

**SACRAMENTO METROPOLITAN FREEWAY SERVICE PATROL PROGRAM**



# Request for Qualifications

for

## Freeway Service Patrol Roadside Assistance and Tow Services

issued by

Sacramento Transportation Authority  
431 I Street, Suite 106  
Sacramento, California 95814

Submittal Deadline:

2:00 p.m., Thursday, September 10, 2009

## **I.0 BACKGROUND**

The Freeway Service Patrol is a program designed to reduce congestion by rapidly removing disabled vehicles and vehicles involved in minor accidents from the freeway corridor. FSP operators do this by providing "quick fix" services such as changing flat tires, providing jump starts, providing a gallon of fuel, taping hoses, and performing other minor repairs as necessary. When a vehicle cannot be mobilized within a 10-minute timeframe, FSP will tow the vehicle to a designated drop location safely off the freeway. All FSP services are provided at no cost to the motorist.

The Sacramento Metropolitan Freeway Service Patrol Program is a joint effort between the Sacramento Transportation Authority (STA), the California Department of Transportation (Caltrans) and the California Highway Patrol (CHP). The STA administers the Program while Caltrans provides funding and CHP provides field supervision. The Capitol Valley Service Authority for Freeways and Expressways (SAFE) is also a partner in the Program by providing a significant portion of funding.

The Sacramento Metropolitan FSP Program operates seven beats covering the most-congested portions of every major highway and freeway in Sacramento and Yolo Counties. FSP contracts with private tow companies to provide the roadside assistance and towing services. FSP contracts are grouped into three sets, each covering 2 or 3 beats, and the contract terms are staggered so that they expire approximately 1.5 to 2 years apart.

## **2.0 INTRODUCTION**

The STA has issued this Request for Qualifications (RFQ) to tow providers that are potentially interested in providing roadside assistance and towing services for the Sacramento Metropolitan FSP Program. The purpose of the RFQ is to establish a list of interested firms which meet the desired qualifications established by the STA, Caltrans, and CHP. This list can be used to direct subsequent Request for Bids (RFBs) for contracts on specific FSP beats.

It is anticipated at this time that the STA will invite the firms on the resulting list to provide price proposals ("bids") for a contract covering Beats 5, 6, and 7 (see Appendix B for beat location and boundaries) through a Request for Bids (RFB). From the RFB, the STA will award the contract(s) to the lowest bid in accordance with Section 180154 of the Local Transportation Authority and Improvement Act (Public Utilities Code, §180000 et seq.).

*Firms that do not submit Qualifications and firms that do not meet the requirements identified in this RFQ will not be invited to participate in any Request for Bids that are subsequent to this RFQ.*

## CONTRACTOR REQUIREMENTS

(a) Minimum Level of Experience. Firms must have a business license and have been in business for at least the last 36 consecutive months. In addition, firms must have either:

- Two years of experience with a FSP program or on Rotation Tow with the CHP, or
- Three years of experience with an auto club, a local law enforcement agency, or other organization, which included towing on or off of a highway or freeway.

Firms without FSP experience must submit one letter from the CHP, auto club or law enforcement agency attesting to your firm's satisfactory performance. Firms with FSP experience must provide the name and contact information of the FSP program manager or other person most-familiar with their performance in the FSP program.

(b) Local Office or Staging/Parking/Satellite Location. Firms must either:

- Maintain a local office that is staffed by a person who has the authority to conduct business and make decisions on behalf of the contractor, or
- Have identified a proposed staging/parking/satellite location that is within 30 minutes driving time (at the speed limit) of the beats the firm is interested in. The remote location does not need to be staffed, however, it shall be a secure location with adequate storage space for FSP trucks and minor FSP equipment (e.g., forms, brochures, records, flares, sand). Drivers operating from the staging/parking/satellite location must have the ability to communicate with the main office location at all times.

(c) Financial Stability and Responsibility. Firms desiring to contract with the STA must be financially sound, having sufficient funds or business credit to obtain and maintain all required equipment, maintain payments on all FSP related purchases or leases, and support the payroll of FSP tow drivers. Evidence of a firm's financial stability and responsibility must be confirmed in the following items:

- A recent letter from their bank indicating the length of their relationship, their current standing with the bank, and the average monthly balance of the firm's account for the last available consecutive 12-month period and an indication of the firm's access to credit, and
- A recent letter from a bank, dealer, lease or finance corporation or other that indicates that the firm has the pre-approval, credit or financial ability to purchase vehicles necessary for FSP operation.

*(All financial information from this section shall be received as confidential and will not become part of the STA's public record.)*

Generally, firms should be in good standing with the bank, maintain an average monthly balance sufficient to meet at least 2.5 months of payroll and not have a significant incidence of delinquent payments. However, each firm's financial stability and responsibility will be reviewed individually and unique circumstances will be considered.

