



**Santa Cruz County Regional
Transportation Commission
Service Authority for Freeway Emergencies**

**AGENDA
Thursday, December 8, 2016**

**NOTE LOCATION THIS MONTH
City of Santa Cruz Council Chambers
809 Center Street
Santa Cruz, CA**

Immediately following the completion of the regular RTC meeting

1. Oral communications

Any member of the public may address the SCCRTC Service Authority for Freeway Emergencies (SAFE) for a period not to exceed three minutes on any item within the jurisdiction of the SCCRTC SAFE that is not already on the agenda. The SCCRTC SAFE will listen to all communication, but in compliance with the State Law, will not take action on items that are not on the agenda.

Speakers are requested to sign the sign-in sheet so that their names can be accurately recorded in the minutes of the meeting.

2. Additions or deletions to consent and regular agendas

CONSENT AGENDA

All items appearing on the consent agenda are considered to be minor or non-controversial and will be acted upon in one motion if no member of the SCCRTC SAFE or public wishes an item be removed and discussed on the regular agenda. Members of the SCCRTC SAFE may raise questions, seek clarification or add directions to Consent Agenda items without removing the item from the Consent Agenda as long as no other SCCRTC SAFE member objects to the change.

No consent items

REGULAR AGENDA

3. Release of Request for Proposals for Freeway Service Patrol Towing Service on Highway 1 and Highway 17
(Amy Naranjo, Transportation Planner)

- a. Staff report
- b. Request for Proposals (RFP)

4. Adjourn

AGENDA: December 8, 2016

TO: Regional Transportation Commission/ Service Authority for Freeway Emergencies

FROM: Amy Naranjo, Transportation Planner

RE: Release of Request for Proposals for Freeway Service Patrol Towing Service on Highway 1 and Highway 17

RECOMMENDATIONS

Staff recommends that the Regional Transportation Commission, serving as the Service Authority for Freeway Emergencies (SAFE) approve the release of a request for proposals (RFP) for Freeway Service Patrol (FSP) towing service on Highway 1 and Highway 17 (Attachment 1); and encourage potential towing contractors to submit a proposal.

BACKGROUND

The Santa Cruz County Regional Transportation Commission (RTC) operates the Freeway Service Patrol (FSP) program in Santa Cruz County. This program consists of two tow trucks patrolling Highway 1 from Highway 9 to State Park Drive and Highway 17 from Mount Herman Road to the Santa Clara County Line. Both highway segments are patrolled during weekday commute periods. Traditionally, the Highway 17 segment is also patrolled on Sundays from 1:00 pm to 7:00 pm all year round and Saturdays from 1:00 pm to 7:00 pm during the summer. For the past few summers, Hwy 1 has also been patrolled from 1:00 to 7:00 pm on most Saturdays and Sundays. FSP tow trucks remove disabled vehicles from the highway at no cost to the motorists. The FSP program is designed to reduce congestion, improve safety, and reduce fuel consumption and auto emissions by minimizing the congestion associated with collisions and other incidents.

The FSP project receives funds from Caltrans and must provide a minimum 25% match. The RTC provides a much higher match from various funding sources including Santa Cruz County's regional share of State Transportation Improvement Program (STIP) funds, Service Authority for Freeway Emergency (SAFE) funds, and Regional Surface Transportation Program (RSTP) funds.

DISCUSSION

The current tow service contract for the FSP program on Highway 1 (Santa Cruz Beat 2) and Highway 17 (Santa Cruz Beat 1) will expire on July 7, 2017. On December 9th, 2016, RTC staff will release a request for proposals (RFP) for FSP service on Highway 1 and Highway 17 for the period of July 8, 2017 to June 30, 2021.

Procurement and Evaluation Process

To be eligible to submit a proposal, a firm must have a valid business license; a local office or proposed staging/parking/satellite location located within 20 minutes of the beat; and three (3) years' experience in operating a tow service, of which two (2) years must be on rotation with the California Highway Patrol (CHP) or Freeway Service Patrol (FSP). One (1) year additional highway or freeway experience (law enforcement, auto clubs, etc.) may be substituted for the required two-year CHP/FSP experience.

Interested contractors meeting the minimum business qualifications are invited to participate in the Proposer's Conference hosted by RTC SAFE, which is intended to inform new contractors about program requirements and assist in completing the required forms.

FSP Program stakeholders including the CHP and Caltrans are expected to participate throughout the procurement and evaluation process.

Contractor Selection Timetable

Fri. December 9, 2016	RFP available
Wed. January 4, 2017	Proposers' Conference at 1:00 PM
Fri. January 20, 2017	Proposals due at 1:00 PM
Mon. January 23 – Fri. January 27, 2017	SCCRTC SAFE Evaluation Committee review
Mon. January 30 – Wed. February 1, 2017	Site Visits to Tow Contractors
Thurs. March 2, 2017	RTC Board Approves FSP Contractor
Sat. July 7, 2017	Execution of Contracts

Proposals submitted by the due date of January 20, 2017 will be reviewed and evaluated by a committee comprised of RTC, CHP and Caltrans staff. Evaluation will be based on the total price for the proposed tow service (including new trucks and equipment, management and driver costs, and administrative costs); the proposer's ability to successfully and professionally manage their business (including accurate bookkeeping, quality personnel, safety record, etc.); and the proposer's ability to provide the level of service as set forth in the FSP Operator's Manual.

There will be site visits of the finalists' facilities in late January 2017. Staff expects to return to the RTC with a contract award recommendation and draft contract for each beat in March 2017.

Commissioners are invited to participate in any of the proposal activities. If you would like more information, please inform staff.

SUMMARY

The current contract for Freeway Service Patrol tow service on Highway 1 and Highway 17 expires July 2017. RTC staff will release a request for proposals (RFP) in December 2016 for FSP tow service on Highway 1 and Highway 17. Staff expects to return to RTC SAFE with a contract award recommendation and draft contract for each beat in April 2017.

Attachments:

1. Request for Proposals ([RFP](#))



SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION
1523 Pacific Ave., Santa Cruz, CA 95060-3911 • (831) 460-3200 FAX (831) 460-3215 EMAIL info@sccrtc.org

REQUEST FOR PROPOSALS (RFP)

Letter of Invitation for **Freeway Service Patrol on Highways 1 & 17 in Santa Cruz County**



December 9, 2016

Dear Towing Contractor:

The Santa Cruz County Regional Transportation Commission Service Authority for Freeway Emergencies (SCCRTC SAFE) invites your firm to submit a proposal to provide towing services for the Santa Cruz County Freeway Service Patrol (FSP) on Highway 17 and Highway 1. The FSP program is managed by a partnership of the SCCRTC SAFE, the California Department of Transportation (Caltrans), and the California Highway Patrol (CHP).

Notice of this RFP was mailed to tow contractors in the area. RFP's will only be mailed to tow contractors who request copies. The SCCRTC SAFE reserves the right to amend the RFP by addendum before the final Proposal submittal date. Any addenda to the RFP will only be mailed to tow contractors who request copies of the RFP. The RFP and addenda will also be posted on the SCCRTC website, <http://sccrtc.org/about/opportunities/rfp/>.

PROPOSAL DUE DATE

Interested firms must submit one (1) unbound reproducible original proposal, four (4) paper copies and one (1) electronic copy saved to a compact disc in a sealed envelope labeled "Freeway Service Patrol Proposal," **no later than 1:00 pm, Pacific Standard Time, Friday, January 20th, 2017.** Proposals received after

the date and time specified above will not be considered. All proposals must be completed and submitted as discussed in **Proposal Requirements** of the RFP in order to be considered.

Proposers not complying with the proposal requirements are at risk of being found non-responsive. A submitted proposal shall be considered firm offers to enter into a contract, as described in this RFP for a period of one hundred fifty (150) days from the time of submittal.

All proposals must be accompanied by a performance guaranty in the form of a one thousand dollar (\$1,000) cashier's check made out to SCCRTC SAFE. The cashier's check should indicate the company name and the beat(s) for which it is being submitted. Checks will be returned to unsuccessful Proposers within ten (10) days of their notification of non-selection and to successful Proposers after the successful completion of three months of service.

PROJECT DESCRIPTION

Freeway Service Patrol (FSP) vehicle operators contracting with the SCCRTC SAFE provide "quick fix" items, e.g., furnishing one gallon of gasoline, changing flat tires, providing a "jump" start, taping or repairing cooling system hoses, refilling radiators or similar minor repairs as well as providing towing needs for minor collisions. If the disabled vehicle cannot be repaired in this manner, it is towed to a CHP-designated drop location. In that case, the motorist can request that the FSP vehicle operator contact the CHP Dispatchers to call a CHP rotational tow, specified tow, or relative or friend to assist them. FSP operators are also responsible for clearing the freeway of automobiles, motorcycles, small trucks (vehicles with a gross weight of only 6,000 pounds or less) and small debris. All FSP services are provided free of charge to motorists.

A detailed description of the services to be provided under this RFP is set forth in **Attachment 1 – Scope of Work**.

