative processes to ensure consistency and quality.
- ISS quality processes are reviewed and audited by an independent third party. We realize quality programs are only as strong as the management discipline to enforce programs and train team members to follow processes and pursue improvements.
- ISS employs a formal problem resolution process tied to a "Take Action Form" (TAF) that is reviewed by a corporate quality team to ensure clear problem definition, clear work instructions, and consistent use of the instructions. Consistency and good communication with each fleet management team are critical to successful retrofits. Installation quality is defined by our experience in the field and the needs of each fleet customer.
- ISS reviews our installation plans with each fleet, provides a "first article" sample installation of each type of equipment for the fleet, and asks the fleet manager to sign off on completed installations. A member of our management team also inspects fleets post-installation. Improvement opportunities are noted and discussed with the installers, and training is provided to the installation team.

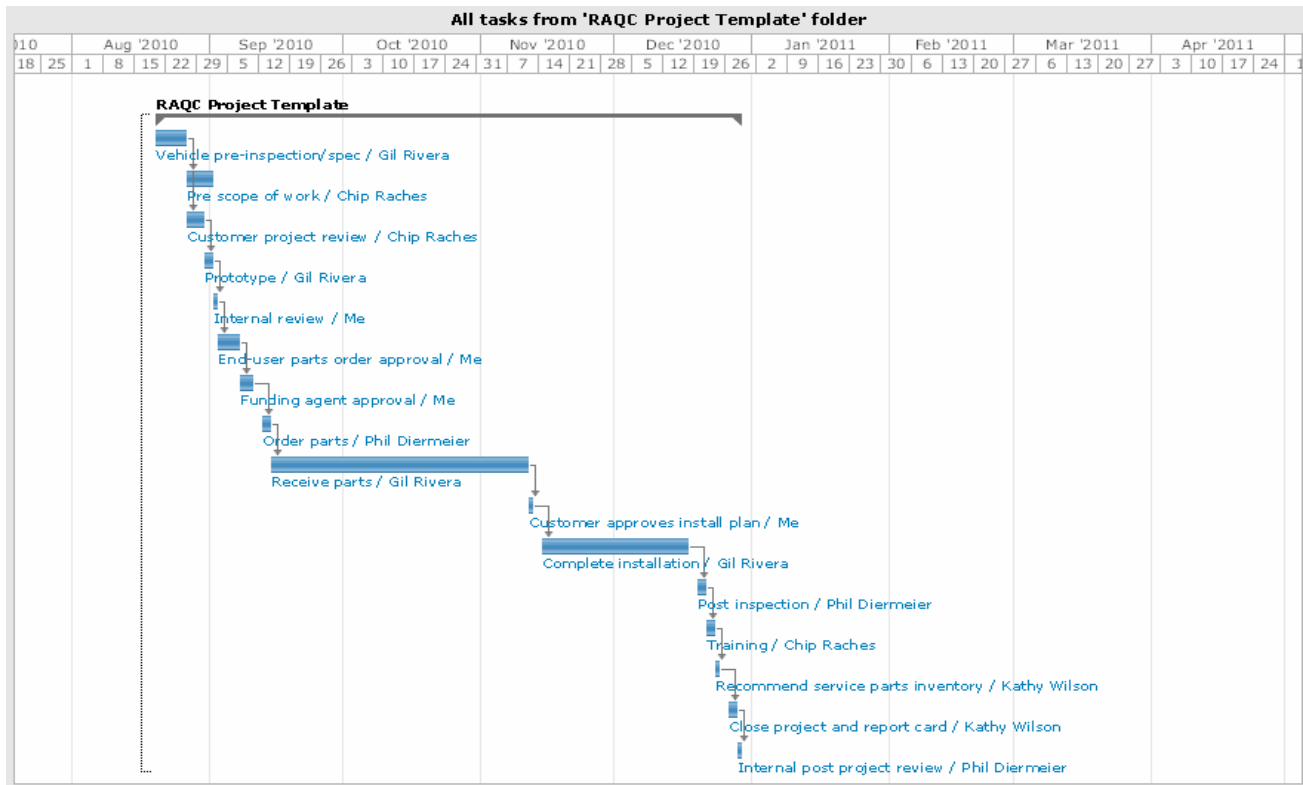
We see 7 main challenges and risks ISS encounters on installation projects:

Risk	Mitigation
Infrequent/inadequate customer contact and outreach	<ul style="list-style-type: none"> • Maintain consistent sales and service presence, with continuous outreach and regular follow up • Attend community and industry meetings and forums • Invest in educating fleets on the benefits of the Program
ISS team and customer have different understandings of scope, specs, or installation/technique preferences	<ul style="list-style-type: none"> • Seek understanding (ask questions) and document individual customer concerns and pains related to the project • Clear communication of scope, project plan, and installation techniques • Follow all project plan steps, especially "first article" inspection and sign-off process
Inadequate or inaccurate specification detail	<ul style="list-style-type: none"> • Always complete inspection of all vehicles, provide all spec form details, photograph and document non-standard plans for future installer reference
Installation quality	<ul style="list-style-type: none"> • Clear written instructions, photography of correct technique, detailed checklists, consistent inspections, measuring defects
Slow execution of installations	<ul style="list-style-type: none"> • Follow all steps in project management system • Adequate staffing to maintain momentum
Inadequate service or follow up	<ul style="list-style-type: none"> • Properly staffing sales and service positions, maintaining "tickle file" in CRM system to ensure regular outreach • Maintain "cases" in our system to ensure follow up and identify common problems, and track timeline to case closure

<p>Trouble-prone installations/combinations</p>	<ul style="list-style-type: none"> • Avoiding specific engine and retrofit combinations that we have identified as potentially incompatible, sharing our long term experience and recommendations with customer • Proper and timeline training on maintenance, including regular PM reminders to fleet • Maintain multiple parts suppliers to overcome individual shortages
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5. A sample timeline for an installation project is shown the Gantt chart below. This report is from a project management system that ISS recently began using with very positive results, both for customer communication and for internal task management.

- Our process begins with an introductory visit to the fleet to explain the installation process and devices. The next step is to inspect the proposed vehicles on the project list for applicability (including pre-testing such as blow by pressure) and to develop a proper installation specification for each vehicle. This is a critical step with many implications for downstream processes.
- The scope of work is documented, and shared and discussed with the fleet.
- Prototype installations may be completed or mocked up now, or after the parts order depending on the individual project circumstances. After an internal review of the project plan and specs, we seek fleet and funding agency approval of the parts order.
- Parts are then ordered and eventually received. Communicating the ordering timeline is critical because order fulfillment often takes approximately 8 weeks.
- Once the customer approves the installation plan, installation commences. Completed installations are inspected and corrected as necessary.
- Maintenance training and a recommended service parts list are provided, and we wrap up with a customer report card.
- Following the entire process, an internal project debrief is required.
- Our project management system tracks all the steps and ensures completion. The Gantt charts will be available to customers under this Offer and will be updated on a weekly basis.



6. References

Company Name	Contact Name	Title	Phone	Fax	Email
C Tran (WA)	Jim Wakeman	Fleet Maintenance Manager	360-906-7359	360-696-1602	jimw@c-tran.org
Jefferson County School District	Marc Horner	Fleet Manager	303-982-2320	303-982-2284	mhorner@jeffco.k12.co.us
Pueblo School District 70	Ernie Betts	Field Foreman	719-549-7213	719-948-9678	ernest.betts@pueblocitieschools.us
Eaton School District RE 2	Mike Ott	Transportation Director	970-454-5136	970-454-5193	mott@eaton.k12.co.us
Regional Air Quality Council	Steve McCannon	Program Manager	303-629-5450 x230	303-629-5822	smcannon@raqc.org
State of Colorado	Art Hale	CO State Fleet Manager	303-866-5531	303-866-5511	Art.hale@state.co.us
Denver International Airport	Bernie Maez	Director of Fleet Maintenance	303-342-2796	303-342-2200	Bernie.Maez@diadenver.net
City of Arvada	Tom Morahan	Fleet Services Coordinator	720 898-7703	720-898-7708	tmorahan@arvada.org
Colorado Dept. of Public Health and Environment	Dave Moreau	Environmental Protection Specialist IV	303-744-0127	303-744-7618	David.moreau@state.co.us
Utah Division of Air Quality	Mat Carlile	Energy Program Coordinator	970-247-5335	801-539-0601	mcarlile@utah.gov

7. ISS does not propose to use subcontractors to complete this project.

8. ISS has included our Drug and Alcohol policy in the appendix section of this response.

9. The Council has a history of reliable payment to ISS. ISS accepts the proposed 60 day payment terms and will extend terms to 90 days at 1 percent monthly interest.

10. ISS financial information is included in the CONFIDENTIAL ENVELOPE. ISS Fleet has not had legal action against us in the past five years.

- Self installation of tail pipe emission control, (DOC) requires a significant commitment to complete tasks within a timely manner, and relatively large manpower requirements. However this is for the most part a straight forward repeatable task with few negative consequences.
- Self installation of CCF system is far more complicated with subtleties that vary from vehicle to vehicle. They are considerably more time consuming and problematic, requiring a high degree of consistency and commitment to quality as well as much higher technical skills than the DOC. This product will require a very large investment in manpower.
- Self installation of fuel fired heaters IS NOT ADVISED in most cases, fee based training is available by the product manufacturer.

C. Equipment Specifications

Section III TECHNICAL SPECIFICATIONS

ISS understands that the specifications for this RFP are for technologies specifically designed to reduce emissions and fuel usage for project vehicles and equipment.

All products proposed by ISS meet or exceed the specifications requirements of this RFP.

To provide the most appropriate application of product, fitment, outcome results for each vehicle or specific equipment candidate, with consideration to the differing fleet types and needs, ISS is proposing a broad range of products by the following manufacturers that meet or exceed the specifications stated.

Emission Control

- DOC --- Donaldson
- CCF --- Donaldson/Racor

Idle Reduction

- Idle free electricity storage --- Energy Xtreme
- Heaters --- Espar/Webasto
- Cooling --- Webasto

DOC/CCF SPECIFICATION

ISS understands and agrees to provide verified DOC and CCF technologies designed to reduce emissions from medium and heavy duty diesel vehicles and equipment, by providing such technologies packaged with:

- Product, components and adequate instructions/training for self installation
- A package with product, components and ISS installation (complete turn-key)

ISS understands that packages may be required in any or all of the configurations listed below.

ISS is very familiar with these configurations and in overcoming the challenges they frequently present.

ISS is comfortable in our ability to provide the self installation package properly kitted with instructions/training or to provide a complete product and installation package (turn-key) for each possible configuration.

Configurations

- EPA/CARB verified DOC's only
- EPA/CARB verified DOC/CCF combinations
- Potential unverified DOC/CCF demonstration combinations
- Potential OEM DOC/CCF demonstration combinations
- Potential CCF only demonstration installations

DOC only/CCF DOC COMBO/CCF only

- EPA/CARB verification documents can be found in the appendix.
- ISS will use the proper DOC and CCF technology for each application including engine manufactures requirements for proper operations on each engine.
- ISS has installed on off road equipment under EPA programs in Idaho and Washington, and is currently completing off road application in the State of Colorado.
- DOC and CCF product proposed will operate on 1991 and newer vehicles or equipment. ISS has positive experiences with verified technologies on older applications when candidates are properly pre qualified.
- Product construction meets or exceeds the requirements of EPA/CARB and welds are of 409 stainless or better.
- ISS has extensive experience with DOC/CCF product installation and in providing all elements of training including theory of operation, installation, service and maintenance. Verification of our experience is detailed on pages 3 and 4 and a CCF service/maintenance bulletin is provided in the appendix to this response.
- All Closed Crankcase Filter Systems (CCF) proposed are of a closed loop design. Manufactures stated filter life exceeds the 400 hour minimum requirement.
- Blow by testing to qualify retrofit candidates will be completed and evaluated on each vehicle before installation. This testing and evaluation together with vehicle specific data and consideration of vehicle duty cycle, operating environment as well as fleet maintenance frequency and capability are key factors in choosing the appropriate CCF system and establishing service procedures.
- CCF and DOC warranty 150,000 miles or 5 years, warranty documents are included in the appendix section
- ISS has replacement DOC components and CCF filters and components readily available.
- ISS will respond within 48 hours to all service requests. Our expanded response policy can be found in the heater specification section.

Idle Reduction Systems

ISS proposes Idle Reduction products that meets or exceeds all specifications stated for use on school buses, public works vehicles/equipment and other vehicles and equipment.

The product proposed will accomplish the purpose of bringing to (preheating), and or maintaining operating temperature of the engine/cabin/hydraulics and other components or elements.

PLEASE NOTE: Not all possible configurations can be most beneficially accommodated by a single product or product manufacture. ISS supplies and is supported by both primary fuel fired heater

manufactures Espar/Webasto and as a result is positioned to assure the best fit, function and outcome results possible for each application.

ISS has included two additional idle reduction technologies that may be of significant value should the idle reduction portion of this RFP be expanded.

1. Idle Free Electric Storage System (Energy Xtreme) utilizes a battery cell to provide heat and or cooling from existing on board systems that would otherwise require the vehicle to idle. This system also provides power to first responders for the operation of essential equipment (emergency lights, computers) and critical life support systems that would otherwise require the vehicle to idle.

2. Webasto cab and sleeper cooling (air conditioning) referred to as “Blue Cool Truck”, which may be used to cool passenger and sleeper or cabin areas of certain vehicles/equipment idle free.

This product is available in two basic configurations both of which can function with either or both a cab heater/engine pre heater. Literature is included in the appendix.

Configuration 1: Standard Blue Cool Truck is designed to charge an auxiliary cooling storage unit in four to eight hours of normal vehicle operation. The unit will provide idle free air conditioning for up to ten hours.

Configuration 2: Is the same as configuration one but adds shore power for recharging auxiliary cooling storage in cases where the vehicle will not be driven or operated but A/C will be required.

- All proposed heater products are self contained utilizing vehicle/equipment fuel and electric.

Fuels	Products	Available	Winter Blends
	Webasto	Espar	
#1	Y	Y	Y
#2	Y	Y	Y
ULSD	Y	Y	Y
B 20 and less	Y	Y	Y
B 20 and more	N	Y	Y
100% BIO	N	Y	
E-85	Y	Y	
Gas	Y	Y	

Other options i.e. CNG/LNG, propane and cruder fuel forms could be made available and will be addressed individually.

- All pre-heaters proposed include a 7 day programmable timer.
- The products proposed by ISS will heat multiple systems i.e. engine/cabin and hydraulic fluids as well as an array of other items. Based on a viscosity of 32 ISS has provided for two hydraulic fluid ranges, (20/35 gallons and 35/55 gallons).

ISS will provide a second generation adjustable temperature management system that is much improved in ease of operation, function and accuracy over products previously available. This system is designed to:

- Operate only if the ambient temperature is below desired level
- Operate only during operational need
- Operate consistently with in a + or – 7 degree temperature range
- Have a low voltage shutoff

In addition this temperature management system provides for timed and automatic shut off when the heater is operated in manual mode, preventing continued heater cycling should an operator fail to turn the heater off in the manual mode.

- Bringing the system to temperature in the least amount of time possible is a significant objective and will receive appropriate consideration during the vehicle/equipment product and application selection process. This is a cooperative effort with ISS and the end user. This process includes evaluation of the individual vehicle/equipment, its duty cycle, the operating environment, service capabilities of the fleet, specific product

fitment to reach a recommendation designed to best meet the desired outcome and project expectations for presentation to and approval of the project managers (Council).

