

## **23A. MAINTENANCE PLAN AND WARRANTY PLAN**

Tenderers must submit offers for maintenance plan and warranty plans, and they must offer a comprehensive maintenance plan and warranty plan which must be valid for a period of 36 (Thirty-Six) months or up to a minimum of 3000 hours (whichever occurs first) for every item offered on tender. The maintenance plan and warranty plan are to be priced separate to the price of the vehicle on the "Pricing Schedule".

- Tenderers are required to provide the details of the maintenance and warranty plans as an addendum to the bid document.
- It is expected that all warrantees will remain valid if a vehicle is serviced 100 hours prior to and 100 hours after the vehicle was due for a service. Failure of a vehicle to be serviced or maintained in time cannot affect the validity of the maintenance plan.
- The City of Cape Town shall not enter into or be required to enter into any alternative agreements to activate the maintenance plan or warranty plan. Any parameters or conditions related to maintenance plans needs to be submitted as part of the tender.
- Maintenance and service facilities must be available and supported by a comprehensive dealer network.
- The maintenance and extended warranty plans must have no impact on the tendered item's warranty.
- Tenderer to note, documentary confirmation of maintenance plan to be supplied at delivery of each vehicle purchased.

## **23B. MAINTENANCE PLAN**

The maintenance plan must be comprehensive and inclusive of all services and repair costs including labour and all parts. Roadside assistance that includes travel costs (towing/recovery) to and from the nearest dealer and the breakdown scene must be covered in the maintenance plan. The following will be excluded:

- a) Tyres
- b) Accident damage
- c) Insurance
- d) Any top up lubricants and fuel
- e) Damage caused through driver misuse, accident damage, theft or fire
- f) Repairs to upholstery, trim and glasswork
- g) Repairs to body and paint including dings, dents and chips.
- h) Accessories or equipment installed by a person other than the vehicle manufacturer
- i) Repairs to engine protection systems, vehicle monitoring systems and automated fuel systems.

Tenderers will be fully responsible for the administration of the maintenance plan.