



Colorado Department  
of Public Health  
and Environment

# Air Pollution Control Division Mobile Sources Program

## **Request For Proposal # SF-AIR130614-R**

### **Motor Vehicle Emissions**

### **Inspection and Maintenance Program**

**June 14, 2013**

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## **1. General Information/Overview**

### **1.1 Overview**

This Request For Proposal (RFP), in accordance with 42-4-305(10), C.R.S., from the Colorado Department of Public Health and Environment (CDPHE) seeks a contractor to provide motor vehicle emissions testing services to support an Inspection and Maintenance (I/M) Program in accordance with the requirements of Title 42, Article 4, Part 3 C.R.S. *et. seq.* and Colorado Air Quality Control Commission (AQCC) Regulation No. 11 (5 CCR 1001-13) in the Automobile Inspection and Readjustment (AIR) program areas of Colorado, as defined in Section 42-4-304(20), C.R.S.

These testing services shall be consistent with the services currently provided as part of the emissions program as defined in Section 42-4-304(9), C.R.S. to include recent changes adopted by the AQCC to Regulation 11. Specifically, the contractor shall provide the following centralized testing services:

- On-Board Diagnostic (OBD) electronic query on 1996 and newer model-year light-duty motor vehicles;
- I/M240 testing for 1982 and newer model-year light-duty motor vehicles;
- Two-Speed Idle (TSI) testing for heavy-duty trucks and 1981 and older model-year light-duty motor vehicles that were not inspected at an independent decentralized facility;
- Visual inspection of emission control systems for all 1975-1995 model-year motor vehicles;
- Visual smoke check on all vehicles;
- Gas cap pressure check for 1975 and newer model-year light-duty and heavy-duty motor vehicles;
- Provide for a clean screen program testing to exempt 1982 and newer model-year motor vehicles from periodic testing;
- I/M240 emissions test on up to 5% of the OBD-tested vehicles, these additional inspections may overlap with the 2% clean screen holdback vehicles as noted later; and
- A complete re-test of the same type of the initial test for vehicles that fail their inspections.

Additionally, the contractor shall be required to perform an evaporative leak check, or other inspection procedures upon the AQCCs adoption of such procedures. In addition to performing these testing procedures, the contractor shall provide other ancillary services in support of the emissions testing program as detailed more fully below.

### **1.2 Colorado's Air Quality Status**

The Denver Metropolitan Area (DMA) was designated as a non-attainment area for the 8-hour ozone National Ambient Air Quality Standard on November 20, 2007, by the United States Environmental Protection Agency (USEPA). The Inspection and Maintenance (I/M) Program referenced in this RFP is intended to provide reductions of ozone precursor emissions from



vehicles in the AIR Program, covering all or parts of Adams, Arapahoe, Broomfield, Boulder, Denver, Douglas, Jefferson, Larimer, and Weld Counties in Colorado.

### **1.3 Colorado's Program Oversight**

#### **1.3.1 Air Quality Control Commission**

As a body appointed by the Governor, the AQCC (Commission) is authorized to develop, implement, and evaluate, amongst other concerns, motor vehicle emissions control programs. The Commission is responsible for a number of mobile source and stationary source air quality programs, and may promulgate such regulations deemed necessary to implement and maintain performance of such programs. As staff to the Commission, CDPHE's Air Pollution Control Division (Division) is the lead agency in facilitating the AIR program.

#### **1.3.2 Colorado Department of Public Health and Environment**

Section 42-4-307, C.R.S. establishes the authorities/responsibilities of the Division as it pertains to the I/M Program. The Division is responsible for the initial design, implementation, and overall monitoring of program performance to ensure compliance with the State Implementation Plan (SIP), air quality goals, and applicable EPA regulations. The Division is responsible for all technical aspects of the program, such as emissions inspection procedures and standards, test analyzer system (TAS) performance and design specifications, inspector assessment and qualification, data analysis and reporting, maintenance of Emissions Technical Centers (ETC) in support of affected parties, and the ongoing study of evolving emissions control strategies to reduce mobile source emissions.

The Division is responsible for certification of hardware and software systems used in the inspection process, commissioning all test lanes prior to startup of testing, ensuring that contractor testing systems meet performance standards in actual service throughout the period of the contract, oversight of the contractor with respect to periodic test method update modifications, and specifying data analysis objectives for the contractor's effort to present system outputs on emissions performance. The Division is responsible for analysis of I/M test data to ensure program uniformity. Division staff will monitor the contractor test analyzer systems for compliance with inspection protocol methods, hardware and software performance.

The Division – in consultation with the Executive Director of the Department of Revenue – is authorized to enter into a contract with a contractor to provide for I/M Program inspection services.

#### **1.3.3 Colorado Department of Revenue**

Title 42, Article 4, Part 3, C.R.S. establishes the I/M Program-based authority of the Colorado Department of Revenue (DOR). As such, DOR is responsible for emissions inspector and station licensing as prescribed by C.R.S., AQCC Regulation 11, and DOR Regulation 1. In order to maintain the integrity of the I/M Program, DOR conducts various quality assurance audits of emissions inspectors and stations. The DOR Emissions Section works closely with the DOR

Titles and Registration Section to ensure the integrity of the emissions portion through vehicle registration records.

The DOR Emissions Section will be responsible for ensuring contractor compliance with applicable laws, rules, and procedures. Integrity of the I/M Program and contract compliance will be achieved by DOR overt and covert audits of the contractor as required by C.R.S.

DOR ensures vehicle compliance with the I/M Program via “registration denial”: a vehicle cannot be registered without proof of compliance with emissions requirements. A vehicle’s emissions certification date may not coincide with its registration, but a vehicle cannot be registered without a valid certificate of emissions compliance at the time of registration. Vehicle emissions requirements are maintained and distributed to vehicle owners from the Motor Vehicle Division’s “Colorado State Titling and Registration System (CSTARS).”

#### **1.4 Program Geographical Area**

This RFP requests bidders to submit a proposal to provide gasoline-powered vehicle inspection services for parts of Adams, Arapahoe, Larimer, and Weld Counties along with the entire counties of Broomfield, Boulder, Denver, Douglas, and Jefferson. The precise program area boundaries are specified in Sections 42-4-304(20)(a) and 42-4-304(20)(a)(IV) and (V), C.R.S. Hereinafter, the defined areas will be referred to as the “program area”.

#### **1.5 Program Inspection Cycle Description**

Vehicles subject to inspection shall be inspected in accordance with the following schedule:

- Vehicles of model year 1982 and newer shall be inspected on a biennial schedule;
- Vehicles of model year 1981 and earlier shall be inspected annually;
- Vehicles of seven (7) model years of age and newer are exempt from periodic emissions inspections;
- Vehicles shall be inspected at the time of sale or transfer in accordance with the provisions inspection 42-4-310(1) C.R.S.

Certain vehicles (including those non-motor vehicles as indicated in Section 42-4-304(18), C.R.S.) may be exempt from inspection in accordance with the provisions of state law.

#### **1.6 Vehicle Inspection Volume**

The total number of motor vehicles registered in the AIR program area, based on an analysis performed in March 2013, is estimated at 2.4 million. Due to the seven-model-year exemption, the total inspection volume is estimated, as of March 2013, to be approximately 800,000 initial inspections annually.

## **1.7 Program Implementation Schedule and Contract Duration**

The effective term of the contract is expected to be from January 1, 2015 and will end on December 31, 2019. Under State law, C.R.S. 42-4-306 (3)(b)(V)(a), one two-year extension and one four-year extension may be granted if warranted at the sole discretion of the State.

Emissions testing at centralized stations shall be available no later than January 1, 2015, unless the compliance date is extended by the Commission through subsequent regulatory action.

## **1.8 Inspection Fees**

The contractor will be paid through the collection of inspection fees from motorists at centralized testing facilities and clean screen inspection fees collected by local county clerks. All motor vehicle inspections (including idle test, clean screen, OBD, and I/M240 inspections) performed by the contractor or its employees are deemed to be conducted pursuant to this RFP. All fees paid to the contractor for these inspections are for services rendered by the contractor pursuant to this RFP. These fees represent the sole consideration that the contractor shall receive under the resulting contract.

Inspection fees are capped by statute at \$25 per inspection for 1982 and newer vehicles and \$15 per inspection for 1981 and older vehicles, but could be lower as determined by the successful Bidder's proposal and subsequent contract.

As provided in Section 42-4-311(7), C.R.S., motorists who fail an inspection are entitled to one free re-inspection within ten calendar days of a paid, failed inspection. The contractor shall not charge a motorist a fee for a vehicle that qualifies for a free retest.

The contractor shall accept cash, checks, and credit/debit cards. In addition, pursuant to Section 42-4-309, C.R.S., the contractor shall have Emissions Vouchers available for sale in the AIR program area that can be redeemed for emissions inspections.

The contractor shall provide the Division with adequate operating cost information that is sufficient to conduct an accurate cost analysis that shall be used to evaluate the Bidder's proposal and assess whether the proposed emissions testing fee, as explained in Section 19.10, is reasonable and appropriate.

### **1.8.1 Inspection Fees for Clean Screen Inspections**

Pursuant to Section 42-3-304(19)(a)(II), C.R.S., County Clerks and Recorders are entitled to retain three and one-third (3 1/3) percent of every clean screen inspection fee collected. In addition to the fees retained by the County Clerks and Recorders, seven cents (\$.07) of every clean screen inspection for 1982 and newer vehicle will be retained by the Clean Screen Fund in order to protect the integrity of the Fund.

The contractor shall be paid pursuant to the schedule established in Section 42-3-304(19)(a), C.R.S. DOR shall, on a monthly basis, notify the Clean Screen Authority of the number of

vehicles registered in the previous month based on paid clean screen tests. DOR shall not include any clean screened vehicle that has been exempted from the requirement to pay an emission inspection fee because that vehicle was tested at an inspection center, inspection-only facility, or fleet inspection station. The Clerks and Recorders will not collect emissions inspection fees for vehicles not eligible for the clean screen program. This includes, but is not limited to, some government vehicles, vehicles registering upon change of ownership, or vehicles registering in the area for the first time.

Each month, DOR shall provide the contractor with a list of Vehicle Identification Numbers (VINs) of vehicles for which motorists paid for a clean screen test in the preceding month, on a county-by-county basis. DOR shall report to the Clean Screen Authority any overpayment made to the contractor. The subsequent monthly payment to the contractor may be reduced by that amount of any such overpayment.

A motorist who pays for a mandated passing test at an inspection center less than 60 days prior to the date when that vehicle was actually registered (with a clean screen test fee included in the payment to the clerk) will receive a refund equal to one test fee.

### **1.8.2 Payments to the State**

All inspections are subject to a twenty-five cent (\$0.25) charge if the vehicle passes the inspection or is granted a waiver, which shall be transmitted to DOR pursuant to Section 42-4-311(3)(a)(II)(B) and (C) C.R.S.

### **1.9 Compliance with laws and Potential Statutory and Regulatory Changes to the Program**

The I/M Program will be conducted in accordance with the requirements of State and Federal law. While this RFP seeks motor vehicle emission testing services consistent with existing law, modifications to the underlying statutory and regulatory requirements governing the I/M Program could alter the scope of testing services.

The contractor shall comply with all relevant federal, state and local laws and regulations, including future amendments. Such regulations include, but are not limited to, Regulation No. 11 and DOR's Regulation 1 CCR 204-11.

The contractor assumes the risk of revision or repeal of the I/M Program or the implementing laws and regulations during the term of the resulting contract. The resulting contract from this RFP will not grant a vested right to the continuation of the I/M Program, a minimum number of inspections annually, the form or manner of the inspections, the classes of vehicles inspected, or otherwise limit the authority of the General Assembly or Commission to revise or repeal the statutes and regulations governing the AIR Program. The contractor shall not be entitled to compensation if, during the term of the contract, the State terminates the AIR Program, in whole or in part, amends it to require fewer periodic inspections, or amends the regulatory requirements.

The early termination of the AIR Program will result in the early termination of the resulting contract. If the AIR Program is amended to reduce the number of annual inspection or otherwise revise the program, the contractor shall remain obligated to provide the requisite inspection services for the remainder of that contract term.

## **2. Centralized Inspection Centers: Location, Design, Construction and Capacity Requirements**

The selected bidder shall meet the requirements set forth in this RFP regarding the location, design, capacity and construction requirements for inspection centers where I/M240 tests, TSI tests, gas cap checks, visual inspections, visual smoke inspections, and OBD inspections will be conducted.

### **2.1 Final Station Location, Design and Implementation Plan**

After the contract is awarded, the contractor will be required to submit a final plan to the DOR and the Division for review and approval detailing the location and design of each inspection center. DOR and the Division shall review and approve the final plan prior to implementation.

The final plan shall include an implementation schedule for site acquisition, permitting, station construction, equipment procurement and installation, and quality assurance checks that will enable testing in compliance with the implementation schedule set forth above in Section 1.7.

The final plan shall be consistent with the proposed design plan submitted in response to this RFP. In addition, the plan shall include the following for each inspection center:

- Construction blueprints for each inspection center;
- Master block diagrams of the complete inspection system containing sufficient information to serve as assembly drawings for the system;
- Equipment layout for each center, showing the precise location of each major item of equipment and the required utilities for each. Electrical services shall be indicated by voltage, phase, and current load; air and water service shall be indicated by pressure, maximum volume flow, and water drainage locations; and
- Installation drawing and procedures. All details shall be final and shall cover all phases of installation such as pit requirements, air supply, electrical requirements, water supply and disposal, and complete installation procedures.

### **2.2 Inspection Center Location Requirements**

The contractor shall be responsible for the acquisition of sites for inspection centers. The contractor's inspection network shall provide for a sufficient number of inspection centers to provide convenient service for motorists obtaining an emissions inspection. Inspection centers shall be located such that 75% of the vehicle population is within five (5) miles of a station and 95% is within twelve (12) miles. This analysis shall be based on 2013 motor vehicle registration data. This data is available from CDPHE upon request.

As part of the final plan referenced above, the contractor shall include a study demonstrating that these demographic requirements will be satisfied. Inspection centers shall not be located within 1,000 ft. of the end of a school zone. Schools are considered to be any public or private institution offering a number of grades ranging from K-12. Inspection centers may serve the population of one area, yet not be located within the boundaries of that area.

Compliance with the 75%/5-mile and 95%/12-mile specifications will be evaluated on a network-wide basis in consideration of the above criteria. Additional evaluation points will be awarded for proposals that demonstrate overall reduced driving distances and an expanded inspection center network. The network of inspection centers shall be properly serviced by highway/arterials. The ingress and egress of vehicles from the center shall not impede traffic flow. Additionally, no inspection center shall be established within one-half mile of an air quality monitor in a metropolitan area.

The network of emissions inspection centers shall meet the requirements set forth in Section 42-4-306-17(e)C.R.S., which states that the minimum number of inspection centers shall be equivalent to the network that existed on January 1, 2000.