- (d) Management Ability. Firms desiring to contract with the STA must be successfully and professionally managed. Firm must have in place and maintain throughout the contract period an accounting system that maintains accountability of FSP related costs and income, and document with verifiable source documents all FSP costs, including tow operator timesheets.

Firms must also have in place procedures for maintaining the firm's quality and performance standards. Firms are asked to briefly describe their:

- Accounting records and bookkeeping system
- Standards of performance, safety and appearance
- Communication, monitoring, and supervision of vehicles and operators in the field
- Employee satisfaction and turnover rates
- Vehicles and equipment maintenance schedule
- *If a remote staging/parking/satellite location will be used: Experience operating a remote/satellite location or (if no prior experience) the plans for operating the remote/satellite location*

The written information may be corroborated with information gathered from references, site visits, and/or interviews.

- (e) Special Provisions. FSP is subject to certain provisions in the law that may affect each participating firm differently. An adequate understanding of these provisions is required because of their potential impact on a firm's normal operation. Firms are asked to briefly describe their understanding about the following items, indicate if their operation is or will be impacted and, if so, how compliance with the provisions are or will be implemented:

- Hours of Service and Logbook Requirements (Title 13, California Code of Regulations, Sections 1212, 1212.5 and 1213)
- Medical Certificate (California Vehicle Code, Section 12804.9)

- (f) Limitation on Adverse Actions. Firms may not have been subject to adverse actions related to towing activities within the last two (2) years. Adverse actions include termination of a towing contract with a government agency for cause; suspension of a towing contract or agreement with a government agency; or having been the subject of an adverse administrative finding and action by a government agency relating to theft, dishonesty, overcharging customers, or improper business practices. In addition, no business principals shall have been found guilty or entered a plea of no contest in a criminal action regarding theft or dishonesty relating to the towing service. This requirement is designed to protect the public served by the FSP program, the STA, Caltrans, and the California Highway Patrol (CHP) from dishonest proposers or proposers which have shown an inability to meet contract requirements and responsibilities.

#### **4.0 RFQ SUBMITTAL AND CONTACT INFORMATION**

Interested firms must submit one original and four (4) hard copies of their Qualifications package in a sealed envelope labeled "Freeway Service Patrol Qualifications," **no later than 2:00 p.m., Thursday, September 10, 2009.** Postmarks and facsimiles will not be accepted. All Qualifications must be completed using the attached forms and include all information required in this RFQ (additional sheets may be attached as necessary). Qualifications and all inquiries relating to this RFQ shall be submitted to the STA's Freeway Service Patrol Program Manager at the address shown below:

Norman Hom  
Sacramento Transportation Authority  
431 I Street, Suite 106  
Sacramento, California 95814

Firms are strongly encouraged to call if they have any questions about this RFQ. For telephone inquiries, call (916) 323-0080. E-mail inquiries may be addressed to *norm@sacta.org*.

#### **5.0 SELECTION PROCESS**

The STA will conduct a formal review process to determine the firms that meet the minimum requirements of the RFQ. A Review Committee comprised of staff representatives from STA, CHP, SACOG and one outside transportation agency will convene to review and evaluate all submitted Qualifications. The entire Review Committee or representative(s) of the Committee may further request additional information, contact references, conduct site visits or interviews and background checks, in an effort to corroborate, verify or augment submitted information. The Review Committee will, at the completion of the review and evaluation process, make a recommendation to the STA Governing Board on which firms meet all the requirements of the RFQ.

The STA Governing Board will, at a regularly-scheduled meeting, consider the Review Committee's recommendation and establish a list of qualified firms.

## **6.0 RESULT OF REQUEST FOR QUALIFICATIONS**

It is to be understood that a contract award will not be the direct result of this RFQ. Furthermore, any Request for Bids (RFB) subsequent to this RFQ will be issued only to those firms that have responded to this RFQ and were determined to successfully meet all the requirements contained herein.

## **7.0 DISPUTES**

A firm may object to a provision of the RFQ on the grounds that it is arbitrary, biased, or unduly restrictive. Firms may also object to the selection or non-selection of a particular firm to the list of qualified firms on the grounds that STA procedures, the provisions of the RFQ or applicable provisions of federal, state or local law have been violated or inaccurately or inappropriately applied. Disputes may be filed by submitting to the Program Manager a written explanation of the basis for the protest:

- For objections to RFQ provisions: no later than fifteen (15) working days prior to the date Qualifications are due.
- For objections to the Review Committee's recommendation on the Qualifications of a particular firm to the list of qualified firms: no later than three (3) working days after the date firms are notified of the Review Committee's recommendation. This does not preclude firms from addressing the STA Governing Board directly regarding the staff recommendation.
- For objections to the STA Governing Board's final action establishing a list of qualified firms based on the RFQ: no later than three (3) working days after the Governing Board's formal action.

