

COMPANY NAME: Action Southland Enterprises, Inc.

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:** 0.16 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: Action Southland Enterprises, Inc.

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:

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**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 : Action Southland Enterprises, Inc.

DATE OF INSPECTION 01-16-2010

INSPECTING OFFICER R. BUSTILLOS / D. MIHALIK

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: