

**MASTER AGREEMENT**

ADVANTAGE CONTRACT #: 18P 260602000000000000135	
COMMODITY/SERVICE DESCRIPTION: Equipment Maintenance and Repair Services	
START DATE: 5/20/2026	END DATE: 3/31/2027

This Contract is between the following State of Maine Department and Provider:

STATE OF MAINE DEPARTMENT		
DEPARTMENT NAME: Office of State Procurement Services		
ADDRESS: 111 Sewall St., 4 th Floor Burton Cross Office Building, SHS# 9		
CITY: Augusta	STATE: ME	ZIP CODE: 04333-009
PROVIDER		
PROVIDER NAME: Ballard Truck Center		
ADDRESS: 2245 Odlin Road		
CITY: Hermon	STATE: ME	ZIP CODE: 04401
PROVIDER'S VENDOR CUSTOMER #: VC0000270854		

Each signatory below represents that the person has the requisite authority to enter into this Contract.

Department Representative:

Provider Representative:

Signed by:

Michelle Knox

6/18/2026

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Michelle Knox, Senior Procurement Manager

Signed by:

Kyle Mahan

6/18/2026

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Kyle Mahan, General Manager

The contract is fully executed when all parties have signed and the documents have been approved by the Office of State Procurement Services.

DEPARTMENT AND PROVIDER POINT OF CONTACT and PROCUREMENT METHOD

PROCUREMENT SERVICES MA MANAGER: The Procurement Services MA Manager manages the MA contract documents. All other communication is to be with the agency the services were provided to.

NAME: Sterling Doiron	
EMAIL: sterling.doiron@maine.gov	TELEPHONE: 207-530-2706

VENDOR CONTACT: The vendor contact person will help consumers place orders, inquire about orders that have not been delivered, all shipping issues, quality issues and any issues pertaining to the Master Agreement (MA) contract. All orders not submitted through a Delivery Order will be sent through the vendor contact person. The vendor contact person for this MA is:

NAME: Kyle Mahan	
EMAIL: kmahan@ballardtrucks.com	TELEPHONE: 207-947-0778

Any changes to the individuals identified above may be changed at any time through written notice by either party.

Master Agreement (MA) procurement method: NOI 0620260424

TABLE OF RIDERS

The following riders are hereby incorporated into this Contract and made part of it by reference.	
☒	RIDER A – Specifications and User Information
☒	RIDER B – Terms and Conditions
☐	RIDER C – Exceptions
☒	RIDER D – Responsible Vendor Certification

RIDER A: SPECIFICATIONS AND USER INFORMATION**TABLE OF CONTENTS**

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I. CONTRACT PERIOD:

The initial term of this Master Agreement is **May 20, 2026 through March 31, 2027**.

This Master Agreement is intended as a short-term agreement to support MaineDOT Fleet Services pending a future competitive solicitation process.

☒ Initial Term

II. COMMODITY: Equipment Maintenance and Repair Services

The State reserves the right to add other similar items or commodities to the Master Agreement (MA) if it's in the State's best interest but does not obligate the State to purchase similar noncontracted items or commodities from the selected bidder.

III. SPECIFICATIONS

1. The Provider shall provide maintenance and repair work for MaineDOT light-duty vehicles, heavy-duty vehicles, heavy construction equipment, and specialized machinery. Work shall be performed at the Provider's own facility unless otherwise authorized by MaineDOT.
2. The Provider shall utilize specialized diagnostic software and electronic manuals as applicable to the work being performed and within the Provider's accepted service categories. Diagnostic software and electronic manuals may include, but are not limited to, the following:
 - i. Bendix

