

COMPANY NAME: Golden Touch Towing

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:** .17 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:

- FORM 234A NOT COMPLETED -

COMPANY NAME: Golden Touch Towing

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 it's 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:

- EQUIPMENT LIST DOES NOT LIST THE REQUIRED HEAVY DUTY / MEDIUM DUTY TRUCK.

Golden Touch Towing:

During the Request for Proposal process, the submitted paperwork was missing a completed CHP 234A form. The form submitted was not signed and completed by CHP- Westminster. Officers contacted CHP- Westminster and were able to retain the signed copy, which was completed in June of 2019. Several towing companies involved in this Request for Proposal process submitted completed/signed CHP 234A forms within their submitted paperwork.

During the Request for Proposal process, officers did not locate the required heavy duty and medium duty trucks listed in the equipment portion of the contract. The required equipment is listed in sections 6.2 and 6.3 of Attachment "A" of the Request for Proposal.

COMPANY NAME: Golden Touch Towing

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 : Golden Touch Towing

DATE OF INSPECTION _____

INSPECTING OFFICER _____

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:

STATE OF CALIFORNIA
 DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
ROTATION TOW LISTING APPLICATION
 CHP 234A (Rev. 3-15) OPI 061

TYPE OR PRINT CLEARLY

CHP AREA

CHP AREA OF APPLICATION <i>Westminster Area</i>	CHP AREA NUMBER <i>670</i>
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BUSINESS

BUSINESS NAME <i>Golden Touch Towing</i>	CHP AREA NAME <i>Westminster</i>
BUSINESS ADDRESS <i>8151 Katella Ave.</i>	DAY PHONE NUMBER (INCLUDE AREA CODE) <i>714-995-3100</i>
BUSINESS MAILING ADDRESS IF DIFFERENT THAN ABOVE	NIGHT PHONE NUMBER (INCLUDE AREA CODE) <i>714-995-3100</i>

NUMBER OF YEARS IN TOWING BUSINESS <i>20+</i>	AUTOMOBILE CLUB AFFILIATE(S) <i>AAA</i>
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HAVE YOU OR ANYONE FINANCIALLY INVOLVED WITH YOUR COMPANY EVER BEEN CONVICTED OF ANY CRIME INVOLVING STOLEN OR EMBEZZLED VEHICLES, FRAUD RELATED TO THE TOWING BUSINESS, STOLEN OR EMBEZZLED PROPERTY, CRIMES OF VIOLENCE, SEXUAL CRIMES, DRUG RELATED OFFENSES, FELONY DRIVING WHILE UNDER THE INFLUENCE OF ALCOHOL AND/OR DRUGS, MISDEMEANOR DRIVING WHILE UNDER THE INFLUENCE OF ALCOHOL AND/OR DRUGS WHILE INVOLVED IN A CHP ROTATION TOW CALL, OR MORAL TURPITUDE?
 YES NO

VEHICLE STORAGE

PRIMARY STORAGE YARD ADDRESS <i>8151 Katella Ave, Stanton Ca 90680</i>	<input checked="" type="checkbox"/> OWNED <input type="checkbox"/> LEASED <input type="checkbox"/> RENTED
SECONDARY STORAGE YARD ADDRESS	<input type="checkbox"/> OWNED <input type="checkbox"/> LEASED <input type="checkbox"/> RENTED
ADDITIONAL STORAGE YARD ADDRESS	<input type="checkbox"/> OWNED <input type="checkbox"/> LEASED <input type="checkbox"/> RENTED
OUTSIDE STORAGE CAPACITY	INSIDE STORAGE CAPACITY

FINANCIAL INTEREST

LEGAL OWNER (IF FIRM, COMPANY, ASSOCIATION OR CORPORATION, LIST ALL PERSONS HAVING FINANCIAL INTEREST)
Mehdi Motadi

DO YOU HAVE ANY FINANCIAL INTEREST IN ANY OTHER TOW COMPANY WITHIN THE LOCAL CHP AREA? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	IF YES, LIST THE TOW COMPANY(S):
DOES ANY MEMBER OF YOUR FAMILY (RELATED BY BLOOD OR MARRIAGE) OPERATE ANOTHER TOW SERVICE IN THE LOCAL CHP AREA? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	IF YES, LIST THE OTHER CHP AREA(S):
ARE YOU CURRENTLY ON ROTATION OR APPLYING FOR ROTATION WITHIN ANY OTHER CHP AREA? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	IF YES, LIST THE OTHER CHP AREA(S): <i>San Juan Capistrano, for Laguna Hills</i>
DO YOU SHARE ANY FACILITIES WITH ANY OTHER TOW COMPANY? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	IF YES, LIST THE OTHER TOW COMPANY(S):

RATES

	Class A	Class B	Class C	Class D
HOURLY RATE	<i>230</i>	<i>270</i>	<i>310</i>	<i>315</i>
INSIDE STORAGE				
OUTSIDE STORAGE	<i>75</i>	<i>80</i>	<i>95</i>	<i>95</i>
LABOR (NONSKILLED)				
SPECIAL EQUIPMENT (LIST)				
RENTAL/SKILLED LABOR MARKUP (%)				

TOW TRUCKS

CHECK CLASS(ES) APPLYING FOR AND INDICATE TOTAL NUMBER OF TRUCKS IN EACH CLASS.

<input checked="" type="checkbox"/> CLASS A (MINIMUM 14,000 GVWR)	NUMBER OF CLASS A TRUCKS: 5
<input type="checkbox"/> CLASS B (MINIMUM 33,000 GVWR)	NUMBER OF CLASS B TRUCKS:
<input checked="" type="checkbox"/> CLASS C (MINIMUM 52,000 GVWR)	NUMBER OF CLASS C TRUCKS: 1
<input type="checkbox"/> CLASS D (MINIMUM 54,000 GVWR)	NUMBER OF CLASS D TRUCKS:

COMMENTS

APPLICANT'S CERTIFICATION

I CERTIFY THAT THE INFORMATION PROVIDED ON THIS APPLICATION IS TRUE AND CORRECT, AND NO OMISSIONS HAVE BEEN MADE. THE OPERATOR IS ADVISED THAT GIVING FALSE INFORMATION TO A PEACE OFFICER, EITHER ORALLY OR IN WRITING, IS A MISDEMEANOR PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 20 AND 31.

SIGNATURE <i>M.M. M.M.</i>	PRINT NAME AND TITLE MEHDI MOTADI OWNER	DATE 3/13/19
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TO BE COMPLETED BY CHP

AREA APPROVAL

APPROVED DISAPPROVED

REMARKS (REQUIRED IF DISAPPROVED)

AREA COMMANDER'S SIGNATURE <i>BEF</i>	I.D. NUMBER 14442	DATE 6/19/19
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MAXIMUM RESPONSE TIME

	HOURS	CLASS A	CLASS B	CLASS C	CLASS D
DAY		:20	:20	:45	:45
NIGHT		:20	:20	:45	:45

AGREEMENT TERM

THE TERM OF THIS AGREEMENT SHALL COMMENCE ON 7/1/19 AND END ON 6/30/20

DIVISION APPROVAL (REQUIRED IF APPLYING FOR MULTIPLE AREAS)

APPROVED DISAPPROVED

REMARKS

DIVISION COMMANDER'S SIGNATURE	DATE
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