## **2.3 Inspection Center Design and Construction Requirements**

The contractor shall be responsible for the design and construction of each inspection center. Each inspection center shall be designed and constructed so as to allow the contractor to conduct all testing and inspections in accordance with the requirements of this RFP, the resulting contract and applicable state and federal law. In addition, each inspection center shall be designed and constructed in accordance with the following requirements:

### **2.3.1 Architectural Design**

All centers shall be of masonry construction, which includes brick, concrete block, split face concrete block, masonry facade or similar material, and of uniform design identifiable to the general public. The centers shall be designed to accommodate Colorado's climate, shall be of substantial construction, and shall be attractive in appearance. The architectural design shall be approved by the Division. Construction shall conform to all local zoning laws, ordinances, and all applicable building codes.

### **2.3.2 Safety and Fire Requirements**

The centers shall comply with all state and local safety and fire codes, ordinances and regulations and with all Occupational Safety and Health Administration (OSHA) requirements as determined by DOR and the Division.

### **2.3.3 Ventilation**

Each inspection center shall provide adequate ventilation to the vehicle testing and other areas so that OSHA and NIOSH exposure limits are not exceeded. Exhaust fans shall operate in lanes at all times as determined by the carbon monoxide (CO) monitoring system. The ventilation system

shall be designed to remove smoke/fumes from the lanes quickly without causing severe drafts, so that vehicle-generated ambient conditions will not interfere with the accuracy of test equipment. The bidder shall demonstrate that ambient CO exposures will not exceed 35 ppm on an 8-hour time-weighted average. The concentration of CO shall not exceed 200 ppm at any time. A minimum of one (1) CO detector is required per center. The detector shall be placed adjacent to one of the emissions testing positions, 5 to 6 feet above the floor.

#### **2.3.4 Vehicle Size**

Each inspection center shall be capable of accommodating and testing any class of non-diesel powered vehicle. At least one lane in each center shall be sized to accommodate the inspection of large vehicles such as pickups with campers, trucks, recreational vehicles, and buses. The oversize lane shall be located within the facility structure.

#### **2.3.5 Restrooms**

Each inspection center shall have at least one persons with disability accessible restroom, available at all times during business hours for employees, officials, and patrons of the inspection center. Restrooms shall be kept clean and sanitary at all times.

#### **2.3.6 Public Waiting Areas**

Public waiting areas shall be provided at all inspection centers when inspection procedures require motorists to get out of their vehicles. Such area(s) shall be enclosed and situated in such a way that customers may observe their vehicles during the inspection process directly or by video monitors. All public waiting areas shall be designed to reduce noise and have operational HVAC systems. The public areas shall be safe, reasonably comfortable, and kept clean and sanitary at all times. All public areas shall be easily accessible by persons with disabilities. Public areas include offices, restrooms, and public waiting areas.

#### **2.3.7 Identification and Directional Signs**

Each inspection center shall have identification and directional signs directing motorists to the center from the nearest highway/arterial. The proposal shall include measures to coordinate with the appropriate public entity to establish directional signs.

Directional signage is generally a local municipality expense, except for on state highways. Typically, local municipalities and CDOT require the contractor to contribute to these costs.

#### **2.3.8 Wait-time sign**

The entrance to each testing facility shall be equipped with an electronic wait-time sign, located at the entrance to the facility showing motorists the estimated amount of time until test completion: if, for example, the average queue-time (as explained in Section 10.4.1) is 10 minutes, and the average test-time (as explained in Section 10.4.2) is 15 minutes, then the sign shall report a total wait time of 25 minutes. The wait-time sign shall be linked to the same wait-

time system that is used to calculate queue-times and test-times used for reporting to the State. Wait-times shall also be posted on a website as public information. The averages used for the wait-time sign shall be averaged over an hour. The Wait-time signs shall be functional for at least 95% of the inspection center's operational hours. If a sign is non-functional, then DOR shall be notified and the sign shall be repaired and operational within three (3) business days.

### **2.3.9 License Plate Reader**

A License Plate Reader (LPR) shall be installed at the entrance to each inspection center that records the license plate of entering vehicles in order to calculate the wait-time for each vehicle.

The Division would be interested in evaluating proposals for using applicable technology for vehicle license plate lookup to retrieve vehicle information to be used to expedite the test and/or direct that vehicle owner to the proper test lane.

### **2.3.10 Accessibility**

Each center shall be constructed to provide access by any persons with disability, as required by federal, state, and local laws, rules or codes including the Americans with Disabilities Act. Each center shall contain adequate signs to allow persons with hearing disability or customers with limited English language skills to complete the inspection process.

### **2.3.11 Queuing Area**

Each inspection center shall have queuing lanes for vehicles awaiting inspection. The minimum queuing length shall be 150 linear feet per lane. Queued vehicles shall not be allowed to extend onto public streets or sidewalks.

### **2.3.12 Disabled Vehicle Area**

Each center shall include a parking space for at least one disabled vehicle (vehicles that have become inoperable at the inspection center) at each inspection center. The disabled-vehicle parking spaces shall be convenient to the inspection lanes, and the location shall be consistent with the manner in which disabled vehicles will be removed from the inspection lanes.

### **2.3.13 Parking**

Each inspection center shall include sufficient parking spaces to accommodate all of the contractor's employees on duty at any one time, visitors and state employees. Parking shall be provided for persons with disabilities in accordance with state and federal law. Parking spaces will not block inspection lanes or adversely affect vehicle ingress and egress from the inspection facility. Entrances and exits to visitor parking areas shall be clearly marked and accessible from public streets and from inspection lanes.



#### **2.3.14 Landscaping**

Landscaping shall be a model for the neighborhood or surrounding area. Exposed soil is prohibited, and at least 10% of the station site shall be vegetated. Buffering, if required, shall conform to local planning and zoning regulations. Maintenance on lawns and/or shrubbery shall be done at least weekly. Low-water use Xeriscape landscaping and irrigation systems are encouraged.

#### **2.3.15 Paving and Marking**

All surfaces upon which vehicles will move shall be properly paved and maintained. Lane and directional markings, and pedestrian walkways shall be painted and properly maintained. All painted markings shall be repainted a minimum of once yearly, with additional maintenance performed upon evaluation by the state. All markings shall be consistent with those used on public highways. All surfaces shall be kept clean at all times. Snow removal shall be required when accumulation exceeds one inch on driving surfaces. Pedestrian walkways on and around inspection centers shall be kept clear of snow and ice at all times. Paved areas and walkways shall have drainage designed to prevent standing water.

#### **2.3.16 Compressed Air**

Each inspection lane shall be equipped with a source of compressed air to facilitate tire inflation at a pre-I/M240 position.

### **2.4 Inspection Center Capacity Requirements**

Inspection centers shall be adequately sized to handle the projected number of vehicles to be tested while minimizing customer wait times. At a minimum, inspection centers shall be equipped with the same number of inspection lanes as set forth in the proposal. Additional lanes may be required as negotiated during the contracting phase. Each inspection center shall be capable of conducting I/M240 testing on four-/all-wheel-drive vehicles. At a minimum, each center shall be equipped with at least two (2) all-wheel-drive dynamometers. Additional all-wheel-drive dynamometers may be required if necessary to meet wait-time requirements.

### **2.5 Dedicated Technical Assist Lanes and State Office Space**

The contractor shall, without cost to the state, provide dedicated technical assist lanes and associated office space to be used by the Division and DOR to evaluate failing vehicles and conduct other activities associated with the program. At a minimum, four (4) dedicated assist lanes and associated office space shall be provided. These dedicated technical assist lanes shall be located to provide for adequate coverage and convenience for the motorist. The dedicated technical assist lanes and associated office space may either be contained in a separate building that is contiguous to the inspection station or contained within an inspection center. These lanes and their associated offices can also be referred as Emissions Technical Centers (ETC).

In addition to the above requirements, the dedicated assist lane and office space shall meet the following specifications:

- Approximately 5,000 sq. ft. in size;
- Parking for at least ten (10) full-size vehicles;
- One (1) Technical Assist Lane/Bay equipped with the following:
  - One (1) I/M240 all-wheel-drive dynamometer,
  - Analytical equipment capable of conducting I/M240, OBD, and TSI testing,
  - Equipment capable of conducting OBD inspections,
  - Equipment capable of conducting gas cap integrity checks, and
  - Computer access to the data management system;
- One (1) computer terminal to conduct waiver evaluations;
- Work/office space for five (5) state personnel. Office areas (including HVAC system with independent thermostat controls) shall be separated from other areas by locking doors and permanent walls;
- Adequate storage area;
- Training room with a sound-proof partition separating it from testing areas and having a separate entrance. Audio and video cabling shall be installed between the training room and the Technical Assist Lane/Bay for outreach and training purposes;
- One (1) dedicated contractor personnel for administrative support at each technical assistance center to handle scheduling, filing and other administrative tasks, Monday through Friday, 8:00 AM to 5:00 PM;
- Utilities, maintenance, repairs, and improvements to these offices; and
- Phones, computers, and appropriate phone and computer connections (including broadband internet access in the office spaces).

In addition, the Division leases and operates two (2) ETCs, located in Aurora and Denver. The contractor shall be required to supply all ETCs with the following:

- Purchase and maintenance of the hardware and software to facilitate emissions testing and data transfer/retrieval at the same level as the emissions inspection stations;
- A dedicated computer and printer to connect to the data management system; and
- One (1) dedicated contractor personnel for each technical assistance center to operate the testing equipment, Monday through Friday, 8:00 AM to 5:00 PM;

In addition to covering all of the costs set forth above, the contractor shall provide, at the request of the Division, up to \$60,000 per year to cover additional operating costs at all ETCs for items such as tools, diagnostic equipment, on-line technical information services and manuals, and other expenses associated with the operation of ETCs.

## **2.6 Inspection and Quality Assurance During Construction**

The contractor shall establish and maintain a system of in-progress inspection during the construction of the inspection centers, and installation of the testing system elements to ensure the quality and serviceability of the inspection center and all testing system components and subsystems.

The DOR, the Division, and their assigned coordinators shall have access to the inspection centers during construction, and may inspect all materials and equipment to be incorporated into the inspection network.

The contractor shall maintain a record of all in-progress inspections. These inspection records shall be available for review by authorized Division and DOR personnel, and/or designees or state representatives of other appropriate agencies at any time during the period of contract performance. Such records shall include, but are not limited to, inspections of applicable components and subsystems, performance specifications, and the test records of each tested item.

All of the construction and installation work performed shall be subject to inspection and comparison with the drawings and specifications.

The contractor shall furnish to the state's assigned coordinator all reasonable facilities for his/her safety in inspecting the work at all times and at all places where inspection may take place.

Neither the inspection nor lack of inspection of any portion of the work, nor the presence of the state representative during performance of any of the work operate to waive any of the requirements of the RFP or relieve the contractor of any obligations there under or render the state in any way responsible or liable for the quality of work. Defective work, materials, and equipment may be rejected, notwithstanding their prior inspection or lack of inspection by the state representative, and notwithstanding their conformance with the contract at the time of any prior inspection.

Any work, materials, or equipment not conforming to the specifications and drawings may be rejected by the state's assigned coordinator and shall be corrected by the contractor.

## **2.7 Progress reports**

The contractor will be required to submit detailed monthly progress reports during the design and implementation phases of the contract to facilitate the state's review of contract status. These progress reports shall outline the contractor's activities for the previous month, any actual or anticipated delays, problems or differences of interpretation, and the resolution of any past problems.

### **2.7.1 Inspection Center Audit Equipment and Supplies**

Inspection centers will be subject to audits in accordance with Colorado law and procedures established by DOR and the Division. In connection with these audits, the contractor shall provide the following equipment and supplies at no expense to the state:

- Audit gases
- Regulators/fittings
- Necessary hand tools and storage
- Flow meters
- Tubing

- Other equipment necessary to perform government audits.

## **2.7.2 Support for Covert Program**

The contractor shall, without cost to the State, provide at the request of DOR, up to \$20,000 per year, commencing in 2015, to cover operating costs of the covert audit program. Costs associated with this funding may include, but are not limited to, purchase of vehicles, rental of vehicles, modifications, parts, labor required to configure cover vehicles, registration fees, taxes, insurance, and inspection fees.

## **3. Centralized Inspection Centers: Inspection Equipment Specifications**

Each inspection lane at each center shall be equipped with inspection equipment capable of conducting I/M240 tests, TSI tests, gas cap checks, visual inspections, visual smoke inspections, and OBD inspections in accordance with applicable state and federal laws, regulations and procedures. Specifically, all testing equipment shall meet the technical specifications currently applicable in the emissions program, including those specifications and requirements set forth in:

- Colorado Revised Statutes (C.R.S.) Title 42, Article 4, Part 3;
- The Federal Clean Air Act and its amendments;
- AQCC Regulation No. 11 (5 CCR 1001-13);
- DOR Regulation 1 CCR 204-11;
- Code of Federal Regulations (C.F.R.) 40 Part 51 *et. seq.*;
- Code of Federal Regulations (C.F.R.) 40 Part 85 *et. seq.*;
- Environmental Protection Agency (EPA) High-Tech I/M Test Procedures, Emission Standards; Quality Control Requirements, and Equipment Specifications Revised Technical Guidance, dated July 1993 and revised 1996;
- EPA I/M240, Evaporative Technical Guidance, dated April 2000; and
- EPA Final Implementation Guidance Document: Performing Onboard Diagnostic System Checks as Part of a Vehicle Inspection and Maintenance Program, dated June 2001

The Division's intent regarding OBD testing is to have the OBD testing hardware and software comply with Society of Automotive Engineers (SAE) J1978 as much as possible. The Division recognizes that the J1978 recommended practice was written primarily for handheld OBD devices that would be used by individuals and not for automated OBD inquiry that would be found in a centralized I/M configuration.

Therefore, to the extent that a bidder knows or believes that conflicts exist with J1978 in a centralized I/M context, the bidder shall identify the problems and propose reasonable remedial solutions with justifications that shall be approved by the Division prior to implementation.

Bidders shall also include documentation that they are aware of and prepared to comply with the impending California BAR OBD Inspection System Data Acquisition Device Specification document.

## **4. Centralized Inspection Centers: Data Requirements**

The contractor will establish an automated inspection data collection routine, communication network, data storage system, backup system, and data transmission method that will support the I/M Program. These programs include the clean screen, I/M240, OBD, and TSI tests performed by the contractor, fleets, and independent inspection stations located in the program area. A proposal shall detail the design and format of the software and hardware necessary to operate the I/M Program, including all elements outlined below.

### **4.1 Inspection Data Collection:**

The contractor shall design and provide hardware and software that is capable of handling the high-volume demand for conducting all required emissions testing in an accurate and expedient manner. The computer hardware and software for the inspection system shall include all logic required to enable it to perform all of the emission testing functions, transmit all relevant data, and to print documents as required by the Division and DOR in a highly reliable manner.