- Heaters have varying levels of parameter setting, diagnosis and troubleshooting capabilities other specifications required by this RFP. Experience has proven Webasto products to be strong workhorses, however Espar has brought advanced product providing faster and higher heat output, more user friendly test and diagnostic access, with multiple and affordable options. ISS has provided the following matrix to outline the basic capabilities and specifications of the heater products proposed.

RFP Requirements	Webasto TSL/ Air top and Thermo Units	Webasto Scholastic and DBW Units	Espar Complete Line
Computer Interface	Yes/A	No/B	Yes/A and C
Monitoring and Memory	Yes/A	No/B	Yes/A and C
Adjustable Parameters via Computer Interface	Yes/A	No/B	Yes/A and C
Internal diagnostic capability	Yes/A	No	Yes/A and C
Program Upgrades and Maintenance	Yes/A1	Yes/B1	Yes/A2 and C1
Factory Tech Support	Yes/A1	Yes/B1	Yes/A2 and C1
12 Volt	Yes	Yes	Yes
24 Volt	Yes	Yes	Yes

SETTING OPERATING PARAMETERS AND DIAGNOSTICS

A. Via computer interface is available for this heater with limited capabilities for setting parameters such as: on/off, operating mode and bracket setting for altitude.

Other commands involving parameter settings are primarily designed for test and trouble shooting of the operating systems. Certain parameter values can be accessed and aid considerably in verifying that manual adjustments have been made correctly. Operating systems and component performance can be captured in real time. Operating faults/errors are held in memory and accessible via computer interface.

A1. Interface capability is limited in most cases to computer operating systems of XP or older (\$759.48).

A2. Interface capabilities **are not restrictive**, accessible through computer operating systems of windows 1998 and later including Vista/7. Maintenance and upgrades of computer programs are available quickly and easily downloaded. Factory support is robust. (\$402.00)

B. Via mechanical break out box, operating systems are isolated which aids in specific component testing for trouble shooting and parameter setting. (\$800.00)

B1. Factory support is good but relies on the experience of the individual support technician as well as the test capabilities, tools, product knowledge and experience of the end users technician.

C. Via fault codes, heaters record fault codes that can be quickly and easily accessed by a fault code reader that does not require computer interface. This is an excellent and inexpensive, (\$173.22) standalone diagnostic tool that technicians are comfortable using. It is used to pinpoint and correct issues in a fast straight forward manner.

C1. Although there are not upgrades available for this system, technical support is readily available if assistance is needed accessing or defining fault codes and in making operating system adjustments or corrections.

ISS will not substitute any product either new or remanufactured without prior written consent from the project participants and participating agency.

Installation Scope of Services:

To provide the least disruption to the fleet ISS is prepared to engage multiple crews equipped with all their own tools, to provide onsite installations during the hours requested by each fleet including evenings and weekends.

Through our experience with other projects, ISS has developed procedures and an installation check sheet to assure the uniform quality of all installations. A copy of this check sheet is included in the appendix section of this response.

- Plumbing will meet State and Federal Codes
- Plumbing and Electrical routing securely fastened
- Brackets and holes cut for access will have smooth edges and painted to match the vehicle
- Installation and operation of the unit will not void the manufactures warranty
- Routed to eliminate exhaust to the cab area
- Plumbing and fuel lines routed away from heat sources
- Electrical connections will be insulated against moisture
- Fluid tanks will be tested according to State and Federal codes and not void manufactures warranty
- Fluid will be free of contamination
- Fuel shut off system will be installed
- System will have ability to bypass portions of the system
- Fuel filters will be inspected for debris

Warranty

- Copies of all warranty documents are included in the appendix section of this response.
- ISS will provide products that comply with all specified warranty terms and agrees to extend the commencement of the warranty to September 1 for all heating products installed after March 1 and before September 1 of any given year. ISS further agrees to begin the warranty period on any cooling technology on March 1 for all products installed after September 1 and prior to March 1 of the following year. ISS understands the expressed and intended provisions of the heater warranty requirements and we will meet those provisions under this proposal.
- ISS accepts the responsibility for towing costs if determined the road call is the result of heater system abrasion.
- ISS is an authorized warranty provider for the products we have proposed and will provide all equipment and parts excluding normal service parts at no cost to the Council or fleet during the warranty period. ISS has developed and continues to improve on their service call response procedures. To comply with ISO and QS quality standards, ISS has developed and adheres to internal audit systems, which include a service call log that will be provided to the Council if work is performed under this solicitation.
- ISS will provide all written manuals and maintenance schedules for each vehicle/equipment as requested.

Maintenance

ISS understands and will comply with the maintenance requirements listed below:

- Respond by phone with 1 business day to the fleet or Council
- Service technician will be on site within 2 business days after the call and complete repairs within 4 hours of arrival. (exception if parts are delayed extension of time must be approved by Council or fleet)

The responding ISS technician will check in with the Fleet upon arrival and when departing the site.

D. Vendor Location

ISS has had a permanent location in Denver County for over 30 years. Centrally located to all nine counties this facility serves as the hub of Fleet operations to receive, store, kit products and is the service center for both warranty and non warranty issues.

E. Sales Plan

ISS Fleet is committed to expanding programs to improve air quality through emissions and idle reduction technologies applied to diesel engine vehicles and equipment. We have identified fresh opportunities to retrofit additional fleet vehicles/equipment operated by our current customers and RAQC program partners.

