



PINAL COUNTY
wide open opportunity

Offer and Acceptance

Pinal County
Finance Department
31 N. Pinal St.
Bldg. A
P.O. Box 1348
Florence, AZ 85132

OFFER AND ACCEPTANCE FORM

TO PINAL COUNTY:

The undersigned hereby offers and agrees to furnish the material, service, or construction in compliance with all terms, conditions, specifications, and amendments in the Solicitation.

	General Manager
Authorized Signature	Title
Steve Bennett	6-27-12
Printed Name	Date
Robert Horne Ford	(480) 474-2500
Company Name	Telephone
3400 S Tomahawk RD.	APACHE JCT., AZ 85119
Address	City, State, Zip

For clarification of this offer, contact:

Name: Steve Bennett Phone: 480) 474-2500 Fax: 480-474-2513

ACCEPTANCE OF OFFER (For Pinal County Use Only)

The offer is hereby accepted and the Responder is now bound to sell or provide the materials, services, or construction as indicated by the Purchase Order or Notice of Award and based upon the solicitation, including all terms, conditions, specifications, amendments, etc. and the Offer as accepted by Pinal County.

The contract is for:

This contract shall henceforth be referenced to as Contract No. PC-120417. The Offeror is cautioned not to commence any billable work or to provide any material or service under this contract until Offeror receives an executed purchase order or notice to proceed.

Awarded this 8th day of August, 2012

<u>David Snider</u>	<u>Chairman</u>	<u>David Snider</u>
Name (Print)	Title	Signature

Approved as to form:


Pinal County Attorney's Office



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OFFER AND ACCEPTANCE FORM – Page 2

By signing the previous page of the Offer and Acceptance Form, Responder certifies:

- A. The submission of the bid did not involve collusion or other anti-competitive practices.
- B. The Responder shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11246.
- C. The Responder has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the Submittal.
- D. The Responder certifies that it complies with Executive Order 12549 related to Federal Government Debarment and Suspension (see 4-7)
- E. The Responder certifies that the individual signing the bid is an authorized agent for the Responder and has the authority to bind them to the contract.
- F. **Intergovernmental Cooperative Purchasing**

The County has entered into various cooperative purchasing agreements with other Arizona government entities in order to conserve resources, reduce overhead and purchase costs and improve delivery time. The contract resulting from this Solicitation may be extended for use by other municipalities, school districts and government agencies in the State of Arizona with the approval of the Contractor. Orders placed by other agencies and payment thereof will be the sole responsibility of that agency. The County shall not be responsible for any disputes arising out of transactions made by others.

Pursuant to PC-112217 Special Terms and Conditions, paragraph 5, titled Eligible Agencies (Cooperative Usage, Responder shall designate whether other governmental entities will be allowed to purchase from this contract:

Yes

No

ROBERT HORNE FORD

Firm

Authorized Signature

ORIGINAL

RFP PC-120417

**Scott Van Meter
Robert Horne Ford
3400 S. Tomahawk Rd.
Apache Junction, AZ. 85119
480-474-2500**

**Elizabeth Zink
Pinal County Finance Department
520-866-6667
520-866-2903 Fax**

Section #1



PINAL COUNTY
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Addendum Acknowledgement Form

Pinal County
Finance Department
31 N. Pinal St.
Bldg. A
P.O. Box 1348
Florence, AZ 85132

ADDENDUM ACKNOWLEDGEMENT FORM

Solicitation Addendums are posted on the Pinal County website at the following address:
<http://pinalcountyz.gov/Departments/Finance/Pages/BidsProposals.aspx> . It is the responsibility of the Responder to periodically check this website for any Solicitation Addendum.

This page is used to acknowledge any and all addendums that might be issued. Any addendum issued within five days of the solicitation due date, will include a new due date to allow for addressing the addendum issues. Your signature indicates that you took the information provided in the addendums into consideration when providing your complete response.

Please sign and date:

ADDENDUM NO. 1 Acknowledgement _____
Signature Date

ADDENDUM NO. 2 Acknowledgement _____
Signature Date

ADDENDUM NO. 3 Acknowledgement _____
Signature Date

If no addendums were issued, indicate below, sign the form and return with your response.