- ii. International Engines
 - iii. Cummins Engines
 - iv. Detroit Engines
 - v. Allison Transmissions
 - vi. Meritor Wabco Software
 - vii. Freightliner Diagnostic Software
 - viii. Navistar Diagnostic Software
 - ix. Mack Diagnostic Software
 - x. Volvo Diagnostic Software
 - xi. Ford Diagnostic Software
 - xii. General Motors Diagnostic Software
 - xiii. John Deere Diagnostic Software
 - xiv. Case Diagnostic Software
 - xv. Caterpillar Diagnostic Software
3. The Provider shall have staff certified or capable in applicable areas, including but not limited to State of Maine Vehicle Inspection, ASE Master Medium/Heavy Truck Technician/Advanced Level Specialist certification where applicable, and Section 609 Refrigerant Handling and Recycling Procedures where applicable.
 4. The Provider shall utilize specialized diagnostic software and electronic manuals as applicable to the work being performed, including diagnostic support for vehicles and equipment within the Provider's accepted service categories.
 5. The Provider shall provide qualified/certified technicians and necessary personnel to provide efficient and effective repairs on MaineDOT equipment at the Provider's facility.
 6. The Provider may be asked to perform preventive maintenance following MaineDOT's preventive maintenance equipment checklist.
 7. The Provider may be asked, during emergency or warranty services, to tow equipment back to the Provider's facility when that service is available and authorized by MaineDOT.
 8. The Provider shall provide sufficient staff during winter hours and emergency operations to keep MaineDOT's equipment in proper working order.
 9. MaineDOT desires a single source of responsibility. The Provider is responsible for all products, services, and actions of any subcontractor or external organization involved in providing or delivering services under this Master Agreement.
 10. MaineDOT operators will be responsible for delivering vehicles and equipment to the Provider facility for scheduled services unless otherwise authorized by MaineDOT.

11. Parts must be supplied by the Provider or its designated vendors. The Provider must have readily available access to OEM parts, either stocked in-house or from outside sources.
12. MaineDOT requires the Provider to obtain authorization before proceeding with necessary repairs identified during routine maintenance. Such repairs shall be described and communicated by telephone or email, along with the written estimated cost of repairs, to the Transportation Crew Supervisor or designee before repair work begins. MaineDOT must approve the repair before the work is performed.
13. During inclement weather, MaineDOT may require the Provider to prioritize service repairs communicated by the Transportation Crew Supervisor or designee that are essential to keeping main highways clear.
14. The Provider shall coordinate with MaineDOT representatives to schedule routine or extended maintenance, repairs, and inspections. The Provider must obtain permission before beginning work beyond routine maintenance, including extended service work or repairs recommended due to problems found during inspection or routine maintenance.
15. The Provider shall communicate with the Transportation Crew Supervisor or designee when approved work is delayed, including the reason service will not be completed as scheduled. If at any time the Provider cannot perform the agreed service in a timely manner, that must be communicated.

IV. WARRANTY

The Provider shall warranty all repair labor for no less than ninety (90) days for workmanship from the original date the work was performed.

The Provider shall warranty all parts used for repair work for no less than ninety (90) days from the original date the work was performed.

V. INSURANCE

The Provider must be fully insured with Commercial General Liability, Auto, and Worker's Compensation Insurance with minimum aggregate coverage of \$2,000,000.00. MaineDOT shall be listed as an Additional Insured and Certificate Holder.

VI. PROVIDER CERTIFIED SERVICE CATEGORIES

Ballard Truck Center is certified / available to work on the following equipment categories:

- Mack
- Volvo

- Hino

VII. ADDITIONAL CERTIFICATIONS / SERVICES

Ballard Truck Center has identified the following additional certifications or services:

- Employs technicians with ASE Master Medium/Heavy Truck Technician/Advanced Level Specialist certifications
- Holds a valid United States EPA Federal Clean Air Act Section 609 Refrigerant Handling and Recycling Certification
- Holds a valid State of Maine Inspection Station
- Holds valid Inspection Technician Licenses

VIII. AMENDMENTS TO SPECIFICATIONS

Not Applicable

IX. AMENDMENT/EXTENSION PRICING/RATE CHANGES

Not Applicable

X. CONTRACTED PRICING/RATES

Regular Hourly Labor Rate: \$165.00 per hour.

Overtime: No overtime rate shall apply unless separately authorized in writing by MaineDOT before the work is performed.

Parts Pricing: No fixed percentage discount for parts was identified in the Provider's cost proposal. Parts shall be billed at the Provider's quoted price for the specific part supplied at the time of repair. MaineDOT must authorize parts and related repair costs before work is performed, unless otherwise directed by MaineDOT.

The Provider shall invoice only for authorized services, labor, and parts accepted by MaineDOT. Invoices must include the Master Agreement number, applicable Delivery Order number if one is issued, labor hours, labor rate, parts, applicable parts discount, and any other information required by MaineDOT.

Price and Rate Guarantee Period: The contracted hourly labor rate and parts discount shall remain firm for the initial term of the Master Agreement. No rate increase is permitted during the initial term unless approved in writing through a fully executed contract amendment.

XI. AUTHORIZED USERS:

State of Maine Departments authorized to utilize this MA contract:

All State of Maine Departments, Agencies

Municipalities, political subdivisions, and school districts in Maine:

☒ Are NOT permitted to utilize this MA.