SCCRTC SAFE POINT OF CONTACT

Proposals and inquiries relating to this RFP shall be submitted to:

Amy Naranjo, SAFE FSP Program Manager,
Santa Cruz County Regional Transportation Commission
1523 Pacific Ave., Santa Cruz, CA 95060
(831) 460-3200 ~ anaranjo@sccrtc.org

Email inquiries relating to this RFP should include "Freeway Service Patrol" in the subject header.

All new Proposers are strongly encouraged to contact the SCCRTC SAFE FSP Program Manager if they have any questions about this RFP, including proposal forms.

PROPOSERS CONFERENCE

A proposers' conference will be held on **Wednesday, January 4th, 2017 at 1:00 pm** at the SCCRTC Office, 1523 Pacific Avenue, in Santa Cruz. The Proposers' Conference provides interested tow contractors the opportunity to meet with SCCRTC SAFE staff and California Highway Patrol FSP Tow Officers and to ask questions about the RFP and the FSP Program. Attendance at a Proposers' Conference is strongly recommended although not required. Responses to questions concerning this RFP posed during the Proposers' Conference or prior to the conference will be written and provided to companies who request a proposal in addition to being posted on the SCCRTC website (<http://sccrtc.org/about/opportunities/rfp/>).

Additionally, the FSP Operator's Manual will be distributed at the Proposers' Conference. This manual explains the types of incidents to which tow operators may be dispatched. Proposers who do not attend a Proposers' Conference may download a copy of the latest FSP Operator's Manual along with the other RFP documents at <http://sccrtc.org/about/opportunities/rfp/>. Proposers are responsible for becoming familiar with the requirements of the FSP Operator's Manual, which will be incorporated by reference into the SCCRTC SAFE FSP contract with an operator.

Interested firms are also encouraged to contact the Project Manager for assistance with **Attachment 2 – Proposal Forms** and may schedule an appointment to receive direction on how to complete Form G – Price Proposal Spreadsheet.

SCHEDULE AND FUNDING

At this time, the SCCRTC SAFE anticipates awarding two (2) 48-month contracts: one (1) contract for Highway 17 Beat 1 and one (1) contract for Highway 1 Beat 2 on **Thursday, March 2, 2017**. Service will begin on **Saturday, July 8, 2017** and continue through **Wednesday, June 30, 2021**. Award of contract under this RFP is contingent upon final funding approval. Funding for the FSP Program is subject to annual budget decisions. In the event that funding for this program is not approved for the complete four (4) year period, the SCCRTC SAFE will notify the tow operations sixty (60) days prior to terminating the contract, as stated in **Attachment 3 – Sample Contract**.

NONDISCRIMINATION

The selected contractor shall comply with all applicable federal, state, and local laws, ordinance, rules, and regulations in regard to nondiscrimination in employment because of race, creed, color, ancestry, national, origin, religion, sex, marital status, age, medical condition, pregnancy, disability, or other prohibited basis. All nondiscrimination rules or regulations require by law to be included are incorporated herein by this reference.

PROPOSAL EVALUATION

Contract awards will be made to the responsible firm(s) that present the proposals that, in the opinion of the SCCRTC SAFE and partner agencies, are the most advantageous to the SCCRTC SAFE FSP Program, based on the evaluation criteria listed in **Proposal Details** of the RFP.

The SCCRTC SAFE reserves the right to accept or reject any or all proposals submitted, waive minor irregularities in proposals, request additional information or revisions to offers, and to negotiate with any or all Proposers. Note: All contract awards are subject to the successful completion of a contractor background check conducted by the CHP.

CONTRACTOR SELECTION TIMETABLE

Fri. December 9, 2016	RFP available
Wed. January 4, 2017	Proposers' Conference at 1:00 PM
Fri. January 20, 2017	Proposals due at 1:00 PM
Mon. January 23 – Fri. January 27, 2017	SCCRTC SAFE Evaluation Committee review
Mon. January 30 – Wed. February 1, 2017	Site Visits to Tow Contractors
Thurs. March 2, 2017	RTC Board Approves FSP Contractor
Sat. July 7, 2017	Execution of Contracts

GENERAL CONDITIONS

Your attention is directed to **General Conditions** and **Contractor Requirements** of the RFP.

Before making any consultant selection, all proposals will be designated confidential to the extent permitted by the California Public Records Act. After award of the contract (or if not awarded, after rejection of all proposals), all materials submitted by Proposers are subject to public inspection under the California Public Records Act (Government Code § 6250 *et seq.*) unless exempt. In addition, selected tow contractors will be required to sign a contract with the SCCRTC SAFE substantially identical to the enclosed contract, **Attachment 3 – Sample Contract** to this RFP. The terms and conditions of this RFP and of the FSP Operator's Manual are incorporated by reference into the SCCRTC SAFE - Operator Contract.

