



**ADDENDUM**

**covering**

**CHANGE IN SPECIFICATIONS AND/OR SCOPE OF SERVICES**

Date Issued: July 20, 2011

Addendum No.: 1

RFP Number: 11-45-146-00 (Freeway Service Patrol Beat Nos. 4, 7, and 8)

Procurement Officer: Matt Wallace, Procurement and Assets Administrator

INTENT

1. This addendum is issued to provide for modifications in the scope of services included in the above referenced RFP. Acknowledgment of this addendum shall be made in the Proposal Letter (see Attachment 'B', pages 30-32) required as a part of each proposer's submittal.
2. The Commission does hereby modify RFP Section 7.0 Scope of Services, paragraph C, Beat Description/Summary, page 6 as follows:

Change From:

Beat 8	25	SR-60/91/215 Interchange to Theodore St.	9.16	2
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Change To:

Beat 8	25	<b>SR-60/215 Interchange to Theodore St.</b>	9.16	2
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3. The Commission does hereby modify RFP Section 9.0 Preparation of Proposals, paragraph D, Price Proposal Form, page 23 as follows:

Change From:

Proposers may propose for all Beats. However, the Proposer must propose for each Beat separately (a separate proposal packet for each individual Beat). Each Beat will be evaluated separately, and the all-inclusive flat hourly rate proposed must not be dependent on being awarded another Beat. It is possible that each of the two individual Beat areas described here within will be awarded to two different operators. Beats proposed as a package WILL NOT be accepted.

Change To:

Proposers may propose for all Beats. However, the Proposer must propose for each Beat separately (a separate proposal packet for each individual Beat). Each Beat will be evaluated separately, and the all-inclusive flat hourly rate proposed must not be dependent on being awarded another Beat. It is possible that each of the **three** individual Beat areas described here within will be awarded to **three** different operators. Beats proposed as a package WILL NOT be accepted.

- The Commission does hereby modify RFP Section 13.0 Submission of Proposal/Period of Acceptance, page 24 as follows:

Change From:

An original and eight (8) copies of each proposal must be submitted.

Change To:

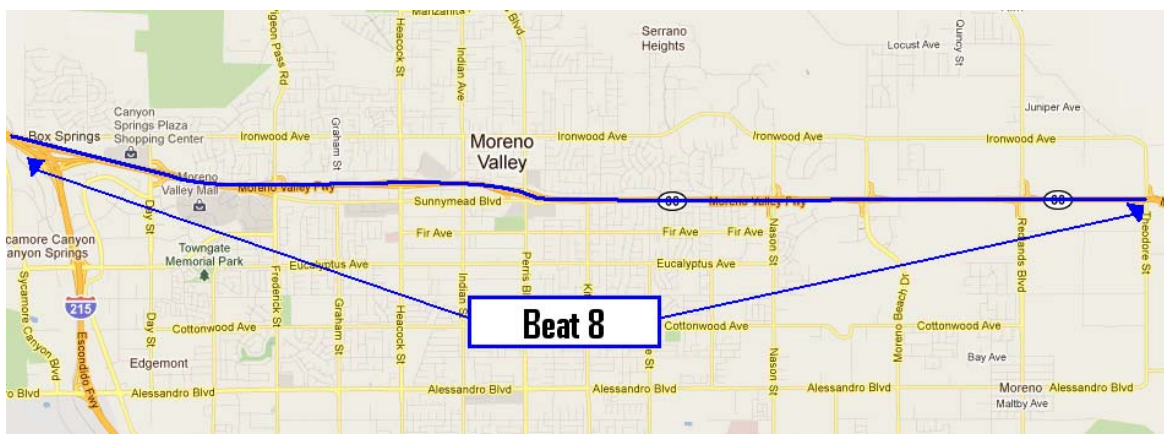
An original and four (4) copies of each proposal must be submitted.

- The Commission does hereby modify Attachment F Sample Contract Form, paragraph 3.22 as follows:

On-Hook Insurance

To include the care, custody or control exposure present while vehicles are being serviced roadside, on hook, or in a storage yard. \$100,000 coverage.