XII. ORDERING PROCEDURES/DELIVERY INFORMATION:

Delivery Orders (DO) will be created in AdvantageME for all orders over \$5,000.00. DO's will be emailed as a .pdf file to the vendor's email address submitted in AdvantageME by the vendor.

Invoices must include the Master Agreement number, applicable Delivery Order number if one is issued, dates of service, labor hours, hourly rate, parts, applicable parts discount, and sufficient detail to support the amount invoiced.

RIDER B: TERMS and CONDITIONS**1. DEFINITIONS.** The following definitions are applicable to these standard terms and conditions:

- a. The term “Buyer” or “State” shall refer to the Government of the State of Maine or a person representing the Government of the State of Maine.
- b. The term “Department” or “DAFS” shall refer to the State of Maine Department of Administrative and Financial Services.
- c. The term “Bureau” or “BGS” shall refer to the State of Maine Bureau of General Services.
- d. The term “OSPS” shall refer to the State of Maine Office of State Procurement Services.
- e. The term “Provider” shall refer to the organization that is providing goods and/or services through the contract to which these standard terms and conditions have been attached and incorporated.
- f. The term “Contract” shall refer to the contract document to which these standard terms and conditions apply, taking the format of a Buyer Purchase Order (BPO) or Master Agreement (MA) or other contractual document that is mutually agreed upon between the State and the Provider.

2. WARRANTY. The Provider warrants the following:

- a. That all goods and services to be supplied by it under this Contract are fit and sufficient for the purpose intended, and
- b. That all goods and services covered by this Contract will conform to the specifications, drawing samples, symbols or other description specified by OSPS, and
- c. That such articles are merchantable, good quality, and free from defects whether patent or latent in material and workmanship, and
- d. That all workmanship, materials, and articles to be provided are of the best grade and quality, and
- e. That it has good and clear title to all articles to be supplied by it and the same are free and clear from all liens, encumbrances and security interest.

Neither the final certificate of payment nor any provision herein, nor partial nor entire use of the articles provided shall constitute an acceptance of work not done in accordance with this agreement or relieve the Provider liability in respect of any warranties or responsibility for faulty material or workmanship. The Provider shall remedy any defects in the work and pay any damage to other work resulting therefrom, which shall appear within one year from the date of final acceptance of the work provided hereunder. OSPS shall give written notice of observed defects with reasonable promptness.

3. TAXES. Provider agrees that, unless otherwise indicated in the order, the prices herein do not include federal, state, or local sales or use tax from which an exemption is available for purposes of this order. Provider agrees to accept and use tax exemption certificates when supplied by OSPS as applicable. In case it shall ever be determined that any tax included in the prices herein was not required to be paid by Provider, Provider agrees to notify OSPS and to make prompt application for the refund thereof, to take all proper steps to procure the same and when received to pay the same to OSPS.

