

## ADDENDUM

covering

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

Date Issued: March 2, 2011

Addendum No.: 1

RFP Number: 11-45-053-00 (Freeway Service Patrol Beat Nos. 2 and 25)

Procurement Officer: Gregory Moore, Procurement and Assets Manager

#### 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 7.4(A) Communications Equipment and Computers, page 12 as follows:

#### Change From:

The Contractor is also required to use wireless cell phones for communications with CHP Communications Center and CHP Field Supervisor.

#### Change To:

The Contractor is also required to use Nextel wireless cell phones with push to talk capability for communications with the CHP Communications Center and the CHP Field Supervisor.

3. The Commission does hereby clarify the language set forth in RFP Section 7.0 Scope of Services, paragraph 7.3 Vehicles which should read as *follows (emphasis added)*:

The FSP will use conventional wrecker Class A trucks with a minimum gross vehicle weight rating of 14,000 pounds, dual wheel chassis, and a four (4) ton recovery equipment rating. 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 at the onset of the contract and free of any mechanical defects or physical damage.

4. The meeting minutes/summary for the scheduled pre-proposal conference held on February 22, 2011 in support of RFP No. 11-45-053-00 are included herein as Attachment "A".

5. The Commission's formal responses to questions and requests for clarification received from prospective proposers are included herein as Attachment "B", Answers to Proposers' Questions: Set No. 1.
6. The proposal deadline remains Monday, March 7, 2011 at 2:00 p.m.
7. All other terms and conditions of the RFP shall remain the same.



Issued by:

\_\_\_\_\_  
Gregory Moore  
Procurement and Assets Manager

**ATTACHMENT “A”****Pre-Proposal Conference Meeting Minutes/Summary**

**Tuesday, February 22, 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. 11-45-053-00 for the provision Freeway Service Patrol (FSP) services for Beat Nos. 2 and 25. The meeting was called to order at approximately 2:00 a.m. by Greg Moore, the designated procurement officer, who welcomed the prospective proposers and initiated self-introductions by Commission staff and other attendees. [A copy of the meeting agenda and a list of attendees are provided as exhibits to this item.]

**FSP Project Team:**

Brian Cunanan	Commuter Assistant Manager - RCTC
Jillian Edmiston	Staff Analyst - RCTC
Officer Harold Tupper	California Highway Patrol
Officer Jeremy Pursley	California Highway Patrol
Greg Moore	Procurement and Assets Manager - RCTC

Greg 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 Gregory Moore, RCTC Procurement and Assets Manager, 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. Greg Moore can be reached by phone at (951)787-7141, fax (951)787-7906, or email at [gmoore@rctc.org](mailto:gmoore@rctc.org).

## **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.

## **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.

If an operator's tow truck is disabled, involved in an accident or excused from need, 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. If the entire shift is missed, the contractor shall be fined for the entire shift at three (3) times the hourly rate times the total minutes for the affected shift.

This RFP covers two separate beats, Beats 2 and 25. Beat 2 is on SR-91 from Lincoln to Magnolia and has two trucks. Beat 25 is on I-15 from Hidden Valley to SR-60 and has three trucks. The contract for each beat will be awarded for three years with two option years to be extended at the Commission's sole discretion.

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 and they set a very high standard. You might be the best operator in another county but there might be an adjustment period working for Riverside.
- 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. To be approved as an FSP driver, they are required to take some training classes throughout the 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. The last thing, this applies to contractors that have proposed on FSP beats for prior FSP solicitations, there have been some minor updates to the RFP so please pay close attention to all of the requirements set forth in the RFP. Some things might have moved around so just be aware of that. If you have any questions or need clarification on those requirements, please contact Greg Moore, Procurement and Assets Manager.

## **5. Standard Operating Procedures**

The Standard Operating Procedures (SOPs) are a supplementary item that is also posted on the RCTC website. It provides all the very detailed guidance in how to provide safe and efficient service under the FSP program. Some of the things that are covered include penalties; whether the charges are straight time or penalty time and the differences between the two; it covers breaks, time on the beat, and how to start and end a shift; what the fee responsibilities are, what your duties are as far as what you are doing out there and what you are required to provide. It also details FSP grooming standards such as how tow service operators are to dress, maintain facial hair and maintain their hair during service hours. It also states how operators are required to interact with the public.

The SOPs are compiled separate 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 our contract.

## **6. Procurement Process (Greg Moore- RCTC)**

The designated procurement officer, Greg Moore, 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).

Greg 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.

- Vehicle Inspections (Page 10, 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.

- 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 tow 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 both Beats. It is possible that each of the two Beats described in the RFP will be awarded to two different operators.

A Detailed Cost Schedule is required for each Beat. The Detailed Cost Schedule for Beat 2 begins on page 36 and the Detailed Cost Schedule for Beat 25 begins on page 38. 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 eight (8) 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 Monday, March 7, 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.

### 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 Gregory Moore, Procurement and Assets Manager via e-mail at [gmoore@rctc.org](mailto:gmoore@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  
                      (2) Attendance List

## AGENDA

### PRE-PROPOSAL CONFERENCE

REQUEST FOR PROPOSALS (RFP) NO. 11-45-053-00

Freeway Service Patrol: Beat No. 2 and Beat No. 25

February 22, 2011 at 2:00 P.M. \* RCTC Conference Room 'A', 3<sup>rd</sup> Floor

Welcome/Introductions

Gregory Moore  
Procurement & Assets Manager  
RCTC Contact Person

Overview/Scope of Services

Brian Cunanan  
Commuter Assistance Manager  
RCTC Project Manager  
And

Standard Operating Procedures

Officers Harold Tupper & Jeremy Pursley  
California Highway Patrol

RFP Summary/Highlights

Gregory Moore  
Procurement & Assets Manager

Questions

Open Forum

Proposers are invited to submit written questions to the Procurement & Assets Manager at any time prior to the 2/28/11 deadline for requests for clarification. Questions will be received by the Procurement & Assets Manager 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.