Robert Herve Ford

Firm

[Signature]

Authorized Signature



PINAL COUNTY
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Responder's Checklist

Pinal County
Finance Department
31 N. Pinal St.
Bldg. A
P.O. Box 1348
Florence, AZ 85132

RESPONDERS CHECKLIST

	Yes/No
Did you sign your Offer sheet?	Y ✓
Did you acknowledge all addendums, if any?	Y ✓
Did you complete all required Response Forms?	Y ✓
Did you include your W-9 Form?	Y ✓
Did you include any necessary attachments?	Y ✓
Is the outside of your submittal marked with the Solicitation #, Due Date and Time?	Y ✓
Did you include one original and the required number of copies?	Y ✓
Did you follow the order for submissions of documents?	Y ✓
Did you include proof of insurance(s) if requested?	Y ✓

ORIGINAL

RFP PC-120417

**Scott Van Meter
Robert Horne Ford
3400 S. Tomahawk Rd.
Apache Junction, AZ. 85119
480-474-2500**

**Elizabeth Zink
Pinal County Finance Department
520-866-6667
520-866-2903 Fax**

Section #2



PINAL COUNTY
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RFP PC-120417
Vehicles & Equipment: Parts,
Repairs & Services –
Supplemental Response Form

Pinal County
Finance Department
31 N. Pinal St.
Bldg. A
P.O. Box 1348
Florence, AZ 85132

Responder Name: Robert Horne Ford
Scott Van Meter, Service Manager

Responders shall complete the following Response Form, indicating their responses in the spaces provided. Additional pages may be added so long as they are clearly referenced in the spaces provided.

Please note: Any exception and the total number of exceptions taken will negatively affect your evaluation score. Compliance to Terms & Conditions has been identified as an evaluation criteria for this Solicitation.

Any exception not contained within this section of the Solicitation will be deemed invalid and will not be considered.

Acceptability of Responses

Offers that do not include this completed Response Form or that do include an incomplete Response Form or that include a completed Response Form with unacceptable responses may cause the entire offer to be deemed unacceptable and therefore non-responsive.

1 Price

Responders shall complete the following pricing tables below.

1.1 Parts (per Section 2.1.1 of the Statement of Work)

Responder shall state the offered discount for parts in the table below. Pricing shall be a discount from list or published price. Using blank spaces in the tables below, Responder shall state additional discounts offered on other parts provided that could benefit Pinal County.

Responder Response

Manufacturer	% Discount from List Price or Published Price	Source for Manufacturer's pricing (website, etc.)
Allis Chalmers		
Allmand		
Artic Cat		
Bear Cat		
Big Tex		
Blue Bird		
Broce		
Carson		
Case		
Caterpillar		



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Chevrolet		
Crafc		
Dodge		
EZ-Go		
Fleming		
Ford	35% Off suggested list (Up to 50% off on Motorcraft Branded Parts)	www.fordparts.com
Freightliner		
GMC		
Gorman Rupp		
Gravely		
Haul Mark		
Honda		
Hummer		
Hyster		
Ingersoll Rand		
International		
Interstate		
Isuzu		
Jeep		
John Deere		
Kenworth		
Kodiak		
Kubota		
Landa		



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Mega		
Nissan		
Oldsmobile		
Pace		
Polaris		
Peterbilt		
Pontiac		
Porter		
Ranco		
Rosco		
Solar Tech		
Suzuki		
Towmaster		
Trail King		
Trail-Eze		
United Truck Equipment		
Vermeer		
Water Buffalo		
Western Star		
White/GMC		
Yale		
Other		



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RFP PC-120417
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Expedited parts delivery fee (Fixed
fee, not discount from list price)

None



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Other		
Other		

1.3 Other services or major services (other than listed above in section 1.2)

Responder shall provide labor rates and fees listed below. Note: Any fees or rates not included will not be considered part of the final contract. Parts as needed for repairs may be charged in excess of labor rates/shop fees/etc. Parts shall be a discount from list price. Responders shall include such parts in section 1.1 pricing table above.

Description	Rate	Comment
Shop labor rate	\$94.00	Per Hour
Shop labor rate – after hours	N/A	
Field service call rate	N/A	
Field service call rate – after hours	N/A	
Mileage	N/A	
Hazardous Waste Fee	N/A	
Environmental Fee	\$2.00 per tire Arizona Tax	Charged only on new tire purchase
Shop supplies	7.5% up to a max of \$39.95	Charged on Parts and Labor only
Other		



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2 Capacity of Offeror

2.1. Responder shall provide:

2.1.1 Name, Title and email address of Primary Responder

Scott Van Meter, Service Manager, svanmeter@roberthorneford.com

2.1.2 Address, phone, fax and email address of Primary Servicing Office

3400 S. Tomahawk Road, Apache Junction, AZ. 85119

480-474-2500, FAX# 480-474-2590, svanmeter@roberthorneford.com

2.1.3 Address, phone, fax and email address of additional Servicing Offices (if different than 2.1.2)

Responder Response

2.1.4 Name, Title and email address of Key Personnel assigned to Pinal County. Responders shall include a description of their responsibilities under the contract (Ordering, Billing, Customer Service, etc).