4. **PACKING AND SHIPMENT.** Deliveries shall be made as specified without charge for boxing, carting, or storage, unless otherwise specified. Articles shall be suitably packed to secure lowest transportation cost and to conform to the requirements of common carriers and any applicable specifications. Order numbers and symbols must be plainly marked on all invoices, packages, bills of lading, and shipping orders. Bill of lading should accompany each invoice. Count or weight shall be final and conclusive on shipments not accompanied by packing lists.
5. **DELIVERY.** Delivery should be strictly in accordance with delivery schedule. If Provider's deliveries fail to meet such schedule, OSPS, without limiting its other remedies, may direct expedited routing and the difference between the expedited routing and the order routing costs shall be paid by the Provider. Articles fabricated beyond OSPS's releases are at Provider's risk. Provider shall not make material commitments or production arrangements in excess of the amount or in advance of the time necessary to meet delivery schedule, and, unless otherwise specified herein, no deliveries shall be made in advance of OSPSO's delivery schedule. Neither party shall be liable for excess costs of deliveries or defaults due to the causes beyond its control and without its fault or negligence, provided, however, that when the Provider has reason to believe that the deliveries will not be made as scheduled, written notice setting forth the cause of the anticipated delay will be given immediately to OSPS. If the Provider's delay or default is caused by the delay or default of a subcontractor, such delay or default shall be excusable only if it arose out of causes beyond the control of both Provider and subcontractor and without fault of negligence or either of them and the articles or services to be furnished were not obtainable from other sources in sufficient time to permit Provider to meet the required delivery schedule.
6. **FORCE MAJEURE.** The performance of an obligation by either party shall be excused in the event that performance of that obligation is prevented by an act of God, act of war, riot, fire, explosion, flood or other catastrophe, sabotage, severe shortage of fuel, power or raw materials, change in law, court order, national defense requirement, or strike or labor dispute, provided that any such event and the delay caused thereby is beyond the control of, and could not reasonably be avoided by, that party.
7. **INSPECTION.** All articles and work will be subject to final inspection and approval after delivery, notwithstanding prior payment, it being expressly agreed that payment will not constitute final acceptance. OSPS, at its option, may either reject any article or work not in conformity with the requirements and terms of this order, or re-work the same at Provider's expense. OSPS may reject the entire shipment where it consists of a quantity of similar articles and sample inspection discloses that ten (10%) percent of the articles inspected are defective, unless Provider agrees to reimburse OSPS for the cost of a complete inspection of the articles included in such shipment. Rejected material may be returned at Provider's risk and expense at the full invoice price plus applicable incoming transportation charges, if any. No replacement of defective articles or work shall be made unless specified by OSPS.
8. **INVOICE.** The original and duplicate invoices covering each and every shipment made against this order showing Contract number, Vendor number, and other essential particulars, must be forwarded promptly to the ordering agency concerned by the Vendor to whom the order is issued. Delays in receiving invoice, and any errors or omissions on statements, will be considered just cause for withholding settlement without losing discount privileges. All accounts are to be carried in the name of the agency or institution receiving the goods, and not in the name of OSPS.

9. **MODIFICATIONS.** OSPS reserves the right to increase or decrease all or any portion of the work and the articles required by the bidding documents or this agreements, or to eliminate all or any portion of such work or articles or to change delivery date hereon without invalidating this Contract. All such modification shall be in writing. If any such modification are made, the Contract amount or amounts shall be adjusted accordingly. In no event shall Provider fail or refuse to continue the performance of the work in providing of articles under this Agreement because of the inability of the parties to agree on an adjustment or adjustments.

10. **TERMINATION.** OSPS may terminate the whole or any part of this Agreement in any one of the following circumstances:

- a. The Provider fails to make delivery of articles, or to perform services within the time or times specified herein, or
- b. If Provider fails to deliver specified materials or services, or
- c. If Provider fails to perform any of the provisions of this Agreement, or
- d. If Provider so fails to make progress as to endanger the performance of this Agreement in accordance with its terms, or
- e. If Provider is adjudged bankrupt, or if it makes a general assignment for the benefit of its creditors or if a receiver is appointed on account of its insolvency, or
- f. Whenever for any reason the State shall determine that such termination is in the best interest of the State to do so.

In the event that OSPS terminates this Agreement in whole or in part, pursuant to this paragraph with the exception of (f), OSPS may procure (articles and services similar to those so terminated) upon such terms and in such manner as OSPS deems appropriate, and Provider shall be liable to OSPS for any excess cost of such similar articles or services.

11. **NON-APPROPRIATION.** Notwithstanding any other provision of this Contract, if the State does not receive sufficient State, Federal, or other sources of funds to fund this Contract and other obligations of the State, if funds are de-appropriated, or if the State does not receive legal authority to expend funds from State or Federal legislative, executive or judicial bodies, then the State is not obligated to make payment under this Contract.

12. **GOVERNMENTAL REQUIREMENTS.** The Provider warrants and represents that it will comply with all applicable governmental ordinances, laws and regulations.

13. **GOVERNING LAW.** This Contract shall be governed in all respects by the laws, statutes, and regulations of the United States of America and of the State of Maine. Any legal proceeding against the State regarding this Contract shall be brought in the State of Maine administrative or judicial forums. The Provider consents to personal jurisdiction in the State of Maine.

14. **DISPUTES.** OSPS will decide any and all questions which may arise as to the quality and acceptability of articles provided and installation of such articles, and as to the manner of performance and rate of progress under this Contract. OSPS will decide all questions, which may arise as to the interpretation of the terms of this Agreement and the fulfillment of this Agreement on the part of the Provider.

15. **SUBLETTING, ASSIGNMENT OR TRANSFER.** The Provider shall not sublet, sell, transfer, assign or otherwise dispose of this Contract or any portion thereof, or of its right, title or interest therein, without the written request and written approval from the Department. Such approval shall not in

any case relieve the Provider of its responsibility for performance of work or liability under this Contract.