**Pre-Proposal Conference: List of Attendees (In no particular order)**

	<b>Name</b>	<b>Company</b>	<b>Phone</b>	<b>Fax</b>	<b>E-Mail</b>
1	Grant Byrd	Pepe's Towing	(951) 682-5682	(951) 682-5030	<a href="mailto:gbyrd@pepestow.com">gbyrd@pepestow.com</a>
2	Jerry Burks	Competition Wheelift	(909) 322-5884	(909) 786-1112	<a href="mailto:mitymous@netzero.net">mitymous@netzero.net</a>
3	Miguel Leyva	Steve's Towing	(909) 586-1576	(909) 980-4952	<a href="mailto:leyvamike@yahoo.com">leyvamike@yahoo.com</a>
4	Casey Horvath	Hamner Towing	(951) 734-9331	(951) 734-7422	<a href="mailto:kchorvath@cs.com">kchorvath@cs.com</a>
5	Clay Wooster	Tri City Towing	(909) 884-9211	(909) 889-3433	<a href="mailto:tricity1@hotmail.com">tricity1@hotmail.com</a>
6	David McClure	Roy & Dot's Towing	(909) 201-0060	(909) 888-0585	<a href="mailto:david@royanddots.com">david@royanddots.com</a>
7	Taz Al-Badawi	Bob's Towing	(909) 594-5511	(626) 912-2477	<a href="mailto:bobstow@aol.com">bobstow@aol.com</a>
8	Ray Hassan	Ben Warner's Garage	(714) 542-7241	(714) 568-1639	<a href="mailto:ray@benwarner.org">ray@benwarner.org</a>
9	Rocky Hassan	Pacific Truck & Auto Towing	(909) 621-9596	(909) 621-7876	<a href="mailto:pacifictowinginc@gmail.com">pacifictowinginc@gmail.com</a>
10	Jay Ingley	Armada Towing	(909) 428-1115	(909) 428-0119	<a href="mailto:armadatow@msn.com">armadatow@msn.com</a>
11	Lisa Burke	Hadley Tow	(949) 631-1741	(949) 631-1745	<a href="mailto:lisa@lisajburke.com">lisa@lisajburke.com</a>
12	Alfred Arellano	Navarro's Towing	(909) 829-4911	(909) 829-3911	<a href="mailto:navarrostowing@earthlink.net">navarrostowing@earthlink.net</a>

**ATTACHMENT “B”**  
**ANSWERS TO PROPOSERS’ QUESTIONS: SET NO. 1**

February 22, 2011

**Subject: REQUEST FOR PROPOSALS NO. 11-45-053-00**  
**FREEWAY SERVICE PATROL SERVICE (Beat Nos. 2 and 25)**  
**ANSWERS TO PROPOSERS’ QUESTIONS: SET NO. 1**

**To: All Proposers**

**Reference: (a) Pre-Proposal Conference held on February 22, 2011 in the 3<sup>rd</sup> Floor RCTC Conference Room ‘A’**

**(b) Subject RFP issued February 2, 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. On the option years, if a contractor’s proposed hourly rate is low enough on years 4 and 5 (i.e., the option years), can those option years be awarded at the same time as the base term?

**A1. No. The rates proposed by the successful contractor for the two separate option years will be evaluated as part of each proposer’s total price. The option terms, however, will be only be exercised after expiration of the base term of the agreement and a careful evaluation of the reasonableness of the successful contractor’s proposed rates in the current market.**

Q2. Does the required cell phone equipment have to be from a particular provider?

**A2. Yes. The Contractor is required to use Nextel wireless cell phones with push to talk capability for communications with CHP Communications Center and CHP Field Supervisor. Nextel cell phones shall be purchased and maintained by Contractor. The Contractor will be responsible for all operating costs, as well.**

Q3. If the successful contractor’s costs rise during the period of performance will Contractor’s proposed rates have to remain fixed?

**A3. Yes. Proposed hourly rates shall remain fixed for the three-year base term of the agreement. Proposed rates for the option terms will also remain fixed, though the fourth and fifth year option terms may include an escalation factor. A contractor’s proposed fixed unit rate(s) for the required tow services will not be modified based on the Contractor’s actual cost experience, including increased fuel costs.**

Q4. Regarding the written questions, how quickly will we get the documentation back with the answers to those questions?

**A4. It depends on how complex the question is and to whom Commission staff has to direct it. Usually the turn-around time is less than a week. The Commission could, at its discretion, extend the proposal deadline if its response results in a material change to the RFP. However, an extension of the proposal deadline would only be granted under very limited circumstances.**

Q5. Do quarterly FSP driver meetings qualify for annual 4-hour, non-FSP duty refresher training?

**A5. Yes.**

Q6. How many copies of the proposal are required, and where should they be delivered?

**A6. An original and eight (8) copies of each firm's proposal for each Beat must be delivered by hand or mail to the address below, not later than 2:00 p.m. on Monday, March 7, 2011. Proposals received after that time may not be considered. The only acceptable evidence 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 reception desk located at:**

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

**End of Attachment "B"**