Scott Van Meter, Service Manager, svanmeter@roberthorneford.com

Rod Egnash, Parts Manager, regnash@roberthorneford.com

Cheryl Fuerstenberg, Accounting, cfuerstenberg@roberthorneford.com

2.2 Responder shall provide general background information regarding their company. Responder shall describe in detail their overall experience in the industry relative to the Products and/or Services offered. Responders shall include at least three (3) references in this regard.

Horne Automotive Group, established 1991. Have successful new vehicle franchises with Ford, Chevrolet, Cadillac, Kia, Hyundai, Nissan, Dodge, and Subaru. Services provided are Sales, Service, Parts.

References: Ripps Napa Auto Parts, 480-986-7800

Pro Auto Parts, 480-994-0404

M&S Equipment, 602-326-7010

Tint Man, 480-217-1279

2.3 Responder shall describe the services or materials offered in response to Section 2 - General Requirements in the Statement of Work on page 11 of the Request for Proposal (Section 2.1.2).

Robert Horne Ford offers complete car, light truck maintenance and repair to All Makes and Models, including Diesel. Parts will be OEM or equal parts. Fluids will follow manufacture specifications.

2.3.1 Responder will indicate which flat rate manual will be used that is compatible with the vehicle or equipment being serviced. Include Name, Date and Volume.

ALLDATA Online, Motors #18894 (Covers 1995-2010)

2.4 Responder shall describe their compliance with Section 3 – Specific Requirements in the Statement of Work on page 11 of the Request for Proposal.



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- 2.4.1 Certified as a manufacturer's authorized service facility – indicate which manufacturers. Responders shall include a copy of the certification or include a letter from the manufacturer.
Ford, Mercury, Lincoln. Robert Horne Ford is a Ford New Car Dealership. Ford P&A code is 09816.
- 2.4.2 Certification of technicians – indicate which certifications (ASE, etc). Responders shall include a copy of the certifications as applicable.
Ford factory training, ASE training.
- 2.4.3 Service hours of operation
Monday thru Friday 7:00am-6:00pm. Saturday 7:00am-2:00pm.
- 2.4.4 Responder shall describe how service trucks are generally equipped in order to comply with the Scope of Work.
N/A
- 2.5 Responder shall indicate which County locations (cities) they will provide on-site services and repairs per Section 3.1.3 of the Statement of Work (for example, a Coolidge vendor may want to provide services to Coolidge and Florence only).
N/A
- 2.6 Responders shall indicate the types of vehicles your facility can repair:
 - 2.6.1 Light Duty Vehicles (1 ton and below):
 - 2.6.2 Medium Duty Vehicles (1-1/2 ton to 26,000 GVW):
 - 2.6.3 Heavy Duty Vehicles (26,000 GVW and Heavier):
 - 2.6.4 Heavy Equipment (Off Road):
- 2.7 Responder shall specify which of the Fleet Maintenance yards to which they would provide expedited parts delivery service. See Exhibit 1 for a list of locations. Include any fees associated with expedited delivery on price list in Section 1.1.
 - 2.7.1 Location
Florence Yard, San Tan Yard, Apache Junction Yard
 - 2.7.2 Frequency
As needed
 - 2.7.3 Same day delivery
Yes

3 Method of Approach

- 3.1 Responder shall describe in detail their methodology in providing any inventory replacement program, scheduled maintenance program, etc. (if offered), to assist and improve the scheduling of general maintenance and upkeep of vehicles and equipment in accordance with Statement of Work paragraph 3.3.
Will maintain records of all county purchases and offer inventory suggestions based upon frequency of purchase.
Willing to work with County Fleet Centers on purging current un-needed inventory.



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Florence, AZ 85132

When County vehicles are serviced at our facility we will provide reminder label on glass with time and mileage based upon County's schedule, or can assist in recommendation of maintenance service intervals.

4 **Conformance to Terms and Conditions and Statement of Work**

Response Form Responses

___ Scott Van Meter ___ have read, understand, and shall comply with all Terms and Conditions and Scope of Work. Responders that accept the County's Terms and Conditions and Instructions shall check **YES** or **NO** to clearly indicate their acceptance. Responders who take exception to the County's Terms and Conditions and Scope of Work shall likewise clearly indicate their exception and provide Responder's suggested language.