16. STATE HELD HARMLESS. The Provider shall indemnify and hold harmless the Department and its officers, agents, and employees from and against any and all third party claims, liabilities, and costs, including reasonable attorney fees, for any or all injuries to persons or property or claims for money damages, including claims for violation of intellectual property rights, arising from the negligent acts or omissions of the Provider, its employees or agents, officers or Subcontractors in the performance of work under this Agreement; provided, however, the Provider shall not be liable for claims arising out of the negligent acts or omissions of the Department, or for actions taken in reasonable reliance on written instructions of the Department.

17. NON-COLLUSION. The Provider warrants that it has not employed or contracted with any company or person, other than for assistance with the normal study and preparation of a proposal, to solicit or secure this Contract, and that it has not paid, or agreed to pay, any company or person, other than a bona fide employee working solely for the Provider, any fee, commission, percentage, brokerage fee, gifts, or any other consideration, contingent upon, or resulting from, the award of this Contract.

And, the Provider has not entered into a prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services, and this proposal is in all respects fair and without collusion or fraud. The above-mentioned entities understand and agree that collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards.

For breach or violation of this provision, the Department shall have the right to terminate this Contract without liability or, at its discretion, to otherwise recover the full amount of such fee, commission, percentage, brokerage fee, gift, or contingent fee.

18. MATERIAL SAFETY: All manufacturers, importers, suppliers, or distributors of hazardous chemicals doing business in this State must provide a copy of the current Material Safety Data Sheet (MSDS) for any hazardous chemical to their direct purchasers of that chemical.

19. ORDER OF PRECEDENCE. In the event of a conflict between the documents comprising this Agreement, the Order of Precedence shall be:

- a. Exceptions - If applicable
- b. General Terms & Conditions for Goods and/or Services under Buyer Purchase Orders and Master Agreements
- c. Scope of Work - If applicable
- d. Vender Agreement - Included at Department's Discretion
- e. Other - Included at Department's Discretion

20. CYBERSECURITY AND PROHIBITED TECHNOLOGIES. The Provider certifies to the best of Provider's knowledge and belief that the aforementioned organization, its principals and any subcontractors named in this Contract:

- a. is not a foreign adversary business entity, <https://www.maine.gov/oit/prohibited-technologies>, [Title 5 MRSA §2021 \(3\)](#); and
- b. is not on the list of prohibited companies or does not obtain or purchase any information or communications technology or services included on the list of prohibited information and communications technology and services <https://www.maine.gov/oit/prohibited-technologies>, [Title 5 MRSA §2030-B](#).

Contracts entered into by a state agency in violation of [Title 5 M.R.S. §2030-B](#) are void. A person who knowingly signs this contract, in violation of this section, commits a civil violation for which a fine may be adjudged in an amount that is twice the amount of this contract or \$250,000, whichever is greater, [Title 5 MRSA §2030-A](#).

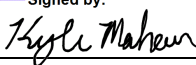
- 21. TARIFFS.** Any price increases implemented by the provider due to the imposition of tariffs shall remain in effect only for the duration that such tariffs are in place. In the event of the repeal or reduction of any applicable tariff(s), the provider shall immediately return to the original price list or make a proportional reduction in the price to reflect the decrease in tariff(s). Price adjustments under this clause shall be made in good faith and without undue delay upon confirmation via documents reflecting tariff changes.

RIDER D: RESPONSIBLE VENDOR CERTIFICATION

By signing this document, I certify to the best of my knowledge and belief that the aforementioned organization, its principals, and any subcontractors named in this contract:

- a. Are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from bidding or working on contracts issued by any governmental agency.*
- b. Have not within three years been convicted of or had a civil judgment rendered against them for:*
 - i. fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state or local government transaction or contract.*
 - ii. violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;*
 - iii. are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or Local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and*
 - iv. have not within a three (3) year period preceding this contract had one or more federal, state or local government transactions terminated for cause or default.*
- c. Have not entered into a prior understanding, agreement, or connection with any corporation, firm, or person also contracting for the same materials, supplies, equipment, or services and this contract is in all respects fair and without collusion or fraud. The above-mentioned entities understand and agree that collusive contracting is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards.*

To the best of my knowledge all information provided, both programmatic and financial, is complete and accurate at the time of signature.

Name:	Title:
Kyle Mahan	General Manager
Authorized Signature:	Date:
Signed by: 	6/18/2026

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