ISS has and will continue to seek and promote retrofit activity with potential new RAQC project partners including but not limited to the following market segments:

- **Municipal Fleets:** including Public Works, Road and Water Departments, Parks and Recreation and Refuse haulers.
- **Private Fleets:** including Construction, Refuse Haulers, Energy Production, Highway Repair, Home Building and Landscapers.
- **Local Delivery:** including Shuttle Buses, Floral, Food and Beverage
- **OTR Fleets:** including West Co, Navajo, Benco Inc, Voyager Express and other fleets based in the nine County Area.

ISS’s consultative selling approach is focused on Public and Private organizations in the nine County area. ISS is giving priority to Fleets that meet the following criteria:

- Large fleets with a high number of candidate vehicles
- Likely to be enthusiastic about the program based on organizational policy towards environmental health
- Willing to take an active role in using the equipment in their fleet.

Communication materials in the form of posters, flyers and decals to convey the benefits of idle and emission reduction technologies are being drafted for the market segments noted above.

Cost savings analysis (ROI Calculators) and emission reduction worksheets we are currently using are being updated and will be incorporated as part of our consultative sales approach.

ISS currently has a six member fleet team in Denver dedicated to expanding the installed base of equipment for RAQC programs. ISS has recently added a full-time Fleet Account Project Manager in Denver exclusively for Colorado based projects. In addition ISS has added a Fleet Applications Engineer and an Installation Coordinator who are working with our Sales Coordinator and our Sales Manager from the Portland Office to support Colorado projects and long term opportunities.

Through experience gained from past projects ISS understands the importance of identifying areas for process modifications to improve communications, project logistics, and minimize downtime for fleet vehicles during the retrofit. ISS has developed a secure, password protected web site accessible to the Council and authorized project stakeholders providing documentation and current status for each project. This site is updated weekly.

ISS is incorporating technologies like this and researching others to improve our management of complex projects and to aid in creating and managing new project opportunities. As a result, we are well prepared to solicit and gain participation from school bus, transit, and on-road and off-road municipal, construction, cargo handling and other fleets.

F. Cost Requirements.

TAILPIPE AND CRANKCASE EQUIPMENT

Pricing Form I – Tailpipe Equipment Cost Per Unit (Prices for 1 to 20 Units)

	Equipment Brand Name	Equipment Cost	Install Cost	Installation Training per Equipment Type	Misc. Costs*	Ongoing Annual Costs**	Total Cost
Option 1	Donaldson DOC School Bus	\$898.95	\$161.98	\$0	\$0	\$0	\$1060.93
Option 2	Donaldson DOC Onroad up to 230hp no conversion	\$1033.85	\$209.17	\$0	\$0	\$0	\$1243.02
Option 3	Donaldson DOC Onroad up to 230hp with pipe/stack conversion	\$1072.15	\$314.09	\$0	\$0	\$0	\$1386.24
Option 4	Donaldson DOC Onroad up to 230hp with conversion and heat shield	\$1273.68	\$319.19	\$0	\$0	\$0	\$1592.87
Option 5	Donaldson DOC Onroad >230hp no conversion	\$1441.06	\$209.17	\$0	\$0	\$0	\$1650.23
Option 6	Donaldson DOC Onroad >230hp with pipe/stack conversion	\$1541.06	\$314.09	\$0	\$0	\$0	\$1855.15
Option 7	Donaldson DOC Onroad >230hp with conversion and heat shield	\$1673.68	\$319.19	\$0	\$0	\$0	\$1992.87
Option 8	Donaldson DOC Backhoe up to 160hp	\$1083.33	\$297.73	\$0	\$0	\$0	\$1381.06
Option 9	Donaldson DOC grader, dozer, loader, paver, grinder, crane up to 160hp	\$1097.15	\$342.04	\$0	\$0	\$0	\$1439.19
Option 10	Donaldson DOC grader, dozer, loader, paver, grinder, crane >160hp	\$1440.14	\$349.08	\$0	\$0	\$0	\$1789.22
Option	Donaldson DOC power generator per 2600 CFM	\$1809.63	\$395.97	\$0	\$0	\$0	\$2205.60

11							
Option 12	CCF blow by test	\$0	\$0	\$0	\$46.50	\$0	\$46.50
Option 13	Donaldson CCF up to 10 CFM (1500 hour filter)	\$400.35	\$383.18	\$0	\$67.91	\$46.84	\$898.28
Option 14	Racor CCF up to 10 CFM (700 hour filter)	\$400.35	\$383.18	\$0	\$67.91	\$32.19	\$883.63
Option 15	Racor CCF >10 CFM (700 hour filter)	\$527.55	\$395.60	\$0	\$67.91	\$43.49	\$1034.55

Option 1 is a standard school bus using a school bus kit.

Option 2 is an on road vehicle with no exhaust conversion or re-routing.

Option 3 requires a re-routing or conversion of exhaust system components.

Option 11 is priced per 2600 CFM flow rate on a power generator.

Option 12 is a required pre-test on all CCF installations

Option 13 includes a bottle installation in miscellaneous costs and one filter per year @ approx 1500 hours.

Option 14 includes a bottle installation in miscellaneous costs and one filter per year @approx 700 hours.