YES, I acknowledge that I have read and understand all Terms and Conditions and the Scope of Work and will comply in any resultant contract.

___ **NO**, I acknowledge that I have read, understand all Terms and Conditions and the Scope of Work and will comply in any resultant contract with the exceptions listed below.

Exceptions (If checked NO)

Responders that take exception to any Terms and Conditions or Scope of Work shall justify their exception as well as proposing any changes to the County's language with the Responder's suggested changes clearly indicated. Additional pages may be added so long as they are clearly referenced in the spaces provided. Please note that taking exception to any Terms and Conditions or Scope of Work may affect your evaluation score. Both the number of exceptions and the severity of the exceptions can affect your score and may have you deemed non-responsive for this solicitation.

Cite the specific Term and Condition for which an exception is taken: **Responder Response**

Responder's justification for the exception: **Responder Response**

Responder's suggested changes: **Responder Response**



[Home](#) » Shop and Technician Competency Status

Shop and Technician Competency Status [Details](#)

Country: United States	Dealer Code: 09816
Dealer Name: Robert Horne Ford, LLC	Sub Dealer Code:
Average Repairing 8 Technicians:	

10 records found, displaying all records 1

Certification Code	Certification Title	Min # to be Trained	Actual # Trained	Shop Competency Status	Edit Deferral Begins	Edit Deferral Expires
31	Gasoline Engine Performance		4	N/A - Tech Competency Required		
32	Gasoline Engine Repair	1	10	Competent		
33	Steering And Suspension		9	N/A - Tech Competency Required		
34	Electrical Systems	1	9	Competent		
35	Climate Control		10	N/A - Tech Competency Required		
36	Manual Transmission And Drivetrain	1	5	Competent		
37	Automatic Transmission	1	3	Competent		
38	Brakes		9	N/A - Tech Competency Required		
51	Diesel Engine Performance		5	N/A - Tech Competency Required		
52	Diesel Engine Repair		10	N/A - Tech Competency Required		

10 records found, displaying all records 1

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Certification Summary

All Certifications are listed below. You may use the filter options to narrow your choices. Some Certifications use special processing. Please read Certification Description to understand requirements

Dealer/Fleet/CBU Code: 09816
Dealer/Fleet/CBU Name: Robert Horne Ford, LLC
Employee Name: Blanchard, Benjamin J
STARS ID: 000730683

Show Filter Options

[Manage Certifications](#)

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Actions	<u>Certification Title</u>	<u>New Requirement</u>	<u>Status</u>	<u>Status Date</u>	<u>Evaluation Required</u>
Actions	Quick Lane Technician Master - Level 3		Assigned	22-Jun-2011	
Actions	SYNC Specialist Base Certified - Level 2		Assigned	13-Jan-2011	
Actions	Quick Lane Technician Base - Level 2		Assigned	22-Jun-2011	
Actions	Technician Fundamentals		Assigned	09-Mar-2012	
Actions	Automatic Transmission	Yes	Assigned	11-Jan-2011	
Actions	New Model Training Courses		Assigned	07-Jun-2012	
Actions	Gasoline Engine Performance	Yes	Certified	12-Mar-2010	
Actions	Steering And Suspension	Yes	Certified	19-Dec-2008	
Actions	Gasoline Engine Repair	Yes	Certified	31-Jan-2009	
Actions	Manual Transmission And Drivetrain		Certified	22-Aug-2009	

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Dealer/Fleet/CBU Code: 09816
Dealer/Fleet/CBU Name: Robert Horne Ford, LLC
Employee Name: Blanchard, Benjamin J
STARS ID: 000730683

Show Filter Options

[Manage Certifications](#)

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Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	Quick Lane Technician Base - Level 2		Assigned	22-Jun-2011	
Actions	Quick Lane Technician Fundamental - Level 1		Certified	31-Aug-2011	
Actions	Quick Lane Technician Master - Level 3		Assigned	22-Jun-2011	
Actions	Steering And Suspension	Yes	Certified	19-Dec-2008	
Actions	SYNC Specialist Base Certified - Level 2		Assigned	13-Jan-2011	
Actions	Technician Fundamentals		Assigned	09-Mar-2012	

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Dealer/Fleet/CBU Code: 09816
Dealer/Fleet/CBU Name: Robert Horne Ford, LLC
Employee Name: Hunter, Rodney M
STARS ID: 001922418

Show Filter Options

[Manage Certifications](#)