- The Commission does hereby modify Attachment G-3 Beat No. 8 Area Map, page 95 as follows:

Update Map image to:

7. The Commission does hereby delete the FSP Standard Operating Procedures (2008) posted to its website (<http://www.rctc.org/rfps.asp>) on July 1, 2011. The FSP Standard Operating Procedures (2008) shall be replaced with the Standard Operating Procedures (**January 2009**) posted to the website on July 18, 2011.
8. The meeting minutes/summary for the scheduled pre-proposal conference held on July 14, 2011 in support of RFP No. 11-45-146-00 are included herein as Attachment "A".
9. The Commission's formal responses to questions and requests for clarification received from prospective proposers are included herein as Attachment "B".
10. The proposal deadline remains Thursday, July 28, 2011 at 2:00 p.m.
11. All other terms and conditions of the RFP shall remain the same.

Issued by:

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Matt Wallace  
Procurement and Assets Administrator

**ATTACHMENT “A”****Pre-Proposal Conference Meeting Minutes/Summary****Thursday, July 14, 2011****Commission Offices, 3<sup>rd</sup> Floor Conference Room ‘A’ at 2:00 p.m.**

The following is a summary of the issues and policies that were discussed at the above-referenced pre-proposal conference in support of RFP No. 11-45-146-00 for the provision Freeway Service Patrol (FSP) services for Beat Nos. 4, 7, and 8. The meeting was called to order at approximately 2:00 a.m. by Matt Wallace, the designated procurement officer, who welcomed the prospective proposers and initiated self-introductions by Commission staff and other attendees.

**FSP Project Team:**

Brian Cunanan	Commuter Assistant Manager - RCTC
Rosemarie Stevens	Project Administrator - Bechtel
Officer Jeremy Pursley	California Highway Patrol
Matt Wallace	Procurement and Assets Administrator - RCTC

Matt then described the format and objective of the meeting. The purpose of the pre-proposal meeting is to provide potential proposers with an overview of the procurement process and to offer clarifications and/or explanations regarding any issues that may have arisen during that process. Formal written responses to all questions submitted by potential proposers during the procurement process may be issued by Commission staff, and any amendments to the RFP package will be made with the issuance of formal addenda. Commission staff provided the following information regarding selected requirements set forth in the RFP package.

**Summary Minutes****1. Prohibited Communications**

All questions regarding the RFP package or the responsibilities of the successful proposer(s) must be directed to Matt Wallace, RCTC Procurement and Assets Administrator, and a formal response will be generated with the assistance of appropriate Commission staff. Proposers are to refrain from any and all communications with members of the project team, Commission staff or management. Requests for clarification must be submitted in accordance with RFP Section 3.0 Question and Answer Process. Any exceptions taken to the Sample Contract Form (Attachment ‘F’) must be described and detailed as part of the proposers Proposal Letter submittal. Matt Wallace can be reached by phone at (951)787-7141, fax (951)787-7906, or email at [mwal-lace@rctc.org](mailto:mwal-lace@rctc.org).

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## **2. Insurance**

The insurance requirements for this procurement are detailed in the Sample Contract Form (see Attachment 'F') included in the RFP.

In summary, the minimum limits of insurance are as follows: General Liability: \$1,000,000 per occurrence for bodily injury, personal injury and property damage. Automobile Liability: Including contractual liability insuring owned, non-owned, hired and all vehicles used by the contractor(s) with a combined single limit of not less than \$1,000,000 applicable to bodily injury, sickness or death, and loss of or damage to property in any one occurrence. Employer's Liability: \$1,000,000 per occurrence for all employees, and Workers' Compensation as required by the Labor Code of the State of California. On-Hook : \$100,000 limit.

## **3. Disadvantaged Business Enterprise (DBE) Goal**

A DBE goal was not recommended for this project; however, the Commission strongly encourages participation of DBE firms.

## **4. FSP Project Manager's Summary (Brian Cunanan - RCTC)**

The Freeway Service Patrol (FSP) program is a free service provided to the motoring public and consists of contracted tow operators continuously roving congested freeways during peak periods to assist motorists, remove small debris from the roadway, and tow vehicles off the freeway. Some of the types of services that will be performed by operators will include jump starts, refilling radiators, changing tires, and providing a gallon of gasoline to stranded motorists. The Commission would like to assist as many motorists as possible, so operators can spend up to 10 minutes per assist to get motorists back on the road. If they can't do that within the 10 minute time period, the tow operator may tow the vehicle to an approved drop location as outlined in the Standard Operating Procedures.

For this program, vehicles shall be exclusively dedicated to the FSP program during FSP service hours which are Monday through Friday, 5:30 - 8:30 a.m., and in the afternoons 3:00 – 7:00 p.m. with the exception of Fridays which starts 2 hours earlier and goes from 1:00 – 7:00 p.m. Unlike neighboring county FSP programs which require the trucks to be 100% dedicated to FSP (even during non FSP hours), the Riverside program allows contractors to use the trucks for commercial towing (non-FSP) outside of FSP hours only.