Protests must clearly and specifically describe the basis for the protest in sufficient detail for FSP Program Manager to recommend a resolution to the STA Executive Director. The STA Executive Director will respond to the protest in writing.

## **APPENDIX A — QUALIFICATIONS FORMS**

Firms must use all of the following forms to complete their Qualifications. Additional sheets may be attached as needed. A firm may, at its option, also attach any additional information that would be helpful in determining the firm's compliance with the requirements of the RFQ.

- Form 1 — Qualifications Cover Letter**
  
- Form 2 — Local Office or Remote Location Questionnaire**
  
- Form 3 — Evidence of Requisite Experience**
  
- Form 4 — Evidence of Financial Responsibility**
  
- Form 5 — Evidence of Sound Management**
  
- Form 6 — Evidence of Understanding of Special Provisions  
Applicable to FSP**
  
- Form 7 — Contractor's References**
  
- Form 8 — Statement of No Adverse Actions**
  
- Form 9 — Contribution Disclosure Form**

Firms are responsible for ensuring that all nine forms are completed and are included in their submittals. Firms are encouraged to use this page as a checklist. Incomplete Qualifications shall be considered ineligible from further consideration.

FORM 1

**QUALIFICATIONS COVER LETTER**

DATE: \_\_\_\_\_

TO: Norman Hom  
Sacramento Transportation Authority  
431 I Street, Suite 106  
Sacramento, CA 95814

FROM: \_\_\_\_\_ (Firm)

In response to the Request for Qualifications (RFQ) for the Freeway Service Patrol (FSP), we the undersigned hereby declare that we have carefully read and examined the RFQ documents and hereby submit our Qualifications for consideration to be deemed eligible to bid on FSP contracts by meeting all of the minimum requirements of this RFQ.

Firm acknowledges that the following person is authorized to represent the firm on its behalf with the STA in connection with this RFQ:

_____ (Name)	_____ (Title)	_____ (Phone)
_____ (Firm Name)	_____ (Signature of Authorizing Official)	
_____ (Street Address/P.O. Box)	_____ (Type or Print Name)	
_____ (City, State, Zip Code)	_____ (Title)	
_____ (Business License Number)	_____ (Telephone/Fax Number)	
_____ (Business License Classification)	_____ (Tax I.D. Number)	

Firm is a (check one):  Sole Proprietorship  Partnership  Corporation, state: \_\_\_\_\_

**REQUIREMENT FOR LOCAL OFFICE OR STAGING/PARKING/SATELLITE LOCATION**

Which of the following would your firm use in regards to FSP? (Check one)

- LOCAL OFFICE** that includes a staging area and facilities for parking that is within 30 minutes driving time of the applicable FSP beats. Indicate address in the spaces below:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

- STAGING/PARKING/SATELLITE LOCATION** that includes a staging area and facilities for parking that is within 30 minutes driving time of the applicable FSP beats. Indicate address or location in the spaces below:

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Briefly describe the equipment and other items will be located at this location and how it will be managed and used. If your firm has experience operating a remote location, please describe.

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**EVIDENCE OF REQUISITE EXPERIENCE**

Questions

*Answer all of the following:*

1. Total number of years firm has been in business: \_\_\_\_\_

2. Experience with FSP:

Month/year started	Month/year ended	FSP program name and contact information

3. Experience with CHP Rotation Tow:

Month/year started	Month/year ended	Location

4. Experience with other organizations or law enforcement agencies:

Month/year started	Month/year ended	Name(s) of organizations or agencies

Attachment: Reference Letter

Firms without FSP experience are required to submit one letter from CHP, auto club or a local law enforcement agency attesting to the firm's satisfactory performance. The letter must be on letterhead and attached to this form.

**EVIDENCE OF FINANCIAL RESPONSIBILITY**

Attach all of the following:

- A recent (no more than 90 days old) reference letter from your bank on bank letterhead, indicating financial responsibility. This letter should indicate how long you have been a customer of the bank, your account's monthly average balance for a recent 12 month period, your firm's access to credit and your current standing with the bank.
  
- A recent letter from a bank, dealer, lease or finance corporation or other that indicates that your firm has the pre-approval, credit or financial ability to purchase vehicles necessary for FSP operation.

Note: All financial information from this section shall be received as **confidential** and will not become part of the STA's public record.

