ARKANSAS STATE HIGHWAY AND TRANSPORTATION DEPARTMENT EQUIPMENT AND PROCUREMENT DIVISION BID INVITATION

Contract Number:	H-16-277P		AHTD Equipment and	MAIL TO: AHTD Equipment and	AHTD Equipment and
	March 22, 2016 Tim	e: 11:00 a.m.	Procurement Division 11302 West Baseline Road Little Rock, AR 72209	Procurement Division P.O. Box 2261 Little Rock, AR 72203	Procurement Division 11302 West Baseline Road
Sealed bids for furnidelivery locations un	shing the commodities and/or service	s described below, sul nd time, and then pub	bject to the Conditions on page 2 of the lictly opened at the above-noted bid opened bids will not be considered.		
In compliance with the set opposite each iter		Conditions thereof, the	undersigned offers and agrees to furn	ish any and all items upon wh	nich prices are quoted, at the price
Company Name:_			Name (Type or Print):_		
Address:			Title:		
			Phone:	Fax:	
City:	State:	Zip:	E-Mail:		_
Federal Tax ID or S	Social Security No.:			, original (not photocopied) ar	nd in ink.

Compact Hydraulic Excavator

Bid prices shall include delivery of all Equipment to the Arkansas State Highway and Transportation Department at the F.O.B. location(s) shown on attached Bid Sheet.

Contract may be renewed or extended upon mutual agreement of the parties, but shall not exceed limitations allowed by Arkansas State Procurement Law.

Literature Submittals – Item A2 of Bid Specifications shall supersede Item #10 of Standard Bid Conditions.

Bid Bond in the amount of \$1,000 required of all bidders at time of bid opening or bid will be rejected. **Personal and company checks are not acceptable as Bid Bonds.** See Condition 3 on page 2 of bid invitation.

Performance Bond in the amount of 5% of the total awarded to the respective bidders must be furnished within 10 days after receipt of notice of intent to award as a guarantee of delivery in accordance with the specifications and within the time established in the bid. **Personal and company checks are not acceptable as Performance Bonds.** See Condition 3 on page 2 of bid invitation.

Additional Bonding Requirement: If additional units are purchased from this contract, a separate Performance Bond will be required under the same conditions as stated in this Bid Invitation.

Bidder shall specify guaranteed delivery date for all vehicles/equipment in the space provided under each item number for which a price is being submitted. Successful bidder shall furnish Warranty Data for each vehicle/equipment delivered. The Warranty Data shall contain all necessary information such as motor and/or serial numbers and shall be signed by the selling dealer at the time vehicle/equipment is delivered to the Highway Department. Certificate of Origin, Federal Excise Tax Exemption Certificates, Odometer Disclosure Statement and five (5) copies of the Invoice for each vehicle/equipment to be furnished to Equipment & Procurement Division, P.O. Box 2261, Little Rock, AR 72203.

The successful bidder will be required to complete delivery within 120 days after award.

Bids and Specifications are available on-line by going to the AHTD Web Site – www.arkansashighways.com and clicking on "Commodities & Services Bids/Contract Information". Tabulations will also be available at this site within 72 hours after bid opening. If you have any questions, call this office at 501-569-2667.