If awarded a contract, a company shall have ninety (90) days, from the date of the notification of award of contract, to acquire the required equipment, have it inspected, hire and train drivers and be ready to operate. Submission of a proposal shall be deemed to be a promise to meet the 90-day operational requirement.

AUTHORITY TO COMMIT SCCRTC SAFE

Based on an evaluation by a selection panel, the Executive Director of the SCCRTC SAFE will recommend a tow contractor to the SCCRTC SAFE. Neither this RFP nor the SCCRTC SAFE's approval commits the SCCRTC SAFE to award a contract in full or in part, to pay any costs incurred in the preparation of a proposal for this request, or to procure a contract for services. Funding for the FSP Program and any service procured in connection with this RFP is contingent upon funding availability and annual budget approvals for the FSP Program.

Thank you for your participation.

Sincerely,

George Dondero
Executive Director

Enclosures: Request for Proposals for Freeway Service Patrol

REQUEST FOR PROPOSALS

by

SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION

for

Freeway Service Patrol

December 9, 2016

1523 Pacific Ave
Santa Cruz, CA 95060

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REQUESTS FOR PROPOSALS FOR FREEWAY SERVICE PATROL ON HIGHWAYS 1 AND 17 IN SANTA CRUZ COUNTY, 2017 – 2021

CONTRACTOR REQUIREMENTS

Minimum Business Qualifications

To be eligible to submit a proposal, a firm must have:

1. A valid business license;
2. A local office or proposed staging/parking/satellite location located **within 20 minutes driving time** (at the speed limit) of interested FSP Beat boundaries; and
3. **Three (3) years'** experience in operating a tow service, of which two (2) years must be on rotation with the California Highway Patrol (CHP) or Freeway Service Patrol (FSP); or
4. **One (1) year** additional highway/freeway experience (law enforcement, auto clubs, etc.) may be substituted for the required two-year CHP/FSP experience;

In addition, at the time of proposal submission, all Proposers must maintain a local office or have identified a proposed staging/parking/satellite location in **Attachment 2 – Proposal Forms** (Form B - Vehicle Information), located within 20 minutes driving time (at the speed limit) of Highway 17 Beat 1 or Highway 1 Beat 2 route limits. The office must be staffed by a person who has the authority to conduct business and make decisions on behalf of the contractor. If the Proposer intends to use a staging/parking/satellite location, it is not necessary that it be staffed, however, it shall be a secure location with adequate storage space for the FSP truck(s) and minor FSP equipment (i.e., data collection equipment, flares, sand, etc.). Drivers operating from the staging/parking/satellite location must have the ability to communicate with the main office location at all times.

Proposers may be required to verify these qualifications prior to award of contract.

Proposer Responsibility

Awards shall only be made to Proposers that have been determined by the SCCRTC SAFE to be responsible. "Responsibility" addresses the question of whether a tow contractor is inherently capable of performing the contract. Determination of responsibility takes into consideration a company's history of completing other similar contracts, its trustworthiness, whether it has necessary equipment and facilities or the ability to obtain them, and its financial stability.

All Proposers must submit evidence of financial responsibility. To meet this requirement, each Proposer must submit at least two (2) of the following four items:

1. A reference letter from Contractor's bank;
2. Federal Income Tax Returns from the two most recent years available;
3. Profit/Loss Statement for the two most recent quarters available, and/or
4. Dunn and Bradstreet Report or credit report by a recognized credit reporting service, issued after August 31, 2016.

The financial responsibility information is requested for determining financial responsibility only and will be received as confidential by SCCRTC SAFE. As such, it will not become part of SCCRTC SAFE's public record.

To assist SCCRTC SAFE in assessing the other elements of responsibility, SCCRTC SAFE will contact Proposers' references.

Operations Requirements

The operations requirements pertaining to beat location, schedule, equipment, and operators are set forth in **Attachment 1 – Scope of Work**. By submitting a proposal, each Proposer agrees to perform services in accordance with the detailed tasks as outlined in **Attachment 1 – Scope of Work**.

Insurance

Each selected Contractor shall be required, at its own expense, to obtain and maintain in effect for the duration of the contract the following insurance against claims for injuries to persons or damages to property, which may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, or employees:

1. Workers' Compensation insurance as required by the State of California;
2. Employer's Liability of at least \$1,000,000 per accident for bodily injury or disease;
3. Commercial General Liability of at least \$1,000,000 per occurrence for bodily injury, personal injury and property damage (if Commercial General Liability Insurance or other form with a general aggregate limit is used, either the general aggregate limit shall apply separately to this project location or the general aggregate limit shall be twice the required occurrence limit);
4. Owned, non-owned and hired automobile liability of at least \$1,000,000 per accident for bodily injury and property damage;
5. On-hook Insurance of at least \$60,000 per accident; and
6. Umbrella insurance in the amount of \$1,000,000 providing excess limits over Employers Liability, Automobile Liability, and Commercial General Liability Insurance.