### **4.2 Communication Network:**

The contractor's computer hardware and software networking systems shall be able to interface securely with Division of Motor Vehicles (DMV) CSTARS currently in use to include future changes, for the term of the contract. The contractor shall have compatibility with the DOR registration system to provide County Clerks with a direct link to the inspection data as is currently available.

Vehicle registration database files will be downloaded from DOR each evening at an agreed-upon time. The contractor's host computer system (or network) will upload the day's updated files to DOR during the same session.

It will be the responsibility of the contractor's host computer systems to search and retrieve the specific vehicle record requested from a test center/lane.

A provision shall be made for inspection centers/lanes to communicate with the host system using the most expedient technology available to avoid testing delays for motorists. The contractor shall ensure that communications hardware/software designs or selections be capable of high-speed transfer rates. Every effort shall be made to streamline and accelerate system functions to eliminate inspector/vehicle owner waiting time. Backup networking capability shall exist to accommodate a failure of the main networking system.

The contractor shall provide an efficient and reliable communication network system for independent and fleet inspection stations. This will be accomplished by allowing licensed TAS units to dial into the host system via the contractor's network to both upload and download data, messages, and programming.

Additional access to the data contained on the host data storage system shall be provided to both the Division and DOR. The logic for data access and the format of the data will be defined prior to implementation of this contract.

### **4.3 Host Data Storage:**

The Host Data system shall utilize high-end modular server(s) with an operating system capable of processing and managing massive volumes of data instantly, reliably, and securely. The contractor shall provide two (2) data storage servers to store, back up, and manage all inspection data. The hardware and software systems for these data storage units shall consist of currently-available technology. The data storage server's hardware and operating software systems shall allow for 24/7 continuous operations, up-to-the-minute security protection, and proven data integrity. The servers shall allow for maintenance and upgrade options that do not disrupt or impede normal operations.

Tasks the contractor's data storage servers shall perform include but are not limited to:

- Communicate real-time data with state agencies;
- Generate periodic reports on an ongoing basis to facilitate daily administration and program enforcement for the DOR and performance monitoring;
- Generate periodic reports for the Division on an ongoing basis for State Implementation Plan (SIP) compliance as per C.F.R Part 51 – subpart S 51.366;
- Provide real-time access and information exchange to program area County Clerks;
- Provide real-time access and information for independent and fleet inspection stations;
- Provide master network clock control;
- Provide system network security;
- Provide lockout criteria;
- Provide for covert vehicle program; and
- Provide for network fail-safe systems and adequate power backup.

The contractor shall store on the production storage server all data from completed, aborted, and voided emissions tests for two (2) years. Data collected during the test shall include (but is not limited to) all 240 seconds of I/M240 emission test data, all Roadside Remote Sensing data, OBD and TSI test results, all retest results, and repair costs. Data collected and stored on the server shall be in the same format and naming convention as the current I/M Program. OBD data will include the current data fields, along with additional fields. Data specifications may be obtained from the Division upon request.

### **4.4 Back-up Redundancy**

It is critical to the success of this program that data systems' downtime be minimized, and nearly eliminated. The contractor shall address specifics regarding backup power systems and automatic data backup, and other features that would assist in minimizing downtime in the event of equipment failures.

The contractor shall be responsible for maintaining a backup system for inspection records on an off-site replica data storage server. This data will be retained for the duration of the program. The contractor shall provide procedures to ensure that data are preserved from damage or loss, provide capabilities for backup processing and for the maintenance of archived data, and provide ready access to backup data for the Division and DOR.

#### **4.5 Data Transmission**

The contractor shall upload all inspection data collected daily to the DOR by a data link as established for the I/M Program contractor. This data will be sent from the contractor's host computer to DOR in a nightly batch file (per DOR's data specifications). This specification will be made available upon request to the Division.

Monthly, the contractor shall upload vehicle inspection data, as established, to a location specified by the Division using Secure File Transfer Protocol (FTP) or other Division-approved data transfer methodologies. This specification will be made available upon request to the Division.

#### **4.6 Additional Information**

The Division will have final approval of all data elements and data systems developed by the contractor. The contractor shall be flexible within the contract period by providing for possible software and procedural updates by the Division or mandated by the EPA. The proposal shall indicate a lead-time for implementing software and procedural updates with examples of potential changes and how they would be implemented. The proposal shall also address the anticipated time required to design and implement these potential changes. All emissions testing data is the property of the State of Colorado and will be provided upon the request of the Division or the DOR.

#### **4.7 Emissions Testing Hardware and Software**

The contractor shall utilize contemporary hardware and software in their emissions testing lanes. All software shall be current and supported by the software designer. Operating software shall be Windows XP or newer, and programming software shall be Visual Basic 6.0 or newer. Emissions testing computers shall have microprocessor technology of Pentium 4 or newer.

The contractor shall provide a demonstration proving that the I/M240 dynamometers, two-wheel-drive and all-wheel-drive, properly load Inertia Weight/Horse Power as per the EPA I/M240 and Evap Technical Guidance EPA420-R-00-007 dated April 2000.

### **5. Centralized Inspection Centers: Inspection Procedure Requirements**

The contractor shall conduct I/M240 tests, TSI tests, gas cap checks, visual inspections, visual smoke inspections, and OBD inspections in accordance with applicable state and federal laws, regulations, and procedures. Specifically, all testing procedures shall meet the specifications

currently applicable in the enhanced emissions program, including those specifications and requirements set forth in the following:

- Colorado Revised Statutes (C.R.S.) Title 42, Article 4, Part 3;
- The federal Clean Air Act and its amendments;
- AQCC Regulation No. 11 (5 CCR 1001-13);
- DOR Regulation 1 CCR 204-11;
- Code of Federal Regulations (C.F.R.) 40 Part 51 *et. seq.*;
- Code of Federal Regulations (C.F.R.) 40 Part 85 *et. seq.*;
- Environmental Protection Agency (EPA) High-Tech I/M Test Procedures, Emission Standards, Quality Control Requirements, and Equipment Specifications Revised Technical Guidance dated July 1993 and revised 1996;
- EPA IM240, Evaporative Technical Guidance dated April 2000; and
- EPA Final Implementation Guidance Document: Performing Onboard Diagnostic System Checks as Part of a Vehicle Inspection and Maintenance Program dated June 2001.

In addition to meeting all of these requirements, the contractor shall comply with the following procedures in conducting vehicle inspections:

### **5.1 Vehicle Identification/Verification**

All vehicles that are presented for inspection shall be VIN decoded by a commercially available automated product, such as Polk (which shall be updated annually), and matched to the DOR supplied registration file retained on the host database system. The contractor shall use the bar code, if available, on the registration or temporary registration, vehicle, or manually enter the VIN to the host data file. A transaction from the contractor's site to the host (on-line) will search the vehicle registration file.

The host file will respond and electronically transfer the registration information with the vehicle description into the contractor's on-site data handling system. The Division is interested in creative ideas to begin inspections and/or data entry while the vehicle is waiting in an effort to decrease wait times.

This electronically-transmitted data shall be verified by the contractor to make sure it is the same vehicle. Physical description or characteristics of the vehicle shall match the description or characteristics determined through the inquiry. If it is not the same vehicle, then the contractor shall clear the transaction and key in the required vehicle identifying information, creating a new record. There may be certain situations where keyboard input will be necessary, especially dealer vehicle sales (retail sale of used cars) or out-of-state initial registrations.

As a result of the vehicle identification/verification process, the contractor's automated test system shall identify and select the applicable tests to be performed on the vehicle, and then identify and select all necessary test data categories for the emissions test(s) such as vehicle weight, engine category, and applicable emission standard.



The contractor shall also identify the type of test (inspection, re-inspection) being conducted. The host database will keep the inspection number information and date.

## **5.2 Pre-Inspection Safety Check**

The contractor shall conduct a pre-inspection safety check to determine if the vehicle is safe to test. Testing may be refused for any motor vehicle that, upon visual inspection, is found unsafe to be inspected. Vehicles that fail this check shall be removed from the lane and the vehicle owner shall be provided with a written rejection notice. Unsafe conditions include, but are not limited to:

- Fluid leaks – all fluid leaks in or around engine area, fuel tank or lines, to such a degree as to cause wetness or pooling of fluid;
- Exhaust system – if the vehicle is to receive an I/M240 or TSI test, missing sections or excessive leaks which would prohibit collection of exhaust sample;
- Tire tread – if a vehicle is to be tested on the dynamometer, the contractor shall assure that tires are in good condition and well-inflated. Temporary tires (emergency spares) are not acceptable; and
- Excessive internal engine noise.

Additional conditions may also be considered unsafe, but the inclusion of additional conditions shall be subject to Division approval. Vehicles found having any of the conditions above, or any other conditions approved by the Division, may be rejected with no further testing conducted. The vehicle will not be subject to the inspection fee and the return of this vehicle, if it has been appropriately repaired, will constitute its first inspection. The contractor shall propose the standards for the rejection of such vehicles. A vehicle rejection report indicating why the vehicle is being turned away shall be provided to the operator of the vehicle in order that the person clearly knows that he/she shall return the vehicle in a repaired condition in order to get inspected.

The contractor shall be responsible for the design, printing, and supplying of the vehicle rejection report, and this form shall be approved by the Division and DOR before use.

The State assumes no liability for vehicles being tested by the contractor.

## **5.3 Visual Inspection**

The contractor shall visually inspect model year 1975 through 1995 vehicles in order to identify tampering and assess the integrity of the Emissions Control Systems (ECS). The contractor shall conduct the visual ECS inspection in accordance with the requirements set forth in AQCC Regulation No. 11 and DOR Regulation 1 CCR 204-11.

## **5.4 Tailpipe Emission Tests**

The contractor shall perform the appropriate tailpipe emissions test (I/M240 or TSI test) based on the age and weight of the vehicle. Light-duty vehicles model years 1982 and newer, (subject to a

tailpipe emissions test) shall be tested using the I/M240 test, while 1981 and older and heavy-duty gas vehicles (gross vehicle weight rating greater than 8,500 pounds) shall be administered a TSI test. Tailpipe emissions tests shall be conducted in accordance with the requirements of AQCC Regulation No. 11 as well as the applicable provisions of the state and federal requirements identified in Section 5.

In order to perform the I/M240 emissions test accurately, vehicle-specific dynamometer inertia weight settings are required. The contractor will utilize appropriate EPA certification data to establish or purchase a master "inertia weight" lookup table, which shall be updated on an annual basis no later than July 1<sup>st</sup> of each year. The selection for the appropriate inertia weight and horsepower will utilize the vehicle's year, make, model, engine displacement, body style, number of cylinders, and transmission type. The contractor shall compensate for road load minus tire losses using appropriate coefficients that are applied based on 2WD and 4WD testing configurations. EPA has devised a default table of inertia weights that shall be used if the actual weight of the vehicle cannot be determined.

The contractor shall store Positive Kinetic Energy (PKE) calculations for all I/M240 emissions tests. Emissions tests with PKE values outside the limits as per the EPA IM240 and Evap Technical Guidance may be invalidated.

Vehicles that receive an I/M240 emissions test and fail the tail-pipe standards shall receive an immediate second-chance test.

In conjunction with the tailpipe emission test, the contractor shall conduct an inspection to assess whether there are visible emissions in excess of 5% opacity. The Division seeks innovative concepts for measuring and recording opacity during the emissions test.

Fast-pass standards – Subject to the Division's approval, the contractor may use fast-pass algorithms and standards to pass qualifying vehicles without completing the entire 240-second test cycle. However, the contractor shall not use the fast-pass test to pass a vehicle unless the fast-pass standard has been revised to conform with revisions to the emission limits established in Part F of Regulation No. 11. This means the fast-pass standards shall be adjusted every time the emission limits are adjusted to accurately correlate the fast-pass test to the full 240-second test unless otherwise approved by the Division. Fast-pass testing shall not be used for retests. All fast-pass standards shall be approved by the Division. In order to monitor and assess the adequacy of the fast-pass criteria and to provide data that may be used to analyze the program, the contractor shall perform two full back-to-back 240-second tests on a 2% random sample of vehicles that are I/M240 tested.

## **6. OBD System and Malfunction Indicator Light Inspection**

The contractor shall conduct an OBD system inspection on all 1996 and newer light-duty vehicles as defined in AQCC Regulation 11.

Light-duty vehicles in their eighth through eleventh (8<sup>th</sup>-11<sup>th</sup>) model years and all light-duty vehicles of model year 1996 and newer that are unable to be tested on an I/M240 dynamometer will receive a mandatory (i.e., pass/fail determination) OBD inspection.

The remaining 1996 and newer vehicles, that receive an I/M240 inspection, will receive an advisory (i.e., not a pass/fail determination) OBD inspection.

The OBD system and MIL evaluation shall be conducted in accordance with the procedures set forth in AQCC Regulation No. 11, 40 C.F.R. Part 51, and EPA guidance document 420-R-01-015, *Performing Onboard Diagnostic System Checks as Part of a Vehicles Inspection and Maintenance Program*.

The Division is seeking proposals for concepts to expedite the OBD testing process to accommodate a shorter test time for vehicles that will not be required to be tested on a dynamometer. These vehicles may avoid the complete test in the lane and may be conducted prior to entering the building. This concept shall include ideas to ensure that up to 5% of the OBD inspections receive an I/M240 inspection as per Section 1.1. The Division appreciates the input of creative ideas in relation to this concept.

The Division is requesting concepts for a method to collect OBD Parameter IDs (PID) data during the I/M240 test for use by the repair facilities. Currently several snapshots of the PID data collected during the dynamometer test are printed on the Diagnostic Report. This information is provided to the owners of failing vehicles to assist the repair facilities in diagnosing I/M240 failures. The information shall be enhanced to include wide-band oxygen sensor information. The Division seeks innovative concepts for continuing to collect and provide this information.

## **6.1 Elements of the OBD Inspection**

The OBD inspection will include a visual and functional (bulb) check of the Malfunction Indicator Light (MIL) and an electronic examination of the vehicle's OBD computer. As outlined in the EPA guidance document, there are seven steps in this OBD inspection:

- Initiate the inspection by collecting and entering the vehicle identification information;
- Perform a visual inspection of the MIL and perform a key-on, engine-off inspection;
- Locate the vehicle's data link connector (DLC) and connect the OBD test equipment;
- Start and run the vehicle;
- With the OBD test equipment connected, determine the following:
  - The status of the vehicles non-continuous readiness monitors;
  - The status of the MIL (commanded on or off);
  - The Diagnostic Trouble Codes (DTCs);
- Electronically record the results of the OBD inspection; and
- Turn off the vehicle and disconnect the scan tool.

### 6.1.1 Pass/Fail Requirement

Vehicles receiving a **mandatory OBD inspection** will fail the I/M inspection for the following reasons:

- The MIL does not illuminate at all during the Bulb check (Fail); or
- The MIL stays illuminated when the vehicle is running (Fail); or
- MIL status is commanded on; regardless of whether or not the MIL is actually illuminated (Fail).