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Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	Gasoline Engine Performance	Yes	Assigned	23-Jan-2012	
Actions	Automatic Transmission	Yes	Assigned	23-Jan-2012	
Actions	Manual Transmission And Drivetrain		Assigned	23-Jan-2012	
Actions	Climate Control	Yes	Certified	03-Nov-2011	
Actions	Electrical Systems	Yes	Certified	03-Nov-2011	
Actions	Steering And Suspension	Yes	Certified	03-Nov-2011	
Actions	Brakes	Yes	Certified	03-Nov-2011	
Actions	Diesel Engine Repair		Certified	03-Nov-2011	
Actions	Diesel Engine Performance		Certified	03-Nov-2011	
Actions	Gasoline Engine Repair	Yes	Certified	03-Nov-2011	

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Dealer/Fleet/CBU Name: Robert Horne Ford, LLC
Employee Name: Hunter, Rodney M
STARS ID: 001922418

Show Filter Options

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Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	Quick Lane Technician Base - Level 2		Certified	24-Nov-2011	
Actions	Quick Lane Technician Fundamental - Level 1	Yes	Certified	13-Nov-2011	
Actions	Quick Lane Technician Master - Level 3		Certified	24-Nov-2011	
Actions	Steering And Suspension	Yes	Certified	03-Nov-2011	

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Dealer/Fleet/CBU Code: 09816

Dealer/Fleet/CBU Name: Robert Horne Ford, LLC

Employee Name: Broyles, Derek J

STARS ID: 000352634

Show Filter Options

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Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	Service Advisor Master Certified-Level 3		Assigned	20-Apr-2012	Yes
Actions	Parts Counterperson Master Cert. - Level 3		Assigned	05-Oct-2011	
Actions	Warranty Admin. Base Certified - Level 2		Assigned	11-Aug-2011	
Actions	Commercial Service Adv. Base Cert. - Level 2		Assigned	24-Mar-2012	
Actions	Diesel Engine Performance		Assigned	26-Feb-2010	
Actions	Technician Fundamentals		Certified	09-Mar-2012	
Actions	Brakes		Certified	01-Mar-2010	
Actions	Automatic Transmission		Certified	18-Dec-2010	
Actions	Parts Counterperson Fundamentals Cert. - Level 1		Certified	12-Jul-2011	
Actions	Commercial Service Mgr. Fundamentals Cert.-Level 1		Certified	20-Aug-2010	

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Employee Name: Broyles, Derek J

STARS ID: 000352634

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Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	Diesel Engine Performance		Assigned	26-Feb-2010	
Actions	Diesel Engine Repair		Certified	01-Mar-2010	
Actions	Electrical Systems		Certified	06-Mar-2010	
Actions	Electric Vehicle Dealership Certification-Sales		Certified	16-Aug-2011	
Actions	Electric Vehicle Dealership Certification-Service		Certified	20-Jul-2011	
Actions	Gasoline Engine Performance		Certified	16-Jul-2011	
Actions	Gasoline Engine Repair		Certified	01-Mar-2010	
Actions	Manual Transmission And Drivetrain		Certified	01-Mar-2010	
Actions	New Model Training Courses		Certified	07-Jun-2012	
Actions	Parts Counterperson Base Certified - Level 2		Certified	10-Aug-2011	

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Dealer/Fleet/CBU Code: 09816
Dealer/Fleet/CBU Name: Robert Horne Ford, LLC
Employee Name: Broyles, Derek J
STARS ID: 000352634

Show Filter Options

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Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	Parts Counterperson Fundamentals Cert. - Level 1		Certified	12-Jul-2011	
Actions	Parts Counterperson Master Cert. - Level 3		Assigned	05-Oct-2011	
Actions	Parts Manager Fundamentals Certified - Level 1	Yes	Certified	20-Jul-2011	
Actions	Phone Operator/Receptionist Recommended Training		Certified	21-Aug-2010	
Actions	Quick Lane Manager/Advisor Base Cert. - Level 2		Certified	10-Apr-2011	
Actions	Quick Lane Manager/Advisor Fund. Cert. - Level 1		Certified	08-Apr-2011	
Actions	Quick Lane Manager/Advisor Master Cert. - Level 3		Certified	10-Apr-2011	
Actions	Quick Lane Technician Base - Level 2		Certified	02-Nov-2011	
Actions	Quick Lane Technician Fundamental - Level 1		Certified	08-Apr-2011	
Actions	Quick Lane Technician Master - Level 3		Certified	02-Nov-2011	

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Certification Summary

All Certifications are listed below. You may use the filter options to narrow your choices. Some Certifications use special processing. Please read Certification Description to understand requirements

