

COMPANY NAME: California Roadside Service, LLC

PART A: Willingness to Comply with Scope of Work and Qualification to Provide Required Services: *Pass/Fail*

PASS FAIL

☒ ☐ Responses to the Statement of Compliance: **Were exceptions taken that are not acceptable?**

☒ ☐ Proposer must meet the location requirements as set forth in the Scope of Work, Section 2, 2.1, Location and in Garden Grove Municipal Code Section 5.52.360 (D). **DISTANCE MEASURED:** 1.64 MILES

☒ ☐ Proposer must be a CHP (California Highway Patrol) authorized towing **Form 234A:** Rotational Tow Listing Application that is less than 12 months old along with the signed cover letter from the Department of California Highway Patrol for review. Please provide a current copy that is less than 12 months old.

FINAL SCORE:

PASS ☒

FAIL ☐

NOTES:

COMPANY NAME: California Roadside Service, LLC

PART B: PROPOSAL CONTENT



Qualification Statement

Responses should include sufficient detail to allow for a thorough evaluation and comparative analysis, yet be concise as possible. Please do not include irrelevant information or excessively vague language or statements. The following information must be included in the qualification statement:

1. **Cover Letter:** A letter that is signed by a principal or authorized representative who can legally bind the entity.
2. **Firm and Staff Experience:** This is an opportunity for the proposer to highlight the company and staff. This section should include any information the proposer wishes to present for consideration that highlights its capabilities as an organization and should include but is not limited to, the following:
 - a. A profile of the firm's ownership, experience, personnel and history relating to the Scope of Work identified in Attachment A. This shall include a listing of all identified drivers' California Driver's License records obtained from the Department of Motor Vehicles within the previous 30 days.
 - b. A description of similar work with other municipalities, the year (s) the work was performed and the client's name with **current** contact information, including phone number and email address.
 - c. Number of years as a commercial towing agency.
 - d. Detailed overview of employee training programs, customer service delivery and training programs, customer complaint policy and any other innovative ideas implemented by the Proposer to enhance operation effectiveness and the level of customer service that will be provided to Garden Grove's customers.
 - e. An organizational chart identifying only those who will perform work under this contract and a brief resume for each person.
 - f. The Proposer's Project Manager/Principal Agent's contact information for the proposed work shall be identified, as well as a secondary person that is authorized to assume the duties of the Project Manager/Principal Agent in his/her absence. Other key personnel should also be identified. The Project Manager/Principal Agent shall serve as the primary contact and shall be the person who must attend and

represent the firm, and provide all presentations, if invited for an interview.



Work Plan/Technical Description

Proposals must describe how the Towing Agency will comply with all the requirements of this RFP and specifically how it will comply with the requirements of the attached Agreement for Towing Services, ("Agreement"), attached hereto and made part of this RFP. Proposals shall confirm that the Towing Company has reviewed the Agreement, which will be entered into by all Towing Agencies, which are chosen pursuant to this RFP process.



Equipment (See Equipment Standards in Scope of Work, Section 6)

The proposal shall include the following:

1. A list of towing equipment by make, model, year and capacity, which will be available to carry out the services which are the subject of this RFP.
2. The location and size of the Proposer's vehicle storage facilities.
3. A description of security provisions at the storage facilities.
4. The physical address of the Proposer's administrative office.
5. A description or copy of the Proposer's collection procedures policy, which includes how payments are collected for towing services as well as non-payments.
6. A description or copy of the Proposer's storage fees policy: how and when fees are applied.
7. Normal business operating hours

No later than the time of the due date of the RFP, each Proposer shall, through ownership or lease, have possession of all the facilities and equipment required by the Request for Proposal and the proposed Agreement.



Proposal Letter/Certificate of Acceptance (Pages 16-17)



Bidder/Contractor/Consultant Statement (Page 18) **(PART A)**



Statement of Compliance (Page 19)



Non-Collusion Statement (Page 52)