Vehicles receiving a **mandatory OBD inspection** will pass the I/M inspection for the following reasons:

- The readiness requirements in Section 6.1.2. are met;
- The MIL visual bulb check passes;
- The MIL is not commanded on; and
- No Fraud is detected, as per Section 6.3.

### 6.1.2 Readiness Monitors

As part of the **Mandatory** OBD inspection, the status of the vehicle's non-continuous readiness monitors is to be queried.

The Division will evaluate EPA's listing of "Manufacturers Known to Have OBD Readiness Issues" and provide a list to the contractor of vehicles whose readiness monitors requirements shall be altered and/or ignored.

In order to prevent excessive tailpipe emissions the oxygen sensor and/or heated oxygen sensor monitor(s) and the catalyst monitor shall be ready.

If the vehicle is in its *eighth through eleventh (8<sup>th</sup>-11<sup>th</sup>)* model year with more than one (1) readiness monitor not ready, and the MIL is not commanded on during an **alternative test**, then an I/M240 test is to be performed as noted in Section 6.1.3.

If the vehicle is in its *twelfth (12<sup>th</sup>) model year through 1996 model year* and is incompatible, for any reason, with the I/M240 dynamometer the following readiness requirements apply:

- A 2001 or newer model year with more than one (1) readiness monitor not ready, or
- A 2000 or older model year with more than two (2) readiness monitors not ready.

If that vehicle, *twelfth model year through 1996 model year* and is unable to receive a mandatory OBD inspection in lieu of an I/M240 test (i.e. no communication, DLC or readiness monitor issues), then the inspection will be aborted and the vehicle will be referred to an ETC for an evaluation.

### 6.1.3 Alternative Tests

The contractor is to perform an **alternative test**, an **I/M240**, on all light-duty vehicles in their *eighth through eleventh (8<sup>th</sup>-11<sup>th</sup>)* model years for the following reasons:

- The DLC is missing, has been tampered with, or is otherwise inaccessible, or unable to establish communications between the vehicle and test equipment; and
- The readiness requirements listed in Section 6.1.2 are not met.

### 6.1.4 Hybrid Vehicles

Due to the operating nature of Hybrid vehicles, they are not compatible with the alternative I/M240 test. If the OBD inspection of a Hybrid vehicle is unable to be performed (i.e., unable to establish communication, DLC or readiness monitor issues), then the OBD inspection will be aborted and the vehicle will be referred to an ETC for an evaluation. The contractor shall develop or purchase and use an automated system to determine if the vehicle is in fact a non-dyne testable Hybrid.

### 6.1.5 Keyless Ignitions

If a vehicle has a keyless ignition, then the MIL bulb check can be bypassed. The OBD software shall determine keyless ignition systems electronically, by way of an OBD test information look-up table. The software shall provide for a manager override (changes the default, from the table, for the keyless ignition data field) in case the keyless ignition vehicle is not listed in the table.

## 6.2 OBD Retest Requirements

The contractor is to perform the same type of retest as the initial test, OBD or I/M240. The same readiness monitor requirements in Section 6.1.2 shall apply. The contractor shall ensure that vehicles that failed the initial OBD inspection and had a Catalyst DTC as determined by the Division have the Catalyst monitor supported and set to “ready” for the retest.

If the Catalyst monitor is set to “not ready,” or the catalyst monitor is set to ready and there are more monitors set to “not ready” than allowed, then the vehicle will be rejected from the retest. The vehicle owner shall be informed to drive their vehicle until the vehicle meets the above monitor requirements.

If the vehicle is unable to receive an OBD retest (if applicable) for any reason, then the inspection will be aborted and the vehicle referred to an ETC for an evaluation.

## 6.3 OBD Fraud Prevention

In order to detect fraud and create future fraud detection tools, the contractor shall collect and record to the electronic test record the following specific OBD system information:

- The tally of the number of Parameter Identification (PIDs);

- The Power-train Control Module (PCM) VIN (eVIN);
- The Calibration ID; and
- The Calibration Verification Number (CVN).

The contractor will build a fraud detection module in software with a configurable toggle to turn each item on or off. These toggles will be based on the flag set as per the ETI Flowchart, located at the OBD clearinghouse and dated October 1, 2009:

<http://www.etoools.org/resources/Documents/PC-LDT%20OBD%20IM%20flowchart%20ver8.3.pdf>.

All toggles will be set to **off**, and no action is required, during program startup. At some point after program startup (based on data analysis) the contractor may be instructed by the Division to turn one or more fraud detection toggles **on**, resulting in an OBD failure or an alternative test.

The flags to be set to trigger the toggles are as follows:

- **PID Count Flag:** The current PID count does not match the required PID count. Currently there is a placeholder in the Sierra 2009 I/M lookup table that could be populated at a later date or it may be determined to match the current PID count with the previous cycles test PID count to look for differences.
- **Electronic VIN Flag:** Verify that the eVIN and the vehicles' VIN that was entered into the test record match.
- **Electronic CAL ID Flag:** Collect and record the CAL ID. Currently there is a placeholder in the Sierra 2009 I/M lookup table that could be populated at a later date
- **Electronic CVN Flag:** Collect and record the Calibration Verification Number (CVN).

The contractor shall also design two (2) fraud detection modules that will set a flag and require an alternative test if the flag is set. At some point after program startup, based on data analysis the contractor may be instructed by the Division to skip the alternative test and fail the OBD test.

- **RPM Flag:** Verify that the RPM fluctuates. If a change of more than 5 RPM does not occur, then the vehicle is to receive an alternative I/M240 test. This requirement is not applicable for Hybrid vehicles.
- **Supported Monitor Flag:** Verify that the Catalyst Readiness monitor is supported and ensure that at least one readiness monitor is not supported. If the readiness monitors do not meet this requirement, then the vehicle is to receive an alternative I/M240 test.

The Vehicle Inspection Report (VIR) shall display a short informational message as to why the vehicle received an alternative test.

## 6.4 OBD Equipment Requirements

The contractor shall meet the design and performance specifications for the OBD test analyzer system in:

- The SAE J1978 standard;
- 40 C.F.R. Part 51 *et. seq.*;
- 40 C.F.R. Part 85 *et. seq.*;
- EPA guidance document 420-R-01-015, *Performing Onboard Diagnostic System Checks as Part of a Vehicles Inspection and Maintenance Program*;
- The AQCC Regulation No. 11;
- The OBD connector shall comply with SAE1962 specifications;
- Distinguish between 11-bit and 29-bit CAN protocol systems; and
- The OBD equipment will achieve a 99.5% communication rate for all vehicles receiving an OBD system evaluation.

## **7. Gas Cap Inspection**

All 1975 and newer vehicles shall be inspected for the presence and integrity of the gas cap. The gas cap inspection shall be conducted in accordance with the requirements of AQCC Regulation No. 11 and the other state and federal requirements identified above.

The gas cap inspection may be bypassed for vehicles with un-testable and un-removable gas caps.

## **8. Recording of Test Results/Documentation**

The contractor's system shall automatically record the date, start time and overall end time, site, lane, and inspector ID for each test. Required data for each element of the inspection shall be collected and entered into the database. Additionally, the contractor shall automatically and/or manually enter the same data that is currently being utilized in the current I/M Program. A data specification is available from the Division upon request. Due to possible systems changes or new requirements, the required data list may be changed.

### **8.1 Reporting Requirements**

The contractor shall be responsible for providing a printed copy of a test receipt to each motorist in the form of a state-approved Vehicle Inspection Report (VIR, Form DR2071). The contractor will be responsible for printing these forms. The VIR shall contain, at a minimum, the emissions testing results on the current I/M Program's VIR, located in Appendix B. VIRs for vehicles with a passing emissions test shall include a Certificate of Emissions Compliance (CEC) printed on the report.

The contractor shall provide motorists whose vehicles fail an inspection with a Diagnostic Report. These reports shall contain, at a minimum, the required OBD information and emissions testing results on the current I/M Program's diagnostic report, located in Appendix B.

The contractor shall provide motor vehicle owners that fail an inspection with a "My Vehicle Has Failed its Emissions Test" brochure. The contractor will be responsible for designing and printing these brochures.

The contractor shall provide all motorists with a brief explanation of results (pass or fail) and instructions explaining the next steps required in the repair/retest process.

Failed vehicles shall also receive an Emissions Repair Guide (ERG) as defined in Section 14.2.

The contractor shall design and provide the above noted material along with documentation to the State for approval. The Division and DOR shall approve all documentation that will be provided to the Motorist.

## **8.2 Vehicle Repair Form**

The contractor shall provide a Vehicle Repair Form (VRF) to all motorists who fail the emissions inspection. The VRF shall be designed by the contractor and approved by the Division. The VRF may be incorporated into the receipt or any other printed materials from the inspection. Although it is expected that the VRF will be returned to the emissions test center upon re-inspection, the contractor shall make procedural provisions to re-inspect without the VRF. Re-inspected vehicle paperwork shall be checked and entered into the contractor's database.

## **9. Re-inspection Requirements**

Motorists whose vehicles fail an emissions inspection will be entitled to have their free emissions re-inspection, after each failure, at any emissions test center in the network. The host data file will indicate the test number and inspection date for the contractor. The first re-inspection, within ten calendar days (unless that day falls on a holiday or Sunday, in which the motorist shall be granted an additional day) shall be free. Any re-inspection due to an initial failure will require a complete inspection sequence. Repair data will be collected in the test center for emissions-related repairs to monitor the costs and quality of repairs being done in the repair facilities. A Repair Effectiveness Guide (REG) will be made available to the motorist to aid in the selection of a repair facility.

At the time of a post-repair inspection, a complete inspection, as applicable to the vehicle being inspected, is to be performed.

## **10. Centralized Inspection Centers: Additional Operational Requirements**

### **10.1 Hours of Operation**

At a minimum, inspection centers shall be open from 8:00 AM to 5:30 PM, Monday through Friday, and for at least five (5) hours on Saturdays, except on State holidays.

Inspection centers may close due to inclement weather only if the county offices or schools for that specific area are also closed, as approved by the DOR and the Division.



## **10.2 Inspection Personnel Attire**

The contractor shall require inspection personnel directly involved with inspections to wear Division-approved uniforms appropriate for year-round inspections. For cold weather periods, inspection personnel may wear their own coats, but in such event a contractor-provided vest shall be worn over that coat so the public can appropriately identify the inspector. Vehicle inspector name tags are required.

## **10.3 Consumer Vehicle Damage**

The contractor shall be responsible for all vehicle damage during inspections caused by the act or omission of contractor's employees, agents, or representatives, in accordance with the Damage Claims Agreement between the contractor and DOR that currently applies in the AIR Program, located in Appendix C.

## **10.4 Motorist Wait-Time**

The contractor shall comply with the vehicle wait-time requirements set forth in this Section. Failure to comply with the applicable wait times will subject the contractor to administrative fines and corrective actions. As used in this section, wait time will include both queue time and test time. The contractor will meet both the queue-time requirements set forth in Section 10.4.1 and the test-time requirements set forth in Section 10.4.2.

### **10.4.1 Motorist Queue-time**

Queue-time for a specific vehicle is the amount of time elapsed from the time the vehicle license plate is recorded by the License Plate Reader (LPR) until the time the vehicle's identification information is entered into the data system. The average vehicle queue-time at each inspection center shall not exceed 15 minutes over any two-hour period of each day.

The contractor shall employ an automated system to accurately measure and record queue times. This system will automatically record a start time when the vehicle's license plate is recorded by the LPR and an end time when the vehicle's identification information is entered into the data system. The LPR clock and the vehicle identification data entry computer clocks will be synchronized.

The LPR will utilize a camera at the entrance of each inspection center that photographs the license plate of entering vehicles. Using character recognition software, the LPR will determine the license plate number of each vehicle photographed and record the time that the license plate was recorded by the LPR. The contractor will not alter either the license plate numbers determined by the LPR or the recorded entry times. To ensure this, the software for the LPRs will have "read-only" fields. Recorded license plate numbers, along with the time the license plate was recorded by the LPR, will be stored for a period of at least two hours from the time the license plate is photographed for comparison and matching with the license plate numbers and entry time of vehicle identification information.

Unmatched records that are more than two hours old can be automatically deleted from the LPR system. With the exception of unmatched records that are more than two hours old, the contractor will not delete a vehicle from the LPR unless the vehicle leaves the queue. In the case of such deletions, the software will record the license plate number, time of deletion, and the reason for such deletions. A report of these deletions will be provided to DOR and the Division upon request.

The Division and DOR recognize that, due to a number of factors, the LPR will not accurately capture the license plate number of every vehicle that passes by the reader. To ensure the accuracy of queue-time calculations the LPR system for each inspection center will achieve a capture rate of least 80% over any two-hour period of each day. The term “capture rate” refers to the number of vehicle license plates correctly deciphered by the LPR, expressed as a percentage of the vehicle’s identification information logged into the data entry computer. To ensure an acceptable capture rate, the contractor will take all reasonable and appropriate steps to ensure that the LPRs are operational at all times. Whenever a LPR is inoperable, the contractor will dispense time-stamped tickets to measure and record motorist wait-times, and will provide DOR with notice of the problem and a copy of the work order or other documentation to show that the LPR will be repaired expeditiously.

Vehicles will not be kept waiting at a lane where contractor’s staff is unavailable or is otherwise not open to conduct inspections. Vehicles may be placed in a lane while final preparations are being made to open that lane, provided that an inspection will begin on the first vehicle in line within 10 minutes.

The Division seeks innovative concepts for decreasing motorist wait times and expediting test times.

#### **10.4.2 Motorist Test time**

Test time for a specific vehicle is the amount of time elapsed from the time the vehicle identification information is entered until the time that the Vehicle Inspection Report (VIR) is printed. The average vehicle test time at each inspection center will not exceed 15 minutes over any two-hour period of each day.

The contractor will employ an automated system to accurately measure and record test times. This system shall automatically record the time that the vehicle identification information is entered and the time that the completed VIR is printed and given to the motorist. The beginning and final testing computer clocks will be synchronized. The contractor will not print the completed VIR and provide it to the motorist until the entire vehicle inspection has been completed and the motorist has paid the contractor the applicable fee for the inspection.

#### **10.4.3 Staffing Levels**

The contractor will staff all inspections centers at a minimum to meet all applicable wait-time requirements as outlined in Section 10.4. Minimum required staffing level commitments shall be negotiated during contract negotiations.

In order to verify compliance with the agreed-upon staffing level requirement, the contractor will use an automated timekeeping system at each inspection center that tracks hourly staffing levels at that center. This timekeeping system will record when each staff member begins and ends work each day. Any personnel whose hours are not entered and recorded in the automated tracking system for a given two-hour period will not be used in calculating an inspection center's staffing level over that period. Staff members who work a portion of a two-hour period may be included in the staffing level calculation on a prorated basis. For example, if a staff member works for one (1) hour during a given two-hour period, that person will count as half a person for the staffing level calculation during that two-hour period.