Dealer/Fleet/CBU Code: 09816
Dealer/Fleet/CBU Name: Robert Horne Ford, LLC
Employee Name: Broyles, Derek J
STARS ID: 000352634

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Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	Service Advisor Base Certified - Level 2		Certified	23-Mar-2011	
Actions	Service Advisor Fundamentals Certified - Level 1		Certified	22-Jul-2010	
Actions	Service Advisor Master Certified-Level 3		Assigned	20-Apr-2012	Yes
Actions	Service Manager Fundamentals Certified - Level 1	Yes	Certified	20-Aug-2010	
Actions	Steering And Suspension		Certified	01-Mar-2010	
Actions	SYNC Specialist Base Certified - Level 2		Certified	14-Jan-2012	
Actions	Technician Fundamentals		Certified	09-Mar-2012	
Actions	Warranty Admin. Base Certified - Level 2		Assigned	11-Aug-2011	
Actions	Warranty Admin. Fundamentals Certified - Level 1		Certified	01-Sep-2011	
Actions	Wholesale Parts Salesperson Base Cert. - Level 2		Certified	11-Aug-2011	

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Certification Summary

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Dealer/Fleet/CBU Code: 09816
Dealer/Fleet/CBU Name: Robert Horne Ford, LLC
Employee Name: Broyles, Derek J
STARS ID: 000352634

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Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	Wholesale Parts Salesperson Fund. Cert. - Level 1		Certified	20-Jul-2011	

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Certification Summary

All Certifications are listed below. You may use the filter options to narrow your choices. Some Certifications use special processing. Please read Certification Description to understand requirements

Dealer/Fleet/CBU Code: 09816

Dealer/Fleet/CBU Name: Robert Horne Ford, LLC

Employee Name: Clodfelter, Tyler

STARS ID: 001136584

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9 records found, displaying all records

1

Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	Quick Lane Technician Master - Level 3		Assigned	13-Apr-2011	
Actions	Quick Lane Technician Base - Level 2		Assigned	13-Apr-2011	
Actions	Electrical Systems	Yes	Assigned	19-Aug-2011	
Actions	Steering And Suspension	Yes	Assigned	19-Aug-2011	
Actions	Gasoline Engine Repair	Yes	Certified	28-May-2011	
Actions	Quick Lane Technician Fundamental - Level 1		Certified	30-Jun-2011	
Actions	Diesel Engine Repair		Certified	11-Feb-2011	
Actions	Brakes	Yes	Certified	28-May-2011	
Actions	Climate Control	Yes	Certified	28-May-2011	

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Certification Summary

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Dealer/Fleet/CBU Code: 09816

Dealer/Fleet/CBU Name: Robert Horne Ford, LLC

Employee Name: Hamlin, Taylor E

STARS ID: 001879692

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Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	Quick Lane Technician Master - Level 3		Assigned	17-May-2012	
Actions	Quick Lane Technician Base - Level 2		Assigned	17-May-2012	
Actions	Quick Lane Technician Fundamental - Level 1		Assigned	17-May-2012	
Actions	Diesel Engine Performance		Assigned	29-Mar-2012	
Actions	Technician Fundamentals		Assigned	29-Mar-2012	
Actions	Automatic Transmission		Assigned	29-Mar-2012	
Actions	Manual Transmission And Drivetrain		Assigned	29-Mar-2012	
Actions	Gasoline Engine Performance		Assigned	29-Mar-2012	
Actions	Gasoline Engine Repair		Certified	01-Apr-2011	
Actions	Electrical Systems		Certified	01-Apr-2011	

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Certification Summary

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Dealer/Fleet/CBU Code: 09816
Dealer/Fleet/CBU Name: Robert Horne Ford, LLC
Employee Name: Hamlin, Taylor E
STARS ID: 001879692

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Actions	<u>Certification Title</u>	<u>New Requirement</u>	<u>Status</u>	<u>Status Date</u>	<u>Evaluation Required</u>
Actions	Quick Lane Technician Base - Level 2		Assigned	17-May-2012	
Actions	Quick Lane Technician Fundamental - Level 1		Assigned	17-May-2012	
Actions	Quick Lane Technician Master - Level 3		Assigned	17-May-2012	
Actions	Steering And Suspension		Certified	01-Apr-2011	
Actions	Technician Fundamentals		Assigned	29-Mar-2012	

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Certification Summary

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Dealer/Fleet/CBU Code: 09816