Each selected Contractor must have original insurance certificates and the required endorsements approved by SCCRTC SAFE on file before contract performance begins. Insurance carriers shall be required to have an established place of business in California. SCCRTC SAFE may request a claims report at any time.

PROPOSAL REQUIREMENTS

Proposers must include in their proposal(s) the sections that are described below and contained in **Attachment 2 – Proposal Forms**. Proposals not complying with these provisions may be considered non-responsive.

In keeping with RTC SAFE's resource conservation policy, proposers are asked to print proposals double-sided and are encouraged to use recycled paper with no plastic inserts for all proposals and reports. Covers and binding are not required, however, if provided they should be of recyclable material.

The suggested page limit for proposals is 30 pages not counting attachments. Proposal content and completeness are important.

The following information must be included in each proposal in the order listed:

A. Proposal Cover Letter (Form A)

The Proposal Cover Letter includes an acceptance of the Contract contained in **Attachment 3 – Sample Contract**. If a Proposer wishes to request any changes to this Contract, such requests must be included in the proposal submission or it shall be understood that the Proposer accepts the Contract in its entirety.

B. Vehicle Information (Form B)

Each proposal shall include the year, manufacturer, model, current mileage, Gross Vehicle Weight Rating (GVWR), and Vehicle Identification Number (VIN) of each truck that will be used for the project including the back-up truck. If a potential Proposer does not own the vehicles, but plans to acquire the vehicles, a statement as to how these vehicles will be acquired and the time line for acquisition shall be provided. In addition, Proposer's must specify whether the trucks will be operating from the main office or the staging/parking/satellite location.

All trucks must be ready at the start of the contract. Contractors must notify SCCRTC SAFE immediately if any of the trucks are late. SCCRTC SAFE may allow the temporary use of approved old FSP trucks if the new ones are not ready at the contract start date. Contractors will be paid at 10% off of the

new rate for the beat until the new trucks are available for use. If one truck is late, including a back-up truck, all trucks serving that beat will be paid at this lower rate.

C. Experience (Form C)

Each proposal shall describe the Proposer's experience in sufficient detail to demonstrate the contractor's satisfaction of the minimum business qualifications set forth in **Contractor Requirements** of this RFP.

D. Management (Form D)

Each proposal shall describe the Proposer's management ability including, but not limited to, the ability to manage the company, to maintain accurate and professional accounting records, and the ability to manage employees, standards of professor, training and maintenance activities.

E. Financial Responsibility (Form E)

One copy of documentation relating to the Proposer's financial responsibility shall be provided. This information shall be packaged separately. It is not necessary to include copies of financial information with each copy of the proposal. This information will be received as confidential.

F. Price Proposal Spreadsheet Line Item Description (Form F)

Each proposal shall include a detailed description of the items that are included in each category of the Price Proposal Spreadsheet. This description shall include all expenses requested in each category of Form F. Proposers are responsible for adhering to the stated costs in the price proposal spreadsheet. Failure to provide for certain items as listed may result in a lowering of the contractor's hourly rate, and, depending upon the severity of the deviation, may result in the cancellation of the contract. SCCRTC SAFE reserves the right, through the audit clause in its contract, to confirm a tow contractor's compliance with all items listed in the price proposal spreadsheet.

G. Price Proposal Spreadsheet (Form G)

Each proposal shall include, in addition to the hourly rate, a detailed breakdown of costs. The detailed breakdown of costs will not be designated as confidential and will become part of SCCRTC SAFE's public records.

The SCCRTC has set the tow fuel price included in the Price Proposal Spreadsheet (Line 4a) at **\$2.65 per gallon**. (\$2.65 per gallon is the average price of diesel fuel as calculated for the Santa Cruz Area between November

2015 and November 2016.) However, the tow fuel price will be variable during the contract period. Changes in the tow fuel price will directly impact the monthly hourly FSP rate. The monthly hourly rate will be determined by inserting the monthly average tow fuel price for the region into the Price Proposal Spreadsheet, incorporated into the contract as the Price Breakdown, and recalculating Line 18. **See Attachment 3 – Sample Contract and Attachment 4 – Sample Monthly Hourly Rate Calculation.**

As stated above, proposers are responsible for adhering to the stated costs in the price proposal spreadsheet, with exception of the tow fuel price.

In order to simplify the cost calculations, an electronic copy of the Price Proposal Spreadsheet is available to download on the RTC website (<http://sccrtc.org/about/opportunities/rfp/>). It is strongly recommended that Proposers use the blank spreadsheet when preparing their cost calculations. If a Proposer would rather use its own version of a price spreadsheet, then it must contain the exact same categories and provide the same qualitative and quantitative information as contained in the Price Proposal Spreadsheet.

H. Price Proposal (Form H)

Each proposal shall include an hourly rate for operating the required number of FSP vehicles and drivers for the beat's hours of operation as well as for furnishing all labor, materials, tools, fuel (operating as well as for motorists), equipment, operating and maintenance costs, insurance, overhead, Internet, access, postage fees and incidentals as required in **Attachment 2 – Proposals Forms** (Form F – Price Proposal Spreadsheet Line Item Description; Form G – Price Proposal Spreadsheet). Office to office communication between the FSP Partners and the Proposers will be conducted via e-mail, thus Proposers must have Internet access as well as be able to run, at a minimum, Microsoft Office 2003 in order to send and receive compatible documents. The hourly rate shall also include costs associated with operators' attendance at the mandatory quarterly training classes and meetings required in this RFP and the required pre-operation vehicle inspections. The hourly rate furnished by the tow operator in the Form H will be the basis for calculating the variable hourly rate (see **Attachment 4 – Sample Monthly Hourly Rate Calculation** as an example).

I. Contractor's Reference Form (Form I)

Each Proposer shall submit three (3) references from individuals, companies, law enforcement agencies, service clubs, public agencies, etc., who are knowledgeable of the Proposer'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 described in this RFP. References from relatives and/or current FSP Staff will not be accepted. The submitted reference information shall be complete and current. References, for which incomplete and/or inaccurate contact information is provided, will count against the proposer during the proposal evaluation process.

J. California Levine Act Statement (Form J)

State law requires Proposers to disclose campaign contributions to any SCCRTC SAFE Commissioner exceeding \$250. All Proposers are required to complete the Levine Act Statement.

K. Performance Guaranty

All proposals must be accompanied by a performance guaranty in the form of a one thousand dollar (\$1,000) cashier's check made out to SCCRTC SAFE. Each check should include the company name and the number of the beat for which the performance guaranty is being submitted. Guaranty checks will be returned to unsuccessful Proposers within ten (10) days of their notification of non-selection. If an existing Contractor defaults within the first three (3) months of service, his or her \$1,000 Performance Guaranty will be forfeited.

EVALUATION AND AWARD

RTC SAFE staff will conduct an initial review of the proposals for adherence to the minimum qualifications and inclusion of the items requested in this RFP. Proposers failing to meet the minimum qualifications may not be considered. Any proposal that does not include enough information to permit the evaluators to rate the proposal in any one of the evaluation criteria listed below will be considered non-responsive and will not be evaluated. A proposal that fails to include one or more items requested in the Proposal Requirements above may be considered complete and generally responsive, if evaluation in every criterion area is possible.

Evaluation Criteria

Proposals from Proposers who meet the minimum requirements set out in Contractor Requirements of this RFP will be evaluated by a panel of staff representatives from SCCRTC SAFE, Caltrans, and CHP. Evaluation will be based on the following criteria:

1. Price	Total price for the proposed tow service, as noted on Line 18 of the Price Proposal Spreadsheet contained in Attachment 2 - Proposal Forms (Form G – Price
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Proposal Spreadsheet)

2. Management

The ability to successfully and professionally manage the business including:

- demonstrated ability to manage company operations;
- ability to maintain accurate and professional accounting records/bookkeeping;
- ability to maintain high levels of customer and employee satisfaction;
- record of maintaining professional standards of performance, safety and appearance;
- quality of personnel;
- record of consistent routine maintenance of vehicles and equipment;
- and quality of proposal.

In addition, years in operation, current size (number of trucks) and if applicable, number of years in the FSP program as well as on the CHP Rotation will be used as factors to consider a contractors business ability to handle multiple beats. Incumbent tow contractors will be evaluated according to their existing level of performance within the program. Information obtained from the site visits described below may also be used to evaluate management.

3. Quality of Tow Service

The FSP program sets high standards for its tow contractors and operators. The Evaluation Committee will evaluate whether the tow contractor has demonstrated the ability to provide the level of service that is required in the FSP Operator’s Manual. Incumbent tow contractors will be rated according to their existing level of performance within the program, including adherence to the FSP Operator’s Manual and prior contracts. In addition, references will be contacted to confirm the Evaluation Committee’s findings. For tow contractors not currently in the FSP Program, an extensive reference check will be conducted to determine the quality of service that can be expected.

Thus, it is essential that the contact information provided for each reference is complete and current. References with incomplete and/or inaccurate contact information will not be considered during the evaluation process. SCCRTC SAFE reserves the right to check references obtained from any source. Information obtained from the site visits described below may also be used to evaluate quality.

Site Visits/Proposer Discussions

Site visits will be conducted at both the Proposer's office and staging/ parking/ satellite locations, if applicable. Site visits at the office location will consist of an interview and inspection of the Proposer's office and/or tow yard. The proposed staging/ parking/ satellite location will be inspected for conformance with the minimum requirements as described in **Contractor Requirements**.

The site visits will be conducted by an evaluation panel consisting of representatives from each of the partner agencies (SCCRTC SAFE, CHP and Caltrans). Site visits will be scheduled with Proposers no later than one week prior to the visit. The site visit will include an on-site interview and an inspection of the facilities and equipment. The purpose of the site inspection is to permit evaluators to secure information, not available in the proposals, to enable the panel to evaluate the operator's ability to manage the business and ability to operate tow service according to FSP needs and standards. The site visit will also provide the Partners with the opportunity to discuss the price proposal spreadsheet and all non-allowable costs with the Proposer. This information is relevant to Evaluation Criteria [2] Management and [3] Quality of Tow Service.

Specifically, the site visit will be focused on the following three (3) components:

1. On-Site Interviews

On-site interviews will be conducted at the Proposer's office location. The owner or manager will be:

- questioned on knowledge of the FSP program;
- contractor's facilities and equipment;
- management;
- office/field operations; and
- any other factors deemed appropriate by the evaluation team.

Office personnel will be evaluated in terms of:

	<ul style="list-style-type: none"> ▪ effective dispatching; ▪ filing/record keeping; and ▪ general organization, including familiarity with the required computer operations. <p>An assessment will be made on capabilities required to initiate service for the FSP program.</p>
<p>2. Facilities & Equipment</p>	<p>The site inspection team will inspect the Proposer’s facilities and equipment including:</p> <ul style="list-style-type: none"> ▪ quality and maintenance of existing tow trucks; ▪ facility space and security; ▪ upkeep, arrangement of equipment; ▪ and maintenance and repair facilities. <p>If applicable, the proposed staging/ parking/ satellite location will be inspected for conformance with the minimum staging/ parking/ satellite location requirements as described in Contractor Requirements.</p>
<p>3. Office Organization</p>	<p>The site inspection team will inspect the Proposer’s office organization including:</p> <ul style="list-style-type: none"> ▪ staffing, ▪ filing system; ▪ record keeping (including insurance, current vehicle registrations, etc.); ▪ dispatch and information keeping systems; and ▪ overall environment and upkeep. <p>This component does not apply to satellite locations.</p>

During the site visits, evaluation panel members on the site inspection team will also notify the Proposers of specific miscalculations and/or concerns, if any, arising out of their price proposal spreadsheet.

Price Proposal Spreadsheet Discrepancies

Following the site visits, SCCRTC SAFE may give Proposers the opportunity to revise their price proposal spreadsheets to address the concerns raised during the site

visit. Proposers will be given five business days to correct any deficiencies. Upon receipt of the revised price proposal spreadsheet, if necessary, the evaluation panel will conduct a final evaluation, taking into consideration the site visit reviews, reference checks, and the revised price proposal.

GENERAL CONDITIONS

Examination of RFP Documents

Each Proposer shall be solely responsible for examining, with appropriate care, the RFP Documents, including any Addenda issued during the proposal period, and for informing itself with respect to any and all conditions which may in any way affect the amount or nature of the proposal, or the performance of the work in the event the Proposer is selected. Failure of the Proposer to so examine and inform itself shall be at its sole risk and no relief for error or omission will be given.

Interpretation of RFP Documents

Proposers may request of the SCCRTC SAFE in writing, prior to submission of proposal, clarification or interpretation of the RFP Documents. Where such interpretation or clarification requires a change in the RFP, the SCCRTC SAFE will issue an Addendum. Proposers shall acknowledge receipt of any and all Addenda in their Proposal Cover Letter contained in **Attachment 2 – Proposal Forms** (Form A). The SCCRTC SAFE shall not be bound by and Proposers shall not rely on any oral interpretation or clarification of the RFP Documents.