Option 15 includes a bottle installation in miscellaneous costs and one filter per year @approx 700 hours.

IDLING REDUCTION TECHNOLOGIES

Pricing Form II – Idle Reduction Cost Per Unit*

	Equipment Brand Name	Equipment Cost	Install Cost	Installation Training per Equipment Type	Misc. Cost*	On-going Annual Costs*	Total Cost
Option 1	Espar engine preheater - school bus 12v D4	\$1557.93	\$350.33	\$545.00	\$402.00	\$5	\$2860.26
Option 2	Webasto engine preheater -school bus 12v TSL17	\$1761.50	\$350.33	\$545.00	\$759.48	\$20	\$3436.31
Option 3	Webasto engine preheater on road commercial 12v TSL17	\$1892.74	\$429.20	\$545.00	\$759.48	\$20	\$3646.42
Option 4	Espar engine preheater -on road commercial EG5 12v/24v EG5	\$2101.85	\$429.20	\$545.00	\$402.00	\$5	\$3483.05
Option 5	Webasto engine preheater - on road commercial 24v Thermo50	\$2317.78	\$429.20	\$545.00	\$759.48	\$20	\$4071.46
Option 6	Webasto engine preheater -off road 12v TSL17	\$1952.74	\$471.30	\$545.00	\$759.48	\$20	\$3748.52
Option 7	Espar engine preheater -off road 12v/24vEG5	\$2161.85	\$471.30	\$545.00	\$402.00	\$5	\$3585.15
Option 8	Webasto engine preheater - off road 24v Thermo50	\$2377.78	\$471.30	\$545.00	\$759.48	\$20	\$4173.56
Option 9	Webasto medium cab only heater on road commercial 12v/24v AT 3500	\$2831.19	\$429.20	\$545.00	\$759.48	\$20	\$4584.87
Option 10	Espar medium cab only heater on road commercial 12v/24v AT4	\$2423.13	\$429.20	\$545.00	\$402.00	\$5	\$3804.33
Option 11	Webasto medium cab only heater off road 12v/24v AT 3500	\$2991.19	\$461.30	\$545.00	\$759.48	\$20	\$4776.97
Option 12	Espar medium cab only heater off road 12v/24v AT4	\$2495.13	\$461.30	\$545.00	\$402.00	\$5	\$3908.43
Option 13	Webasto engine and cabin heater on road commercial 12v/24v DBW2010	\$3766.78	\$519.20	\$545.00	\$800	\$42.04	\$5679.02
Option 14	Webasto engine and cabin heater on road commercial 12v Scholastic	\$3609.13	\$519.20	\$545.00	\$800	\$42.04	\$5513.37
Option 15	Espar engine and cabin heater on road commercial 12v/24v EG12	\$3015.80	\$519.20	\$545.00	\$402.00	\$5	\$4487.00

ISS Fleet Proposal for RAQC COMPBID2010

Option 16	Webasto engine and cabin heater off road 12v/24v DBW2010	\$3766.78	\$519.20	\$545.00	\$800.00	\$42.04	\$5673.02
Option 17	Webasto engine and cabin heater off road 12v Scholastic	\$3579.13	\$561.30	\$545.00	\$800.00	\$42.04	\$5527.45
Option 18	Espar engine and cabin heater off road 12v/24v EG12	\$3075.80	\$561.30	\$545.00	\$402.00	\$5	\$4589.10
Option 19	Webasto small cab only heater on road 12v/24v AT2000	\$2150.16	\$429.20	\$545.00	\$759.48	\$20	\$3903.84
Option 20	Espar small cab only heater on road 12v/24v AT2	\$1788.30	\$429.20	\$545.00	\$402.00	\$5	\$3169.50
Option 21	Webasto small cab only heater off road 12v/24v AT2000	\$2310.16	\$471.30	\$545.00	\$759.48	\$20	\$4105.94
Option 22	Espar small cab only heater off road 12v/24v AT2	\$1848.30	\$471.30	\$545.00	\$402.00	\$5	\$3271.60
Option 23	Espar engine and hydraulic heater on road 12v/24v EG5	\$3266.35	\$429.20	\$545.00	\$402.00	\$5	\$4547.55
Option 24	Webasto engine and Hydraulic heater on road 12v/24v T90	\$4433.79	\$519.20	\$545.00	\$759.48	\$20	\$6277.47
Option 25	Espar engine and hydraulic heater on road 12v/24v EG10	\$3859.12	\$519.20	\$545.00	\$402.00	\$5	\$5330.32
Option 26	Espar engine and hydraulic heater off road 12v/24vEG5	\$3326.35	\$471.30	\$545.00	\$402.00	\$5	\$4749.65
Option 27	Webasto engine and Hydraulic heater off road 12v/24vT90	\$3329.29	\$561.30	\$545.00	\$759.48	\$20	\$5215.07
Option 28	Espar engine and hydraulic heater off road 12v/24v EG10	\$2754.62	\$561.30	\$545.00	\$402.00	\$5	\$4267.92
Option 29	Webasto engine, cab heater corrections bus 12v/24v T90+2AT3500	\$8971.51	\$1021.73	\$545.00	\$759.48	\$60	\$11337.72
Option 30	Webasto BlueCool cab cooler	\$4447.80	\$716.00	\$0	\$0	\$0	\$5250.80
Option 31	Webasto BlueCool cab cooler & shore power	\$5871.01	\$895.60	\$0	\$0	\$0	\$6766.01
Option 32	Energy Xtreme 2000 Whrs	\$5624.80	\$185.00	\$0	\$0	\$0	\$5809.80
Option 33	Energy Xtreme 4000 Whrs	\$8867.50	\$185.00	\$0	\$0	\$0	\$9052.50

Option 1 is an Espar D4 engine preheater for a school bus 12v, including miscellaneous cost for diagnostic software of \$402 (1 copy per fleet) and \$5 ongoing annual filter replacement.