If an operator's tow truck is disabled, involved in an accident or put out of service by CHP, a back-up vehicle is expected on beat within 45 minutes. Penalties will be assessed at 3 times the hourly rate, at 1-minute increments for any time in excess of the 45 minutes.

This RFP covers three beats, Beats 4, 7, and 8. Beat 4 runs on SR-91 from Magnolia Avenue to the 60/91/215 interchange. Beat 7 runs on SR-60 from Milliken Street to Main Street. Beat 8 runs on SR-60 from 60/215 interchange to Theodore Street. All three beats run with two primary trucks and one backup truck. The contract for each beat will be awarded for three years with two one-year options to be extended at the Commission's sole discretion.

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I would like to take a couple of minutes to highlight some of the differences that you might notice working on the Riverside program, relative to FSP services provided in other counties.

- First, the FSP vehicles shall be exclusively dedicated to the FSP program during FSP service hours. After hours, the successful contractor(s) can use them for commercial purposes. During FSP service hours, the successful contractor must be ready for service, fully stocked, clean and compliant.
- Another difference we have is that our FSP officers are very engaged in our program. In addition to certifying and training drivers, they provide constant supervision in the field. They take a lot of pride in the program and set very high standards. Under this program, operators are representing CHP, the Commission, and Caltrans so it's critical that they are held to such high standards.
- In regards to rates, some other counties will provide a tiered pricing structure. For instance, if gasoline prices rise above a certain threshold amount, a contractor is allowed to increase its rate. The Commission does not allow such increases, so please keep that in mind when you are putting your rates together. We also want to point out some things that are overlooked in rates. For instance, you are required to pay your drivers for training which initially is a two day certification process followed by a minimum of four hours refresher training per year. Another thing that often gets overlooked when you are putting prices together is time to the beat. For example, if it takes one half of an hour to get from your office to the beat location; that cost shall be absorbed by the contractor.
- Please pay close attention to all of the requirements set forth in this latest RFP, as revisions they may change from RFP to RFP.

## **5. Standard Operating Procedures**

Officer Jeremy Pursely introduced himself and stated that the CHP provides the daily supervision of the program to ensure that the operators adhere to the Standard Operating Procedures. Officer Pursely added that there are three officers covering the two counties (Riverside and San Bernardino) and that their management style is very "hands on". The officers spend a significant amount of time in the field with the drivers on a daily basis.

Officer Pursely described the SOP as the primary guide for the drivers to know and follow. In addition, he reminded the attendees that the owners are also required to attend the training class so they also have a thorough understanding of the program and can manage their operators accordingly. He then discussed the use of radios, CHP dispatch and PDAs (MDT or MDCs are not used in Riverside) to process assists, uniform requirements, use of AVL by CHP to track trucks, and penalty time. He also reviewed the invoice process 1) CHP tracks penalty time and initiates an invoice draft for the contractor to review 2) contractor reviews invoice draft and if there are any discrepancies should contact CHP (CHP can cross check against dispatch logs) , and 3) once both CHP and the contractor have signed off on the invoice, it is then submitted to RCTC.

Officer Pursely stated that operators that have worked other programs may find the SOP similar to what they've seen, however, there are differences. He stated that the SOPs are compiled sepa-

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rate from the contract, but the guidance listed in the SOP are incorporated into the contract by reference. These are items that must be adhered to under the terms of the contract.

## **6. Procurement Process (Matt Wallace- RCTC)**

The designated procurement officer, Matt Wallace, concluded the conference with an overview of the RFP package. He emphasized that proposers must review the entire RFP package in detail, including the sample contract form, and provide all of the information requested in order for its proposal to be deemed responsive. Please note, the responses to questions provided by FSP Project Team at the pre-proposal meeting do not qualify or amend the RFP in any way.

The Commission's formal response(s) to questions will be issued in subsequent addenda and posted on the Commission's website at [www.rctc.org](http://www.rctc.org).

Matt highlighted the following RFP sections/topics:

- Addenda (page 2, Section 2.0)

The minutes of this meeting will be issued in the form of Addendum No. 1. Any questions and/or comments that you have, and our responses to them, will be included in Addendum No. 1. The Addendum will be posted on the RCTC website at <http://www.rctc.org/rfps.asp>. You also must acknowledge receipt of any and all Addenda in your proposal letter. Failure to do so may result in that proposal being deemed non-responsive and thereby eliminating the proposer from further consideration in the competitive process.