STANDARD BID CONDITIONS

H-16-277P

- 1. **ACCEPTANCE AND REJECTION:** The Arkansas State Highway and Transportation Department (AHTD) reserves the right to reject any or all bids, to accept bids in whole or in part (unless otherwise indicated by bidder), to waive any informalities in bids received, to accept bids on materials or equipment with variations from specifications where efficiency of operation will not be impaired, and to award bids to best serve the interest of the State.
- 2. **PRICES:** Unless otherwise stated in the Bid Invitation, the following will apply: (1) unit prices shall be bid, (2) prices should be stated in units of quantity specified (feet, each, lbs., etc.), (3) prices must be F.O.B. destination specified in bid, (4) prices must be firm and not subject to escalation, (5) bid must be firm for acceptance for 30 days from bid opening date. In case of errors in extension, unit prices shall govern. Discounts from bid price will not be considered in making awards.
- BID BONDS AND PERFORMANCE BONDS: If required, a Bid Bond in the form of a cashier's check, certified check, or surety bond issued by a surety company, in an amount stated in the Bid Invitation, must accompany bid. Personal and company checks are not acceptable as Bid Bonds. Failure to submit a Bid Bond as required will cause a bid to be rejected. The Bid Bond will be forfeited as liquidated damages if the successful bidder fails to provide a required Performance Bond within the period stipulated by AHTD or fails to honor their bid. When a bidder claims and can show clear and convincing evidence that a material mistake was made in the bid and was not the bid intended, the bidder may be permitted to withdraw their bid prior to award without forfeiture of bid bond. Cashier's checks and certified checks submitted as Bid Bonds will be returned to unsuccessful bidders; surety bonds will be retained. The successful bidder will be required to furnish a Performance Bond in an amount stated in the Bid Invitation and in the form of a cashier's check, certified check, or surety bond issued by a surety company, unless otherwise stated in the Bid Invitation, as a guarantee of delivery of goods/services in accordance with the specifications and within the time established in the bid. Personal and company checks are not acceptable as Performance Bonds. In some cases, a cashier's check or certified check submitted as a Bid Bond will be held as the Performance Bond of the successful bidder. Cashier's checks or certified checks submitted as Performance Bonds will be refunded shortly after payment has been made to the successful bidder for completion of all terms of the bid; surety bonds will be retained. Surety bonds must be issued by a surety company authorized to do business in Arkansas, and must be signed by a Resident Local Agent licensed by the Arkansas State Insurance Commissioner to represent that surety company. Resident Agent's Power-of-Attorney must accompany the surety bond. Certain bids involving labor will require Performance Bonds in the form of surety bonds only (no checks of any kind allowed). These bonds shall not only serve to guarantee the completion of the work, but also to guarantee the excellence of both workmanship and material until the work is finally accepted and the provisions of the Plans, Specifications, and Special Provisions In such cases, the company issuing the surety bond must comply with all stipulations herein and must be named in the U. S. Treasury listing of companies holding Certificates of Authority as acceptable sureties on Federal Bonds and as acceptable reinsuring companies. Any excess between the face amount of the bond and the underwriting limitation of the bonding company shall be protected by reinsurance provided by an acceptable reinsuring company. Annual Bid and Performance Bonds on file with E & P Division must have sufficient unencumbered funds to meet current bonding requirements, or the bid will be rejected, unless the balance is submitted as set forth above, prior to bid opening.
- 4. **TAXES:** The AHTD is not exempt from Arkansas State Sales and Use Taxes, or local option city/county sales taxes, when applicable, and bidders are responsible to the State Revenue Department for such taxes. These taxes should not be included in bid prices, but where required by law, will be paid by the AHTD as an addition thereto, and should be added to the billing to the AHTD. The AHTD is exempt from Federal Excise Taxes on all commodities except motor fuels; and excise taxes should not be included in bid prices except for motor fuels. Where applicable, tax exemption certificates will be furnished by the AHTD.
- 5. "ALL OR NONE" BIDS: Bidders who wish to bid "All or None" on two or more items shall so stipulate on the face of bid sheet; otherwise, bid may be awarded on an individual item basis.
- 6. **SPECIFICATIONS:** Complete specifications should be attached for any substitution or alternate offered, or where amplification is necessary. Bidder's name must be placed on all attachments to the bid.
- 7. **EXCEPTIONS TO SPECIFICATIONS:** Any exceptions to the bid specifications must be stated in the bid. Any exceptions to manufacturer's published literature must be stated in the bid, or it will be assumed that bidder is bidding exactly as stated in the literature.
- 8. **BRAND NAME REFERENCES:** All brand name references in bid specifications refer to that commodity or its equivalent, unless otherwise stated in Bid Invitation. Bidder should state brand or trade name of item being bid, if such name exists.
- 9. **FREIGHT:** All freight charges should be included in bid price. Any change in common carrier rates authorized by the Interstate Commerce Commission will be adjusted if such change occurs after the bid opening date. Receipted common carrier bills that reflect ICC authorized rate changes must be furnished.
- 10. **SAMPLES, LITERATURE, DEMONSTRATIONS:** Samples and technical literature must be provided free of any charge within 14 days of AHTD request, and free demonstrations within 30 days, unless AHTD extends time. Failure to provide as requested within this period may cause bid to be rejected. Samples, literature and demonstrations must be substantially the same as the item(s) being bid, unless otherwise agreed to by AHTD. Samples that are not destroyed will be returned upon request at bidders expense. Samples from successful bidders may be retained for comparison with items actually furnished.
- 11. **GUARANTY:** Unless otherwise indicated in Bid Invitation, it is understood and agreed that any item offered or shipped on this bid shall be newly manufactured, latest model and design, and in first class condition; and that all containers shall be new, suitable for storage or shipment and in compliance with all applicable laws relating to construction, packaging, labeling and registration.
- 12. **BACKORDERS OR DELAY IN DELIVERY:** Backorders or failure to deliver within the time required may constitute default. Vendor must give written notice to the AHTD, as soon as possible, of the reason for any delay and the expected delivery date. The AHTD has the right to extend delivery if reasons appear valid. If reason or delivery date is not acceptable, vendor is in default.
- 13. **DEFAULT:** All commodities furnished will be subject to inspection and acceptance by AHTD after delivery. Default in promised delivery or failure to meet specifications authorizes the AHTD to cancel award or any portion of same, to reasonably purchase commodities or services elsewhere and to charge full increase, if any, in cost and handling to defaulting vendor. Applicable bonds may be forfeited.
- 14. **ETHICS:** "It shall be a breach of ethical standards for a person to be retained, or to retain a person, to solicit or secure a State contract upon an agreement of understanding for a commission, percentage, brokerage, or contingent fee, except for retention of bona fide employees or bona fide established commercial selling agencies maintained by the contractor for the purpose of securing business." (Arkansas Code, Annotated, Section 19-11-708).