- ☒ **Current References** located in Appendix "A": All information requested on the Reference Sheet must be provided for references to be considered. *Only those references with current and accurate information will be considered.*
- ☒ **Tow Service Application** located in Appendix B and \$450.00 Fee: A completed Garden Grove Police Department Tow Service application pursuant to Garden Grove Municipal Code Section 5.52.080. The application can be found in Appendix B of this RFP document and on the City of Garden Grove's Planet Bids website. There is a mandatory \$450.00 non-refundable fee for filing this application. *Please include a check, payable to the "City of Garden Grove" in the amount of \$450.00 with your proposal.* Those Proposer's that do not include the payment by the RFP due date will be disqualified from the RFP process. **(PART B)**
- ☒ **CHP Form 234A: Rotational Tow Listing Application:** Please provide a current copy that is less than 12 months old which shows that your company is a CHP approved towing company. **(PART A)**
- ☒ **Valid Proposal:** The Proposal shall be valid for **120 calendar** days from the date stipulated in the RFP for receipt of Proposals. If this offer is accepted within that time period, the Proposer shall furnish all services and items as stipulated in the RFP and any accompanying addenda.
- ☒ Any other forms, documents or requirements listed within this RFP document.

Failure to submit such items duly executed by an authorized officer of the Proposer's firm may render the proposal incomplete and unresponsive and may cause its rejection.

FINAL SCORE:

PASS ☒

FAIL ☐

NOTES:

COMPANY NAME: California Road Service, LLC

**PART C: Programs/Training/Records and Experience/Reputation/
Compliance: *Pass/Fail***

Please make sure that all components of PART C are included in your proposal and meet the criteria as defined in the Scope of Work.

Programs/Training/Records		PASS	FAIL
Employee Training Program		✓	
Customer service delivery and training programs		✓	
Review of all Proposer's Employee Driving Records		✓	
Complaint Procedure and Policy		✓	
Experience/Reputation/Compliance		PASS	FAIL
The owner, principal or business manager of the Proposer shall have a minimum of three (3) years of verifiable experience in the towing industry		✓	
Prior experience performing rotational towing services for a law enforcement agency are highly desirable but not required		✓	
Municipal experience of similar size and scope		✓	
History of performance and claims		✓	
Prior administrative, civil or criminal complaints lodged against the company within ten (10) years		✓	
Reference Checks		✓	
Compliance with all Towing Laws		✓	

FINAL SCORE:

PASS ☒

FAIL ☐

NOTES:



GARDEN GROVE POLICE DEPARTMENT ROTATIONAL TOW INSPECTION GUIDE

TOW COMPANY NAME : California Roadside Service, LLC

DATE OF INSPECTION 01-14-2020

INSPECTING OFFICER R. BUSTILLOS / D. MIHALIK / R. RUBALCABA

A. FACILITY	PASS	FAIL
1. Enclosed Yard with 6' block wall/chain link with barbed/concertina wire atop		✓
2. Bottom edge of fence less than 2" from paved yard		✓
3. Secured locking gate	✓	
4. Minimum exterior 75-car capacity lot	✓	
5. Interior 4-car storage capacity evidentiary storage area with adequate lighting		✓
6. Interior 4-car storage only accessible by Police Department only		✓
7. Lighting sufficient and in good working condition	✓	
8. Company sign posted, legible from street, lit at night, with hours and phone #	✓	
9. Security on-site/CCTV/alarm/guard dog	✓	
10. Secure storage of property removed from vehicles		✓
11. All doors, gates and locks in good working condition	✓	
12. Facility is Neat and Clean	✓	
B. OFFICE RECORDS	PASS	FAIL
1. 3-Year Retention including vehicle description, service description, time, location, tow driver's handling call, itemized total charges	✓	
2. Records available within 24 hours notice during business hours	✓	
3. Immediate access to Police Department of vehicle location by DR#, plate #, make, model, color, date, and location of impound and date of filing Lien Sale document with DMV	✓	
4. Provide report to Police Department by 10th day of each month which includes: 1. Total City impounds and storage, 2. Number of service calls provided to Police Department, 3. Number of service calls resulting in impound, 4. Number of calls requiring more than one hour at call of service	✓	
5. Charges/rates/fees clearly posted	✓	
6. Garden Grove business license clearly posted	✓	
7. Insurance certificate clearly posted		✓
8. Employee records/secured/current/proof of drug and alcohol testing	✓	
C. LIENS AND DISPOSALS	PASS	FAIL
1. Provide dated report to Police Department on or before the 10th day of each month which includes a list of all vehicles sold at lien sale the previous month. The date of action is to include the following; owners name, address, vehicle make, model, year, plate number, VIN number, and DR number.	✓	
2. Report is to include copies of all lien sale documents for each vehicle and all charges imposed on each sale	✓	
D. EQUIPMENT: Per Scope of Work, Section 6.0, Equipment Standards	PASS	FAIL
1. CHP form 234B, Tow Truck Inspection Guides, for all required vehicles	✓	
2. Hydraulic lift, forklift, rollaway available for vehicle inspections	✓	
3. Other Equipment as Required	✓	
E. OTHER	PASS	FAIL
1. Type of Phone Service: On-Site or Answering Service	✓	
2. Dispatch System/Licensed by FCC	✓	
3. Ability to Accept Credit Card Payments	✓	

NOTES: SEE ATTACHED DOCUMENT AND PHOTOGRAPHS.