Option 2 is a Webasto TSL17 engine preheater for a school bus 12v, including miscellaneous cost for diagnostic software of 759.48 (1 copy per fleet) and \$20 ongoing annual filter replacement.

Option 3 is a Webasto TSL17 engine preheater for on road commercial vehicles 12v, including miscellaneous cost for diagnostic software of 759.48 (1 copy per fleet) and \$20 ongoing annual filter replacement.

Option 4 is an Espar E Guardian 5 engine preheater for on road commercial vehicles 12v or 24v, including miscellaneous cost for diagnostic software of \$402 (1 copy per fleet) and \$5 ongoing annual filter replacement.

Option 5 is a Webasto Thermo 50 engine preheater for on road commercial vehicles 24v Thermo50, including miscellaneous cost for diagnostic software of 759.48 (1 copy per fleet) and \$20 ongoing annual filter replacement.

Option 6 is a Webasto TSL 17 engine preheater for off road equipment 12v, including miscellaneous cost for diagnostic software of 759.48 (1 copy per fleet) and \$20 ongoing annual filter replacement.

Option 7 is an Espar E Guardian 5 engine preheater for off road equipment 12v or 24v, including miscellaneous cost for diagnostic software of \$402 (1 copy per fleet) and \$5 ongoing annual filter replacement.

Option 8 is a Webasto Thermo 50 engine preheater for off road equipment 24v, including miscellaneous cost for diagnostic software of 759.48 (1 copy per fleet) and \$20 ongoing annual filter replacement.

Option 9 is a Webasto AT 3500 medium sized cab only heater for on road commercial vehicles 12v or 24v, including miscellaneous cost for diagnostic software of 759.48 (1 copy per fleet) and \$20 ongoing annual filter replacement.

Option 10 is an Espar AT4 medium sized cab only heater for on road commercial vehicles 12v or 24v, including miscellaneous cost for diagnostic software of \$402 (1 copy per fleet) and \$5 ongoing annual filter replacement.

- Option 11 is a Webasto AT 3500 medium sized cab only heater for off road equipment 12v or 24v, including miscellaneous cost for diagnostic software of 759.48 (1 copy per fleet) and \$20 ongoing annual filter replacement.
- Option 12 is an Espar AT4 medium sized cab only heater for off road equipment 12v or 24v, including miscellaneous cost for diagnostic software of \$402 (1 copy per fleet) and \$5 ongoing annual filter replacement.
- Option 13 is a Webasto DBW2010 engine and cabin heater for an on road commercial vehicle 12v or 24v, including miscellaneous cost for diagnostic software of 800.00 (1 copy per fleet) and \$42.04 ongoing annual filter/nozzle kit.
- Option 14 is a Webasto Scholastic engine and cabin heater for an on road commercial 12v, including miscellaneous cost for diagnostic software of 800.00 (1 copy per fleet) and \$42.04 ongoing annual filter/nozzle kit.
- Option 15 is an Espar E Guardian 12 engine and cabin heater for an on road commercial vehicle 12v or 24v, including miscellaneous cost for diagnostic software of \$402 (1 copy per fleet) and \$5 ongoing annual filter replacement.
- Option 16 is a Webasto DBW 2010 engine and cabin heater for off road equipment 12v or 24v, including miscellaneous cost for diagnostic software of 800.00 (1 copy per fleet) \$42.04 ongoing annual filter/nozzle kit.
- Option 17 is a Webasto Scholastic engine and cabin heater for off road equipment 12v, including miscellaneous cost for diagnostic software of 800.00 (1 copy per fleet) and \$42.04 ongoing annual filter/nozzle kit.
- Option 18 is an Espar E Guardian 12 engine and cabin heater for off road equipment 12v or 24v, including miscellaneous cost for diagnostic software of \$402 (1 copy per fleet) and \$5 ongoing annual filter replacement.
- Option 19 is a Webasto AT2000 small cab only heater for an on road vehicle 12v or 24v, including miscellaneous cost for diagnostic software of 759.48 (1 copy per fleet) and \$20 ongoing annual filter replacement.
- Option 20 is an Espar AT2 small cab only heater for on road vehicles 12v or 24v, including miscellaneous cost for diagnostic software of \$402 (1 copy per fleet) and \$5 ongoing annual filter replacement.
- Option 21 is a Webasto AT2000 small cab only heater for off road equipment 12v or 24v, including miscellaneous cost for diagnostic software of 759.48 (1 copy per fleet) and \$20 ongoing annual filter replacement.
- Option 22 is an Espar AT2 small cab only heater for off road equipment 12v or 24v, including miscellaneous cost for diagnostic software of \$402 (1 copy per fleet) and \$5 ongoing annual filter replacement.
- Option 23 is an Espar E Guardian 5 engine and small hydraulic heater for on road vehicles 12v or 24v (excludes tank R&R), including miscellaneous cost for diagnostic software of \$402 (1 copy per fleet) and \$5 ongoing annual filter replacement.
- Option 24 is a Webasto Thermo 90 engine and hydraulic heater for on road vehicles 12v or 24v (excludes tank R&R), including miscellaneous cost for diagnostic software of 759.48 (1 copy per fleet) and \$20 ongoing annual filter replacement.
- Option 25 is an Espar E Guardian 10 engine and hydraulic heater for on road vehicles 12v or 24v (excludes tank R&R), including miscellaneous cost for diagnostic software of \$402 (1 copy per fleet) and \$5 ongoing annual filter replacement.
- Option 26 is an Espar E Guardian 5 engine and small hydraulic tank heater for off road equipment 12v or 24v (excludes tank R&R), including miscellaneous cost for diagnostic software of \$402 (1 copy per fleet) and \$5 ongoing annual filter replacement.
- Option 27 is a Webasto Thermo 90 engine and hydraulic heater for off road equipment 12v or 24v (excludes tank R&R), including miscellaneous cost for diagnostic software of 759.48 (1 copy per fleet) and \$20 ongoing annual filter replacement.
- Option 28 is an Espar E Guardian 10 engine and hydraulic heater for off road equipment 12v or 24v (excludes tank R&R), including miscellaneous cost for diagnostic software of \$402 (1 copy per fleet) and \$5 ongoing annual filter replacement.
- Option 29 is a Webasto Thermo 90 engine heater and two AT3500 cab heaters for a corrections bus 12v or 24v, , including miscellaneous cost for diagnostic software of 759.48 (1 copy per fleet) and \$60 ongoing annual filter replacement.
- Option 30 is a Webasto BlueCool cab cooler.
- Option 31 is a Webasto BlueCool cab cooler with shore power capability.
- Option 32 is an Energy Xtreme 2000 Whrs power cell.
- Option 33 is an Energy Xtreme 4000 Whrs power cell.