ARKANSAS STATE HIGHWAY AND TRANSPORTATION DEPARTMENT

NOTICE OF NONDISCRIMINATION

The Arkansas State Highway and Transportation (Department) complies with all civil rights provisions of federal statutes and related authorities that prohibit discrimination in programs and activities receiving federal financial assistance. Therefore the Department does not discriminate on the basis of race, sex, color, age, national origin, religion or disability, in the admission, access to and treatment in the Department's programs and activities, as well as the Department's hiring or employment practices. Complaints of alleged discrimination and inquiries regarding the Department's nondiscrimination policies may be directed to Joanna P. McFadden, Section Head - EEO/DBE (ADA/504/Title VI Coordinator), P. O. Box 2261, Little Rock, AR 72203, (501) 569-2298, (Voice/TTY 711), or the following email address: Joanna.mcfadden@ahtd.ar.gov.

Free language assistance for Limited English Proficient individuals is available upon request.

This notice is available from the ADA/504/Title VI Coordinator in large print, on audiotape and in Braille.

ARKANSAS STATE HIGHWAY AND TRANSPORTATION DEPARTMENT LITTLE ROCK, ARKANSAS EQUIPMENT AND PROCUREMENT DIVISION

BID SHEET

	tract No.: H-16-277P	BIDDER	!:			
1.	1 – Compact Hydraulic Excavator, Diesel with Steel Pads, Excavating Bucket, Hydraulic Breaker and Push Blade, to meet AHTD Spec. 16-227-135.					
	FOB: AHTD – District 6	Headquarters, 8900 Mabelvale Pike,	Little Rock, AR 72209			
	Bid Price (Do not include	any Local, State or Federal Taxes)	Each \$			
	Total for 1 Hydraulic Exca	avator	\$			
	Hydraulic Excavator proj	oosed as meeting specifications:				
	Make	Model	Warranty			
	Guaranteed Delivery Date		-			
	Additional Units may be p	urchased at the same pricing and				
	conditions through					
	Ç <u>——</u>	(Date)				