The contractor will provide a dedicated office administrator in each emissions testing station to serve walk-in customers. This office administrator will conduct VIN inspections, answer customer inquiries, and complete damage claim paperwork. Each emissions testing station office shall be staffed during all operating hours.

### **10.5 Vehicle Identification Number Verification**

Upon request by a motorist, inspectors employed by the contractor shall perform a VIN verification by physically examining the VIN and completing the appropriate form (DR 2411). The fee for this service shall not exceed \$20. The VIN verification process will be automated in order to allow the contractor to efficiently conduct VIN verifications in the lanes. This activity is principally involved with first-time registration of a used vehicle within the state.

### **10.6 Security**

The contractor shall be responsible for the security of the emissions test facilities, test procedures, and the conduct of its personnel. Therefore, the contractor shall establish procedures or automated systems to address the following:

- Methods for preventing unauthorized tampering with the inspection and data processing equipment;
- Methods to detect and handle problem personnel to include the use of video cameras in test lanes;
- Methods or systems to restrict inspector access to vehicle inspection records and the data management as appropriate to prevent improper data entry and/or improper manipulation of test results;
- Complete video monitoring of the vehicle testing process is required and shall be made available for a minimum of 30 days; and
- Monitoring systems will be utilized to maintain a record of inspection activities and vehicle handling.

Upon request, the contractor shall provide video that meets the requirements of such request.

## **10.7 Inspection Center Maintenance**

The contractor shall be responsible for maintaining the inspection centers, administrative facilities, public waiting areas, rest rooms, and the inspection equipment and related computer hardware in good operating condition, including proper calibration of equipment, at all times. The inspection centers, public facilities, and rest rooms shall be kept clean, attractive, and properly maintained. Equipment, furnishings, forms, and supplies shall be replaced as necessary, as required and approved by DOR and the Division. The contractor shall correct maintenance issues that DOR and/or the Division identifies within three (3) business days time after being notified in writing of the issue.

## **11. Clean Screen Program Specifications**

The contractor shall acquire and operate a network of clean screen devices capable of measuring emissions from vehicles in the program area as they are driven on public roadways in support of the AIR Program as provided for in AQCC Regulation No. 11.

Bidders may propose how they would meet the performance requirements of Section 11 using alternative technology for clean screening vehicles. The proposed alternative technology shall meet the capability and reliability standards in use today. In addition, the proposed alternative technology shall strive to meet the current 35% clean screen historical performance rate (i.e., number of emissions-due vehicles eligible for clean screen). The throughput and quality of the proposed technology shall meet the standards currently in use.

### **11.1 Clean Screen Site Selection and Usage**

The contractor shall be responsible for identifying and permitting sites to operate clean screen devices. Sites shall be at locations where vehicles are operating under light to moderate load. Sites shall also be selected to ensure a broad distribution geographically in order to make the clean screen program convenient and available for customers throughout the program area.

Clean screen sites shall be approved by the Division and licensed by DOR. The contractor shall work with the Colorado Department of Transportation (CDOT) and/or local agencies, and shall obtain necessary approval and permits prior to use of any site.

Clean screen site licenses are valid for the duration of the permit. Once a new permit has been approved for an existing site, the clean screen site license may be renewed, unless the Division or DOR determines the site should not be re-authorized. Site selection will continue throughout the program. Sites will be added and deleted as necessary to continually improve the overall quality and convenience of the I/M Program. Any fees associated with the permitting of sites shall be paid by the contractor.

The contractor shall operate all clean screen sites in a safe and prudent manner, and shall comply with all relevant permits, ordinances, regulations, laws, and the Manual of Uniform Traffic Control Devices. The contractor shall use its best efforts to ensure a site rotation that will benefit

citizens. The contractor shall provide the agencies with notice of the times and locations at which clean screen sites are operational. Such notice shall be provided to the agencies, and posted on the contractor's web site, as soon as practicable after scheduling by the contractor. The contractor shall also provide such notice to the agencies by phone or similar means of any changes made throughout the day to aid DOR in determining the location of operating sites for audit purposes. In addition, the contractor shall maintain a written log identifying the location and dates of operation of each clean screen site.

## **11.2 Clean Screen Technical Specifications**

In lieu of or in addition to alternative technology, the contractor shall use roadside remote sensing units that comply with the Generation 2 Colorado On-Road Vehicle Remote Sensing System Specifications (GEN2COVERS), is included as **Attachment C** to this RFP.

## **11.3 Clean Screen Data Management System**

The contractor shall design, develop, implement, and manage a data management system that is capable of servicing the clean screen network in the program area. The contractor shall procure, install, maintain, operate, and update all computer equipment and software necessary for this data management system. The data management system shall, at a minimum, be capable of the following tasks:

- Accurately and reliably match clean screen data collected by the remote-sensing units with motor vehicle registration data;
- The data management system shall be designed to update the state computer database on a daily basis with clean screen inspection results once the data has been quality-assured pursuant to the applicable audit procedure;
- Provide lists of clean-screened vehicles that are due for registration renewal during the next registration cycle. The contractor shall provide such lists at least monthly and in time for the County Clerks and Recorders to use such lists in preparing the monthly registration renewal notices mailed to motorists. The data management system shall be compatible with existing Division, DOR, and County Clerk and Recorder I/M and vehicle registration databases, including file formats;
- Provide host system database access at the Division and DOR main offices and state-operated ETCs;
- Generate monthly, quarterly, and annual program performance and quality assurance reports; and
- Provide a system for the Clean Screen Authority to use to identify and track the amounts due to the contractor for inspection fees that will be paid by such authority, and to track such payments.

If alternative technology is proposed, a comparison to these standards shall be submitted.

#### **11.4 Plate Matching and Vehicle Identification**

Records with complete emissions data, appropriate speed and acceleration data, and a legible plate will be matched to the vehicle registration database maintained by the centralized host computer system. All records (matched or not) will be passed to an active database that maintains clean screen records. For each measurement, the contractor shall record the plate number, model year, VIN, meteorological data, vehicle type, make, and model. Such records shall be maintained for at least two (2) years.

#### **11.5 Maintaining the Clean Screen Status of Vehicles and Storing Determinative Clean Screening Measurements**

After the vehicle matching process, the clean screen status of vehicles shall be updated with the latest information. Once a vehicle has been identified by DOR to the County Clerk and Recorder as a clean screened vehicle for purposes of mailing registration renewal information to the motorist, subsequent roadside remote sensing measurements of that vehicle will be ignored until the next inspection cycle. A record of all roadside remote sensing readings used to make clean screening determinations that results in inspection certificates being issued will be stored in the same manner and with the same retention policy as records of other I/M Program inspections. If a vehicle has passed a clean screen test, and the owner voluntarily undergoes a lane test, then the lane test will override the clean screen test.

#### **11.6 Clean Screen Operational Requirement**

The contractor shall operate the clean screen program in accordance with Section 42-4-301, C.R.S. *et. seq.*, AQCC Regulation No. 11, and GEN2COVERS. These operational requirements include, but are not limited to, the following:

- Collection of accurate on-road emissions, speed, acceleration, and license plate information;
- Performing periodic quality assurance checks on equipment to ensure accurate data collection;
- Timely matching of on-road data with vehicle registration records.
  - In connection with this activity, the contractor shall not edit emissions or license plate data, other than matching license plate information to emissions data; and
- Timely transferring matched data to DOR and the Division in support of the clean screen program.

The contractor may be allowed, upon the Division's approval, to develop and use a low emitter index, as per AQCC regulation 11, based on Colorado's historical I/M240 data in support of the clean screen program.

The contractor will be responsible for meeting all equipment licensing and certification requirements. All equipment shall be properly calibrated, adjusted, and maintained at all relevant times, using accepted quality control practices.

### **11.7 Roadside Remote Sensing Audits and Audit Vehicle**

The contractor shall be subject to audits performed by DOR, as provided in the GEN2COVERS specifications.

The contractor, without cost to the State shall provide a roadside remote sensing audit vehicle to DOR. This vehicle will be used to perform audits for roadside remote sensing units operating in the program area in accordance with GEN2COVERS. The vehicle will be maintained by the contractor to include fuel, vehicle repairs, maintenance, insurance, registration, audit gases, gas cylinder racks, regulators, and all necessary plumbing and electronics.

### **11.8 Equipment Acceptance Testing**

The Division and DOR may establish such acceptance testing procedures as may be necessary to ensure that roadside remote sensing units, computer systems, and other equipment and support systems, including software, meet applicable requirements. DOR will conduct audits on quality assurance intervals, as provided in DOR Emission Regulation 1CCR 204-11.

### **11.9 Clean Screen Program Result Reporting**

In order to be used for a clean screen test, clean screen results shall be reported to the CSTARS or such other similar system no later than 11:59 PM on the last business day of the month two (2) months preceding the month in which the registration comes due or such other schedule agreed upon by DOR and the contractor. For a vehicle with a registration expiring in July 2015, for example, clean screen results shall be reported to the CSTARS or such other similar system by 11:59 PM May 31, 2015.

### **11.10 Clean Screen Equipment Access**

The contractor shall provide the Division with access to clean screen equipment used by the contractor for air quality studies and equipment evaluation purposes. The Division shall have the use of such equipment for up to 63 days each year at no cost.

### **11.11 Reporting and Correcting Problems**

The contractor shall report to the Division and DOR any error or malfunction that the contractor has reason to believe may result in the registration of a vehicle based on an erroneous clean screen inspection within eight (8) business hours of learning of the error or malfunction. The contractor shall correct the error or malfunction as expeditiously as possible. If the error or malfunction cannot be corrected, then the contractor shall cease operations and notify the Division and DOR within eight (8) business hours of learning that the error or malfunction cannot be corrected.

The Division and DOR may order the contractor to cease clean screen operations, or a portion of its clean screen operations, if either agency has reason to believe that the contractor is violating the terms and conditions of the RFP and/or subsequent contract, or that continued operations by

the contractor may result in the registration of vehicles based on erroneous clean screen inspections. If the Division or DOR issues a stop work order, then the parties shall work expeditiously to resolve the problem and to resume operations. Operations shall not resume until approved by the agency that issued the stop work order.

### **11.12 Clean Screen Validation Study**

The contractor shall conduct an annual validation study to assess the accuracy of the clean screen program. Pursuant to this study, the contractor shall conduct I/M240 and/or OBD inspections based on I/M Program requirements on a representative sample (at least 2%) of vehicles evaluated and identified as clean. This study shall meet the following requirements:

- The representative sample will not be clean screened (i.e., such vehicles will not be exempt from the requirement for a conventional emissions test based on roadside remote sensing measurements) and will not be counted toward the SIP limits;
- The contractor shall match the license plates and roadside remote sensing measurements of the vehicles included with the corresponding VIN, ownership information, and I/M240 or OBD emission test results;
- The sample size in the validation study shall be of sufficient size to predict the effectiveness of the clean screen program at a 95% statistical confidence level, and shall include a representative mix of vehicles by number of times measured, model year and vehicle type. A maximum 5% and a minimum 2%, or such lesser amount as agreed to by the Division and the contractor, of all vehicles evaluated using roadside remote sensing technology will be included in this sample. The contractor shall report the percentage of vehicles within the sample that fail the conventional emissions test and the emission dis-benefit that would have occurred had the vehicles been exempted from testing;
- The contractor will not be paid an inspection fee for the roadside remote sensing measurements on vehicles in the validation study. Such vehicles will be subject to the fee for the result of the I/M240 or OBD emissions inspection; and
- The results of the validation study shall be included in a clean screen annual report.

### **11.13 Clean Screen Performance Limit**

AQCC Regulation No. 11 establishes limits on the number of vehicles that can be tested and exempted from conventional emissions testing in the lanes under the clean screen program. Currently, Regulation No.11 provides that a maximum of I/M eligible vehicles can be clean screened in a given year. The contractor shall not exceed the 50% clean screen limit (i.e., the number of emissions-due vehicles observed). The contractor shall design and implement software to allow the agencies to conveniently track inspections and monitor compliance with the clean screen limit.

## **12. Support of Decentralized Testing Stations and Fleet Inspections Facilities**

Under existing law, 1981 and older vehicles may be tested at independent decentralized testing stations. Additionally, fleets may be entitled to conduct testing on their own vehicles. The contractor shall provide and maintain a router connection to the data management system for



uploading and downloading emissions test information from fleet and decentralized licensed inspection facilities in the program area. The contractor shall also have State-approved Test Analyzer System (TAS) units available for purchase by decentralized stations or fleets in the program area. These units shall include an OBD testing component or provide for standalone OBD testing. The contractor shall provide customer and service support for its TAS customers as set forth in the bidder's proposal.

### **13. Contractor Personnel, Training and Certification Requirements**

The contractor shall be required to hire and retain sufficient personnel in order to successfully conduct all activities required under this RFP. Personnel shall be appropriately qualified and trained to perform their specific jobs.

#### **13.1 Personnel Training**

The contractor will be responsible for training its staff to conduct activities required under this RFP. Training programs shall contain specialized information necessary for personnel to perform their required tasks. The contractor shall develop a detailed outline for a proposed training plan. This plan is subject to the Division's approval, and will serve as a basis for certifying inspectors. For inspection center personnel, curricula shall include, but not be limited to, the following:

- Program orientation with general information about the Colorado I/M Program;
- Vehicle emissions and how they relate to the State's clean air goals;
- Emissions inspection and center operational procedures;
- Equipment maintenance and calibration procedures;
- Diagnosis and repair information;
- OBD systems and requirements;
- Pre-inspection, and Emissions Control Equipment tampering;
- Customer service and public relations;
- Complaint handling; and
- Waiver procedures.

For clean screen program personnel, curricula shall include, but not be limited to, the following:

- Clean screen program orientation with general information about the Colorado I/M Program;
- Vehicle emissions and how they relate to the State's clean air goals;
- Clean screen equipment operational procedures;
- Equipment maintenance and calibration procedures; and
- On-road safety procedures as contained in the Manual on Uniform Traffic Control Devices.

### **13.2 Inspector Certification**

All personnel conducting inspections, station supervisory personnel at inspection centers, and clean screen operators shall be certified and licensed as inspectors. To obtain a certification, an applicant shall successfully complete the required training curricula, pass a written qualification examination and hands-on proficiency evaluation, and pay an inspector licensing fee to DOR. This process will also be required for renewal of licensed inspectors every two (2) years.

## **14. Repair Industry Outreach and Motorist Diagnostic Information**

In support of the AIR Program and as set forth below, the contractor shall provide technical assistance to the repair industry and provide repair/diagnostic information to motorists to facilitate the proper and cost effective repair of emission related problems.

### **14.1 Repair Industry Technical Assistance**

The contractor shall develop and implement a voluntary Repair Facility Registration Program modeled on the program currently utilized in the I/M Program. In connection with this program, the contractor shall establish registration criteria, conduct outreach to repair facilities to encourage their participation in the program, register facilities, and provide information and assistance to registered repair facilities.