California Roadside Towing:

On 1/14/2020, a yard inspection of the business was completed. Officer Mihalik, Officer Rubalcaba and Officer Bustillos conducted the yard inspection of the location located at 1426 S. Allec St. in the City of Anaheim. Upon arrival, officers contacted the owner/operator Sam Rahimian at the location.

Upon initial observation, the storage facility did not appear to adequately store the amount of vehicles specified in the contract, seventy-five. Sam Rahimian stated he could store over seventy-five vehicles in the lot. The facility did have six foot chain-link fencing with privacy slats and barbed wire, however there were portions of the security fencing which had breaks/damage to the barbed wire was covered with shrubs along the east portion of the property. See attached photographs taken at the time of the inspection.

The raised deck attached the office building, backed up to the fencing of the secured storage lot and appeared easily accessible if someone were to jump the chain-link fencing with barbed wire. See attached photographs.

The rolling secondary security gate had a gap between the fencing and the asphalt parking lot that was approximately four inches in size, which was larger than the two inch gap specified in the contract.

At the time of the inspection, the secured storage areas were completely full of vehicles and/or equipment. One area was filled with a forklift and vehicle batteries for their AAA services. The secured storage building was full of vehicles in secured storage for other departments. Sam Rahimian pointed out he would set up a fence within the secured storage building and open it up for our secured storage vehicles. Sam Rahimian continuously stated, "If we were to get your contract, we would make space for your impounded vehicles." See attached photographs taken at the time of the inspection.

During an inspection of the office, I noticed they did not have the company insurance information clearly visible, which is a requirement of the yard inspection. When asked where the certificate was, Sam Rahimian had to print it out for me.

In speaking with surrounding businesses, employees for these independent businesses stated the primary and secondary gate to the towing yard were left unsecured during daytime business hours. This could be a potential problem, as the impounded vehicles or evidentiary vehicles could be tampered with if unattended. The Request for Proposal states in Section 11.3 of Attachment "A" that the storage facility shall be paved and maintained in good working order and secured at all times.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

2/28/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER YouZoom Insurance Services, Inc 6900 College Blvd Ste 1000 Overland Park KS 66211	CONTACT NAME:	
	PHONE (A/C, No, Ext): 888-240-8803	FAX (A/C, No): 877-835-1833
	E-MAIL ADDRESS: AMServiceCenter@arrowheadgrp.com	
	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A : American Guarantee and Liability Insurance	26247
	INSURER B : Zurich American Insurance Company	16535
	INSURER C :	
	INSURER D :	
	INSURER E :	
	INSURER F :	

INSURED CALIROA-01
California Roadside Service LLC
1426 S Allec St
Anaheim, Ca 92805

COVERAGES**CERTIFICATE NUMBER:** 1876383243**REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			CPO1640287-02	3/1/2019	3/1/2020	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
B	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			CPO1640287-02	3/1/2019	3/1/2020	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$ <input type="checkbox"/>						EACH OCCURRENCE \$ AGGREGATE \$ \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y/N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A				PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/> E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
B A	Garagekeepers - Dir Primary Motor Truck Cargo - Prop in Veh			CPO1640287-02 CPO1640287-02	3/1/2019 3/1/2019	3/1/2020 3/1/2020	Limit Single Conv Limit* See Desc of Ops 50,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

*Cargo Limit: Single Conveyance \$50,000, Per Disaster \$250,000; Cargo Deductible \$1,000.

Garage Keepers includes On-Hook coverage.
Covered Locations and Garage Keepers Limits at each Policy Location:
511 W Lambert Rd Brea, CA / Limit \$250,000
1426 S Allec St Anaheim, CA / Limit \$250,000

Garage Liability is provided under the General Liability Coverage Part of the policy.

CERTIFICATE HOLDER**CANCELLATION**

PREPARED FOR INSURED

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

YouZoom Insurance Services, Inc.

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