



CITY AND COUNTY OF SAN FRANCISCO
 San Francisco Municipal Transportation Agency
 Request for Proposals
 THE PROCUREMENT OF
 30-Foot, 40-FOOT AND 60-FOOT LOW FLOOR
 DIESEL HYBRID COACHES

Proposal Section	Title	Bid Submission Requirements
5-B	B. Field Service Support	<p>Supply a detailed description of the Proposer's field service and support network including Hybrid system support to be provided under this Contract. Include names, phone numbers, locations and size of territory.</p> <p>The support described in Section 10.1.6 of the Technical Specifications-Volume 2 is a minimum; describe any additional service representative support to which the Proposer is willing to commit.</p>

New Flyer Service is an organization within the New Flyer Customer Services group – a division of New Flyer Industries. As a part of the leading manufacturer of heavy-duty transit buses in the United States and Canada, we have access to top design, engineering, propulsion technology and electrical systems professionals. This enables us to offer the service and expertise to maximize the lifetime value of your fleet. Our goal at New Flyer is to keep your fleet running with service and support that exceeds your expectations.

New Flyer field support consists of 3 Regional Teams, consisting of over 20 Regional Product Support Managers (RPSM) who:

- Provide your gateway into New Flyer for Warranty and the life of your bus
- Support the effort to get buses into and remain in revenue service
- Respond to Bus Operations and Maintenance inquiries and concerns

As part of our service support, New Flyer is happy to provide a Regional Product Support Manager to work with MUNI on warranty related issues as needed. The Regional Product Support Manager is available via phone or e-mail and normally responds within 24 hours. If New Flyer representation is required on-site, New Flyer will have on-site support as soon as possible.

In addition, New Flyer has 11 Technical Services Specialists within the Service Organization who:

- Develop and provide solutions to maintenance and reliability issues with your fleet
- Inspection and Repair Documentation
- Engineering or Supplier Design Updates
- Field Campaigns or Retrofits
- Warranty Failure Investigations
- Coordinate with New Flyer Engineering and all component and system suppliers



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Oversee the daily work flow of field information and documenting the changes required to support New Flyers customers and New Flyer RPSM's.

RPSM's and Technical Specialists at New Flyer Service are among the most experienced and best-trained technical service professionals in the industry. In addition, they are supported by the entire New Flyer organization with direct connections to every element of the business including design, engineering, electrical, and OE suppliers.

In addition to the RPSM's and Technical Specialists, New Flyer has the 100+ within Production Engineering and New Product Development Engineering that can provide support to MUNI both during and after the warranty period.