Pricing Form III – Idle Reduction Equipment Parameters

	BTU/Hr	Fuel Consumption/ Hr	Alternative fluid heating time (low range/high range)	Ambient Temp. Yes/No	Computer diagnostics/setup via USB
Option 1	13,600	0.11g		Yes	Yes
Option 2	17,200	0.08/0.06g		Yes	Yes
Option 3	17,200	0.08/0.06g		Yes	Yes
Option 4	17,000	0.08/0.16g		Yes	Yes
Option 5	17,200	0.07/0.16g		Yes	Yes
Option 6	17,200	0.08/0.06g		Yes	Yes
Option 7	17,000	0.08/0.16g		Yes	Yes

ISS Fleet Proposal for RAQC COMPBID2010

Option 8	17,200	0.07/0.16g		Yes	Yes
Option 9	12,000	0.11g		Yes	Yes
Option 10	13,650	0.13g		Yes	Yes
Option 11	12,000	0.11g		Yes	Yes
Option 12	13,650	0.13g		Yes	Yes
Option 13	45,000	0.4g		Yes	No
Option 14	45,000	0.4g		Yes	No
Option 15	42,000	0.04/0.4g		Yes	Yes
Option 16	45,000	0.4g		Yes	No
Option 17	45,000	0.4g		Yes	No
Option 18	42,000	0.04/0.4g		Yes	Yes
Option 19	7,000	0.06g		Yes	Yes
Option 20	7,500	0.07g		Yes	Yes
Option 21	7,000	0.06g		Yes	Yes
Option 22	7,500	0.07g		Yes	Yes
Option 23	17,000	0.08/0.16g	38.4 degrees/hr	Yes	Yes
Option 24	31,400	0.06/0.24g	37.1 degrees/hr	Yes	Yes
Option 25	32,450	0.05/0.32g	37.1 degrees/hr	Yes	Yes
Option 26	17,000	0.08/0.16g	38.4 degrees/hr	Yes	Yes
Option 27	31,400	0.06/0.24g	37.1 degrees/hr	Yes	Yes
Option 28	32,450	0.05/0.32g	37.1 degrees/hr	Yes	Yes
Option 29	12,000/31,400	0.11g & 0.24g		Yes	Yes
Option 30	17,000 total	N/A		Cab temp	No
Option 31	17,000 total	N/A		Cab temp	No
Option 32	N/A	N/A		N/A	No
Option 33	N/A	N/A		N/A	No

Pricing Form IV – Volume Discounts***

Pieces of Equipment	Tailpipe/CCF Percentage Reduced	Idle Technologies Percentage Reduced
21- 40 Units		
41- 60 Units		
61-80 Units		
81-100 Units		
101+ Units		

The questions below must be included and answered in Vendor responses in this format.

Does your offer comply with all the terms Yes X _____
and conditions? If no, indicate exceptions. No _____

Does your offer meet or exceed all Yes X _____
specifications? If no, indicate exceptions. No _____

May any governmental agency, district, political Yes X _____
subdivision or private company in the State of Colorado No _____
avail itself of this contract and purchase any and all items specified?

State percentage of prompt payment discount, if offered. _____ 0 _____ %

State net 90 day finance charge _____ 1 _____ %