BID TOTAL \$ _____

ARKANSAS STATE HIGHWAY AND TRANSPORTATION DEPARTMENT SPECIFICATION 16-227-135

FOR

COMPACT HYDRAULIC EXCAVATOR TRACK MOUNTED WITH HYDRAULIC CLAMP 12" EXCAVATING BUCKET PUSH BLADE AND STEEL PADS

A. General Conditions:

- Current Model: Units furnished under this specification shall be the latest improved model in current production, as
 offered to commercial trade, built for the U.S. market, and shall be of quality workmanship and material. Machines
 manufactured for foreign markets will not be accepted. All equipment offered under this specification shall be new.
 Used, reconditioned, shopworn, demonstrator, prototype or discontinued models are not acceptable. Manufacturers of
 the units supplied must have been in the business of producing operational units for at least two years and must have
 recently sold similar units to domestic governmental agencies. The model furnished must have been in production for a
 minimum of one year, or be the latest version of a previous model. Bidder/s may be required to submit documentation
 substantiating the aforementioned requirements. A list of user references may also be required.
- 2. <u>Literature</u>: Manufacturers literature, verifying adherence of proposed unit to each line item addressed in this specification, shall be submitted with the bid. If any literature and/or specifications of items conflict with AHTD specifications, the conflict(s) shall be specifically noted, corrected and submitted with the bid.
- 3. Any deviations from specifications and requirements herein must be clearly pointed out by bidder. Otherwise it will be considered that equipment offered is in strict compliance with these specifications and requirements, and successful bidder will be held responsible therefor. Deviations must be explained in detail on an attached sheet. However, no implication is made by the Arkansas State Highway and Transportation Department that deviations will be acceptable.
- 4. <u>Manuals</u>: The successful bidder shall furnish one (1) Operator's Instruction Manual with each unit delivered and one (1) copy each of Shop Repair Manual and Parts Book to each FOB point.
 - The successful bidder may provide Shop Repair Manuals and Parts Manuals on computer media (CD, DVD, USB Drive, etc.) in lieu of printed manuals.
- 5. <u>Training</u>: The successful bidder shall furnish qualified personnel to instruct AHTD operators and service technicians on operation and maintenance of units purchased under this specification.
 - In addition, the successful bidder shall furnish information on any factory service schools which would be available for AHTD service technicians.
- 6. Unit shall be assembled, adjusted and made ready for continuous operation at time of delivery.
- 7. All equipment necessary for efficient operation of unit shall be furnished whether or not they are specifically mentioned in this specification. All standard equipment as regularly furnished by manufacturer and as shown on printed literature and specification sheets shall be furnished unless specifically excluded by this specification.
- 8. <u>Parts Inventory & Service Facilities</u>: The successful bidder shall maintain a representative inventory of replacement parts and service facilities for servicing equipment bid on.
- 9. <u>Demonstration</u>: The Arkansas State Highway & Transportation Department reserves the right to require a demonstration, under actual working conditions, of equipment bid under this specification before award is made. The demonstration would be performed (free of any charge) by the bidder or an authorized representative at a mutually acceptable location. If requested, the bidder should be prepared to demonstrate the equipment within thirty (30) days after notification. Failure of the bidder to perform a satisfactory demonstration within the specified time may be grounds for rejection of the bid.
- 10. Cooperative Purchasing: Other tax-supported entities* in Arkansas (cities, counties, state agencies, school districts, etc.) may purchase from this Contract on an individual basis under the same specifications and conditions, and at the pricing set forth by each vendor, all at the discretion of each vendor in each case. Prices could be reduced by a vendor for minor alterations in conditions (changing order quantities, deleting options, etc.) as agreed by both parties, but could not be raised above the contract bid price except for any additional freight charges. Vendors would not be required to sell to any such entity under this contract, and those entities would not be obligated to purchase from the contract.

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Each entity wishing to purchase from the contract must make contact directly with the appropriate vendor(s). The Highway Department shall remain "out of the loop" for such transactions: all contact, orders, invoices, payments, etc. regarding such transactions must take place exclusively between the tax-supported entity and the vendor. The Department shall be held harmless of any and all liability arising from such transactions.

* Tax-supported entities are defined as those receiving more than half of total funding from appropriated tax funds.

