



**WISCONSIN DEPARTMENT OF
ADMINISTRATION**

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DATE: December 4, 2006 (phone number updated May 9, 2007)

TO: State Risk Management Contacts
Fleet Managers

FROM: John E. Vick, Property & Liability Manager

SUBJECT: FY07 Vehicle Glass Repair and Replacement Contract

As of December 6, 2006, Safelite Fulfillment Inc. is the State's vendor for vehicle glass repair and replacement. Belron, Inc. dba Auto Glass Specialists will no longer provide vendor glass repair or replacement service to the state. Appointments already made with Auto Glass Specialists for service on or after December 6, 2006, must be re-scheduled with Safelite. This change in vendor is the result of an RFB that was issued earlier this year. Safelite won the bid after it was determined to be the lowest responsive, responsible bidder.

Appointments with Safelite are made by calling **1-800-524-7788**, which is available anytime day or night to take calls (24/7/365). The State's account number of 061951 must be provided when requesting service, in addition to specific agency and driver information that will be requested during the phone call. Safelite will schedule the repair with their nearest and best location/technician available. In some cases, the nearest and best location/technician may be a Safelite affiliate, which means that they may operate under another name but will be doing the work on behalf of Safelite. If you have a vehicle glass incident out-of-state, you may call the same 800 number, as Safelite has service locations nationwide.

Please emphasize to your drivers and anyone else who may be in a position to use these services that Safelite is to be used at all times. Further, this contract is to be used only for the repair or replacement of glass. Wiper blade replacements and windshield wash solution, for example, are not covered. Glass issues that are not covered by warranty and that involve repair or replacement of the glass are covered, such as thermal pane glass that has lost its seal.

If the State is responsible for damage to glass of a private vehicle, Safelite may be used if the claimant is agreeable to Safelite doing the work. For example, if a state employee mowing grass at a state-owned facility kicks up a rock and breaks a window on a vehicle not owned by the State and it is determined that the state employee's negligence caused the damages, you may schedule an appointment with Safelite for the glass work on the third party's vehicle after you notify and gain approval from State Risk Management. **Do not give the third party the purchase order number.**

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If an emergency situation arises for glass replacement and Safelite cannot meet your needs, another vendor may be used after you notify and gain approval from State Risk Management. However, you should use Safelite whenever possible. Safelite has made a commitment to provide statewide service on a same or next day basis. If another glass company is used to meet an urgent need that cannot be met with Safelite, you will have to provide justification to the Bureau of State Risk Management explaining why Safelite was not used. Documentation, including a phone number of the state employee involved, will be required for payment justification.

Because this is a new contract with a new vendor, it is important that you document and forward to us any difficulties your agency encounters in obtaining service under the Safelite contract. Safelite also conducts its own customer satisfaction surveys 3 to 14 days after service, and we will be receiving copies of the surveys for at least the first several months of the contract.

If you have any questions on this matter, please contact John Vick at 608-266-0168 (phone) or john.vick@wisconsin.gov (email).

cc: David Marcum, DOA Bureau of Procurement