The contractor shall develop, produce, and distribute monthly reports to each registered repair facility that indicates the effectiveness of repairs performed by that facility and a ranking of where that facility fits in with all the other facility's repair effectiveness. This reporting will be based on a Division-supplied formula taking into account each facility's success in correcting emissions failures on the first repair attempt. The report shall be modeled on the repair effectiveness report currently utilized in the I/M Program.

The Contractor shall provide web-based tools for motorists and the repair industry such as previous inspection data and repair guide tools. The Bidder shall outline specific web-based tools in the proposal.

### **14.2 Repair/Diagnostic Information for Motorists**

The contractor shall develop and maintain a customer assistance Emissions Repair Guide (ERG) modeled on the guide currently utilized in the I/M Program. When a vehicle fails the emissions test, the customer will be given the ERG to assist them in finding a repair facility that can perform effective repairs. The ERG will include a listing of registered repair facilities ranked in order of their repair effectiveness of OBD or I/M240 emissions repair as reported on post-repair tests, utilizing the Division-supplied formula that takes into account each facility's success in correcting emissions failures on the first repair attempt. The contractor shall be responsible for evaluating the repair effectiveness data for all registered facilities, printing, updating, and distributing the ERG. The ERG will be updated and reprinted at least once each quarter. The ERG shall list facility names and addresses in rank order of more effective to less effective.

## **15. Public Relations**

The contractor shall fund, implement, and periodically update a public outreach plan and budget adequate to educate and inform the public about the program. Such plan shall inform the public about the benefits of the program and facilitate participation in the program. The contractor shall periodically consult with the agencies on the plan. In connection with the public outreach plan, the contractor shall maintain a telephone information system whereby consumers can call in and obtain information about the I/M Program, as well as a website that can be accessed by the general public containing relevant information about the I/M Program.

The bidder shall submit a proposed public relations and outreach budget for the I/M Program to fund the following activities:

- Hiring a local public relations/advertising firm to manage the I/M Program public outreach efforts;
- Brochure development and production;
- Providing dedicated hotline operators;
- Specific website development;
- General community outreach regarding the program;
- Media outreach and press release; and
- Other public relations activities as agreed to be the contractor, the Division and DOR.

## **16. Reports and Studies**

The contractor shall provide reports and participate in studies as specified below:

### **16.1 Engineering Studies**

In addition to any other obligations set forth in this contract to provide reports or conduct evaluations, the contractor will provide \$20,000 per calendar year, as directed by the Division, to fund special engineering studies and/or program evaluations. The design, scope, timing, and frequency of such projects shall be determined by the Division, subject to the \$20,000 annual cap. The contractor shall not expend any of the funds required by this section without approval of the Division. In the event that the entire \$20,000 is not expended in a given year, the unexpended amount shall carry over for use in subsequent years. Upon request, the contractor shall provide the Division with documentation of any fund expenditures in the form of an invoice, receipt, or other agreed-upon documentation.

DOR and the Division will also conduct periodic and required surveys in the lanes using contractor and state employees. Up to 200 hours of engineering and/or professional-level expertise and "one lane month" for special studies and/or program evaluation per year is required. The Division commits to lane usage during off-peak, low-demand hours.

## **16.2 General Reports**

The contractor will provide a comprehensive reporting system for the Division and the DOR. This reporting system will contain contractor-developed reports along with a function for in-depth ad-hoc reporting by Division and DOR staff. The contractor shall provide all of the reports currently required as part of an I/M Program. The Division will provide this listing upon request. The contractor shall also provide such additional reports as agreed to by the Division, DOR, and the contractor in accordance with a mutually agreed-upon schedule.

## **17. Enforcement and Penalties**

The contractor shall be subject to enforcement by DOR in the form of monetary penalties for failure to meet required performance standards. DOR shall assess such fines in accordance with the provisions of:

- Colorado Revised Statutes (42-4-301 *et. seq.*);
- DOR Regulations (1 CCR-204-11);
- The ensuing Contract; and
- Provisions outlined in Appendix A.

Any administrative action by DOR shall be consistent with:

- Colorado Revised Statutes (42-4-301 *et. seq.*);
- The State Administrative Procedure Act;
- DOR Regulations (1 CCR-204-11); and
- The Air Quality Control Commission Regulation No. 11.

## **18. Performance Bond**

The contractor shall furnish, concurrent with the signing of a contract, a performance bond or a certificate of deposit of one million dollars (\$1,000,000.00). The bond shall be executed by the contractor and a corporate surety licensed to do business in Colorado. The bond shall be renewed annually and maintained through the life of the contract. Proceeds of the bond will be held by DOR and used, in part or whole, to reimburse the State for its expenses in the event it shall take over the I/M Program until a new contract can be executed.

## **19. Contents of Proposal**

In response to this RFP, bidders shall submit an in-depth proposal detailing how they will implement each of the elements set forth in the RFP. Proposals shall identify the rationale and methodology to be employed in performing each task, and contain sufficient detail to permit the evaluation committee to assess the bidder's degree of understanding of the total program tasks, and the thoroughness with which those capabilities will be utilized to implement the program.

As part of the proposal, the bidder shall include the following information:

## **19.1 Company Description, Experience and Financial Condition**

The proposal shall include a detailed description of the bidder, its related experience and its financial condition. This description shall be sufficiently detailed to allow the Division to evaluate whether the bidder has the experience, resources and financial wherewithal to successfully accomplish the requirements of the RFP over the life of the contract.

### **19.1.1 Company Description**

The proposal shall include a narrative description of the company identifying its basic business structure, business history (including the number of years in business), primary business locations, primary business activities, and number of employees. In addition, the proposal shall include the following:

- Documentation that the company is fully authorized to do business in the State of Colorado and is currently in good standing.
- If the company is a corporation, a list of corporate officers, including the firm's attorney.
- If the company is not incorporated, a list of the company's owners, principals, or partners.
- A narrative statement describing any parent, subsidiary, and/or affiliated organizations, including a description of the relationship to the bidder, and detailing the extent of the work to be performed by the parent, subsidiary or affiliated organization.
- A signed statement by a corporate executive officer, company partner or company owner that the business or its subsidiaries are not involved in any aspect of automobile sales, repair, parts or maintenance sales in the State of Colorado.

### **19.1.2 Related Experience**

The proposal shall contain a detailed description of the company's experience in providing vehicle I/M testing services. This shall include any experience in conducting each of the inspection and testing elements outlined in the RFP including data management and community outreach. Special emphasis shall be placed on services provided in the context of centralized testing programs that are similar in scope, size and type to the services identified under the RFP.

For each testing program identified, the proposal shall include the location of the program, the types of services provided, and the number of vehicles inspected annually. For all testing services provided during the past five years, the proposal shall provide contact information for the contracting agency or entity so that the Division may inquire about the bidder's performance. The contact information shall include the name and address of the agency or entity, as well as a name, telephone number and email address for the main contact at the agency or entity.

### **19.1.3 Financial Resources**

The proposal shall include information demonstrating that the company has sufficient financial resources to perform all of the elements of the RFP over the life of the contract. This information shall include, but is not necessarily limited to, audited financial statements for the past three years for the company and any parent, subsidiary, or affiliated organizations.

#### **19.1.4 Staffing**

The proposal shall identify any key staff, the role they will play in performing the elements of the RFP, and their relevant experience. The proposal shall also include information on the proposed organizational structure and staffing levels to include:

- A proposed organizational chart.
- A description of each job position and the educational and other requirements for each position.
- A description of proposed staffing levels for the inspection centers, including the approximate number of inspection personnel per center and the number of quality assurance and supervisory personnel.
- A description of proposed staffing levels for the remote sensing testing, including the approximate number of inspection personnel, support staff and quality assurance and supervisory personnel.

#### **19.1.5 Inspection Fees**

The proposal shall list the inspection fees that will be charged for inspections at centralized inspection centers and for clean screen inspections. The listed fees shall include all costs payable by the motorist for the inspection, including any amounts that shall be paid to the State of Colorado or the County Clerks as described in Section 1.8. As set forth in statute, inspection fees for 1981 and older vehicles are capped at \$15, and inspection fees for 1982 and newer vehicles are capped at \$25.

Bidders shall submit a budget of costs, on a per test basis, that supports the price per test requested. This budget should be broken down by categories such as: Personnel, Operating, Overhead, Indirect, Profit, etc. to the satisfaction of the evaluation committee to conduct an in-depth cost analysis to evaluate the contractor's bids relative to the proposed inspection costs.

The Division will analyze the potential contractors' operating costs, utilizing the information provided, and determine if those costs and the contractors' proposed testing fees and estimated profit margins are reasonable.

The Division will consider its cost analysis, the procurement circumstance, and Colorado's AIR Program needs, in accordance with the State Procurement Manual.

#### **19.2 Centralized Inspection Centers: Location, Design, Construction and Capacity Requirements**

Proposals shall include an implementation plan and timetable for construction of centralized inspection centers. This shall consist of plans for locating, selecting, and acquiring sites in the region as well as designing and constructing inspection centers in accordance with the requirements of this RFP. The plan shall indicate how the station location requirements will be satisfied, and include a schedule and commitments for completing site acquisition. To the extent that proposed station locations have been identified, the plan shall identify these locations.

Additionally, the plan shall include timetables for permitting, construction, equipment procurement, and installation. Finally, the plan shall indicate the start date of the lane inspection program.

Proposals shall include site location maps for the projected network indicating emissions center locations. The key features shall include:

- Number of lanes (I/M240, TSI, or OBD) per facility, each center shall have enough lanes to serve the vehicle inspection population for the duration of the contract.
- The number of test lanes and distribution of sites shall be sufficient to minimize driving distances for the greater portion of vehicle population. Proposals shall specify how the network will accommodate outlying populations in the program area.
- The network design shall attempt to locate test stations for maximum accessibility of the sites without adding to local traffic congestion as noted in Section 2.2.
- Proposals shall provide justification for network design, lane throughput capacity, minimizing driving distances, and minimizing average waiting times.

Proposals shall document that the number of lanes and sites in the proposed network are sufficient to achieve all performance standards. The methodology used to arrive at the number and location of lanes and centers shall also be described including the vehicle populations used and yearly growth factors. Proposals shall list what throughput capacity, average test-time, and utilization factors were used and describe how they were determined. Proposals shall justify in detail these efficiency factors to the satisfaction of the evaluation committee.

The plan shall also include a floor plan for a representative center. Detailed construction plans and blueprints are not required, but the floor plan shall contain sufficient information to evaluate whether the center design elements set forth in Section 2 will be met. The floor plan shall include a projected lane design identifying where testing equipment, such as dynamometers, emissions analyzers, OBD testing equipment, and computer equipment will be located.

### **19.3 Centralized Inspection Centers: Inspection Equipment Specifications**

The proposal shall describe in detail how the inspection equipment specifications set forth in Section 3 will be met. This shall include a detailed description of each type of testing equipment that will be used to conduct the required testing elements set forth in the RFP, and sufficient technical specifications for each piece of equipment to enable an evaluation of whether the equipment meets required specifications. The proposal shall also include information regarding reliability of the equipment over the life of the contract.

### **19.4 Centralized Inspection Centers: Data Requirements**

Proposals shall detail the design and format of the software and hardware necessary to operate the program in accordance with the requirements of Section 4. In describing the data management system, proposals shall include a description of the capabilities and capacity of the system, and explain how the system will meet all applicable data management requirements over the entire duration of the contract.

### **19.5 Centralized Inspection Centers: Inspection Procedure Requirements**

The proposal shall include a detailed description of how it will conduct all testing procedures at centralized inspection centers in compliance with the requirements as outlined in this RFP. The proposal shall document how each element, the VIN verification, pre-inspection safety check, ECS visual inspection, two-speed idle tailpipe emissions test and the I/M240 tailpipe emissions tests meet or exceed all standards set forth in Section 5. This description shall include a process flow diagram and narrative describing where and how each required testing element will be undertaken.

### **19.6 OBD System and Malfunction Indicator Light Inspection**

The proposal shall provide specific documentation on how the entire OBD inspection will be conducted to include a complete listing of the proposed equipment. The proposal shall include justification proving that the OBD inspection procedures and equipment meets or exceeds the requirements in Section 6. This justification shall be itemized for: the elements of the OBD inspection, pass/fail standards, readiness monitors, alternative tests, hybrid vehicles, keyless ignitions, retests, fraud prevention, and the OBD hardware and software that will be used.

### **19.7 Gas Cap Inspection**

The proposal shall include a description of the equipment and procedures that will be used to conduct the gas cap presence and pressure inspection to meet the requirements in Section 7.

### **19.8 Recording of Test/Results Documentation**

The proposal shall include a description and examples of the emissions test documentation that will be provided to the motorist to include all requirements set forth in Section 8. Bidders shall include a description of how they intend to provide appropriate diagnostic information and technical assistance to motorists.

### **19.9 Re-inspection Requirements**

The proposal shall include a description of how re-tests will be handled in order to meet the requirements of Section 9.

### **19.10 Centralized Inspection Centers: Additional Operational Requirements**

The proposal shall include documentation in relation to all aspects of Section 10.

The proposal shall include a description of the QA/QC procedures that will be employed to minimize equipment downtime and ensure that testing is accurate and that testing results are properly documented. The proposal shall also include a description of the methods and equipment that will be utilized to meet the security requirements set forth in Section 10.6.

Proposals shall document in detail how simple, unequivocal observations of queue times and test



times can be enforced by the state field staff to insure that provisions of the contract are met throughout the entire period of performance. Proposals shall describe how compliance with wait time and test-time criteria shall be made a routine matter of test site operation. Proposals shall describe how test center designs will routinely adapt to changing test volume demands, both in terms of physical layout of centers and in management of opening/closing lanes. Proposals shall also include a detailed description of the automated system the contractor will employ to measure and record vehicle queue-times and test-times.

Proposals shall provide a detailed Emissions Inspector staffing plan along with a baseline staffing level commitment.

### **19.11 Clean Screen Program Specifications**

Proposals shall include a detailed description of the proposed roadside remote sensing network. This description shall include an identification of the number of stand-alone remote sensing units to be employed. The proposal shall identify the roadside remote sensing equipment to be used, describe the technical specifications for that equipment and explain how the equipment meets the requirements set forth in Section 11. If the Bidder is presenting an alternative clean screen testing proposal it shall demonstrate how the new alternative strategy is equivalent.

Proposals shall describe in detail the data management system that will be used to support the remote sensing network in the AIR program area. This description shall include an explanation of how the proposed data management system will meet the requirements set forth in Section 11.3.

Each proposal shall detail how the contractor will operate the remote sensing network in accordance with the requirements of Section 11.6.

### **19.12 Support of Decentralized Testing Stations and Fleet Inspection Facilities**

Bidders shall include a description of how they will support decentralized inspection stations and fleet facilities as required in Section 12.