Dealer/Fleet/CBU Name: Robert Horne Ford, LLC

Employee Name: Hatch, Shelby

STARS ID: 001702765

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Manage Certifications

4 records found, displaying all records

1

<u>Actions</u>	<u>Certification Title</u>	<u>New Requirement</u>	<u>Status</u>	<u>Status Date</u>	<u>Evaluation Required</u>
Actions	Quick Lane Technician Master - Level 3		Assigned	22-Jun-2011	
Actions	Quick Lane Technician Base - Level 2		Certified	13-Dec-2011	
Actions	Quick Lane Technician Fundamental - Level 1	Yes	Certified	29-Jun-2011	
Actions	Quick Lane Manager/Advisor Fund. Cert. - Level 1		Certified	05-Jul-2011	

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Certification Summary

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Dealer/Fleet/CBU Code: 09816
Dealer/Fleet/CBU Name: Robert Horne Ford, LLC
Employee Name: Nicasio, Edgar
STARS ID: 000352188

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Actions	<u>Certification Title</u>	<u>New Requirement</u>	<u>Status</u>	<u>Status Date</u>	<u>Evaluation Required</u>
Actions	Quick Lane Technician Master - Level 3		Assigned	22-Jun-2011	
Actions	2012 Engine Master		Assigned	19-Jan-2012	
Actions	New Model Training Courses		Assigned	07-Jun-2012	
Actions	Manual Transmission And Drivetrain		Assigned	22-Dec-2006	
Actions	Diesel Engine Performance		Assigned	22-Dec-2006	
Actions	Technician Fundamentals		Assigned	09-Mar-2012	
Actions	Automatic Transmission	Yes	Assigned	22-Dec-2006	
Actions	Brakes	Yes	Certified	07-Jan-2010	
Actions	Quick Lane Technician Base - Level 2		Certified	20-Jan-2012	
Actions	Quick Lane Technician Fundamental - Level 1		Certified	14-Dec-2011	

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Certification Summary

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Dealer/Fleet/CBU Code: 09816
Dealer/Fleet/CBU Name: Robert Horne Ford, LLC
Employee Name: Nicasio, Edgar
STARS ID: 000352188

Show Filter Options

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Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	New Model Training Courses		Assigned	07-Jun-2012	
Actions	Quick Lane Manager/Advisor Fund. Cert. - Level 1		Certified	03-Jan-2012	
Actions	Quick Lane Technician Base - Level 2		Certified	20-Jan-2012	
Actions	Quick Lane Technician Fundamental - Level 1		Certified	14-Dec-2011	
Actions	Quick Lane Technician Master - Level 3		Assigned	22-Jun-2011	
Actions	Steering And Suspension	Yes	Certified	07-Jan-2010	
Actions	Technician Fundamentals		Assigned	09-Mar-2012	

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All Certifications are listed below. You may use the filter options to narrow your choices. Some Certifications use special processing. Please read Certification Description to understand requirements

Dealer/Fleet/CBU Code: 09816
Dealer/Fleet/CBU Name: Robert Horne Ford, LLC
Employee Name: Smoot, Benjamin
STARS ID: 000765179

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Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	Technician Fundamentals		Expired	14-Jun-2012	
Actions	Diesel Engine Performance		Assigned	23-Apr-2012	
Actions	Quick Lane Technician Fundamental - Level 1		Assigned	23-Apr-2012	
Actions	2012 Senior Master Technician		Assigned	23-Apr-2012	
Actions	2012 Engine Master		Assigned	23-Apr-2012	
Actions	New Model Training Courses		Assigned	07-Jun-2012	
Actions	SYNC Specialist Base Certified - Level 2		Assigned	23-Apr-2012	
Actions	Quick Lane Technician Base - Level 2		Assigned	23-Apr-2012	
Actions	Gasoline Engine Performance	Yes	Assigned	23-Apr-2012	
Actions	Gasoline Engine Repair	Yes	Certified	02-Apr-2007	

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Dealer/Fleet/CBU Code: 09816

Dealer/Fleet/CBU Name: Robert Horne Ford, LLC

Employee Name: Smoot, Benjamin

STARS ID: 000765179

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Actions	<u>Certification Title</u>	<u>New Requirement</u>	<u>Status</u>	<u>Status Date</u>	<u>Evaluation Required</u>
Actions	Gasoline Engine Performance	Yes	Assigned	23-Apr-2012	
Actions	Gasoline Engine Repair	Yes	Certified	02-Apr-2007	
Actions	Manual Transmission And Drivetrain		Certified	19-Jul-2005	
Actions	New Model Training Courses		Assigned	07-Jun-2012	
Actions	Quick Lane Technician Base - Level 2		Assigned	23-Apr-2012	
Actions	Quick Lane Technician Fundamental - Level 1		Assigned	23-Apr-2012	
Actions	Steering And Suspension	Yes	Certified	18-Dec-2009	
Actions	SYNC Specialist Base Certified - Level 2		Assigned	23-Apr-2012	
Actions	Technician Fundamentals		Expired	14-Jun-2012	