Preparation of Proposal

All the forms included in **Attachment 2 – Proposal Forms** (Forms A through J) shall be completed and submitted for each beat under consideration by Proposer . The RFP will be made available online at <http://sccrtc.org/about/opportunities/rfp/> to allow bidders to print the required forms, complete, sign and submit to SCCRTC SAFE by the proposal due date. All proposals shall be prepared by and at the expense of the Proposer.

Modified or Conditional Proposals

Proposers shall submit proposal(s) in conformity with the requirements of the RFP Documents. The proposal(s) shall be complete in itself and shall be submitted within a sealed envelope in accordance with section **Submission of Proposal/ Period of Acceptance** described below. Oral, telegraphic or telephonic proposals or modifications will not be considered.

Signing of Proposal/Authorization to Negotiate

Each proposal submitted by a Proposer shall be executed by the Proposer or by its authorized representative. In addition, the Proposer must identify those persons

authorized to negotiate on its behalf with the SCCRTC SAFE in connection with this RFP.

Withdrawal of Proposals

A proposal may be withdrawn by the Proposer by means of a written request signed by the Proposer or its properly authorized representative and delivered to the place stipulated in the RFP for receipt of proposals prior to the date and time for submittal of proposals.

Submission of Proposal/Period of Acceptance

Each proposal submitted by a Proposer must be delivered to the SCCRTC SAFE at 1523 Pacific Avenue, Santa Cruz, CA 95060 **no later than 1:00 pm, Pacific Standard Time, Friday, January 20th, 2017**. It is the Proposer's sole responsibility to see that its proposal is received as stipulated. In compliance with this RFP the Proposer agrees, if its proposal is accepted within 180 days from the date specified in the RFP for receipt of proposals, to provide the services at the price stipulated in its price proposal with adjustments only to accommodate changes in the average monthly diesel fuel price as defined in **Attachment 3 – Sample Contract**.

Award of Contract

A sample of the Contract to be utilized is contained in **Attachment 3 – Sample Contract**. SCCRTC SAFE reserves the right to make changes in the Contract that do not affect the cost to the Contractor providing the agreed upon service.

SCCRTC SAFE Rights

SCCRTC SAFE may investigate the qualifications of any Proposer under consideration, require confirmation of information furnished by a Proposer, and require additional evidence of qualifications to perform the work described in this RFP. The SCCRTC SAFE reserves the right to:

1. Reject any or all of the proposals.
2. Cancel the RFP.
3. Issue addenda to the RFP.
4. Seek the assistance of outside technical experts in proposal evaluation.
5. Negotiate with any, all, or none of the respondents to the RFP.
6. Solicit best and final offers from all or some of the Proposers.
7. Accept other than the lowest offer.

8. Waive minor informalities and irregularities in proposals.
9. Directly award a contract if no bids are received for a beat.

This RFP does not commit the SCCRTC SAFE to enter into a contract, nor does it obligate the SCCRTC SAFE to pay for any costs incurred in preparation and submission of proposals or in anticipation of a contract.

Selection Disputes

A Proposer may object to a provision of the RFP on the grounds that it is arbitrary, biased, or unduly restrictive, or to the selection of a particular consultant on the grounds that SCCRTC SAFE procedures, the provisions of the RFP or applicable provisions of federal, state or local law have been violated or inaccurately or inappropriately applied by submitting to the FSP Project Manager a written explanation of the basis for the protest:

1. no later than five (5) working days prior to the date proposals are due, for objections to RFP provisions, or in the case of an addendum issued during that five day period, five (5) working days after such addendum;
2. no later than three (3) working days after the date the proposer is notified that it was found to be non-responsive; or
3. no later than five (5) working days after the date on which the contract award is authorized by the SCCRTC SAFE or the date the Proposer is notified that the contract award has been authorized, whichever is later, for objections to consultant selection. A determination by the Project Manager not to evaluate a proposal may also be protested within five (5) working days of notification.

Except with regard to initial determinations of non-responsiveness, the evaluation record shall remain confidential until the SCCRTC SAFE authorizes award.

Protests of recommended awards must clearly and specifically describe the basis for the protest in sufficient detail for the SCCRTC SAFE review officer to recommend a resolution to the SCCRTC SAFE Executive Director. The SCCRTC SAFE Executive Director will respond to the protest in writing, based on the recommendation of a staff review officer. Authorization to award a contract to a particular Contractor by SCCRTC SAFE shall be deemed conditional until the expiration of the protest period or, if a protest is filed, the issuance of a written response to the protest by the Executive Director.

Should the Proposer wish to appeal the decision of the Executive Director, it may file a written appeal with the SCCRTC SAFE, no later than five (5) working days

after receipt of the written response from the Executive Director. The SCCRTC SAFE's decision will be the final agency decision.