### **19.13 Contractor Personnel, Training and Certification Requirements**

The bidder shall include a detailed training outline with its proposal that meets the requirements set forth in Section 13. This outline will be subject to state approval and will serve as guidance for training and certification of inspectors. The final training curricula will be based on the approved outline.

### **19.14 Repair Industry Outreach and Motorist Diagnostic Information**

Proposals shall include a plan for conducting repair industry outreach and providing technical assistance to motorists in accordance with the requirements of Section 14.

### **19.15 Public Relations**

Proposals shall also include a description of how the bidder intends to conduct required public outreach as outlined in Section 15 along with a proposed budget.

### **19.16 Reports and Studies**

Proposals shall also include a description of how the bidder intends to conduct and/or provide the reports and studies as outlined in Section 16.

### **19.17 Enforcement and Penalties**

The proposal shall contain a description on how they will address the requirements for enforcement and penalties in Section 17, to include a commitment to appendix A, “Penalties”.

### **19.18 Performance Bond**

The proposal shall provide a commitment to the performance bond listed in Section 18.

## **20. Selection Criteria**

Potential contractors will be evaluated based on the information contained within the proposals. In scoring the proposals, up to 100 points may be awarded. The proposal evaluation will be done for six separate subject areas. The evaluation subject areas, elements to be considered for each subject area, and possible points for each subject area will be as follows:

### **20.1 Contractor Experience, Expertise and Financial Condition (18 Points)**

- Experience managing centralized I/M programs. Potential contractors shall have at least five years experience managing centralized I/M programs
- Experience managing, operating or providing services for inspection programs that utilize I/M240 emissions testing
- Experience managing, operating or providing services for inspection programs that utilize OBD emissions testing
- Experience providing data management services for large centralized I/M programs
- Expertise of key staff members in the following areas: managing centralized I/M programs, conducting I/M240 based inspection services, conducting OBD inspection services, providing data management services for large centralized I/M programs
- Financial condition of bidder, considering whether bidder has the financial resources to perform all required tasks over the life of the contract

### **20.2 Inspection Fees (18 Points)**

The most points will be awarded to the bidder that proposes the lowest inspection fees.

- Inspection fee for a mandatory OBD pass/fail inspection
- Inspection fee for an I/M240 inspection (to include advisory OBD inspection if 1996 and newer)
- Inspection fee for a TSI inspection
- Inspection fee for a clean screen inspection
- VIN verification fee

### **20.3 Centralized Inspection Center Services (24 Points)**

- Completeness and quality of centralized inspection center location, design, and construction plan
  - Number of inspection centers
  - Geographical diversity of inspection centers
  - Number of inspection lanes, including all-wheel-drive lanes
  - Design of inspection centers
  - Design of testing lanes
  - Design of state technical assistance lanes and office space
  - Construction schedule
- Quality of testing equipment including ability to meet or exceed required specifications
  - Equipment meets or exceeds all requirements
  - Equipment durability
  - Equipment designed to assure accurate testing results
- Inspection center data management system
  - System meets or exceeds all requirements
  - System designed to minimize possibility of fraud
  - System designed to minimize data entry errors
  - System minimizes customer wait-times and test-times
  - Compatibility with existing state data systems
  - Ability of system to meet all data storage and reporting requirements

### **20.4 Centralized Inspection Center Testing Procedures (20 Points)**

- VINs, Pre Safety and Visual Inspection
- I/M240 Process meets or exceeds all required specifications
- TSI process meets or exceeds all required specifications
- OBD Process meets or exceeds all required specifications
- Gas Cap testing, documentation, re-tests meet requirements
- All processes will minimize motorist wait-times and test-times and meet QA/QC procedures
- Staffing level commitment allows for reduced wait and test times

### **20.5 Clean Screen Program Specifications (10 Points)**

- Scope of proposed roadside remote sensing network
- Quality of roadside remote sensing equipment

- Equipment meets or exceeds all requirements in (GEN2COVERS)
  - Equipment durability
  - Equipment designed to assure accurate testing results
- Remote sensing device data management system
  - System meets or exceeds all requirements
  - System designed to minimize data entry errors
  - Compatibility with existing state data systems
- Or alternate proposal if presented

## **20.6 Miscellaneous Support (10 Points)**

- Completeness and quality of plan for supporting decentralized testing stations and fleet inspection facilities
- Completeness and quality of contractor personnel training plan
- Completeness and quality of plan to provide technical assistance to repair industry
- Completeness and quality of plan to provide diagnostic information to motorists
  - Plan for providing Repair Effectiveness Index (REI) Guide
- Approach to conducting public information efforts and proposed budget
- Concepts to provide reports and studies
- Description of efforts to avoid and acknowledgement of enforcements and penalties

## **Appendix A: Penalties**

## **Penalties**

A single motor vehicle inspection requires multiple functions to be performed by one or more inspectors under the direct supervision of the contractor therefore each noted violation will be assessed to and paid by the contractor. Multiple violations may be assessed within a single motor vehicle inspection to the contractor. In addition to the assessed fine for the noted violation, a pattern of violation may also be assessed.

### ***Contract Violations:***

Payment of liquidated damages shall not relieve the Contractor of its obligation to meet the requirements of the contract. In the event that any contractual obligation is not met in the forthcoming contract, DOR may impose administrative fines.

The fine schedule shall be as follows:

- No fine for first violation;
- \$500 for a second violation;
- \$1000 for a second violation and each subsequent violation.

### ***Inspection Violations:***

In accordance with Section 42-4-313(4)(b)(II), C.R.S., DOR may impose administrative fines in the amount of \$500.00 for each test for the violations enumerated in Section 42-4-313(4)(b)(I), C.R.S. For the purposes of this provision, the phrase “pattern of noncompliance” means four or more violations at the same licensed emissions center or emissions inspector for the duration of the contract period to include any extensions, or renewals granted by DOR.

Except as otherwise listed in this section, DOR may impose administrative fines in the amounts listed below, or may suspend for a period not less than six (6) months the license of an inspector of the contractor, or may both impose a fine and suspend a license for two (2) or more violations enumerated in Section 42-4-313(4)(c), C.R.S. The fine schedule shall be as follows:

- No fine for first violation;
- \$100 for a second violation;
- \$200 for a third violation;
- \$300 for a fourth violation;
- \$500 for a fifth and each subsequent violation.

### ***Wait-time violations:***

For wait-time violations, DOR may impose administrative fines for any two-hour period at any inspection center where either the average queue-time or the average test-time exceeds the limits set forth in Sections 10.4.1. and 10.4.2. For a two-hour period at an inspection center where both the average queue-time and average test-time exceed the applicable time limits, the contractor

shall be subject to a single fine for the queue-time exceedance or the test-time exceedance, whichever is greater. Fines for wait-time violations will be graduated based on how much the average queue-time or test-time exceeds the applicable standards as set forth below:

- For average more than 15 minutes but less than 32 minutes,
  - the administrative fine shall be \$25 for each minute, or portion thereof, in excess of 15 minutes;
- For averages at least 32 minutes but less than 41 minutes,
  - the administrative fine shall be \$350 for the first 31 minutes plus an additional \$50 for each minute, or portion thereof, in excess of 32 minutes;
- For averages of 41 minutes or more, the administrative fine shall be \$1000.

#### ***Clean Screen Violations:***

The following fine schedule shall apply to the clean screen program in the program area:

- If the contractor knowingly reports to a motor vehicle County Clerk, for registration purposes, a passing clean screen test for a motor vehicle that does not meet the emission standards or eligibility requirements of Regulation No. 11, DOR may assess a fine of \$300 for each vehicle erroneously passed;
- DOR may require the contractor to pay a fine of \$300 for each vehicle for which the contractor reports a passing clean screen test to a motor vehicle County Clerk for registration purposes based on a clean screen measurement conducted in violation of an order to cease operation pursuant to Section 11.11;
- DOR may require the contractor to pay a fine of \$1000 for each day the contractor conducts clean screen motor vehicle inspections at an inspection site that has not been approved and licensed, as required by Section 11.1;
- Notwithstanding the preceding, DOR shall not assess any fine under this provision if there have been no previous violations using the roadside remote sensing unit involve or by the individual emission inspector. For purposes of Section 42-4-313(4)(c), a roadside remote sensing unit or clean screen site shall be a facility, even if it has changed geographic locations.

#### ***Communications Systems:***

The contractor shall maintain a bi-directional communications system connected to DOR's CSTARS or such other similar system, and inspection-only facilities and fleet inspection station that is subject to this RFP. In any case in which the host computers or the communications systems malfunction, become inaccessible, or otherwise fail to operate or communicate, the contractor shall pay liquidated damages to the State of Colorado in the amount of \$250 per minute or fraction thereof for up to six minutes per event, except that:

- This provision shall not apply to downtime due to updates that have received a 24-hour prior approval from the agencies. This exemption from liquidated damages shall only apply if the contractor has scheduled maintenance at night, weekends, holidays, and such downtime does not prevent the overnight data transfer to the CSTARS or

- such other similar system, required by Section 4.2, 4.5, 11.6, and 11.9. Downtime shall not exceed one event every month unless authorized by the agencies;
- This provision shall not apply if such downtime is attributed to a *force majeure*. The failure of equipment owned or maintained by the contractor shall not qualify as a *force majeure*.

For other violations not listed in this section, the contractor shall be subject to any penalties and fines authorized by law including but not limited to provisions of Article 4 of Title 42, and Article 7 of Title 25, C.R.S.

Nothing in this section shall be construed to limit DOR's authority to suspend or revoke licenses, including any license held by the contractor.



## **Appendix B: VIR, DR, VIN Examples**



# VEHICLE INSPECTION REPORT

A2510FEL9H

STATE OF COLORADO



## RESULTS

Overall Result	Emissions	Equipment Inspection	On Board Diagnostics	Smoke	Total Amount Paid
PASS	PASS	PASS	PASS	PASS	0.00

VEHICLE INFORMATION				OFFICIAL USE ONLY	
DATE: 26-OCT-2011 11:29:41	YEAR: 2007	STATION: 5025E	TEST: 2		
VIN:	MAKE: CHR	LANE: 01	TVFY: B8B6		
PLATE:	MODEL: PT CRUISER	ODOMETER: 22000	VVFY: E7BA		

EMISSIONS TEST INFORMATION				EQUIPMENT INSPECTION	
	READINGS	LIMITS	RESULTS		
HC GPM	0.0099	4.0000	PASS	Catalytic Converter Presence:	PASS
CO GPM	0.0011	20.0000	PASS	Air Injection System Presence:	PASS
CO2 GPM	204.1342			Oxygen Sensor Presence:	PASS
NOx GPM	0.0002	9.0000	PASS	Gas Cap Presence:	PASS
				Gas Cap Integrity:	

ON BOARD DIAGNOSTICS	
Check Engine Light: PASS	Check Engine Light Command Status: Off
Diagnostic Trouble Codes:	P0100, Mass or Volume Air Flow Circuit Malfunction
	P0200, Injector Circuit Malfunction
	P0201, Injector Circuit Malfunction - Cylinder 1
	P0306, Random/Multiple Cylinder Misfire Detected
	P0302, Cylinder 2 Misfire Detected

**CONSUMER INFORMATION**

Congratulations, your vehicle has passed the emissions inspection. If you are renewing your registration by mail, follow the instructions regarding the renewal process located on the back side of your renewal notice. If you are renewing your registration in person, the Certificate of Emissions Control, located below, must accompany all supporting documents at the time of registration. After 24 hours, you may renew your registration online at [www.colorado.gov/renewplates](http://www.colorado.gov/renewplates). If the Certificate of Emission Control is lost, a new inspection is required at the owner's/operator's expense. For questions, comments and complaints contact Air Care Colorado at 303-456-7090 or the Department of Revenue at 303-205-5603 and if located outside the Denver Metro Area, call 888-200-8827. Retain this document in the vehicle as proof of emission compliance.

PLEASE REMOVE THE "CERTIFICATE OF EMISSIONS CONTROL", LOCATED BELOW, AND INCLUDE IT WITH YOUR RENEWAL CARD AND REGISTRATION PAYMENT. DO NOT STAPLE THIS DOCUMENT OR PAYMENT TO YOUR RENEWAL CARD.

CUT HERE

		State of Colorado		A2510FEL9H	
Certificate of Emissions Control					
DATE	26-OCT-2011	VIN			
YEAR	2007	MAKE	CHR	MODEL	PT CRUISER
PLATE		FACILITY	5025E	INSPECTOR	55555





# VEHICLE INSPECTION REPORT

B1610DLP91

## STATE OF COLORADO RESULTS



Overall Result	Emissions	Equipment Inspection	On Board Diagnostics	Smoke	Total Amount Paid
FAIL	FAIL	FAIL	ADVISE	FAIL	0.00

VEHICLE INFORMATION				OFFICIAL USE ONLY	
DATE:	20-SEP-2012 10:32:06	YEAR:	2001	STATION:	5016E
VIN:		MAKE:	FORD	LANE:	01
PLATE:	TEST1	MODEL:	FOCUS	ODOMETER:	12345
				TEST:	I
				TVFY:	F161
				VVFY:	

EMISSIONS TEST INFORMATION				EQUIPMENT INSPECTION	
	READINGS	LIMITS	RESULTS		
HC GPM	3.8625	1.2000	FAIL	Catalytic Converter Presence:	FAIL
CO GPM	27.1893	15.0000	FAIL	Air Injection System Presence:	FAIL
CO2 GPM	433.8854			Oxygen Sensor Presence:	FAIL
NOx GPM	2.9067	1.5000	FAIL	Gas Cap Presence:	PASS
				Gas Cap Integrity:	FAIL

ON BOARD DIAGNOSTICS	
Check Engine Light: FAIL	Check Engine Light Command Status: On
Diagnostic Trouble Codes:	
	0115, Engine Coolant Temperature Circuit Malfunction
	0130, O2 Sensor Circuit Malfunction (Bank 1 Sensor 1)
	0172, System too Rich (Bank 1)

CONSUMER INFORMATION		
Your vehicle has failed to comply with required State regulations for emissions inspection. All items listed as failure must be addressed prior to your next inspection. For questions, comments and complaints contact Air Care Colorado at 303-456-7090 or the Department of Revenue at 303-205-5603 and if located outside the Denver Metro Area, call 888-200-8827. You are entitled to one free reinspection within 10 calendar days, the reinspection can be performed at any one of Air Care Colorado's centers. The information recorded on this report is extremely valuable to a repair technician when having your vehicle repaired. If your vehicle fails the reinspection, you may be entitled to a waiver. Waiver eligibility information, to include hardship waivers, is available at the inspection station or by calling the Department of Revenue at 303-205-5603.		
HIGH HC READINGS	HIGH CO READINGS	HIGH NOx READINGS
HIGH HC READINGS ARE A RESULT OF UNBURNED OR PARTIALLY BURNED FUEL.	HIGH CO READINGS OCCUR WHEN THE AIR/FUEL MIXTURE IS TOO RICH.	HIGH NOx READINGS ARE THE RESULT OF HIGH COMBUSTION TEMPERATURES AND/OR PRESSURES.