B. <u>Unit Specifications</u>:

- 1. <u>General</u>: This specification is intended to cover a hydraulically operated compact excavating machine consisting of an upperstructure with power unit, operators platform and hydraulically operated boom, arm and tool assembly, all mounted on a track type undercarriage with steel pads. Shall be of a zero tail swing design. Machine furnished must be a current model built for the U.S. market. Machines manufactured for foreign markets will not be accepted.
- 2. <u>Engine</u>: Liquid cooled, turbocharged diesel with a minimum piston displacement of 2.3 liters developing no less than 40 net horsepower at not more than 2,200 RPM. Shall have 12 volt electric system and include starter, battery and alternator. Shall have lube oil and fuel filters, approved type air cleaner, muffler, electric hour meter, fuel tank of sufficient capacity to allow a minimum of ten (10) hours of continuous operation, fuel gauge and all other accessories or equipment necessary for efficient operation. Shall be equipped with an engine shut down system that monitors the coolant temperature and oil pressure. Cooling system shall have anti-freeze protection to -20° F, or lower.
- 3. <u>Hydraulic System</u>: Shall have one or more variable displacement axial piston pumps providing no less than 26 gpm for power to boom, arm, swing, slew, push blade, attachments and travel circuits. Pump(s) shall be of size, type and capacity to perform all required operations and allow simultaneous operation of swing, travel and boom functions. Hydraulic cylinders shall be double acting type. All circuits shall have safety relief valves to prevent overloading. Hydraulic system and reservoir shall have a minimum oil capacity of 14.5 gallons. Hydraulic system shall be equipped with an oil cooler, filtration system with replaceable filter elements of adequate capacity and a self monitoring hydraulic system safety shut down.
- 4. <u>Controls</u>: Shall have joystick type controls for hoist, crowd, bucket, and slew functions. Joysticks shall have thumb buttons which control boom swing. Shall be self-centering type that will automatically stop machine movements and hold boom when controls are released. Controls shall be configured in accordance with SAE Recommended Practice as set forth in SAE J1177.
- 5. <u>Travel</u>: The machine shall be driven by two hydraulic motors, one on each track assembly. Shall have a minimum of two speeds and be designed to operate independent of each other for steering purposes. Steering shall have left, right and counter-rotating ability. Steering shall be controlled by foot pedals or hand levers. Pushing one pedal/lever forward and the other backwards will make the machine counter-rotate. Travel motors and hydraulic lines shall be enclosed within the width of the track frame.
- 6. <u>Undercarriage</u>: Idlers and rollers shall be sealed and lubricated type. Track tension adjustment shall be hydraulic type.
 - a. <u>Rollers</u>: The undercarriage shall have a minimum of five (5) track rollers and a minimum of one (1) carrier rollers per side.
 - b. <u>Tracks</u>: Shall consist of steel pads and chain. Track shoes shall have a nominal width of 15.7". There shall be no less than 39 track shoes per side. Track length on ground shall be no less than 6'5". Overall track width shall not exceed 6'6".
- 7. <u>Travel and Park Brakes</u>: Spring applied, hydraulically released parking brake built into each drive motor.
- 8. <u>Boom and Arm</u>: Shall be hydraulically actuated assembly designed for use with machine furnished.
 - a. Reach At Ground Level: 18' 6", minimum.
 - b. Digging Depth: 10' 8", minimum.
 - c. <u>Dumping Height</u>: 11' 9", minimum.
 - d. Arm Crowd Force: 5,300 pounds, minimum.
 - e. <u>Bucket Digging Force</u>: 7,600 pounds, minimum.
 - f. <u>Bucket Pivot</u>: The bucket cylinder and linkage shall have the capability to operate the bucket through a minimum arc of 160°.