**EVIDENCE OF SOUND MANAGEMENT**

*Describe your ability to successfully and professionally manage the business according to the items listed below. Additional sheets may be attached as necessary. Please be brief and concise.*

- Describe the management's experience including the type and length of experience:

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- Describe how accurate and professional accounting and bookkeeping records are maintained and updated:

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- Describe how vehicles in the field are monitored and supervised:

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**EVIDENCE OF SOUND MANAGEMENT**

- Describe your record of maintaining professional standards of performance, safety and appearance, including hiring and disciplinary practices:

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- Describe employee turnover rate, employee incentive programs (if any), etc.:

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- Describe your vehicle and equipment maintenance schedule and how it is implemented:

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**CONTRACTOR REFERENCES**

Provide three complete and current references from individuals, companies, law enforcement agencies, service clubs, public agencies, etc., who are knowledgeable of your firm's experience and capabilities with regard to towing services. Proposers are encouraged to include references from public agencies and/or other clients for whom they have performed services similar to those required for FSP. *References from relatives and/or current FSP Staff are not acceptable.*

1. Client's Name	
Contact Person	
Phone and Fax	
E-Mail	
Address	
Type of Work Performed	

2. Client's Name	
Contact Person	
Phone and Fax	
E-Mail	
Address	
Type of Work Performed	

3. Client's Name	
Contact Person	
Phone and Fax	
E-Mail	
Address	
Type of Work Performed	

**STATEMENT OF NO ADVERSE ACTIONS**

Firms may not have been subject to adverse actions related to towing activities within the last two (2) years. This requirement is designed to protect the public served by the FSP program, the STA, Caltrans, and CHP from dishonest proposers or proposers which have shown an inability to meet FSP requirements and responsibilities.

*Answer the questions below*

- 1. Have you or your company, or any agent on behalf of you or your company, been subject to adverse actions related to towing activities within the last two (2) years? Adverse actions include termination of a towing contract with a government agency for cause; suspension of a towing contract or agreement with a government agency; or having been the subject of an adverse administrative finding and action by a government agency relating to theft, dishonesty, overcharging customers, or improper business practices.

No  Yes, describe: \_\_\_\_\_

- 2. Have you or your company, or any agent on behalf of you or your company, or business principals been found guilty or entered a plea of no contest in a criminal action regarding theft or dishonesty relating to towing service?

No  Yes, describe: \_\_\_\_\_

\_\_\_\_\_  
DATE

\_\_\_\_\_  
(SIGNATURE OF AUTHORIZED OFFICIAL)

\_\_\_\_\_  
(TYPE OR WRITE APPROPRIATE NAME, TITLE)

\_\_\_\_\_  
(TYPE OR WRITE NAME OF COMPANY)

**CONTRIBUTION DISCLOSURE FORM**

California Government Code § 84308 precludes an officer of a local government agency from participating in the award of a contract if he or she receives any political contributions totaling more than \$250 in the 12 months preceding the pendency of the contract award, and for three months following the final decision, from the person or company awarded the contract. This prohibition applies to contributions to the officer, or received by the officer on behalf of any other officer, or on behalf of any candidate for office or on behalf of any committee. Answering yes to either of the two questions below does not preclude STA from awarding a contract to your firm. It does, however, preclude the identified Board member(s) from participating in a contract award process involving your firm.

STA's Governing Board members include:

Steve Cohn  
Robert King Fong  
Patrick Hume  
Bonnie Pannell  
Jeff Slowey  
Jeanne Bruins  
Kevin Johnson  
Andy Morin  
Teresa Stanley

Ken Cooley  
Lauren Hammond  
Roberta MacGlashan  
Barbara Payne  
Ray Tretheway  
Robert McGarvey  
Linda Kimura  
Sandy Sheedy  
Robbie Waters

Roger Dickinson  
Kerri Howell  
Don Nottoli  
Susan Peters  
Jimmie Yee  
B. Teri Burns  
Kevin McCarty  
Sophia Scherman

1. Have you or your company, or any agent on behalf of you or your company, made any political contributions of more than \$250 to any STA Board Member in the preceeding twelve (12) months?

No  Yes, to: \_\_\_\_\_ on (date) \_\_\_\_\_

2. Do you or your company, or any agency on behalf of you or your company, anticipate or plan to make any political contributions of more than \$250 to any STA Board Member in the three months following the award of a contract subsequent to this Request for Qualifications?

No  Yes, to: \_\_\_\_\_

\_\_\_\_\_  
DATE

\_\_\_\_\_  
(SIGNATURE OF AUTHORIZED OFFICIAL)

\_\_\_\_\_  
(TYPE OR WRITE APPROPRIATE NAME, TITLE)

\_\_\_\_\_  
(TYPE OR WRITE NAME OF COMPANY)

# APPENDIX B — MAP OF FSP BEATS AND BOUNDARIES