- Calendar of Events (page 3, Section 4.0)

The Calendar of Events includes key milestone and schedule dates.

- Form of Contract to be Awarded (page 3, Section 5.0)

The contract, if awarded, shall be a fully-burdened, fixed unit rate contract. The fully-burdened rate that the contractor proposes shall include all indirect and direct costs, including fuel, profit, overhead cost and equipment.

- Standard Operating Procedures (page 7, Section 7.2)

The guidelines and policies of the FSP program, which promote a safe working environment and maintain a level of professionalism, are contained in the SOP.

- Tow Truck Requirements (Page 8, Section 7.3.A)

All trucks proposed for use in the FSP program should be less than a year old with a maximum of 50,000 miles on the chassis and working parts of the truck. Additionally, all FSP trucks must be DOT and CARB compliant. All elements of the equipment and supplies list must be included in the fully equipped truck.

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- Vehicle Inspections (Page 11, Section 7.3.C)

Vehicle Inspections will be conducted by the CHP during proposal evaluation, prior to the initiation of services by the successful contractor, and during the term of the contract.

- Spare/Back-Up Vehicles (Page 11, Section 7.3.D)

The Contractor may use the dedicated FSP tow vehicles for commercial service, but they must be equipped and ready to go during FSP service hours.

- Vehicle Breakdown and Other Missed Service (Page 11, Section 7.3.E)

If the vehicle is not made available within the required 45 minutes time period, the Contractor shall be fined three (3) times the hourly contract rate in (1) minute increments for every minute that exceeds the 45 minute replacement period. We are very serious about getting service to the public out there on time, so be aware of that when you are considering providing a proposal in response to the RFP.

- Communications Equipment (Page 12, Section 7.4.A)

All vehicles will be equipped with an AVL system, radios, and handheld/PDAs. Cell phones will be purchased and maintained by the Contractor. The Contractor is required to use Nextel wireless cell phones with push to talk capability for communications with the CHP Communications Center and the CHP Field Supervisor.

- Computer Equipment (Page 13, Section 7.4.B)

The Contractor shall purchase and maintain a computer workstation with high speed internet access and email to communicate with RCTC staff and transfer FSP data collected with handheld/PDA units.

- Operator Training (Page 16, Section 7.5.B)

All company owners and FSP vehicle operators, including back-up drivers, shall be required at the contractor's expense to complete the CHP two-day training program. The cost is nominal but be aware that the owners must participate in this, as well. There is on-going refresher training that is required as well under the terms of the contract.

- Local Office (Page 18, Section 7.7)

The contractor shall provide a local office for contract administration purposes. When establishing your office, please ensure that your location allows you to have a backup vehicle and a certified FSP driver available within the 45 minute response time.

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- Minimum Proposer Qualifications (Page 19, Section 8.0)

Proposers must satisfy the following minimum qualifications:

1. A current and valid business license;
2. A minimum of five years experience in operating two service;
3. At least two years experience in CHP tow rotation service at the time the proposal is submitted; and
4. A history of compliance with all federal, state and local laws governing the operation of a tow service.

IF YOUR FIRM DOES NOT MEET THESE MINIMUM QUALIFICATIONS,  
PLEASE DO NOT SUBMIT A PROPOSAL.

- Preparation of Proposals (Page 20, Section 9.0)

Proposals shall include all of the elements set forth in Section 9.0.

**Attachment B.3 – Detailed Cost Schedule (Pages 36-39).** Proposers must submit a separate proposal for each individual Beat. Each Beat will be evaluated separately by the Commission, and the all-inclusive flat hourly rate proposed must not be dependent on being awarded all three Beats. It is possible that each of the three Beats described in the RFP will be awarded to three different operators.

A Detailed Cost Schedule is required for each Beat. The Detailed Cost Schedule for Beat 4 begins on page 36, a Detailed Cost Schedule for Beat 7 begins on page 38, and the Detailed Cost Schedule for Beat 8 begins on page 40. The option terms which will be exercised at the Commission's sole discretion are included on the associated Rate Summary Sheets. All proposers must provide a rate(s) for the option years. Also, it is very important that you provide vehicle information. Make sure you provide information on your proposed vehicles or how you intend to get them.

- Submission of Proposal/Period of Acceptance (Page 24, Section 13.0)

An original and four (4) copies of each proposal must be submitted. Again, separate proposals must be submitted for each Beat. Do not combine them. All proposals must be received no later than 2:00 p.m. on Thursday, July 28, 2011.