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- 9. <u>Lifting Capacity</u>: Manufacturer's rated lifting capacity at ground level with a radius of 118" shall be no less than 5,100 pounds. Manufacturer's rated lifting capacity over the side at ground level in accordance with ISO 10567.
 - a. 118" radius 1,450 pounds, minimum
 - b. 157" radius 880 pounds, minimum
- 10. <u>Slew System</u>: Turntable shall be ball bearing type which will allow 360° continuous swing. Shall be driven by a hydraulic motor connected to a planetary reduction unit. Swing system shall meet the requirements of SAE J1371.
- 11. Operators Platform: Shall be equipped with a four (4) post ROPS canopy in accordance with ISO 3471 and TOPS in accordance with ISO 12117, adjustable suspension seat, retractable seat belt and grad handles. All controls shall be easily accessible to operator including engine start, stop and throttle controls.
- 12. <u>Instruments</u>: Shall be equipped with ammeter or charge indicator, tachometer, electric hour meter, fuel gauge and all other necessary gauges or indicators, including temperature and oil pressure.
- 13. <u>Travel Alarm</u>: Shall be equipped with a travel alarm meeting the requirements of SAE J1446.
- 14. Work Lights: Shall be equipped with a minimum of one (1) sealed beam headlight mounted on the boom and one (1) sealed beam headlight mounted on the upperstructure.
- 15. <u>Attachments</u>: The attachments listed below shall be furnished with the machine including any pins, bolts and accessories necessary for instillation. Boom and attachments shall be equipped with a hydraulically operated quick change attachment system. All valves, hoses, hardware and quick couplers required for efficient operation shall be provided whether specifically mentioned or not.
 - a. <u>Hydraulic Thumb</u>: Unit shall be equipped with an all steel hydraulic thumb attachment with a minimum of two (2) tines to provide the capability of grasping, holding and dumping various types of brush and debris. Thumb shall be designed to fold and store on the dipperstick when not in use. Shall be fully installed and be complete with all components necessary for proper mounting and operation of the attachment.
 - b. <u>Hydraulic Breaker</u>: Breaker shall be hydraulic flow type with a minimum weight of 850 pounds. Shall requiring no more than 22 gpm of hydraulic flow at 1700 psi to achieve a minimum of 1400 blows per minute. Unit shall be a minimum Impact Energy Class 500 ft. lb., J 650 with a 2.60" minimum tool diameter.
 - c. <u>Buckets</u>: The following buckets shall be furnished.
 - (1) One (1) Excavating Bucket w/Teeth, no less than 12" wide; minimum SAE heaped capacity 0.50 cubic feet.
 - (2) One (1) Excavating Bucket w/Teeth, no less than 24" wide; minimum SAE heaped capacity 1.25 cubic feet.
 - d. <u>Push Blade</u>: Blade width shall be no less than the outside to outside measurement of the tracks and no less than 17" tall. The blade shall lift a minimum of 15" above ground level and depress no less than 18" below ground level. Blade hydraulic controls shall include blade up/down and float.
- 16. <u>Delivery Requirements</u>: Unit shall be delivered with the hydraulic breaker attachment specified above completely installed and ready for operation. Pins, couplers or any other items required for proper removal of the hydraulic breaker attachment and installation of the bucket shall be furnished.
- 17. <u>Vandalism Protection</u>: Shall be equipped with vandalism protection including the following items as a minimum:
 - a. Locking filler caps for the fuel tank, hydraulic tank and radiator. Filler caps located behind locking panels are acceptable in lieu of individual locking caps.
 - b. Lockable engine enclosure.
 - c. Lockable battery box cover(s) if batteries are not mounted inside lockable engine enclosure.
 - d. All lockable panels and compartments shall be equipped with an integrated locking system, or padlocks. All locks shall be keyed alike.
- 18. Travel Height: Shall not exceed 8' 6" with attachment and boom assembly in traveling position.
- 19. <u>Weight</u>: Complete unit (undercarriage, upperstructure, counterweight, boom assembly and excavating bucket) shall have a minimum weight of 10,000 pounds.
- 20. Color: Manufacturer's standard color is acceptable.

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21. <u>Warranty</u>: Units purchased under this specification shall be warranted against defects in material and workmanship for a minimum period of twelve (12) months (365 days) from date unit is placed in operation by AHTD.

- a. Warranty shall include all parts, labor and transportation costs to the location of equipment.
- b. If equipment cannot be repaired on location, warranty shall include cost of transport to the facility where the repair work will be done.
- c. It will be the responsibility of the successful bidder to insure that repairs are completed in a timely manner.
- d. If any warranty literature submitted with the bid conflicts with AHTD warranty requirements, the conflict(s) shall be specifically noted, corrected and included with the bid or the conflict(s) will be considered an exception to warranty specifications and the bid rejected.
- e. Recent prior failure to provide warranty-work, parts, replacement parts or service, in a timely manner, for equipment from the same manufacturer or dealer shall be grounds for the rejection of any submitted bid, or for the denial of any otherwise qualified low bidder, whether such failure is attributable to the manufacturer or the dealer of the equipment. For the purposes of this paragraph "timely manner" means a period of time not exceeding thirty (30) calendar days to provide requested warranty-work, parts, replacement parts, or service. For the purposes of this paragraph "manufacturer" means the original manufacturer of the equipment and its successor or successors, regardless of number, and whether acquired by sale, merger, or otherwise. For the purposes of this paragraph "replacement part" means a part redesigned by a manufacturer to correct a design or engineering defect and which replacement part is capable of providing dependable performance in normal operation conditions for its normal service life without failure. Such bid or bids may be rejected by the Department until such failure or failures have been remedied to the satisfaction of the Department and until such manufacturer or dealer is providing such warranty-work, parts, replacement parts, and service in a timely manner.