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Certification Summary

All Certifications are listed below. You may use the filter options to narrow your choices. Some Certifications use special processing. Please read Certification Description to understand requirements

Dealer/Fleet/CBU Code: 09816
Dealer/Fleet/CBU Name: Robert Horne Ford, LLC
Employee Name: Styves, Theodore L
STARS ID: 000554919

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Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	SYNC Specialist Base Certified - Level 2		Expired	16-May-2012	
Actions	Commercial Service Adv. Fundamentals Cert-Level 1		Expired	02-Apr-2011	
Actions	Brakes		Assigned	20-Apr-2006	
Actions	Automatic Transmission		Assigned	20-Apr-2006	
Actions	Manual Transmission And Drivetrain		Assigned	20-Apr-2006	
Actions	2012 Drivetrain Master		Assigned	14-Jan-2012	
Actions	2012 Chassis Master		Assigned	14-Jan-2012	
Actions	2012 Senior Master Technician		Assigned	14-Jan-2012	
Actions	Gasoline Engine Performance		Assigned	20-Apr-2006	
Actions	New Model Training Courses		Certified	07-Jun-2012	

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All Certifications are listed below. You may use the filter options to narrow your choices. Some Certifications use special processing. Please read Certification Description to understand requirements

Dealer/Fleet/CBU Code: 09816

Dealer/Fleet/CBU Name: Robert Horne Ford, LLC

Employee Name: Styves, Theodore L

STARS ID: 000554919

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Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	Electrical Systems		Certified	23-Apr-2005	
Actions	Gasoline Engine Performance		Assigned	20-Apr-2006	
Actions	Gasoline Engine Repair		Certified	02-Apr-2007	
Actions	Manual Transmission And Drivetrain		Assigned	20-Apr-2006	
Actions	New Model Training Courses		Certified	07-Jun-2012	
Actions	Quick Lane Manager/Advisor Base Cert. - Level 2		Certified	26-Jul-2011	
Actions	Quick Lane Manager/Advisor Fund. Cert. - Level 1		Certified	26-Jul-2011	
Actions	Quick Lane Manager/Advisor Master Cert. - Level 3		Certified	26-Jul-2011	
Actions	Quick Lane Technician Base - Level 2		Certified	02-Nov-2011	
Actions	Quick Lane Technician Fundamental - Level 1		Certified	28-Jun-2011	

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Dealer/Fleet/CBU Code: 09816

Dealer/Fleet/CBU Name: Robert Horne Ford, LLC

Employee Name: Styves, Theodore L

STARS ID: 000554919

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Actions	Certification Title	New Requirement	Status	Status Date	Evaluation Required
Actions	Quick Lane Technician Master - Level 3		Certified	02-Nov-2011	
Actions	Service Advisor Fundamentals Certified - Level 1		Certified	30-Jul-2011	
Actions	Steering And Suspension		Certified	06-Feb-2012	
Actions	SYNC Specialist Base Certified - Level 2		Expired	16-May-2012	
Actions	Technician Fundamentals		Certified	09-Mar-2012	
Actions	Warranty Admin. Fundamentals Certified - Level 1		Certified	30-Jun-2009	

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Dealer Detail

FCSD Region	Sales Region	Sales Zone	Market	P&A Code	Sales Code
W3-PHOENIX	71-CALIFORNIA	C	A03	09816	F71180

Dealer Name: ROBERT HORNE FORD, LLC
Dealer Address: 3400 S. TOMAHAWK ROAD
 APACHE JUNCTION AZ 85119
Dealer Main Phone: 480-474-2500

Position	Employee Name
DEALER/PARTNER	ADAM HORNE
DEALER/PARTNER	Aaron Horne
DEALER/PARTNER	MARTY JONES
GENERAL MANAGER	Steve Bennett
PARTS MANAGER	ROD M EGNASH
PARTS & SERVICE DIRECTOR	Robert Cawley
SALES MANAGER	KENNETH GLUCK
SALES MANAGER	Gilbert Montoya
SALES MANAGER	Paul Bunsick
SERVICE MANAGER	Scott C Van Meter

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