- Basis of Award (Page 24, Section 14.1)

Any contract resulting from this RFP will be awarded to the responsive and responsible contractor earning the highest total evaluation score.

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**Question/Answer**

No written questions were presented to staff during the pre-proposal conference. Commission responses to oral inquiries and questions received after the pre-proposal meeting from proposers, and the Commission's formal responses, are provided herein as Attachment "B".

Any questions regarding the procurement process shall be directed to Matt Wallace, Procurement and Assets Administrator via e-mail at [mwallace@rctc.org](mailto:mwallace@rctc.org) or via fax at (951) 787-7906 as described in paragraph 3.0 Question and Answer Process of the RFP.

Exhibit(s)      (1) Agenda



## AGENDA

### PRE-PROPOSAL CONFERENCE

#### REQUEST FOR PROPOSALS (RFP) NO. 11-45-146-00

Freeway Service Patrol: Beat Nos. 4, 7, 8

July 14, 2011 at 2:00 P.M. \* RCTC Conference Room 'A', 3<sup>rd</sup> Floor

Welcome/Introductions

**Matt Wallace**  
**Procurement & Assets Administrator**  
**RCTC Contact Person**

Overview/Scope of Services

**Brian Cunanan**  
**Commuter Assistance Manager**  
**RCTC Project Manager**

**And**

Standard Operating Procedures

**Officer Jeremy Pursley**  
**California Highway Patrol**

RFP Summary/Highlights

**Matt Wallace**  
**Procurement & Assets Administrator**

Questions

**Open Forum**

Proposers are invited to submit written questions to the Procurement & Assets Manager at any time prior to the 7/19/11 deadline for requests for clarification. Questions will be received by the Procurement & Assets Administrator who will then direct the questions to the RCTC representative best qualified to provide a formal response thereto. All proposers are advised that any exchange that takes place between RCTC and a potential proposer during the pre-proposal conference do not qualify or amend the RFP. Only a formal addendum to the RFP shall modify, change or provide formal clarification of the RFP package. The RFP document shall govern if there are any conflicts between the information provided at the pre-proposal conference and the RFP.

**ATTACHMENT "B"**

July 14, 2011

**Subject: REQUEST FOR PROPOSALS NO. 11-45-146-00  
FREEWAY SERVICE PATROL SERVICE (Beat Nos. 4, 7 and 8)  
ANSWERS TO PROPOSERS' QUESTIONS: SET NO. 1**

**To: All Proposers**

**Reference: (a) Pre-Proposal Conference held on July 14, 2011 in the 3<sup>rd</sup> Floor RCTC  
Conference Room 'A'  
(b) Subject RFP issued July 1, 2011**

The following questions and associated responses were either submitted to the procurement officer by potential proposers during or after the above-referenced pre-proposers meeting, or are being offered by Commission staff to clarify the requirements set forth in the RFP package.

Set No. 1

Q1. Are the 1,900 hours referenced in the Detailed Cost Schedule the absolute number of service hours to be worked annually?

**A1. The 1,900 figure is a baseline estimate for the total service hours per vehicle in a given year. Ultimately, when the contract is awarded, it will include a 5% contingency to cover extra work for incremental service time needed to close an assist to completion, extended hours to cover anticipated high volume days, or construction FSP.**

Q2. For the first assistance that you guys do, is that all done on your PDA or do you use scantrons?

**A2. All assists are processed by drivers with the use of a Personal Digital Assistant (PDA). If the PDA goes down, then back up paper forms are used to document an assist.**

Q3. How often do you conduct driver training classes?

**A3. Driver training classes are typically held every three months, however, it can vary. If the contractor can demonstrate a hardship, an emergency class will be performed as long as there is a minimum of three drivers in need of training. After the training class, ten ride-alongs or five working full shifts (two shifts a day) are required before drivers are certified.**

Q4. Where should the proposals be delivered?

**A4. Proposals for each Beat must be delivered by hand or mail to the address below, not later than 2:00p.m. on Thursday, July 28, 2011. Proposals received after that time may not be considered. The only acceptable evidenced to establish the time of receipt is the date/time stamp imprinted upon the proposal package by the date/time recorder at the 3<sup>rd</sup> floor Commission desk located at:**

**Riverside County Transportation Commission  
4080 Lemon Street, 3<sup>rd</sup> Floor  
Riverside, CA 92501**

**End of Attachment "B"**