CUT HERE

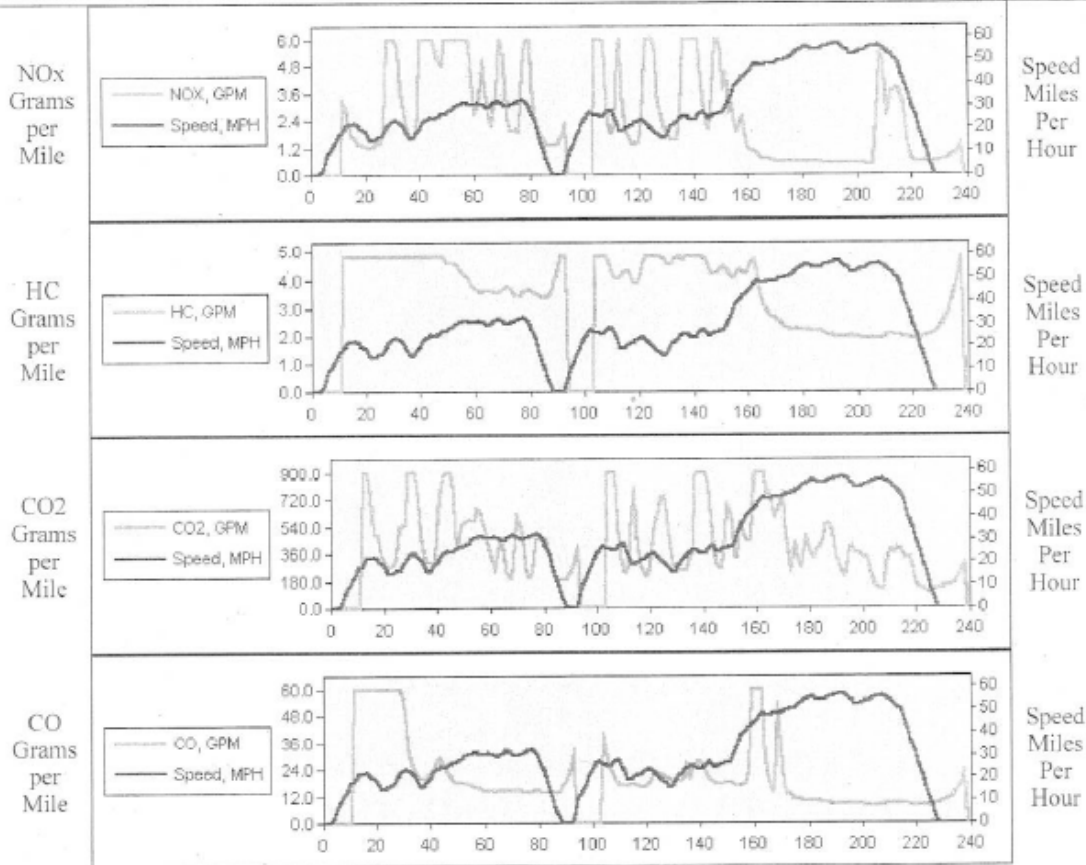
VEHICLE REPAIR FORM	
This form must be completed by the person performing the repairs AND accompany the vehicle at the time of reinspection.	
Mark here if some or all repairs were warranty or recall related: <input type="checkbox"/>	Parts Costs: \$
Repaired by Vehicle Owner: <input type="checkbox"/> Repaired by Repair Facility: <input type="checkbox"/>	Labor costs: \$
Repair Date:	Miscellaneous Costs: \$
Name of Repair Facility:	Diagnostic Costs: \$
Name of Person Filling Out Form:	Total Repair Costs: \$
Technician Number:	
Facility Number:	
Signature:	
VIN:	

## DIAGNOSTIC REPORT

VIN	LANE	STATION	TEST DATE/TIME
	01	0016	20-SEP-2012 10:32:06

### DIAGNOSTIC INFORMATION

The following information can be interpreted by a trained technician. It is provided for informational purposes only and may not indicate an actual vehicle problems. No repairs should be performed based solely on this information.



SENSOR DESCRIPTION	UNITS	SEC=0092	SEC=0120	SEC=0146	SEC=0160	SEC=0195	SEC=0224
Engine Speed	RPM	700.00	700.00	700.00	700.00	700.00	700.00
Calc. Load Value	%	29.8039	29.8039	29.8039	29.8039	29.8039	29.8039
Eng. Coolant Temp.	deg C	65.0000	65.0000	65.0000	65.0000	65.0000	65.0000
Intake Air Temp.	deg C	200.0000	200.0000	200.0000	200.0000	200.0000	200.0000
Vehicle speed	km/h	85.0000	85.0000	85.0000	85.0000	85.0000	85.0000
O2S voltage B1, S1	VDC	0.500000	0.960000	0.690000	0.830000	0.035000	0.035000
O2S STFT B1, S1	%	0.001	0.001	0.001	0.001	0.001	0.001
S.T. Fuel Trim B1	%	56.251	56.251	56.251	56.251	56.251	56.251
L.T. Fuel Trim B1	%	32.032	32.032	32.032	32.032	32.032	32.032

## VERIFICATION OF VEHICLE IDENTIFICATION NUMBER

**C.R.S. 24-32-3323, 38-29-122, 42-3-105(l)(c), 42-6-107(l)(b)**

**ANY ALTERATION OR ERASURE MAY VOID THIS DOCUMENT**

Type of Vehicle ➡

- |                                    |   |  |
|------------------------------------|---|--|
| <input type="checkbox"/> Passenger | <input type="checkbox"/> Bus                      | <input type="checkbox"/> Manufactured Home |
| <input type="checkbox"/> SUV       | <input type="checkbox"/> Trailer                  | <input type="checkbox"/> Motorcycle        |
| <input type="checkbox"/> Truck     | <input type="checkbox"/> Motor Home               |  |
| <input type="checkbox"/> Tractor   | <input type="checkbox"/> Special Mobile Machinery |  |

INFORMATION FOR VEHICLE IDENTIFICATION

Vehicle Identification Number (VIN)					
Year	Make	Body	Model	Width	Length
Odometer	Color	CWT	GVWR	Print Fuel Type	
License Plate Number			State		Expiration Date
Temporary Tag Number			State		Expiration Date

Additional Vehicle Identification Number (VIN) \_\_\_\_\_  
☐ Motor Number \_\_\_\_\_ ☐ Coach Number \_\_\_\_\_

Reason for Inspection:

Verified by:

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Out of State          | <input type="checkbox"/> Licensed Colorado Dealer   | <input type="checkbox"/> County Assessor                    |
| <input type="checkbox"/> Title correction      | Dealer Number _____                                 | <input type="checkbox"/> County Clerk (at their discretion) |
| <input type="checkbox"/> Other (Explain) _____ | <input type="checkbox"/> Licensed Colorado Emission | <input type="checkbox"/> Colorado Law Enforcement           |
|  | Station Number _____                                | <input type="checkbox"/> Other _____ *                      |

Name of Business or Agency			
Address		City	State
			ZIP Code
I certify, under penalty of perjury in the second degree, that I have completed a physical inspection of the vehicle/manufactured home described above and the information is true and correct to the best of my knowledge.			
Printed First and Last Name of Inspector			Date
Signature of Inspector			Title

### COLORADO DEALER STATEMENT CONCERNING AN OUT OF STATE VEHICLE

**C.R.S. 42-6-119(3)**

Dealer	Dealer Number
I certify, under penalty of perjury in the second degree, that the vehicle as described above met the following conditions at the time of sale: <ul style="list-style-type: none"> <li>Was free and clear of all liens and encumbrances,</li> <li>Was not stolen,</li> <li>The dealership has a sure and adequate title to the vehicle; and</li> <li>The dealership has the right and authority to sell and transfer this vehicle.</li> </ul>	
Dealer Agent (printed name)	
Dealer Agent Signature	Date

(\* Out of state law enforcement, military police or commanding officer)

## **Appendix C: DOR Damage Claim Agreement**

## Damage Claim Resolution Procedure

1. Damage claim is filed at the station.
2. Manager/assistant manager shall assist customer in filling out claim forms and inform customer that the Damage Claims Coordinator (DCC) will contact him/her within 48 hours (two business days). The customer shall be advised to keep all receipts and vehicle parts if they choose to obtain repairs prior to being contacted by the DCC and/or prior to completion of the investigative process.
3. Manager/assistant manager shall:
  - a. Take photographs.
  - b. Obtain statements from witnesses and inspector(s) involved in the incident.
    - i. Statements shall be written within **1 hour** of notification of incident and shall include date and time written.
  - c. Write his/her own statement.
4. Manager/assistant manager shall notify DCC of the claim and that the paperwork is forthcoming.
5. If applicable, the manager/assistant manager shall make 1 copy of the test video.
6. Manager/assistant manager shall fax copy of claim, VIR, statements, and any other relevant documents, including all photos and test video, i.e. Unable To Test form, Pre Damage form, etc., to DCC.
  - a. Manager/assistant manager shall compile all original documents, photos and video and send, via Dunbar or other suitable delivery to DCC.
  - b. The Contractor shall not summarily refuse to retest for the sole reason of an open complaint.
  - c. In the event an open complaint vehicle returns for re-test, and the vehicle cannot be tested, the 10-day free retest shall be extended on a case-by-case basis.
7. When DCC receives fax of claim, he/she will create a new file with a Contractor claim number and a Colorado Department of Revenue (DOR) assigned number. All paperwork from here forward shall include:
  - a. DOR and The Contractor assigned claim numbers.
  - b. All faxed documentation shall have a cover sheet with DOR and The Contractor claim numbers.
8. DCC shall fax claim sheet, manager and inspector statements, VIR and other relevant documents to DOR by the end of the second business day following

the opening of the claim. Photos shall be sent via E-mail. Videos will be provided only as requested by DOR. ***All documents shall have DOR and the Contractor claim numbers, complainants FIRST and LAST name, and all faxes shall include a cover sheet.***

- a. The Contractor will attempt to provide most claim information and materials via e-mail.
  - b. DOR shall send a form letter to complainant and the Contractor with the name of the assigned DOR officer within 24 hours.
9. DOR and the Contractor shall work together to resolve each claim in a timely and appropriate manner. This may include the sharing of researched information, known vehicle failures, questions regarding costs of repair, legitimacy of diagnostic/estimate documents, customer communications, etc. It is expected that both parties will maintain open lines of communication to ensure a complete investigative process.
10. DCC will begin an investigation, with review of claim and station personnel accounts, once the claim is received.
  - a. DCC will attempt to resolve claims prior to appeal to DOR.
11. DCC shall attempt to contact the customer within two working days. DCC will make every reasonable attempt to contact the customer and determine a resolution within seven days of claim notification date.
12. When contact is made, the resolution process will be dictated by the following:
  - a. Clear evidence of damage caused by/during test process – DCC shall authorize customer to obtain a diagnostic evaluation and estimate for repairs at a repair shop of the customer's choosing. *Note: Customer may be requested to obtain two estimates from two different shops. If a third estimate is required DOR will be notified in advance of the customer to discuss the necessity.*
    - i. Any settlement offers extended by The Contractor that are under consideration to be withdrawn shall be discussed with the DOR Operations Manager prior to withdrawal.
  - b. Unclear if there is damage, or if the alleged damage was a result of the testing process – DCC shall inform customer that a full investigation will be conducted and a determination will be made at the conclusion of the investigation. At this time, the customer is within his/her right to obtain a diagnostic evaluation, however the cost of the diagnostic and any repairs performed, until completion of the investigation, may be the sole responsibility of the customer.
    - i. If circumstances dictate, an ETC may assist with a diagnostic evaluation to alleviate financial hardship and minimize logistical problems for the consumer.
    - ii. If the Emissions Technical Center is unable to perform diagnostics or DOR and The Contractor want more conclusive diagnostics, it may be agreed upon to get additional diagnosis



from specialized facilities.

13. If there has been no contact with the customer WITHIN THREE TO FOUR DAYS, DCC shall update claim sheet with an explanation of the start of an investigation, and the date time and method of attempted contact.
14. DCC shall wait for a return call or copy of diagnostic and/or estimate(s) for repair. In the event that:
  - a. A diagnostic report shows damage as a result of test process – the customer shall be instructed that he/she will be reimbursed for repairs and the diagnostic fee. At that time, the DCC will request a check from the contractor office and inform the customer that he/she will receive a check in approximately eight to 10 days. DCC shall fax diagnostic, estimate and check request to DOR.
  - b. Further investigation is necessary (e.g., calls to repair facility, more detailed information from station personnel, etc.), -the customer shall be informed that the investigation is ongoing.
  - c. The Contractor does not find evidence to support the claim of damage – the claim may be denied. DCC will inform the complainant of the denial and of his/her right to appeal this decision with the DOR. The DCC will send a letter of denial to the customer with a copy to DOR including a Closed Complaint form.
  - d. The customer does not return the initial phone calls, or a diagnostic or estimate are not received within seven business days - a 10-day letter, requiring contact within 10 business days, will be generated and sent to the customer and a copy will be faxed to DOR.
    - i. Attempts by the consumer to resolve after the 10-day letter will be handled on a case by case basis.
15. When a refund check is due, the check will be sent to the customer and a copy of the check and a Closed Complaint form will be faxed to DOR.
16. At the beginning of each week, an Open Claims Update shall be e-mailed to DOR.
17. DCC shall forward the Colorado Damage Claims Report each month to the DOR.
18. DOR shall investigate any appealed claim. DOR will make every effort to resolve the complaint within 30 days of appeal.
  - a. Complaints investigated by DOR that concur with The Contractor dispositions shall be closed with a letter from DOR to the complainant and The Contractor.
  - b. Complaints, investigated by DOR in which the disposition is not in concurrence with The Contractor, SHALL BE MADE KNOWN TO THE DCC WITH A LETTER/MEMO and DOCUMENTATION FROM DOR. Clarifications and agreements shall be discussed/reached between DOR

and DCC.

- c. Complaints investigated by DOR in which the disposition differs from The Contractors', and clarification and agreement cannot be met between DOR and DCC, will result in a "Notice of Request to Pay" sent to The Contractor from DOR. Failure to comply with all aspects of the request may result in a request for a formal hearing and administrative action. Conversely, in the event that The Contractor disagrees with the DOR disposition, The Contractor retains the right to request a formal hearing.

19. DOR shall be the primary investigator for complaints that originate from the agency and complaints forwarded from the governor's office. Copies of these complaints shall be provided to the DCC within a reasonable timeframe.

- a. Claims that may result in waiver or fineable violations shall be forwarded to the operations manager.
- b. All non-damage complaints shall be forwarded to the public information manager.

20. Both DOR and The Contractor shall give priority to complaints forwarded to DOR from the Governor's office.